CE 9.5
Cisco Webex
DX70, DX80
User Guide

D1510422 User Guide
Cisco Webex DX70, DX80
Produced: September 2018 for CE9.5
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All entries in the table of contents are active hyperlinks (javascript enabled reading systems only) that will take you to the corresponding article.

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

Note! Some of the features described in this user guide may be optional in certain markets and they may therefore not apply to your system.

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Introduction

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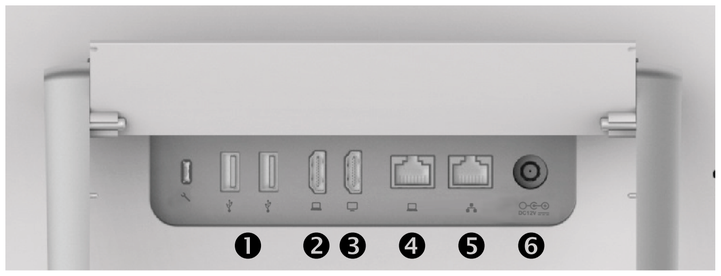
A Tour of the Cisco DX70

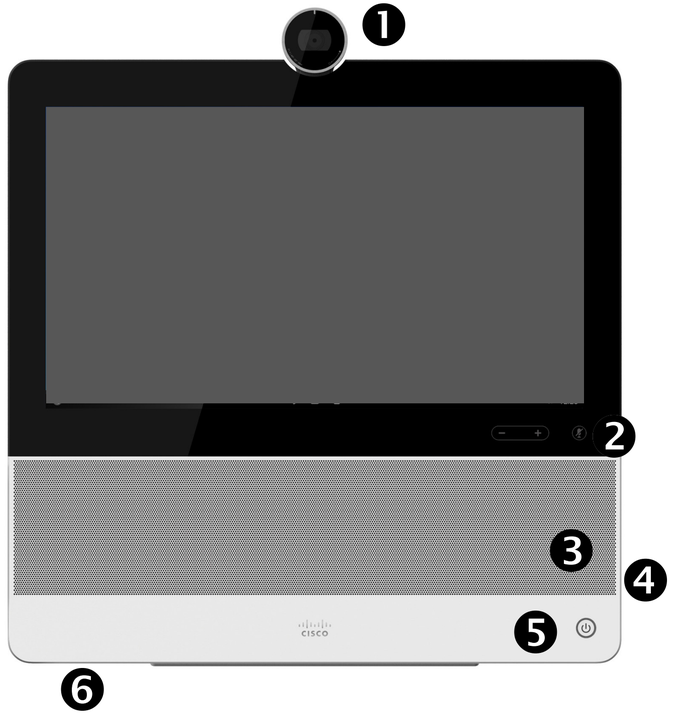
Use as PC monitor. Use an HDMI cable to connect your computer to the HDMI socket PC (see below).

To switch between PC monitor and Video screen, just tap the screen.

Incoming calls will appear as usual, irrespective of mode (PC or video) unless Do not disturb is active, see “Activate Do Not Disturb” on page 18



1. USB ports
2. HDMI socket PC
3. HDMI socket External Monitor (not in use)
4. LAN expansion connection. Connect your PC LAN here to let your Cisco DX70 and PC share a common LAN connection
5. LAN connection
6. Power supply socket



1. Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
2. Microphone mute button and loudspeaker volume controls
3. Loudspeaker
4. SD card slot and connectors for headset and USB. Note that the DX70 now supports the use of Bluetooth headsets, see two pages ahead for more.
5. Power On/Off
6. Microphone

About This User Guide

This user guide applies to both DX70 and DX80. The display of the two are of different sizes, but the images displayed on the screens are identical apart from the size.

For practical purposes, the screenshots used in this guide have been inserted into a drawing of the DX80.

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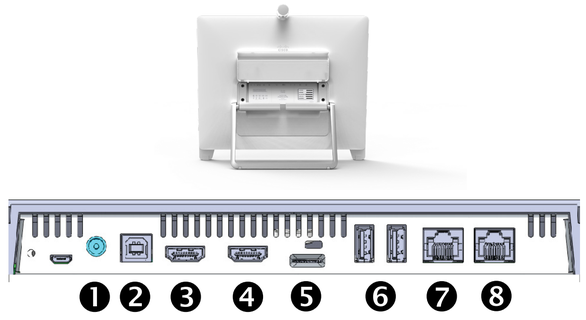
A Tour of the Cisco DX80

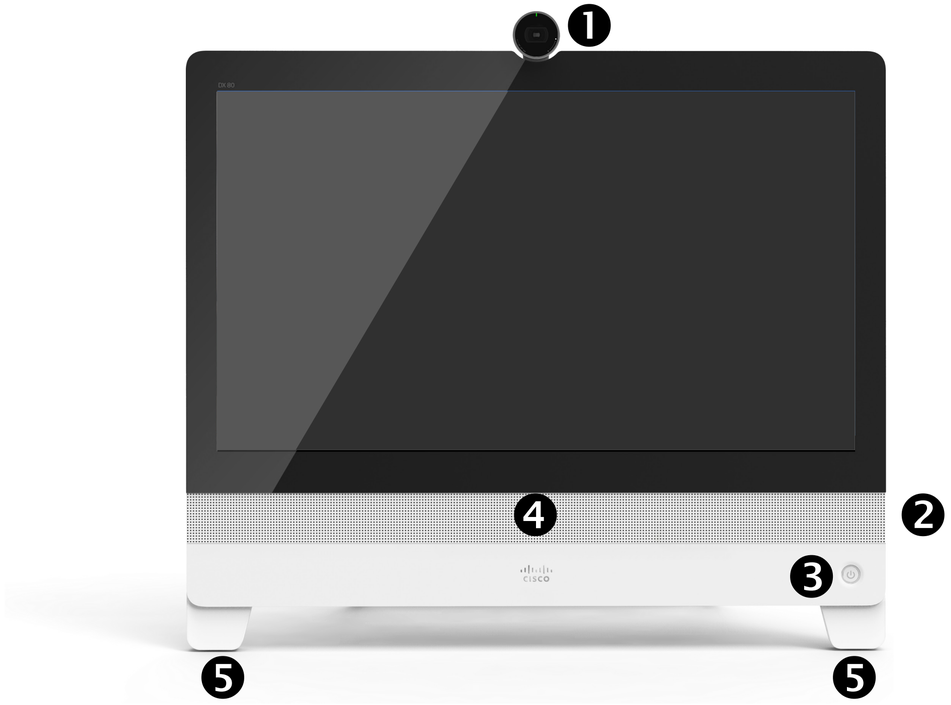
Use as PC monitor. Use an HDMI cable to connect your computer to the HDMI socket PC (see below).

To switch between PC monitor and Video screen, just tap the screen.

Incoming calls will appear as usual, irrespective of mode (PC or video) unless Do not disturb is active, see "Activate Do Not Disturb" on page 18.



1. Power supply socket
2. USB computer connection
3. HDMI computer connection
4. HDMI external monitor connection (not in use)
5. SD card slot and Kensington lock
6. USB ports
7. LAN expansion connection. Connect your computer LAN here to let your Cisco DX80 and computer share a common LAN connection
8. LAN connection



1. Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
2. Microphone mute button, loudspeaker volume controls and USB socket on the right side of the unit.
3. Power On/Off
4. Loudspeaker
5. Microphone in each leg

DX80 and USB Headsets

The DX80 implements the standard protocol for USB wired audio devices.

Note that DX80 now supports the use of Bluetooth headsets—see the following page for more.

Manufacturers can implement the standard differently (called HID protocol).

Consequently, different models from the same manufacturer can behave differently and we cannot guarantee that all headsets and handsets will work.

For CE 9.2 we have only tested wired headsets or headsets working with a dongle.

Note that DX80 now supports the use of Bluetooth headsets, see the next page for more.

The provided list of headsets is by no means exhaustive, many other headsets should work. We recommend that you check with Jabra, Plantronics and Sennheiser, as they are also doing their own testing and can provide their own list of headsets supporting DX80.

The following headsets have been tested by Cisco:

- Jabra Evolve 40
- Jabra Evolve 65
- Jabra Pro 9450
- Jabra Pro 9470
- Sennheiser MB Pro 2

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Pairing with a Bluetooth Headset

Bluetooth Headsets

Bluetooth headset is supported on DX70 and DX80.

Bluetooth profiles supported:

- HFP (Hands-Free Profile)
- A2DP (Advanced Audio Distribution Profile)

Bluetooth headset is supported directly with the embedded Bluetooth radio or by using a USB Bluetooth dongle.

Multiple headsets can be paired with the video system, but only one can be connected at a time.

The range is up to 10 m (30 ft). If you move outside the range when in a call, the audio will switch to the speakers on the video system.

Most headsets have built-in volume controls. When in a call, the volume of the headset and video system is synchronized. When not in a call, the volume buttons on the headset and video system operate independently.

Supported Bluetooth features:

- Answer incoming calls
- Reject incoming calls
- Hang up calls
- Volume up and down

Some headsets have mute control. This operates independently from the mute control on the video system.

USB Bluetooth Dongle

Using a USB Bluetooth dongle is recommended, as it gives better audio quality. When using the dongle the headset is detected as a USB headset.

Note that there will be no synchronization of headset volume and video system volume when using a dongle.

We have tested Jabra Link 360, Plantronics BT300 and Plantronics BT600; though others may work as well.

Pairing a Bluetooth Headset

1. Activate Bluetooth pairing on the headset. If in doubt, consult the instruction manual for the headset.
2. Go to the Settings as explained at lower left. For more on the System information menu, see “Settings” on page 38. If Bluetooth is disabled, turn it on. Bluetooth is enabled by default.
3. The video system will scan for devices. Upon successful discovery the Bluetooth headset should be displayed in the device list.
4. Select the device and pairing begins. It may take a few seconds for the pairing to complete.
5. If the pairing is successful the video system will now list the headset as connected. The pairing is then completed.

You can switch between the speaker of the video system and the devices connected via Bluetooth or USB.

Select the icon in the status bar of the user interface, and choose from the available devices:

- Speakers
- Analog headset (DX70 only)
- USB headset
- USB handset
- Bluetooth device

To start pairing tap **Settings**, in which menu you will find **Bluetooth settings** listed.

You may use Bluetooth pairing directly to the video system, or use a USB dongle.

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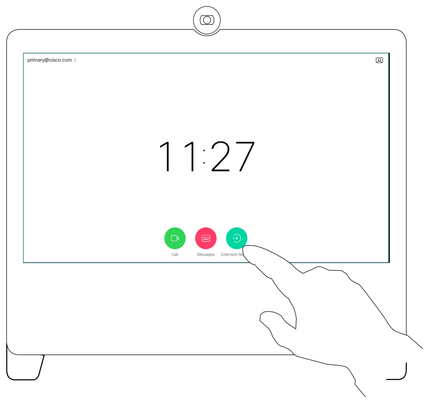
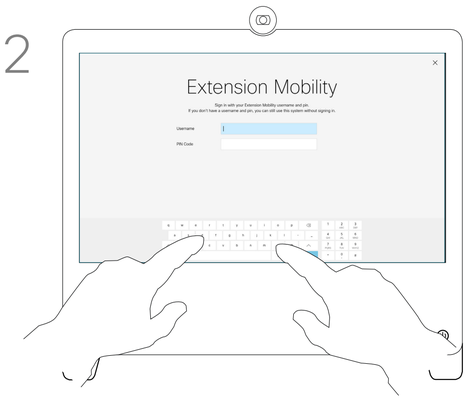
Logging On With Your Own Credentials

1



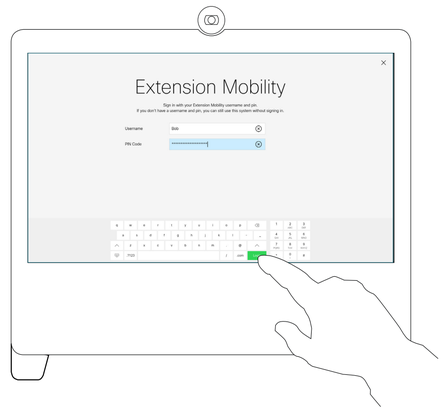
Tap the green **Extension Mobility** button.

2



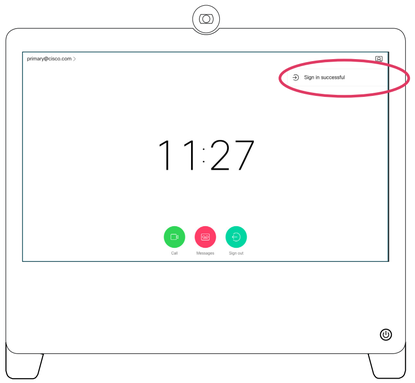
Key in your Username and PIN Code.

3



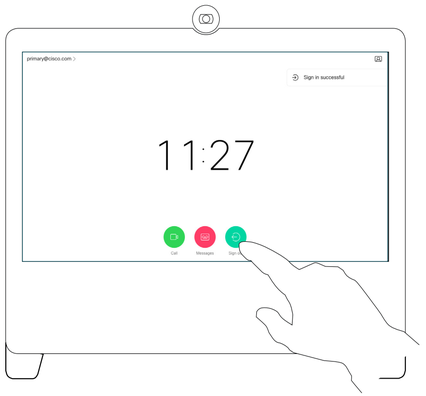
Tap **Login**.

4



The system will confirm that your Sign in was succesful.

5



To log out again, tap **Sign out**, as shown.

About Extension Mobility

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.

Once you log out from Extension Mobility your list of Recents wil be cleared from the system.

Extension Mobility is also referred to as Hot-desking.

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Video Calls

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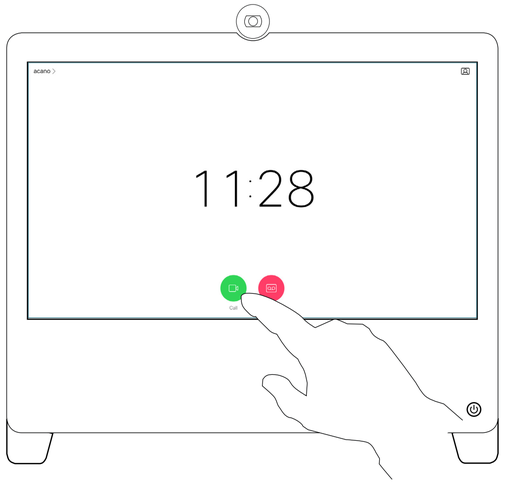
Video Calls

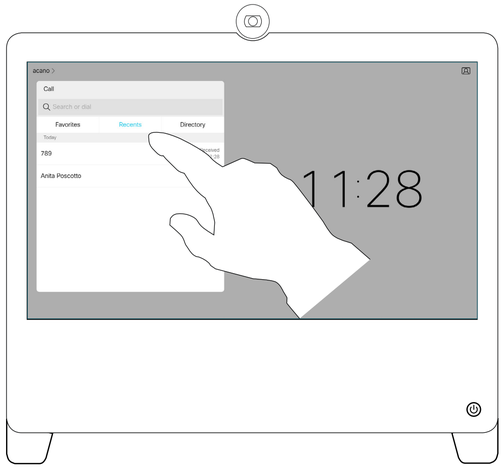
Place Call From Contact List

1



Tap the green **Call** button.

2

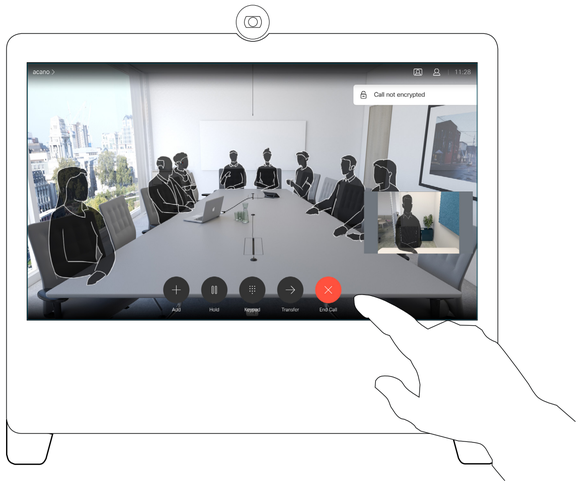


To search for someone in a specific list (*Favorites*, *Directory* or *Recents*), tap that list and then scroll down to locate the entry to be called.

3

Tap that entry to produce the green **Call** button. Then tap the green **Call** button, as shown.

4



The call will now be placed. To end the call, tap the red **End** icon.

About the Lists of Contacts

Your lists of Contacts consist of three parts:

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

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

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

The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling and change the call rate.

Note that removing entries from *Recents* can only be done from the web interface.

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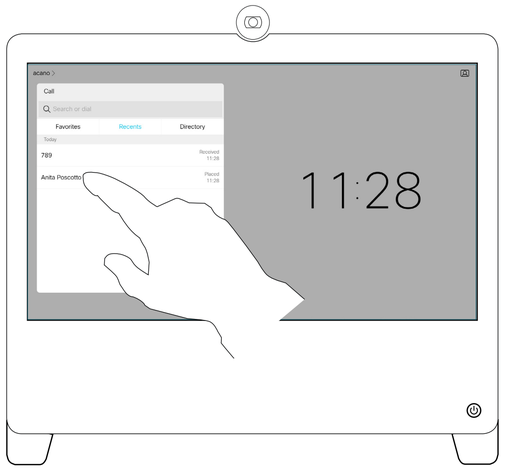
Edit a Contact Before Calling

1



Locate the entry to be edited before a call is placed. Tap that entry. This will produce the *Call* menu.

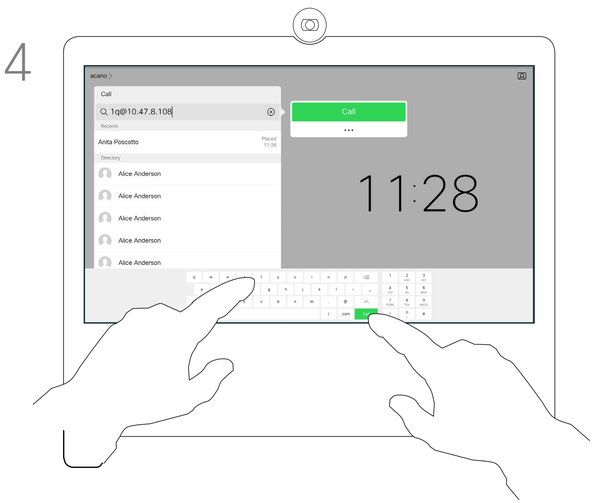
2

Tap the **More** (...) icon just below the green **Call** button.

3

Tap Edit and Call.

4



Use the keyboard to edit and then tap either of the green **Call** buttons to place the call.

About Entry Edits

For how to enter the Contacts list, see the previous page.

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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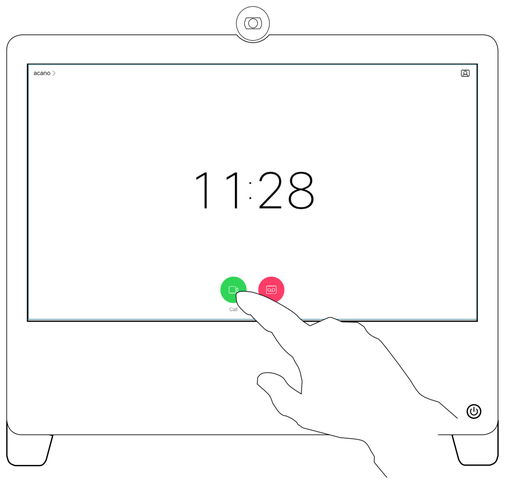
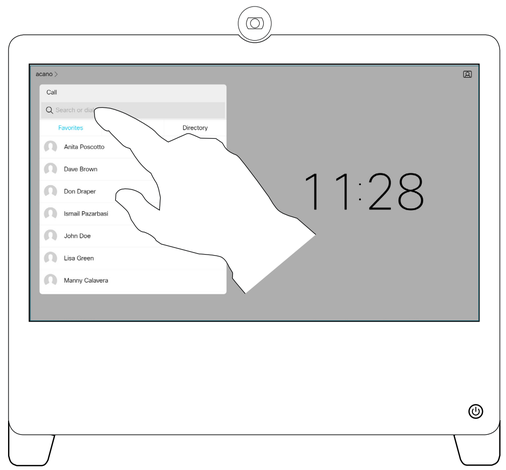
Place Call Using Name, Number or Address

1



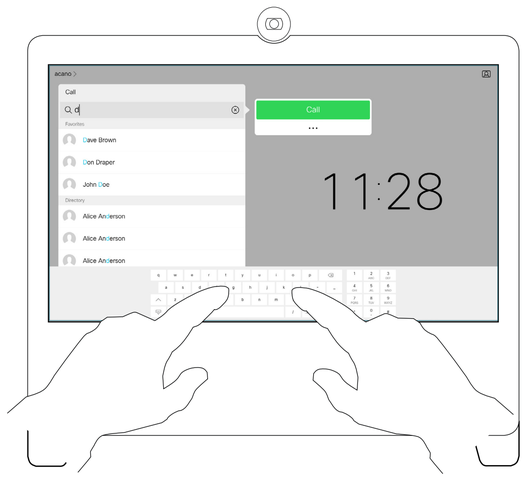
Tap the green **Call** button.

2



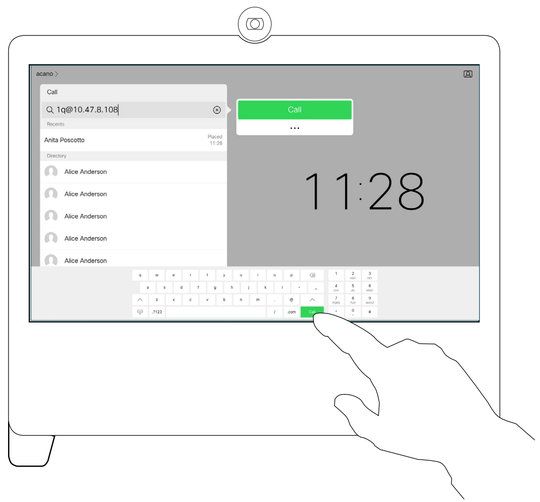
Tap the **Search or Dial** field. This will invoke the keyboard

3



Key in a name, number or address. Possible matches and/or suggestions will appear as you type. If the correct match appears in the list tap that match, otherwise keep typing.

4



When you have typed or located whom to call, tap either of the green **Call** buttons to place the call.

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 appearing on the display.

Anyone you have previously called, or who has called you, will appear in the *Recents* list and you may transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.

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

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

Note that Recents can be cleared from the web interface only.

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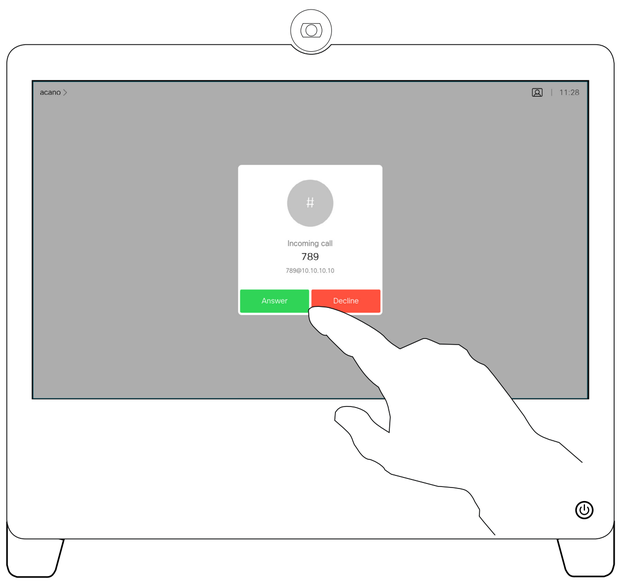
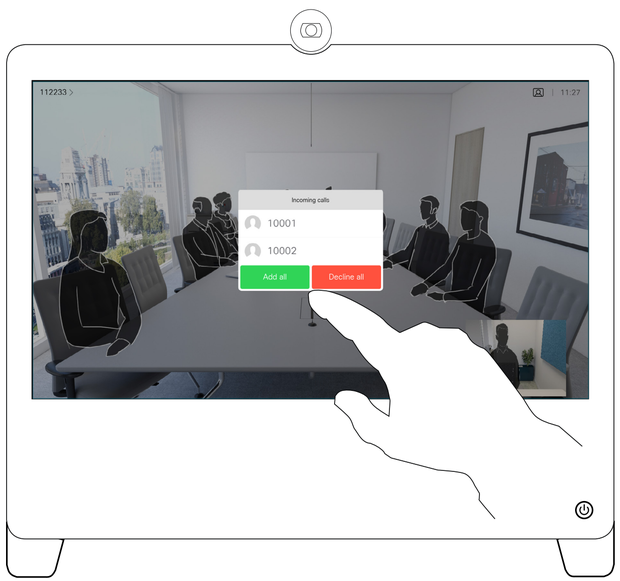
Incoming Calls



Tap accordingly to accept (answer) or decline an incoming call.



If your video infrastructure permits it, you may receive multiple incoming calls. You will then have the choice of adding them all to an existing call, or decline them all.

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).
- Your video infrastructure may allow you to receive multiple incoming calls. Consult your video support team, if needed.

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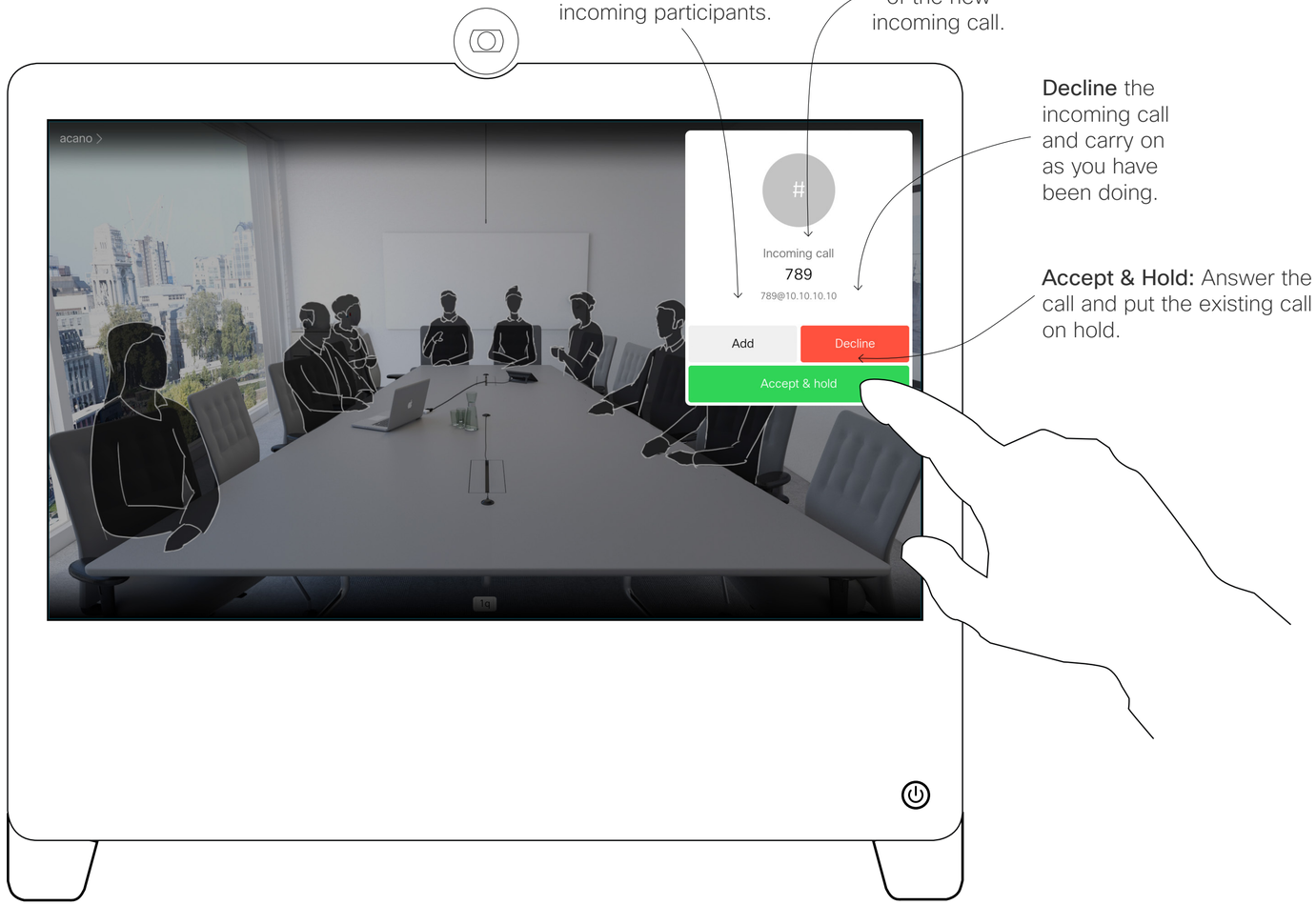
Receive Call While in Another Call



About the Options

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

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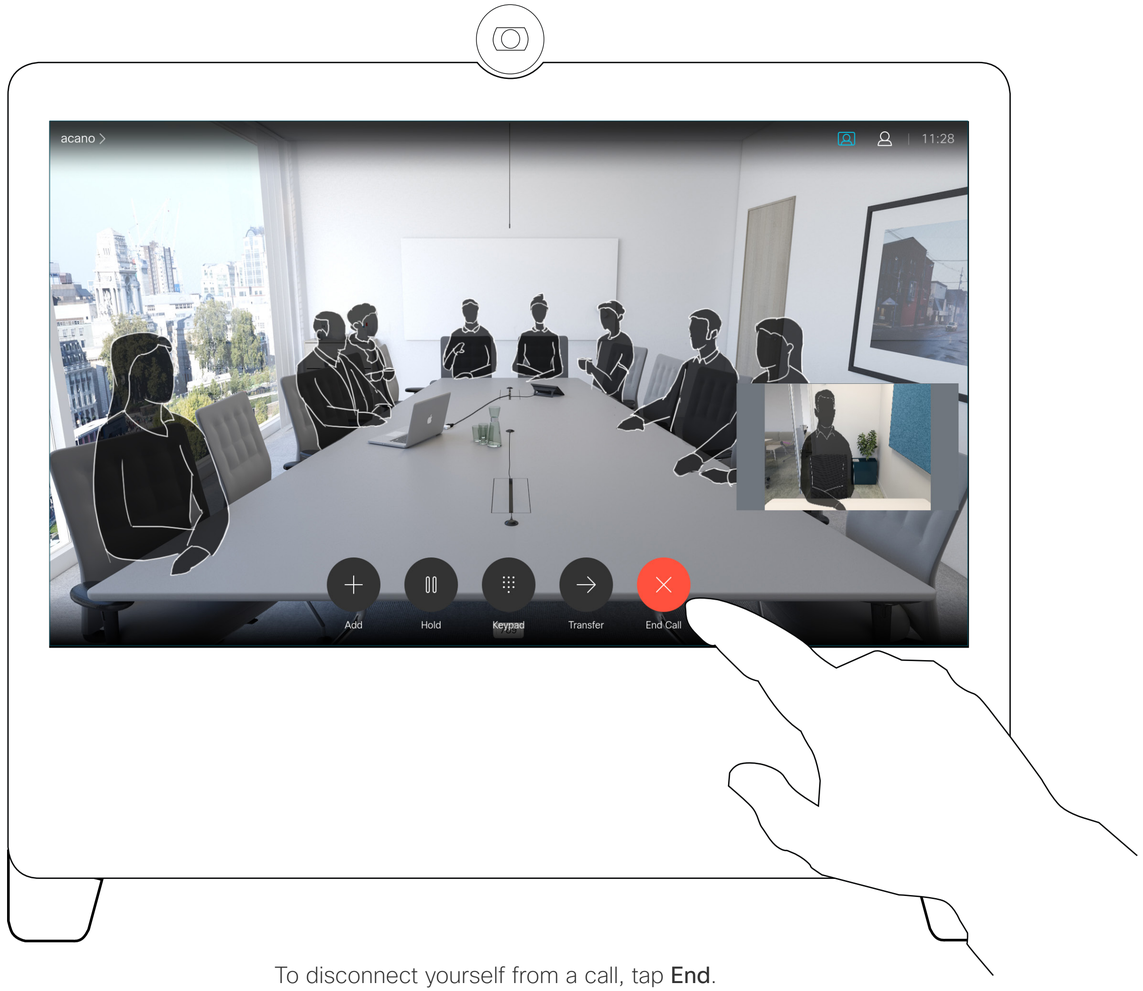
Disconnect Yourself From Call

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.



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

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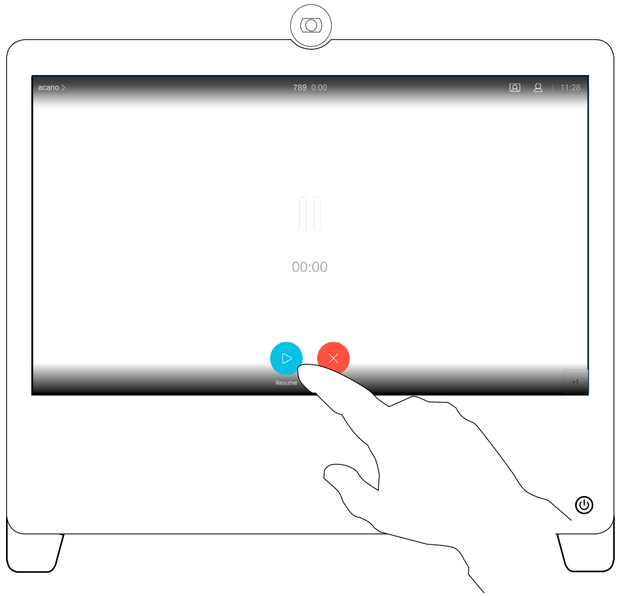
Put Call on Hold and Resume a Call on Hold

1

In a call, tap **Hold**.

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 where you will also include stopping the video transmission.

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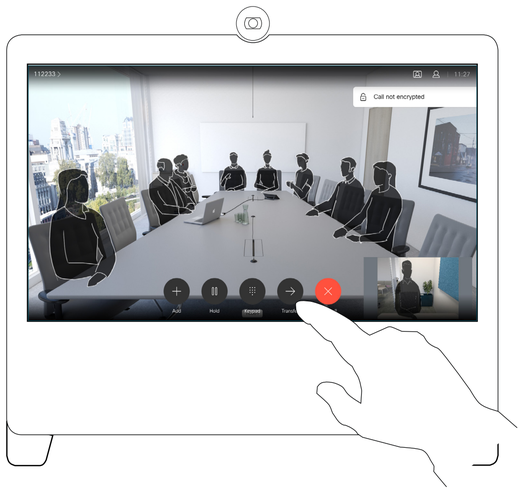
Video Calls

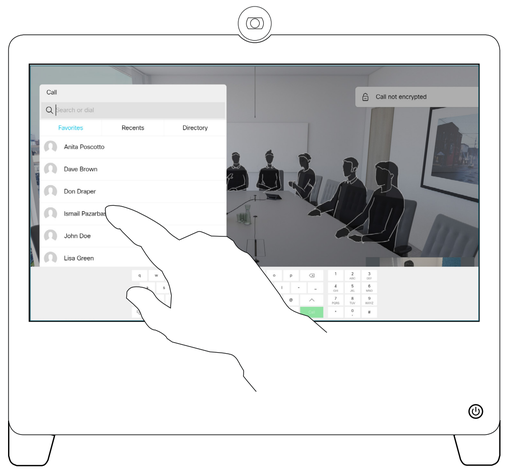
Transfer an Ongoing Call

1



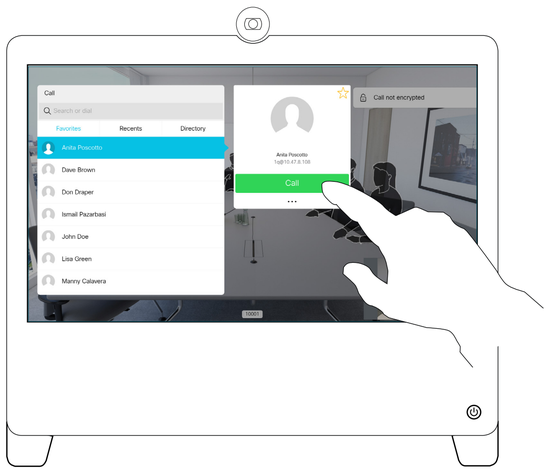
Tap the **Transfer** button. This will cause the current call to be put on hold.

2



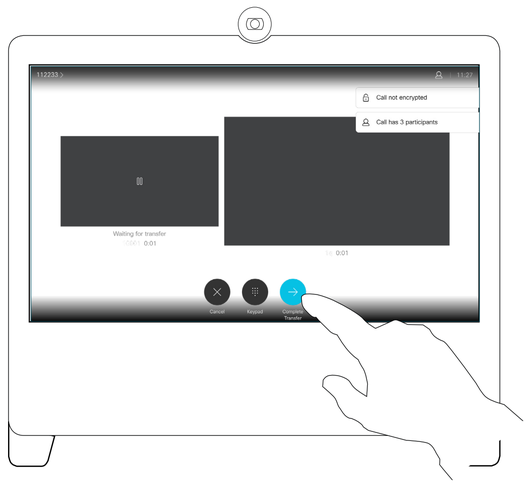
Search for whom to call in the usual way.

3



Tap the green **Call** button. Talk to the person to confirm that transfer is OK. The person to be transferred is still on hold.

4



Tap **Complete Transfer**.

About Transfer

You may transfer an ongoing call to another person. Transfer is always consultative, i.e. you will be able to talk to the person you are going to transfer a call to, before you actually transfer the call.

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Video Calls

Change Call Rate

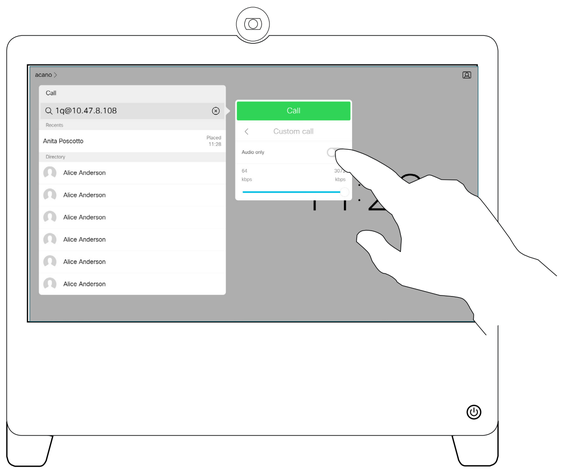
1

Tap the **Call** button (not shown), then locate the entry whose call rate you want to alter (not shown). Tap this entry to produce the *Call* menu and then tap the **More** (...) icon below the green **Call** button, as shown.

2

Tap **Custom call**.

3



Move the slider to the required setting.

4

Tap the green **Call** button to place the call.

About Call Rate

Call rate is the term used to express the amount of bandwidth allocated to the call. It is measured in kbps (kilobits per second).

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

The system comes with a default call rate. This is normally set by your video support team. Under normal conditions the call rate will be adjusted automatically by the system, whenever needed. This is done to avoid choking the video call when you try to call someone at a higher rate than their system and connection support.

If, for some reason, the automatic call rate setting fails, you may also do this manually as a last resort.

Call rate cannot be changed during a call, but you may change it just before you place a call, as shown at left.

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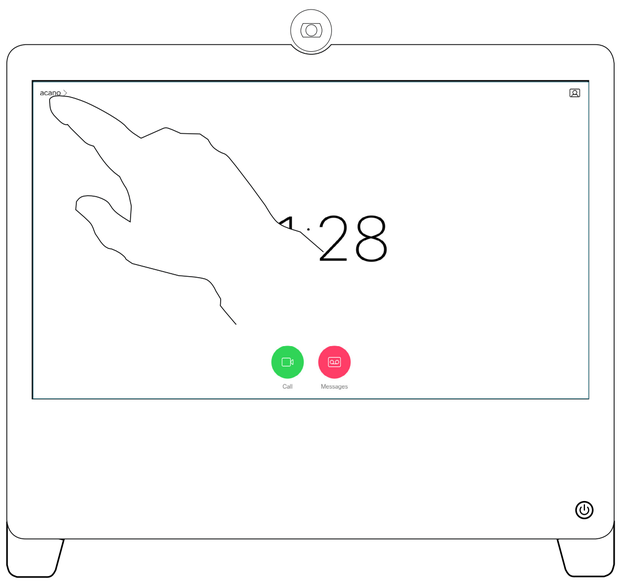
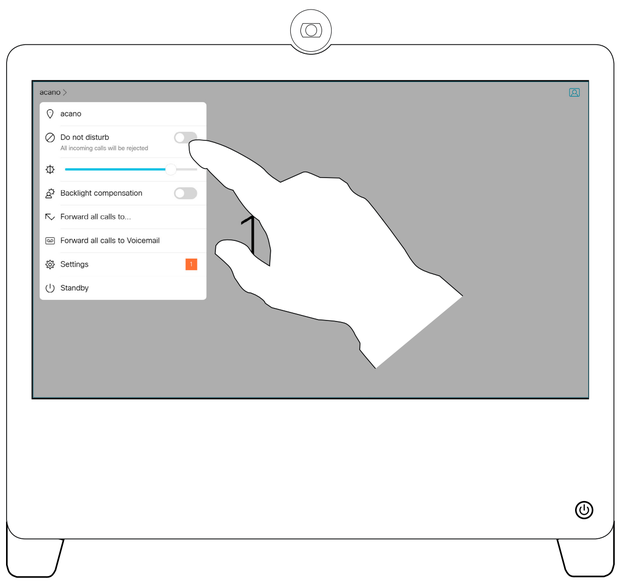
Activate Do Not Disturb

1



Tap in the upper left corner, as shown.

2



Tap **Do not disturb** to activate the feature. Tap again to deactivate.

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.

Your video support team may have set a time-out on this feature, after which the system will return to respond to incoming calls as usual. Default time-out setting is 60 minutes.

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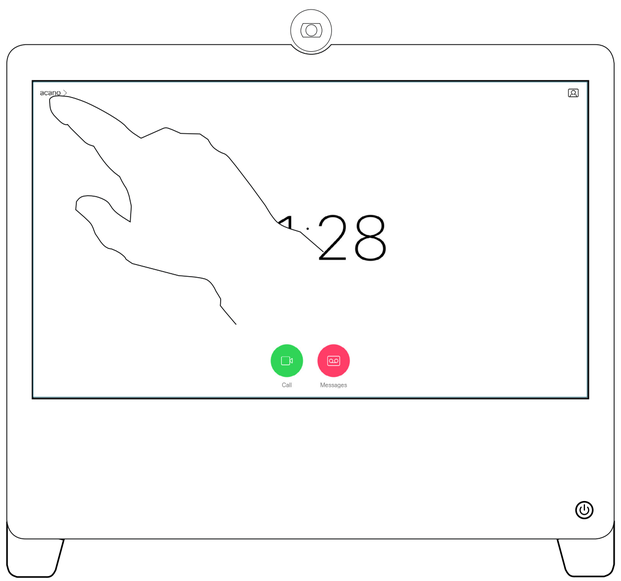
Automated Forwarding of All Calls

1



Tap in the upper left corner, as shown.

2

You may now choose to forward all calls to either a receiver specified by you, or to your voicemail.

About Forwarding Calls

Your video support team may have activated the option of forwarding all calls received. You may then choose between voicemail and a receiver appointed by you.

If you tap **Forward all calls**, the familiar **Call** menu will appear letting you specify whom to receive your calls.

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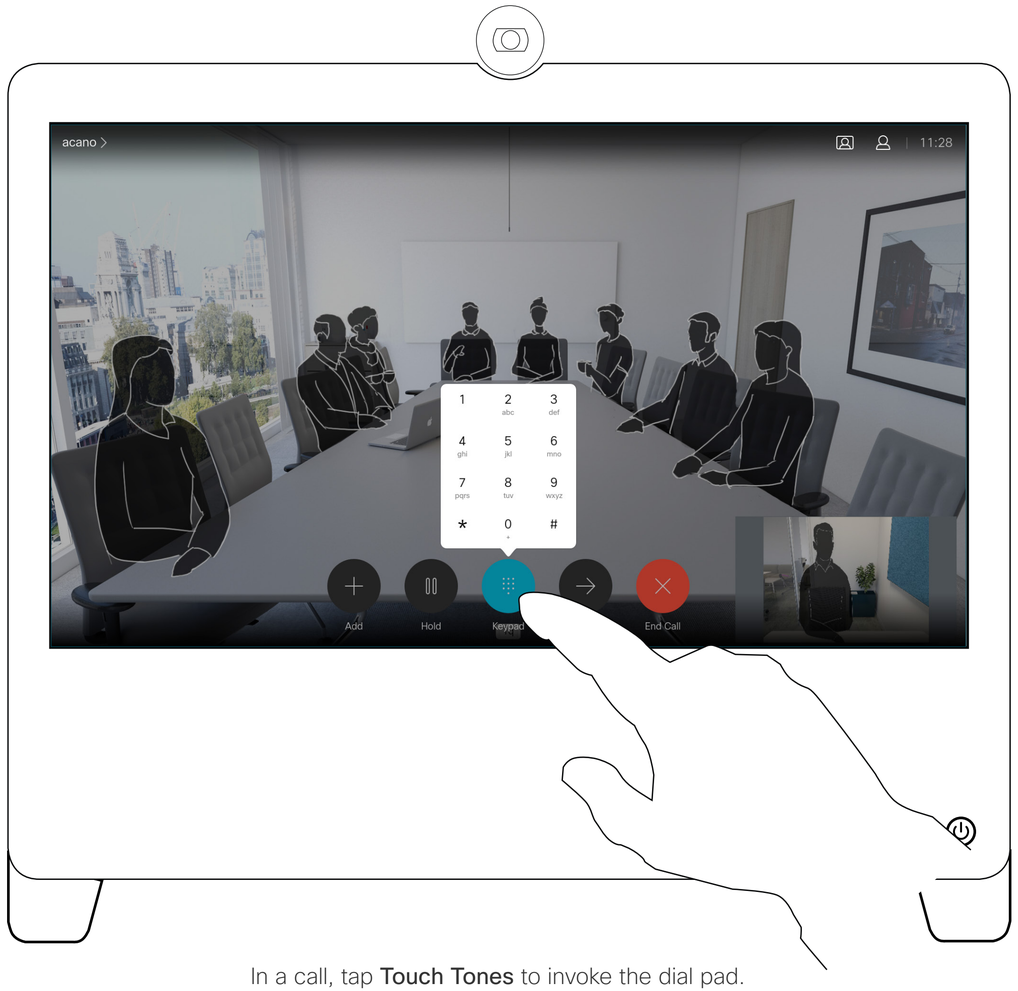
View Keypad While in a Call



In a call, tap **Touch Tones** to invoke the dial pad.

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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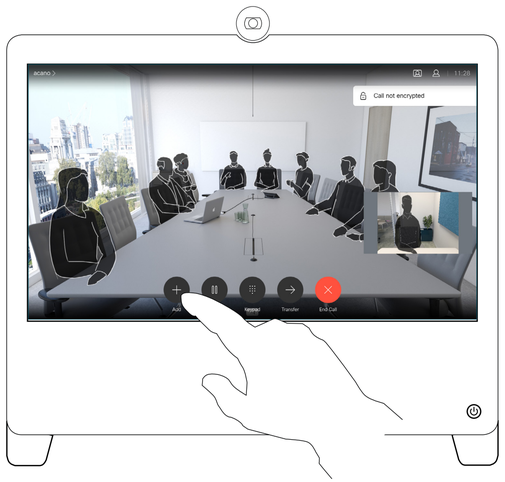
Video Calls

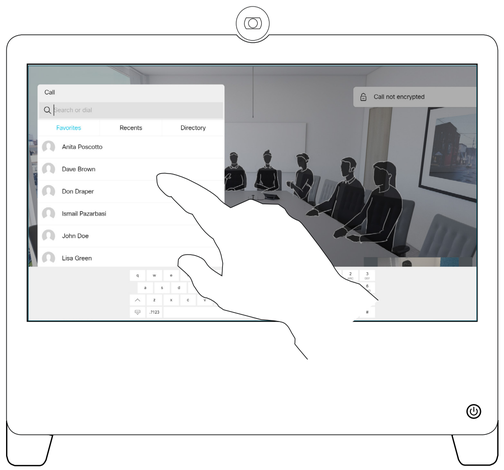
Add Additional Participants to Existing Call

1



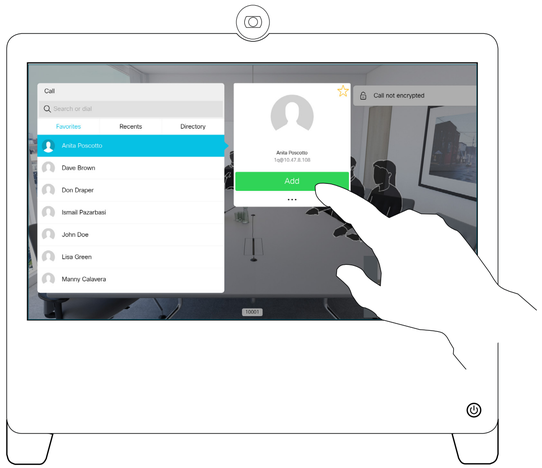
In a call tap **Add**.

2



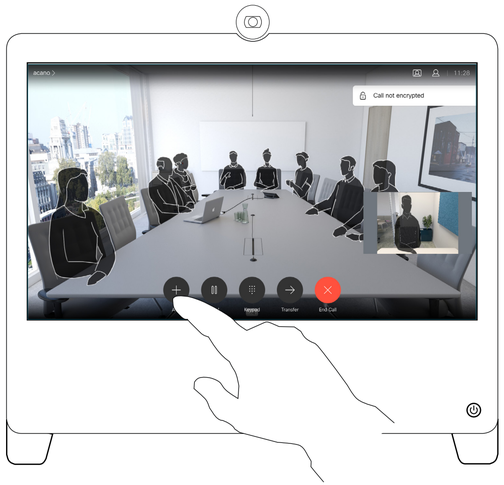
Locate whom to call, in the usual way.

3



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.

4



This new call will now be added to the existing and you have now established a conference.

You may repeat this procedure to the extent permitted by your video infrastructure.

About Video Conferences

Your video system network 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 you will be able to terminate the entire conference. The other participants may only disconnect themselves from the conference.

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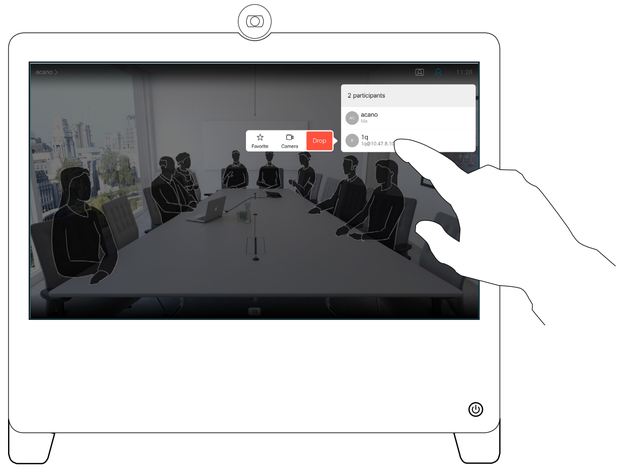
Disconnect a Participant From a Conference

1

In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2



Tap the participant to be dropped from the conference.

3

Tap **Drop**.

About Video Conferences

The ability to conduct a video conference from your DX70/80 is an optional feature that may, or may not, be available for your system.

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Intelligent Proximity

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On the Cisco Proximity Ultrasound Signal

Cisco video systems emit ultrasound as part of the Proximity feature. Most people are exposed to ultrasound more or less daily in many environments, including industry, commercial applications and home appliances.

Even if airborne ultrasound may cause subjective effects for some individuals, it is very unlikely that any effects will occur for sound pressure levels below 75 dB. Guidelines for ultrasound exposure limits vary heavily between countries, but 75 dB is the lowest limit presently found for the frequency band around 20 kHz, which is where the Cisco proximity signal is emitted.

A good reference for this information is Health Canada´s guidelines, http://www.hc-sc.gc.ca/ewh-semt/pubs/radiation/safety-code_24-securite/index-eng.php#a2.2.2.

These guidelines state that sound pressure levels lower than 120 dB have not been demonstrated to cause hearing losses, neither permanently nor temporarily.

For Cisco video systems for group use with integrated loudspeakers the ultrasound sound pressure level is below 75 dB at a distance of 50 cm or more from the loudspeaker.

For Cisco video systems for personal use the ultrasound sound pressure level is below 70 dB at a distance of 20 cm or more from the loudspeaker.

For Cisco WebEx Boards the ultrasound sound pressure level is below 75 dB at a distance of 20 cm or more in front of the display. The level can be slightly higher right below the display due to the downward-facing loudspeakers.

In most practical cases the level at the ear of the user will be much lower than these max levels, due to loudspeaker directivity, distance attenuation, and high degree of high frequency absorption in typical rooms. The levels will range from what for audible sound would be typical background / ambient noise levels in meeting spaces up to so-called conversational levels of normal speech.

It is therefore deemed safe for humans to be continously subjected to the proximity signal. Most people will not be aware of the presence of the signal, and suffer no effects from it. A few individuals with especially acute high frequency hearing can, however, be able to hear it, this is most likely to happen directly in front of and close to the loudspeaker.

It is obvious that animals like dogs will hear the proximity signal, since their frequency range of hearing is so much wider.

However, the effect of sound is also level dependent, and the level range of a dog´s hearing is not significantly different from that of a human. The hearing threshold of dogs at 20 kHz can be as low as 0–10 dB, similar to the threshold of a human ear in its most sensitive frequency range.

Cisco has not done testing or qualification of the possible effects the signal can have on dogs. Due to the limited levels it is believed that while the signal is clearly audible it is not bothersome to dogs.

A dog in an office or meeting room will be subject to ultrasound at levels comparable to normal background noise, or at most conversational levels. There has been no reports of animals being bothered by the signals in the years we have had this feature in our products.

However, the question of ultrasound effect on dogs is fair, since dog repeller devices using ultrasound do exist. These devices typically claim to use discomforting, but not harmful ultrasound. Cisco does not have insight into dog repeller design, but scanning the specifications of such devices typically reveals that the exposure levels typically are 100 dB and upwards.

For solutions using Cisco video codecs with 3rd party loudspeaker systems Cisco is not able to control the ultrasound sound pressure level. In most cases the necessary loudspeaker sensitivity and frequency response will result in levels below the 75 dB limit. However, if excessive external amplification is applied, or the loudspeaker system has an emphasized high-frequency response, levels in excess of the limit can be produced.

About Proximity

The Intelligent Proximity feature allows you to share content from a computer wirelessly on the video system. Smart phones and tablets are also able to view the shared content directly on their own screens.

You can even use your own smart phone, tablets, PC or MAC to control calls on the video system.

Observe the following:

You will need to download (free of charge) the Cisco Intelligent Proximity app from App Store or Google Play.

Windows or OS X users, go to https://proximity.cisco.com/.

Your video support team may have activated none of the features, all of them, or just a subset of them.

Intelligent Proximity makes use of ultrasound when connecting users (see more at left). Do not block the microphone of your computer, smart phone or tablet.

Intelligent Proximity has been designed not to work outside the meeting room when doors to the room are kept closed. You will need to be in close proximity of the video endpoint to use the feature.

When privacy dictates, always keep the meeting room entrance doors closed to avoid possible eavesdropping from adjacent rooms.

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Content Sharing

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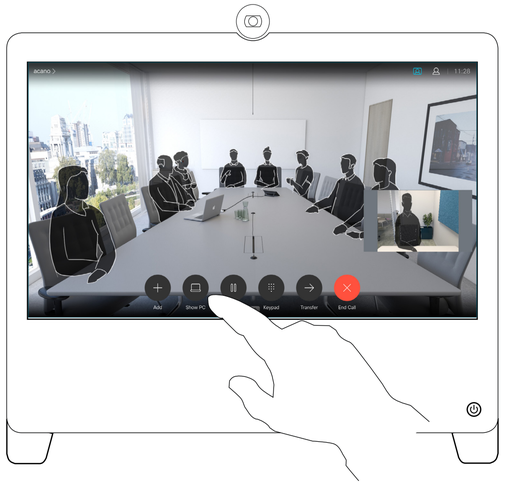
Sharing Content In a Call

1



In a call, connect your source and make sure it is switched on. Tap **Show PC** to display the screen of your PC locally on your DX70/80. What you see on the screen when you do this, is not shown to the other participants.

2

If you do not want to share your PC screen with the others tap **Hide PC** to return to the previous state. Otherwise, tap **Share**, as shown to proceed to sharing content.

3

The content of your PC screen will now be shared with the other participants.

4

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 .

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

Tip Your system camera can work as a document camera. Just tilt it, as shown, to present a document or any other physical object that lies on your table in front of the system.

The camera senses what you do to it and automatically flips the image vertically. Thus, the image appears as expected to the far end.

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Change Presentation Layout In a Call

1

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

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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Scheduled Meetings

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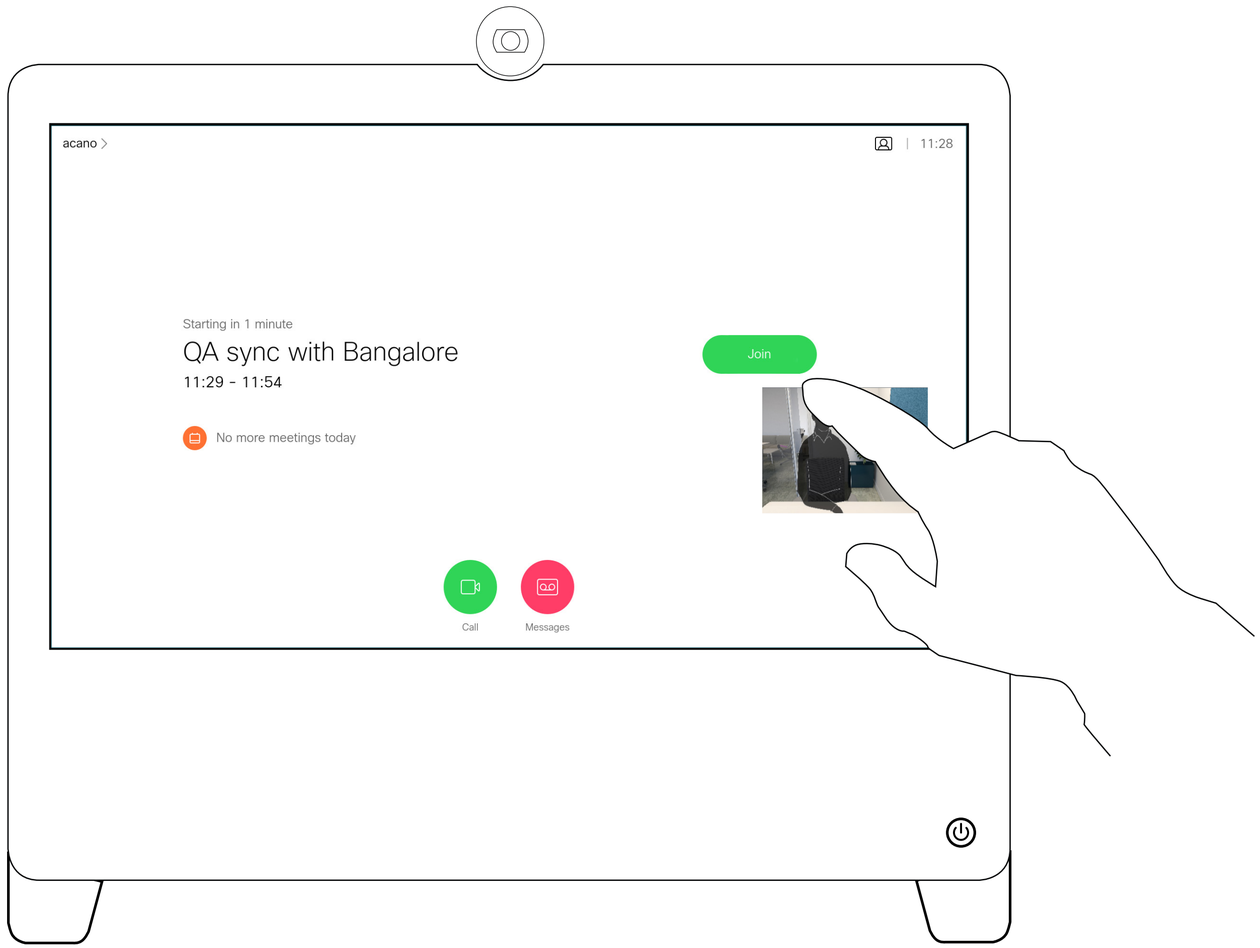
Join a Scheduled Meeting



Joining a Meeting

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear as shown at left.

Tap **Join** to participate in the meeting.

Should the meeting have started already, you may still join.

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Contacts

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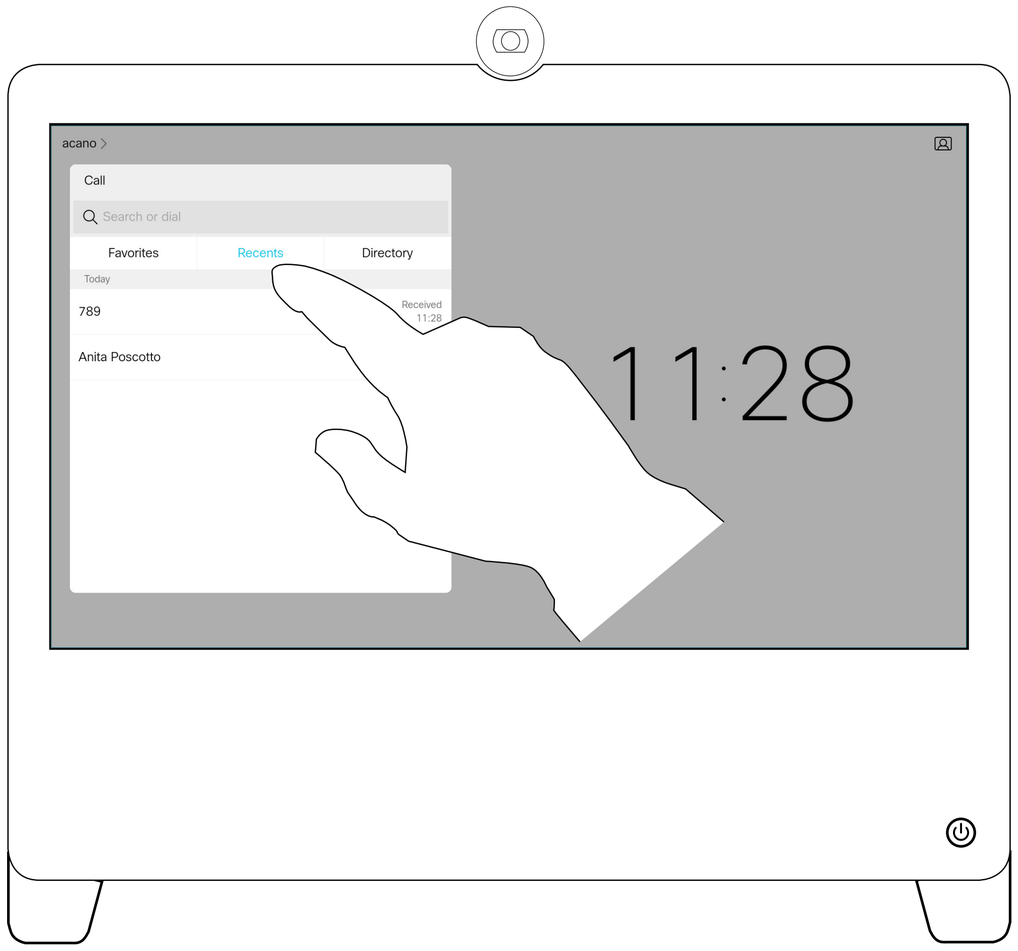
Favorites, Recents and Directory



About the Contacts Lists

Your lists of Contacts consist of three parts:

Favorites. These contacts have been 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.

Note that removing entries from *Recents* can only be done from the web interface.

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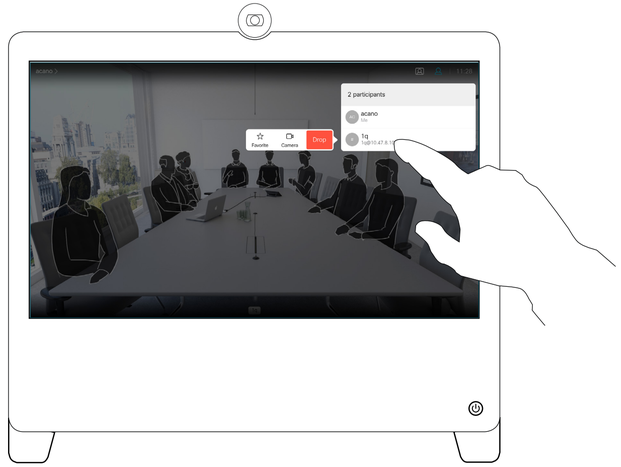
Add Someone to Favorites, While in a Call

1

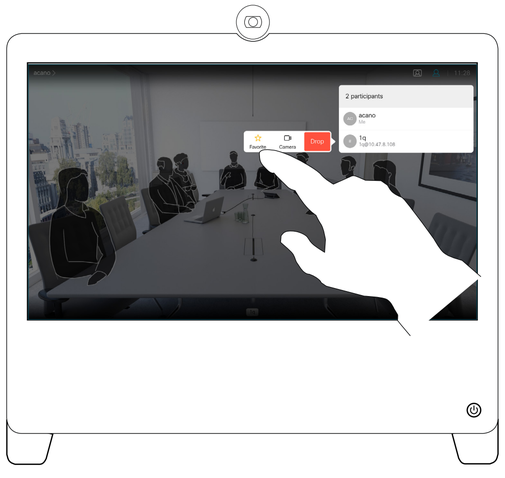
In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2



Tap the participant to be turned into a Favorite. A small menu allowing you to drop that participant (terminate that participation) or to add the participant to the list of favorites.

3



Tap **Favorite**.

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.

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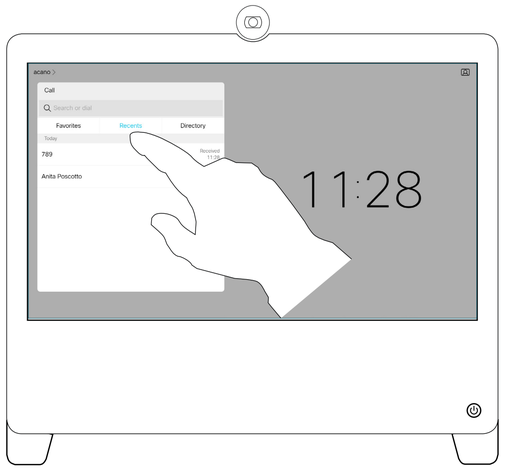
Add Someone to Favorites, Outside a Call

1

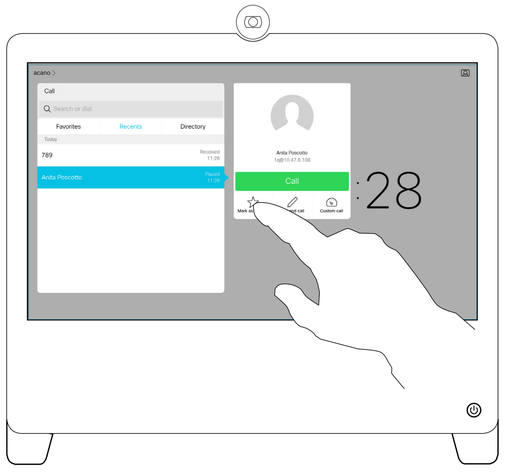


While not in a call, tap **Call** (not shown) to invoke the *Contacts* list, as shown. Tap **Recents** or **Directory** and search for the entry to become a Favorite.

2

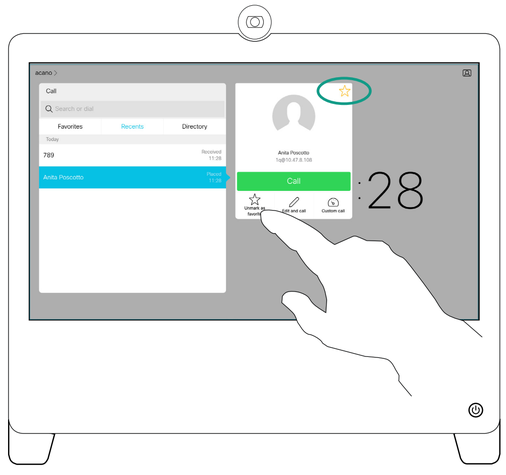
Tap the participant to be turned into a Favorite. This will cause the above screen to be shown. Tap the **More** (...) icon below the green **Call** button.

3



Tap **Mark as Favorite**. The entry has now become a Favorite. Tap anywhere outside the menu to exit.

4



A Favorite is denoted by a golden star, as indicated. To remove an entry from the list of Favorites, go to **Favorites** in the *Contact* lists and repeat the procedure.

About this feature

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.

To add a manual entry to the list of Favorites, type the name or address in the *Search or Dial* field as explained in "Place Call Using Name, Number or Address" on page 11.

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Camera Control

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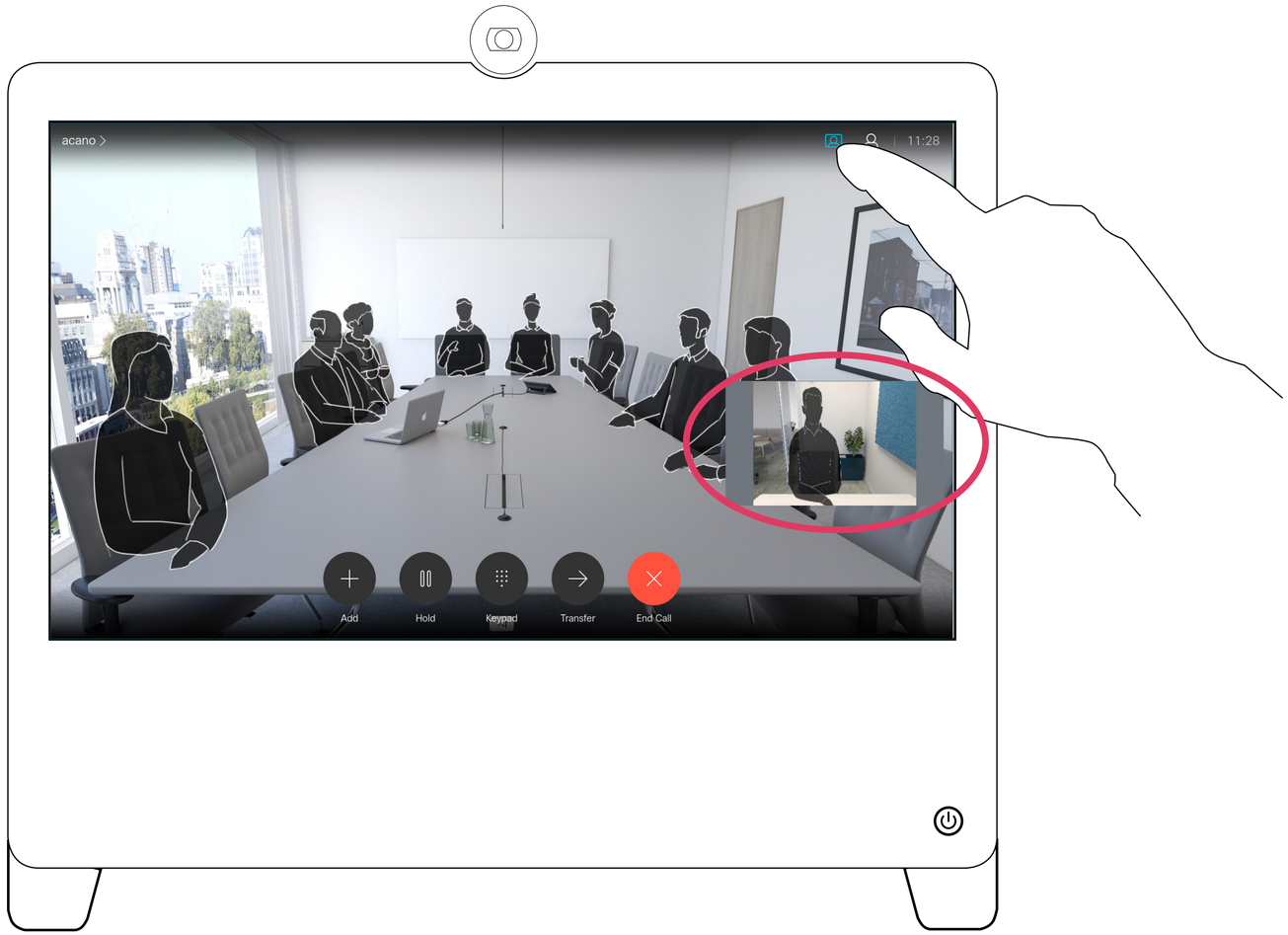
Camera Control

Turn Selfview On and Off



Why Selfview?

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 you remain seen on the screen.

Tap as shown at left to activate or deactivate the Selfview.

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 (see the next page for more).

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Camera Control

Move the Selfview PiP

1

Tap and hold the selfview image.

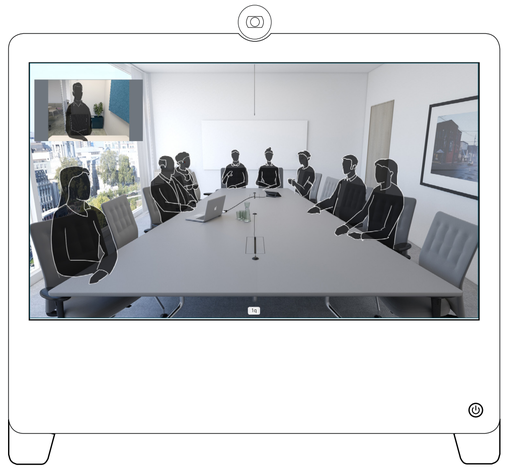
2

You will now see the alternate positions available for the selfview image. Keep holding the image.

3

Drag the image to a new position, shown here is the upper left corner.

4



Release the image by lifting your finger from the screen. The selfview image has now assumed its new position.

Why Move the Selfview?

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 you remain seen on the screen.

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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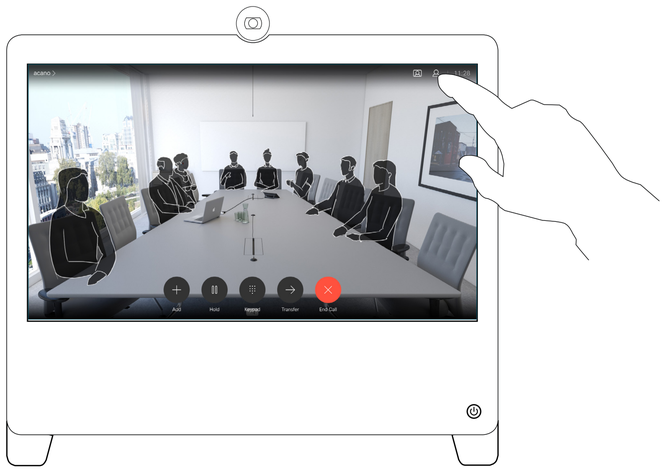
Camera Control

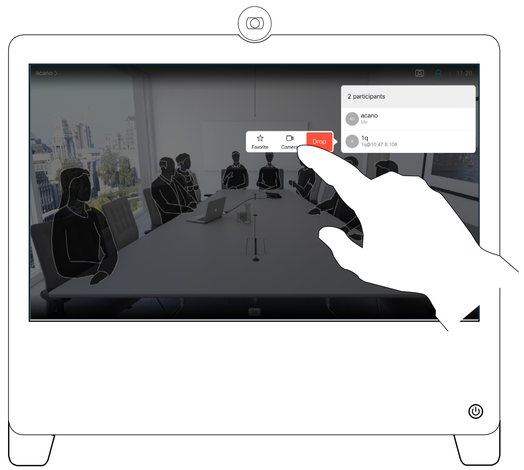
Far End Camera Control

1



Tap the **Participant** icon.

2



Tap the praticipant, whose camera you want to control, then tap **Camera**.

3

Use the Pan, Tilt and Zoom controls as required.

4

Tap somewhere outside the controls when you are done.

About Camera Control

You may be in a video call, in which one or more of the other video systems have a remotely controllable camera.

You will then be able to control those cameras from your own video system. This is referred to as Far End Camera Control (FECC).

If the far end system has activated camera tracking (which takes place when the camera tracks and shows who is speaking) you will not be offered the option of FECC.

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Settings

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Overview of the Settings Accessible

Provides video address information, IP and MAC address, SIP Proxy and the current software version.

Activate, deactivate Bluetooth.

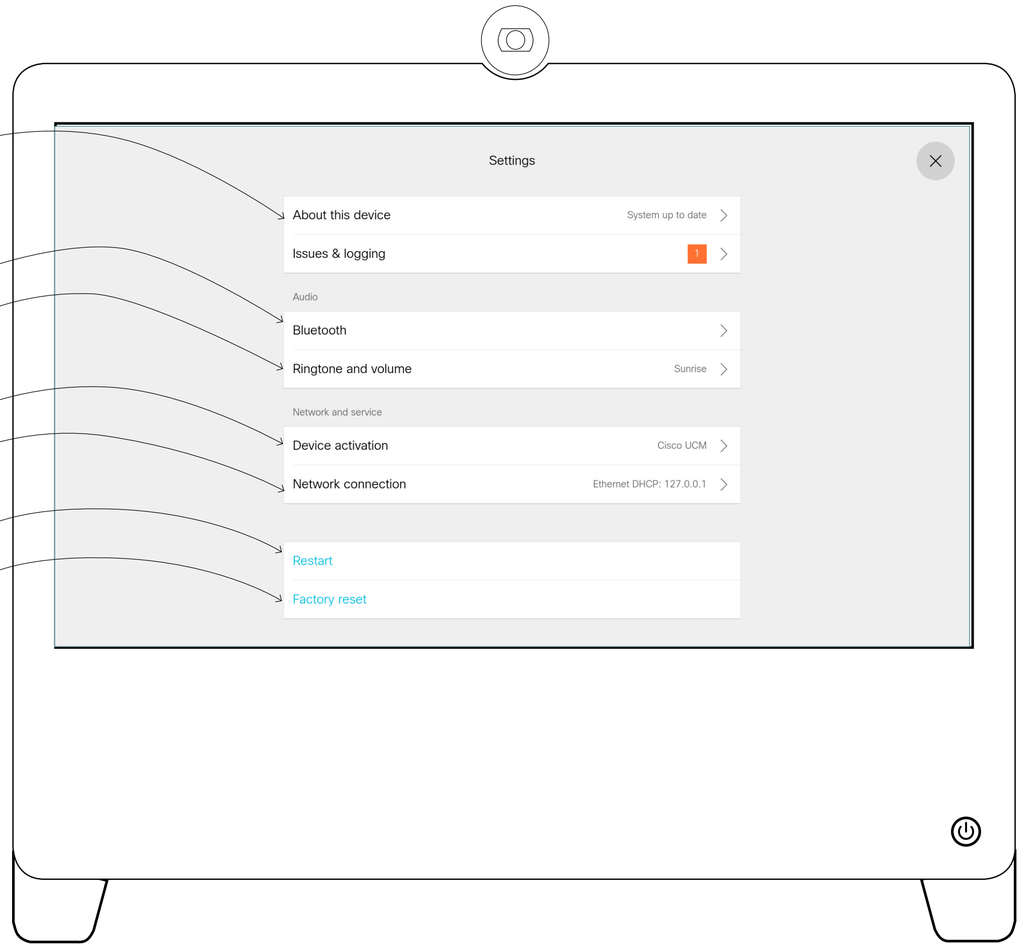
Lets you select ringtone and set the volume of the ringtone.

Choose a call service.

Select between Wired and Wireless (Wi-Fi) connection.

Restart the system.

Perform a Factory Reset to return to Factory default settings (not shown).



About Settings

This menu is accessed by tapping the little icon in the upper left corner followed by tapping **Settings**. It provides an overview of the well-being of your DX70/DX80.

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