Cisco TelePresence
MX300 G2

TC7.0

User Guide

D1507601 User Guide
Cisco TelePresence MX300 G2
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Before you start to use the video system, you may want to ensure that important parts of the equipment are set as you like them to, for example that the camera shows you, and not the whiteboard and that camera pre-sets (if applicable) are working.

If you are new to video conferencing you may want to read through the article *Best practice* on the next page.

Getting up and going

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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.

General

- Consider setting the unit to *Automatic Answer*. Do observe the new microphone behavior, effective from TC7.0, see "A few words on microphone behavior and privacy" on page 6.
- 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 shows what the remote party can see from your system (the outgoing video).
- If you are going to share content you will normally 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.

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.

Other tips

Use camera presets

Cisco TelePresence systems let you create predefined zoom and camera pointing directions (pan and tilt). 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 as such, see the corresponding user guides and administration manuals.

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A tour of the touch screen

Tap the upper left corner to activate / deactivate the *Do not disturb* feature, to activate /deactivate the *Standby* feature, and to access the *Settings*.

Tap the **?** to contact or access the *Help desk*, if available.

Tap the **Camera** icon to activate self-view and camera settings.

Time of day is indicated in the upper right corner.

Tap **Presentation** to start sharing content and to conduct presentations.

Press the **Microphone** button to mute / unmute microphone.

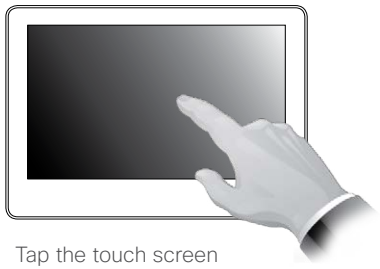
Tap **Dial** to invoke the dial pad.

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

Tap **Meetings** to invoke a list of upcoming scheduled meetings.

Tap **Messages** to invoke the voice mail system, if applicable.

Press and hold the left side of the **Volume** button to decrease the loudspeaker volume and the right side to increase the volume.



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

Tap a button to activate its function.

Scroll in lists as on a smart phone.

About 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 video support team.

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A few words on microphone behavior and privacy

The **Mute** button has an LED indicating whether the microphone is transmitting or muted.

The microphone will transmit only when the green LED is illuminated!

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Getting up and going

Do not disturb me

1.

   Tap the field in the upper left corner, as outlined.

2.

   Tap **Available** or **Do not Disturb**, as outlined.

3.

   Tap anywhere outside the menu to exit the menu, putting changes into effect.

About Do not Disturb

Your system can be set to not respond to incoming calls. You may, however, use it to call others as much as you want.

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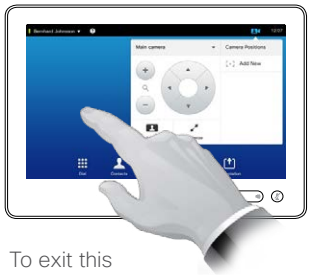
Using self-view to adjust the camera

1.

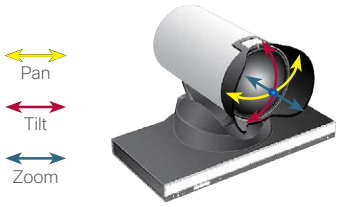
Tap **Self-view**, as outlined.

2.

Watch the screen of your video system while using the camera controls to adjust the camera's pan tilt and zoom, if needed.

3. 

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



About self-view

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

The self-view shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The self-view appears as a PiP (Picture-in-Picture).

The position of self-view PiP can be changed if you wish–see "Moving the self-view PiP" on page 29 for details on this.

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Adding a camera preset

1

Tap **Self-view**, as outlined, to invoke the camera adjustment menu.

2

If you have more than one camera, select which camera from the drop-down list above the camera controls, as outlined.

3

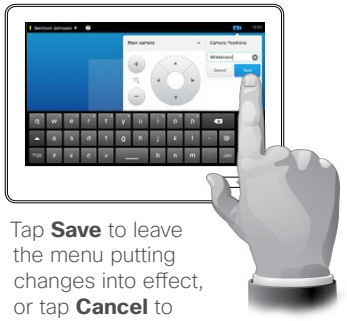
Adjust the tilt, pan and zoom, as required.

4

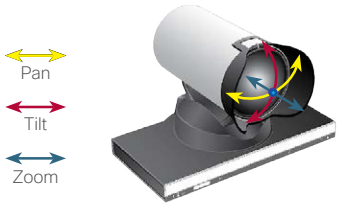
Tap **Add New**, as outlined.

5

Key in a descriptive name.

6 

Tap **Save** to leave the menu putting changes into effect, or tap **Cancel** to leave menu undoing any changes.



About camera presets

Your MX300 G2 lets you create predefined zoom and camera pointing directions (also known as pan and tilt). 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.

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 connected 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.

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Editing an existing camera preset

1.

Tap **Self-view**, as outlined, to see the effects of your camera adjustments.

2.

If you have more than one camera, select which camera to adjust from the drop-down list, as outlined.

3.

Adjust the pan, tilt and zoom, as required.

4.

Tap the little arrowhead of the preset to be edited.

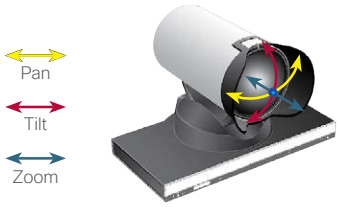
5.

Tap **Update to current position** to put your changes into effect, as outlined.

To delete an existing preset tap **Remove**.

6.

Tap anywhere outside the menu to close it.



About preset editing

Preset editing is all about taking an existing preset, altering it and then saving it under the same name.

If you want to change the name, we recommend that you delete the preset and create a new one with the preferred name.

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Ringtones

1

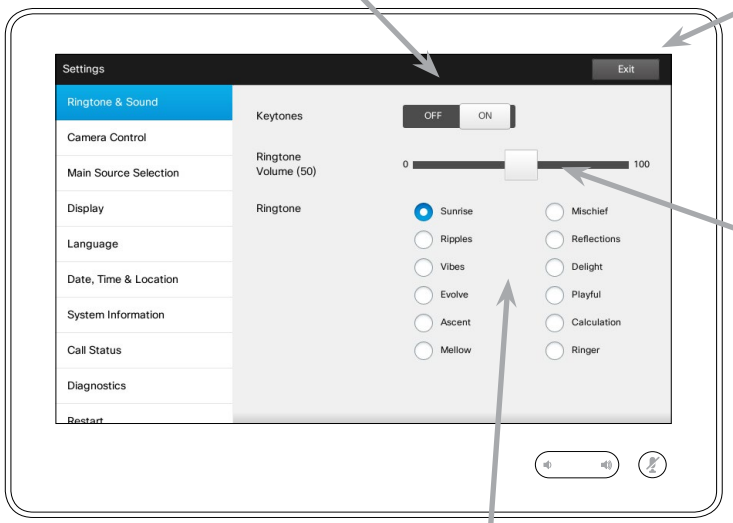
Tap in the upper left corner of the screen and then tap **Settings** to invoke the *Settings* menu, as outlined.

2

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

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

3



Exit the menu by tapping **Exit**.

Set the Ringtone volume here by moving the slider to the right for a higher volume and to the left for a lower.

Select a ring tone among those listed below the slider.. You will hear the ring tones as you tap on them.

About ringtones

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*.

Note that access to this menu may have been password protected by your video support team. If so, it will not appear when you access *Settings*.

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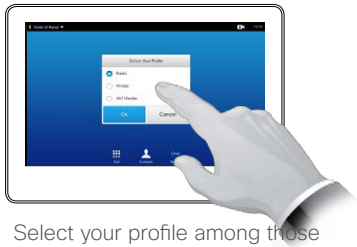
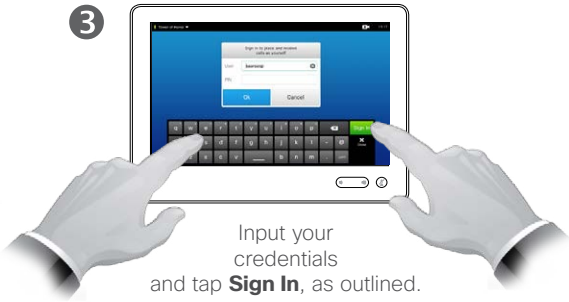
Logging onto a system with your own credentials

1.

Tap **Sign In**, as outlined.

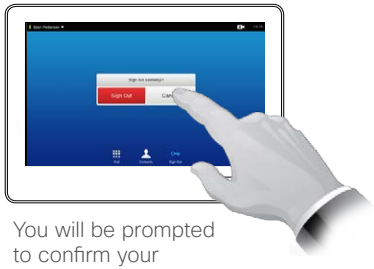
2. 
Select your profile among those you may choose between, as outlined.

3. 
Input your credentials and tap **Sign In**, as outlined.

4.
The system will confirm a succesful sign-in. You will now receive calls destined for you.

5.

To sign out tap **Sign-out**, as outlined.

6. 
You will be prompted to confirm your intentions.

About hot-desking

Video systems located in meeting rooms and quiet rooms running under CUCM (Cisco Unified Communications Manager) may allow you to log in to the video system with your own personal credentials.

CUCM will then route all incoming calls destined for you to that specific video system.

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Video meetings between two parties only are often referred to as Point-to-Point video calls, as opposed to video conferences which may involve several parties physically located miles apart.

This part of the user guide deals with point-to-point calls. Video conferencing is outlined in the next chapter of this guide.

Video meetings

Point-to-point

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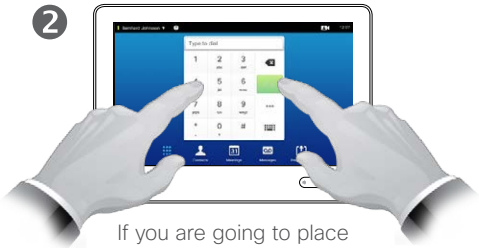
Placing a call using name, number or address

1 Tap **Dial**, as outlined, to invoke the numerical dialpad.

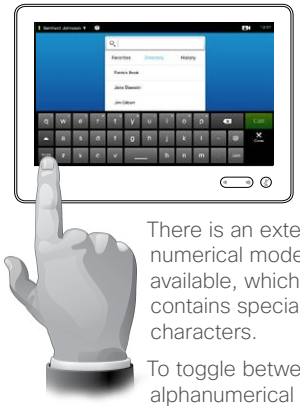


2 If you are going to place the call using a number, key in that number and then tap the green **Call** button.

3 If you prefer to use the alphanumerical keyboard instead, tap **Keyboard** (⌨), as outlined.

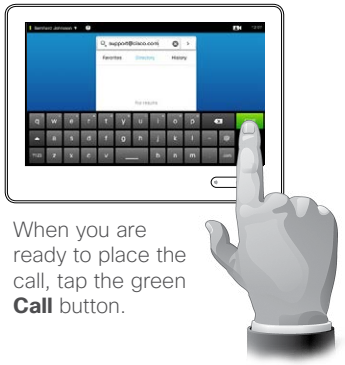
Tap **More** (•••) to gain access to further options before you place the call. These are explained on the following pages.

4 Key in the name or address of the recipient.



5 There is an extended numerical mode available, which also contains special characters.

To toggle between the alphanumerical mode and the extended numerical mode tap the key in the lower left corner of the keyboard, as outlined.



6 When you are ready to place the call, tap the green **Call** button.

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 of the Touch pad.

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.

Calling extensions. 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** (this button appears as soon as the call is placed) to invoke the keypad.

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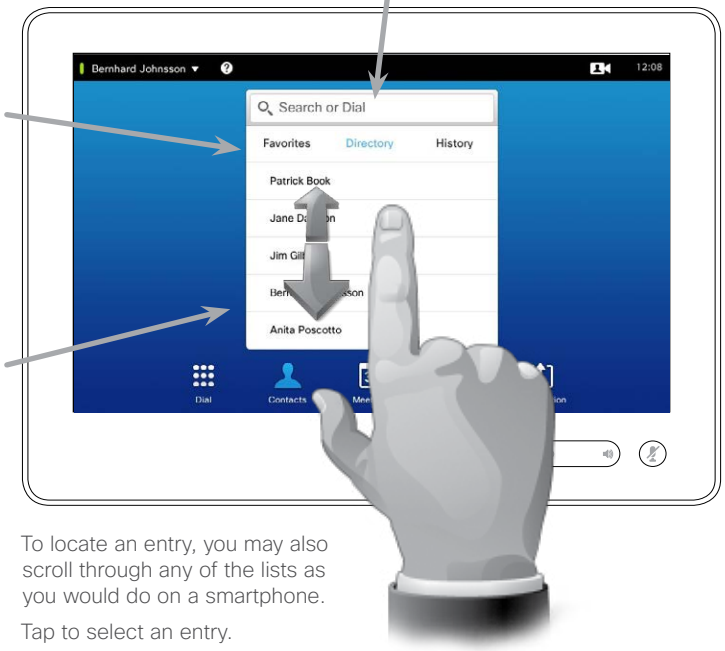
Calling contacts

To search for someone, tap the **Search or Dial** field 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.

❶

If you are going to look in a specific list only, tap the corresponding tab (**Favorites**, **Directory**, or **History** first.

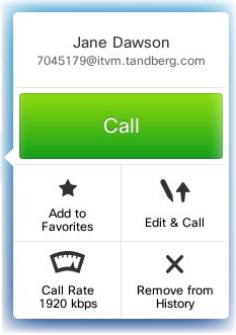
Any matches will appear in the list. Tap to select an entry. The selected entry will appear on a blue background.



To locate an entry, you may also scroll through any of the lists as you would do on a smartphone.

Tap to select an entry.

❷



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

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

You will find more on the options on the following pages.

About the lists of 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 video support team.

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

You may clear the *History* list for privacy reasons, see "History" on page 50.

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 add the entry to the list of Favorites; edit aspects of the entry before calling; change the call rate and remove the entry from History, see the following page for more on this.

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Adding an entry to Favorites, before placing the call

1.

Tap **More** (•••) to gain access to the options, as outlined.

2.

Tap **Add to Favorites**, as outlined.

3.

The virtual keyboard will now be invoked. Apply changes, if required.

4.

Once the changes have been applied, tap **Close**, as outlined.

5.

Tap **Save** to put your changes into effect.

6.

The list of Favorites will now be displayed confirming succesful operation.

About the list of Favorites

Favorites are contacts 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.

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Editing an entry, before placing a call

1.

Tap **More** (•••) to gain access to the options, as outlined.

2.

Tap **Edit & Call**, as outlined. This will invoke the virtual keyboard.

3.

Apply your editing and tap the green **CALL** button, as outlined, to place the call.

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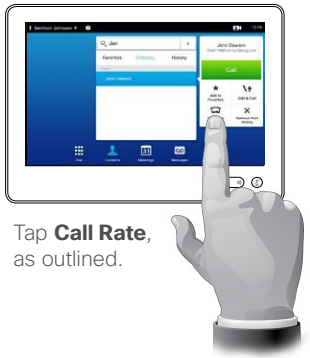
Changing the call rate, before placing a call

1.

Tap **More** (•••) to gain access to the options, as outlined.

2. 

Tap **Call Rate**, as outlined.

3.

Change the call rate by moving the slider, as outlined.

About call rate

Call rate is the term used to express the amount of bandwidth allocated to the call in kbps (kilobits per second). The higher the call rate is the better the quality will be.

Why would you like to change this? 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 supports.

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Removing entries in the History list, before placing a call

Removing a single entry:

1.

   Tap **More** (•••) to gain access to the options, as outlined.

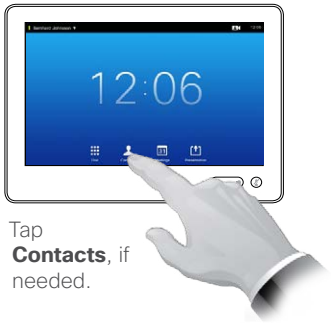
2.

   Tap **Remove from History**, as outlined.

3.

   Tap **Remove** to remove the entry from the list or **Cancel** to leave the menu without removing

Clearing the entire History list:

1. 

   Tap **Contacts**, if needed.

2.

   Select the **History** tab and then scroll as outlined to get to the top of the list.

3.

   Tap **Clear History**, as outlined.

About entries removal

For privacy reasons you may want to remove an entry from the *History* list or clear the entire list.

The same persons may have called you (or you called them) several times. Each such call will create an entry in the *History* list.

Note that if you choose to remove a single entry in the list, any other instances of that entry will not be removed from the list.

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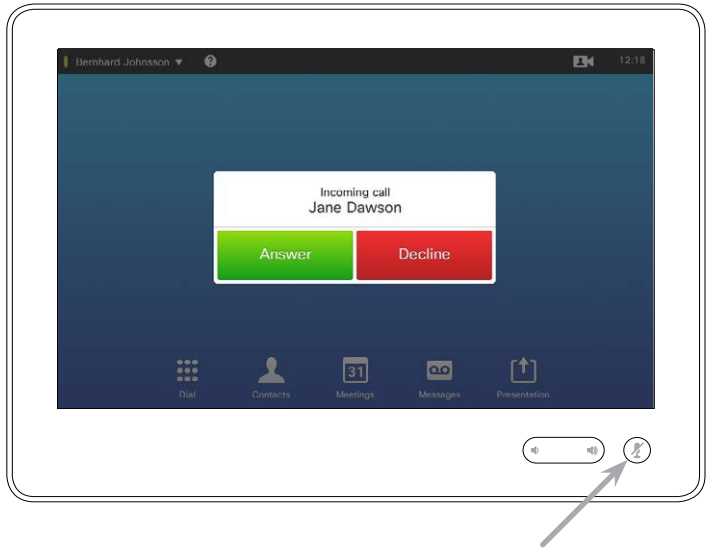
Receiving a call



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. To mute / unmute the microphone(s), tap the symbol.

If someone calls you

- If someone calls 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*). This is described in "Administrator Settings–Call Details" on page 65. Observe that your video support team 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.

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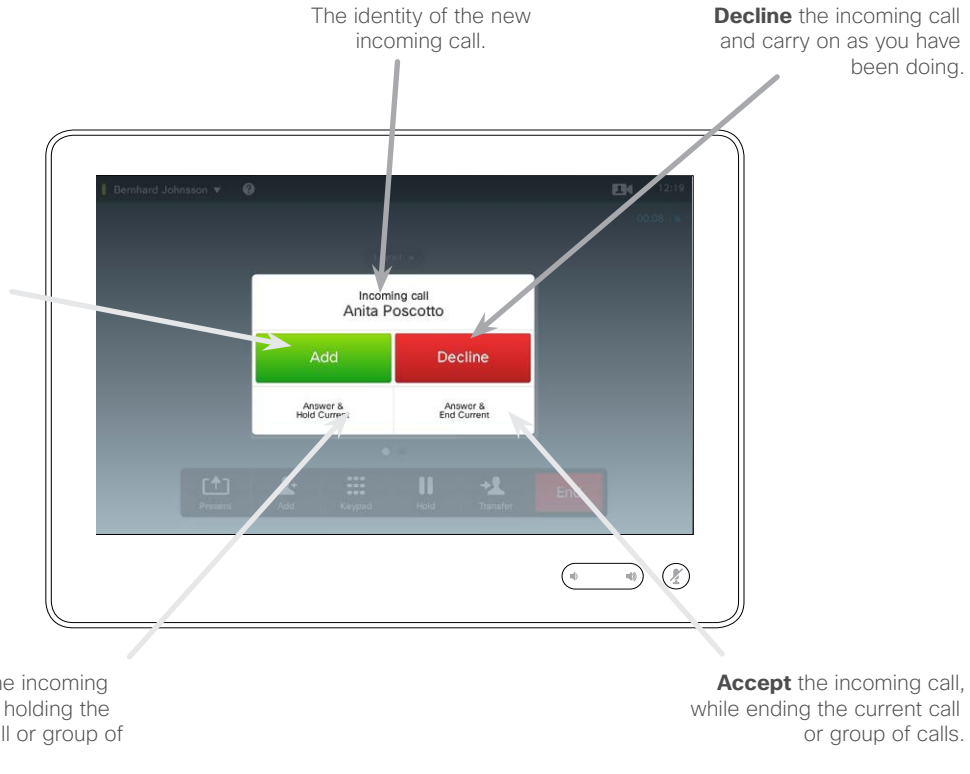
Being in a call, receiving another call



About the options

If you already are in a call, you may accept another incoming call under certain circumstances.

Read more about this in the chapter "Video Conferencing" on page 31.

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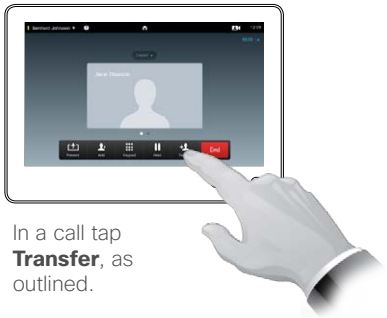
Transferring a call to someone else

1. 

In a call tap **Transfer**, as outlined.

2.

Locate whom to call in the usual way.

3.

Place the call in the usual way.

4.

Tap **Complete transfer**–see also text in side bar.

5.

The call will now be transferred.

About transfer

Basically, you have two options when transferring calls; viz. unattended and consultative transfer.

The scenario described on this page is the unattended transfer, where you transfer the call to someone else without consulting that person before the transfer is carried out.

If you consult the person first, you will transfer after having used the the swap feature–see the next page for more on this.

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Point-to-point video calls

In call with two parties, but one at a time

1.

   Assume that you are in a call. Tap **Hold**, as outlined.

2.

   Tap **+ Place New Call**, as outlined, or tap **Resume** to go back to the one you were in call with (to undo your action).

3.

   Locate whom to call in the usual way.

4.

   Place the call in the usual way.

5.

   You are now in the new call while the one you were in call with still is on hold.

6.

   Tap **Swap** to go between the two parties and **Transfer** to connect the two together while you leave the call.

About this feature

This feature allows you to be in a call with two parties, but one at a time only.

You may swap whom you are in call with, and you may connect the two together, while you leave the call.

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Touch tones (DTMF) in a call

In a call, tap **Touch Tones**, as outlined.

About DTMF

In a call you may be prompted to submit numbers to be able to reach an extension or otherwise enter into something (for example with a PIN-code).

To be able to submit this you will need a keypad on the Touch screen.

The technical term used with this is DTMF (Dual Tone Multi-Frequency), which describes what actually takes place.

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Obtaining more information about the participants

In a call, swipe your finger horizontally across the screen from left to right, as outlined...

...or tap the little dot below the avatar not shown in white, as outlined.

About this feature

Do as outlined to invoke a list of the participants and their status. In a point-to-point call the list will be populated with the two participants only.

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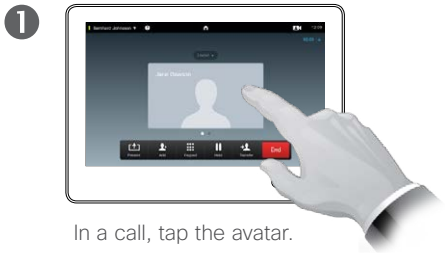
Adding the other party to Favorites, while in a call



1. In a call, tap the avatar.

2. Tap **Add To Favorites**, as outlined.

3. Edit the entry, if needed.

4. Tap **Close**, to hide the keyboard, as outlined.

5. Tap **Save** to *add new Favorite*, as outlined

About this feature

There are several ways to add someone to the list of Favorites and one of them allows you to do this while in a call.

You may, after a call, realize that you should have added the one you were in call with to the list of Favorites. To do this use *History* and *Add To Favorites* from there.

More on this can be found in the chapter "Managing Contacts" on page 49.

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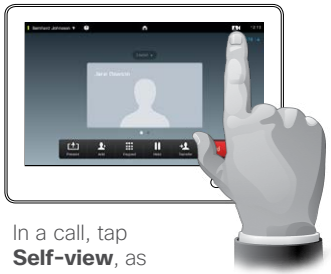
Controlling your own camera in a call

Using your camera presets:

1. 

   In a call, tap **Self-view**, as outlined.

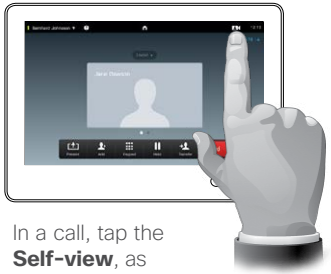
2.

   Select the preset to use, as outlined.

3.

   Tap anywhere outside the menu to exit.

Adjusting your camera's pan tilt and zoom:

1. 

   In a call, tap the **Self-view**, as outlined.

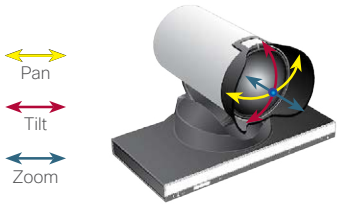
2.

   If your system has more than one camera, select the camera to be adjusted, from the drop-down menu.

3.

   Adjust pan, tilt and zoom, as outlined.

   Tap anywhere outside the menu to exit.



About camera control

Existing camera presets can be used right away during a call.

Your video system may have more than one camera, for example one camera showing the participants, while another shows the whiteboard.

Note that a camera preset will apply to all cameras in use. Consequently, there is no need to select a particular camera before a preset is activated. Read more about this "Adding a camera preset" on page 9.

If you need to add new or modify existing camera presets, this is done in the same way as you do outside a call–turn to "Editing an existing camera preset" on page 10 for details.

As an alternative to adding or editing presets, a simple adjustment of your camera's pan til and zoom should also be considered.

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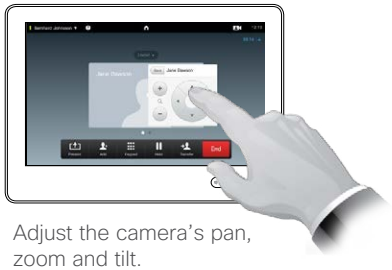
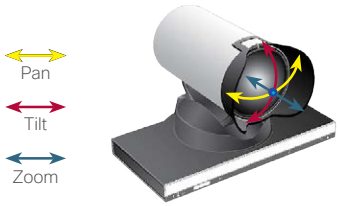
Controlling the camera of the other participant

1.
In a call, tap the avatar.

2.
Tap **Camera**, as outlined

3. 
Adjust the camera's pan, zoom and tilt.

4.
Tap **Back** to exit the menu, as outlined.



About camera control

Within video conferencing the term *far end* is often used to refer to the one you are talking to.

Likewise, the term *near end* is often used to refer to your side of the video meeting.

The ability to control the far end camera requires that the far end system camera is remotely controlable. The feature cannot be applied to systems with a manual camera adjustment.

You will not have access to any presets that may exist on the far end video system.

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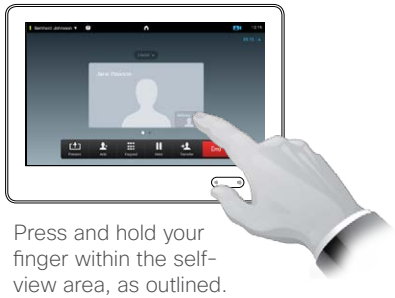
Moving the self-view PiP

1.

Tap **Self-view** in the upper right part of the screen, as outlined to invoke the self-view, if needed.

2. 

Press and hold your finger within the self-view area, as outlined.

3.

As soon as it turns blue drag the self-view to the new location. Possible locations are indicated, as outlined.

4.

Once you reach the location you want to have it in, lift your finger from the touch screen.

5.

The self-view will now assume the new location.

Why move the self-view?

The self-view shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The self-view appears as a PiP (Picture-in-Picture).

From time to time you may want to have the self-view activated during the meeting. This could, for example, be to ensure that a lecturer in your room remains seen on the screen despite constantly moving around.

It may happen that the current position of the self-view blocks important parts of the image on your screen. You may therefore want to move it.

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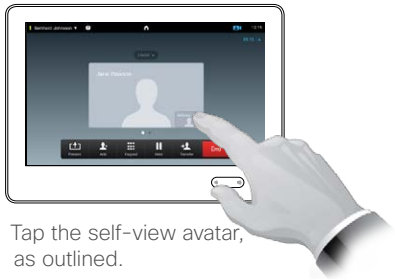
Resizing the self-view PiP

1.

Tap **Self-view** in the upper right part of the screen, as outlined to invoke the self-view, if needed.

2. 

Tap the self-view avatar, as outlined.

3.

You may now tap **Maximize** to get a full-screen self-view.

Repeat the process to minimize, or deactivate the self-view by tapping the self-view icon again.

You may also use this to gain access to controlling your own camera.

Why resize the self-view?

The self-view shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The self-view appears as a PiP (Picture-in-Picture).

From time to time you may want to have the self-view activated during the meeting.

You may want to zoom, pan or tilt your camera to provide a better view for the other participant(s).

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By adding participants to an ongoing video call, your video meeting will be expanded into a video conference.

Video Conferencing

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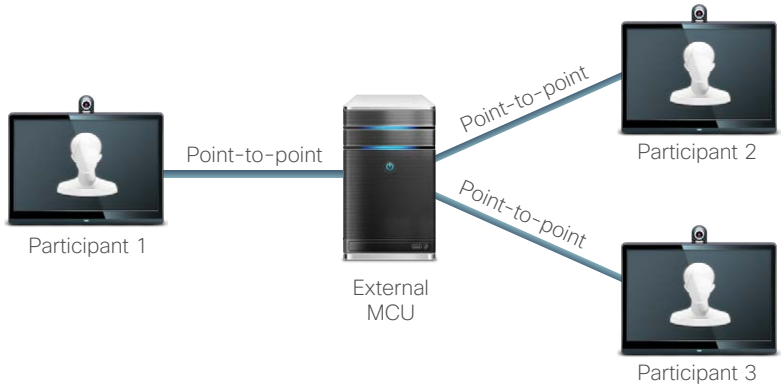
Creating a video conference

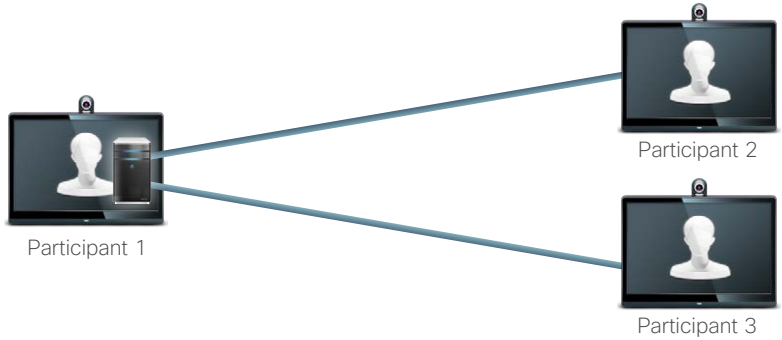
Video conferencing using an external MCU (with or without Multiway)

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.

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

- **Multipoint Control Unit (MCU)**. This is a bridge that interconnects calls from several sources. All parties call the MCU unit, or the MCU unit calls them. 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 will need no 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 an MCU and then do everything from there.

This is an optional feature that may, or may not, be installed on your system.

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Calling more than one using MultiSite

1.

   Assume that you already are in a call. This call may have been initiated by you or by someone else (someone have called you).

2.

   Tap **Add**, as outlined.

3.

   Locate whom to call, in the usual way.

4.

   Place the call, in the usual way. You may alter the *Call settings* of that call before you place it–see the side bar on this page.

5.

   This new call will now be added to the existing, thus creating a conference. You may cancel this call, as outlined, without terminating the first call you were in.

6. To add more participants repeat the procedure. A maximum of four video participants (yourself included) and one audio-only may take part in the conference.

   If you are the one who initiated the conference 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.

This is an optional feature that may, or may not, be installed on your system.

About MultiSite

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

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

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

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

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

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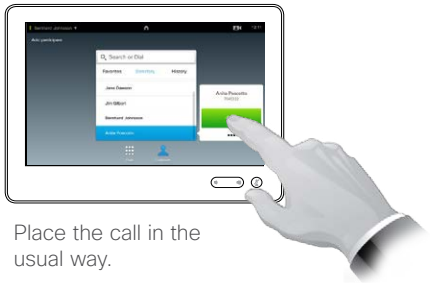
Calling more than one using Multiway or CUCM

1.

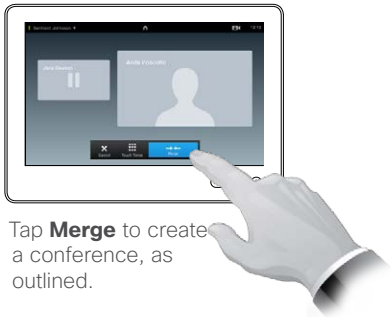
Assume that you already are in a call. This call may have been initiated by you or by someone else (someone have called you). Tap **Add**.

2.

Locate whom to call.

3. 

Place the call in the usual way.

4. 

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

5.

It may take a short while to create the conference.

6.

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

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.

This is an optional feature that may, or may not, be installed on your system.

About Multiway/CUCM

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

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

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

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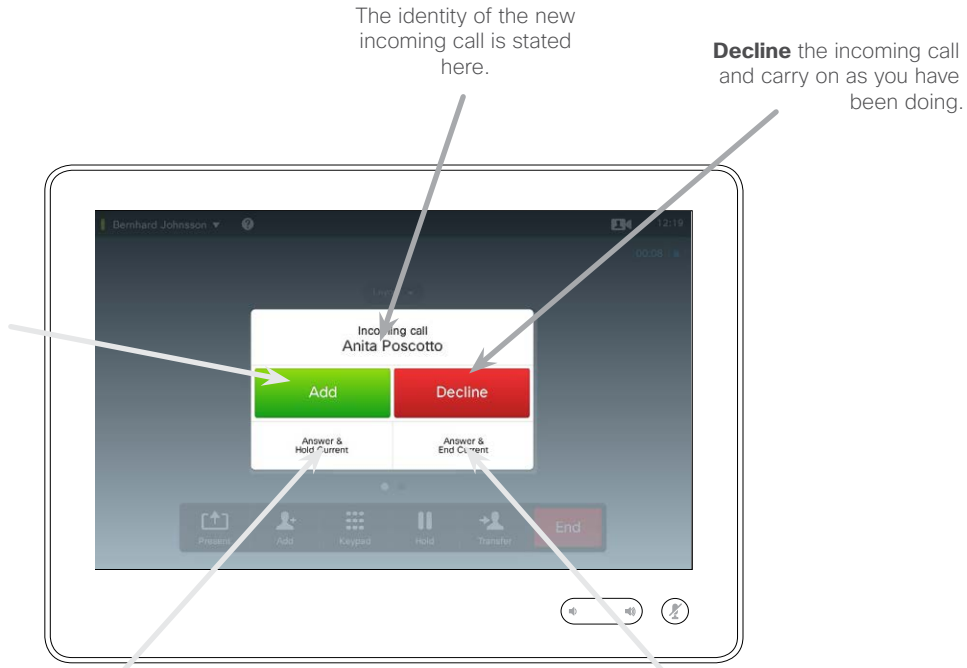
Video conferencing

Being in a call, receiving another call



[1] 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.

About the options

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. Read more about this in the article "In call with two parties, but one at a time" on page 23.
- You may transfer the incoming call to someone else, including the one you were talking to. This is covered in "Transferring a call to someone else" on page 22.
- You may, after putting the incoming call on hold, later decide to merge this call with the existing (optional feature).
- You may merge the incoming call directly with the ongoing call (**ACCEPT & MERGE**). This applies to MultiSite equipped systems only.

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Layout control in a call

Changing the layout:

1.

To change the existing layout on your video screen, tap **Layout**, as outlined.

2.

Tap the new preferred layout, as outlined.

3.

The new layout will now be put in effect.

Adding a self-view PiP to your layout:

Tap as outlined to include a self-view PiP.

About the layout options

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 device will always show you what is available.

The WYSIWYG (what you see is what you get) principle applies even here.

Including a self-view

Self-view may be added to any layout in the usual way. If needed, you may also move it to a different location.

See "Moving the self-view PiP" on page 29.

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Invoking a list of participants and their status

Using the list

This is a convenient way to obtain information about all the participants and their current status.

In addition, you may use the list to disconnect participants from the conference or to grant them certain rights, such as to retain the position as prominent speaker even if someone else starts speaking. These features are outlined on the following pages.

1

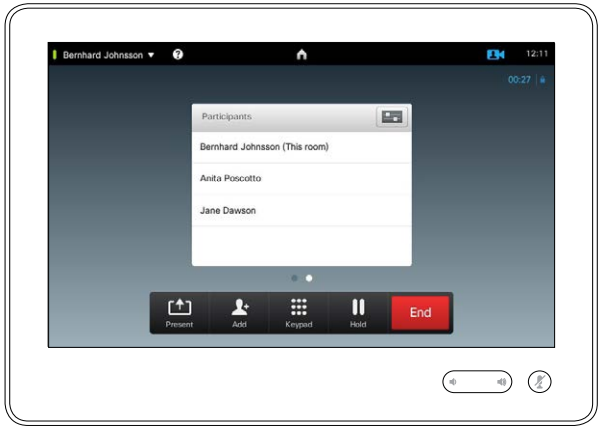
In a call, swipe your finger horizontally to the left, as outlined...

...or tap the little dot not shown in white, as outlined.

2

The list will show who is presenting (how to conduct presentations is outlined in the following chapter of this document), who is speaking and if someone has been put on hold, that will be indicated too.

Swipe towards left or tap the other dot to return to the initial state.



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Video conferencing

Disconnecting someone from the conference

1

Tap the participant to be disconnected, as outlined.

You must be entitled to do so.

You may also invoke the list of participants (see the previous page) and tap a participant in that list.

2

Tap **Drop** to disconnect the selected participant, as outlined.

About the feature

Any participant entitled to it may disconnect any of the other participants. Tap the participant, either in the view as shown, or in the list of participants (see the previous page). Then tap **Drop**, as outlined.

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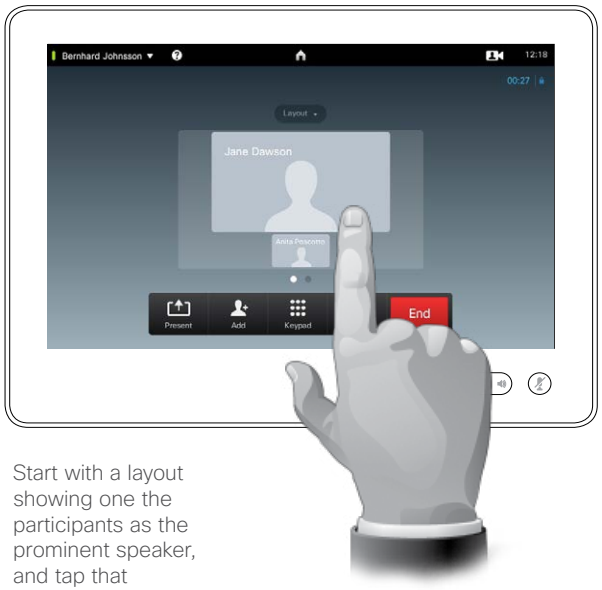
Lock as speaker—remaining the prominent speaker

1



Start with a layout showing one the participants as the prominent speaker, and tap that speaker's avatar.

This is an example of a layout with one of the participants shown as the prominent speaker, i.e. shown larger than the other(s).

2

Tap **Lock as speaker**, as outlined.

Once activated the name of this field will change to **Unlock as speaker**.

To unlock, repeat the process tapping **Unlock as Speaker** instead.

About Lock as Speaker

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

If someone else starts to speak instead of this person, the system will switch to display the image of that person instead. To avoid this, you may lock the current person as speaker. This person will then be shown permanently as the prominent speaker.

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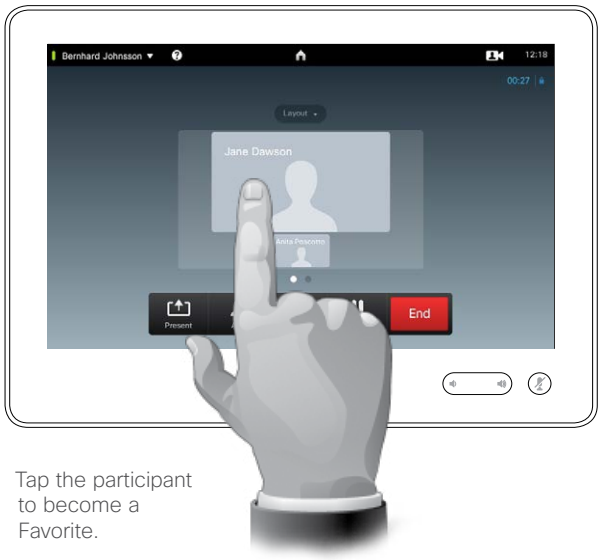
Adding one of the participants to Favorites

1



Tap the participant to become a Favorite.

2

Then tap **Add to Favorites**, as outlined.

This will invoke the *Add to Favorites* dialog box, whose use is shown in "Adding the other party to Favorites, while in a call" on page 26.

About Adding to Favorites

There are several ways to add someone to the list of Favorites and one of them allows you to do this while in a call.

Once you have selected whom to add to your list of favorites, the procedure is identical to the one outlined in the article "Adding the other party to Favorites, while in a call" on page 26 It will therefore not be repeated here.

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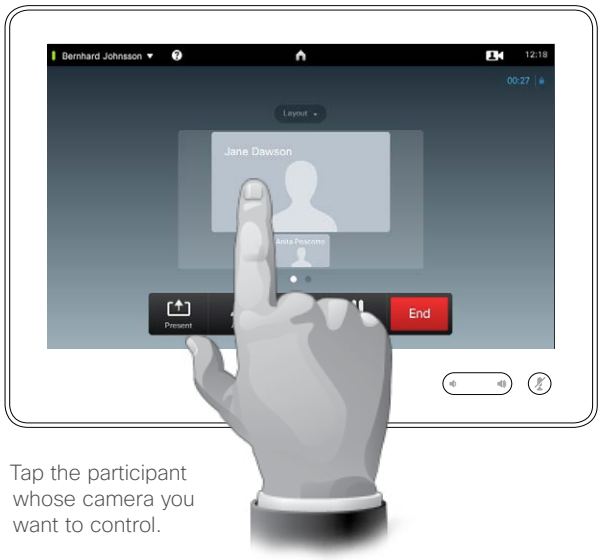
Controlling the camera of one of the other participants

1

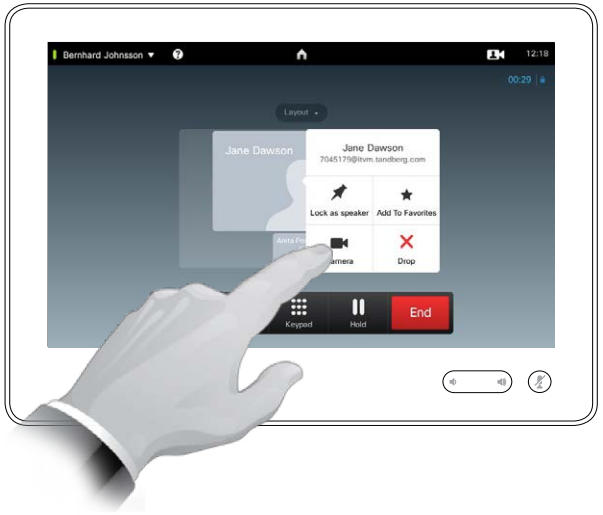


Tap the participant whose camera you want to control.

2

Then tap **Camera**, as outlined.

This will invoke the *Camera control* dialog box, whose use is explained in "Controlling the camera of the other participant" on page 28.



About camera control

Within video conferencing the term *far end* is often used to refer to the one you are talking to.

Far end is an ambiguous term in video conferencing, since there is more than just one far end.

Consequently, you must start by defining whose camera you are going to control.

Once you have defined this, the procedure is identical to the one explained in "Controlling the camera of the other participant" on page 28.

The ability to control a far end camera requires that the far end system camera is remotely adjustable. The feature cannot be applied to systems with a manual camera adjustment.

You will not have access to any presets that may exist on the far end video system.

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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.

Sharing Content

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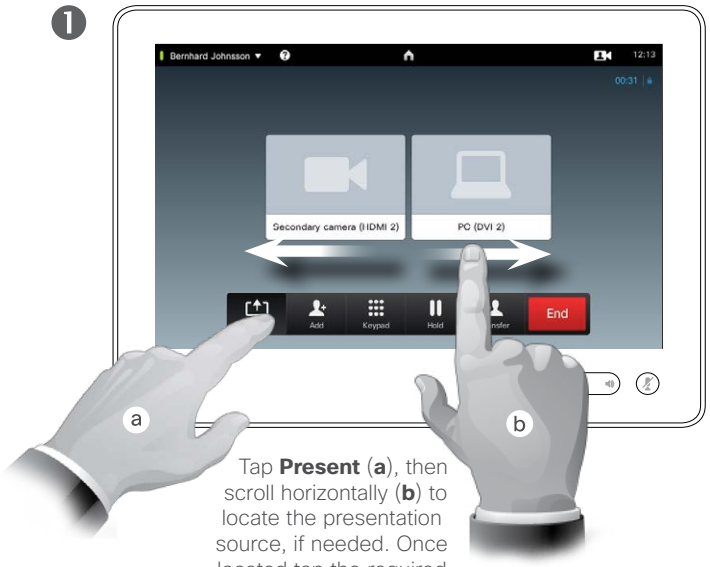
Sharing content

Starting and stopping a presentation

1



Tap **Present** (**a**), then scroll horizontally (**b**) to locate the presentation source, if needed. Once located tap the required source.

2

To stop the Presentation, tap **Stop Presenting** (**a**).

The contact card (not shown) may be invoked even here, as outlined (**b**).

For more on the contact card feature, see "Invoking a list of participants and their status" on page 37.

About sharing content

Your MX300 G2 video system supports the ability to show presentations in a video call or video conference as well as outside a call. The latter ability allows the system to be used for local presentations in a meeting room, thus extending the use of the video system and the room itself.

Note that you may change the layout of the screen during presentations, see the next page for more on this.

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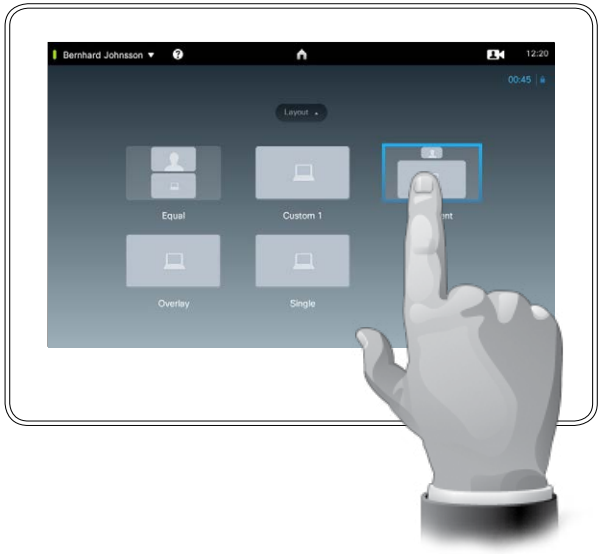
Changing the layout

1

Tap **Layout**, as outlined, to invoke the layout options.

2

Select your preferred layout by tapping it.



About presentation layout

You may change the layout of the screen during presentations. Typical options available will be with or without showing the presenter and showing the presenter as either a PiP (Picture in Picture) or PoP (Picture outside Picture).

The layout options available on your system may differ from those shown here, but the layouts shown are always those you may choose between.

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Your video system may be connected to a management system capable of scheduling video meetings for you. Any meetings scheduled will then appear in a *List of Meetings* on your Touch device.

Scheduled Meetings

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Scheduled meetings

Invoking the list of meetings

❶

Tap **Meetings** to invoke the list of meetings.

❷

The meeting list will typically look like shown here.

Tap an entry in the list to obtain more information about ther meeting.

Tap on the little expansion symbol, as outlined, to get even more information.

Tap again to collapse the information box.

Meeting list basics

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

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

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

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

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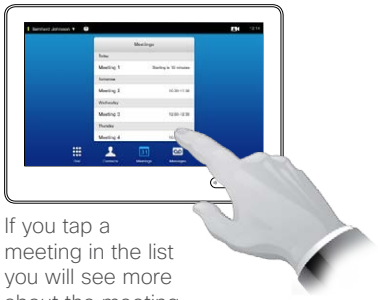
Joining a scheduled meeting



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

The start and end time of the scheduled meeting are given in the expanded meeting information.

Extending an ongoing meeting

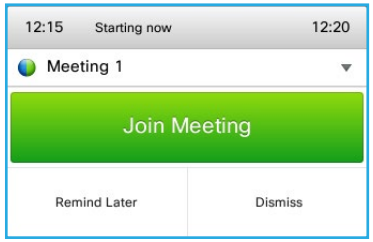
Scheduled meetings have a fixed start and end time. You may want to extend an ongoing meeting. This will be accepted by the system if no other meeting is scheduled for any of the video systems involved, during the period of possible extension.

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

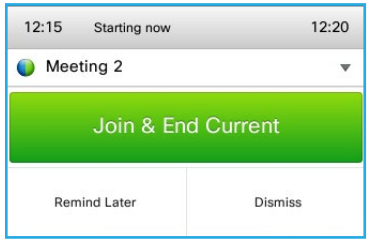
To extend a meeting, tap the **Extend** button.

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

A scheduled meeting may connect you automatically, or you may have to tap **Join Meeting**.



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



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

About joining

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. Default buffer setting is 10 minutes, but your video support team may have changed this. It is not possible to join the meeting earlier than the setting dictates.

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.

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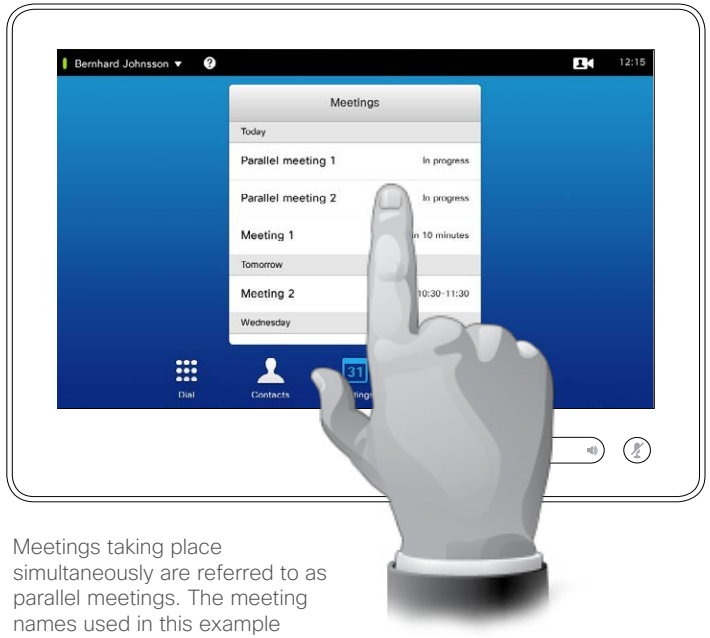
Parallel meetings



Meetings taking place simultaneously are referred to as parallel meetings. The meeting names used in this example solely appear to illustrate that the meetings are parallel meetings.

Choose your meeting

Whenever *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.

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Contacts consists of three parts; a *Directory*, which typically is your corporate phone book; *History* which is a list of recent calls and finally *Favorites*, which is your personalized list of people you call frequently or otherwise need to get easy access to.

Managing Contacts

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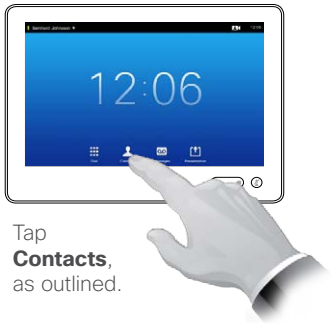
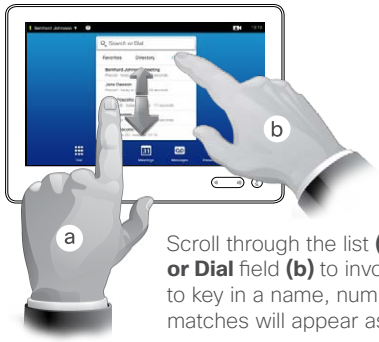
History

Gaining access to the History list:

1. 

Tap **Contacts**, as outlined.

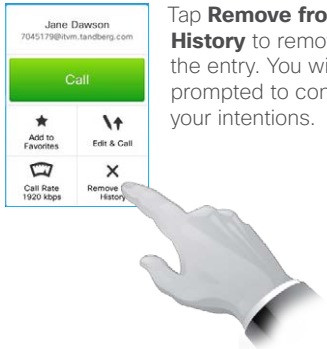
2. 

Scroll through the list **(a)**, or tap the **Search or Dial** field **(b)** to invoke the virtual keyboard to key in a name, number or address. Possible matches will appear as you type.

Removing a single entry:

1.

Select an entry in the History lis by tapping it. Then tap **More** (•••), as outlined.

2. 

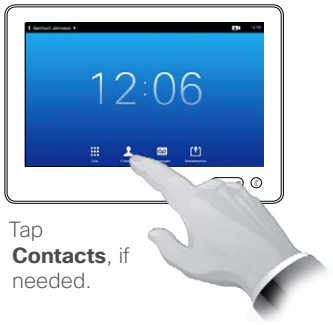
Tap **Remove from History** to remove the entry. You will be prompted to confirm your intentions.

For privacy reasons you may want to remove an entry from the *History* list or clear the entire list.

The same persons may have called you (or you called them) several times. Each such call will create an entry in the *History* list.

Note that if you choose to remove a single entry in the list, any other instances of that entry will not be removed from the list.

Clearing the entire History list:

1. 

Tap **Contacts**, if needed.

2.

Scroll, as outlined, to get to the top of the list.

3.

Tap **Clear History**, as outlined.

About History

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

Tap an entry and you may:

- Call the entry by tapping **CALL**.
- Add the entry to an ongoing call (optional).
- Add the entry to *Favorites*.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list.

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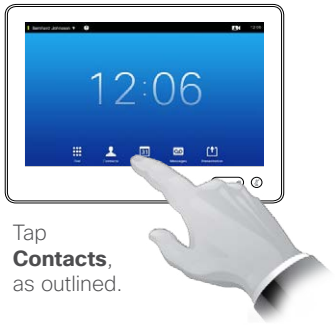
Directory

Finding an entry in the Directory by scrolling through the list:

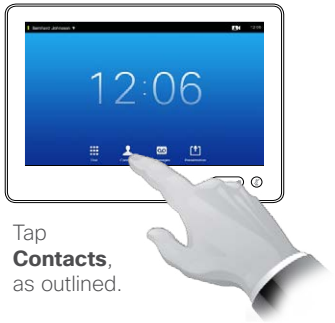
1. 

Tap **Contacts**, as outlined.

2.
Tap **Directory**, if needed.

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

Finding an entry in the Directory by searching for it:

1. 

Tap **Contacts**, as outlined.

2.
Tap **Directory**, if needed.

3.
Tap **Search or Dial**, as outlined, to invoke the virtual keyboard and key in a name, number or address. Possible matches will appear as you type.

About 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.

Tap a folder to show its contents, scroll, 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 (see the previous page for more on this).

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.

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Favorites

About Favorites

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

Favorites may be populated from the *History* or *Directory* lists as well as from manual entries.

Adding someone from Directory or History to the list of Favorites:

1.

   In the Contacts panel, tap **Directory** or **History**, if needed.

2.

   Scroll through the list to locate the entry, as outlined.

3.

   Tap that entry **(a)** and then tap **More** (•••), as outlined.

4.

   Tap **Add to Favorites**, as outlined

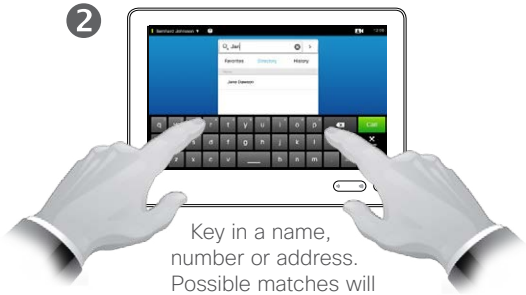
5.

   Tap **Save** to exit the menu putting your changes into effect. If you tap the name and/or URI, you may edit the entry.

Manually adding someone to the list of Favorites:

1.

   Tap **Search or Dial**, as outlined, to invoke the virtual keyboard.

2. 

   Key in a name, number or address. Possible matches will appear as you type.

3.

   Tap the match, if applicable (**a**) and then little arrow (**b**), as outlined, and continue from (**3**) above.

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Managing the Settings

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Gaining access to the Settings

1.

   Tap the field in the upper left corner, as outlined.

2.

   Tap **Settings**, as outlined.

3.

   Scroll through the list to locate what you are looking for, as outlined.

About 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 pad 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 Video Support Team.

For security reasons, access to the Administrator Settings may have been password protected by your video support team.

To enter the *Settings*, tap the **Settings** icon, as outlined to the upper left.

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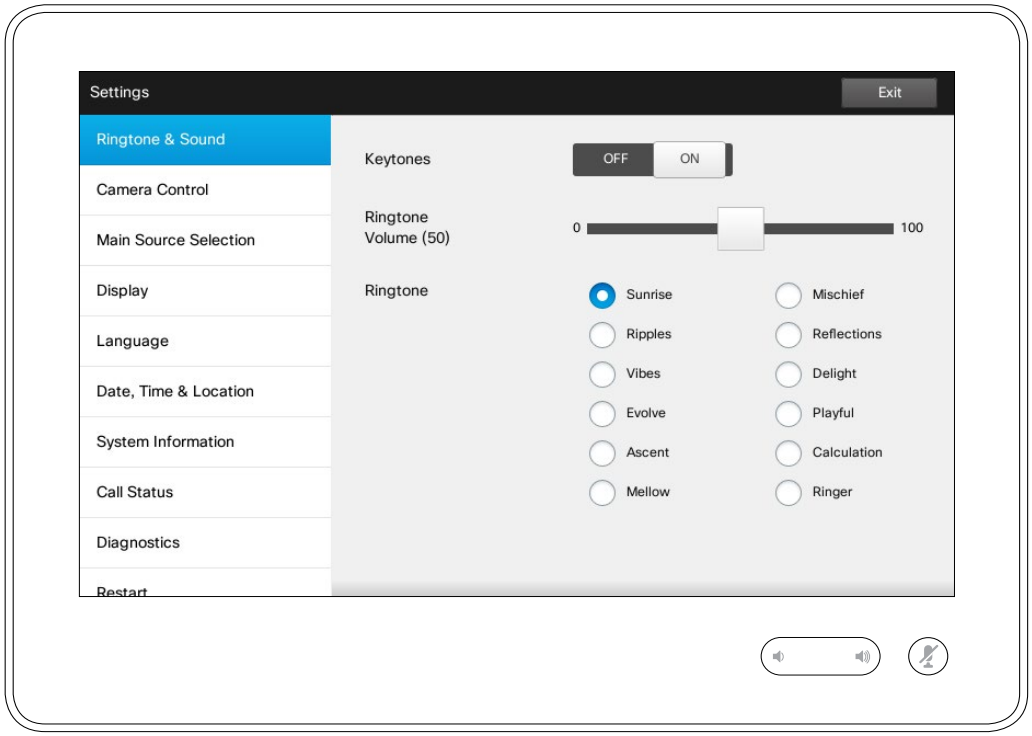
Ringtone & Sound



About Ringtone & Sound

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*.

To exit this menu putting any changes into effect, tap **Exit**. Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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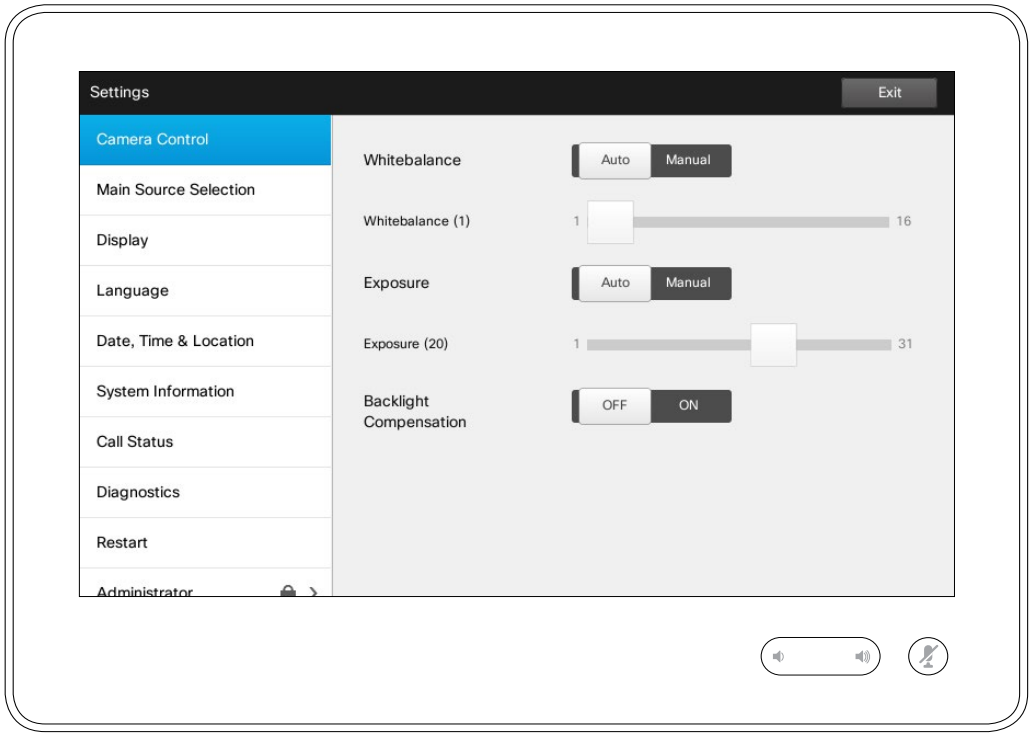
Camera Control



About Camera Control

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

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

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

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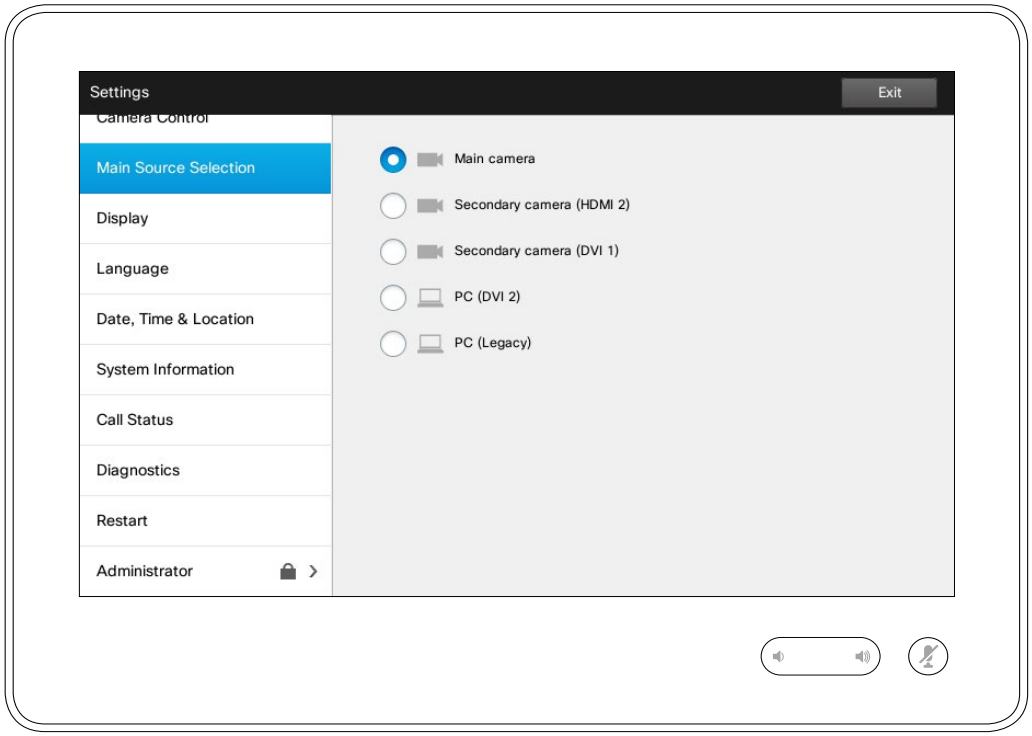
Main Source Selection



About Source Selection

Select what shall be the main source. 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.

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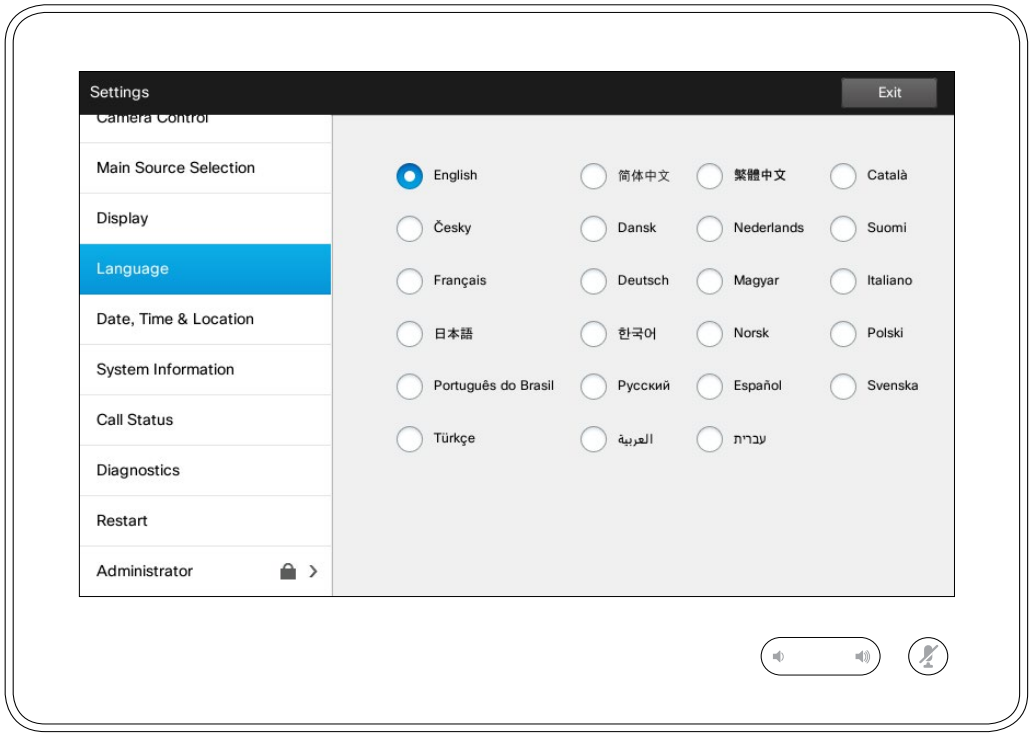
Selecting a language



About Language setting

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

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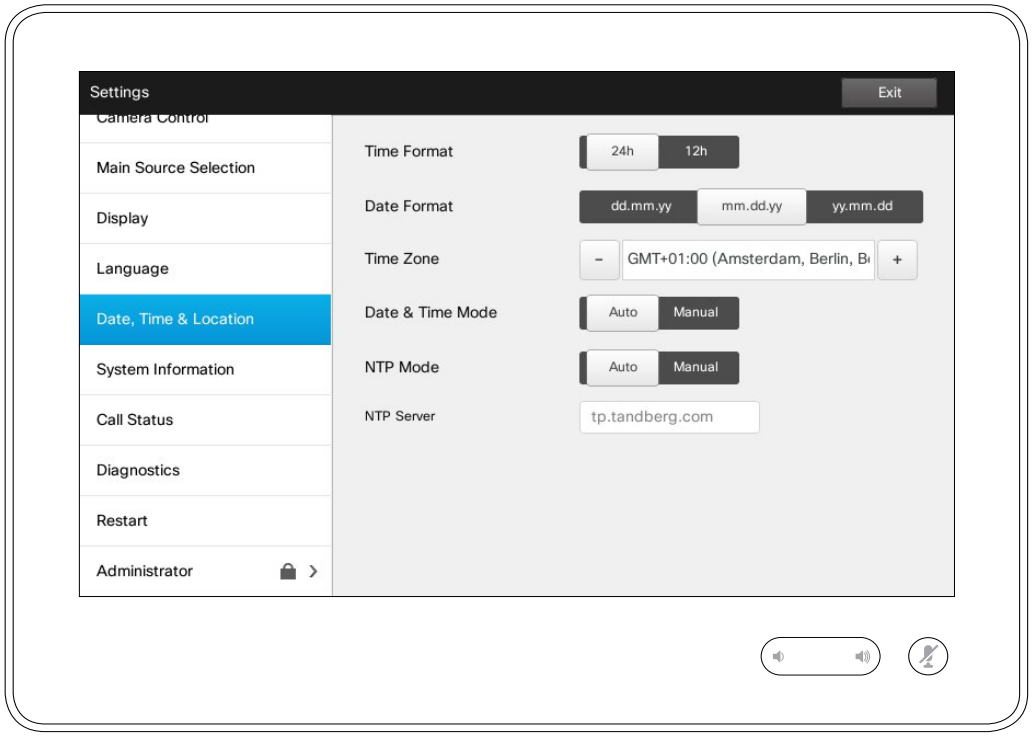
Setting the date and time



About time setting

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

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

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

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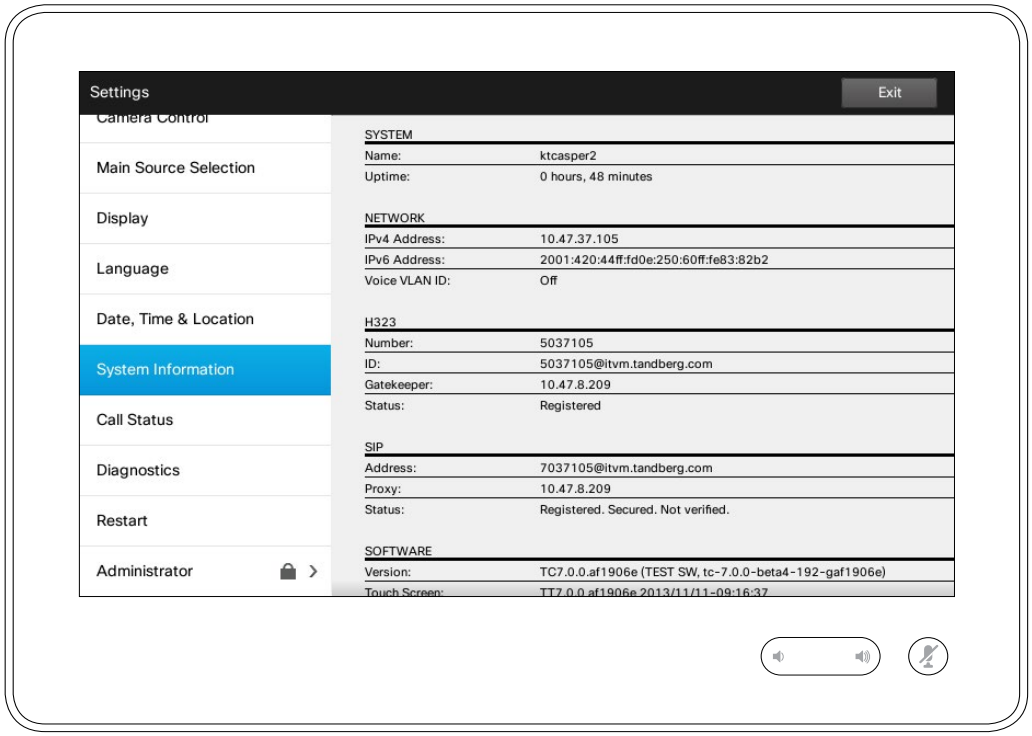
System Information



About System Information

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

This information is typically what you will be asked by the technical staff to provide in the unlikely event of system malfunction.

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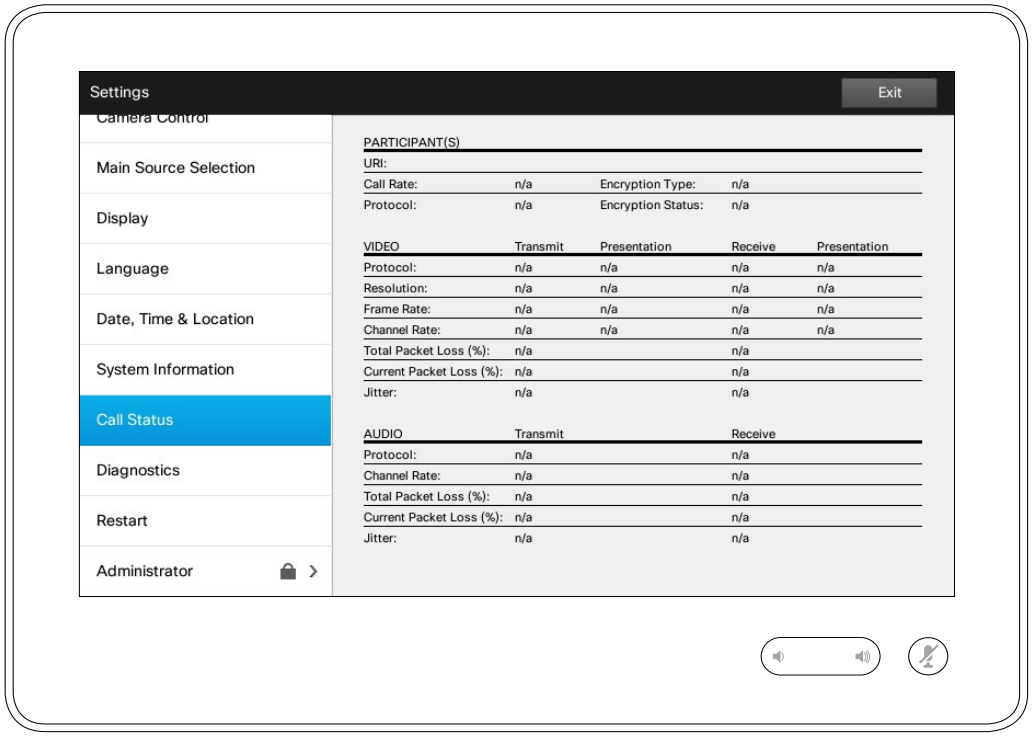
Call Status



About Call Status

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

This information is typically what you may be asked by the technical staff to provide in the unlikely event of system malfunction.

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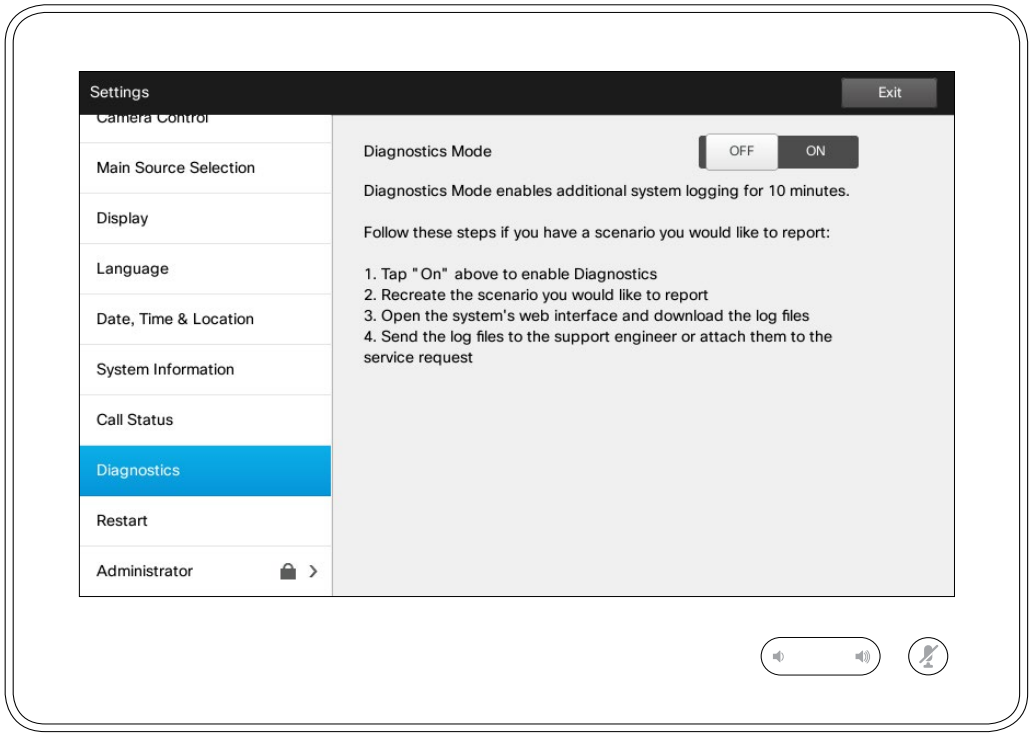
Diagnostic Mode



About Diagnostics

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

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

This information is typically what you may be asked by the technical staff to provide in the unlikely event of system malfunction.

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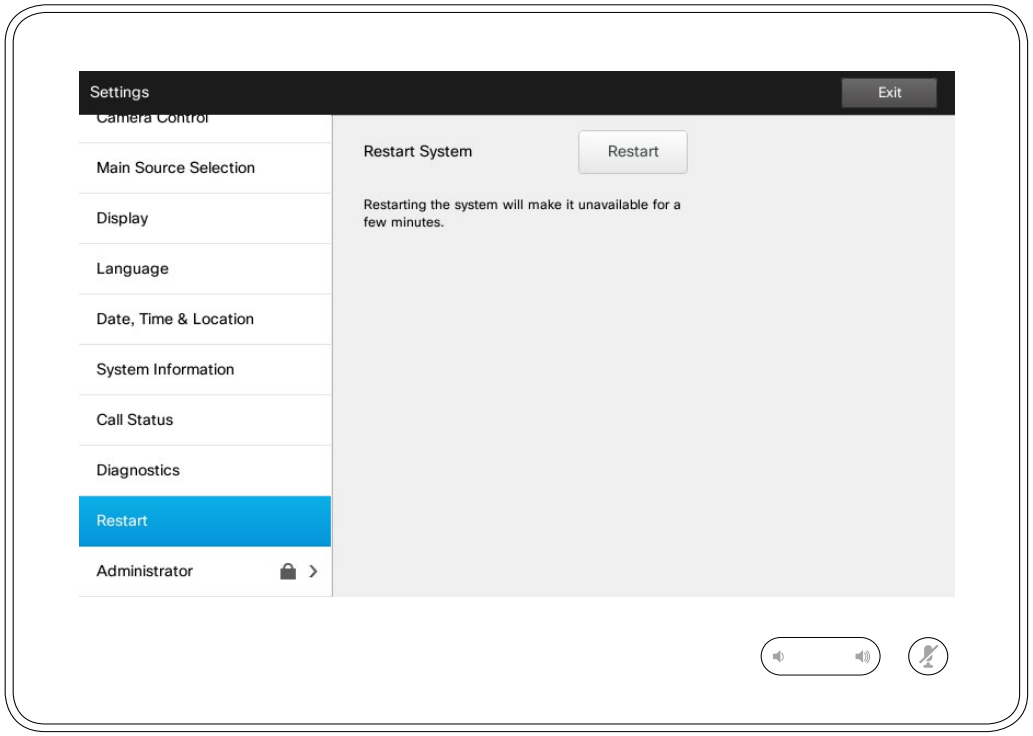
Restart System



About Restart

Use this to restart your system in an orderly and controlled manner. No settings are lost.

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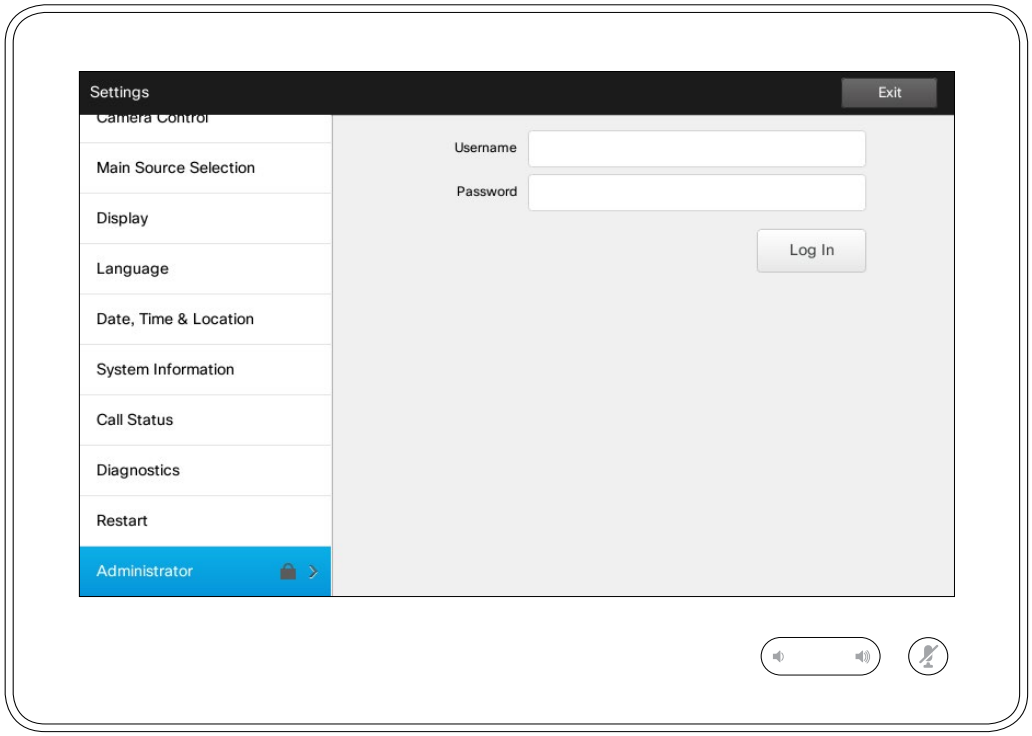
Administrator



About Administrator

The Administrator settings will normally have been password protected by your video support team.

Enter Username and Password followed by tapping **Log in**.

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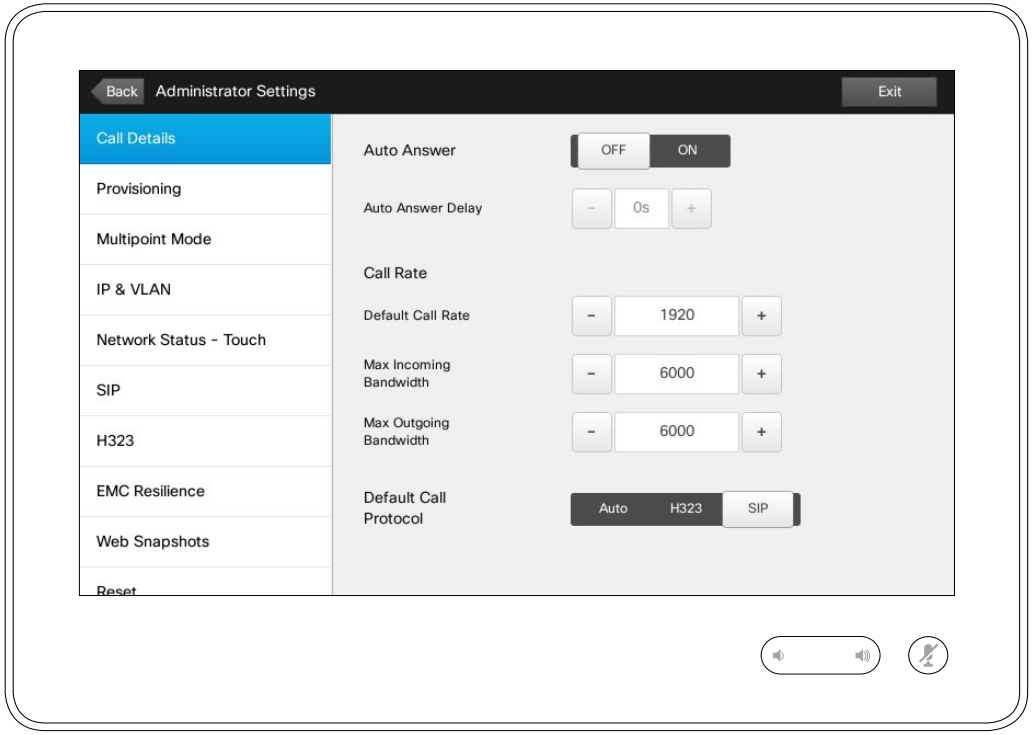
Administrator Settings–Call Details

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About Call Details

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

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

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

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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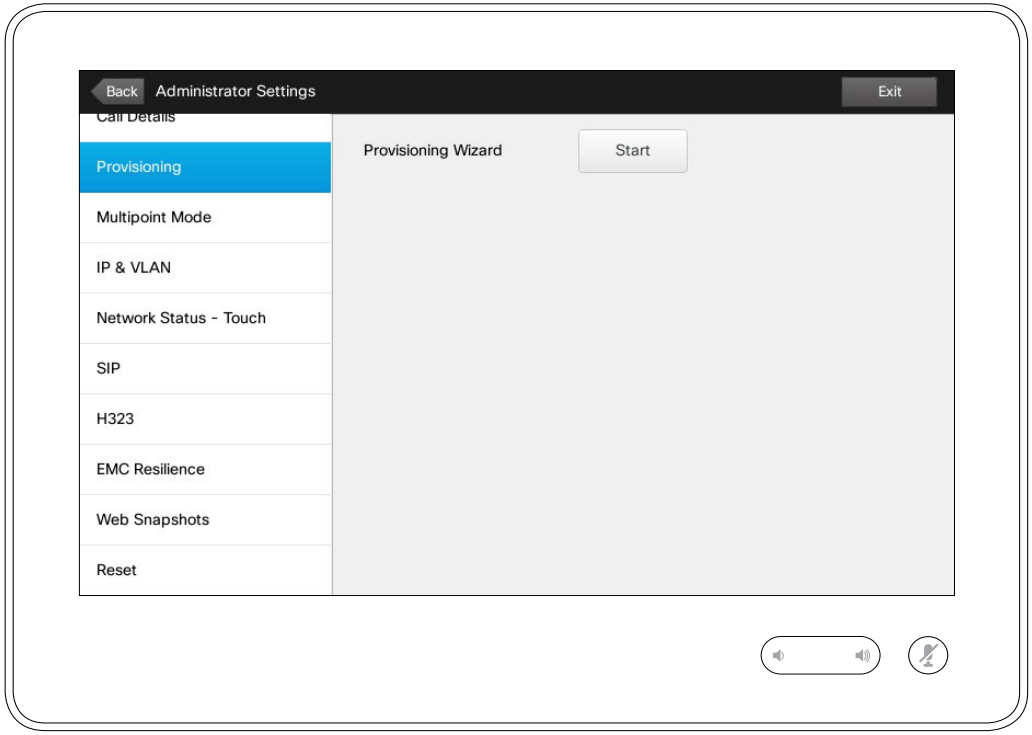
Administrator Settings–Provisioning Wizard

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About the Wizard

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

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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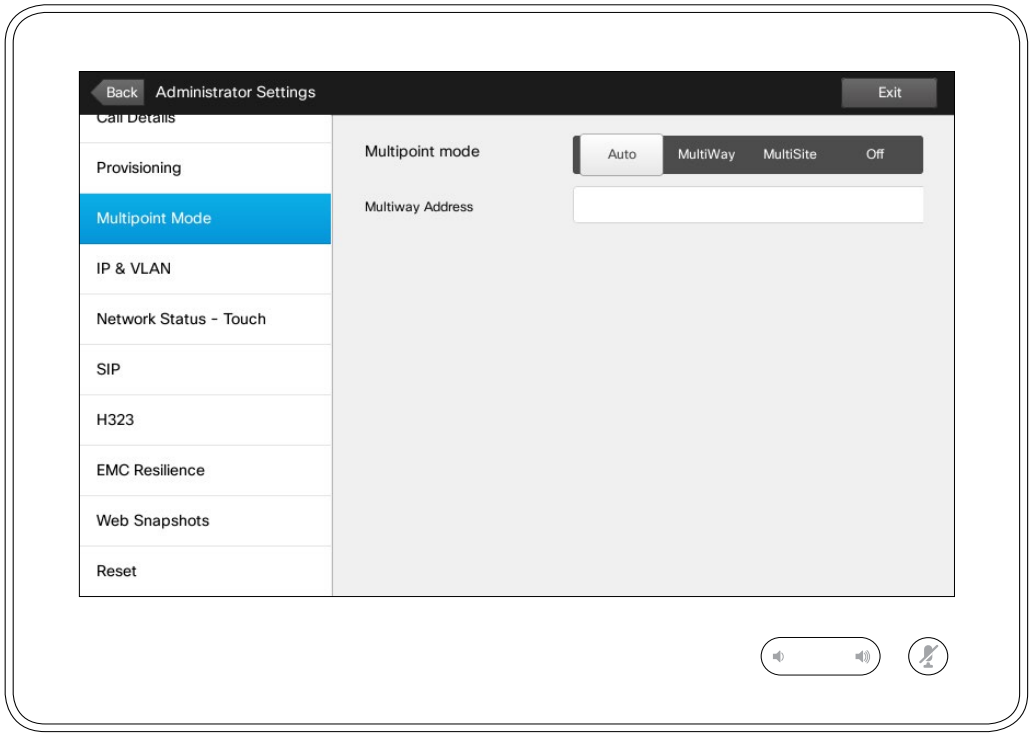
Administrator Settings–Multipoint mode

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About Mulipoint

There are basically two modes of video conferencing; viz. MultiWay and MultiSite.

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

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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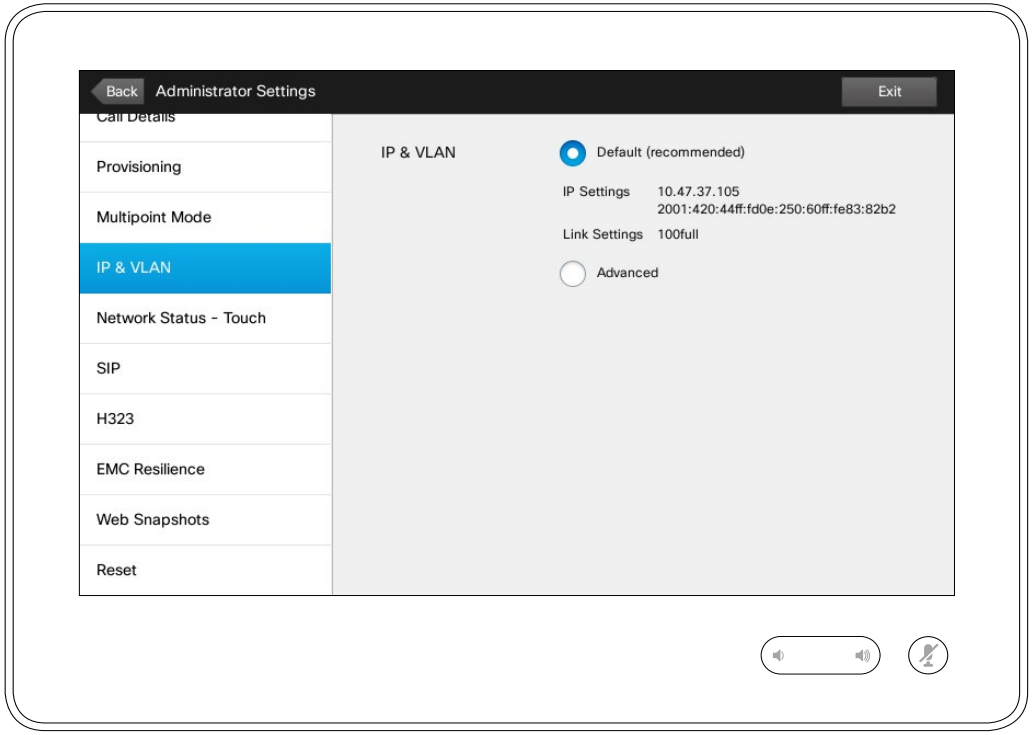
Administrator Settings–IP & VLAN

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About IP Settings

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

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

To change these from default values, tap **Advanced** (not shown).

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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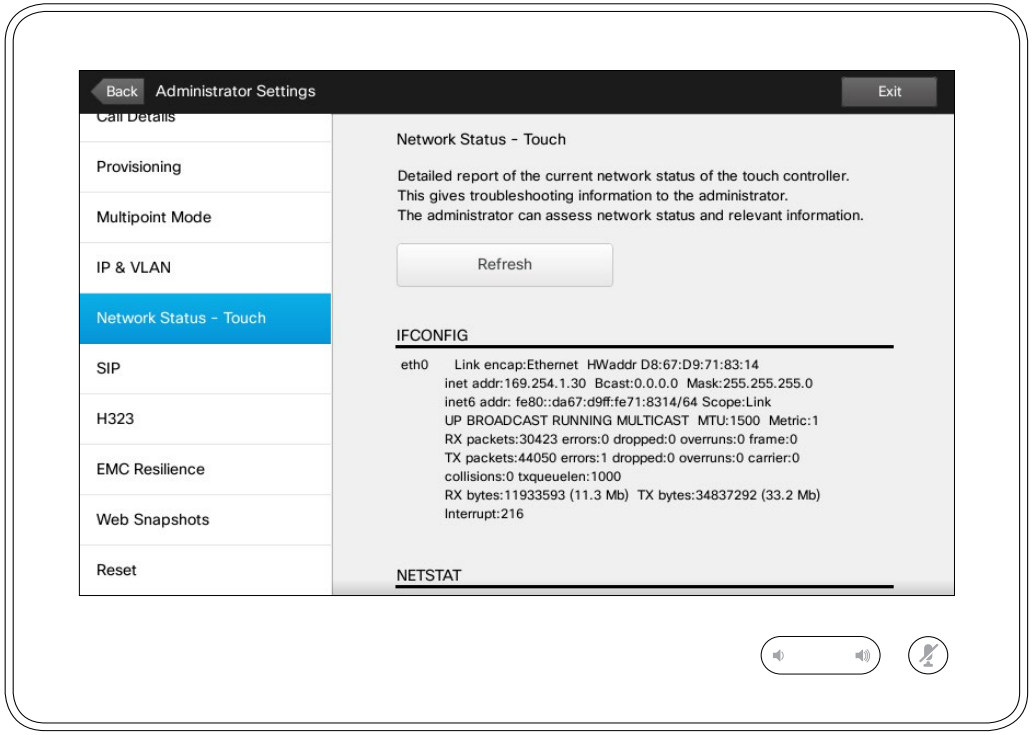
Administrator Settings–Network Status Touch

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About Network Status

This is designed to provide your Video Support Team with information about the current network status of the Touch Controller in the unlikely case of system malfunction.

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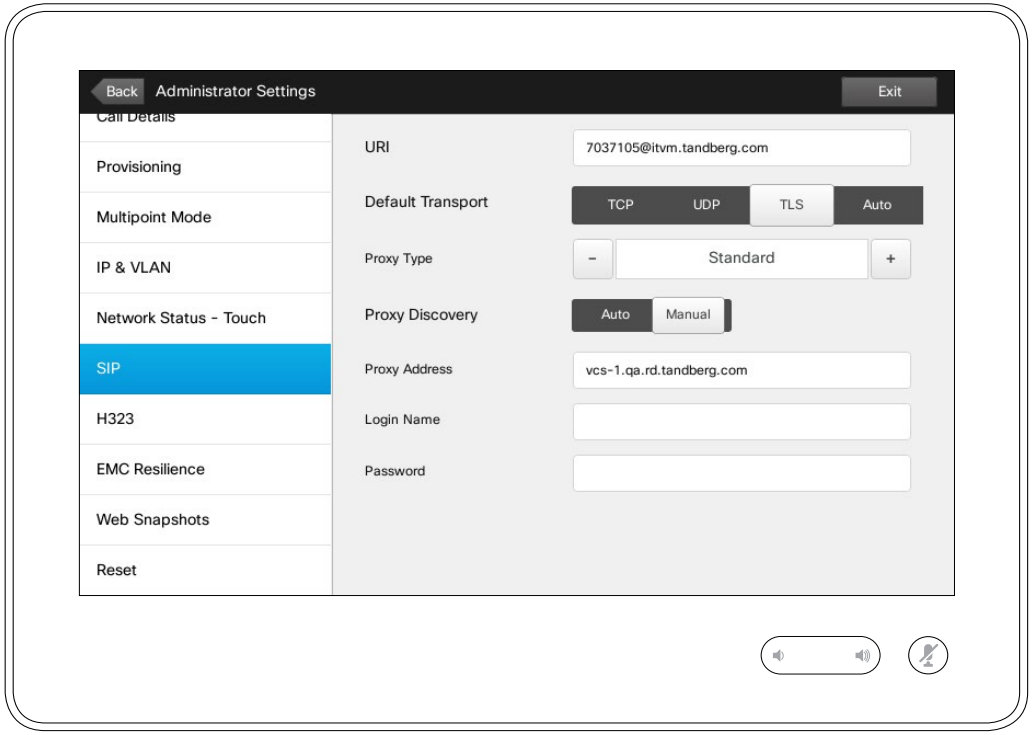
Administrator Settings–SIP

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About SIP Settings

Use this page to set up SIP.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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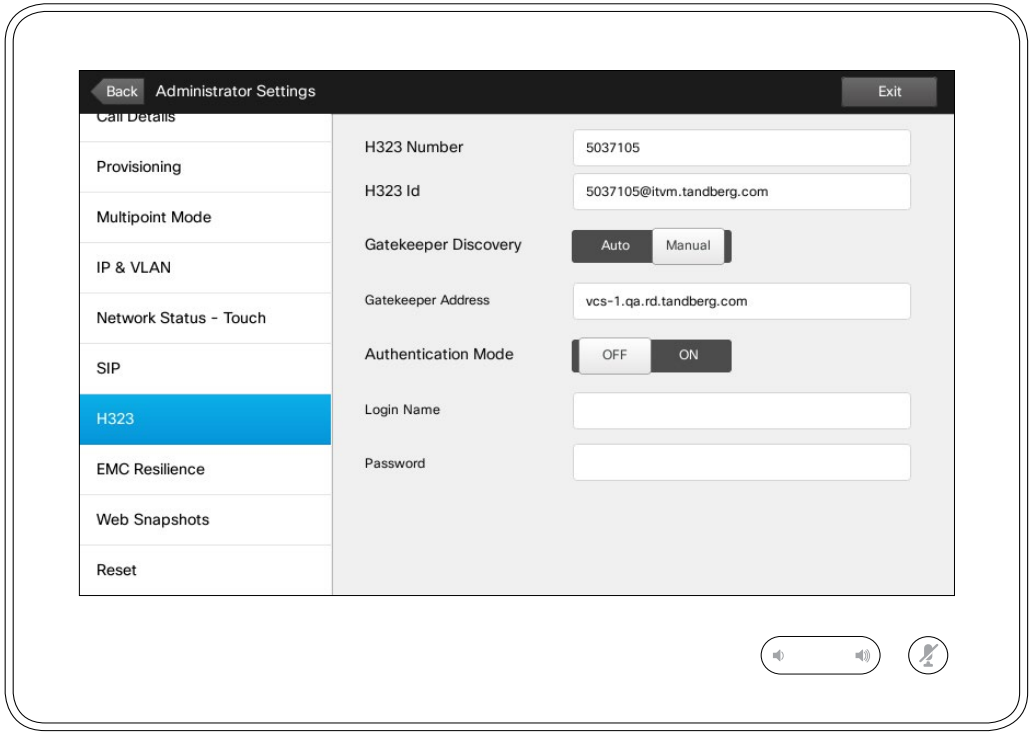
Administrator Settings–H323

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About H323 Settings

Use this page to set up H323.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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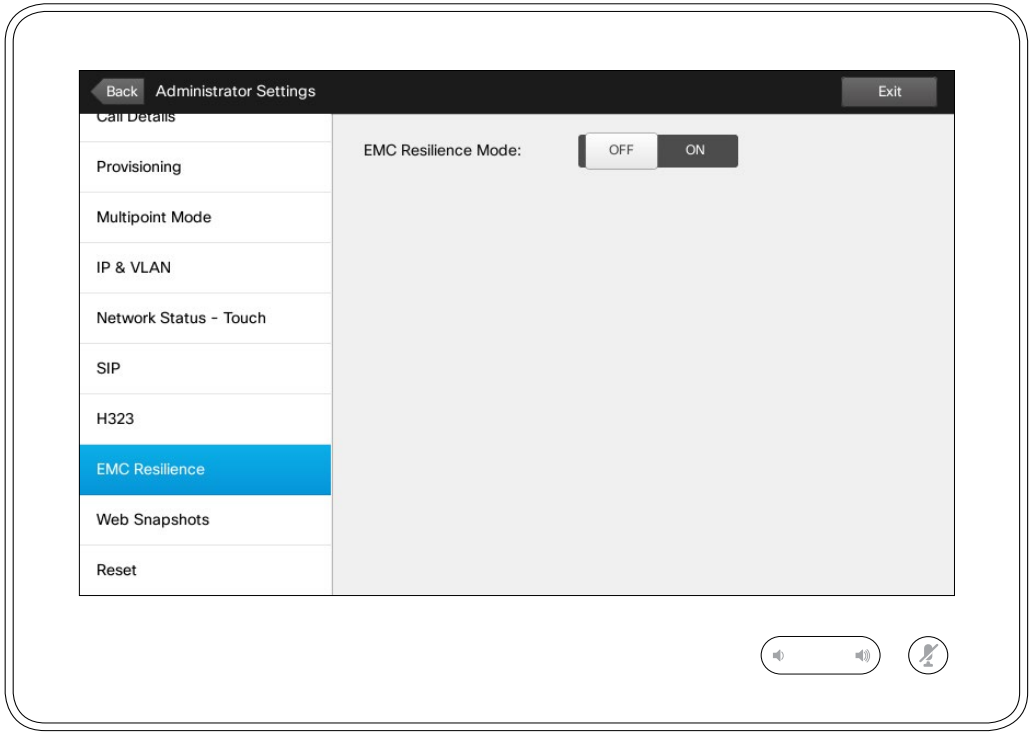
Administrator Settings–EMC Resilience Mode

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About EMC Resilience

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 spurious signals.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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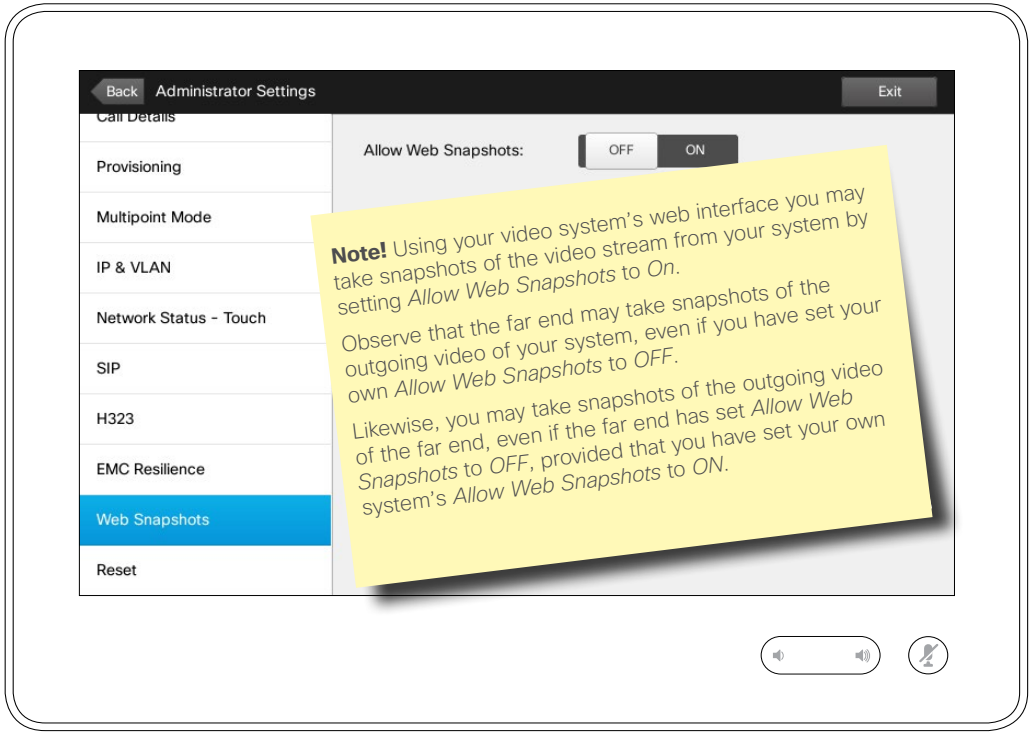
Administrator Settings–Web Snapshots

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About snapshots

You may gain access to your video system through its web interface, see the Administration Guide for more.

From the web interface you may generate snapshots of the video stream from your system. You may also 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.

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

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

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

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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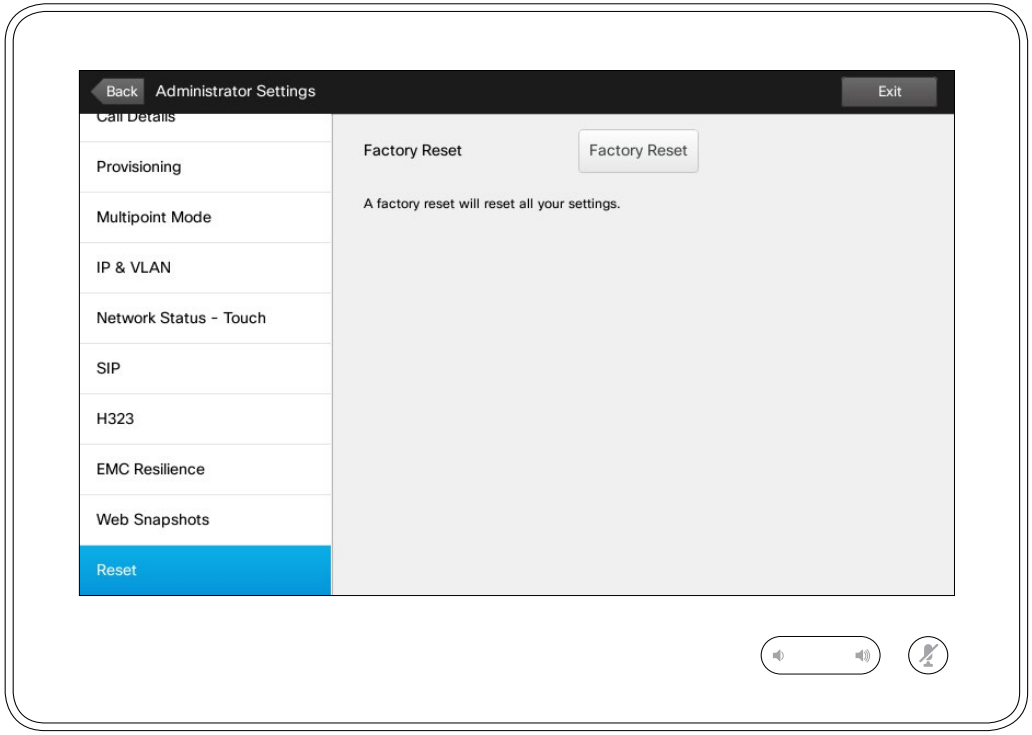
Administrator Settings–Factory reset

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!



About Factory reset

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

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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