Cisco TelePresence Accessing Conferences

Getting started guide

MCU 4.3

Contents

Introduction

This guide provides information on using your endpoint to access conferences and use the in call menu. The guide relates to Cisco TelePresence MCU software version 4.3 running on any of the following:

- Cisco TelePresence MCU 4500 series
- Cisco TelePresence MCU 4200 series
- Cisco TelePresence MCU MSE series

Throughout this guide, the term MCU refers to all the above MCU series unless otherwise stated.

Joining conferences

Your conference organizer will provide you with the details you need to join a conference, which you will do via a hardware or software endpoint, or an audio-only telephone.

The details will vary for each organization because the systems are configurable. The details you receive may vary as follows:

- You may be required to join the conference by dialling into a menu system (called an auto attendant) and then selecting the conference, or you may need to dial directly into the conference.
- The conference may require you to join as a chairperson or as a guest, in which case you may receive one of two different numeric IDs to join the same conference.
- You may also be required to enter a PIN if the conference is secured. There may be different PINs if there is a distinction between chairpersons and guests in the conference.

Joining a conference using a hardware video endpoint

Your conference organizer will provide you with a number that will either connect you to the auto attendant or connect you directly to your conference. If there is a PIN you will be prompted to enter it.

Note: On all endpoints you must always press the pound/hash key (#) after entering a PIN.

Joining a conference using a software video endpoint

Note: This guide assumes that your software video endpoint is already installed. See the product documentation for your software video endpoint if it is not yet installed.

If you have a webcam and microphone you can join a conference using a software video endpoint from your computer. You can join a conference using:

- Cisco Jabber Video for TelePresence (Jabber Video)
- Cisco TelePresence ConferenceMe (ConferenceMe)

Joining a conference using Jabber Video

Your conference organizer will provide you with an address for the conference and may also provide you with a PIN (if one is required). The address will typically take the format *`<e164_number>`*`@domain.com` or *`<conference_name>`*`@domain.com`.

1. Run Jabber Video.
2. Type the conference address into the address bar then press Enter.

If you are prompted for a PIN:

1. Click the keypad icon.
2. Enter the PIN, followed by `#`.

Joining a conference using ConferenceMe

Your conference organizer will provide you with an HTTP link to access the conference and may also provide you with a PIN (if one is required). The link will typically take the format `http://domain.com/conferencename`.

1. Click the link or paste it into your web browser's address bar.
2. You may need to click another link labelled *Click here to join the conference using ConferenceMe* if your software is not configured to automatically join conferences.
3. If you are prompted for a PIN, enter the provided number, followed by `#`.

Joining a conference using an audio-only telephone

If your telephone system allows calls to the MCU, you can use your telephone to join conferences as an audio-only participant. Your conference organizer will provide you with a number to dial and may also provide you with a conference ID and PIN (if required).

1. Dial the provided number.
2. If you are prompted for the conference ID, enter the provided number.
3. If you are prompted for a PIN, enter the provided number, followed by `#`.

The conference welcome message

Your conference administrator can configure a welcome message on the MCU and a duration for that message. If there is a welcome message, you will see it on your endpoint's display when you join a conference.

Leaving a conference

To leave a conference you can simply hang up or disconnect the call using your endpoint's handset or remote control. If you're in a scheduled conference, you will automatically be disconnected when the conference ends.

To leave a conference when participating via ConferenceMe, simply close the application.

To leave a conference when participating via Jabber Video, either close the window or click the disconnect button.

Using an auto attendant

Your MCU may be configured to present participants with an auto attendant rather than connecting them directly to conferences. Participants using software endpoints cannot use auto attendants.

The auto attendant is a menu driven interface that enables you to:

- join a conference
- create a conference (if authorized)
- access other auto attendant menus

Calling an auto attendant

Your conference organizer will provide you with the details required to connect to an auto attendant. There are typically three ways to connect to an auto attendant from your video endpoint:

- Enter an IP address (for example, `10.2.123.123`)
- Enter a hostname (for example, `hostname.domain.com`)
- Enter a standard E.164 number

Navigating the auto attendant menu

When you connect to the auto attendant, you will either see the main menu on your video display (with audio instructions) or you will hear the menu choices (if you're connecting as an audio-only participant).

There are two ways to navigate the auto attendant menu, one of which may not be available on your endpoint:

- Far-End Camera Control (FECC) - if you have a remote control, use the arrow buttons (which are normally used to control the far end camera) to navigate the auto attendant (consult your product documentation for more information on FECC on your endpoint).
- Dual Tone Multi Frequency (DTMF) - use the number buttons on the keypad of the telephone/audio-only endpoint, or on the remote control, to navigate the auto attendant.

If your endpoint supports both navigation methods, you may be able to switch between them; refer to your endpoint documentation for details.

Navigating the auto attendant using FECC

The remote control of your video endpoint has arrow buttons for Far-End Camera Control (FECC). When navigating the auto attendant, use:

- Up or Down arrows to cycle through the list of options.
  A scroll bar on the right of the auto attendant screen indicates your position in the menu (the scroll bar appears when the list of conferences is too long for the screen).
- Right arrow to select the highlighted option (or enter a sub-menu).
- Left arrow to return from a sub-menu.
- `#2` to jump to the start of the menu, or `#8` to jump to the end.
- Number buttons to enter a conference's numeric ID, followed by `#`. Press `*` to cancel your entry (for

example, to correct an error).
When you start entering a numeric ID, the sequence is shown at the bottom of the auto attendant screen.

Navigating the auto attendant using DTMF

DTMF navigation mode uses the number keys to navigate through the menus. You will not be able to enter numeric IDs with the number keys when in DTMF navigation mode, so you can enable / disable this mode as necessary.

- To enter DTMF navigation mode, press **##**.
  The message *DTMF menu navigation enabled* appears briefly at the bottom of the auto attendant screen.

- **2** or **8** to cycle through the list of options.
  A scroll bar on the right of the auto attendant screen indicates your position in the menu (the scroll bar appears when the list of conferences is too long for the screen).

- **6** to select the highlighted option (or enter a sub-menu).

- **4** to return from a sub-menu.

- To exit DTMF navigation mode, press **##**.
  The message *DTMF menu navigation disabled* appears briefly at the bottom of the auto attendant screen.

- Use the number buttons to enter a conference's numeric ID followed by **#**. Press ***** to cancel your entry (for example, to correct an error).
  When you start entering a numeric ID, the sequence is shown at the bottom of the auto attendant screen.

Accessing other auto attendant menus

The auto attendant may be linked to other auto attendants to access other conferences. A menu option to link

to another auto attendant is indicated by the overlapping squares icon .

Joining a conference

The auto attendant menu has a list of all permanent conferences and any imminent scheduled conferences. The conferences are listed alphabetically by name.

To join a conference, select your conference from the menu using either FECC or DTMF navigation. If your conference does not appear on the auto attendant and you know the conference ID, you can enter the conference's numeric ID followed by **#**.

If your conference is not listed and you can't join it by entering the numeric ID, verify the details with your conference organizer.

Creating a new conference

You may be able to create an ad hoc conference, which starts immediately, if your administrator has authorized you. You will see a *Create new conference* option on the auto attendant menu.

1. Select *Create new conference* from the auto attendant menu.

2. Assign a conference numeric ID using the number buttons.

3. Assign a PIN, if you wish to restrict access to the conference, or press **#** at the prompt to omit the PIN.

4. Share these details with other participants so that they can join the conference (see Joining conferences).

Returning to the auto attendant

If you joined the conference via an auto attendant and you want to leave the conference and return to the auto attendant:

1. Press * to enable the in call menu.
2. Select *1. My actions*.
3. Select *4. Return to auto attendant*.

Using the in call menu

After you join a conference, you can control many conference features directly from your video endpoint.

Press ∗ to show the in call menu (you may need to enable DTMF tones on your endpoint before pressing ∗). The menu will hide itself after a short period of inactivity, or you can press *0. Close* to hide it immediately. If you navigate into sub-menus, you can press *0. Back* to return to the previous menu.

Note: In previous versions of the MCU software, the in call menu was available via the zoom out button (FECC) or the 7 button (DTMF). For more details, refer to Cisco TelePresence MCU 4.2 Accessing Conferences Guide.

The following table shows tasks that you can perform via the in call menu. You may not be authorized to access all of the tasks - some require appropriate authorization as shown.

Task	authorization level required
Show the participant list	Local
Request/release the floor (for my use)	Local
Mute/unmute my audio	Local
Stop/start my video	Local
Return to the auto attendant	Local
Change layout	Local
Change/remove border	Local
Clear text chat	Local
Enable/disable widescreen mode	Local
Assign the floor to another participant	Conference
Release the floor (from whomever currently holds it)	Conference
Mute/unmute another participant's audio	Conference
Mute/unmute all other participants' audio	Conference
Change another participant's audio level	Conference
Stop/start another participant's video	Conference
Send a keypad sequence to another participant	Conference
Disconnect another participant	Conference
Disconnect all participants	Conference
Lock/unlock the conference	Conference
Add a participant	Advanced
Add/change/clear the chair PIN	Advanced
Add/change/clear the guest PIN	Advanced

Showing the participant list

1. Press * to show the in call menu.

2. Press *2. Participants*.
   A list of participants appears. If you are authorized to control other participants, you can press the number next to the name to open a sub-menu for that participant.
   If the list is longer than the screen can show, press # to show the next screen. Press * to return to the previous screen.

3. Wait for the list to hide itself or press 00 to hide it immediately.

Adding a participant

Note: The MCU does not currently support adding SIP participants.

To add an H.323 participant (if authorized):

1. Press * to activate the in call menu.

2. Press *3. Conference actions*.

3. Press *6. Add participant*.
   A character entry window appears.

4. Enter the participant's address.
   The character entry window shows whether you are in numeric (0-9) or alphabetic mode (a-z, @., /, and . special characters) by displaying either *(123)* or *(abc)* after the window title.
   a. Press #* to switch between alphabet or numeric character entry modes when necessary.
      The window title changes to show which mode you selected.

   b. Press the number buttons to add numbers, letters, or special characters to the string. In alphabet mode, press the number button repeatedly to cycle through the letters on the button.

   c. Press * to delete the last character (backspace), if necessary.

   d. Press #0 to escape from the character entry screen (back to previous menu), if necessary.

   e. Press ## to submit the string to the MCU.

   The MCU connects the participant to the conference.

Disconnecting from the conference

To disconnect yourself you can hang up or press the disconnect button on your endpoint.

You can also use the in call menu to disconnect other participants (or yourself) if you are authorized to do so:

1. Press *2 to show the participant list.

2. Select the participant you want to disconnect.

3. Press *7. Disconnect this endpoint*.
   If you selected yourself from the participant list, press *7. Leave conference*.

Disconnect all participants

To disconnect all participants from the conference, including yourself:

1. Press ∗ to show the in call menu.

2. Press *3. Conference actions*.

3. Press *5. Disconnect all*.
   A confirmation window appears.

4. Press *1. Disconnect all* (or *0. Back* to return to the previous menu without disconnecting all).

Controlling audio participation

You can locally mute or adjust the input level of your microphone and the output level of your speaker/s; refer to your endpoint's documentation for instructions on these features.

Muting your endpoint

To mute your endpoint, so that it will no longer be contributing audio to the conference:

1. Press ∗ to show the in call menu.

2. Press *6. Mute my audio*.
   The display briefly shows *Audio muted*.

3. To unmute audio, press ∗ then *6. Unmute my audio*.

Muting your software endpoint

To mute Jabber Video, either click the microphone button or show the keypad then click ∗6.

To mute ConferenceMe, either right-click then select *Mute outgoing audio*, or click the microphone icon on the toolbar.

Controlling audio of other participants

Mute/unmute a single participant

1. Press ∗2 to show the participant list.

2. Select the participant whose audio you want to mute.

3. Press *2. Mute*.
   The display briefly shows *Participant <name> audio muted*.

4. To unmute this participant's audio, select the participant then press *2. Unmute audio*.

Mute/unmute everyone but yourself

1. Press ∗ to show the in call menu.

2. Press *3. Conference actions*.

3. Press *1. Mute others' audio*.
   The audio input from all other participants is now muted. To unmute all other participants, follow the previous sequence but press *2. Unmute others' audio* on the conference actions sub-menu instead.

Increase decrease another participant's input level

1. Press ∗2 to show the participant list.

2. Select the participant whose input audio level you want to adjust.

3. Press *5. Make louder* or *6. Make quieter* to adjust the level.

4. Wait a few seconds for the menu to hide itself or press `000` to hide it.

Controlling the conference floor

Requesting the floor

1. Press * to show the in call menu.

2. Press *1. My actions*.

3. Press *1. Request the floor*.
   The message *You have the floor* appears briefly.

4. Repeat the sequence to release the floor.
   The message *Floor released* appears briefly.
   If another participant requests the floor before you release it then, provided that floor and chair control are allowed and the requesting participant is authorized, the MCU will automatically release and reassign the floor.
   If the requesting participant is not allowed to take the floor before you release it, the MCU displays the message *your floor request has been rejected; another participant has the floor* to that participant.

Assigning the floor to another participant

This option is only available if both floor and chair control are enabled. You also need Conference level authorization to assign the floor.

1. Press *2 to show the participant list.

2. Select the participant to whom you want to assign the floor.

3. Press *1. Assign floor*.
   The message *Floor assigned to <participant_name>* appears briefly.

Releasing the floor

1. Press * to show the in call menu.

2. Press *3. Conference actions*.

3. Press *4. Release floor*.
   The message *Floor released* appears briefly.

Controlling video participation

About layout and focus

When you join a conference, the MCU composes a layout to send to your endpoint. The layout consists of the video streams from other conference participants arranged into panes to fit on your screen.

There are usually two types of layout:

- **Same-size panes** — in these layouts, all participants are shown in identical panes thus have the same level of focus. For example, a conference with four participants might display each in a pane sized to be a quarter (1/4) the size of your video screen.

- **Variable-size panes** — in these layouts, participants display in various pane sizes depending on their "importance".

The default behavior of the Cisco TelePresence MCU is to focus on the (loudest) active speaker. This means displaying the speaker in the most prominent pane. You can override this by deliberately Focusing on a participant.

In a layout with variable-size panes, the focus participant appears in the largest pane; when a layout has same-size panes, the focus participant appears in the top left pane.

If there are more participants than there are panes available in the layout, then the most recent, loudest participants are shown.

Changing layout

You may be able to control the way the layout is composed, as follows:

Changing layout

1. Press * to show the in call menu.
2. Press *1. My actions*.
3. Press *5. Change layout*.
4. Press *2. Next layout view* or *8. Previous layout view* (repeatedly) to cycle through the available layouts until you find one that is suitable.
   On this menu you can also select which participant occupies the biggest portion of the display. See Focusing on a participant.
5. Wait for the in call menu to hide itself or press `000` to hide it immediately.

Typically, you will use the navigation keys on your endpoint to scroll through the available layouts.

When you are scrolling through the layouts, the following icons will display on the screen:

Icon	Meaning
	You are scrolling up through the layout views
	You are scrolling down through the layout views
	You have stopped scrolling through the layout views

Changing layout using a hardware endpoint

You can change the layout using FECC or DTMF:

If you are using FECC navigation, use the Up/Down keys to scroll through the available layouts.

If you are using DTMF navigation, use the 2/8 keys to scroll through the available layouts.

Changing layout using ConferenceMe

When using ConferenceMe you can change the conference layout in the same way as you would using a hardware endpoint.

Use the Up/Down keys on your keyboard to scroll through the available layouts.

Alternatively, you can select *Next MCU layout* from the right-click menu.

Changing layout using Jabber Video

When using Jabber Video you can use the up and down arrow keys on your keyboard to scroll through the available layouts.

Focusing on a participant

When focusing on a participant in a layout with variable-size panes, the participant you choose appears in the larger pane on the video screen; in a layout with same-size panes, the participant you choose appears in the top left pane.

1. Press * to show the in call menu.

2. Press *1. My actions*.

3. Press *5. Change layout*.

4. Press *4. Focus on previous participant* or *6. Focus on next participant* (repeatedly) to cycle through the participants until the appropriate participant is in the main pane.
   On this menu you can also select how the participant panes are laid out. See Changing layout.

5. Wait for the in call menu to hide itself or press `000` to hide it immediately.

The following icons appear on the screen when you are scrolling through participants:

Icon	Meaning
	The active speaker has the focus (default).
	You are scrolling right through the participants.
	You are scrolling left through the participants.

Focusing on a participant using a hardware endpoint

If you are using an input device that supports FECC, you can use the Left/Right arrow buttons to cycle through participants. If FECC is not available on your endpoint, enable DTMF navigation and then use the 4 and 6 keys to cycle through the participants.

Focusing on a participant using ConferenceMe

When using ConferenceMe you can scroll through participants in the same way as you would using a hardware endpoint.

Use the Left/Right arrows on your keyboard to scroll through participants.

Alternatively, you can select *Next participant* from the right-click menu.

Focusing on a participant using Jabber Video

Enable the keypad (or use your keyboard) to navigate the in call menu, as described above, to focus on a participant. Alternativey, use the left and right arrow keys on your keyboard to scroll through the participants.

Another method is to use Jabber Video's camera controls. Enable the on-screen camera control and then click the arrow buttons to change the focus participant (left/right) or layout (up/down).

Stopping / starting video input

You can often manually control the input of your camera using a mute button or a lens cap; refer to your endpoint's documentation for instructions on these features.

You can also make the MCU stop an endpoint's video, so that it will no longer be contributing video to the conference:

Stopping / starting your video

1. Press * to show the in call menu.
2. Press *1. My actions*.
3. Press *3. Stop my video*.
   The video input from your camera is stopped, and a *Video stopped* message appears briefly.
4. To start your video, follow the previous sequence (the menu option has changed to *3. Start my video*).
   The video input from your camera is started, and a *Video started* message appears briefly.

Stopping / starting another participant's video

To stop another participant's video, you need authorization to make Conference level changes.

1. Press *2 to show the participant list.
2. Select the participant whose video you want to stop.
3. Press *3. Stop video*.
   The display briefly shows *Participant <name> video stopped*.
4. To start this participant's video, select the participant then press *3. Start video*.

Controlling another participant's camera

During a conference, you might need to change the camera settings for one of the conference participants. To do this, use FECC or DTMF tones.

1. Focus on the participant whose camera you want to control.
2. Press zoom in (or 1 if using DTMF tones) to enable far end camera control.
3. Use the arrow buttons (FECC) or number buttons (DTMF) to adjust the participant's camera (see the

following table).

The control over the far end camera will stop a few seconds after you finish adjusting it.

Icon	Meaning
	You are now controlling the far-end video camera
	You are moving the far-end video camera to the left (FECC: left arrow, DTMF: 4)
	You are moving the far-end video camera to the right (FECC: right arrow, DTMF: 6)
	You are moving the far-end video camera up (FECC: up arrow, DTMF: 2)
	You are moving the far-end video camera down (FECC: down arrow, DTMF: 8)
	You are zooming in the far end video camera (FECC: zoom +, DTMF: 1)
	You are zooming out the far end video camera (FECC: zoom -, DTMF: 7)

Controlling other display features

Changing border

1. Press * to show the in call menu.
2. Press *1. My actions*.
3. Press *9. More actions*.
4. Press *1. Increase border*.
   The border gets thicker. If you press 1 repeatedly, the border increases to its maximum thickness and then the menu option changes to *1. Remove border*.
5. Wait for the in call menu to hide itself or press 000 to hide it immediately.

Enabling widescreen mode

If your screen has a wide aspect ratio, the layout may appear squashed. Enable widescreen mode to compensate for this effect.

1. Press * to show the in call menu.

2. Press *1. My actions*.

3. Press *9. More actions*.

4. Press *3. Widescreen mode (off)*.
   The aspect ratio of the layout changes (height to width ratio increases) to compensate for the widescreen effect. The menu option changes to *3. Widescreen mode (on)*; repeat the previous steps to disable widescreen mode.

5. Wait for the in call menu to hide itself or press `000` to hide it immediately.

Clearing text chat

If text chat is enabled, streaming participants can type messages to the conference. The chat messages overlay the display. You can clear the text as follows:

1. Press * to show the in call menu.

2. Press *1. My actions*.

3. Press *9. More actions*.

4. Press *2. Clear text chat*.

Securing the conference

There are two ways to secure your conference from the in call menu: you can lock the conference, which immediately prevents all uninvited participants from joining, or you can apply a PIN to the conference, which requires participants to enter the PIN to join.

You can apply two levels of access control by creating a guest PIN as well as a chair PIN.

Locking the conference

1. Press * to show the in call menu.

2. Press *3. Conference actions*.

3. Press *3. Lock conference*.
   The conference is locked. The message *Conference locked* appears briefly. You can still invite participants in but they may not join by their own initiative.

4. To unlock the conference, repeat the previous sequence. The menu option will have changed to *3. Unlock conference*.
   The conference is unlocked, and the message *Conference unlocked* appears briefly.

Using PINs

There are two levels of privilege for conference participants: chairs and guests.

If you enter a PIN it must be used by all participants to join the conference. You can choose to enter a further guest PIN so that you can restrict the (chair) PIN - and the associated level of conference control - to authorized participants.

If you choose to use a guest PIN, you will need the chair PIN to add, change or clear the guest PIN, unless there is no chair PIN set.

At any point while entering a sequence of numbers you can press ∗ to delete the last character (works like backspace) or #0 to go back to the previous menu. While entering numbers, you may see either stars or bullet symbols to mask the sequence.

Adding a (chair) PIN

1. Press ∗ to show the in call menu.

2. Press *4. Conference settings*.

3. Press *1. Add PIN*.
   The Add PIN window appears.

4. Enter a sequence of numbers. You can press ∗ to delete the last character you entered (works like backspace).

5. Press ## to set the PIN.
   The Confirm PIN window appears. The PIN is only set after you confirm.
   If you prefer to back out, press #0 to go back.

6. Re-enter the sequence and press ##.
   The message *PIN has been set* appears briefly.

Changing the (chair) PIN

1. Press ∗ to show the in call menu.

2. Press *4. Conference settings*.

3. Press *1. Change PIN*.
   The PIN Required window appears.

4. Enter the current PIN sequence followed by ##.
   The Update PIN window appears. If you enter an incorrect sequence, the message *Error: PIN does not match, please try again* appears. Press #0 to go back and try again.

5. Enter a new sequence of numbers followed by ##.
   The Confirm PIN window appears. The new PIN is only set after you confirm.

6. Re-enter the new sequence and press ##.
   The message *PIN has been set* appears briefly.

Clearing the (chair) PIN

1. Press ∗ to show the in call menu.

2. Press *4. Conference settings*.

3. Press *1. Change PIN*.
   The PIN Required window appears.

4. Enter the current PIN sequence followed by ##.
   The Update PIN window appears.

5. Press ##. Do not enter a sequence of numbers first.
   A confirmation window appears. The PIN is only removed after you confirm.

6. Press *1. Clear the PIN*.
   The message *PIN has been removed* appears briefly.

Adding a guest PIN

1. Press * to show the in call menu.

2. Press *4. Conference settings*.

3. Press *2. Add guest PIN*.
   If a chair PIN has been set, The PIN Required window appears. Otherwise, the Add PIN window appears immediately.

4. Enter the chair PIN followed by **##**.
   The Add PIN window appears.

5. Enter the guest PIN sequence followed by **##**.
   The Confirm PIN window appears. The PIN is only set after you confirm.
   If you prefer to go back, press **#0**.

6. Re-enter the sequence and press **##**.
   The message *Guest PIN has been set* appears briefly.

Changing the guest PIN

1. Press * to show the in call menu.

2. Press *4. Conference settings*.

3. Press *2. Change guest PIN*.
   If a chair PIN has been set, The PIN Required window appears. Otherwise, the Update guest PIN window appears immediately.

4. Enter the chair PIN sequence followed by **##**.
   The Update guest PIN window appears.

5. Enter a new guest PIN followed by **##**.
   The Confirm guest PIN window appears. The new guest PIN is only set after you confirm.

6. Re-enter the new sequence and press **##**.
   The message *Guest PIN has been set* appears briefly.

Clearing the guest PIN

1. Press * to show the in call menu.

2. Press *4. Conference settings*.

3. Press *2. Change guest PIN*.
   If a chair PIN has been set, The PIN Required window appears. Otherwise, the Update guest PIN window appears immediately.

4. Enter the chair PIN sequence followed by **##**.
   The Update guest PIN window appears.

5. Press **##**. Do not enter a sequence of numbers first.
   A confirmation window appears. The guest PIN is only removed after you confirm.

6. Press *1. Clear the PIN*.
   The message *Guest PIN has been removed* appears briefly.

Reference

Status icons reference

During the conference, messages and icons may appear on the screen to inform you about the conference and other participants.

Participant status icons

The following table describes the icons you may see in the panes of other participants:

Icon	Meaning
	This participant has been designated as 'important', which gives the participant priority in the conference views.
	The video quality from this participant is good.
	The video quality from this participant is poor.
	The audio quality from this participant is good.
	The audio quality from this participant is poor.

Conference status icons

The following table describes the icons you may see in the top left of the conference display:

Icon	Meaning
	There are both encrypted and unencrypted participants in this conference or there are streaming viewers of this encrypted conference.
	This conference is being recorded.
	There are audio-only participants in this conference. The number of audio-only participants is displayed next to the icon.
	There are streaming participants in the conference. This indicates the presence of participants who are viewing and listening to the conference via a web browser but are unable to contribute.

Menu reference

Function	Numeric sequence	Menu sequence
Show the participant list	***2**	**Participants**
Request/release the floor (for my use)	***11**	**My actions > Request floor** **My Actions > Release floor**
Mute/unmute my audio	***12**	**My actions > Mute my audio** **My actions > Unmute my audio**
Mute/unmute my audio	***6**	**Mute audio** **Unmute audio**
Stop/start my video	***13**	**My actions > Stop my video** **My actions > Start my video**
Return to the auto attendant	***14**	**My actions > Request floor**
Change layout	***15**, cycle through layouts (8 or 2) or focus participants (4 or 6)	**My actions > Change layout > Next/Previous layout view** **My actions > Change layout > Focus on next/previous participant**
Change/remove border	***191**	**My actions > More actions > Increase border** **My actions > More actions > Remove border**
Clear text chat	***192**	**My actions > More actions > Clear text chat**
Enable/disable widescreen mode	***193**	**My actions > More actions > Widescreen mode (off)** **My actions > More actions > Widescreen mode (on)**
Assign the floor to another participant	***2**, select participant, **1**	**Participants > <name> > Assign floor**
Release the floor (from whomever currently holds it)	***34**	**Conference actions > Release floor**
Mute/unmute another participant's audio	***2**, select participant, **2**	**Participants > <name> > Mute audio** **Participants > <name> > Unmute audio**
Mute all other participants' audio	***31**	**Conference actions > Mute others' audio**
Unmute all other participants' audio	***32**	**Conference actions > Unmute others' audio**
Increase another participant's audio level	***2**, select participant, **5**	**Participants > <name> > Make louder**

Decrease another participant's audio level	*2, select participant, 6	**Participants > <name> > Make quieter**
Stop/start another participant's video	*2, select participant, 3	**Participants > <name> > Stop video**
		Participants > <name> > Start video
Send a keypad sequence to another participant	*2, select participant, 4, sequence, ##	**Participants > <name> > Keypad > <sequence> > More > Send**
Disconnect another participant	*2, select participant, 7	**Participants > <name> > Disconnect this endpoint**
Disconnect all participants	*351	**Conference actions > Disconnect all > Disconnect all**
Lock/unlock the conference	*33	**Conference actions > Lock conference**
		Conference actions > Unlock conference
Add a participant	*36, enter address, ##	**Conference actions > Add participant > <address> > More > Call**
Add/change/clear the chair PIN	*41	**Conference settings > Add PIN**
		Conference settings > Change PIN
Add/change/clear the guest PIN	*42	**Conference settings > Add guest PIN**
		Conference settings > Change guest PIN