



Cisco TelePresence Movi for Mac OS X

User Guide

D14733.03

April 2011

Software version 4.2.0.10318

Contents

Getting started	4
Signing in	4
Show video window	4
Making a call	4
Receiving a call	4
Pop-up toolbar	6
Selfview and camera control	6
Controlling your camera	6
Presentation sharing	7
How to share	7
What to share	7
Info bar	8
Far-end camera control	8
Using the keypad (DTMF)	9
When to use the keypad	9
How to use the keypad	9
Using the keypad during conferences	9
Conference information	9
Favorites	10
Adding a favorite	10
Deleting a favorite	10
Presence status	11
Status messages	11
Setting your status	11
History	12
Call information	12
Deleting call information	12
Closing Movi	13
Closing and reopening the control window	13

Signing out	13
Exiting Movi	13
Switching and joining calls	14
Switching between calls on hold	14
Joining participants to a conference	14
Ending a call on hold	14
Preferences	15
General	15
Network	15
Notifications and ringtone	15
Devices	15
Requirements	16
Mac requirements	16
Multimedia device requirements	16
Microphone	16
Camera	16
Troubleshooting	17
Audio issues	17
Further troubleshooting	17
Related documents	18
Checking for updates and getting help	19

Getting started

The Movi software client is usually made available to you by your organization's videoconference or IT administrator.

See [Mac requirements](#) for detail on what is required for your computer to run Movi.

A web camera, a microphone, and loudspeakers or a headset must be connected to your computer for Movi to work correctly. See [Multimedia device requirements](#) for more detail.

Signing in

Your sign-in process may be automated by your administrator, and you may not even notice the sign-in screen. Otherwise, the administrator will supply you with a username and password.

1. Start by entering your username and password in the sign-in form.
2. Movi will sign you in automatically from now on, unless you de-select this in the [Preferences](#) dialog.
3. Click **Sign in** or press **Enter**.

Note: Automatic sign-in is not available to users of Mac OS X 10.5.

Show video window

After you have signed in, Movi displays its control window.

If you want to open your video window before a call to check your camera angle or your hair, click the **Show video** button  on the upper right corner of your Movi control window.

During a call, clicking the **Show video** button  will bring your video window to the front.

The video window can also be opened from the main menu **View > Show video** or with the keyboard shortcut **Command-2**.

Making a call

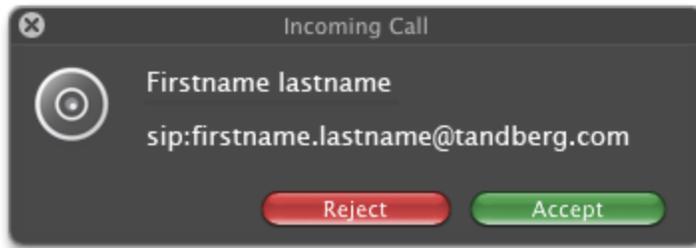
The video window will now appear on screen.

There are three more ways to initiate a new call:

1. Click **Favorites** and select a name from your list. (See [Favorites](#).)
2. Click **History** and select a name from that list (See [History](#))
3. Enter a video address (SIP URI) for a person or an endpoint directly.

Receiving a call

When someone calls you on Movi, this dialog will appear:



Answer or reject the call by clicking the relevant button, or close the dialog using the **X** to ignore the call without this being visible to the caller.

Pop-up toolbar

A toolbar with these buttons will appear when you move the mouse pointer over the video window:

Icon	Controls	Description	Toggled
	Selfview	See yourself on camera. (See Selfview and camera control.)	
	Camera	Turn your camera off/on. (See Selfview and camera control.)	
	Microphone	Turn your microphone off/on.	
	Speaker volume	Click to mute, or drag slider to adjust.	
	Fullscreen	Use entire screen for video. You can also toggle this setting by double-clicking the video window.	
	Presentation sharing	Share an application window. (See Presentation sharing.)	
	End call	Hang up.	

When the video window is open with no call active, only the fullscreen and selfview controls will be enabled. Toggling selfview off will then close the video window.

Move the mouse pointer away from the toolbar to make it disappear.

Selfview and camera control

Selfview is the functionality that lets you see your own camera image.

Click on the **Selfview** button  during a call. Selfview will appear to you as a picture-in-picture (PiP) inside the video window. You can:

- Double-click a PiP to focus and enlarge it.
- Click and drag to move a PiP around inside the window.

Controlling your camera

 on the video pop-up toolbar toggles your camera on and off.

Should you switch off the camera during a call, Movi will continue to show the last video frame as a still image to other call participants.

If you switch the camera off before the recipient answers your call, there will be no image of you available. You may still turn the camera on during the call.

Note: This setting does not affect the cameras of other participants.

Presentation sharing

How to share

During a call, you can share one of your application windows, such as a PowerPoint presentation. To share an application window:

1. Click the **Presentation** button  on the video window pop-up toolbar to bring up a list of your open application windows.
2. Select any of them to start sharing.
3. To stop, click the same button again, then click **Stop sharing presentation**.

Your shared window will appear to you as a picture-in-picture (PiP) inside the video window. Double-click a PiP to focus it.

Tip: If bandwidth or system resources are limited, turning off your camera during a presentation will improve presentation quality.

What to share

Participants will see everything that happens in the shared window as it occurs. This feature has many potential uses. Here are a few examples:

- Share your word processor and let call participants see your meeting notes as you type.
- Share pictures from your computer as a slideshow.
- Draw as you go, share an image editor or other visualization tool.
- Share your web browser, email inbox, calendar ...

Note: Your cursor/mouse pointer will not be visible to others when sharing an application window. Sharing your desktop/the entire screen is also not possible with Movi for Mac OS X.

Info bar

An info bar with information and buttons will appear when you are in a call. The information is:

- The duration of the conference.
- The address of the recipient of the call; either one person or the device hosting the conference.
- An icon  /  indicating if the conference is encrypted or not.

The buttons are:

Icon	Controls	Description
	Far-end camera control	Turn Far-end camera control off/on.
	Numeric keypad	Use for tone-based input. (See Using the keypad (DTMF) .)
	Conference info	Opens the Conference information box.

Far-end camera control

In calls that support far-end camera control (FECC), you can adjust the far-end camera to give you a better view. This feature will be available to you if supported by the system you are calling, and enabled for you by your videoconference administrator.

To activate far end camera control, move the mouse inside the video window and click the **FECC** button

 in the upper right corner

Note: It may take a few seconds for the button to become enabled after the conference has started.

A control will now appear above the toolbar when the mouse is moved.



Click on the control or use the keyboard to control the far-end camera:

- The arrow buttons and the arrow keys pan and tilt the camera.
- The + and - buttons and keys make the camera zoom in and out.

The same keys and controls can be used to change the conference layout during multipart conferences, depending on the multipart conference hardware deployed in your organization.

Using the keypad (DTMF)

When to use the keypad

Dual-tone multi-frequency (DTMF) signaling is used for telephone calls in the voice-frequency band. A tone is sent representing each number pressed on the keypad.

The tone-based keypad in Movi has several uses, notably:

- The keypad can be used to create and/or enter passwords for multi-part conferences.
- Setting up a new conference may in other ways involve equipment that requires DTMF.
- Voice systems frequently have tone-based menu navigation (such as, "To speak to an operator, please press 1").

How to use the keypad

The **Keypad** button  on the video info bar brings up the keypad. You can then enter a number using the mouse.

Note: Sending DTMF may fail if the microphone is muted.

Using the keypad during conferences

The keypad may also be used for changing the layout of your video window and far-end camera control during conferences.

Note: This feature relies on the Cisco TelePresence MCU, which may or may not be part of your Cisco setup. If in doubt, talk to your videoconference administrator.

When the keypad is active during multi-part conferences, you may use the on-screen keypad itself or your keyboard.

- Press **2** or **8** to change the layout.
- Press **4** or **6** to change which participant appears in the largest pane.
- Press **1** or **7** to enable DTMF-based far end camera control.
 - **1** and **7** will then zoom in and out if supported.
 - **2**, **4**, **6**, and **8** will work as arrows to tilt or pan the camera of the participant in the largest pane.

Conference information

Move the cursor over the video window to display the information bar at the top of the window.

The **Conference information** button  in the top right corner opens an overview of Movi's incoming and outgoing data traffic. Your IT administrator may request such information from you for the purposes of [Troubleshooting](#)

Favorites

The **Favorites** list contains people and endpoints whose video addresses you have stored for quick retrieval and reuse.

Note: The **Favorites** list, the **History** list, and password are stored per Mac OS X user.

Adding a favorite

There are several ways to add a new favorite. The easiest way is to use the search field or the **History** list to locate the person or endpoint whose address you want to store.

Once you have located the person or endpoint, select the list entry using the mouse or arrow keys, then:

- Right-click to open the context menu, then select **Add Favorites...**
- In the main menu, select **Favorites > Add to Favorites...**
- Click the **Action** drop-down menu in the lower left corner of the control window, then select **Add to Favorites...**

You can also add a video address as a contact directly:

1. Click **Favorites**.
2. Click the **+** button in the lower left corner or right-click anywhere in the **Favorites** list and select **New Favorite...** or in the main menu, select **Favorites > New Favorite...**
3. Enter the display name you want for your contact.
4. Enter the video address (SIP URI).
5. Click **Add** or press **Enter**.

Deleting a favorite

1. Click **Favorites**.
2. Select the entry you want to delete, then either:
 - Press **Delete** and click **Delete** in the pop-up dialog.
 - Right-click (or **Ctrl**-click), select **Delete** from the context menu, then click **Delete**.
 - From the main menu, select **Favorites > Delete**. Click **Delete**.
 - Click the **Action drop-down** button in the lower left corner of the control window. Select **Delete** from the menu, then click **Delete**.

Presence status

Status messages

Each endpoint's presence status is reflected in your search results and favorites.

	Online	This is an online Movi user.
	Registered	This is a connected endpoint.
	Away	The user has set this status.
	Busy in call	This status is set by Movi or the endpoint when the user is in a call.
	Busy	The user has set this status.
	Offline	This status is set by Movi or the endpoint when the user signs out or exits, but it may also have been set by the user.
	No status	No status information is available for this user, who may be online or offline.

Setting your status

You can manually change your status by clicking on the **Status** button next to your name in the Movi control window. The alternatives are:

	Online	
	Away	
	Busy	This status may also turn off the ring tone, depending on your preference settings. (See Preferences.)
	Appear offline	You will remain logged in while appearing offline to others.

Note: Your status will change automatically from *Online* to *Busy in call*.

History

Call information

Movi's history is an overview of your latest outgoing, incoming, and missed calls. You can use the list to redial and to add callers and recipients from the list as favorites.

Each entry in the list indicates whether the call was placed, received, or missed.

If you have answered a call from a different Movi installation or endpoint, this will be noted in the list as "Answered elsewhere".

Each list entry also contains information on:

- Date and time of the call
- Call duration
- Video address of the caller (incoming) or the recipient (outgoing)

Deleting call information

To clear the history:

1. Click **History**.
2. Click the link **Clear history** in the lower right corner.

Closing Movi

Closing and reopening the control window

1. Click the **X** in the upper left corner, or while the control window is active, click **File > Close window** (Command-w).
2. Your current status will be displayed on top of the Movi icon.
3. To reopen the Movi control window, click on the Movi icon in the dock.

Signing out

To sign out from Movi, for example to allow another user to log in:

1. Click the status button in the Movi control window.
2. Select **Sign out**.

Exiting Movi

To exit the Movi application completely:

- In the menu, go to **Movi > Quit Movi**
- Press **Command-Q**.

When you exit Movi, you will also be signed out.

Switching and joining calls

During a call you can have up to four calls on hold, switch between them or join them in a conference.

If you make a new call while talking, the current call will be put on hold. A panel to the right shows the calls on hold. The same happens if you accept an incoming call while you are already talking to someone.

Switching between calls on hold

1. Move the mouse over the **Calls on hold** indicator on the left hand side of the video window. The **Calls on hold** panel opens.
2. Click on the participant you want to talk to.

Joining participants to a conference

1. Move the mouse over the **Calls on hold** indicator on the left hand side of the video window. The **Calls on hold** panel opens.
2. Click **Join all**.

Ending a call on hold

To end a call:

1. Make the call active by clicking on it.

2. Click  .

Preferences

Movi comes with predefined settings that should work out of the box for most users.

From the main menu select **Movi > Preferences**.

Remember to store changes to settings by clicking **OK** when you are done.

General

The setting **Start Movi automatically at login** is enabled by default so that Movi starts up when you log in to Mac OS X.

Network

If you experience low video quality, for example jitter, lowering the bandwidth can be helpful.

If you know that more bandwidth than the default setting is available, you may increase the bandwidth setting for better video quality.

Note: Your administrator may limit the bandwidth options available to you.

Notifications and ringtone

You can decide how Movi will notify you when calls come through.

To change the ringtone, follow these steps:

1. Use the drop-down menu and select one of the alternatives.
2. Listen to the tone by clicking the **Play** button. Note that you must stop one ring tone before you can try another.

You may also want to tweak the following settings:

Do not play notification when I am busy	You will see the pop up dialog when you have set your status to Busy, but no ring tone will be played. This setting is enabled by default.
Do not play notification when I am in a call	You will see the pop up dialog when you are already in a call, but no ring tone will be played. This setting is disabled by default.

Devices

You may want to use audio and video devices different to those Movi has picked by default. For example, your camera and your computer may both have built-in microphones.

The drop-down lists let you choose from all devices detected on your system:

- Loudspeakers and/or headphones (audio output)
- Microphones (audio input)
- Cameras (video input)

Requirements

Mac requirements

Processor	Any Intel processor. For business-quality HD video, Cisco recommends using the Cisco PrecisionHD™ USB camera and a 2 GHz Core 2 Duo processor or better.
Operating system	Mac OS X 10.6 or later is recommended. Ensure that the latest security updates are installed.
Connection	IP network connection (broadband, LAN, wireless). At least 24 kbps is required for an audio connection. For a video connection, the recommended minimum is 128 kbps.

Multimedia device requirements

Microphone

All microphones work well with Movi. Note that some cameras have built-in microphones.

Camera

Movi works with most common web cameras. See the Cisco Knowledge Base for [updated information on Movi and cameras](#).

Troubleshooting

Audio issues

You cannot hear others

If you cannot hear the other participant(s), make sure your loudspeakers or headphones are connected. Then check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Mac OS X volume setting will override all other volume controls. Check the volume indicator on the menu bar or go to **System Preferences > Sound**.
- Movi has its own volume setting on the [Pop-up toolbar](#).

If this does not solve the problem, it may be that audio is not being sent from the other end. Ask the other participant(s) to perform the microphone check described below.

Others cannot hear you

If the other call participant(s) cannot hear you, make sure your microphone is properly connected and not muted.

Low or distorted sound

If call participants are experiencing distorted sound, very low sound, or echos:

1. Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
2. Turn all such audio device features off for Movi to work optimally.

Further troubleshooting

If all local devices are turned on and working and audio and/or video issues remain, the problem could be with the videoconferencing infrastructure setup. Contact your videoconference administrator for support and further troubleshooting.

Related documents

All product documentation can be found on our [web site](#).

Document title	Document reference
<i>Cisco TelePresence Movi for Windows User Guide</i>	D14409.07
<i>Cisco TelePresence Movi Administrator Guide</i>	D14410.09

Checking for updates and getting help

We recommend registering your product at <http://www.tandberg.com/services/video-conferencing-product-registration.jsp> in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your software is always kept up to date.

If you experience any problems when configuring or using the product, consult the documentation at <http://www.tandberg.com/support/video-conferencing-documentation.jsp> for an explanation of how its individual features and settings work. You can also check the support site at <http://www.tandberg.com/support/> to make sure you are running the latest software version.

You or your reseller can also get help from our support team by raising a case at <http://www.tandberg.com/support/>. Make sure you have the following information ready:

- The software build number which can be found in the product user interface (if applicable).
- Your contact email address or telephone number.
- The serial number of the hardware unit (if applicable).

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2011 Cisco Systems, Inc. All rights reserved.