Cisco TelePresence
Profile Series
Codec C-series
Quick Set C20
SX20 Quick Set
MX200
MX300

TC 7.3

User Guide

D1458221 User Guide Cisco TelePresence
Profile Series, Codec C-series, Quick Set C20
SX20 Quick Set, MX200, MX300
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All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

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

Note! Some of the features described in this user guide are optional and they may therefore not be present on your system.

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Introduction to Video Conferencing

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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 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 or whiteboard 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.
- When a whiteboard is used, the meeting will be perceived as better to the remote participants if the whiteboard is visible through the main camera, as well as through a dedicated whiteboard camera. Broadcasting companies normally do this to let viewers see that the presenter actually is in the same room.
- 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 Selfview feature of your video system. The Selfview 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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Tour the touch screen

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

Tap a button to activate its function.

Scroll in lists as outlined.

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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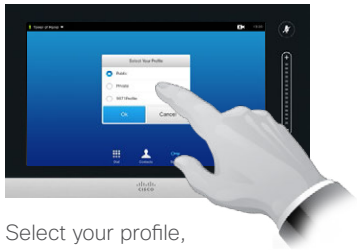
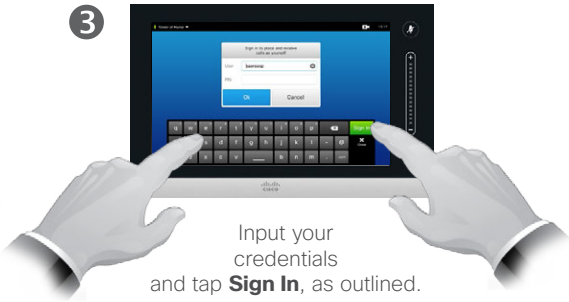
Log Onto a System with Your Own Credentials

1.

Tap **Sign In**, as outlined.

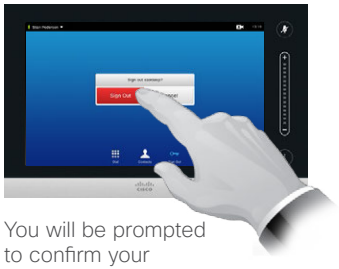
2. 
Select your profile, as outlined.

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

4. The system will confirm a successful 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 and 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 Calls

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Place Call From Contact List

1

Tap **Contacts**, as outlined.

2

To search for someone in a specific list (*Favorites*, *Directory* or *Recents*), tap that list (**a**) and then scroll down (**b**) to locate the entry.

3

Alternatively, tap the **Search or Dial** field, as outlined. This will invoke the virtual keyboard.

4

Key in the name, number, or IP address.

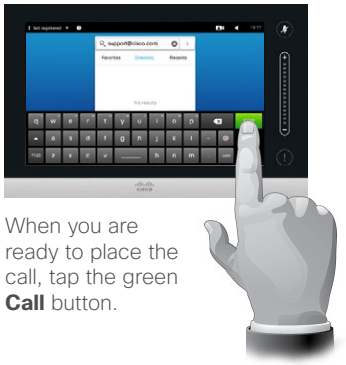
Matches will appear as you type.

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 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.

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

You may clear the *Recents* list for privacy reasons, see "Call Recents" on page 40.

The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.
- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling; change the call rate and remove the entry from Recents.

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Place Call

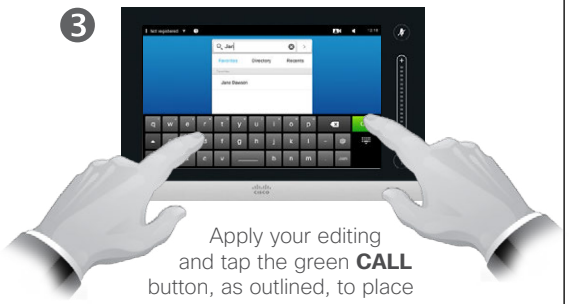
Edit a Contact List Entry, then Place the Call

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.

About Entry Edits

You may have to edit an entry in one of the Contact lists before you place the call. There may be a need to add a prefix, a suffix or otherwise alter the entry to ensure success.

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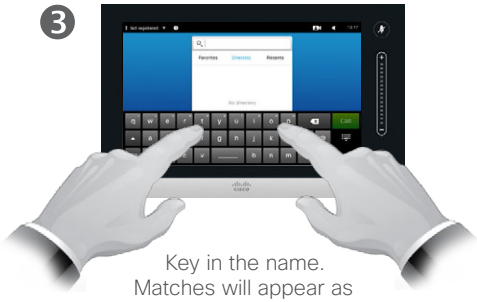
Place Call Using Name

1

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

2

Tap **Keyboard** (⌨), as outlined to invoke the virtual keyboard.

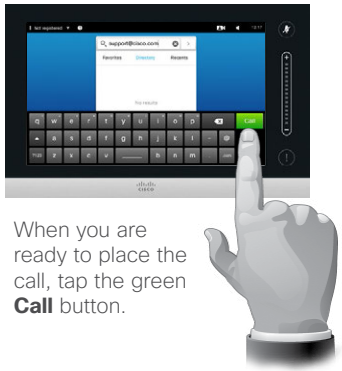
3 

Key in the name. Matches will appear as you type.

4

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.

5 

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 *Recents* 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 *Contacts*.

Calling extensions. Sometimes you may be urged to enter numbers during a call, typically to reach extensions or to provide a pin code.

Tap **Keypad** (this button appears as soon as the call is placed) to invoke the keypad needed for this.

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Place Call Using an IP Address

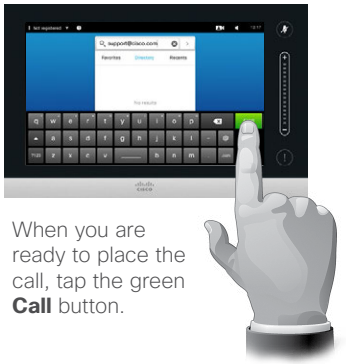
1.

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

2.

Type the IP address.

Tap and hold * to type the point sign used in IP-addresses.

3. 

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 *Recents* 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 *Contacts*.

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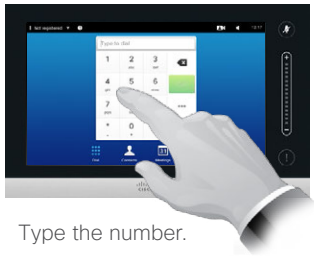
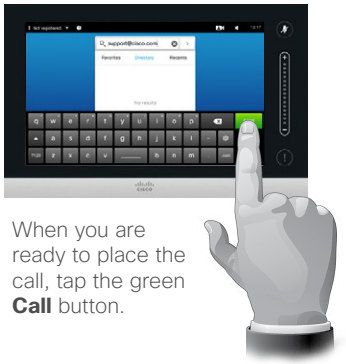
Place Call Using Number

1

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

2 

Type the number.

3 

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 *Recents* 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 *Contacts*.

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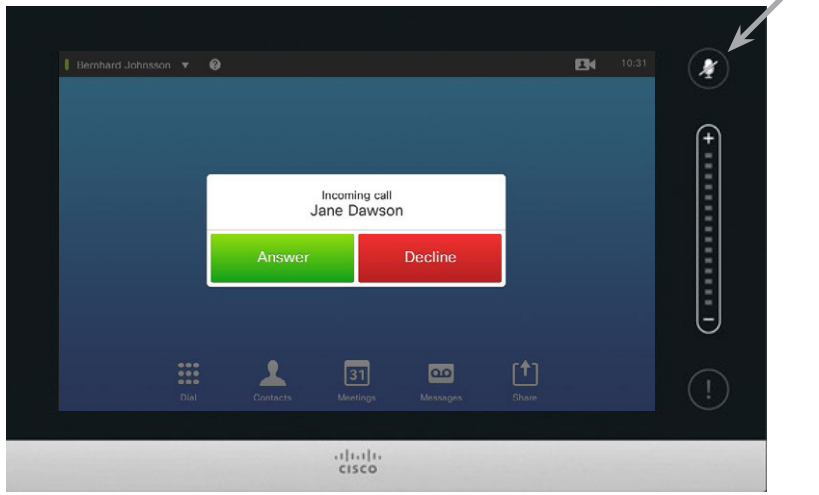
Receive Call



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, 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 did not pick up the call.
- 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 67. Observe that your video support team may have password protected this menu.
- 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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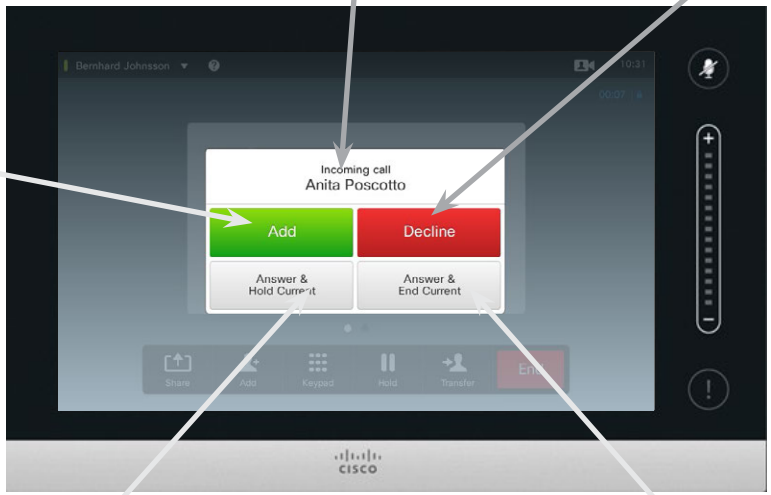
Receive Call While in Another Call

The identity of the new incoming call.

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

Add: If your system is equipped with the MultiSite option you may merge the incoming call with the existing.

For systems without MultiSite installed, the incoming call may still be merged, but as an audio-only call (not shown).



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.

About the Options

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

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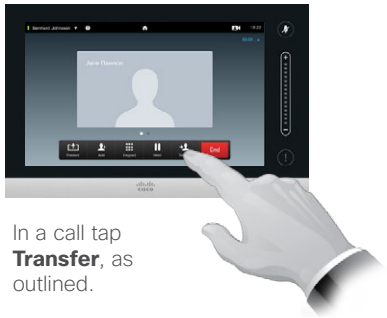
Transfer

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

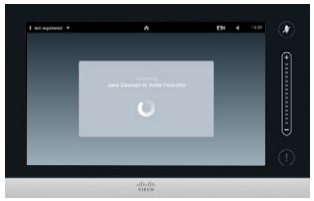


2. Locate whom to call in the usual way.

3. Place the call in the usual way.

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

5. The call will 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 swap feature–see the next page for more on this.

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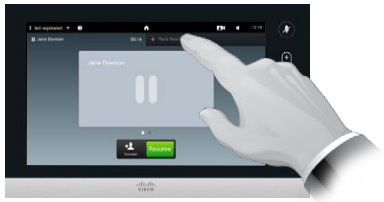
Consult and Transfer

1.

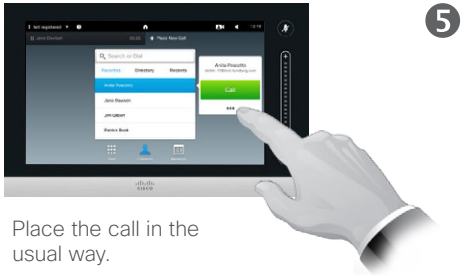
   Assume that you are in a call. Tap **Hold**, as outlined.

2. 

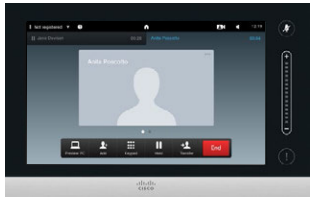
   Tap **+ Place New Call**, as outlined, or tap **Resume** to go back to the one you were in call with (to undo your action).

3.

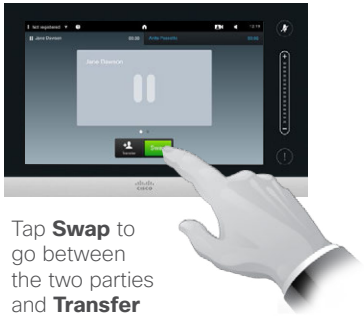
   Locate whom to call in the usual way.

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 Consult and Transfer

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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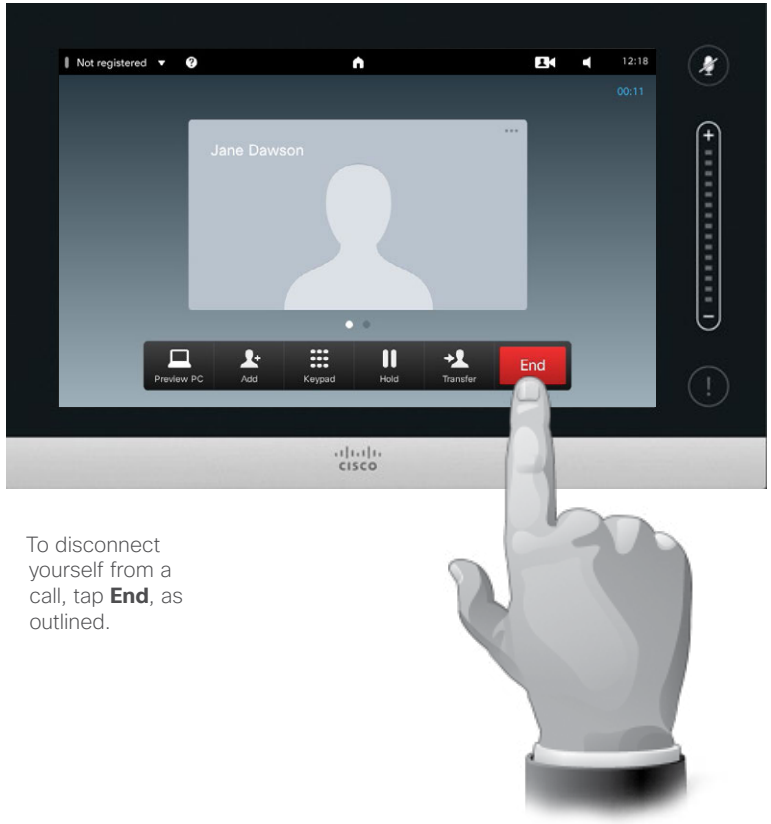
End Call

Disconnect Yourself From Call



To disconnect yourself from a call, tap **End**, as outlined.

About Disconnecting Yourself

Tapping **End** in a call will disconnect yourself from a call. In a call with two parties only, this will then terminate the call.

In a conference call with multiple participants tapping **End** will terminate your participation only if you are a regular participant.

However, if you are the host of such a conference, i.e. the one who initiated it, tapping **End** will cause the entire conference to terminate.

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Mute Call

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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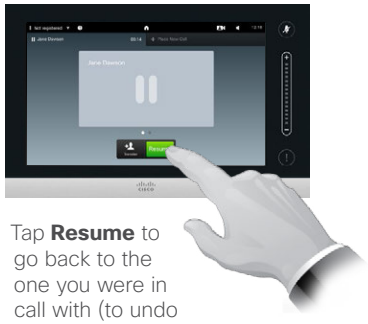
Hold

Put Call on Hold and Resume a Call on Hold

1.

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

2. 

Tap **Resume** to go back to the one you were in call with (to undo your action).

About Putting on Hold

Putting someone on hold is typically something you do as an initial step when transferring someone to another person, but it may also be used when you need to consult a person or as an alternative to muting also including stopping the video transmission.

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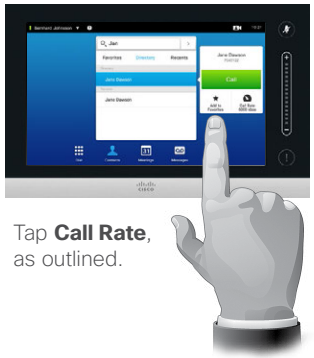
Change Call Rate

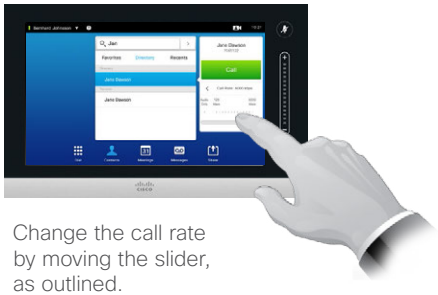
1.

This can be done before you call someone only.

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 and is measured in kbps (kilobits per second).

The higher the call rate is, the better the quality will be, but on the expense of higher bandwidth consumption.

The system comes with a default call rate. This is set by your video support team as a part of the *Administrator Settings* (password protected).

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

Call rate cannot be changed during a call, but you may change it just before you place a call, as outlined here.

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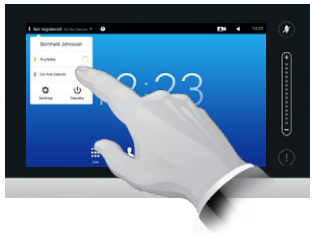
Availability

Enable Do Not Disturb

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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Availability

Enable Standby

1.

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

2.

   Tap **Standby**, as outlined.

3.

   The screen will turn itself off after a few seconds. Tap the screen to wake it up.

About Standby

Your system can be set to *Standby* to save electrical energy. You will still be able to receive calls as usual.

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View Keypad While in a Call

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

Using Keypad in a Call

In a call you may get prompted to submit numbers to be able to reach an extension or otherwise gain entrance to something (for example by means of a PIN-code).

To be able to submit this you will need to invoke the keypad on the touch screen.

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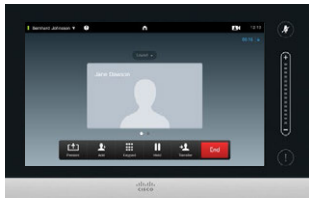
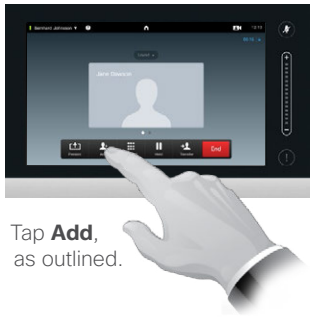
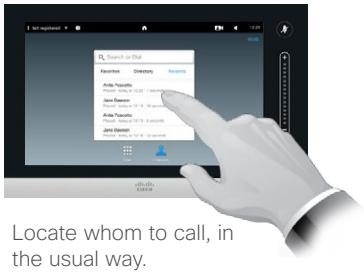
Add Additional Participants to Existing Call

1. 

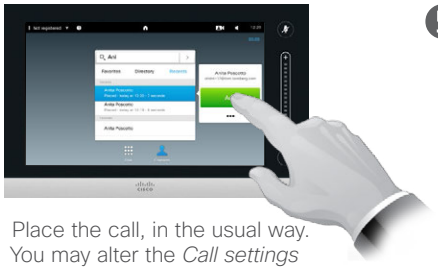
Assume that you already are in a call. This call may have been initiated by you or by someone else (someone have called you).

2. 

Tap **Add**, as outlined.

3. 

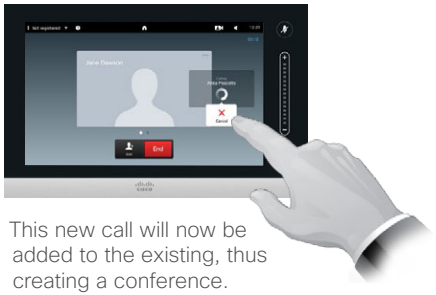
Locate whom to call, in the usual way.

4. 

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

5.

You may be prompted to tap **Merge** to create the conference, as outlined.

6. 

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.

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

About Video Conferences

Your video system may be equipped with the capability to initiate a video conference with several participants.

The maximum number of participants supported by your video system will depend on system configuration and the video infrastructure. If in doubt, contact your video support team.

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

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.

Call settings. Those you call may have video systems with different bandwidths. You are not constrained to set all participants to a bandwidth that all systems support. The *Call rate* may be set individually for all participants in order to provide everyone with the best quality available for their system. See "Change Call Rate" on page 20.

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Add Incoming Call to Existing Call

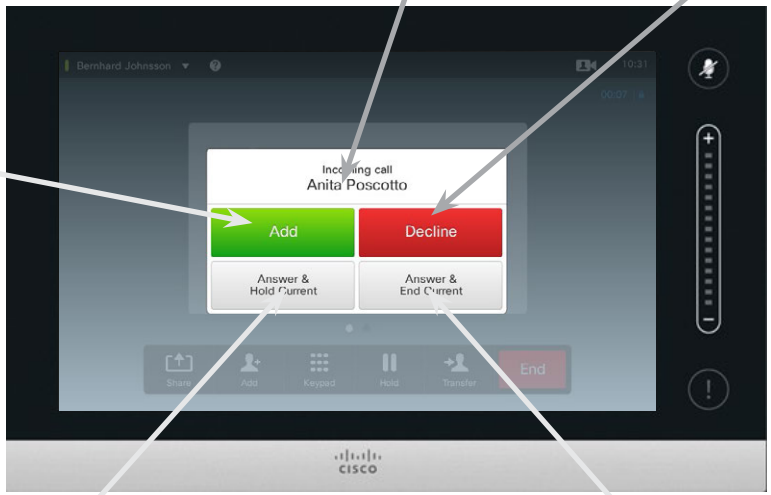
The identity of the new incoming call is stated here.

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

Add: Provided that your system supports it: Accept the incoming call and merge it with the ongoing call.

Some systems may accept that you merge the incoming call with the existing, but as an audio-only call.

You may be prompted to put the current call (or group of calls) on hold before merging can take place.



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.

About Adding Incoming Calls

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.
- You may transfer the incoming call to someone else, including the one you were talking to.
- 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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View Meeting Participant 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.

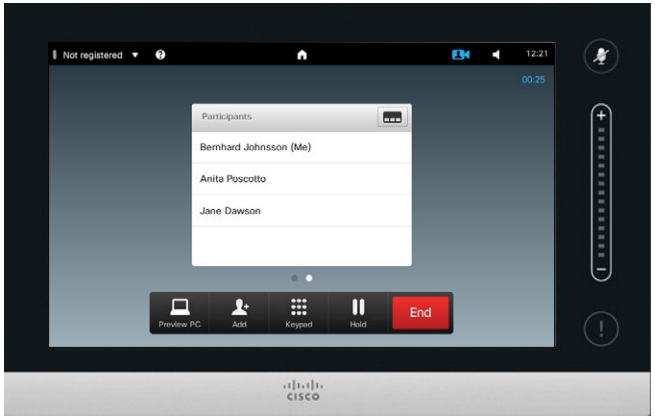
1

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 all the participants, who is speaking for the time being, who is sharing content (if applicable), as well as who has been put on hold (if applicable).



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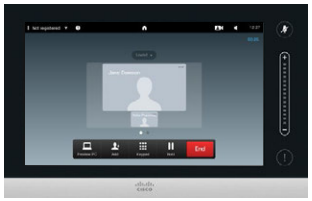
Manage Conference Call Layout

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.

About 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 Selfview

Selfview (what the others see from your video system) may be added to any layout in the usual way. To invoke the selfview See "Manage Selfview" on page 49.

If needed, you may also move the selfview to a different location.

See "Move the Selfview PiP" on page 51.

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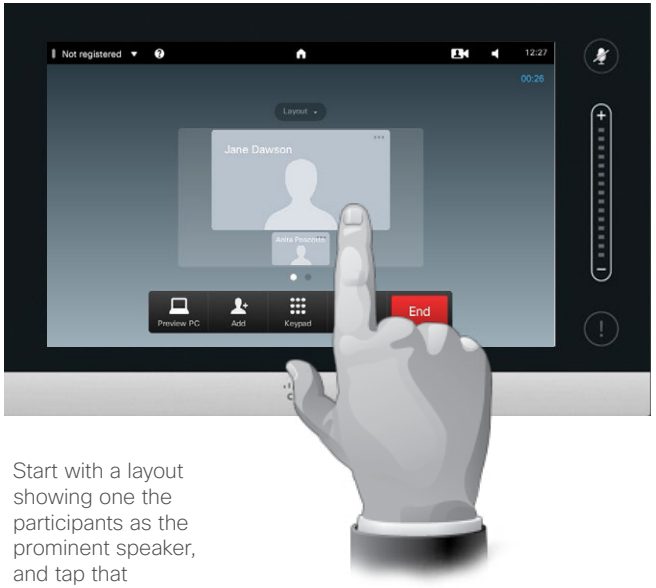
Lock Speaker

1



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).

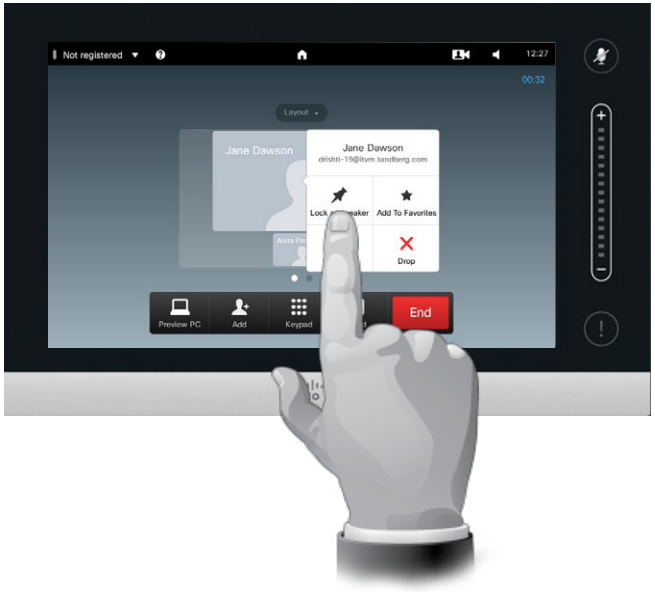
Start with a layout showing one the participants as the prominent speaker, and tap that speaker's avatar.

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 speaker

In a video conference with several participants the one who speaks will, as default, be shown as the large image (provided you haven't set up the layout otherwise). This is referred to as *voice switching*.

However, you may want to keep showing one of the participants as the prominent speaker, typically shown larger than the others.

To make this happen activate the function *Lock as speaker*, as shown on this page.

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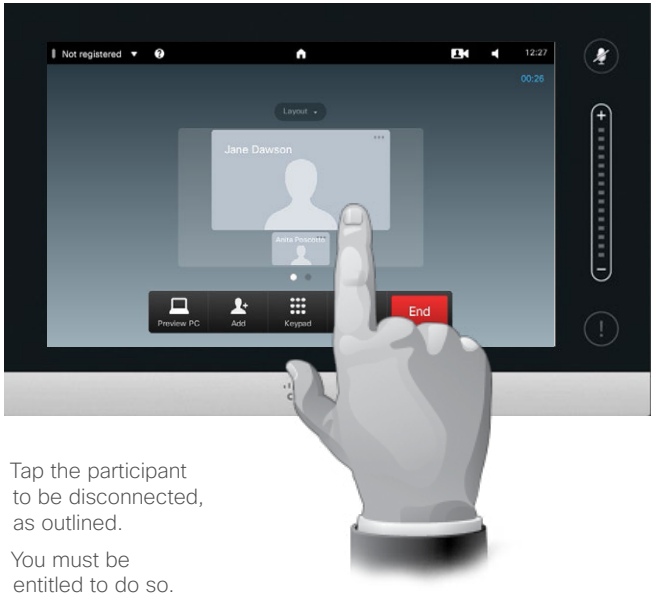
Disconnect Participant from Call

1



Tap the participant to be disconnected, as outlined.

You must be entitled to do so.

You may also invoke the list of participants and tap a participant in that list.

2

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

About Disconnect

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 "View Meeting Participant List" on page 26). Then tap **Drop**, as outlined.

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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.

Share Content

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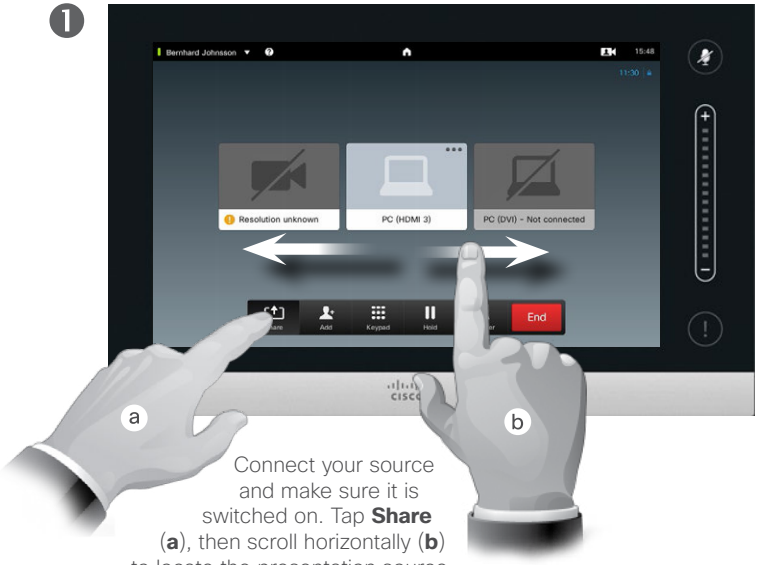
Share content

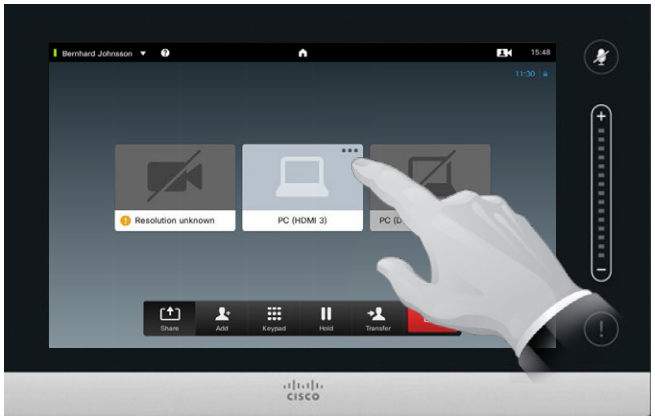
Start and Stop Presentation in a Call

1



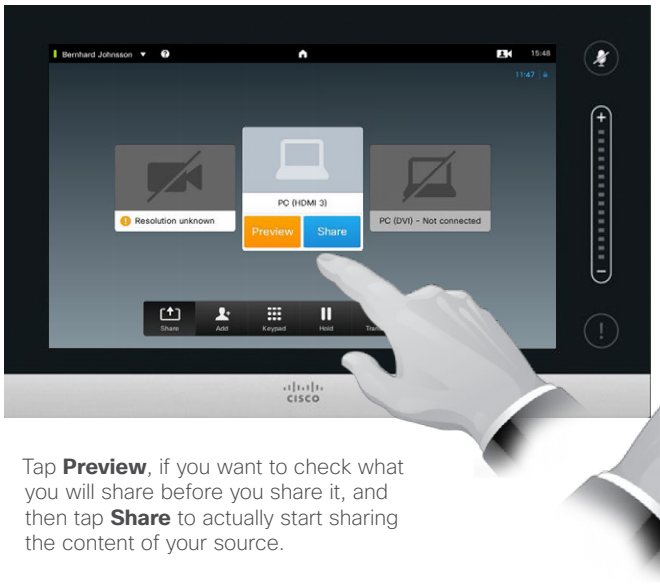
Connect your source and make sure it is switched on. Tap **Share** (**a**), then scroll horizontally (**b**) to locate the presentation source, if needed. Once located tap the required source.

2



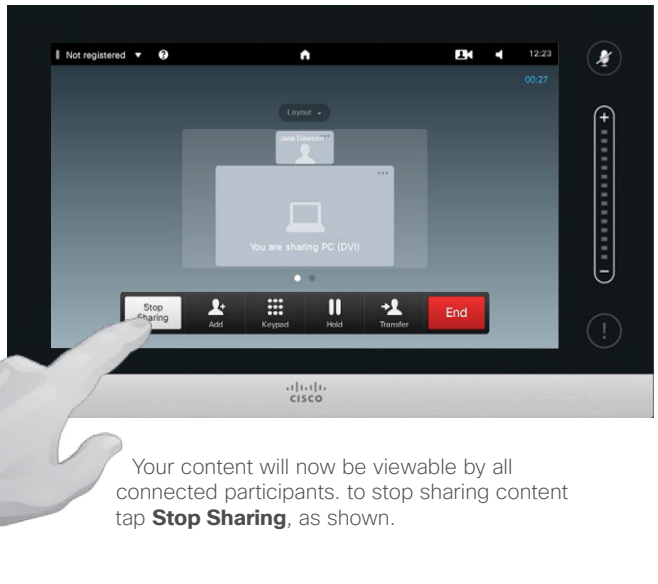
Tap the three small dots (•••), to acess the menu allowing you to preview or to share the content of the selected source.

3



Tap **Preview**, if you want to check what you will share before you share it, and then tap **Share** to actually start sharing the content of your source.

4



Your content will now be viewable by all connected participants. to stop sharing content tap **Stop Sharing**, as shown.

About Content Sharing

Your 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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Share content

Change Presentation 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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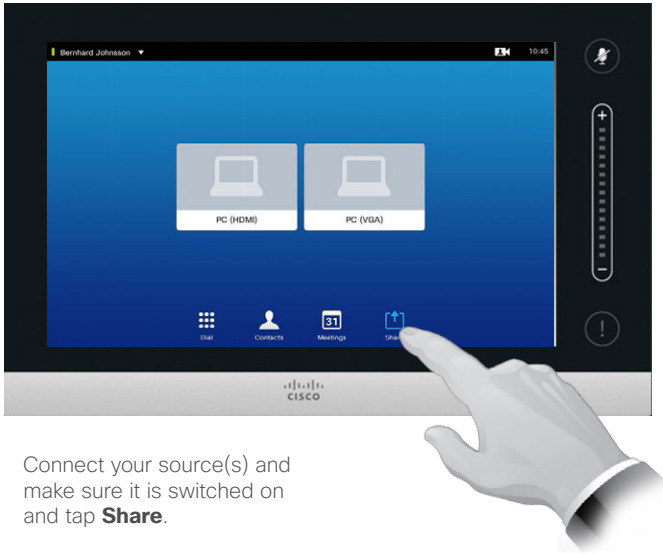
Share content

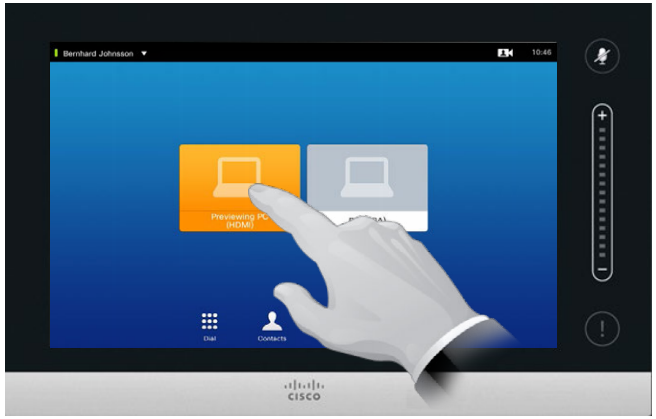
Presentation Outside Calls

1



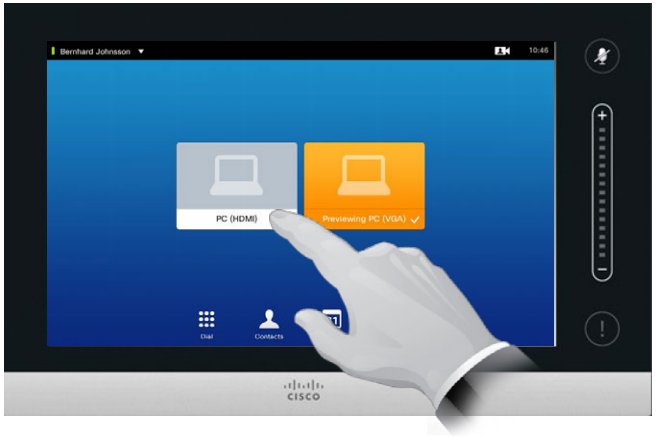
Connect your source(s) and make sure it is switched on and tap **Share**.

2



Tap the source avatar to display this source on you video system's display. For a dual screen system tap the other source avatar to dsiplay that one as well. On a single screen system there will be one source avatar shown only.

3



Tap again to stop displaying the corresponding source, as shown.

About Local Sharing

You may show content on the system's screen(s), even if the system is not in a call.

What you then do is to utilize the Preview function (see also "Start and Stop Presentation in a Call" on page 31).

On video systems with dual screens you may share contents from two independent sources simultaneously. This can be done outside calls only. The option is not available in a call.

At left we use the dual display as example, but the principle applies to single screen systems as well.

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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

View Meeting List

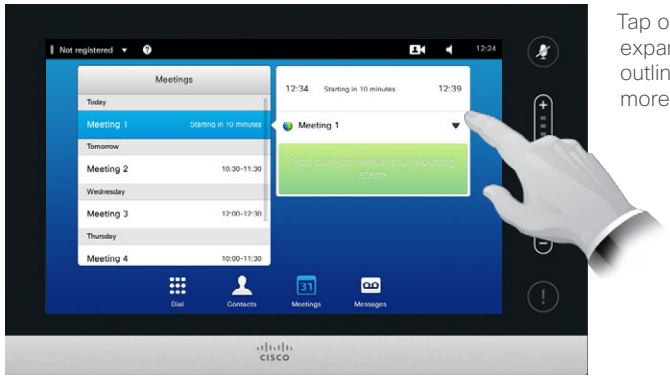
1

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

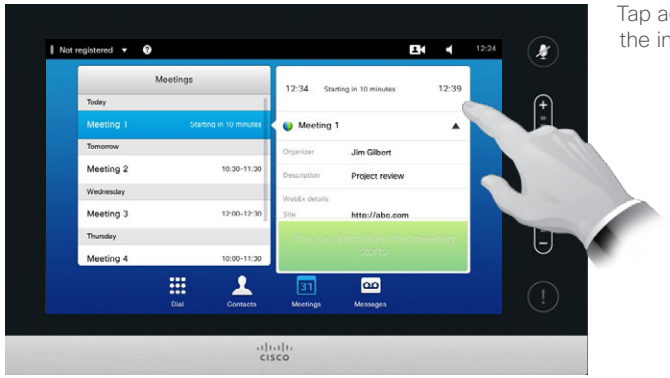
2

The meeting list will typically look like shown here.

Tap an entry in the list to obtain more information about the 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, JUNE 20, 2014 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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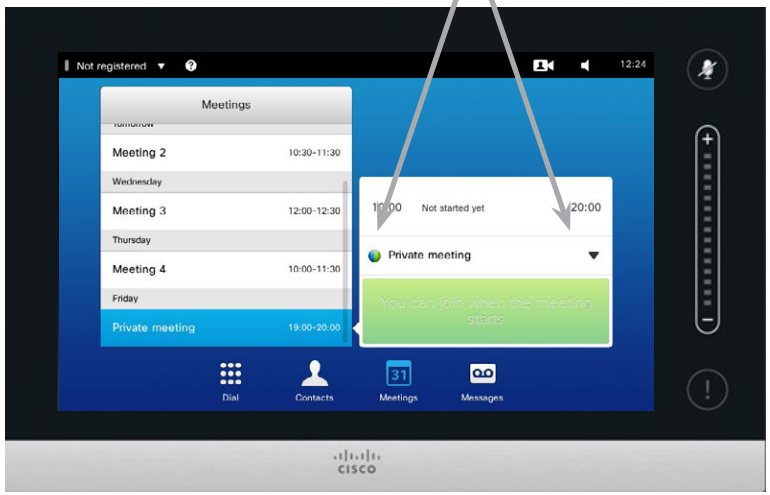
Join Scheduled Meeting

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

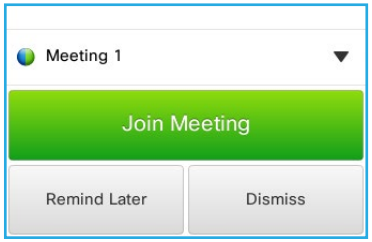
Scheduled meetings have a fixed start and end time. You may want to extend an ongoing meeting. This will be accepted by the system if no other meeting is scheduled for any of the video systems involved, during the period of possible extension.

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

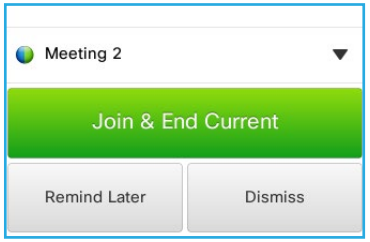
To extend a meeting, tap the **Extend** button.

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 end the current call, 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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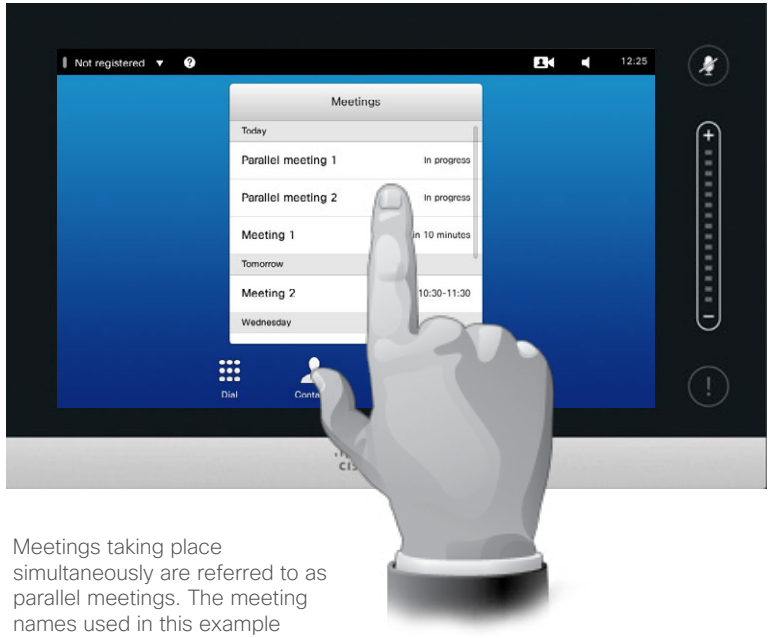
Parallel Meetings



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; *Recents* 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.

Contacts

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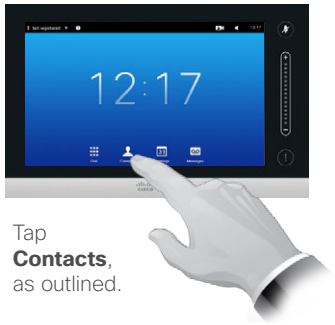
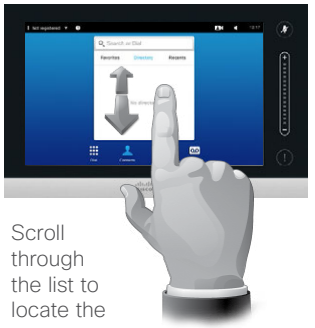
Directory

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

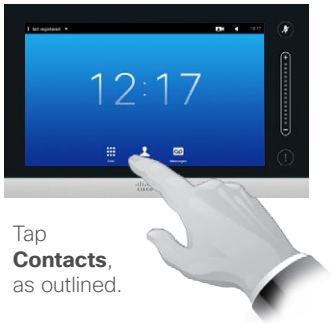
1. 

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 *Recents* 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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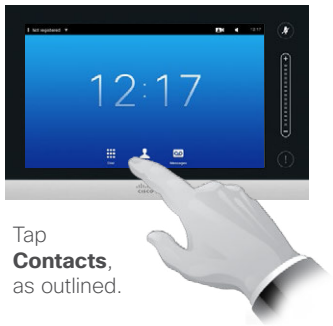
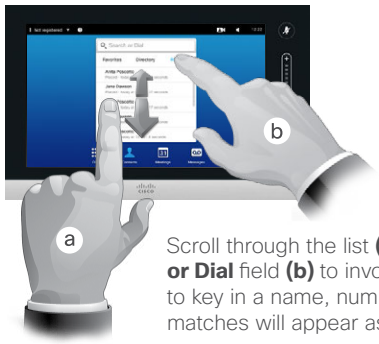
Contacts

Call Recents

Gaining access to the Recents list:

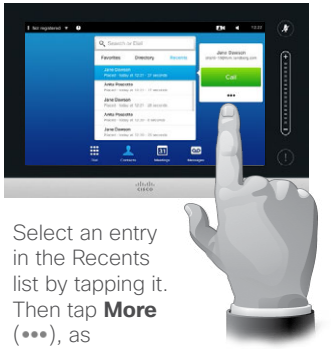
1. 

Tap **Contacts**, as outlined.

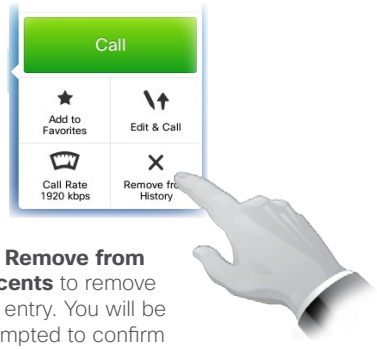
2. 

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 Recents list by tapping it. Then tap **More** (•••), as outlined.

2. 

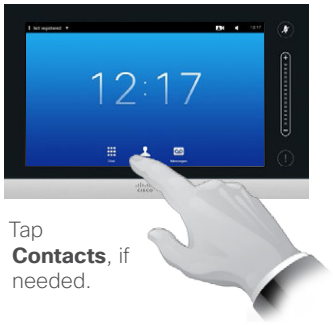
Tap **Remove from Recents** to remove the entry. You will be prompted to confirm your intentions.

For privacy reasons you may want to remove an entry from the *Recents* 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 *Recents* 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.

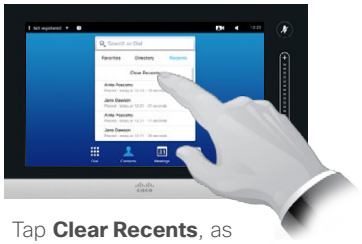
Clearing the entire Recents list:

1. 

Tap **Contacts**, if needed.

2.

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

3. 

Tap **Clear Recents**, as outlined.

About Recents

The *Recents* 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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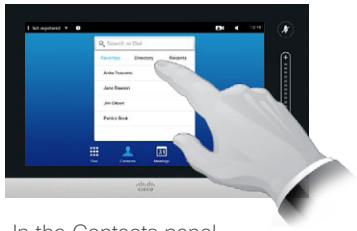
Favorites

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 *Recents* or *Directory* lists as well as from manual entries.

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

1. 

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

2.

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

3.

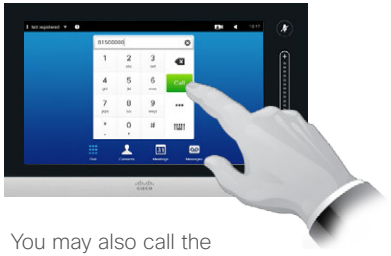
   Tap that entry **(a)** and then (**b**) tap **More** (•••), as outlined.

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.

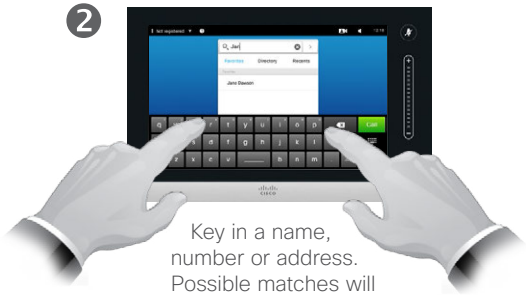
6. 

   You may also call the person you just made a favorite.

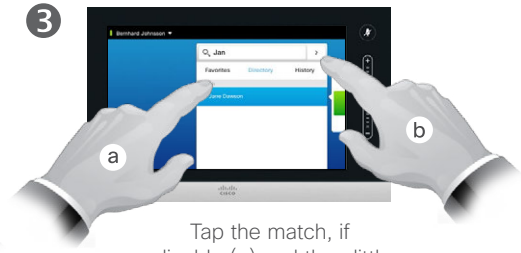
Manually adding someone to the list of Favorites:

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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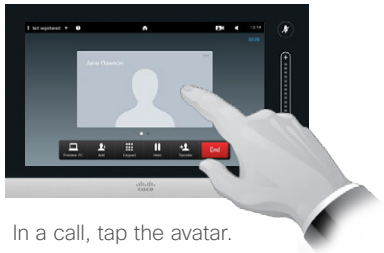
Add Someone to Favorites, While in a Call

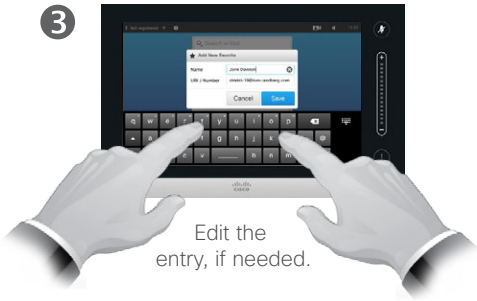
1. 

In a call, tap the avatar.

In a video conference with several participants, tap the avatar that you want to add to Favorites.

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 *Recents* and *Add To Favorites* from there, see "Call Recents" on page 40.

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The video system camera can be controlled at all times during a video meeting. It can even be controlled by the far end to make sure the far end get the best experience.

The system allows you to predefine camera presets to easily switch between camera views.

Camera

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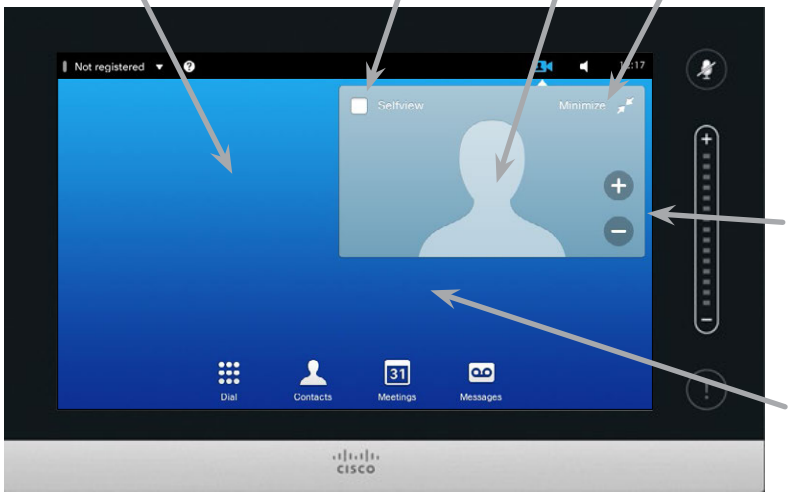
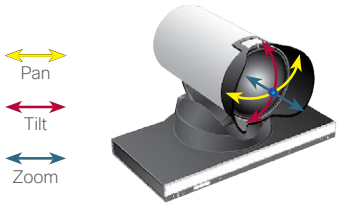
View Camera Settings

Tap **Camera**, as outlined, to invoke the camera adjustment menu.





About Camera Settings

The camera settings let you control the zoom, pan and tilt of the camera as well as define and edit camera position presets.

In addition selfview (the image that the others see from your system) can be turned on and off as well as be shown minimized or maximized.

If the position of the selfview blocks important parts of the image on your screen, it can be moved. How to do this is shown in "Move the Selfview PiP" on page 51.

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Camera

Add Camera Position Preset

1.

Tap **Camera**, as outlined, to invoke the camera adjustment menu.

2.

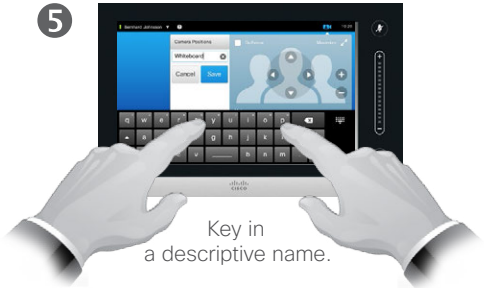
Tap **Selfview** to activate it.

3.

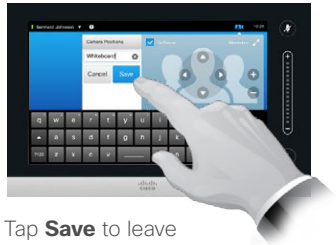
Adjust **Tilt**, **Pan** and **Zoom**, as required.

4.

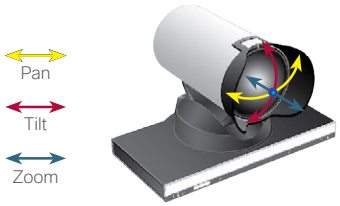
Tap **Add New**, as outlined.

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 video system 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.

Although you may control the far end camera, i.e. the camera of any of the other participants (given that those cameras are remotely controllable), you cannot define nor make use of their presets.

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Camera

Edit Existing Camera Position Preset

1.

Tap **Camera**, as outlined, to see the effects of your camera adjustments.

2.

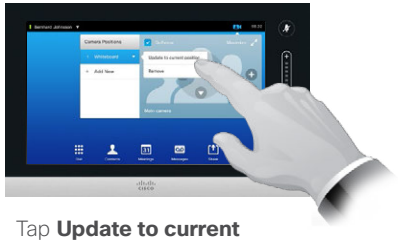
Tap **Selfview** to activate it.

3.

Adjust **Pan**, **Tilt** and **Zoom**, as required.

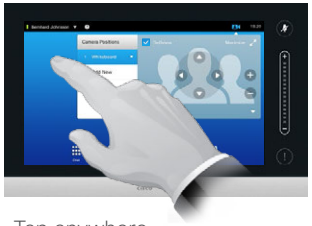
4.

Tap the little arrowhead of the preset to be edited.

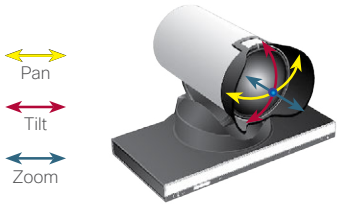
5. 

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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Control Own Camera

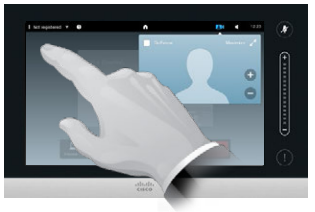
Using your camera position presets:

1.

   In a call (shown here) or outside a call, tap **Camera**, as outlined.

2.

   Select the preset to use, as outlined.

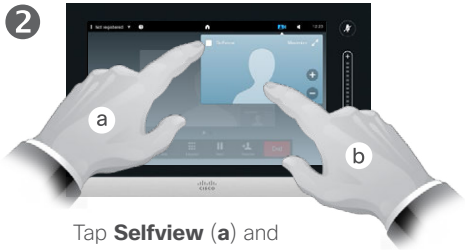
3. 

   Tap anywhere outside the menu to exit.

Adjusting your camera's pan, tilt and zoom:

1.

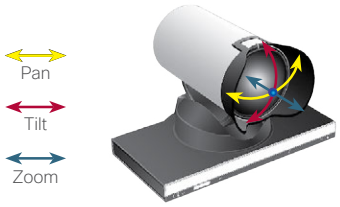
   In a call (shown here) or outside a call, tap **Camera**, as outlined.

2. 

   Tap **Selfview** (**a**) and then adjust **Pan**, **Tilt** and **Zoom** (**b**), as outlined.

3.

   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.

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 "Edit Existing Camera Position Preset" on page 46 for details.

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

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Camera

Speaker Tracking

1

To enable *Speaker Tracking*, tap **Camera**, as outlined.

2

Activate the *Speaker Tracking* feature by tapping as outlined.

3

Tap anywhere outside the menu to exit.

To deactivate *Speaker Tracking*, repeat the procedure.

About Speaker Tracking

Systems equipped with a speaker tracking camera system use two cameras working together with a built-in microphone array. The system will track and show the person speaking so that you won't have to use the Camera Control menu or Camera Presets to zoom in and out.

When speaker tracking has been activated, the camera position presets will still be available. However, if you tap a camera position preset while in speaker tracking mode, one of the cameras will respond accordingly and the speaker tracking will be deactivated.

Activate speaker tracking as shown on this page again, if needed.

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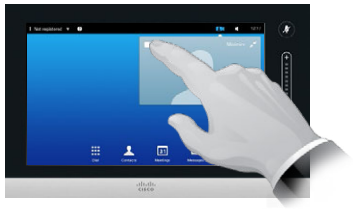
Camera

Manage Selfview

Outside a call:

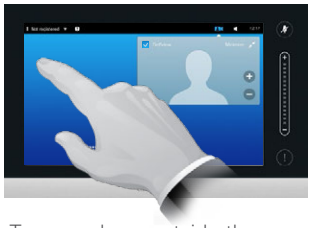
1.

   Tap **Camera**, as outlined.

2. 

   Tap **Selfview** to turn it on.

   You may now resize the selfview image (see the following page for more), or control the camera's pan, tilt and zoom (see the previous page for more).

3. 

   Tap anywhere outside the menu to exit.

In a call:

1.

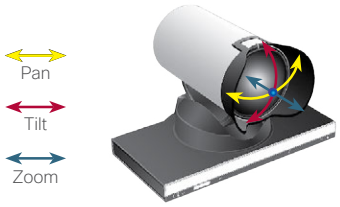
   Tap the selfview avatar, as outlined.

2.

   You may now switch the selfview off, maximize or minimize it, or select **Camera** to gain access to the camera control (see the previous page for more on camera control).

3.

   Tap anywhere outside the menu to exit.



About Selfview

The Selfview 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 Selfview appears as a PiP (Picture-in-Picture).

The position of Selfview PiP can be changed if you wish–see "Move the Selfview PiP" on page 51 for details on this.

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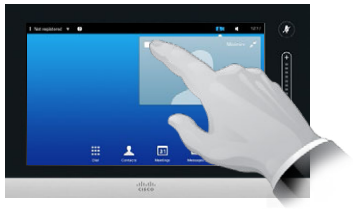
Camera

Resize the Selfview PiP

1.

Tap **Camera**, as outlined.

2. 

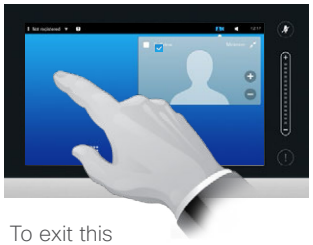
Tap **Selfview** to turn it on.

3.

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

Repeat the process to minimize, or deactivate the selfview by tapping the **Selfview** icon again.

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

4. 

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

Why Resize the Selfview?

The selfview 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 selfview appears as a PiP (Picture-in-Picture).

From time to time you may want to have the selfview activated during the meeting.

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

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Camera

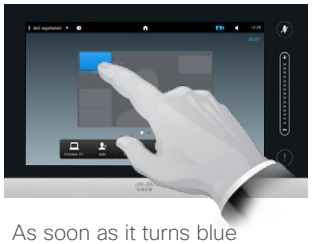
Move the Selfview PiP

1.

Tap **Selfview** in the upper right part of the screen, as outlined to invoke the selfview, if needed.

2.

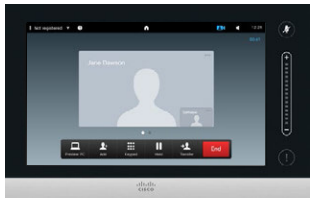
Press and hold your finger within the selfview area, as outlined.

3. 

As soon as it turns blue drag the selfview 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 touchscreen.

5. 

The selfview will now assume its new location.

Why Move the Selfview?

The Selfview 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 Selfview appears as a PiP (Picture-in-Picture).

From time to time you may want to have the Selfview 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 Selfview blocks important parts of the image on your screen. You may therefore want to move it.

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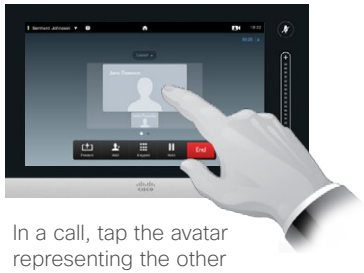
Camera

Control the Camera of the Other Participant

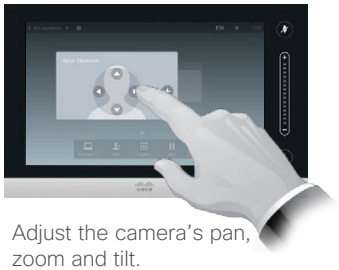
1. 

In a call, tap the avatar representing the other participant.

In a video conference with several participants, tap the avator representing the participant whose camera you want to control.

2.

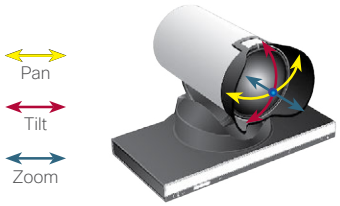
Tap **Camera**, as outlined

3. 

Adjust the camera's pan, zoom and tilt.

4.

Tap anywhere outside the menu to exit, 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 controllable. 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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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.

Settings

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Gain Access to the Settings

1

Tap the field in the upper left corner.

2

Tap **Settings**.

3

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

About Settings

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 in the upper left corner of the touchpad, as outlined.

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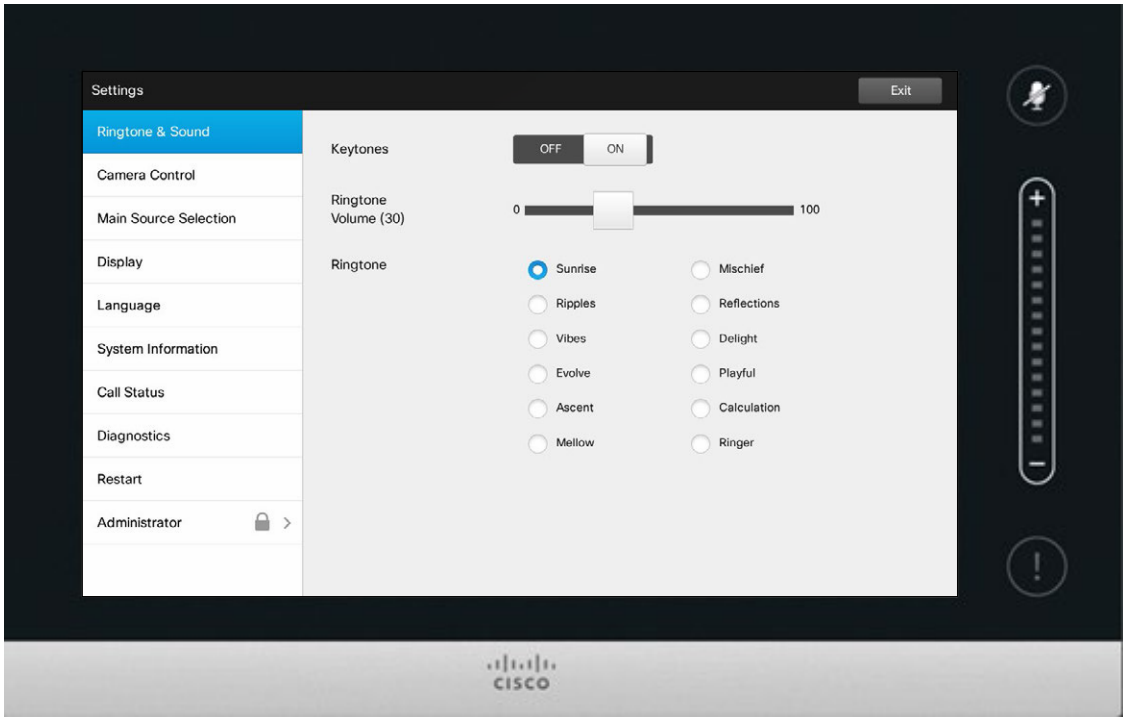
Ringtone & Sound



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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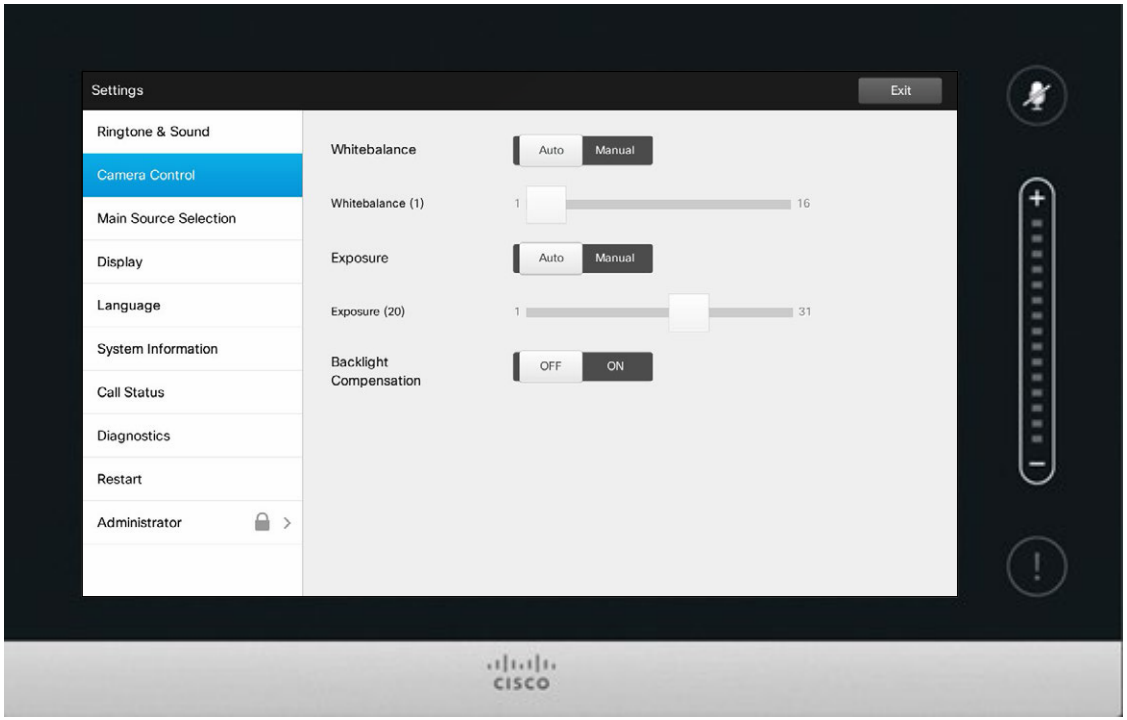
Camera Control



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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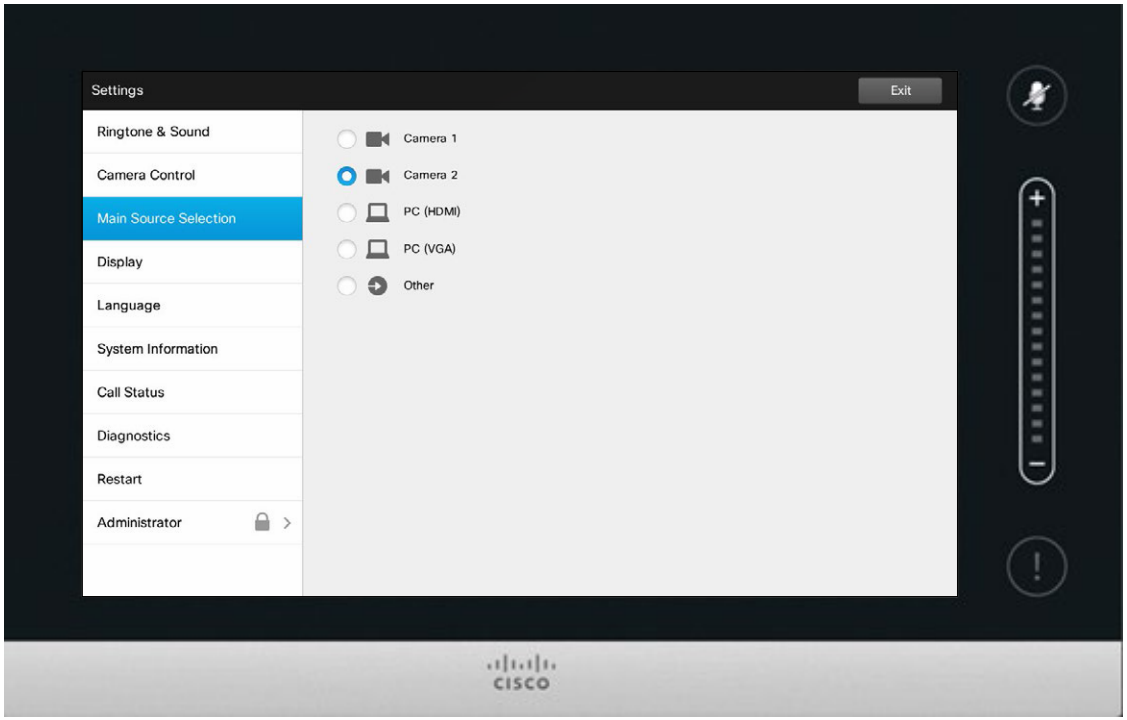
Main Source Selection



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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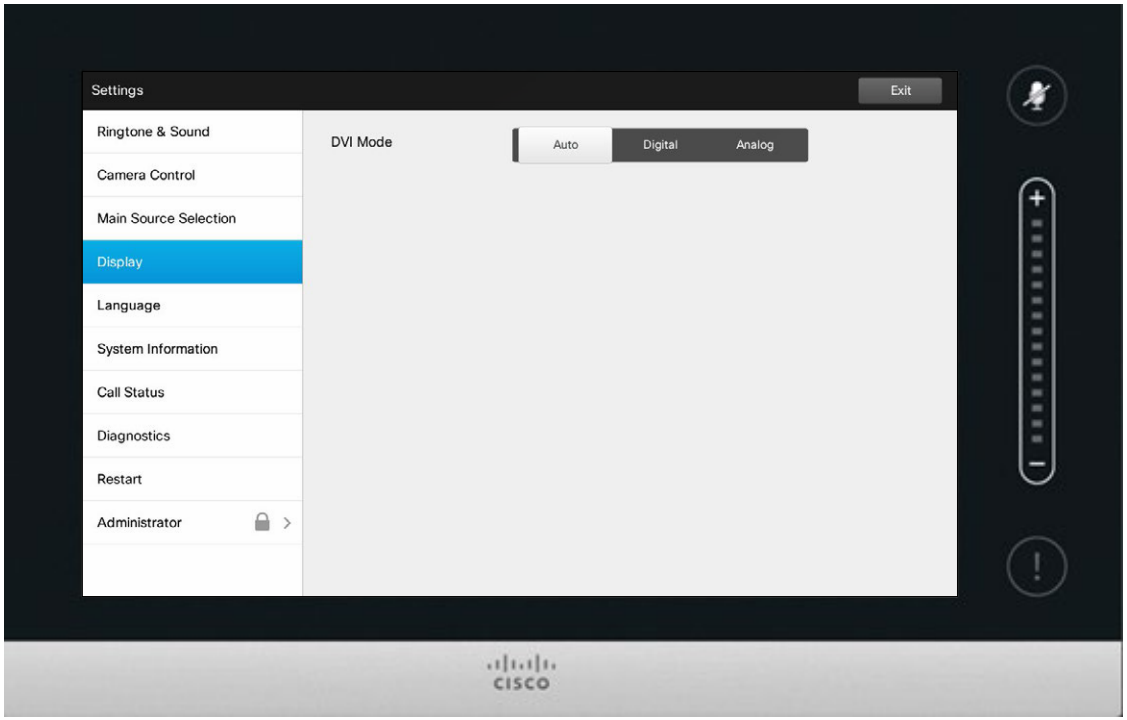
Display



About DVI Mode

This menu allows you to set the DVI mode to Analog, Digital or Automatic detection.

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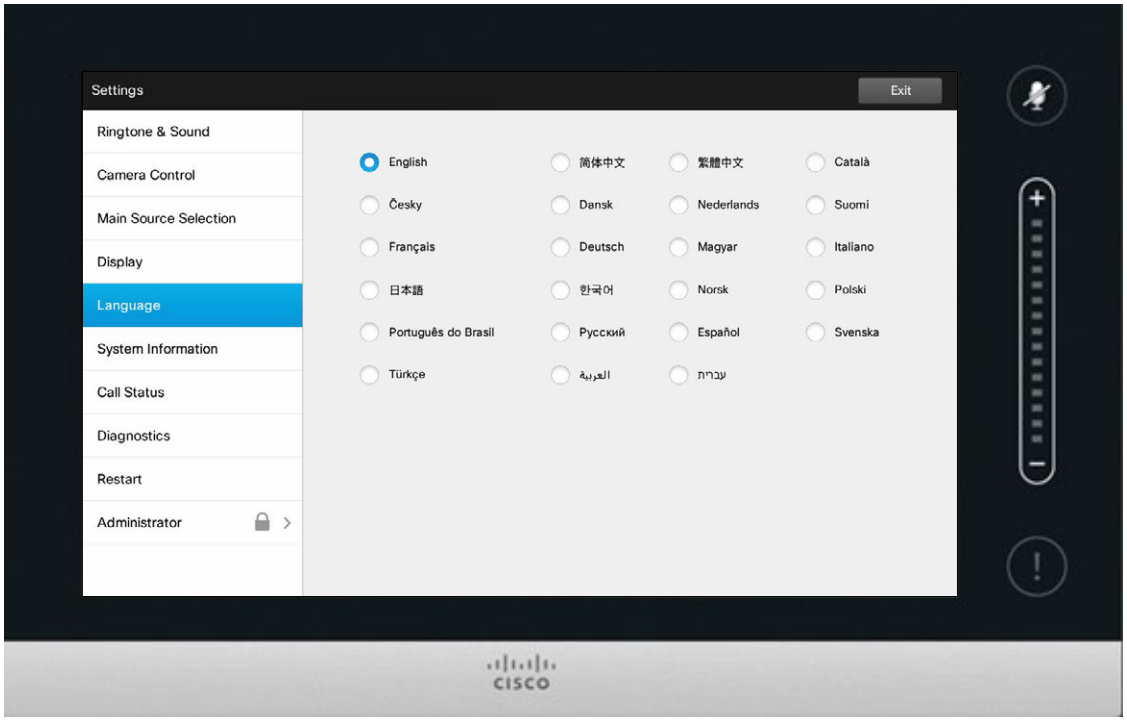
Settings

Select Language



About Language Setting

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

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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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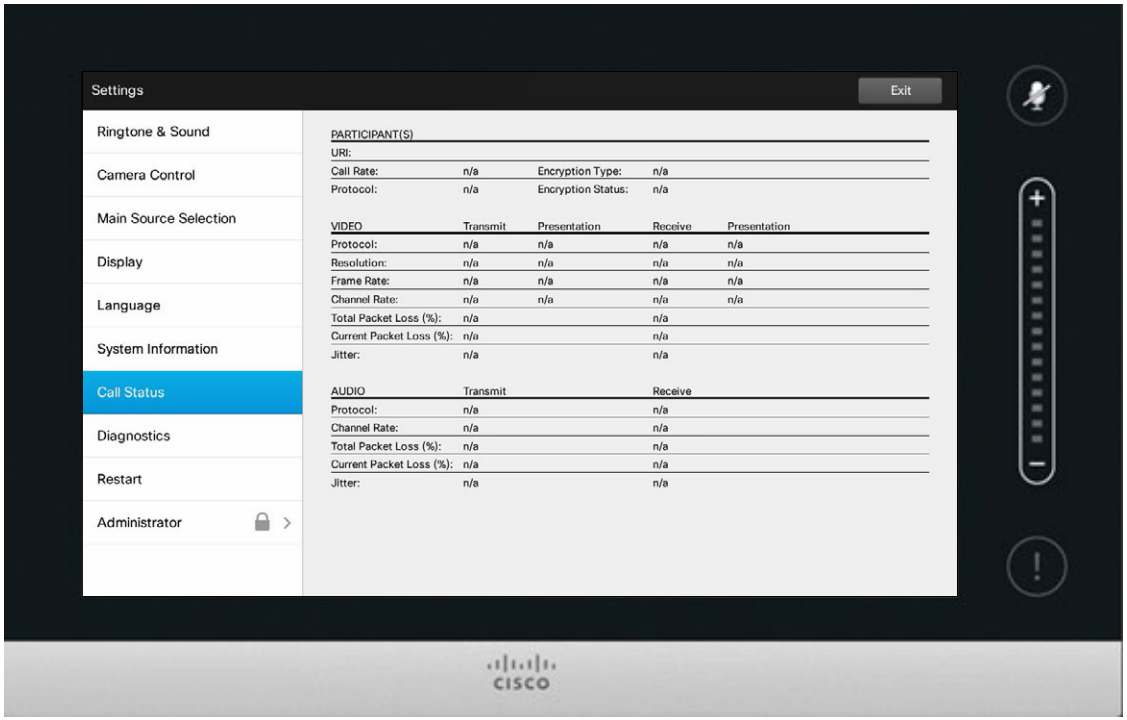
Call Status



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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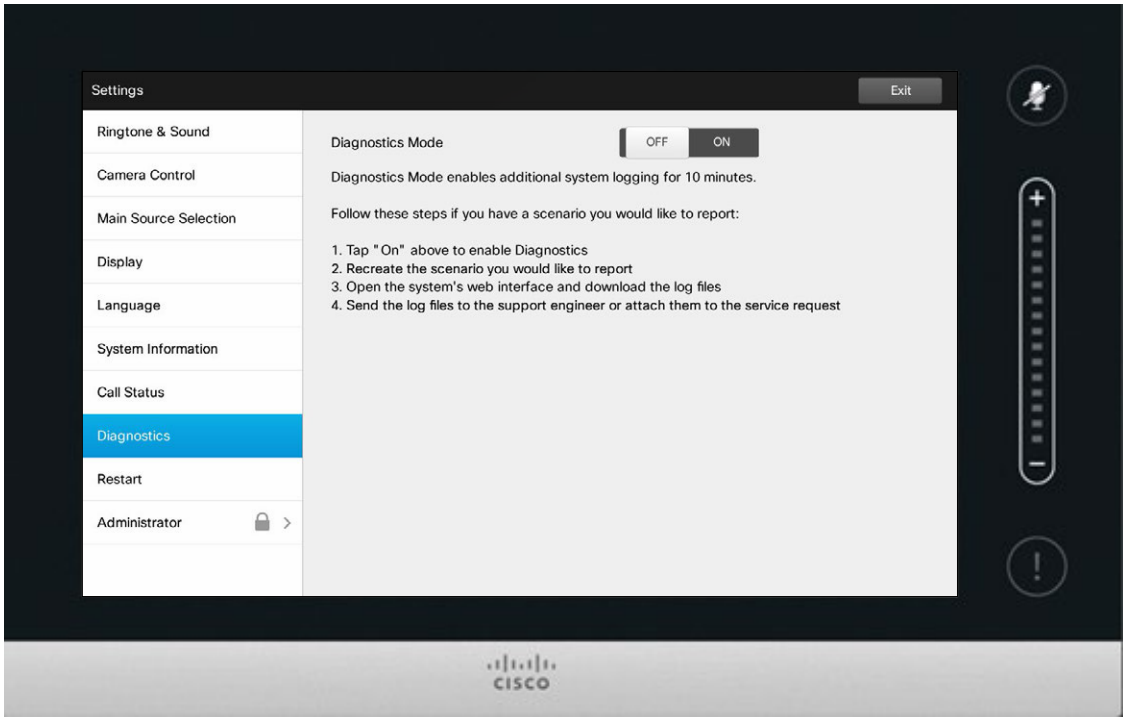
Diagnostic Mode



About Diagnostics

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

Note that system performance may be influenced 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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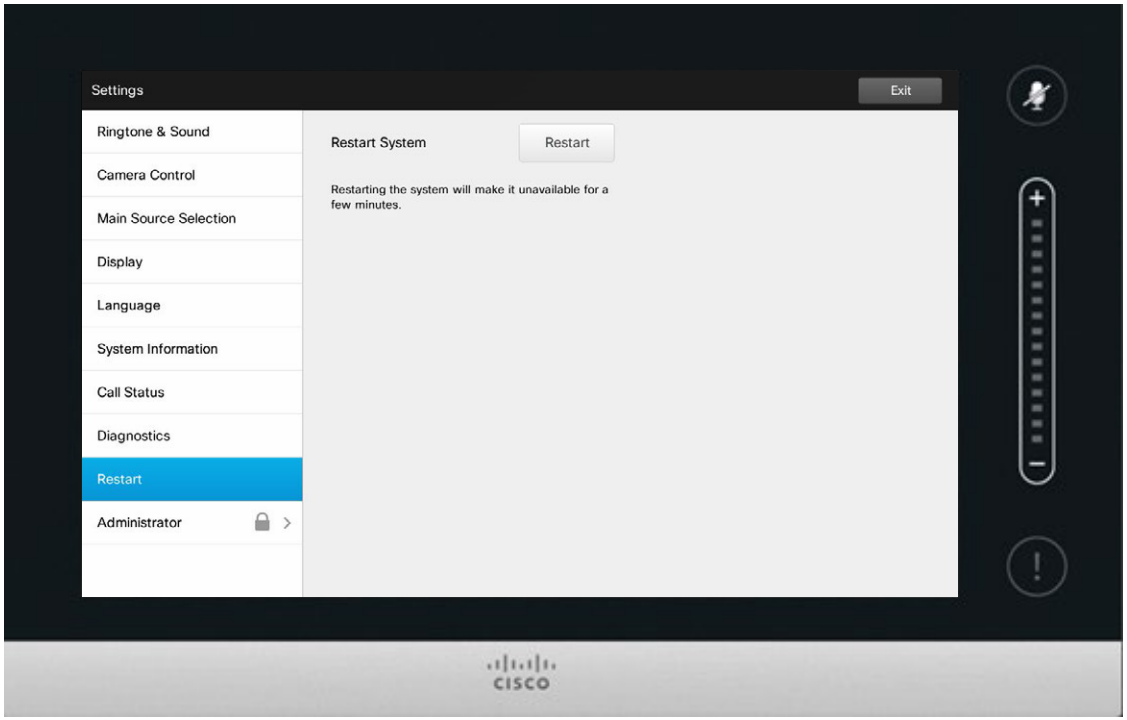
Restart System



About Restart

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

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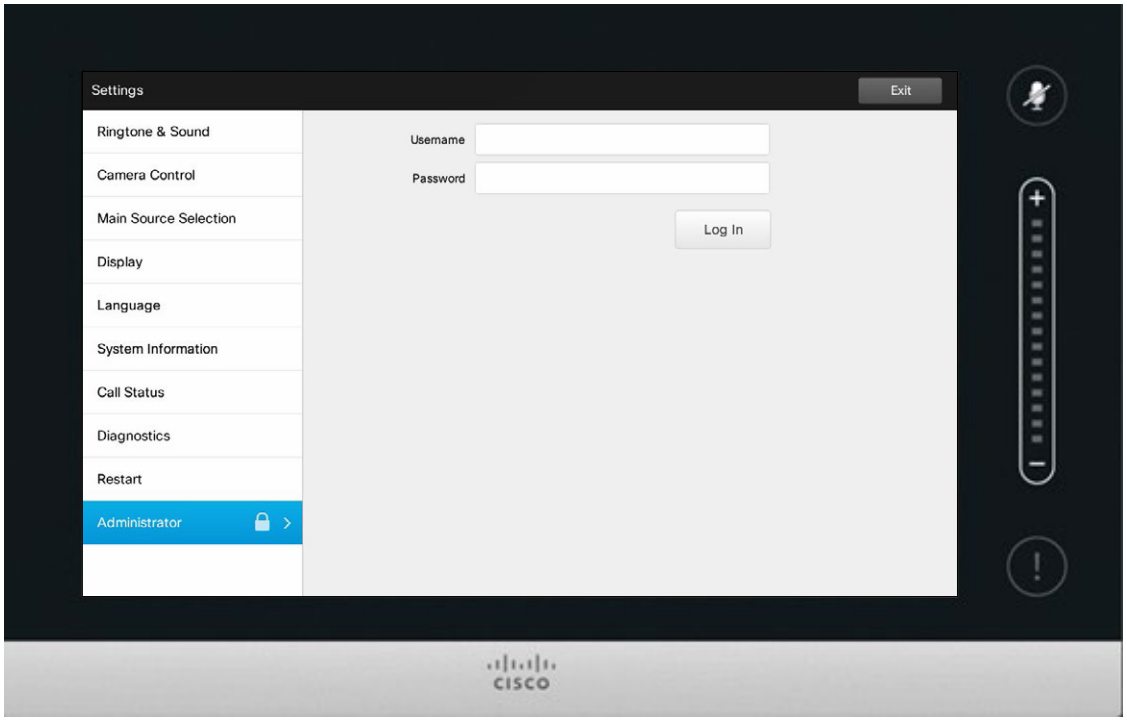
Administrator



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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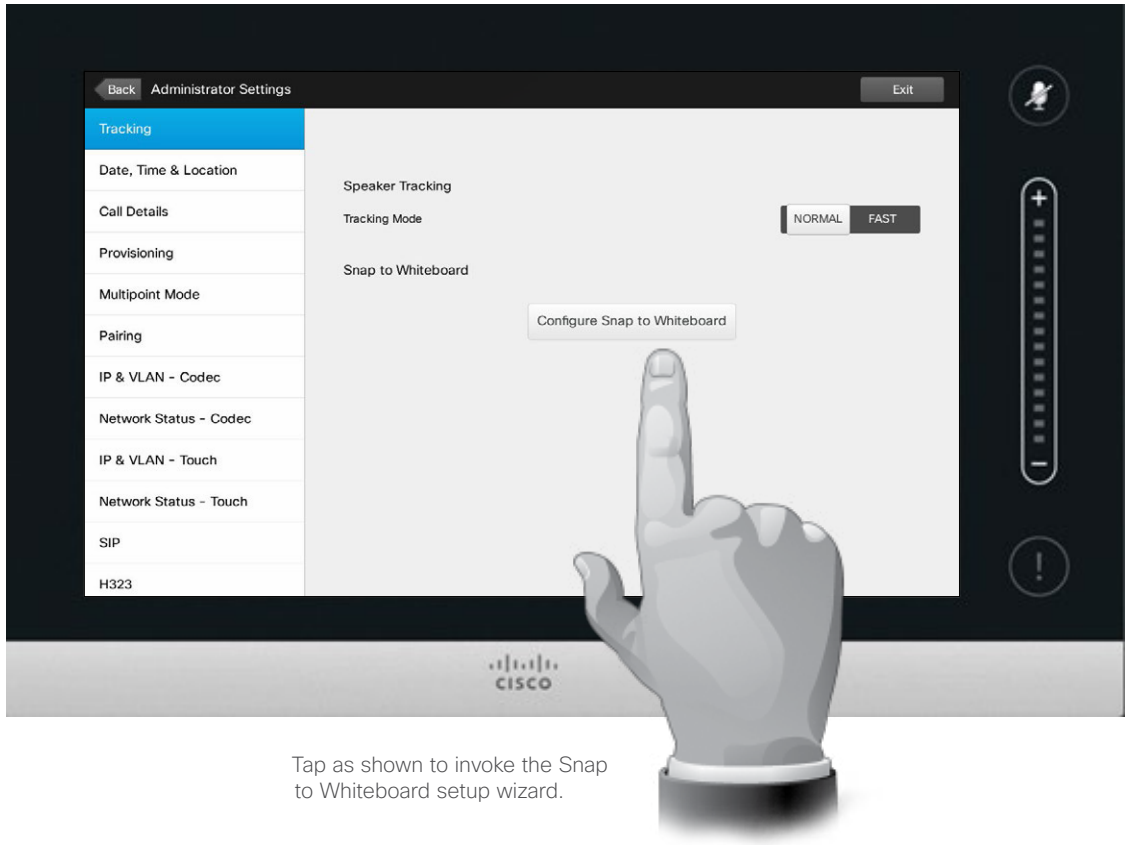
Administrator Settings–Tracking



Tap as shown to invoke the Snap to Whiteboard setup wizard.

About Tracking

For systems with two cameras set up for speaker tracking, this window lets you specify the tracking mode. Select between Normal and Fast.

In addition, this window lets you configure the *Snap to Whiteboard* feature.

Just follow the wizard to set up this feature.

Note! Speaker tracking microphones are height-above-floor sensitive. This is used to make the system respond to a speaking person standing by the whiteboard only. A person sitting in front of the whiteboard will then avoid invoking the snap feature.

To make this work the system will look and listen for a face located in the upper half of the defined whiteboard area.

The whiteboard must be located on the wall opposing the camera system. The feature has not been designed for any other angle of incidence.

For a more detailed discussion on the Snap to Whiteboard feature, see the Administrator Guide for your video system.

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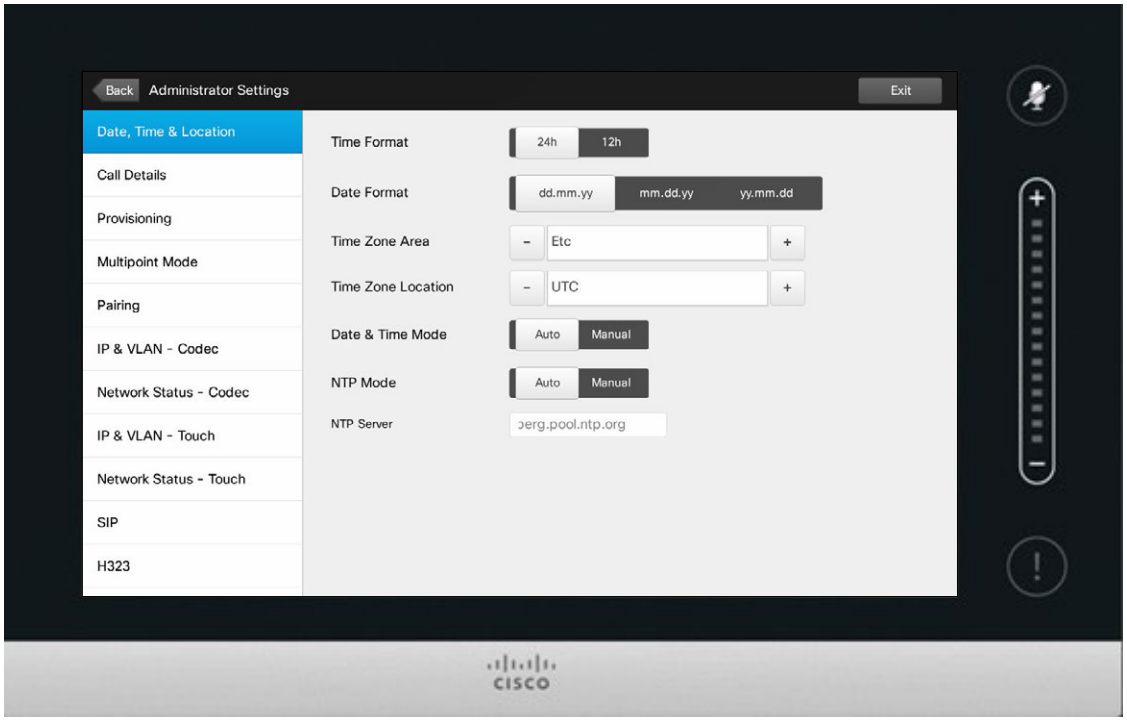
Administrator Settings—Set Date and Time



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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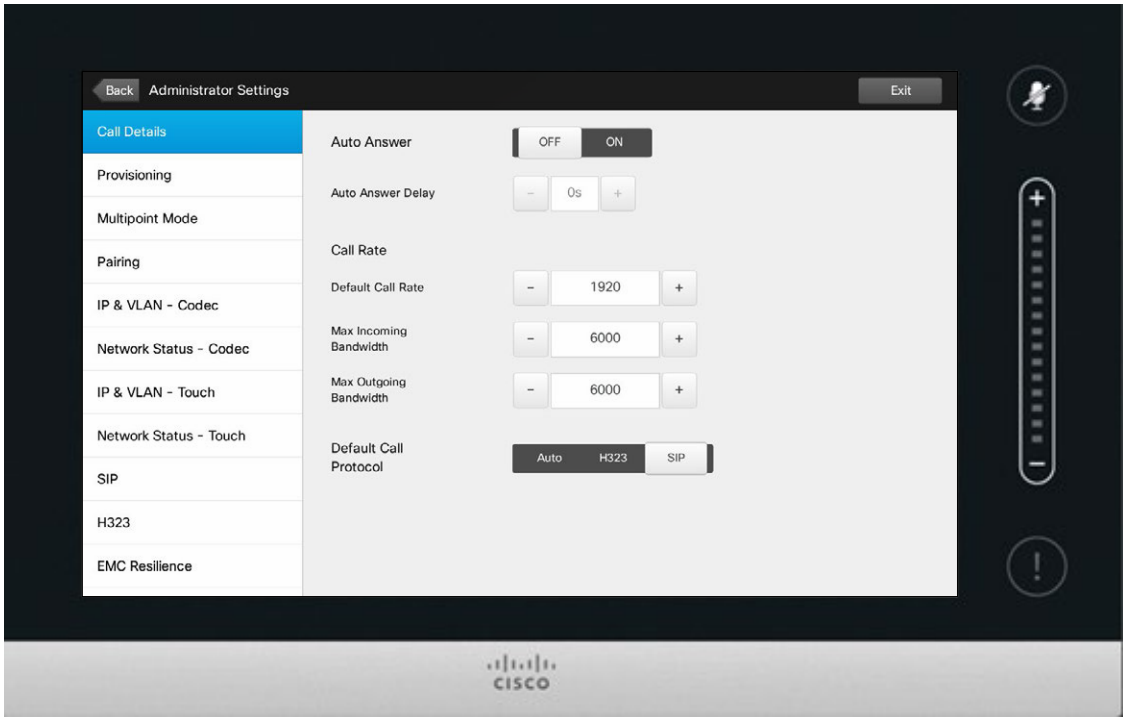
Administrator Settings–Call Details

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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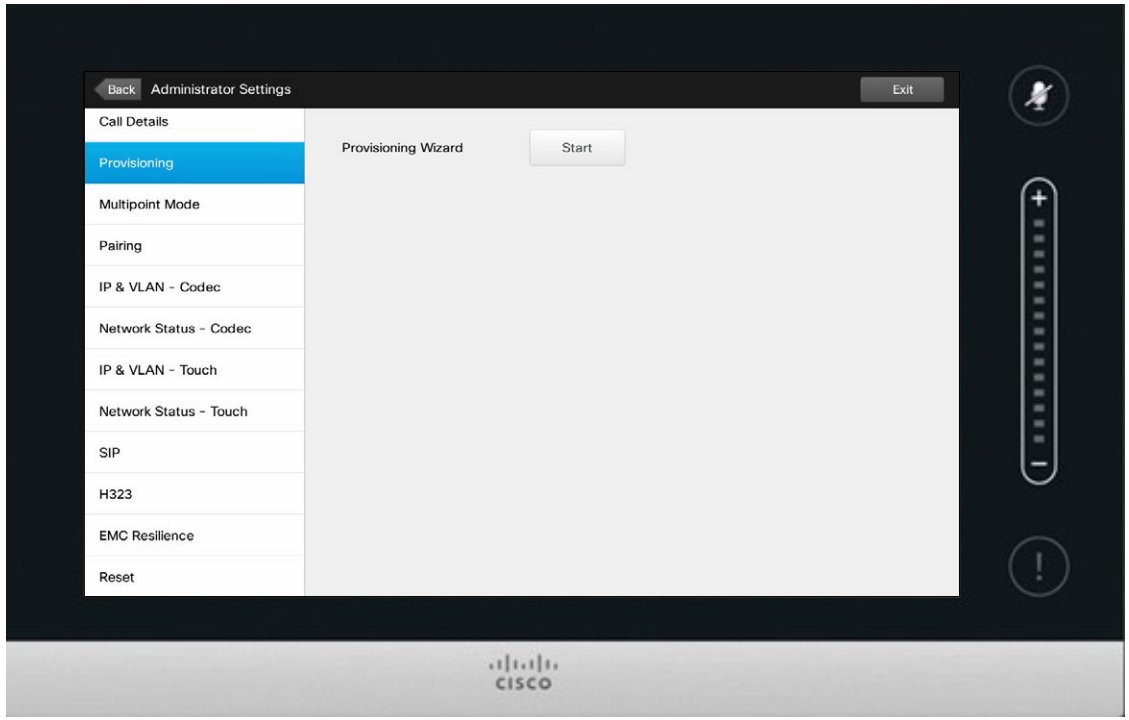
Administrator Settings–Provisioning Wizard

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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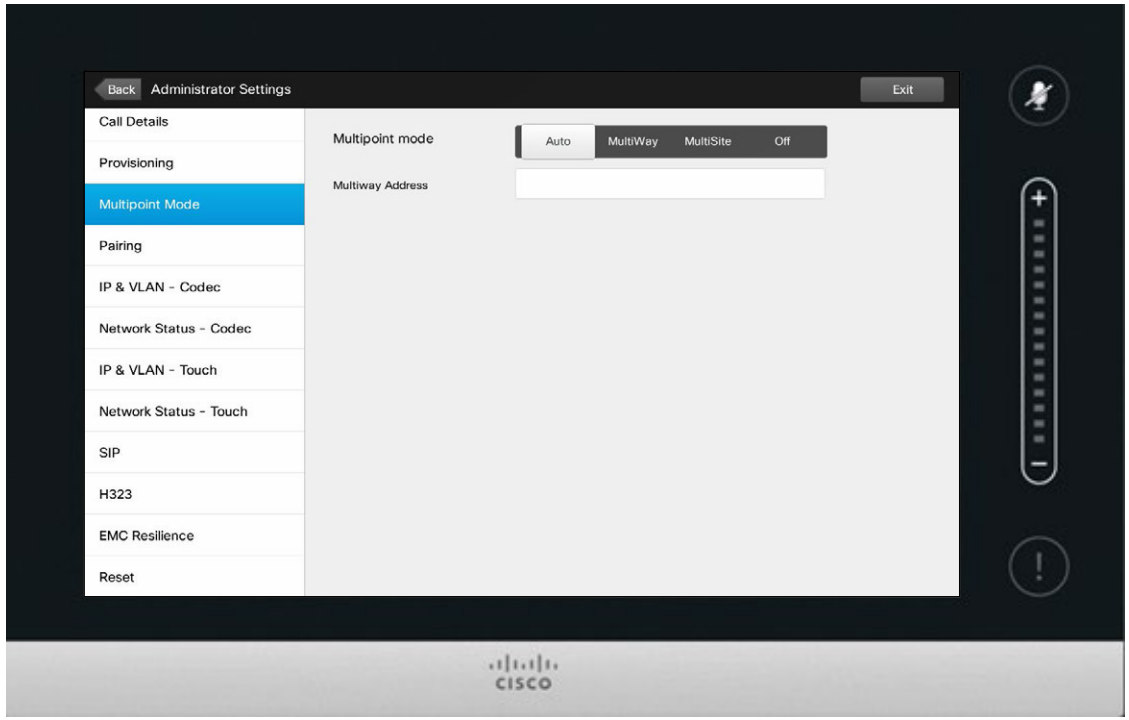
Administrator Settings–Multipoint Mode

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 Multipoint

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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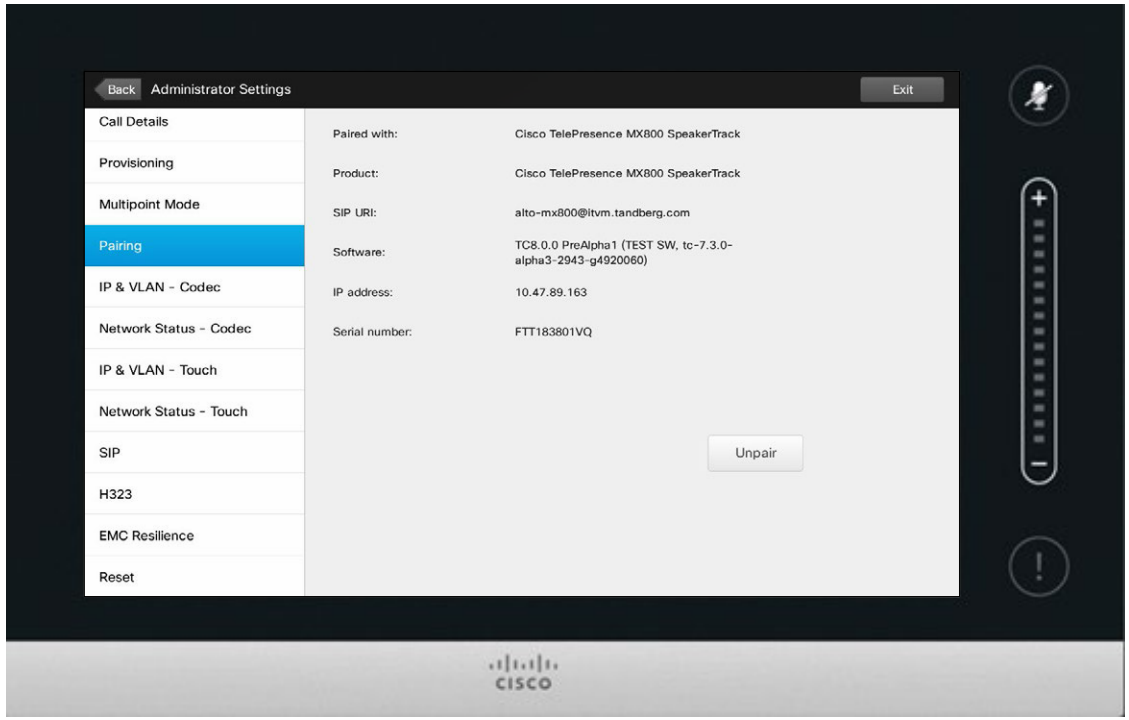
Administrator Settings–Pairing

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 Pairing

This window shows relevant pairing information.

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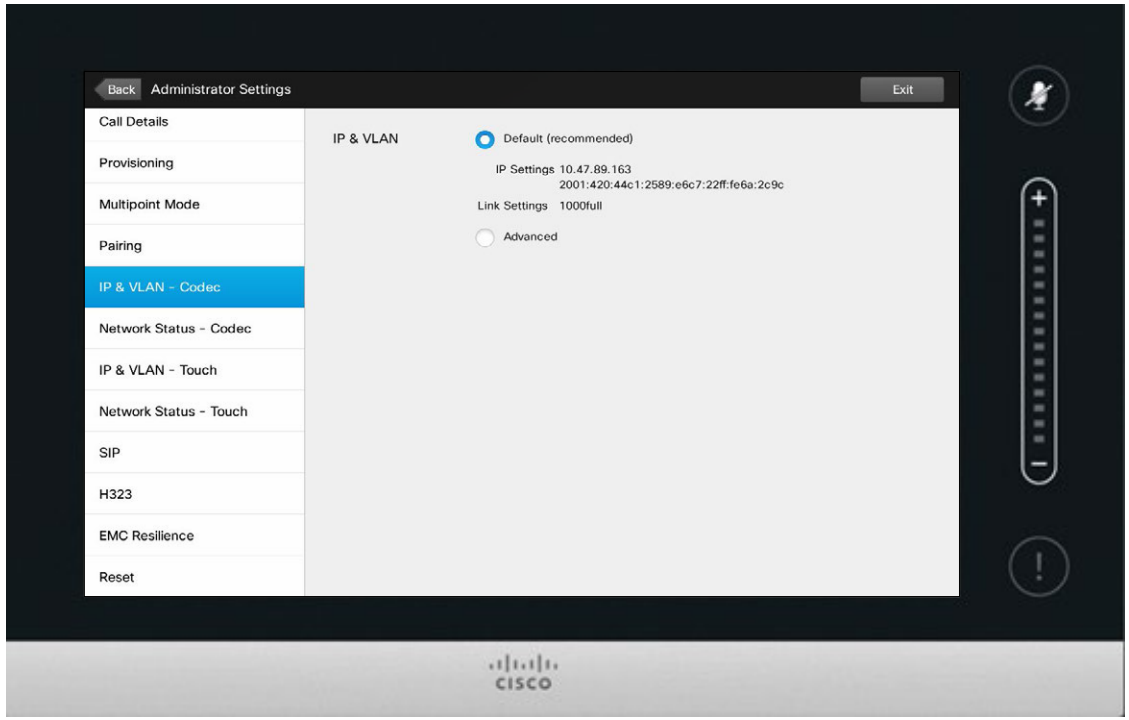
Administrator Settings–IP & VLAN, Codec

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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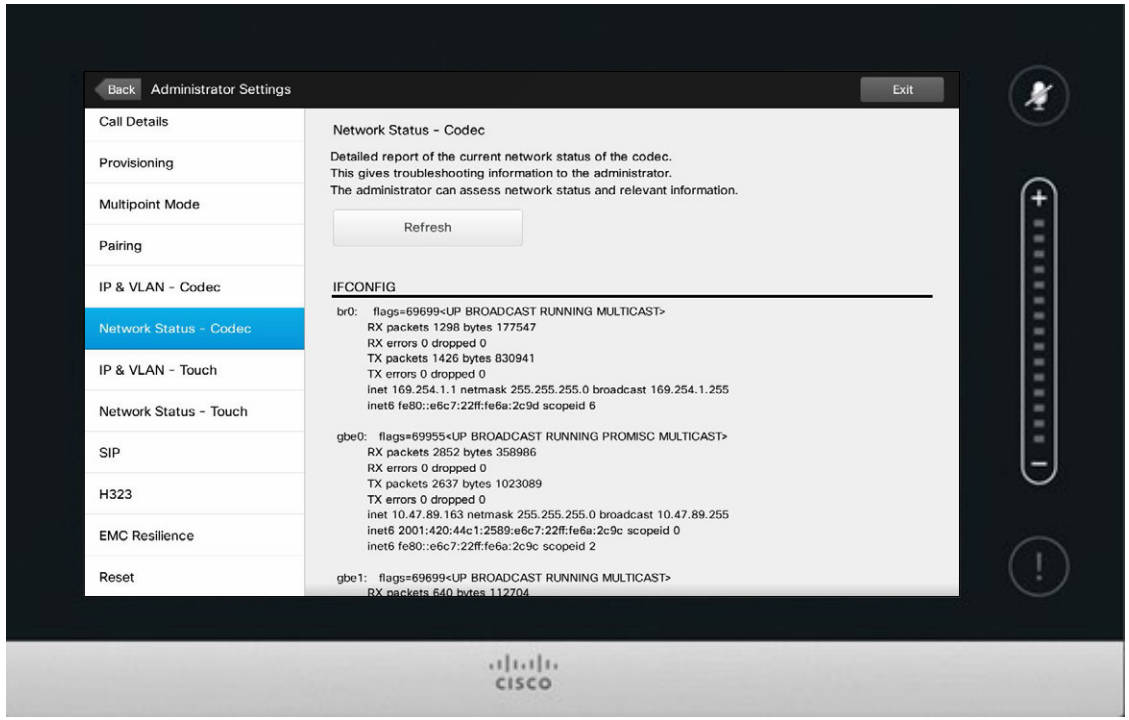
Administrator Settings–Network Status Codec

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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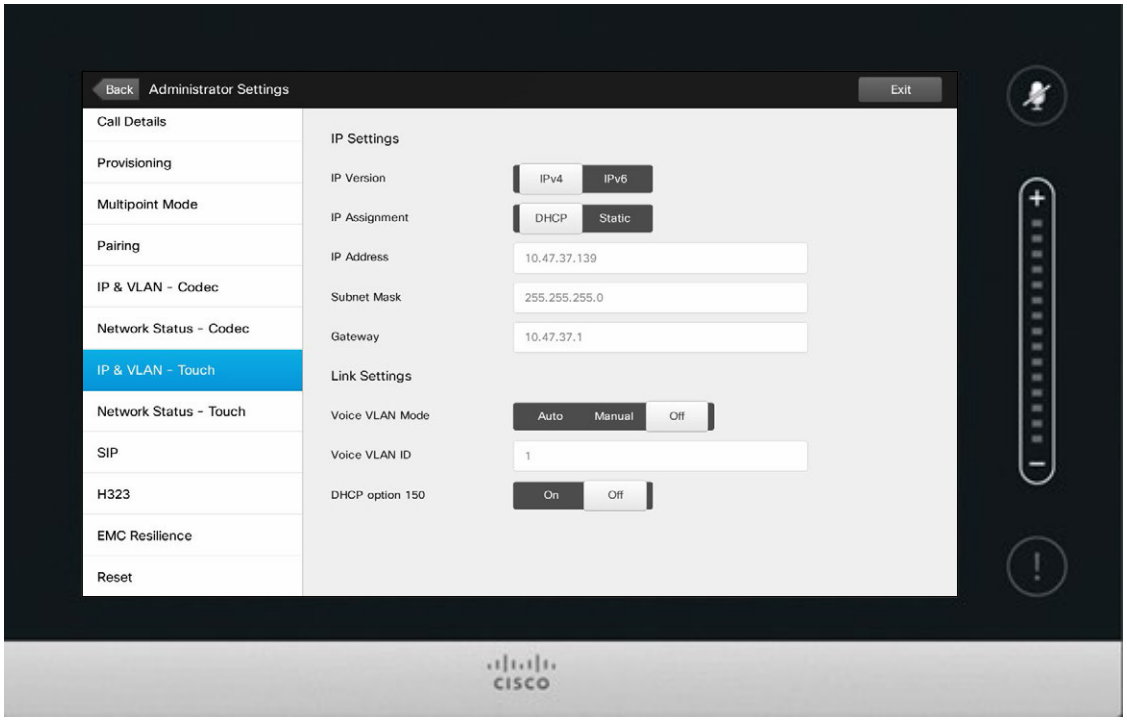
Administrator Settings–IP & VLAN, Touch

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 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.

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

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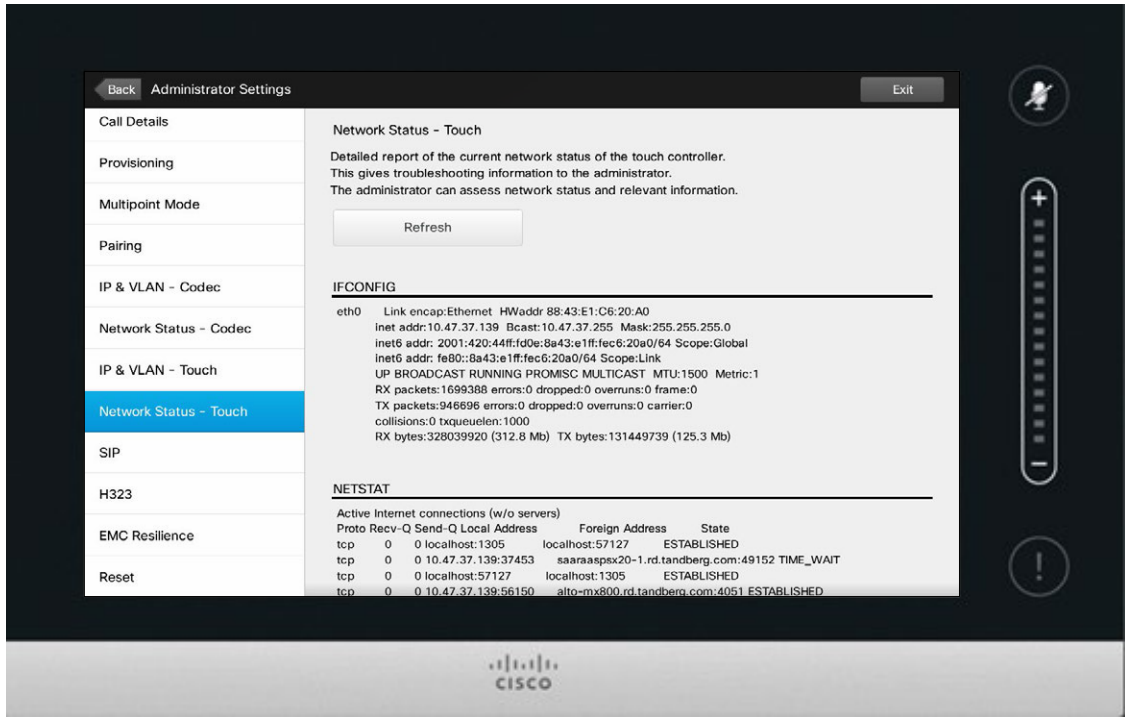
Administrator Settings–Network Status Touch

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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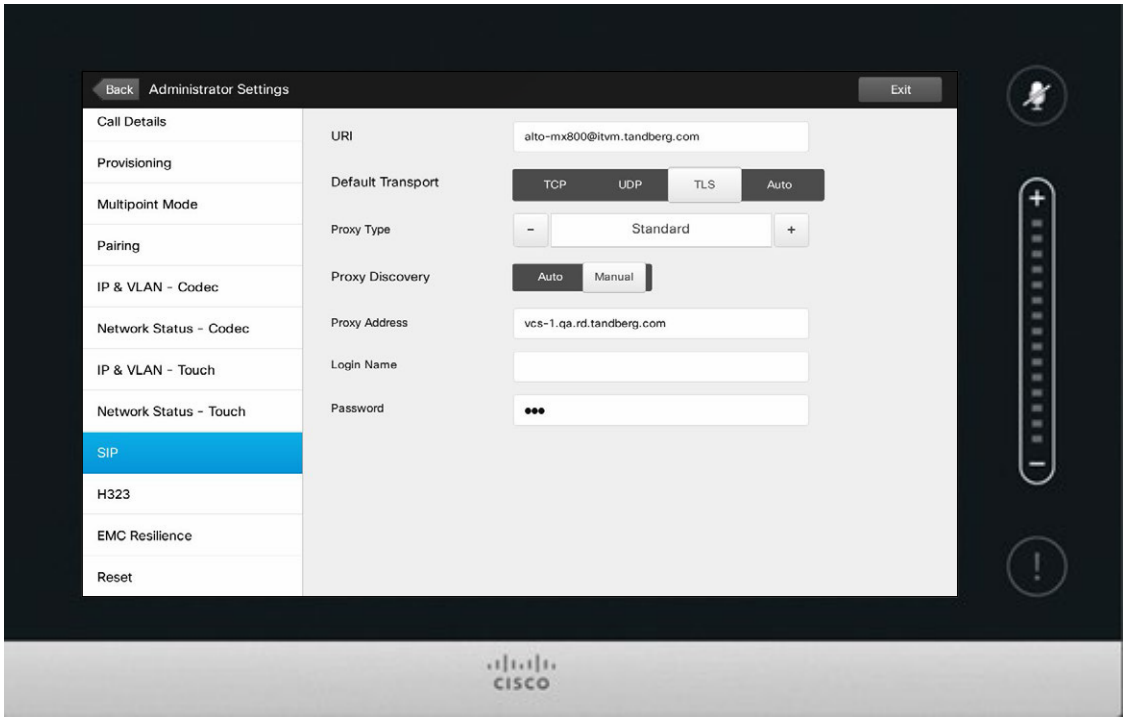
Administrator Settings—SIP

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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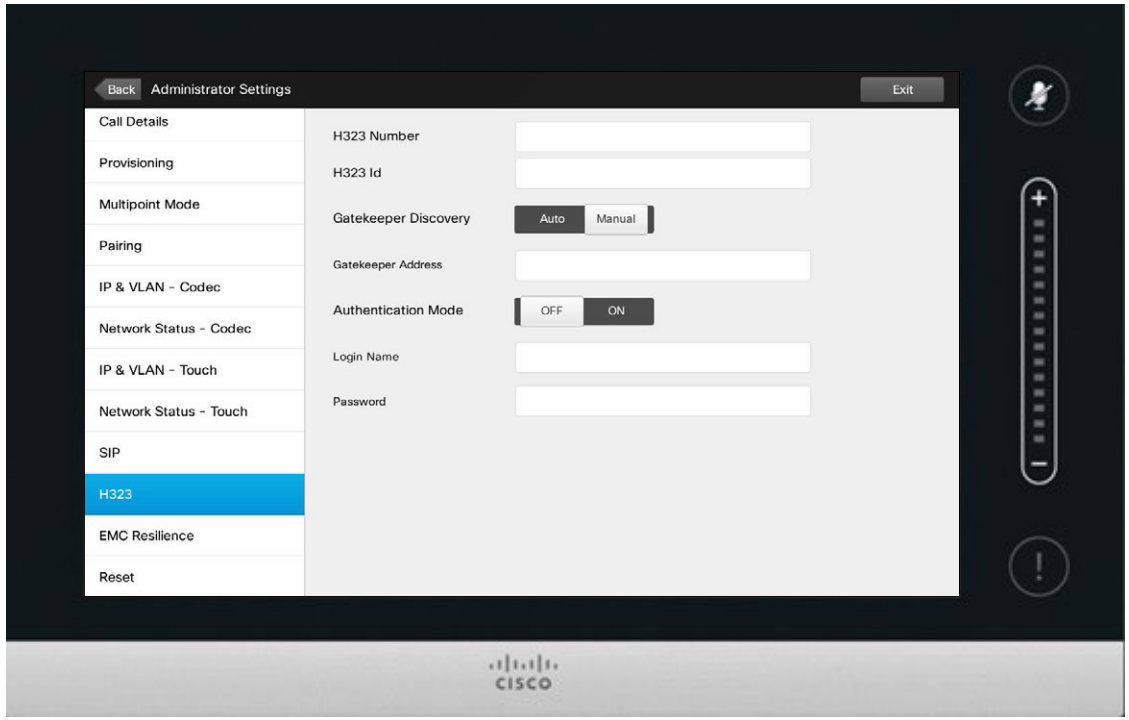
Administrator Settings–H323

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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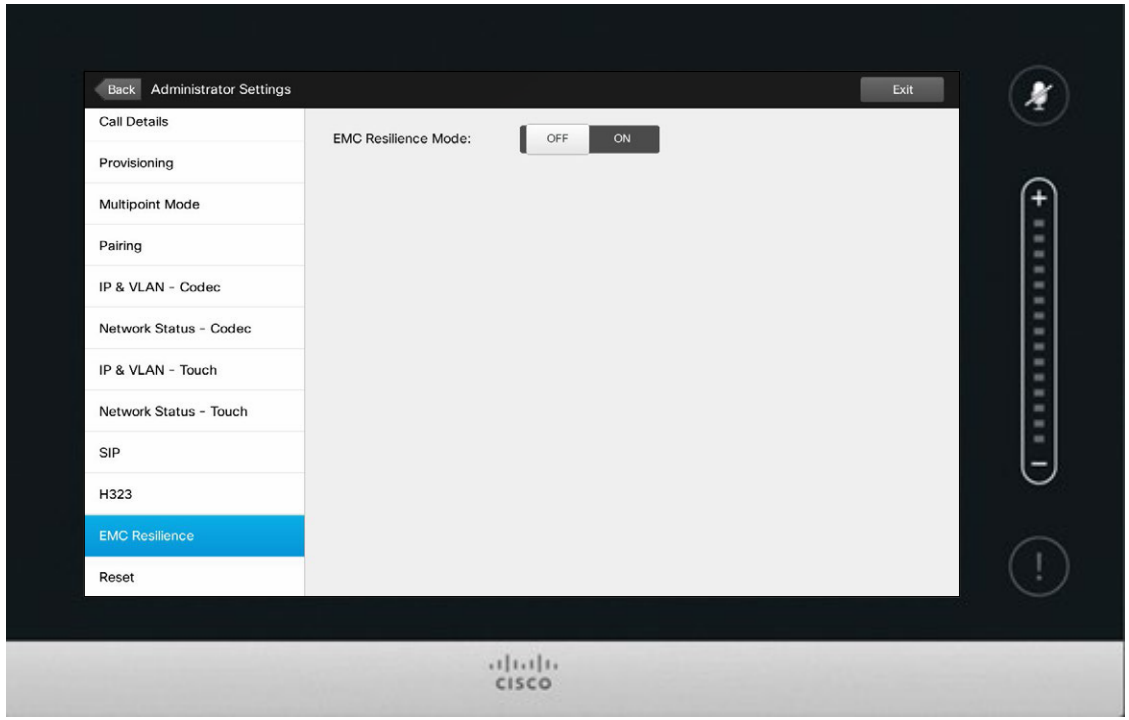
Administrator Settings–EMC Resilience Mode

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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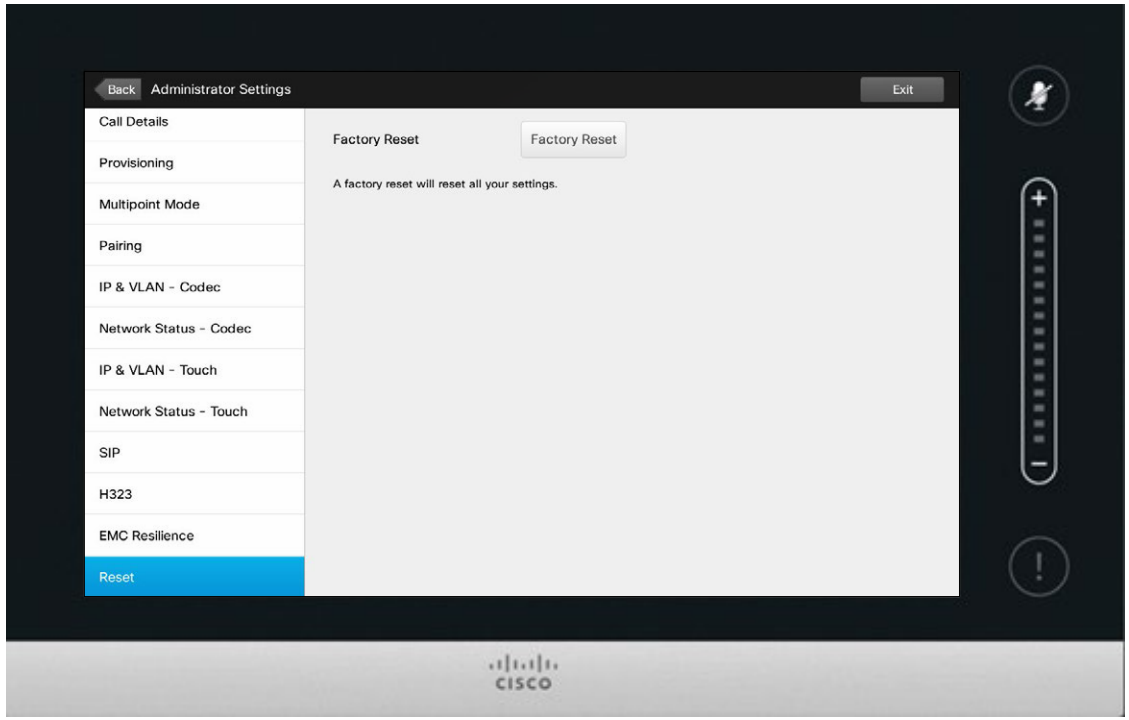
Administrator Settings–Factory Reset

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 perform a *Factory Reset* your video system. Note that you will loose all configurations, the call history and your local list of contacts (Favorites and Recents). 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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