

Software version TC4.2
July 2011



Cisco TelePresence System EX60

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.

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Chapter 1

Introduction

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Chapter 2

Connecting the EX60

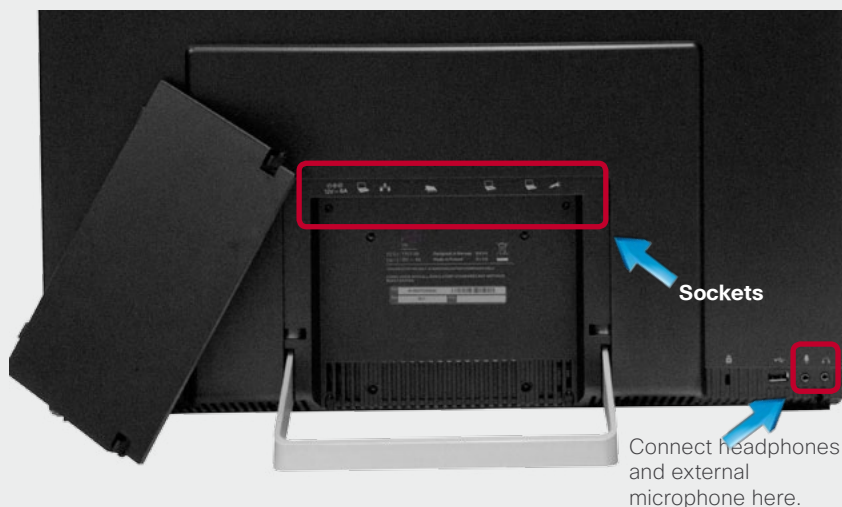
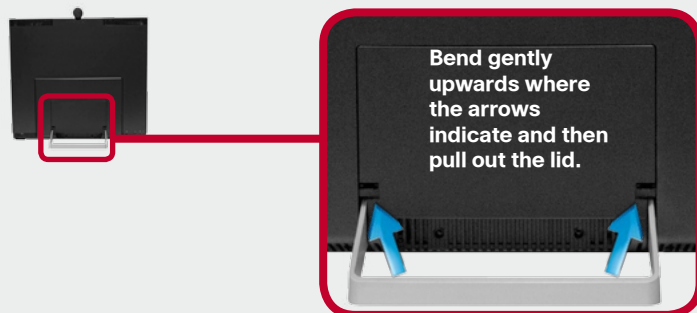


Connecting the EX60

Connect the cables as shown. Sockets are located behind the rear cover. If you have one LAN connection only—and need that for your PC—the EX60 has a built in Gigabit ethernet switch that enables you to connect your PC to the EX60 to access the LAN through the EX60.

Rear sockets access

Remove cover to get access to the connector sockets.

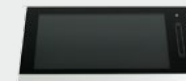


The EX60 parts

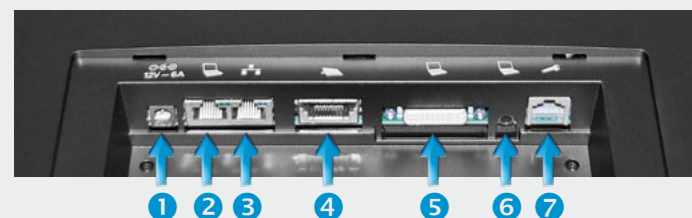
Camera with built-in privacy shutter.



The Cisco Telepresence Touch controller



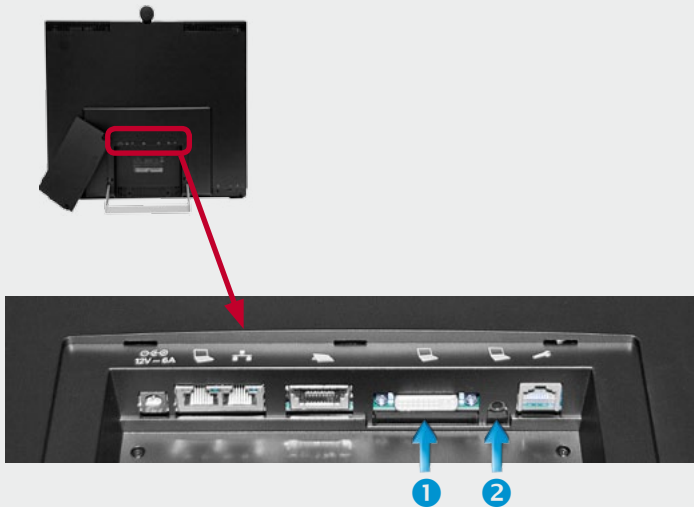
Connecting



- 1 Connect power here.
- 2 Connect your PC here if you need to share a single LAN connection with the EX60.
- 3 Connect your EX60 to the LAN.
- 4 Connect the touch screen controller.
- 5 DVI socket to use the EX60 as a PC screen.
- 6 Mini-jack socket for PC audio.
- 7 For service and maintenance.

Connecting a PC to the unit

Your EX60 has an HD display, which also may serve as your PC screen. Connect your PC to the DVI and Mini-jack sockets on the rear panel as shown below. DVI-D to DVI-I cable is recommended to get a high resolution image.



- 1 DVI socket to use the EX60 as a PC screen.
- 2 Mini-jack socket for PC audio.

Setting the screen resolution

A resolution of 1920 × 1200 is recommended. However, other resolutions may also be used as shown in the below tables.

Digital input via DVI

1920 × 1200 (recommended)
 1920 × 1080
 1776 × 1000 (not full screen)
 1680 × 1050
 1600 × 1200 (not full screen)
 1440 × 900
 1400 × 1050 (not full screen)
 1280 × 1024 (not full screen)
 1280 × 960 (not full screen)
 1280 × 800
 1280 × 768 (not full screen)
 1280 × 720 (not full screen)
 1152 × 648 (not full screen)
 1024 × 768 (not full screen)
 960 × 600 (not full screen)
 800 × 600 (not full screen)

Analog input via DVI

1920 × 1200 (recommended)
 1680 × 1050
 1600 × 1200 (not full screen)
 1440 × 900
 1280 × 1024 (not full screen)
 1024 × 768 (not full screen)
 800 × 600 (not full screen)

Screen resolution must be set via the web interface, using the Video Output HDMI [1] Resolution setting. For details on this, see the EX60 Administrator Guide, which is available separately for download.

Use as PC screen

If you choose to use your EX60 as your PC screen, connect your PC to the sockets on the rear panel as shown above.

Your EX60 will then serve as your PC screen outside calls. In a call tap **View desktop** to see the desktop.

Your desktop is **not** exposed to the other side.

Chapter 3

Using the EX60

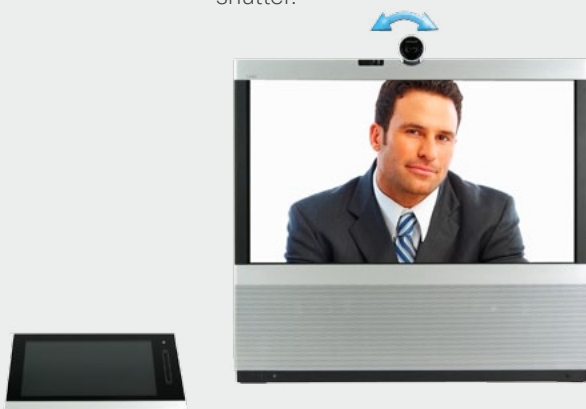
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Camera adjustments

The camera can be tilted mechanically in vertical direction.



Turn the circumference to activate the privacy shutter.

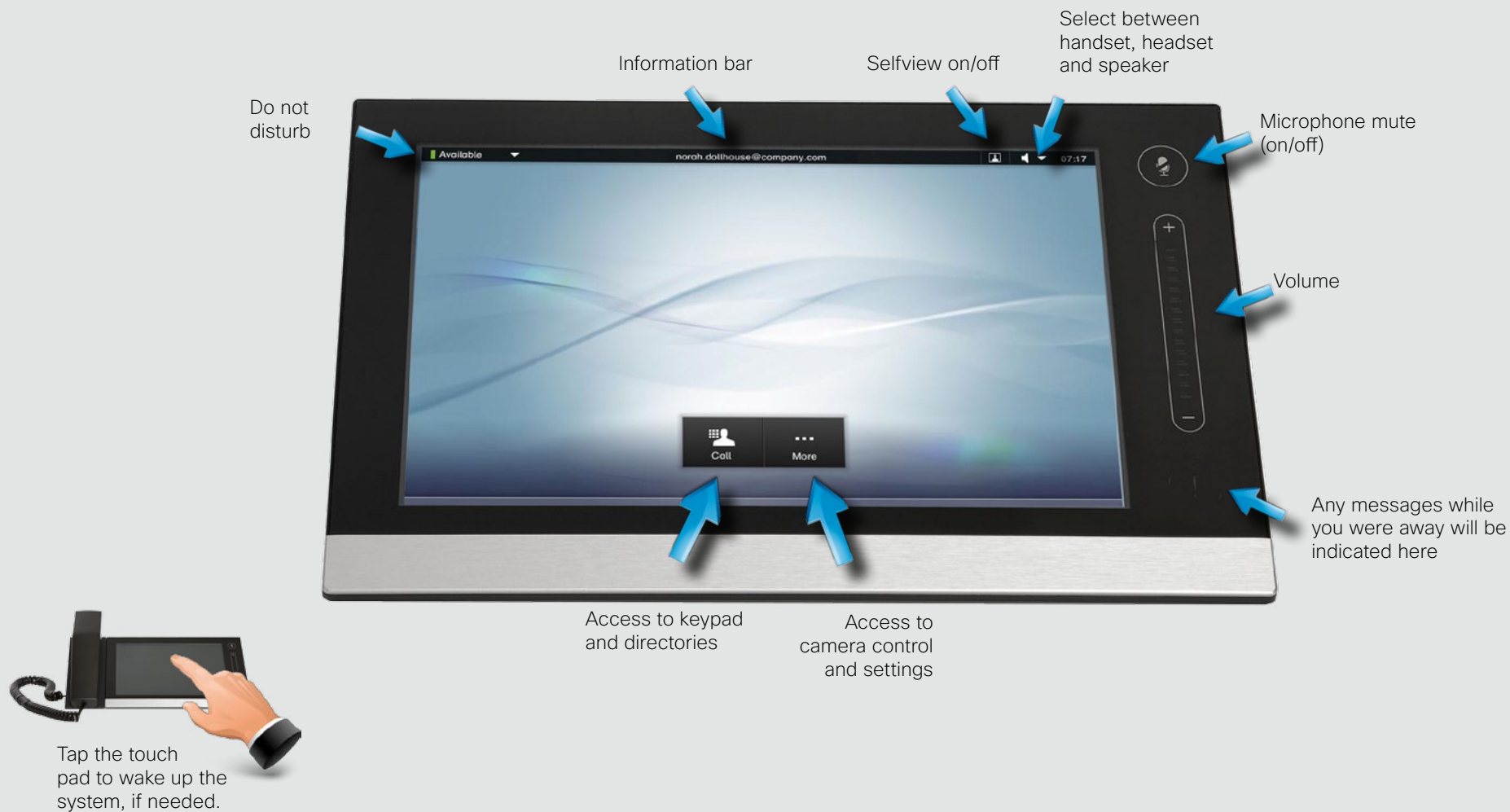


Use as document camera

Tilt the camera as shown to use it as a document camera. Image is automatically turned upside down, so that both parties will see the document correctly.



Touch controller—initial view



Initial settings—before you begin

1


Tap **Selfview** to see what others will see of you.

2



Tilt the camera to obtain the best view. The best view will be the view that positions your face as high up on the screen as possible without cutting off the top of your head.

3



If you need to adjust the focus, tap **Focus camera**.

4



Tap **More** again (or anywhere on the screen outside menus and buttons) to collapse the menu.

Calling someone by entering URI or number

1



Tap **Call** as outlined, if needed ...

2



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



If you need to key in digits or special characters, press and hold the key until the character appears.

3



Tap the **CALL** button to place the call.

4



Terminate the call by tapping **END**.

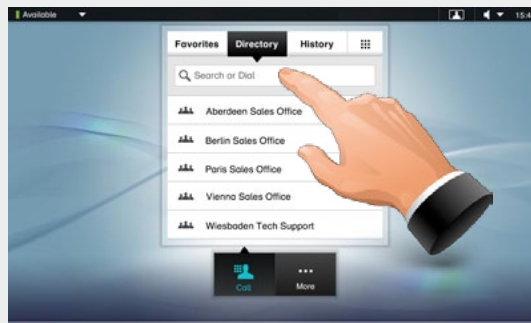
Searching for an entry in any of the lists

1



Tap **Call** 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



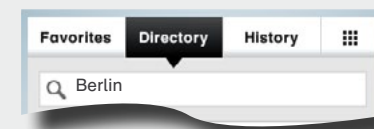
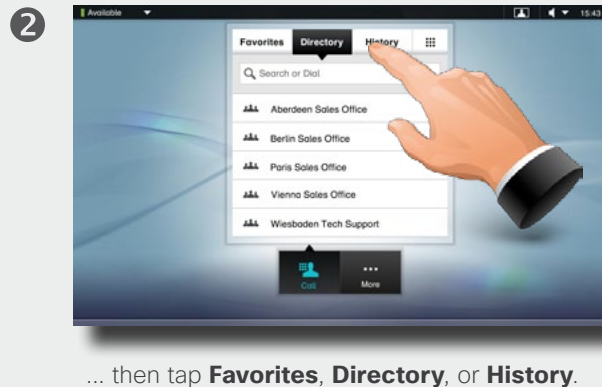
... then tap the entry to be called (1) and finally tap **START** (2) to place the call.

6



Tap **END** to terminate the call.


Calling an entry in any of the lists



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.

Two calls at the same time (but only one at a time)



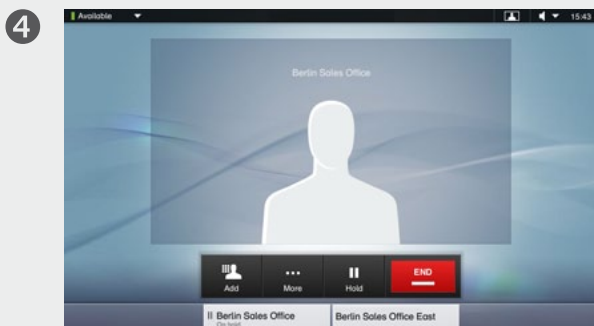
Presentation button appears when a presentation source is connected and active only. In a call tap **Hold** to put the current call on hold ...



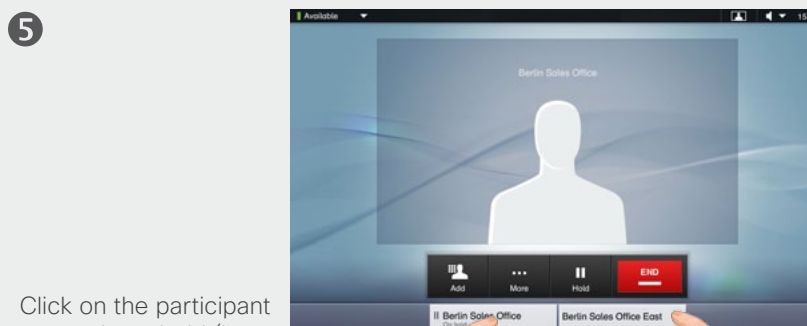
... then tap **Search** or **Dial**, **Favorites**, **Directory**, or **History** ...



... then place the call in the usual manner (here by means of **History** as an example). See the previous pages for details on this, if needed.



You will now be in a call with the second participant, while the first one is on hold. In this example, you talk to **Berlin Sales Office East**, while **Berlin Sales Office** is on hold.



Click on the participant currently on hold (here **Berlin Sales Office**) to be offered swapping of the calls or transferring the call on hold to someone else.

Click on the participant you currently talk to (here **Berlin Sales Office East**) to terminate or transfer that call.

Transfer is available to SIP calls only and the procedure is shown on the next page.

Transferring calls

1



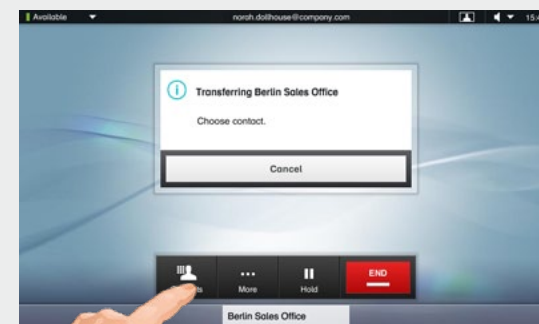
In a SIP call tap the name along the bottom line of the screen.

2



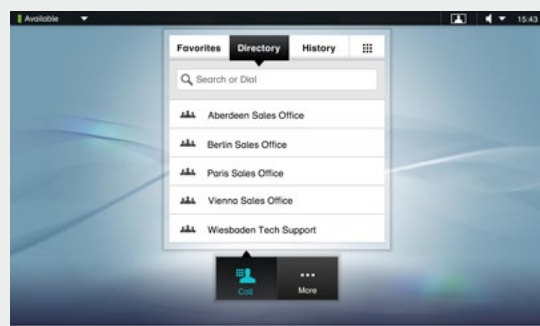
... then tap **Transfer**...

3



Now, tap **Contacts** to gain access to the call lists and dial field.

4



Call the person to whom the current call shall be transferred. When you tap the green call button (not shown), the call will be transferred.

5

The call will now be transferred. This will work irrespective of who initiated the call.

Note that you may combine **Transfer** with the **Hold** and **Swap** features as much as you want.

This means, for example, that in a call you may:

- Put your current call on hold and call a second party.
- Then initiate a transfer of the one on hold to the second party.
- You may now disengage yourself by tapping **END** on your unit.

Adding participants to an ongoing call (Multiway)

Calling more than one using Multiway is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.

1



While in a call you may add participants provided that your system permits to do so. Tap **Hold** to put the ongoing call on hold...

2



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

3

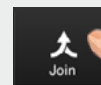


Once you have made your selection, tap **Start** to begin including this participant in the meeting.

4

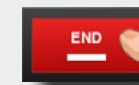
The call will now be transferred to the Multiway server and handled from there. This may take a little while...

5



When everything is ready the **Join** button will appear. Tap this and the bottom line will change to read **Meeting**. This may take a little while.

Since the calls have been transferred to the Multiway server you are still in a point-to-point call, but now with the Multiway server as the far end. This applies to all the other participants as well.



Tap **END** to disconnect yourself. The other participants must do the same to disconnect from the Multiway server.

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 the entry.

You will now be able to:

- Call the entry by tapping **Start**.
- Add the entry to the list of favorites.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.

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**.

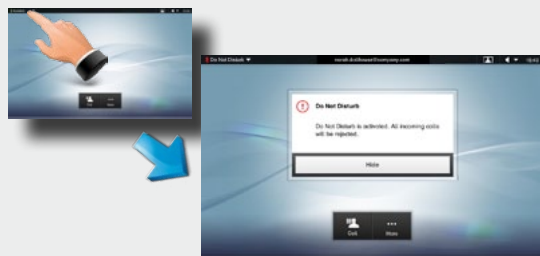


When searching within the corporate **Directory**, the search will apply to the current directory folder and its subfolders only. To go one level up, tap **Back**. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.

Do not disturb

When set to **Do Not Disturb** (DND), ringtones are muted and missed calls you get while having DND active, will be presented when you exit DND..

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**.

Using Touch Tones (DTMF)

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



In a call, tap **Touch Tones**.

Use the touch tone keypad. Tap anywhere outside it to exit.



Far end camera control

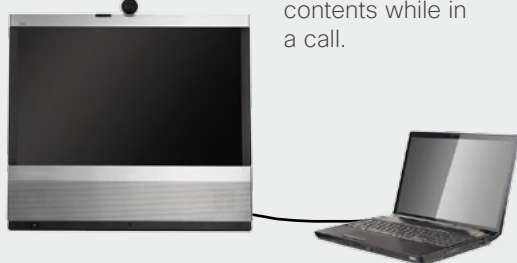
If the other end point permits it, you may control their camera. This is known as **Far end camera control**.

If the other camera cannot be controlled, nothing happens.



Sharing contents—conducting presentations

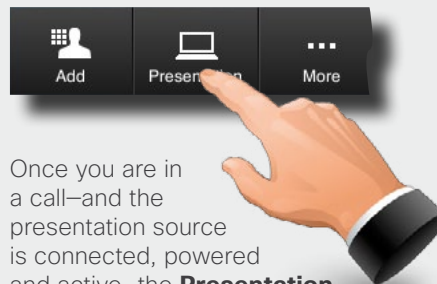
1



You may share contents while in a call.

Note! You must be in a call to be able to share contents. Your presentation source must be powered and active as well as connected. Otherwise the **Presentation** icon (button) will fail to appear.

2



Once you are in a call—and the presentation source is connected, powered and active—the **Presentation** icon (button) will appear.

In a call tap **Presentation ...**

3



... then tap **PRESENT** to start sharing contents.

4



Tap **STOP PRESENTING** to stop sharing contents.

If you have two sources connected, you will be presented with the possibility to swap between these at any time.

Chapter 4

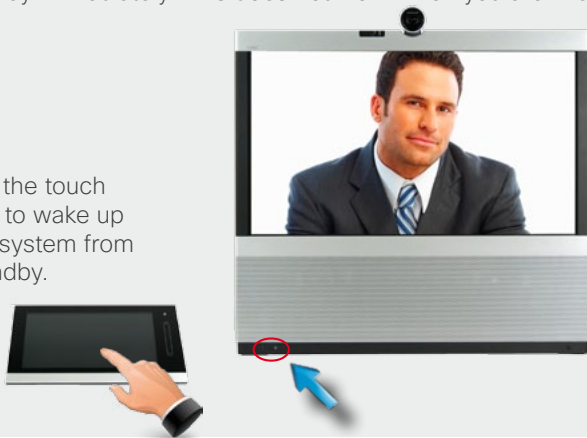
The settings—using the Cisco Telepresence Touch

Your EX60 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 screen controller provides access to a limited set of parameters only.

Setting the EX60 in standby

Outside a call, you may have the unit enter standby mode by touching the **Power** button on the main unit (the screen). The *Standby* dialog is displayed and the unit enters standby immediately. This does not work when you are in a call.

Tap the touch pad to wake up the system from standby.



Reverting to factory default settings

To revert to the factory default settings, do as follows:

1. Disconnect the power cord.
2. Reconnect the power cord—a green light will illuminate shortly after.
3. Press the **Power** button as soon as the green light appears. Keep it depressed for 15 seconds or so, until the green light starts flashing.
4. Release the button and press twice within 2 seconds. All settings will now revert to factory default settings.

Shutting down the EX60

Outside a call, press the **Power** button until the *Shutdown progress bar* is filled completely.

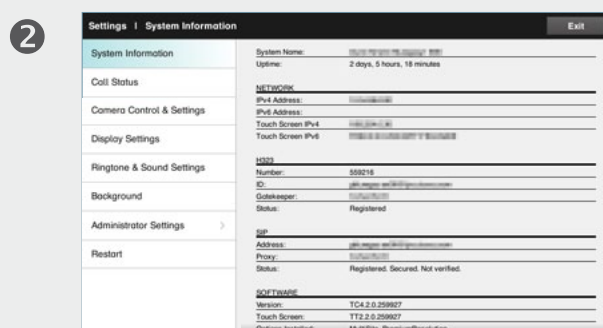
Release the button and the unit will go in shutdown in just a few seconds.



To start the system again, press the **Power** button until the LED illuminates (green light).

Gaining access to the Settings

Access the Settings as follows:



... 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.

System Information

The **System information** provides all the system information at a glance.

Scroll down to also see status on video inputs (DVI and HDMI).

Settings System Information		Exit
System Information	System Name: <input type="text"/> Uptime: 2 days, 5 hours, 18 minutes	
Call Status	NETWORK IPv4 Address: <input type="text"/> IPv6 Address: <input type="text"/> Touch Screen IPv4: <input type="text"/> Touch Screen IPv6: <input type="text"/>	
Camera Control & Settings	H323 Number: 559216 ID: <input type="text"/> Gatekeeper: <input type="text"/> Status: Registered	
Display Settings	SIP Address: <input type="text"/> Proxy: <input type="text"/> Status: Registered. Secured. Not verified.	
Ringtone & Sound Settings	SOFTWARE Version: TC4.2.0.259927 Touch Screen: TT2.2.0.259927 Options Installed: PremiumResolution	
Background		
Administrator Settings >		
Restart		

Call Status

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

Settings | Call Status

Exit

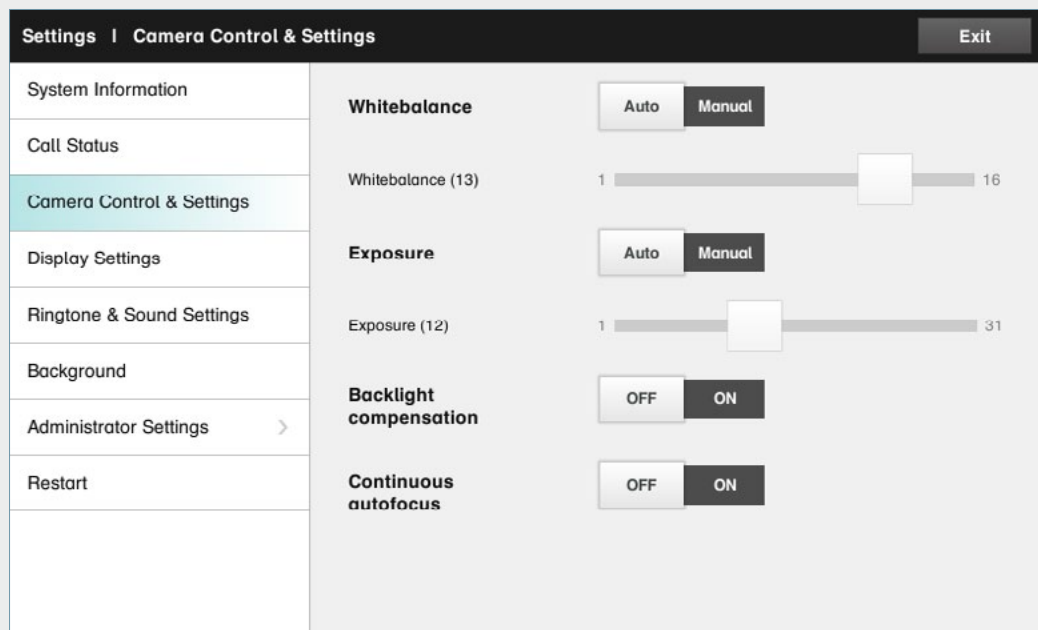
System Information	Remote URI: n/a				
Call Status	Call Rate:	n/a	Encryption Type:	n/a	
	Protocol:	n/a	Encryption Status:	n/a	
Camera Control & Settings	VIDEO				
Display Settings	Transmit	Presentation		Receive	Presentation
	Protocol:	n/a	n/a	n/a	n/a
	Resolution:	n/a	n/a	n/a	n/a
	Frame Rate:	n/a	n/a	n/a	n/a
	Channel Rate:	n/a	n/a	n/a	n/a
Ringtone & Sound Settings	Total Packet Loss (%):	n/a		n/a	
	Current Packet Loss (%):	n/a		n/a	
	Jitter:	n/a		n/a	
Background	AUDIO				
Administrator Settings	Transmit	Receive			
	Protocol:	n/a		n/a	
Restart	Channel Rate:	n/a		n/a	
	Total Packet Loss (%):	n/a		n/a	
	Current Packet Loss (%):	n/a		n/a	
	Jitter:	n/a		n/a	

Camera Control and Settings

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.



Display Settings

The **Display settings** let you adjust:

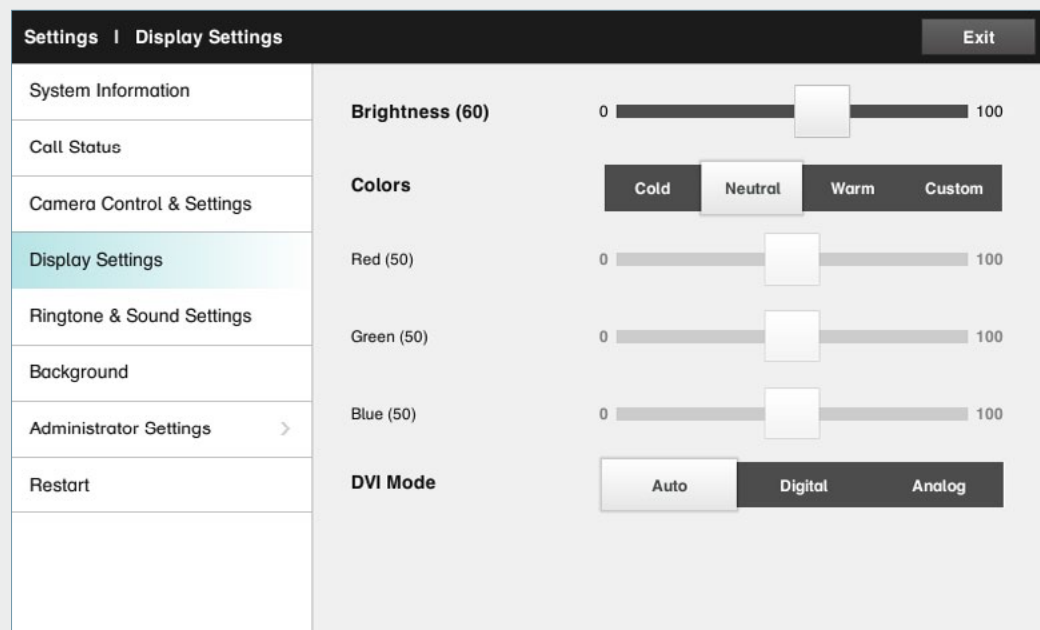
Preferred brightness by moving the *Brightness* slider.

The color balance. There are four preset color settings (**Cold**, **Neutral**, **Warm** and your own (**Custom**)) available.

When you select **Custom**, you may use the **Red**, **Green** and **Blue** sliders to specify your own setting.

The DVI mode can be set to automatically detect the type of video signal received, or forced to analog or digital.

The DVI mode is used when the unit is connected to a PC to serve as a PC monitor.



Ringtone & Sound Settings

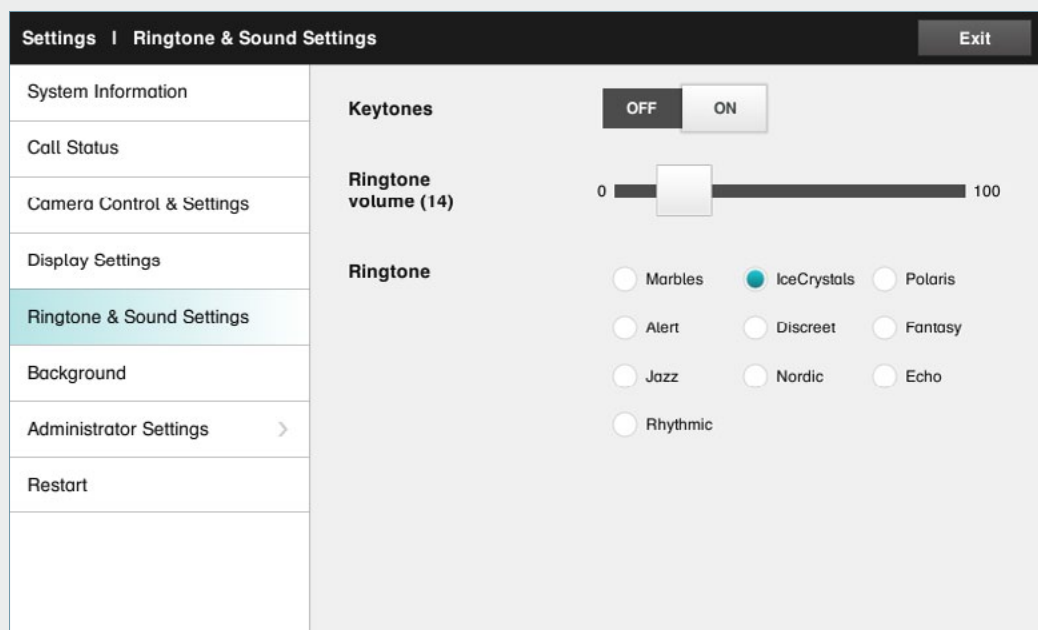
The **Ringtone & Sound Settings** pane lets you specify:

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.

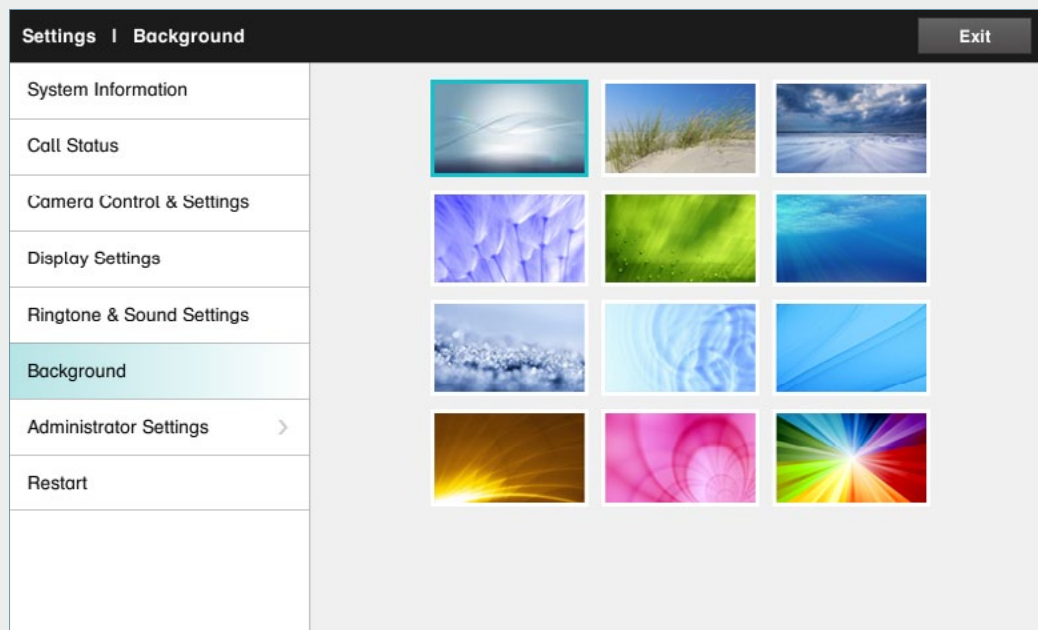
Note how the settings chosen are indicated. In the example shown, Keytones are set to Off.



Background

The background image on the touch screen controller can be changed.

Tap one of the small images to use it as background image.

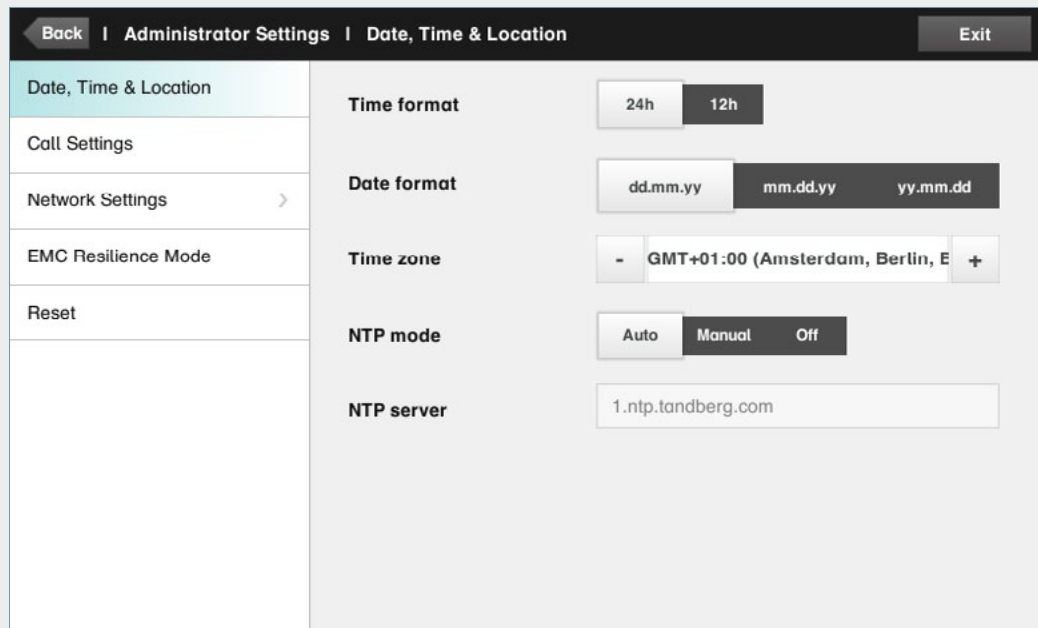


Administrator Settings—Date, Time & Location

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 screenshot shows the 'Date, Time & Location' configuration page. The left sidebar contains a menu with 'Date, Time & Location' (selected), 'Call Settings', 'Network Settings', 'EMC Resilience Mode', and 'Reset'. The main content area displays the following settings:

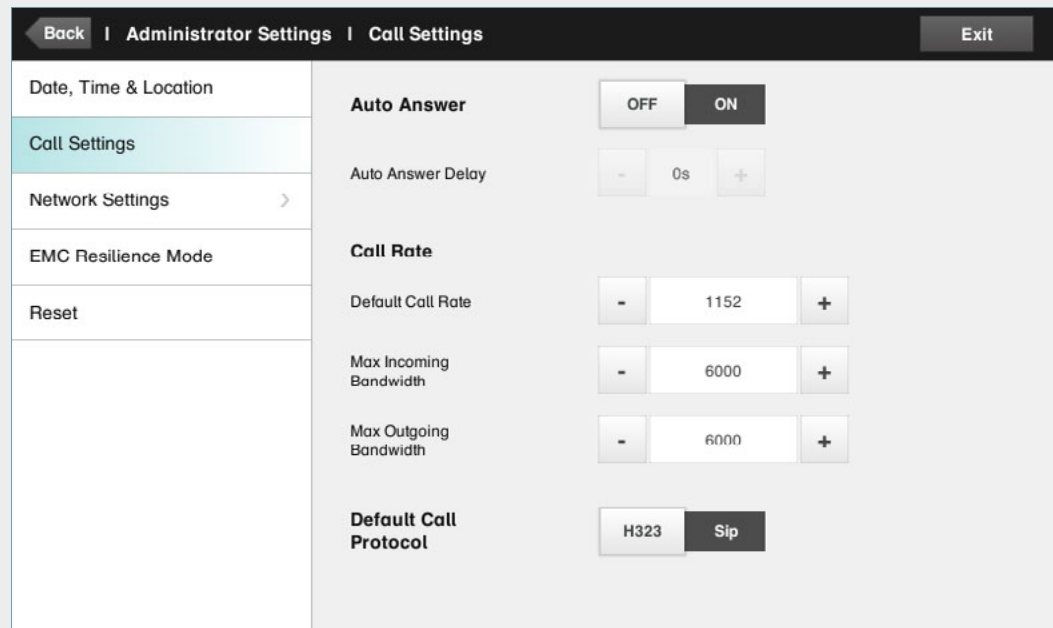
Setting	Value
Time format	24h (selected), 12h
Date format	dd.mm.yy (selected), mm.dd.yy, yy.mm.dd
Time zone	- GMT+01:00 (Amsterdam, Berlin, E) +
NTP mode	Auto (selected), Manual, Off
NTP server	1.ntp.tandberg.com

Administrator Settings—Call Settings

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.

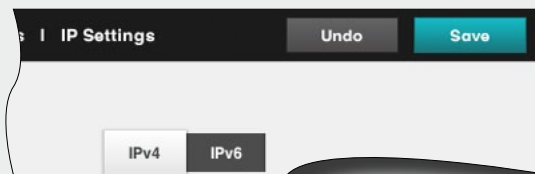
Note how the settings chosen are indicated. In the example shown, Auto Answer is set to Off.



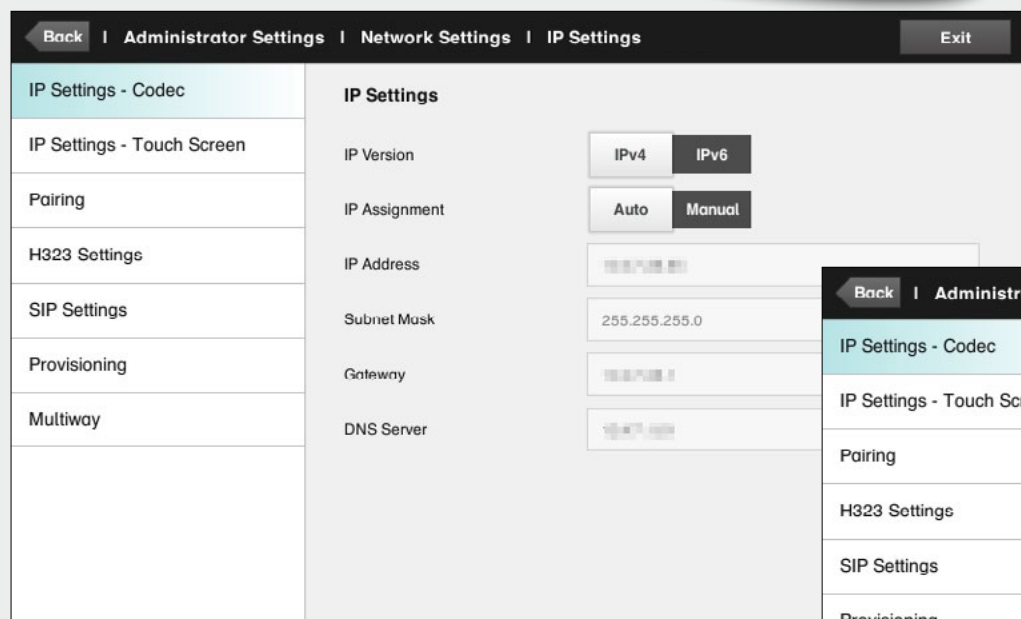
Back Administrator Settings Call Settings		Exit
Date, Time & Location	Auto Answer	OFF ON
Call Settings	Auto Answer Delay	- 0s +
Network Settings >	Call Rate	
EMC Resilience Mode	Default Call Rate	- 1152 +
Reset	Max Incoming Bandwidth	- 6000 +
	Max Outgoing Bandwidth	- 6000 +
	Default Call Protocol	H323 Sip

Administrator settings—IP settings

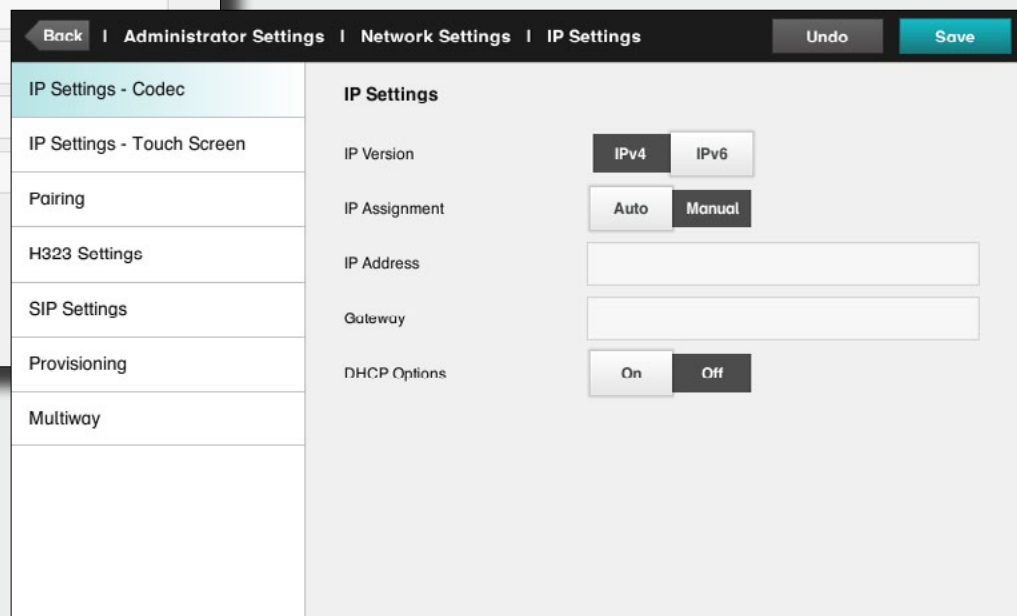
The **IP settings** pane for the system lets you specify whether to use IPv4 (below left) or IPv6 (below right).



If IPv4 assignment is specified to be Auto, you must save your settings to put changes into effect.



Remember to save your settings to put changes into effect.



Administrator Settings—H.323 Settings

The **H.323 Settings** pane lets you specify:

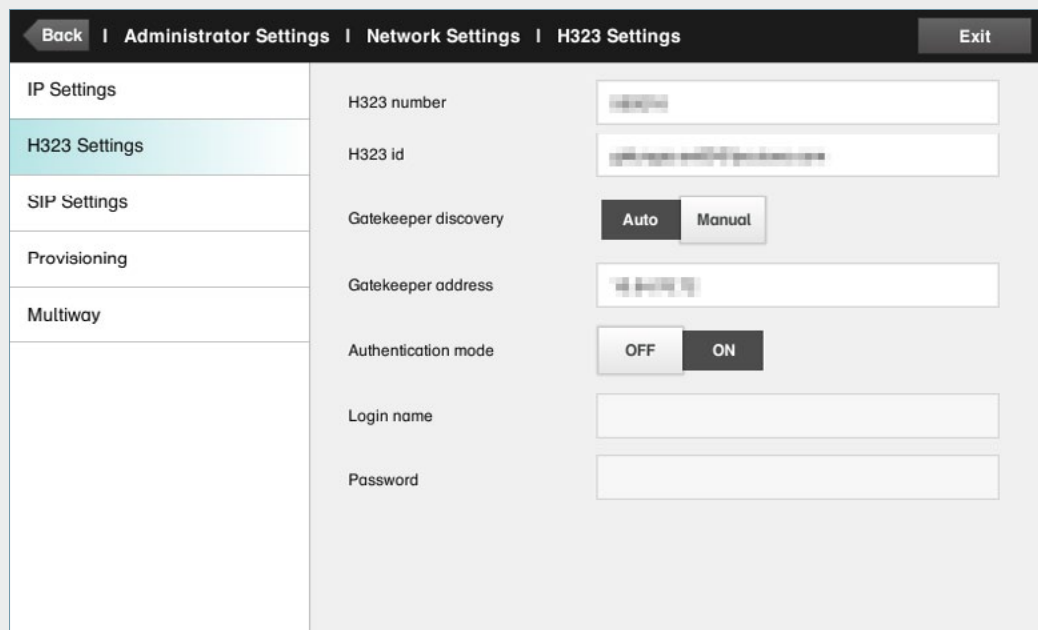
- An **H.323 alias**.
- Your **H.323 id**.
- **Gatekeeper discovery (Manual or Automatic)**.
- The **Gatekeeper address** must be specified by you if discovery has been set to manual.
- **Authentication mode On or Off**. If set to On, the video system will send **Login name** and Password to the Gatekeeper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



Back Administrator Settings Network Settings H323 Settings Exit		
IP Settings	H323 number	<input type="text"/>
H323 Settings	H323 id	<input type="text"/>
SIP Settings	Gatekeeper discovery	<input type="radio"/> Auto <input type="radio"/> Manual
Provisioning	Gatekeeper address	<input type="text"/>
Multiway	Authentication mode	<input type="radio"/> OFF <input type="radio"/> ON
	Login name	<input type="text"/>
	Password	<input type="text"/>

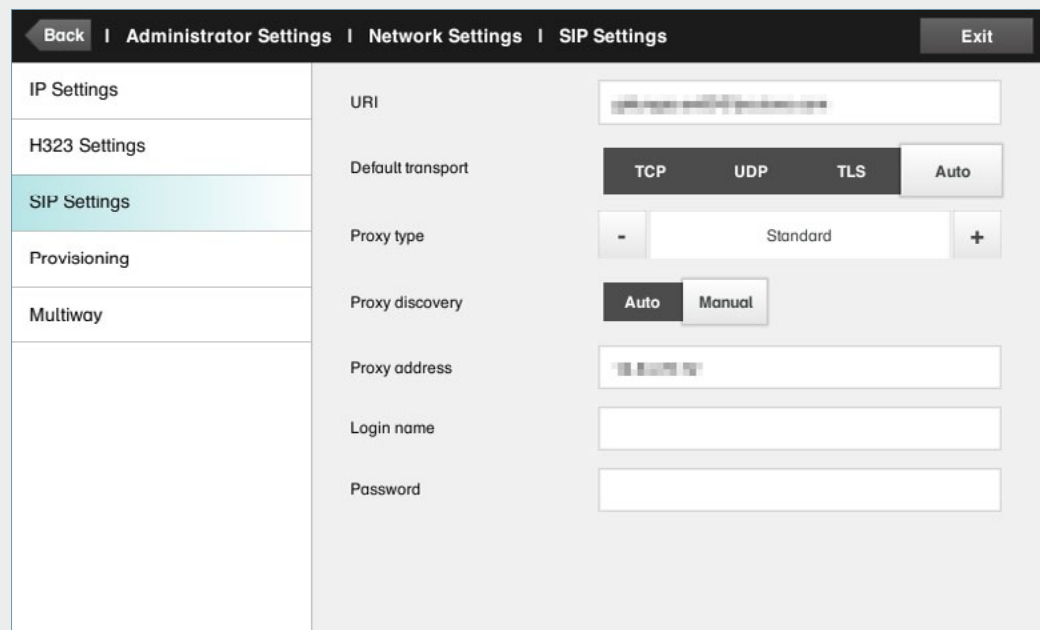
Administrator Settings—SIP Settings

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:

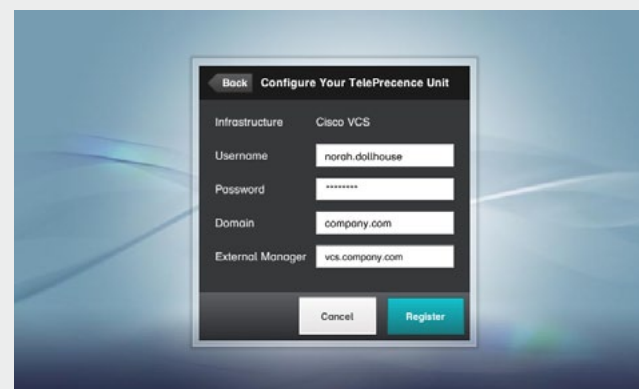
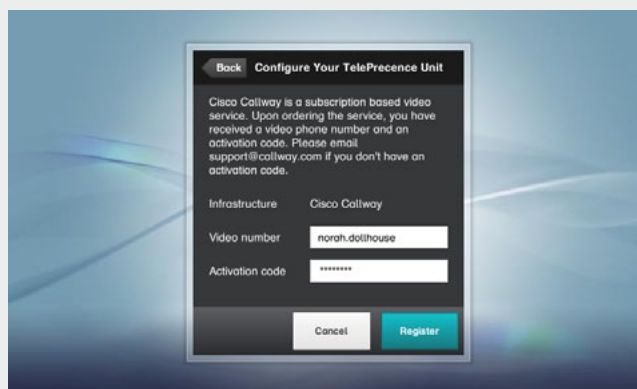
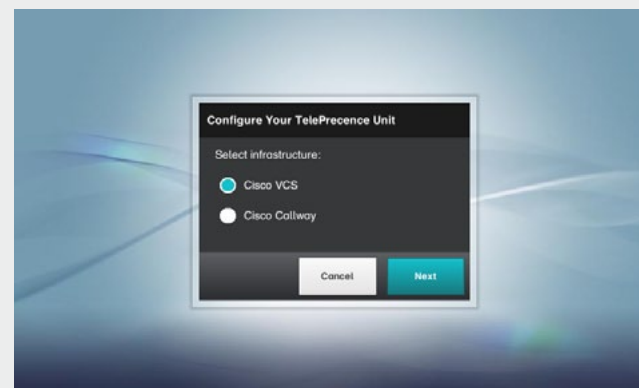
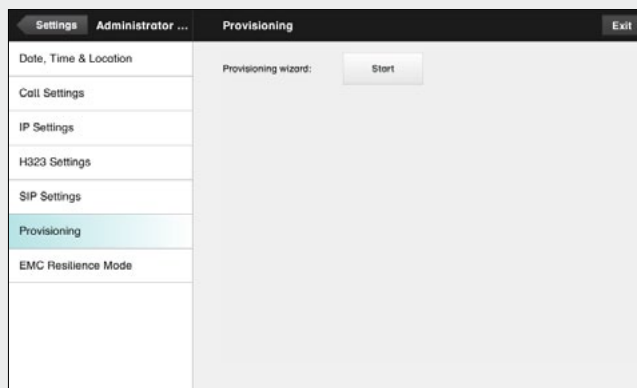
- Tap **Save** to put settings into effect.



The screenshot shows the 'SIP Settings' configuration screen. At the top, there is a navigation bar with 'Back', 'Administrator Settings', 'Network Settings', and 'SIP Settings' (the current page), followed by an 'Exit' button. On the left side, there is a sidebar menu with the following items: 'IP Settings', 'H323 Settings', 'SIP Settings' (highlighted in blue), 'Provisioning', and 'Multiway'. The main content area is divided into two columns. The left column lists the settings: 'URI', 'Default transport', 'Proxy type', 'Proxy discovery', 'Proxy address', 'Login name', and 'Password'. The right column contains the corresponding input fields and controls: a text field for 'URI', a set of buttons for 'Default transport' (TCP, UDP, TLS, and Auto, with Auto selected), a dropdown menu for 'Proxy type' (set to Standard), a set of buttons for 'Proxy discovery' (Auto and Manual, with Auto selected), a text field for 'Proxy address', and text fields for 'Login name' and 'Password'.

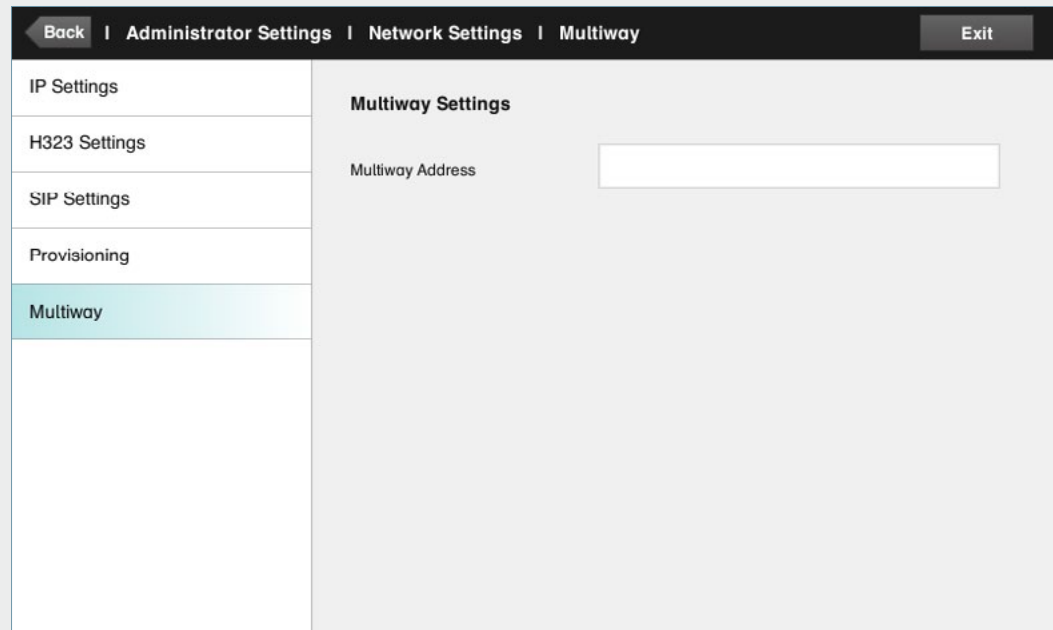
Administrator Settings—Provisioning

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.



Administrator Settings—Multiway Settings

The **Multiway settings** pane lets you specify the address to the Multiway server.



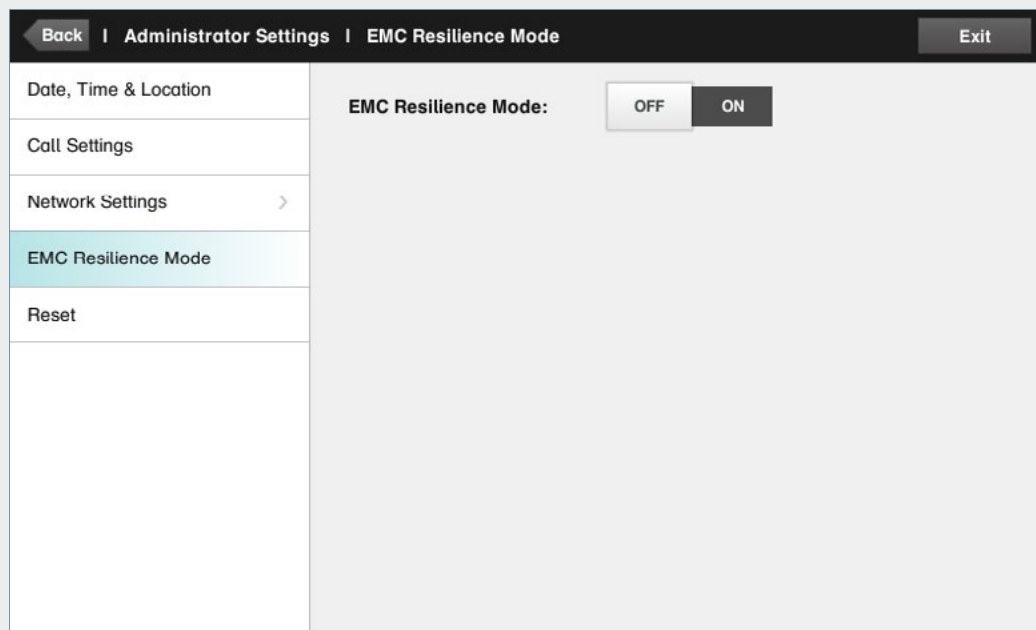
The screenshot shows the Multiway Settings configuration page. The breadcrumb navigation at the top reads: Back | Administrator Settings | Network Settings | Multiway. On the right side of the breadcrumb is an Exit button. On the left is a sidebar menu with the following items: IP Settings, H323 Settings, SIP Settings, Provisioning, and Multiway (which is highlighted in light blue). The main content area is titled "Multiway Settings" and contains a single configuration field labeled "Multiway Address" with an adjacent text input box.

Administrator Settings–EMC Resilience Mode

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.

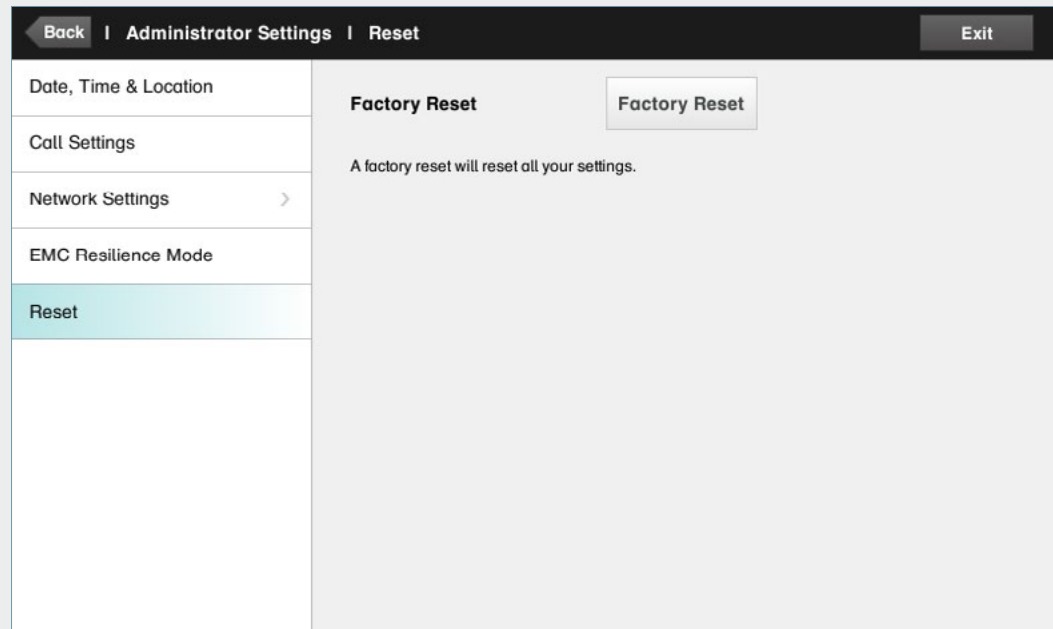
To cope with this you may set the **EMC Resilience Mode** to **On**. You must then press and hold for a little while, rather than just tap, in order to make the system aware of your tapping. This will avoid the appearance of false signals.

As long as the system is used in environments without considerable amounts of electromagnetic noise, the setting should be set to Off (as shown).



Administrator Settings—Factory Reset

You may want to reset your video system. Note that you will lose all configurations, the call history and your local list of contacts. Release keys and options installed will be retained.



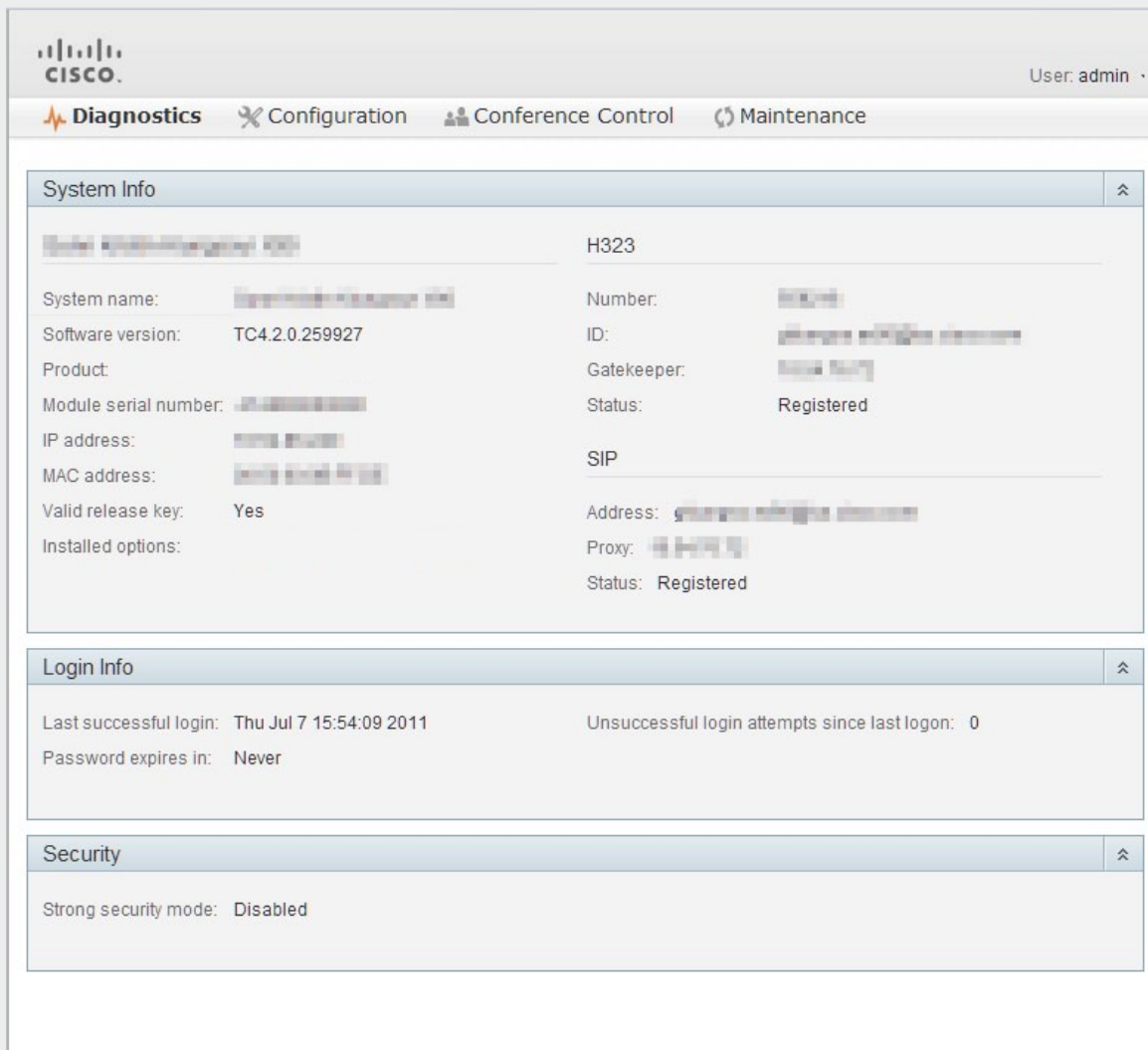
Chapter 5

The web interface

www.cisco.com

Entering the web interface

Key in the IP address of your EX60 in your browser to access its web interface. A detailed description of the options available can be found in the Administrator guide for this product. The Administrator guide is available separately for download.



The screenshot displays the Cisco Telepresence System EX60 web interface. The top navigation bar includes the Cisco logo, the user name 'admin', and four main menu items: Diagnostics, Configuration, Conference Control, and Maintenance. The 'Diagnostics' menu is currently selected.

The main content area is divided into three sections:

- System Info:** This section provides details about the system. It includes a table with the following information:

System Info	Value
System name:	H323
Software version:	TC4.2.0.259927
Product:	
Module serial number:	
IP address:	
MAC address:	
Valid release key:	Yes
Installed options:	
Number:	
ID:	
Gatekeeper:	
Status:	Registered
SIP	
Address:	
Proxy:	
Status:	Registered
- Login Info:** This section shows login statistics. It includes a table with the following information:

Login Info	Value
Last successful login:	Thu Jul 7 15:54:09 2011
Unsuccessful login attempts since last login:	0
Password expires in:	Never
- Security:** This section shows security settings. It includes a table with the following information:

Security	Value
Strong security mode:	Disabled

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