



### Cisco TelePresence System

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



# USER GUIDE

VERSION TC6.0

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We recommend that you visit the Cisco web site regularly for updated versions of this guide. Go to: <http://www.cisco.com>

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Getting started



# Getting started

## Getting started

# Best practices

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

## General

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

## In the meeting room

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

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

## Use camera presets

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

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

## Loudspeaker volume

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

## Brightness control

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

## Ease of Use

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



**Getting started**

## A tour of the Touch pad

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

Tap here to return to *Home* menu.

Tap here to activate self-view.

Tap here to access the *Camera Control*.

Tap here to access the Settings.

Time of day.

Tap to mute/unmute microphone.

Adjust volume here (tap and drag).

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

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

Tap here to produce the dial pad.

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

Tap here to produce a list of upcoming scheduled meetings.

Tap here to start sharing content and conduct presentations.

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

## Basic operating principles



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



Tap a button to activate its function.



Scroll in lists as outlined.

**Getting started**

## About self-view

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

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

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

The position of self-view PiP can be changed if you wish—see [Moving the self-view PiP](#) on page 21 for details on this.



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



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



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

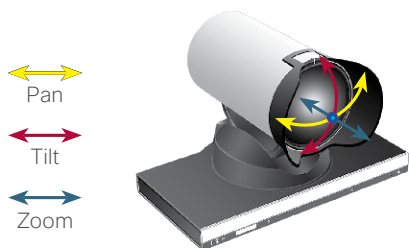
**Getting started**

# Camera adjustments

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

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

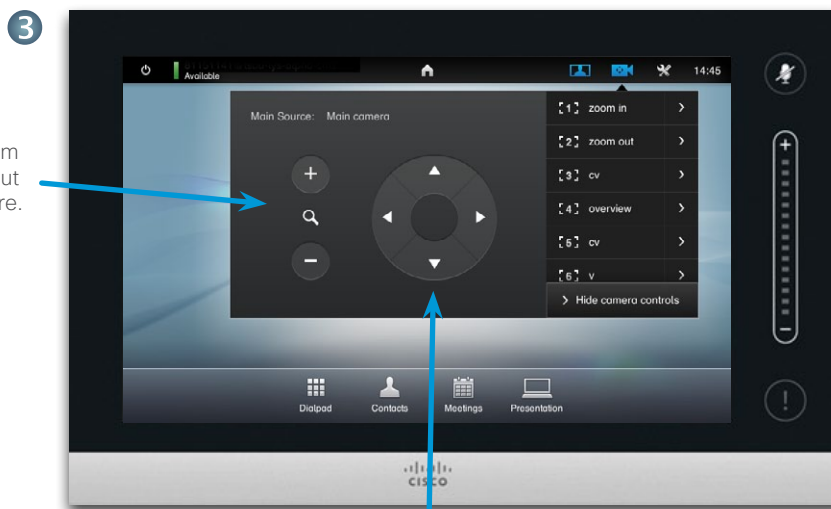
In addition you may also adjust the whitebalance and compensate for any light behind you (backlight compensation). These topics are discussed in **Camera Control & Settings** on page 36.



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



2 Then tap **Show camera controls**, as outlined.



Adjust zoom in and out here.

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

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

**Getting started**

## Adding a camera preset

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

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

### If you use more than one camera

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

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



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



Then tap **Show camera controls**, as outlined. Any camera presets already existing will appear in the list, as outlined.



Adjust zoom in and out here

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



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



**Getting started**

## Editing a camera preset

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

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

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



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



Then tap **Show camera controls**, as outlined. Any camera presets already existing will appear in the list, as outlined.



Adjust zoom in and out here

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

When you have set the zoom and pan as required, tap the preset to be altered. This will invoke a submenu.



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

**Getting started**

# Sound volume & ring tones

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

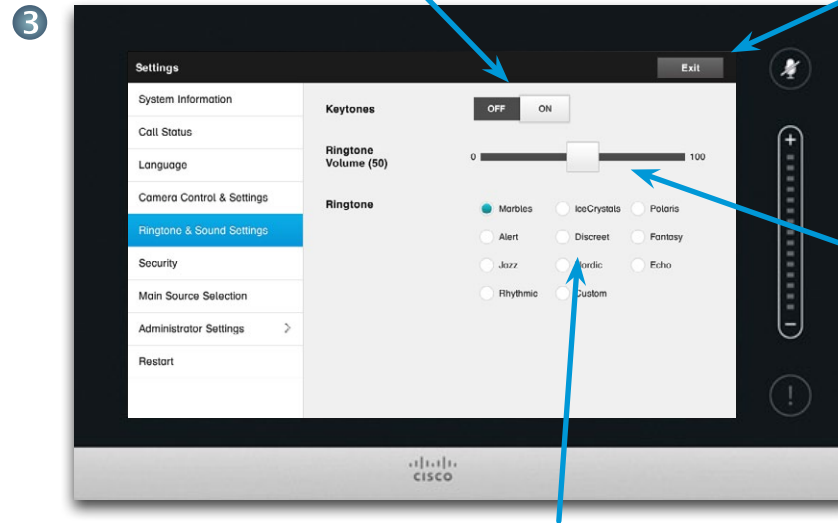


Tap **Settings** to invoke the *Settings* menu.



Then tap **Ringtone and Sound Settings**, as outlined.

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

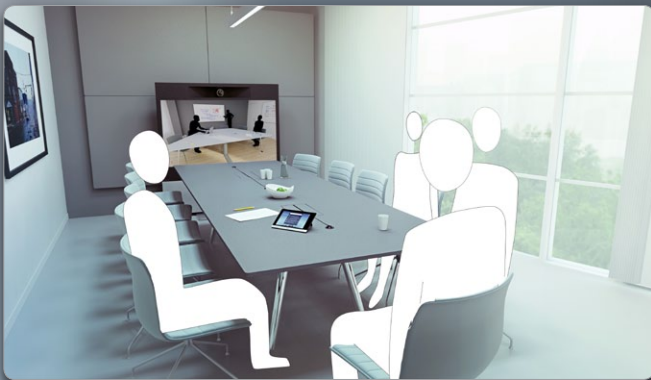


Exit the menu by tapping here.

Set the Ringtone volume here.

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

**Video meetings**



# Video meetings

**Video meetings**

## Calling someone by keying in their name or number

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

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



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

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

## Touch tones (DTMF) in a call

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

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



Initially the dialpad will look like this:



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



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

Switching between 123 and ABC modes:



Tap **ABC**, as outlined.



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



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



Back again to the initial dialpad.

**Video meetings**

## Calling contacts

Your lists of *Contacts* consist of three parts:

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

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



The following options apply:

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

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



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

1

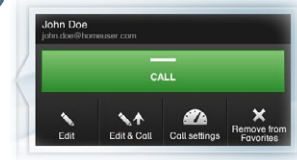
If you are going to look in a specific list only, tap the corresponding tab first.

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

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

Tap to select an entry.

2



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

Tap **Call** to place the call. Note that you may edit the name or number before you place the call. This could involve change of call rate (bandwidth to be used), adding a prefix etc.

The options available are context sensitive, which means that meaningless options are not shown. For example **Add to Favorites** is not available for entries already residing in the list of *Favorites*.



**Video meetings**

## Someone calling you

The following applies:

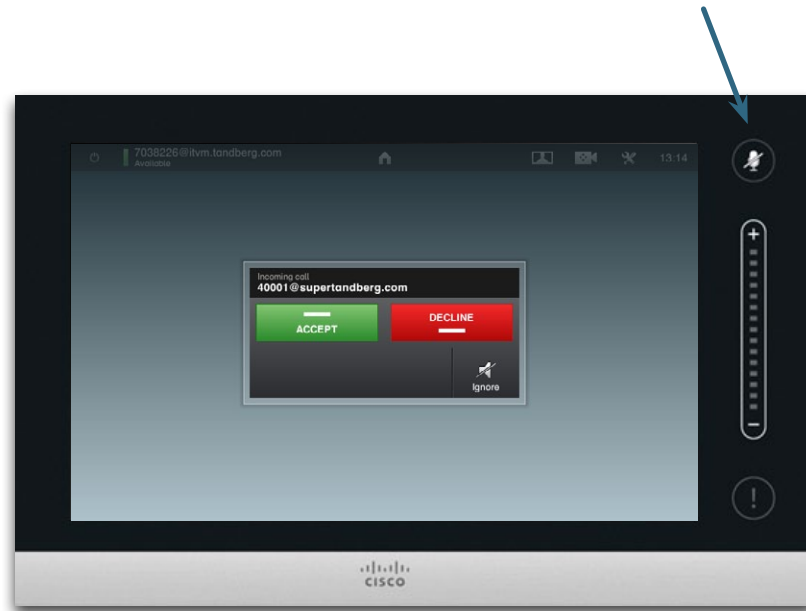
- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy information will be sent to the calling party.
- If you ignore the call, the calling party will perceive this as if you were absent.
- You may want to set your system to respond automatically to an incoming call (Auto Answer).
- How to set up for automatic response is described in [Call settings](#) on page 41.
- Observe that your System Administrator may have password protected this area.
- If you choose to activate *Auto Answer* you may want to mute the microphone to preserve privacy. This must be set up manually every time.



See also [Do not disturb](#) on page 5.

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

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



**Video meetings**

## Video conferencing—calling more than one (optional)

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

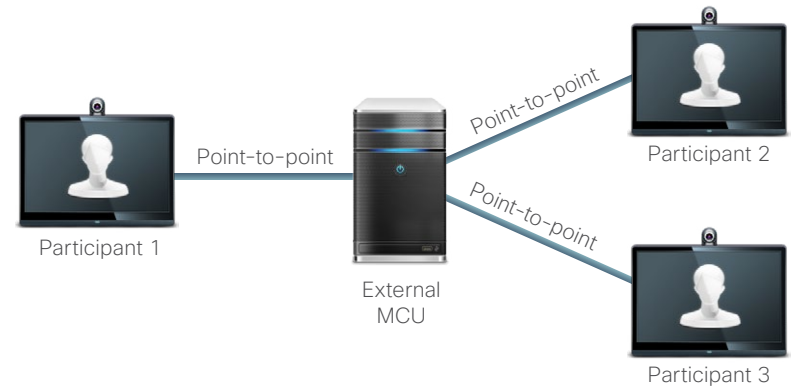
The ability to handle calls with several participants is an optional feature that may, or may not, be present in your video system or your video infrastructure. If in doubt, consult your System Administrator.

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

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

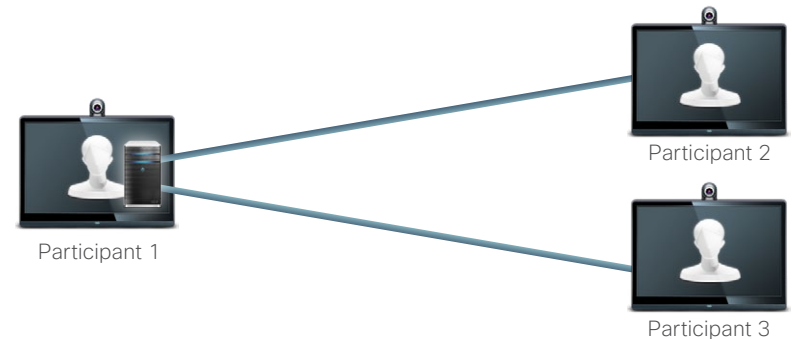
Video conferencing using an external MCU (with or without Multiway)

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



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

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



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

**Video meetings**

## Creating a video conference (MultiSite)


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

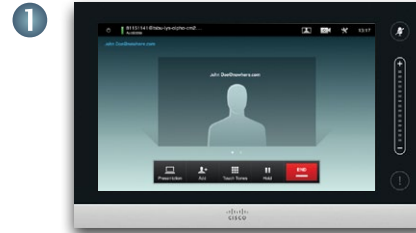
The MultiSite feature allows you to call three other systems on video plus a fourth system on audio only (for example a mobile phone).

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

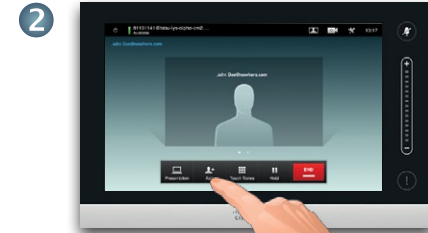
If you want to initiate a video conference, you must call each participant one by one.

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

 See also the article [Video conferencing—calling more than one \(optional\)](#) on page 15.



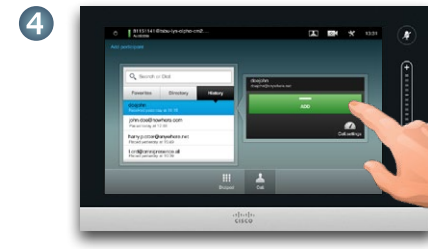
1 Place a call to the first participant.



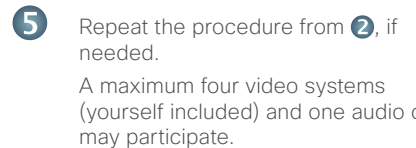
2 Once you are in the call, tap **Add**.



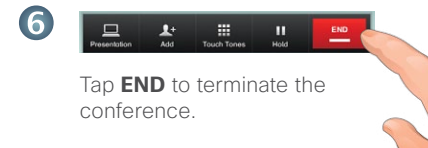
3 Call the next participant in the usual way.




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



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



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

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

**Video meetings**

## Creating a video conference (Multiway™)


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

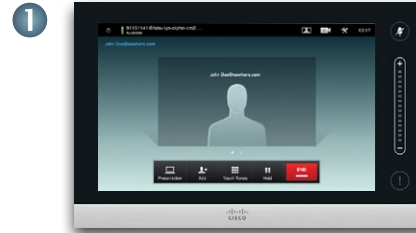
The maximum number of participants in a Multiway conference depends entirely on the video infrastructure implemented in your organization. If in doubt, consult your System Administrator.

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

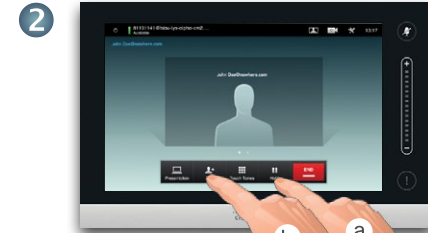
Note that the current call (or group of calls) must be put on hold before you call the next participant.

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

 See also the article [Video conferencing—calling more than one \(optional\)](#) on page 15.



1 Place a call to the first participant.



2 To add another one, tap **Hold** (a) followed by **Add** (b)...

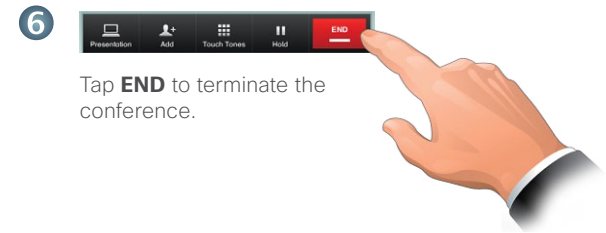


3 Call the next participant in the usual way.




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

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



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

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

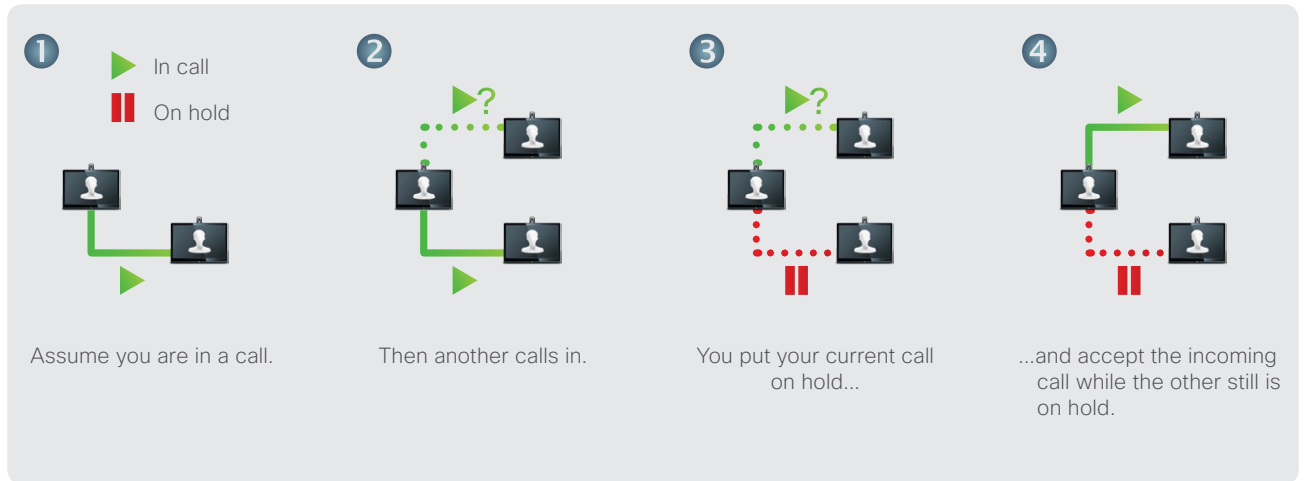
**Video meetings**

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

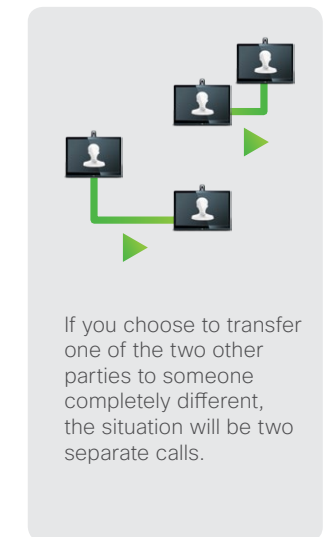
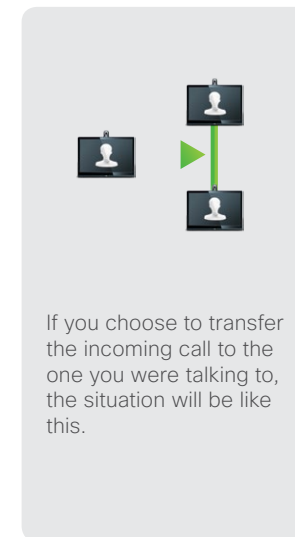
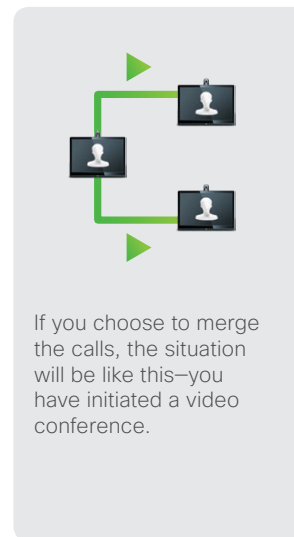
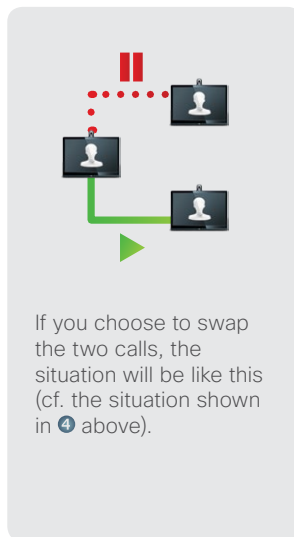
Assume that you are already in a call. If you then receive another incoming call, you will have several options.

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

The scenario:



You will now have the following options:



See also the article [Video conferencing—calling more than one \(optional\)](#) on page 15.



**Video meetings**

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

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

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

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

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

The identity of the new incoming call.

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

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

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

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

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

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

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

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

**Video meetings**

## Transferring calls

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

1. Tap as outlined to invoke the *Transfer* dialog box.



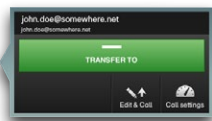
2. Tap **Transfer**, as outlined.



3. Select whom to call in the usual way.



4. The following dialog box will now appear and let you transfer the call:



## Swapping calls

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

1. Tap **Hold**, as outlined



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



3. Place a call in the usual way (see left).

4. Tap **Swap** to go between the two parties.



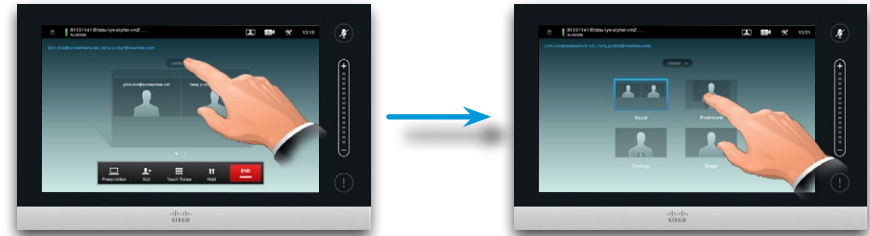
**Video meetings**

### Layout control in a call

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

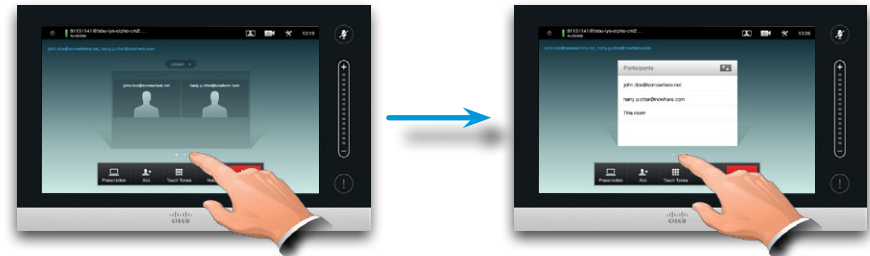
#### Selecting a different layout

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



#### Invoking a list of participants

Tap the dot that is *not shown in bold* just above the row of buttons to invoke a list of participants. Tap the other dot to return to the initial state.



### Lock as speaker

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

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

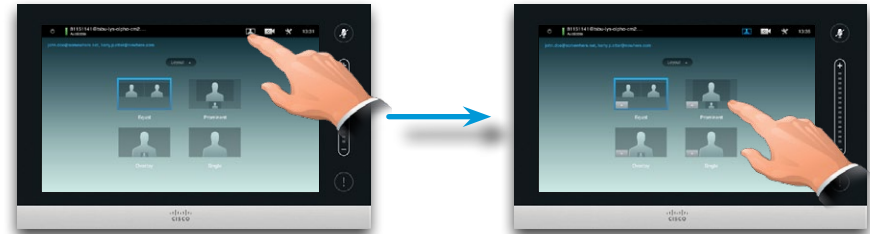
Start with a layout as outlined and tap as shown, then tap **Lock as Speaker**, as outlined.

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



#### Adding a PiP self-view

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



#### Moving the self-view PiP

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

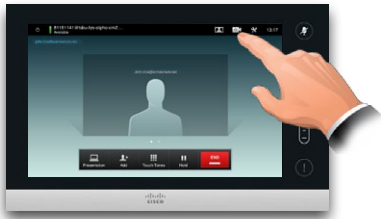


**Video meetings**

## Camera presets in a call

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

1. Tap the camera icon, as outlined:



2. Select the preset required, as outlined:



## Near end camera control

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

1. Tap the camera icon, as outlined:



2. Tap **Show camera controls**, as outlined:



3. Adjust as needed (a) and tap **Hide camera controls** (b)



4. Tap anywhere outside the menu to exit.

## Far end camera control

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

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



2. Then tap **Camera Control**.



3. Adjust pan and zoom as required:



4. Tap anywhere outside the menu to exit.

**Video meetings**

## Sharing content—conducting presentations

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

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


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





Make sure your presentation source is switched on and connected to the video system before you tap **Presentation**.



### Sharing content

- 

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

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

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

### Changing the layout

During a presentation tap **Layout**, as outlined, to display the layout options available.

Your options may differ from those shown here, but layouts shown are those you may choose between.

Tap the layout you prefer to start using that layout.

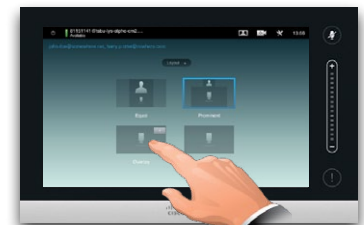


### Full screen presentations

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

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

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





Scheduled meetings



# Scheduled meetings

**Scheduled meetings**

## About scheduled meetings

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

The *List of Meetings* contains a list of upcoming, meetings scheduled to take place during the next 14 days. The list is sorted using grouping headers. The main grouping category is by day (e.g.: TODAY, TOMORROW, then WEDNESDAY, July 20, 2012 etc).

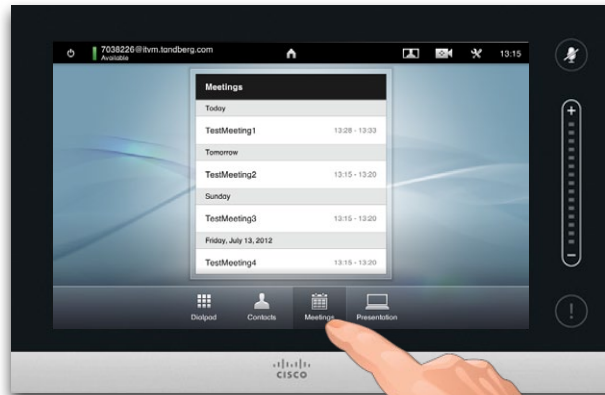
If you tap an item in the list then more information will become available.

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

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

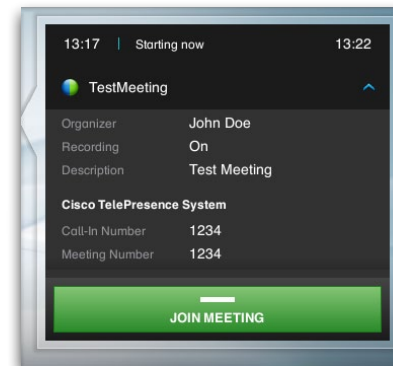
The meeting reminder contains a time indicator stating when the meeting starts, or alternatively for how long the meeting has been going on (an ongoing meeting is referred to as a *Meeting in progress*).

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



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

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



## Scheduled meetings

### Joining a meeting

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

You will not be able to join in earlier.

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

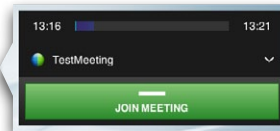
If you already are in a call you will in addition be offered to put the current call on hold and join the meeting.

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

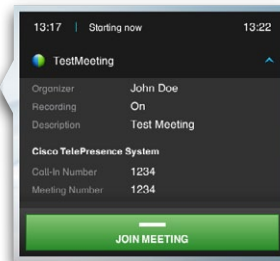


If you tap a meeting in the list you will see more about the meeting.

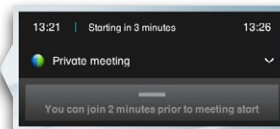
To view full details about the meeting:



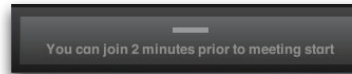
Expand by tapping here to see details.



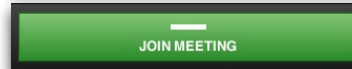
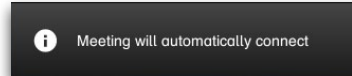
Collapse by tapping here.



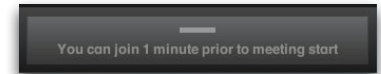
When a scheduled meeting appears as a *Private meeting* it will contain information about the organizer only. There will be no title, no expandable meeting outline as well as no dial-in information.



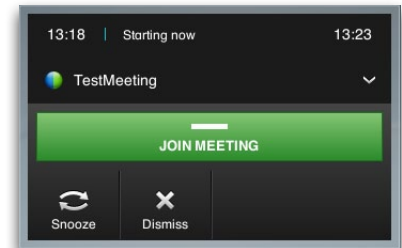
You will be informed if you try to join a meeting too early.



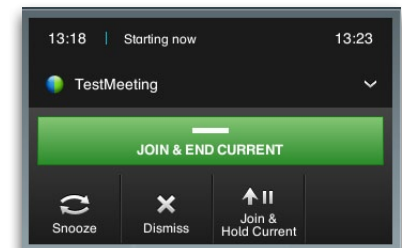
A scheduled meeting may connect you automatically, or you may have to tap **JOIN MEETING**.



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



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



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

**Scheduled meetings**

## Parallel meetings

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

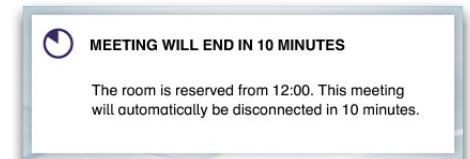
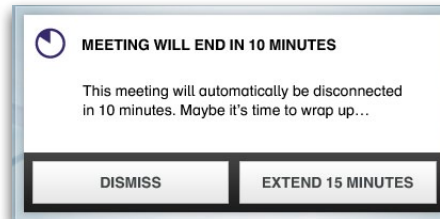


## Extending an ongoing meeting

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

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

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



**Managing Contacts**



# Managing Contacts



**Managing Contacts**

## History

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



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

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



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

Tap an entry and you will be able to:

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

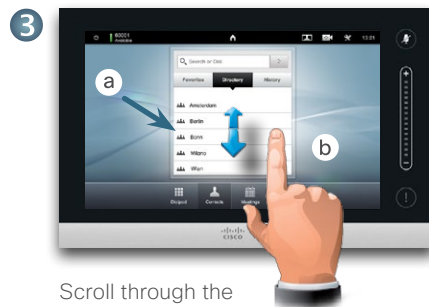
## Directory

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



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

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



3 Scroll through the list as outlined.

Tap a folder (a) to show its contents, scroll (b), if needed, to locate a folder or an entry within a folder. Once located, tap the entry to call, edit or add to your list of favorites in the same way as with the history list. It may happen that an entry copied from the directory to the list of favorites later is updated in the directory. This update will not be reflected in your list of favorites—you must then manually update the entry in the list of favorites.

## Favorites

The *Favorites* is your own shortlist of contacts you frequently call or otherwise want to have easy access to. Access the Favorites in the same way History and Directory.

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



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

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



**Managing Contacts**

## Searching in a list

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

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

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

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



## Clearing History

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

To do this scroll the list as outlined (a) until the button **Clear List** appears, then tap this button (b).



The Settings



# The Settings

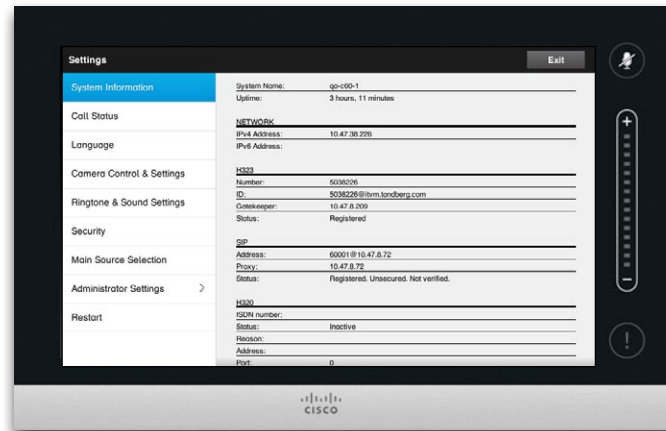
**The Settings**

## About the Settings

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

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

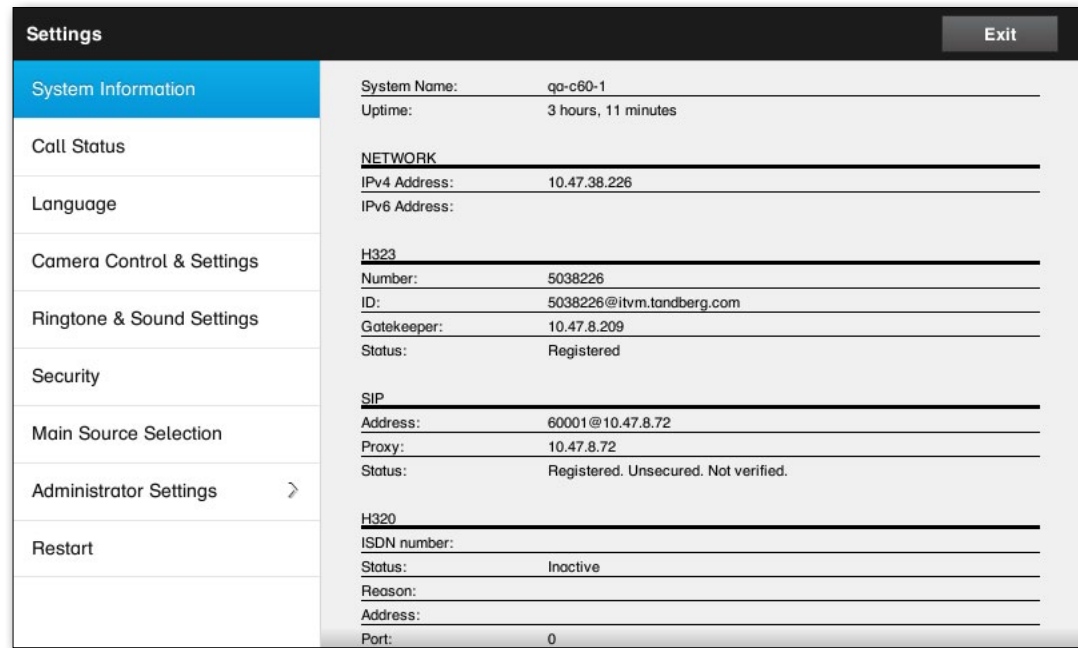
To enter the *Settings*, tap the **Settings** icon (⚙️), as outlined to the right.



## System Information

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

Settings > System Information



Settings		Exit
<b>System Information</b>	System Name:	qa-c60-1
Call Status	Uptime:	3 hours, 11 minutes
Language	<b>NETWORK</b>	
Camera Control & Settings	IPv4 Address:	10.47.38.226
Ringtone & Sound Settings	IPv6 Address:	
Security	<b>H323</b>	
Main Source Selection	Number:	5038226
Administrator Settings >	ID:	5038226@itvm.tandberg.com
Restart	Gatekeeper:	10.47.8.209
	Status:	Registered
	<b>SIP</b>	
	Address:	60001@10.47.8.72
	Proxy:	10.47.8.72
	Status:	Registered. Unsecured. Not verified.
	<b>H320</b>	
	ISDN number:	
	Status:	Inactive
	Reason:	
	Address:	
	Port:	0

# Call Status

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

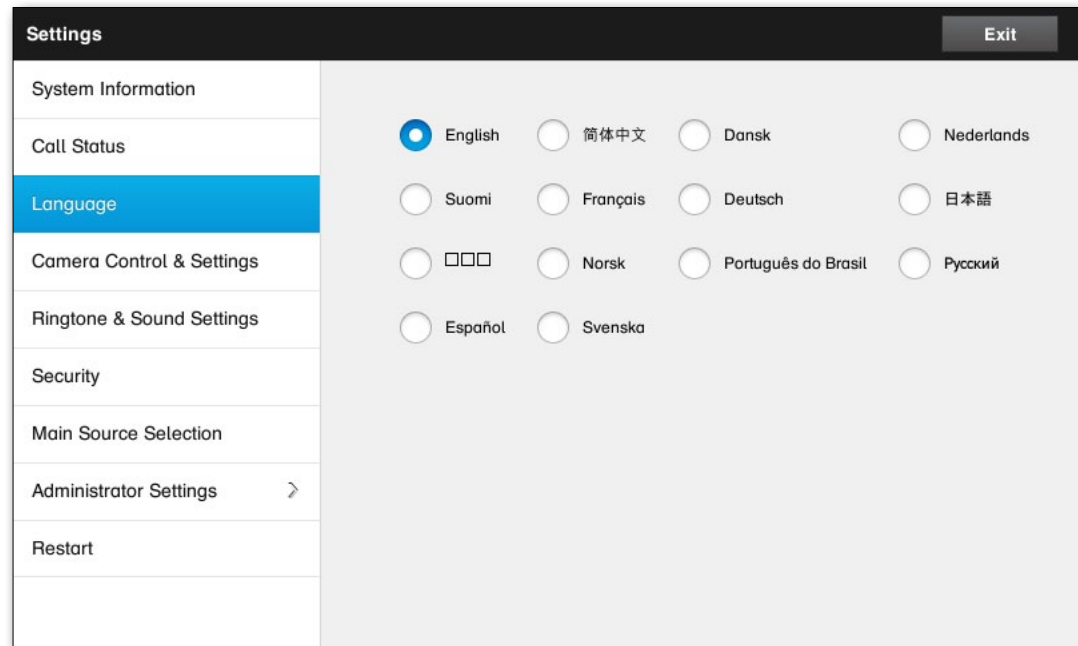
Settings > Call Status

Settings		Exit																																										
System Information	Remote URI: _____																																											
<b>Call Status</b>	Call Rate: n/a	Encryption Type: n/a	_____																																									
Language	Protocol: n/a	Encryption Status: n/a	_____																																									
Camera Control & Settings	<table border="1"> <thead> <tr> <th>VIDEO</th> <th>Transmit</th> <th>Presentation</th> <th>Receive</th> <th>Presentation</th> </tr> </thead> <tbody> <tr> <td>Protocol:</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Resolution:</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Frame Rate:</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Channel Rate:</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Total Packet Loss (%):</td> <td colspan="2">n/a</td> <td colspan="2">n/a</td> </tr> <tr> <td>Current Packet Loss (%):</td> <td colspan="2">n/a</td> <td colspan="2">n/a</td> </tr> <tr> <td>Jitter:</td> <td colspan="2">n/a</td> <td colspan="2">n/a</td> </tr> </tbody> </table>				VIDEO	Transmit	Presentation	Receive	Presentation	Protocol:	n/a	n/a	n/a	n/a	Resolution:	n/a	n/a	n/a	n/a	Frame Rate:	n/a	n/a	n/a	n/a	Channel Rate:	n/a	n/a	n/a	n/a	Total Packet Loss (%):	n/a		n/a		Current Packet Loss (%):	n/a		n/a		Jitter:	n/a		n/a	
VIDEO	Transmit	Presentation	Receive	Presentation																																								
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Resolution:	n/a	n/a	n/a	n/a																																								
Frame Rate:	n/a	n/a	n/a	n/a																																								
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Jitter:	n/a		n/a																																									
Ringtone & Sound Settings	<table border="1"> <thead> <tr> <th>AUDIO</th> <th>Transmit</th> <th>Receive</th> </tr> </thead> <tbody> <tr> <td>Protocol:</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Channel Rate:</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Total Packet Loss (%):</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Current Packet Loss (%):</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jitter:</td> <td>n/a</td> <td>n/a</td> </tr> </tbody> </table>				AUDIO	Transmit	Receive	Protocol:	n/a	n/a	Channel Rate:	n/a	n/a	Total Packet Loss (%):	n/a	n/a	Current Packet Loss (%):	n/a	n/a	Jitter:	n/a	n/a																						
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Jitter:	n/a	n/a																																										
Security																																												
Main Source Selection																																												
Administrator Settings >																																												
Restart																																												

# Language

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

Settings > Language





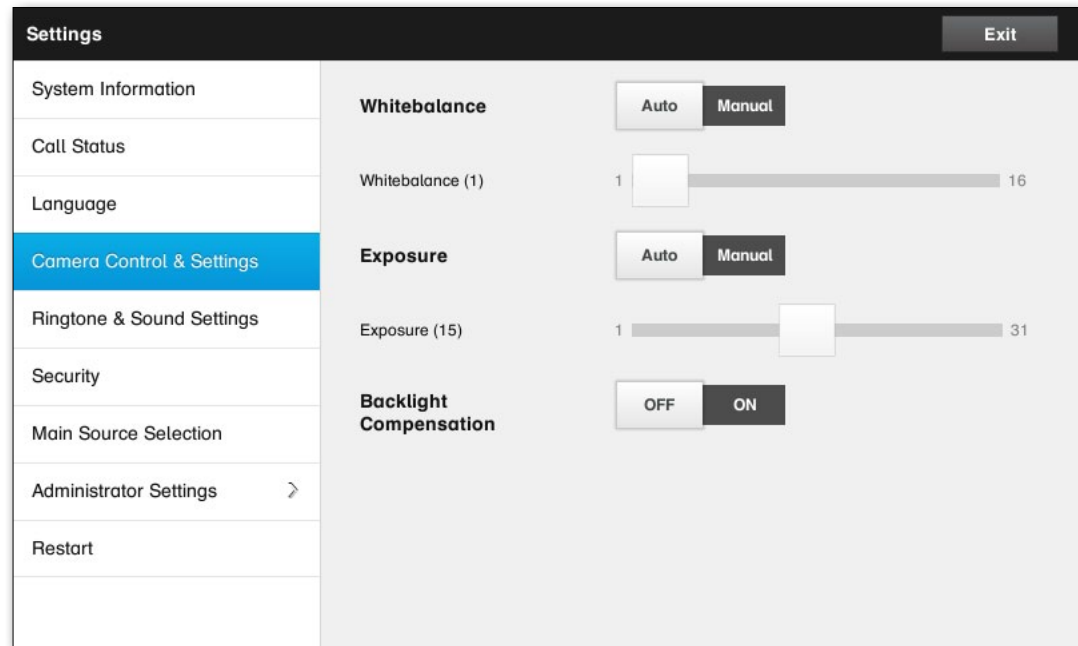
## Camera Control & Settings

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

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

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

Settings > Camera Control & Settings



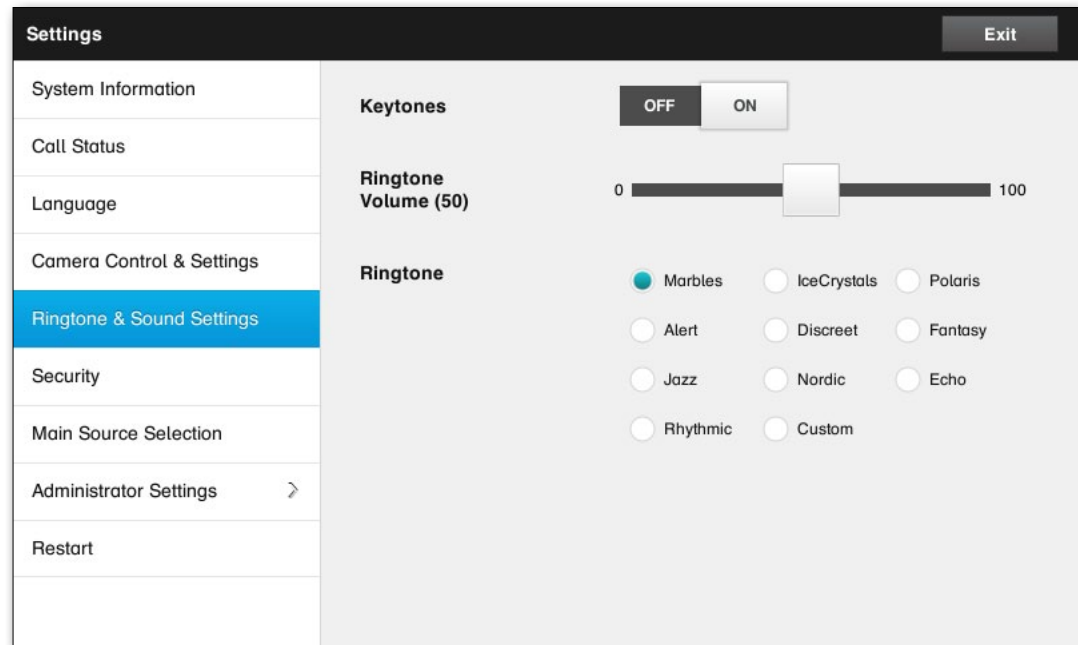
## Ringtone & Sound Settings

The Ringtone & Sound Settings window lets you specify:

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

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

Settings > Ringtone & Sound Settings

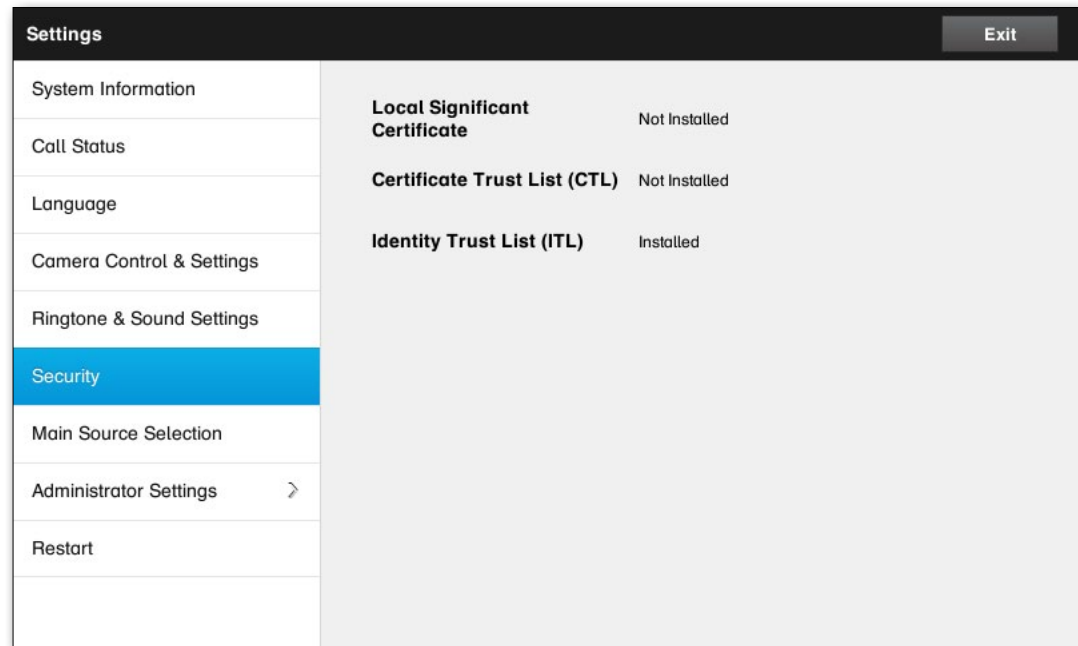


**The Settings**

# Security

The Security window shows the status of certificates installed.

Settings > Security



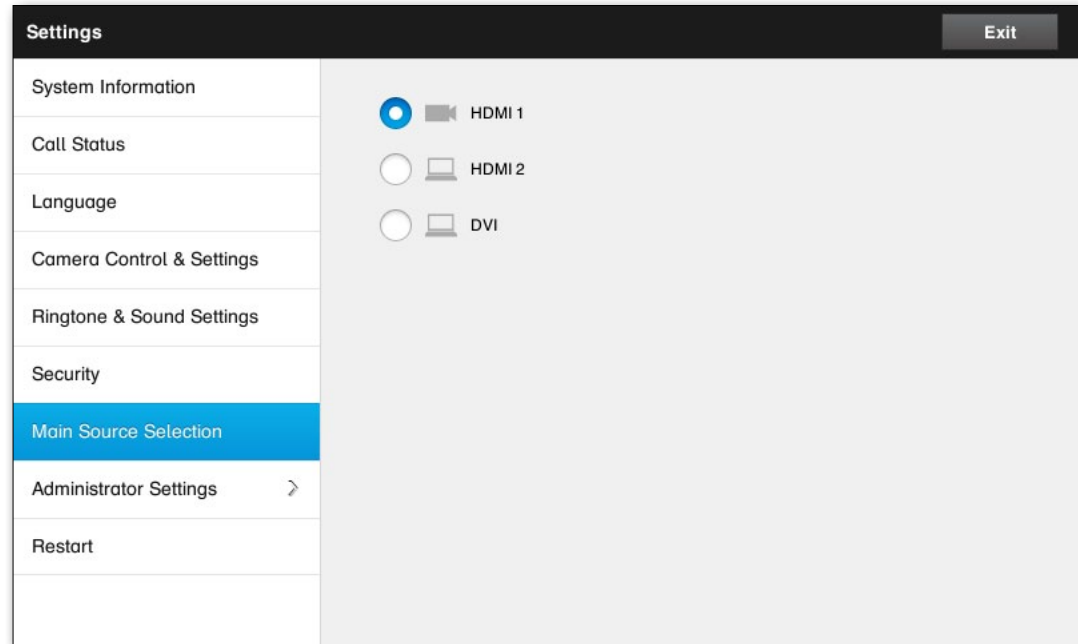
Settings		Exit
System Information		
Call Status		
Language		
Camera Control & Settings		
Ringtone & Sound Settings		
Security		
Main Source Selection		
Administrator Settings	>	
Restart		
	<b>Local Significant Certificate</b>	Not Installed
	<b>Certificate Trust List (CTL)</b>	Not Installed
	<b>Identity Trust List (ITL)</b>	Installed

## Main Source Selection

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

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

Settings > Main Source Selection



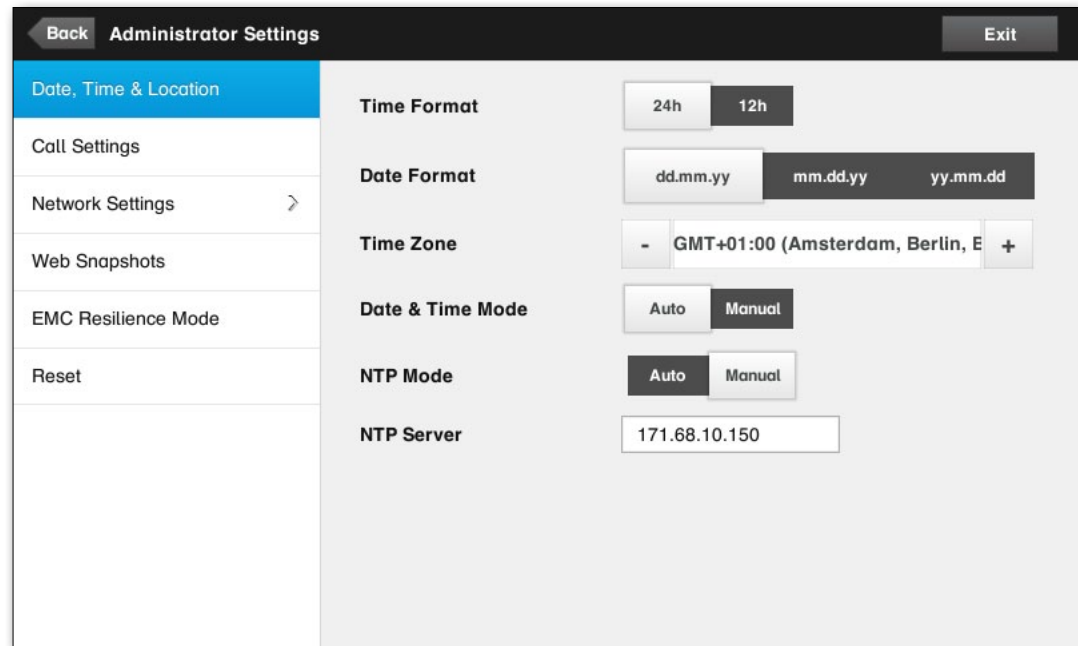
## Administrator Settings

Tap **Administrator** settings to gain access to the administrator only set of settings.

Tap **Back** to go one level back and **Exit** to leave the *Settings* completely.

The *Date, Time & Location* window lets you specify whether date and time shall be set automatically, or entered by you.

Settings > Administrator Settings > Date, Time & Location



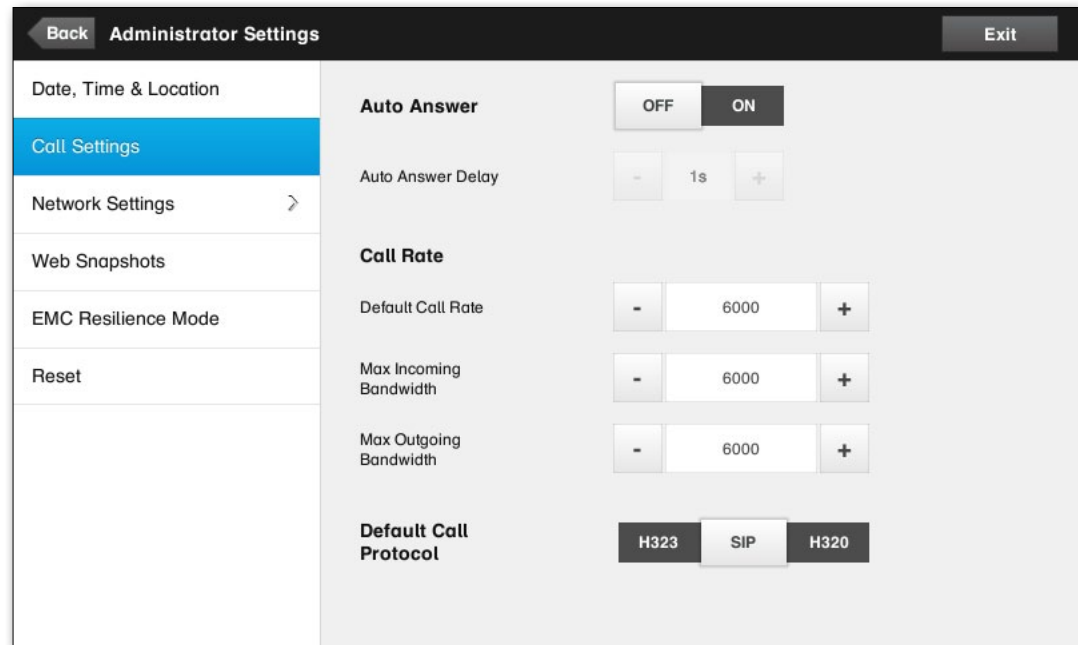
## Call Settings

The *Call Settings* window lets you specify:

- **Auto Answer On or Off.** If you set this to On, the system will respond automatically to incoming calls. Note that the microphone will NOT be muted. If risk of eavesdropping is an issue, you may want to set this setting to Off.
- **Auto Answer Delay.** Specify the time until your system actually responds to an incoming call.
- **Default Call Rate.** If your connection has limited capacity you may want to use this setting.
- **Max Incoming/Outgoing Bandwidth.** You may specify these separately. May come in handy if you are on an **asymmetric connection**.
- **Default Call Protocol.** Specify which protocol to use as default.

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

Settings > Administrator Settings > Call Settings



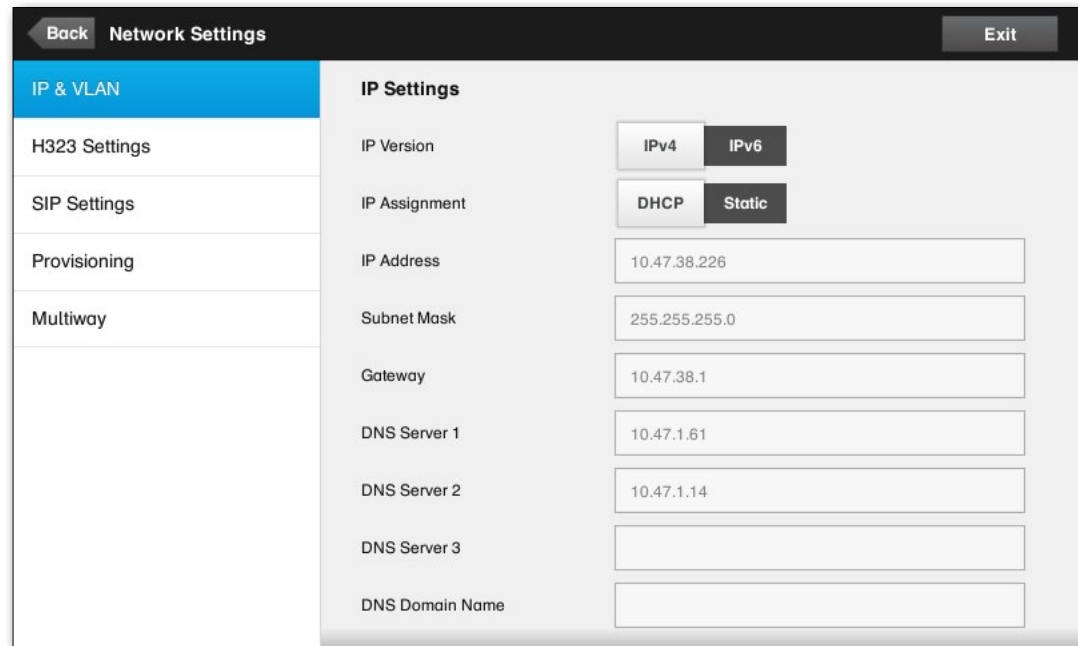


## IP & VLAN

Tap **Network Settings** to invoke this window.

The IP & VLAN settings window for the Codec of the system lets you specify whether to use IPv4 or IPv6.

Settings > Administrator Settings > Network Settings > IP & VLAN

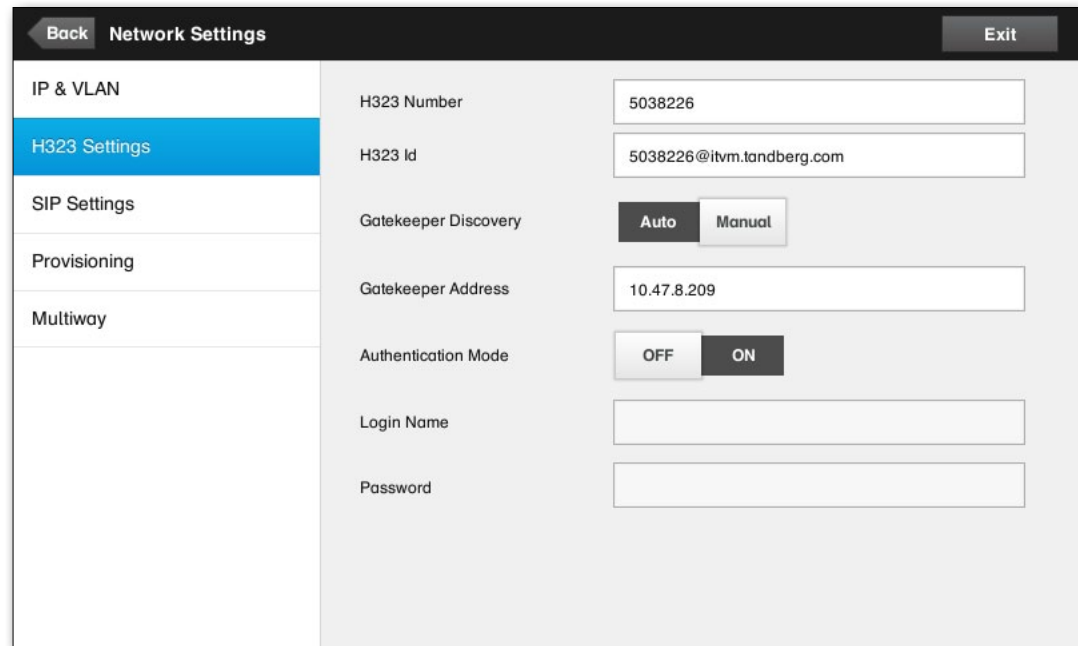


Network Settings	
Back	Exit
<b>IP &amp; VLAN</b>	<b>IP Settings</b>
H323 Settings	IP Version: <input type="radio"/> IPv4 <input type="radio"/> IPv6
SIP Settings	IP Assignment: <input type="radio"/> DHCP <input type="radio"/> Static
Provisioning	IP Address: <input type="text" value="10.47.38.226"/>
Multiway	Subnet Mask: <input type="text" value="255.255.255.0"/>
	Gateway: <input type="text" value="10.47.38.1"/>
	DNS Server 1: <input type="text" value="10.47.1.61"/>
	DNS Server 2: <input type="text" value="10.47.1.14"/>
	DNS Server 3: <input type="text"/>
	DNS Domain Name: <input type="text"/>

## H323 Settings

The H323 settings window lets you specify what is needed to set up H323.

Settings > Administrator Settings > Network Settings > H323 Settings

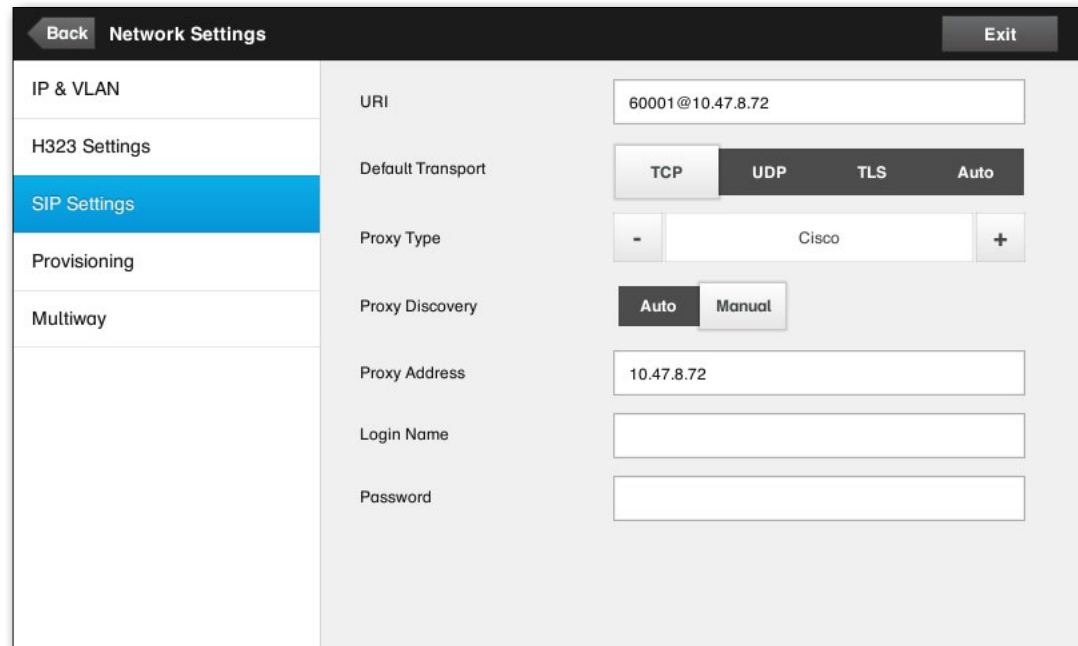


Network Settings	
IP & VLAN	H323 Number: 5038226
<b>H323 Settings</b>	H323 Id: 5038226@itvm.tandberg.com
SIP Settings	Gatekeeper Discovery: <input checked="" type="radio"/> Auto <input type="radio"/> Manual
Provisioning	Gatekeeper Address: 10.47.8.209
Multiway	Authentication Mode: <input type="radio"/> OFF <input checked="" type="radio"/> ON
	Login Name: <input type="text"/>
	Password: <input type="text"/>

## SIP Settings

The SIP settings window lets you specify what is needed to set up SIP.

Settings > Administrator Settings > Network Settings > SIP Settings

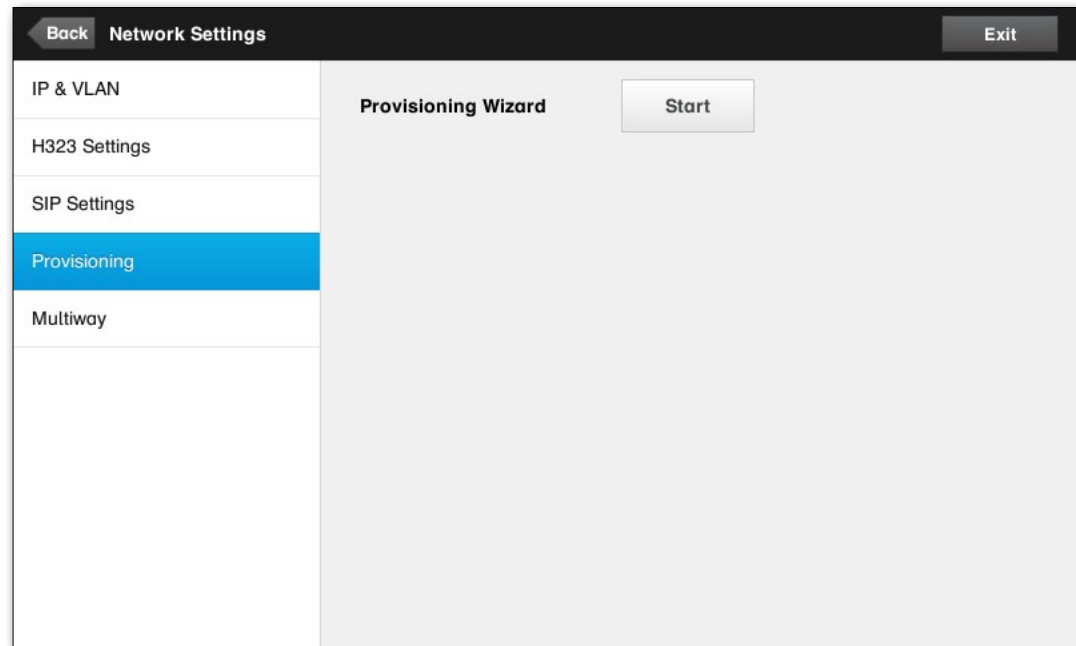


Network Settings		Exit
IP & VLAN	URI	60001@10.47.8.72
H323 Settings	Default Transport	TCP   <b>UDP</b>   TLS   Auto
<b>SIP Settings</b>	Proxy Type	-   Cisco   +
Provisioning	Proxy Discovery	<b>Auto</b>   Manual
Multiway	Proxy Address	10.47.8.72
	Login Name	
	Password	

## Provisioning

Provisioning connects you to CUCM, Callway or VCS. When either of these were ordered and received from Cisco you should also have obtained the necessary information and codes. Just follow the wizard.

Settings > Administrator Settings > Network Settings > Provisioning



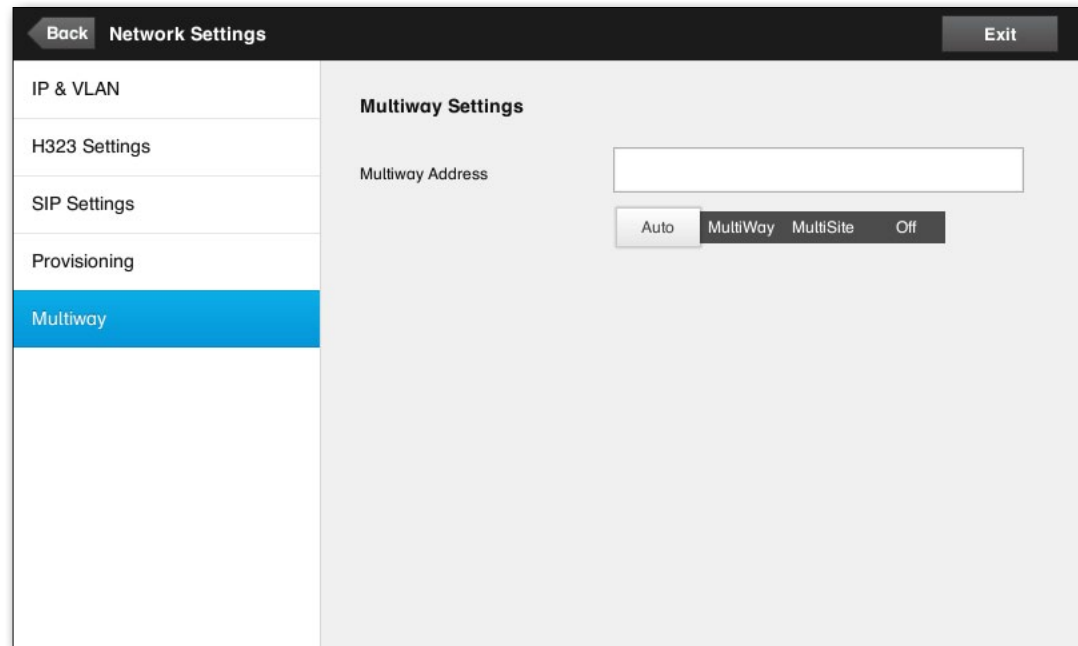
## Multiway

All endpoints using the TC series software offers Multiway as a means of creating video conferences with more than just two participants.

Note that a successful use of Multiway requires the presence of certain infrastructure products and installations. If in doubt, consult your Cisco partner.

This page of the Settings offers the ability enter the path to the Multiway enabled MCU. This is required to make the Multiway functionality work.

Settings > Administrator Settings > Network Settings > Multiway



## Web Snapshots

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

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

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

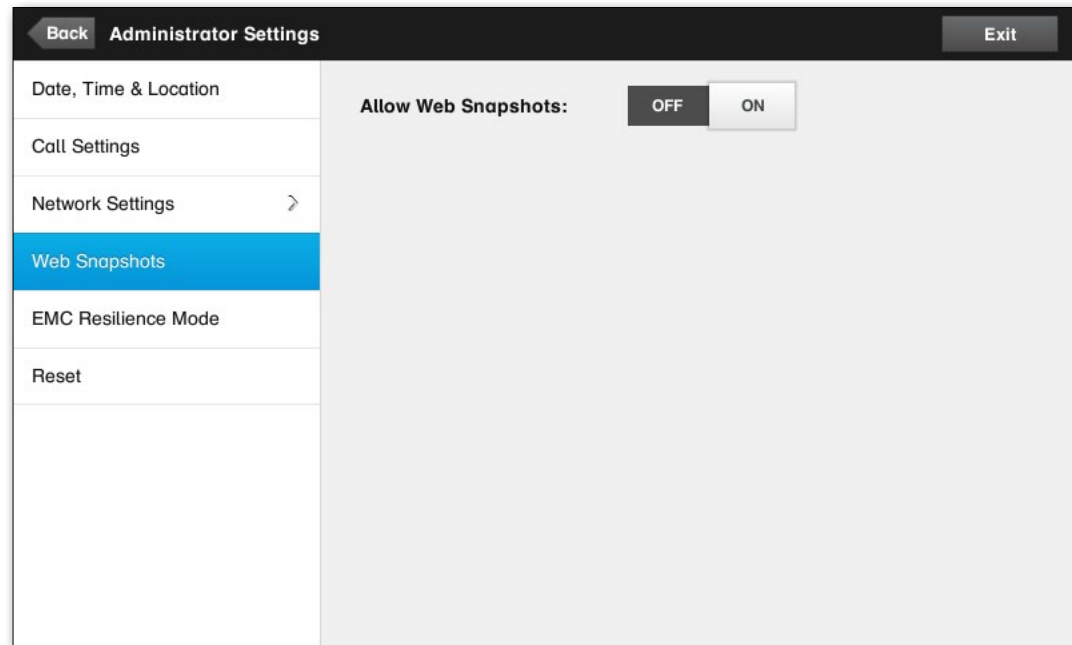
Note that the far end may take snapshots of the outgoing video of your system, even if you have set your system's *Allow Web Snapshots* to *OFF*.

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

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

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

Settings > Administrator Settings > Web Snapshots



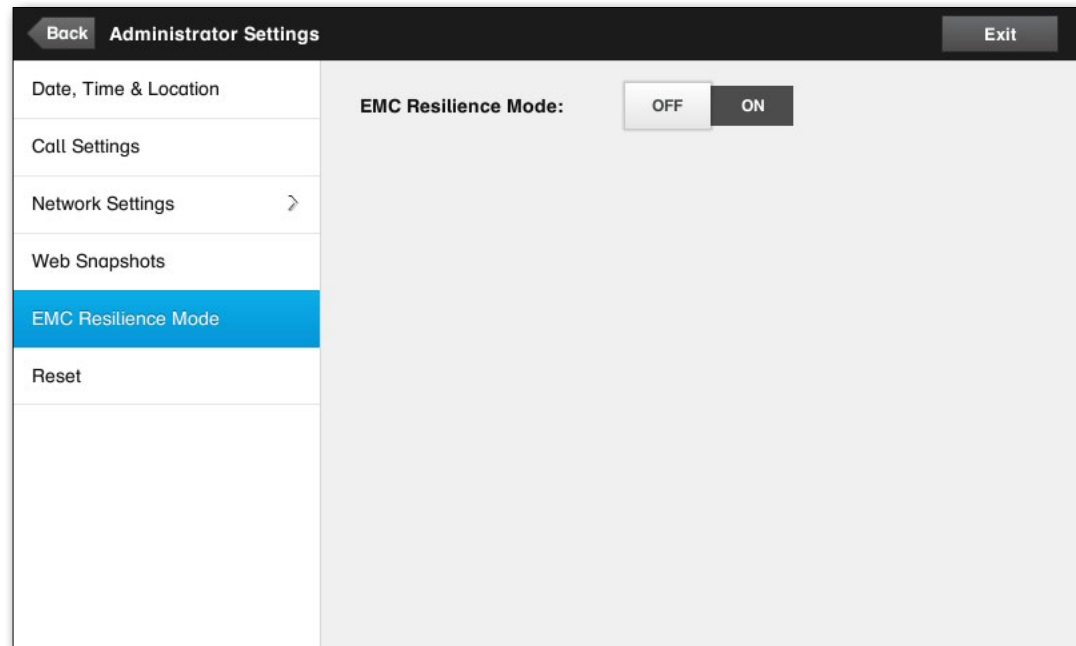


## EMC Resilience Mode

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

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

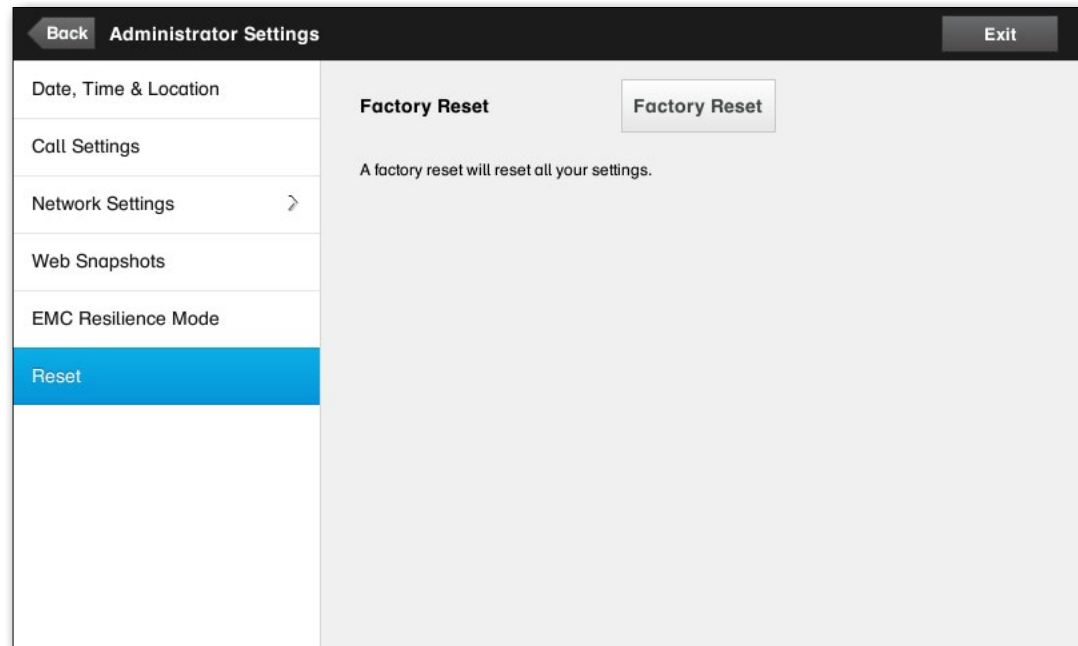
Settings > Administrator Settings > EMC Resilience Mode



# Reset

You may want to reset your video system. Note that you will lose all configurations, the call history and your local list of contacts. Release keys and options installed will be retained.

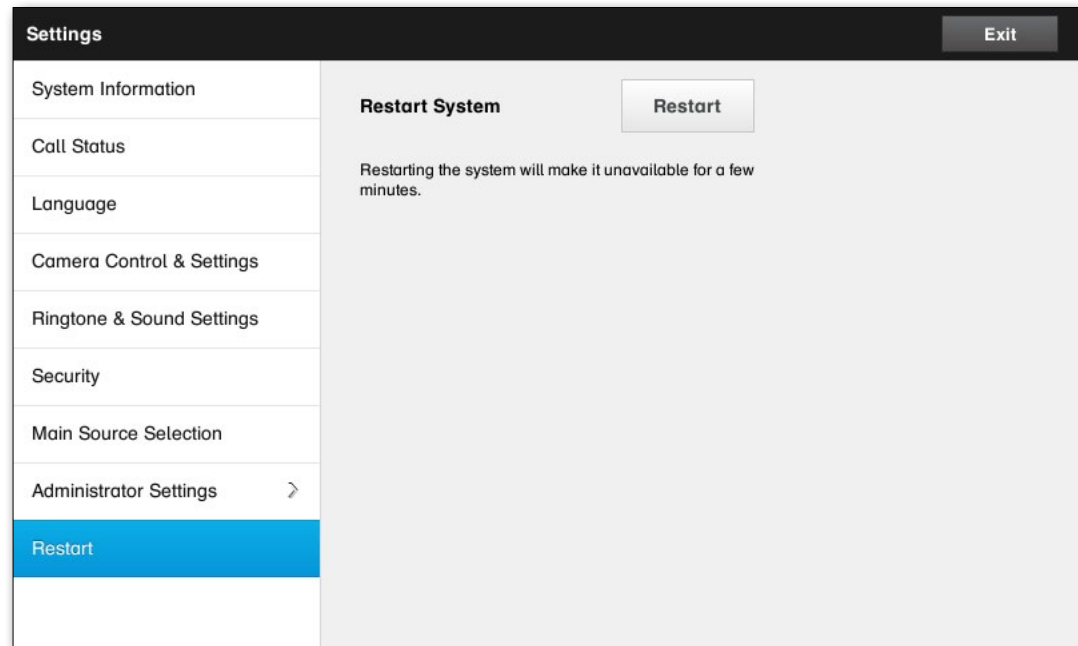
Settings > Administrator Settings > Reset



# Restart

Use this to restart your system in an orderly manner.

Settings > Restart





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