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All entries in the table of contents are active hyperlinks 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 are optional and may therefore not apply to your system.
Introduction to Video Conferencing
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.

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 obstacles block 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.

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. For systems with camera tracking this will not be needed.

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.
Introduction

Logging On With Your Own Credentials

1. Extension Mobility enabled systems have an extra button to let you sign in to the system with your own credentials. Tap the Extension Mobility button.

2. Key in Username and PIN code.

3. Tap Login, as shown.

4. Tap Sign out when leaving.

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 will be cleared from the system.

Extension Mobility is also referred to as Hot-desking.
Video Calls
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; change the call rate and remove the entry from Recents.

### Place Call From Contact List

1. Tap the **Call** button.

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

3. Alternatively, tap the Search or Dial field. This will invoke the virtual keyboard and your entry will be looked for in all lists.

4. Key in the name, number, or IP address. Matches will appear as you type. Tap and hold * to type the point sign used in IP-addresses.

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.

6. When you have located whom to call, tap the name and then tap the green **Call** button.
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.

Video Calls
Edit a Contact Before Calling

1. Tap the Call button.

2. Tap the Search or Dial field or scroll through any of the lists, as shown on the previous page.

3. Once you have located the entry, tap it to show the Call menu. In the Call menu, tap Edit and call, as shown.

4. Edit as required, and tap the green Call button to place the call.

About Entry Edits
Video Calls

Place Call Using Name, Number or IP-Address

1. Tap the **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 the name and then tap the green **Call** button 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 of the Touch pad.

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.

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 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.
Video Calls

Receive Calls—When not In a Call Already

An incoming call may be answered or declined.

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.

If your system allows you to receive multiple incoming calls, you may elect to add all or decline all.
If you already are in a call, you may accept another incoming call under certain circumstances.

Video Calls

Receive Calls While in Another Call

If Someone Calls You
Video Calls

Disconnect Yourself From Call

To disconnect yourself from a call, tap End.

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, tapping End will, for some types of conferences, cause the entire conference to terminate.
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.

**Video Calls**

**Put Call on Hold and Resume a Call on Hold**

1. Assume that you are in a call. Tap Hold.

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

Activate Do Not Disturb

1

Tap in the upper left corner, as shown.

2

Tap Do not disturb, as indicated. To deactivate the feature, repeat the procedure.

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.
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.

Video Calls

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.
Video Calls

View Keypad While in a Call

In a call, tap Keypad 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.
Video Calls

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 called you). Tap Add.

2. Locate whom to call, in the usual way.

3. Place the call, in the usual way.

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 to add more participants.

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

Note that you must be the host of the conference to be able to disconnect others from a conference.

**Video Calls**

**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 one you want to disconnect from the conference.

3. Tap *Drop*.
Intelligent Proximity
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.


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 continuously 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.

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.
Content Sharing
Your video system supports the ability to show presentations in a video call.

If your source device has been Intelligent Proximity enabled, just switch on Proximity on your device, let your device pair with the video system and you will be able to share content wirelessly.

Observe that you may change the layout of the screen during presentations, see the following pages for more on this.

**Note!** Your system may have been configured to let one of the video input connectors of your video system share HDCP protected content, thus allowing you to watch video through Google ChromeCast, Apple TV or a HD TV decoder etc. This feature is available outside calls only.

If you attempt to share content through this specific video connector while in a call, no content sharing will take place. Instead, the part of the screen normally allocated to content sharing will turn black in order to maintain the HDCP regime. This will apply to any content you attempt to share in a call via this input connector—be it HDCP protected or not.
You may also use your video system in local meetings to present and share content outside calls.

If your source device has been Intelligent Proximity enabled, just switch on Proximity on your device, let your device pair with the video system and you will be able to share content right away.

**Note!** Your system may have been configured to let one of the video input connectors of your video system share HDCP protected content, thus allowing you to watch video through Google Chromecast, AppleTV or a HD TV decoder etc. See also the previous page for more on this.

**Content Sharing**

**Sharing Content Outside Calls**

1. Connect the source device to the video system with a suitable cable, make sure it has been switched on and tap **Share**.

2. Tap **Share** to show the content on your video system’s screen(s).

   Tap the X in the upper right corner, as shown, to return to the previous display.

3. Tap **Stop sharing** to end the session.
Change Presentation Layout In a Call

1. Tap the Layout icon, as shown.

2. Tap the layout you want to use. Tap anywhere outside the filmstrip when you’re done.

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.
Scheduled Meetings
Scheduled Meetings

Join a Scheduled 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.

When time is due, you will be prompted to join the meeting. Tap **Join**.
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.

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

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. In the list of participants tap the one to become a Favorite.

3. Tap Favorite.

4. The participant is now a member of the list of Favorites (the star has turned golden).

To remove an entry from the list of Favorites, go to Favorites in the Contact lists and repeat the procedure.

Tap anywhere outside the menu when you’re done.

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.
Contacts

Add Someone to Favorites, Outside a Call

1. 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 entry to be turned into a Favorite. This will cause the above screen to be shown.

3. Tap *Add to Favorites*. The entry has now become a Favorite.

4. A Favorite is denoted by a golden star, as indicated.
   - To remove an entry from the list of Favorites, repeat the procedure.
   - To exit this menu, tap the X, as shown.

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.
Camera
View Camera Settings

1. Tap Camera to invoke the camera adjustment menu.

2. Any camera presets defined will be listed here.
   - Turn Selfview On and Off
   - Pan and tilt controls
   - Turn Speaker tracking On and Off
   - Maximize/ minimize Selfview
   - Zoom in and out

About Camera Control

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.

For systems equipped with Speaker tracking, turning this on will cause the camera system to zoom in on the person currently speaking.
Camera

Add Camera Position Preset

1. Tap Camera to invoke the camera adjustment menu.

2. Selfview will be activated automatically. Adjust Tilt, Pan and Zoom, as required. Then tap + Add new.

3. Tap in the text field.

4. Key in a descriptive name and tap Save to put changes into effect.

5. Tap anywhere outside the menu when you’re done.

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.
Camera

**Edit Camera Position Preset**

1. Tap Camera to access the Camera menu.

2. Tap the preset to be edited. Selfview will be activated automatically.

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.
   To delete an existing preset tap Remove.

6. Tap anywhere outside the menu when you're done.

---

**About Editing Presets**

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.
Systems equipped with a speaker tracking camera system use camera 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 not be available. You must turn off speaker tracking to get access to the presets. Activate speaker tracking as shown on this page again, if needed.

Note Speaker tracking will not work if the microphones are muted.

Speaker tracking may be expanded to include the Snap to Whiteboard and Presenter Tracking features, as outlined on the following page.
Camera

Presenter Track

1. To enable Presenter Tracking, tap Camera, in the upper right corner.

2. Systems with PresenterTrack enabled will have this as a camera preset, as shown. Be aware that camera presets will not be accessible if Speaker Tracking has been activated (see the previous page for more on this).

3. Tap anywhere outside the menu to exit. To deactivate Presenter Track, press the preset again.

About Presenter Tracking

Systems with SpeakerTrack may include the Presenter preset. This preset must have been implemented by your video support team to work.

PresenterTrack enables the camera to zoom in and track a presenter who is moving about the stage presenting. The stage zone will have been defined by your video support team.

Once the presenter leaves the stage the tracking is brought to a hault.

The procedure for setting this up and the products supporting this feature can be found in the CE9.2 Administrator Guide for our room systems and codecs.
Camera

Control Own Camera

Using your camera presets

1. In a call or outside a call (shown here), tap Camera.

2. Select the preset to use.

3. Tap anywhere outside the menu when you’re done.

About Editing Presets

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

Adjusting your camera’s pan, tilt and zoom

4. In a call or outside a call (shown here), tap Camera.

5. Adjust Pan, Tilt and Zoom. The selfview will be temporarily turned on to assist you.

6. Tap anywhere outside the menu when you’re done.
Camera

Manage Selfview

Outside a call

1. Tap Camera.
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).
   Repeat to turn it off again.
3. Tap anywhere outside the menu when you’re done.

In a call

1. If you want to turn the selfview off, while in a call, tap the Selfview avatar, as shown.
2. Tap Turn off, as shown.

About Editing Presets

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), but also in full screen (see the next page).

The position of Selfview PiP can be changed anytime, be it in a call or outside a call. For details on this see two pages ahead.
Camera

Resize the Selfview PiP

Why Resize 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 yourself, you may want to maximize the selfview.

Outside a call

1. In a call or outside a call (shown here), tap Camera.

2. Tap Maximize to resize the selfview image. Repeat procedure to minimize it.

3. Tap anywhere outside the menu, when you’re done.

In a call

1. If you want to turn the selfview off, while in a call, tap the Selfview avatar, as shown.

To turn the selfview on, in a call, do as explained above (Outside a call).

2. Tap Maximize, to resize the selfview image, as shown. Repeat to minimize.
Move the Selfview PiP

1. Tap and hold the selfview image.

2. The selfview image will now turn blue. You will also 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.
Camera

Far End Camera Control

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

2. Tap the one whose camera you want to control.

3. Tap Camera.

4. Adjust the remote camera. Tap anywhere outside the camera control buttons when you’re 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.

You do not have access to any remote camera presets.
Gaining Access to the Settings

The System information page provides information on IP address, MAC address, SIP Proxy, software version installed and device name. In addition it contains a set of wizards to help you set useful things.

If you need to go further into the settings, you must access the system via its web interface, for which you will need administrator credentials.
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