The next generation Cisco TelePresence System team collaboration solution. The Profile, the Quick Set C20 and Quick Set C20 Plus, as well as solutions based on the Codec C Series, bring colleagues face-to-face at the touch of a button through a user-friendly touch screen interface.

Easily share presentations and multimedia to spark ideas and generate better discussions.

Cisco TelePresence Systems
Profile Series / Codec C Series / Quick Set C20

Use with Cisco TelePresence Touch
What’s in this guide?

The top menu bar and the entries in the Table of Contents are all hyperlinks. Just click on them to go to the topic.

We recommend that you visit the Cisco web site regularly for updated versions of this guide.

Go to: http://www.cisco.com

This document describes the use of the Cisco TelePresence Touch with the Cisco TelePresence System Profile Series, Codec C Series and Quick Set C20. For a description on how to use these video systems with the remote control Cisco TRCS, we refer to the TC4.0 User Guide which is available separately for download.
Chapter 1
Getting started
The basics of the Touch Controller

Information bar

Do not disturb is set here.

Microphone mute (on/off)

Volume

Any messages while you were away is indicated here

Call someone
Run presentations
Selfview, camera control and settings

Basic operating principles

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

Tap a button to activate its function.

Scroll in lists as outlined.
You may want to check how you appear on the screen. To do this, tap More ...

... then tap Selfview to watch the outgoing video (how the other side sees you).

You may want to adjust camera zoom and angle. While inside the More menu, tap Camera control ...

Entering Camera Control will also cause the system to show selfview, so if you know that camera adjustments are needed, you do not have to activate selfview first.

Use + and - to adjust the zoom and the arrow keys to adjust the camera’s angle.

Tap Back to go one level back, or tap anywhere outside to exit the menu.
You may want to adjust the camera’s whitebalance, exposure and backlight compensation. To do this, tap More ...

... then tap Settings to open the Settings menu.

Tap Camera Control & Settings to open the menu ...

... then tap the Manual setting of Whitebalance and Exposure to adjust the settings or set them to Auto to let the system decide.

Backlight compensation improves the outgoing image when there is a strong light behind you.
Sound matters
You may deactivate the microphone for privacy reasons, if needed (1). Tap as outlined (2) to adjust the sound volume.

Ring tones and sounds
To set ringtones and sound, tap More (1) followed by Settings (2). Then tap Ringtone & Sound Settings (3).

Set Keytones to On or Off, the Ringtone volume and select the ringtone of your choice. Tap Exit to go back.

Do not disturb
When set to Do Not Disturb, ringtones are muted and missed calls you get while having DND active, will be presented. You may, however, place calls as much as you like. To activate this feature, press the icon in the upper left corner. Press again to deactivate.

You may also hide the Do Not Disturb poster by tapping Hide.

Receiving calls
When someone calls you, the below display will appear. Tap ACCEPT to accept the call or DECLINE to decline it.
| Contents      | Getting started | Placing calls | Using directories | In-call features | Settings | Contact us |

**Chapter 2**

Placing calls
Calling someone by dialing the number or the URI

1. Tap **Contacts** as outlined, if needed.

2. Tap in the **Search or Dial** field (1).
   - This will produce the virtual keyboard.
   - Tap **ABC** to switch to the QWERTY keyboard and tap **123** to switch to the numeric keyboard. Key in the number or URI (2).

3. Once the entire number or URI has been entered, tap the **START** button.

4. Tap **END** to terminate the call.
Searching for an entry in any of the lists

1. Tap **Contacts** as outlined, if needed ...

2. ... then tap **Search or Dial**.

3. Enter the name, parts of the URI or parts of the number. Matches will appear as you write. Searching will take place within **Favorites, Directory** as well as **History** (see the next page for more on these).

4. Scroll among the matches, if needed ...

5. ... then tap the entry to be called (1) and then tap **START** (2) to place the call.

6. Tap **END** to terminate the call.
Calling an entry in one of the lists

1. Tap **Contacts** as outlined, if needed ...

2. ... then tap **Favorites, Directory, or History**.

3. Scroll among the entries, if needed ...

4. ... then tap the entry to be called and the **Place a call** dialog box appears. Tap **Start** to place the call.

5. Tap **END** to terminate the call.

**Favorites.** The list of favorites is your own shortlist of people and places you frequently call or otherwise want to have easy access to.

**Directory.** The directory serves as your corporate phone book. This directory cannot be edited by you. You may, however, copy entries to your list of favorites and edit them there.

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

**Keypad.** Tap the keypad icon to produce the keypad to enter a number or URI.
Calling more than one

1. Calling several to initiate a video conference is an optional feature. If your system permits it, you may set up a list of several participants and then call them all in one go.

   Enter a number or URI, or pick an entry from the **Directory**, the list of **Favorites**, or from the **History**.

2. Tap **ADD PARTICIPANT** as outlined to add the entry to the list of participants to be called.

3. The entry will appear on the bottom line of the touch pad, as outlined.

4. Repeat the procedure to add more participants.

   The maximum number of participants possible will depend on your system's configuration.

5. When all have been added, tap **START** to call them all.

6. Tap **END** to terminate the entire conference. To disconnect just one of the participants, tap the participant's name along the bottom line and then tap **END**.
Adding participants to an ongoing call

1. While in a call you may add participants provided that your system permits to do so. Tap Add ...

2. ... then select, in the usual way, whom to add to the ongoing call.

3. Once you have selected someone, the ADD TO MEETING dialog box will be produced ...

4. ... then tap ADD TO MEETING to include this participant in the meeting.

5. Repeat the procedure from 2 to include more participants, if needed. The maximum number of participants will depend on the system configuration.

6. Tap END to terminate the entire conference. To disconnect just one of the participants, tap the participant's name along the bottom line and then tap END.
Chapter 3
Using Favorites, 
Directory and History
### History

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

Tap History to produce the list...

...then tap an entry.

You will now be able to:

- Call the entry by tapping Start.
- Add the entry to an ongoing call (optional feature).
- Add the entry to Favorites.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list. To do this, scroll as outlined beyond what appears to be the top of the list. A Clear List button will then appear.

### Directory

The Directory serves as your corporate phone book. This directory cannot be edited by you. You may, however, copy entries to your list of favorites and edit them there.

Tap Contacts (if needed) and then tap Directory. The directory is typically organized as folders.

Tap a folder (1) to show its contents, scroll (2) if needed to locate a folder or an entry within a folder.

Once located, tap the entry to call, edit or add to your list of favorites in the same way as with the history list.

It may happen that an entry copied from the directory to the list of favorites later is updated in the directory. This update will not be reflected in your list of favorites—you must then manually update the entry in the list of favorites.

### Favorites

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

Adding to Favorites. To add someone to the list of favorites, locate the entry in Directory or History (as outlined) and tap it (1). This will produce a dialog box which allows you to tap Add to Favorites (2).

You may now edit the entry, if needed—just tap a field and the keyboard will be produced. Tap Save to put changes into effect.

Favorites should be considered as an editable directory and is used in the same way as History.

### Searching

You may search for entries (numbers or URIs). Searches will be conducted within all the folders, i.e. within the Favorites, the Directory and the History.

Tap in the Search or Dial field and key in the name, URI or number. Matches will appear as you search.

Once located, tap the entry to call, edit or add to Favorites.

When searching within the corporate Directory, the search will apply to the current directory folder and its subfolders only. To go one level up, tap Back. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.
Chapter 4
In-call features
Features in a call—an overview

- **Selfview**
  - On or off

- **Camera control**
  - Allows you to pan and zoom your own camera

- **Layout**
  - Lets you change the layout of images on the display (MultiSite only)

- **Use Touch Tones (DTMF)**
  - E.g., for extensions and pin codes to conferences

- **Add participants**
  - To create a conference (optional feature)

- **End the ongoing call**

- **Gain access to Settings**

- **Tap here in the white field to control the far end camera of this participant and to exclude this participant from the call**

- **Share contents**
  - (PC, video, doc. camera etc)

- **Tap here to display upper row of options**

- **Tap here in the white field to control the far end camera of this participant and to exclude this participant from the call**
Camera presets in a call

Camera presets cannot be accessed in this version. They are currently available only when the system is used with the Cisco remote control.

Note that when the endpoint/codec has been paired with the Touch control device, the system will refuse to accept commands from the remote control.

Using Touch Tones (DTMF) in a call

Sometimes you may be urged to enter touch tones (DTMF) during a call, typically to reach extensions or to provide a pin code.

1. Tap More ...
2. ... then tap Touch Tones
3. Use the touch tone keypad. Tap anywhere outside it to exit.
Sharing contents—conducting presentations

1.
You may share contents in a call—or outside a call. In the latter case you will be using your video system to share contents in your local meeting room.

Make sure your presentation source is connected to the video system before you start.

2.
In a call, or outside a call, tap **Presentation** ...

3.
... then select source by scrolling horizontally, if needed ...

4.
Tap **PRESENT** to start sharing contents.

5.
Tap again to gain access to the stop sharing contents menu ...

6.
... then tap **Stop Presenting** to actually stop sharing contents.

Note that you may alter the screen layout when sharing contents—see the next page for more. Applies to when being in a call only.
If you are in a MultiSite call or in a Point-to-point call with a presentation, you may alter the layout on the screen. To do this start by tapping **More** ...

... then tap **Layout** ...

... and finally select your preferred layout.

When a presentation is included in a call, all participants will be shown above the presentation, instead of below. This will provide a better feeling of eye contact.

Full screen will show the presentation only.

Changes to this set of layouts made by the TC-console utility are not supported and will be ignored.
The video endpoints whose use is described in this manual can be configured via the touch screen controller or via its web interface. For full access to all configurable parameters the web interface must be used—the Touch Controller provides access to a limited set of parameters only.

Chapter 5
The Settings
Gaining access to the Settings

Access the Settings as follows:

1. Tap More ...
2. ... then tap Settings ...

... and then you get access to the settings available. Observe that there are several other settings available, but these can be accessed from the web interface only. See the Administrator guide for your Cisco product. This guide is available for download separately.
The **System Information** pane contains information on the system’s software and hardware versions and connections, SIP and H.323 status etc.

<table>
<thead>
<tr>
<th>Settings</th>
<th>System Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td></td>
</tr>
<tr>
<td>Call Status</td>
<td></td>
</tr>
<tr>
<td>Camera Control &amp; Settings</td>
<td></td>
</tr>
<tr>
<td>Ringtone &amp; Sound Settings</td>
<td></td>
</tr>
<tr>
<td>Administrator Settings</td>
<td></td>
</tr>
</tbody>
</table>

**System Name:** Codec C90  
**Uptime:** 1 day, 23 hours, 56 minutes

**NETWORK**

- **IP Address:** 10.47.19.238  
- **Touch Screen IP:** 10.47.19.149

**H.323**

- **Number:** n/a  
- **ID:** norah.dollhouse@company.com  
- **Gatekeeper:** n/a  
- **Status:** Registered

**SIP**

- **Address:** sip.norah.dollhouse@company.com  
- **Proxy 1:** 10.47.1.98  
- **Proxy 2:** n/a  
- **Proxy 3:** n/a  
- **Proxy 4:** n/a  
- **Status:** Registered, Secured, Not verified

**SOFTWARE**
The **Call Status** pane provides in-call information on such things as call rate and frame rate, protocols used, packet loss and jitter.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Call Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Information</strong></td>
<td>Remote URI: <a href="mailto:peergynt@himself.enough.no">peergynt@himself.enough.no</a></td>
</tr>
<tr>
<td><strong>Call Status</strong></td>
<td><strong>Encryption Type:</strong> None</td>
</tr>
<tr>
<td>Protocol:</td>
<td><strong>Encryption:</strong> Off</td>
</tr>
<tr>
<td><strong>VIDEO</strong></td>
<td><strong>Transmit:</strong> H264</td>
</tr>
<tr>
<td>Protocol:</td>
<td><strong>Presentation:</strong> Off</td>
</tr>
<tr>
<td>Resolution:</td>
<td><strong>Receive:</strong> H264</td>
</tr>
<tr>
<td>Frame Rate:</td>
<td><strong>Presentation:</strong> Off</td>
</tr>
<tr>
<td>Channel Rate:</td>
<td><strong>n/a:</strong> 704 kbps</td>
</tr>
<tr>
<td>Total Packet Loss:</td>
<td><strong>n/a:</strong> 0.0%</td>
</tr>
<tr>
<td>Current Packet Loss:</td>
<td><strong>n/a:</strong> 0.0%</td>
</tr>
<tr>
<td>Jitter:</td>
<td><strong>ms:</strong> 1 ms</td>
</tr>
<tr>
<td><strong>AUDIO</strong></td>
<td><strong>Transmit:</strong> AACLD - Mono</td>
</tr>
<tr>
<td>Protocol:</td>
<td><strong>Receive:</strong> AACLD - Mono</td>
</tr>
<tr>
<td>Channel Rate:</td>
<td><strong>n/a:</strong> 63 kbps</td>
</tr>
<tr>
<td>Total Packet Loss:</td>
<td><strong>n/a:</strong> 0.0%</td>
</tr>
<tr>
<td>Current Packet Loss:</td>
<td><strong>n/a:</strong> 0.0%</td>
</tr>
<tr>
<td>Jitter:</td>
<td><strong>ms:</strong> 2 ms</td>
</tr>
</tbody>
</table>
The **Camera Control & Settings** pane lets you set the whitebalance and exposure of the camera. If you do not want to tweak this yourself, just leave it to the system by selecting **Auto**.

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

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

```
<table>
<thead>
<tr>
<th>Settings</th>
<th>Camera Control &amp; Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td></td>
</tr>
<tr>
<td>Call Status</td>
<td></td>
</tr>
<tr>
<td><strong>Camera Control &amp; Settings</strong></td>
<td><strong>Whitebalance</strong> Auto Manual</td>
</tr>
<tr>
<td>Ringtone &amp; Sound Settings</td>
<td><strong>Whitebalance (10)</strong> 1 16</td>
</tr>
<tr>
<td>Administrator Settings</td>
<td><strong>Exposure</strong> Auto Manual</td>
</tr>
<tr>
<td></td>
<td><strong>Exposure (22)</strong> 1 31</td>
</tr>
<tr>
<td></td>
<td><strong>Backlight compensation</strong> OFF ON</td>
</tr>
</tbody>
</table>
```
The **Ringtone & Sound Settings** pane lets you specify:

- **Keytones** on or off. When set to on you will hear a sound every time you tap a field on the Touch controller.
- **Ringtone volume**. How loud your ringtone shall sound.
- **Ringtone**. Select among several ringtones. You will hear a sample every time you tap a ringtone.

Note how the settings chosen are indicated. In the example shown, Keytones are set to Off.
The **Date, Time & Location** settings let you specify:

- 24h or 12h time format.
- Your preferred date format.
- Your preferred time zone.
- Whether date and time shall be set automatically or manually.

Note how the settings chosen are indicated. In the example shown, Time format is set to 24h.
The **Call Settings** pane lets you specify:

- **Auto Answer** On or Off. If you set this to **On**, the system will respond automatically to incoming calls. Note that the microphone will NOT be muted. If risk of eavesdropping is an issue, you may want to set this setting to **Off**.

- **Auto Answer Delay**. Specify the time until your system actually responds to an incoming call.

- **Default Call Rate**. If your connection has limited capacity you may want to use this setting.

- **Max Incoming/Outgoing Bandwidth**. You may specify these separately. May come in handy if you are on an asymmetric connection.

- **Default Call Protocol**. Specify which protocol to use as default.

Note how the settings chosen are indicated. In the example shown, Auto Answer is set to Off.
The IP settings pane for the Codec of the system lets you specify:

- The use of DHCP or Static IP addresses. If you decide to use Static, make sure you tap Save before leaving the menu.

![IP settings pane](image)
The IP settings pane for the Touch controller of the system lets you specify:

- The use of DHCP or Static IP addresses. If you decide to use Static, make sure you tap Save before leaving the menu.

<table>
<thead>
<tr>
<th>Date, Time &amp; Location</th>
<th>IP assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Settings</td>
<td></td>
</tr>
<tr>
<td>IP Settings - Codec</td>
<td></td>
</tr>
<tr>
<td><strong>IP Settings - Touch Screen</strong></td>
<td>[DHCP Static]</td>
</tr>
<tr>
<td>Pairing</td>
<td></td>
</tr>
<tr>
<td>H323 Settings</td>
<td></td>
</tr>
<tr>
<td>SIP Settings</td>
<td></td>
</tr>
<tr>
<td>Provisioning</td>
<td></td>
</tr>
<tr>
<td>EMC Resilience Mode</td>
<td></td>
</tr>
<tr>
<td>IP address</td>
<td>10.47.19.149</td>
</tr>
<tr>
<td>Subnet mask</td>
<td>255.255.255.0</td>
</tr>
<tr>
<td>Gateway</td>
<td>10.47.19.1</td>
</tr>
</tbody>
</table>
The **Pairing** pane shows status on the pairing of the Codec and the Touch controller of your video system. It also provides you with the option of unpairing the two.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Administrator...</th>
<th>Pairing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date, Time &amp; Location</td>
<td></td>
<td>Paired with: Cisco TelePresence System Codec C90</td>
</tr>
<tr>
<td>Call Settings</td>
<td></td>
<td>Product: Cisco TelePresence System Codec C90</td>
</tr>
<tr>
<td>IP Settings - Codec</td>
<td></td>
<td>H.323 id: xxxx</td>
</tr>
<tr>
<td>IP Settings - Touch Screen</td>
<td></td>
<td>Software: TC4.1.0 - (TEST SW)</td>
</tr>
<tr>
<td><strong>Pairing</strong></td>
<td></td>
<td>IP address: 10.47.19.238</td>
</tr>
<tr>
<td>H323 Settings</td>
<td></td>
<td>Serial number: N/A</td>
</tr>
<tr>
<td>SIP Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisioning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMC Resilience Mode</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Unpair]
The H.323 Settings pane lets you specify:

- An H.323 alias.
- Your H.323 id.
- Gatekeeper discovery (Manual or Automatic).
- The Gatekeeper address must be specified by you if discovery has been set to manual.
- Authentication mode On or Off. If set to On, the video system will send Login name and Password to the Gatekeeper for authentication.

In addition there are:

- Two fields to enter Login name and Password. The alphanumeric keyboard will appear whenever needed.

Be sure to:

- Tap Save to put changes into effect.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Administrator ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date, Time &amp; Location</td>
<td>H323 Settings</td>
</tr>
<tr>
<td>Call Settings</td>
<td>H323 number: 5500921</td>
</tr>
<tr>
<td>IP Settings - Codec</td>
<td>H323 id: <a href="mailto:margareth.wennersten.c90@londsbeg.com">margareth.wennersten.c90@londsbeg.com</a></td>
</tr>
<tr>
<td>IP Settings - Touch Screen</td>
<td>Gatekeeper discovery: Auto (Manual)</td>
</tr>
<tr>
<td>Pairing</td>
<td>Gatekeeper address: 10.47.1.58</td>
</tr>
<tr>
<td>H323 Settings</td>
<td>Authentication mode: OFF (ON)</td>
</tr>
<tr>
<td>SIP Settings</td>
<td>Login name</td>
</tr>
<tr>
<td>Provisioning</td>
<td>Password</td>
</tr>
<tr>
<td>EMC Resilience Mode</td>
<td></td>
</tr>
</tbody>
</table>

Save
The SIP settings pane lets you specify:

- Your URI.
- The Default transport layer, this can be set to TCP, UDP, TLS or Auto.
- The Proxy type can be set to Standard, Alcatel, Avaya, Cisco, Microsoft, Nortel, Experimental, Siemens. The experimental setting is for testing purposes.
- Outbound is not used in this version.
- Proxy discovery can automatic or manual. In the case of manual the proxy address must be specified by you.
- Login name and Password is required by the VCS.

Be sure to:

- Tap Save to put settings into effect.

![SIP settings pane](image-url)
Provisioning connects you to Callway or VCS. When either of these were ordered and received from Cisco you should also have obtained the necessary information and codes. Just follow the wizard.
If the Touch controller is used in environments with considerable amounts of electromagnetic noise present, you may experience an appearance of false signals—as if someone tapped the Touch controller when nobody obviously did so.

To cope with this you may set the **EMC Resilience Mode** to **On**. You must then press and hold for a little while, rather than just tap, in order to make the system aware of your tapping. This will avoid the appearance of false signals.
On our web site you will find an overview of the worldwide Cisco contacts.

Go to: http://www.cisco.com/web/siteassets/contacts/index.html

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