Cisco TelePresence Systems
Profile Series/Codec C Series/Quick Set C20/MX200

Use with Cisco TelePresence Touch
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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, MX200 and Quick Set C20.

For a description of the use of these video systems with the remote control Cisco TRC5 (not applicable to the MX200), we refer to the TC4.2 User Guide, Remote control version, which is available separately for download.
Chapter 1
Getting started
The basics of the Touch Controller

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 **Selfview** ...

... then tap **More**.

Tap **Camera control** to gain access to the **Camera control** menu.

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. You may also define or edit camera presets in this menu, see “Adding a near end camera preset” on page 6 for details.

Tap **Back** to go one level back, or tap anywhere outside to exit the menu.
Adding a near end camera preset

Use Camera presets to quickly change your camera’s pan, tilt and zoom—for example to change between participants and whiteboard presentation.

1. Tap More ...
2. ... then tap Camera Control.
3. Adjust camera pan, tilt and zoom, as required.
4. Press Add new Preset.
5. Key in a name for the new preset.
6. Tap Save (1) followed by Back (2) to exit the menu.
Changing an existing near end camera preset

1. Tap **More** ...
2. ... then tap **Camera Control**.
3. Adjust camera pan, tilt and zoom, as required.
4. Tap the field to the right of the preset to be changed.
5. Tap **Update to current position** to change the preset.
6. Tap **Back** to exit the menu.
Removing an existing near end camera preset

1. Tap **More ...**
2. ... then tap **Camera Control**.
3. Tap the field to the right of the preset to be changed.
4. Tap **Remove** to delete the preset.
5. Tap **Back** 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.

... 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.

Tap Exit when done.
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 call attempts made by others to reach you will appear as missed calls.

You may, however, place calls as much as you like. To activate Do Not Disturb, press the Available icon as outlined. Press again to deactivate.

You may also hide the Do Not Disturb poster by tapping Hide. This will not deactivate the Do Not Disturb, as such.

Receiving calls

When someone calls you, the below display will appear. Tap ACCEPT to take the call or DECLINE to reject it.
Chapter 2
Placing calls
Calling someone by entering the URI

1. Tap **Call** 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 and calling 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 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

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

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

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

Tap **Add participant** again. The maximum number of participants permitted will depend on your system configuration. Ask your system administrator, if in doubt.

When all have been added (two in this example), tap **START** to call them all.

Locate the next to be called.

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
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

Camera control lets you pan and zoom your own camera as well as define and use camera presets.

Layout lets you change the layout of images on the display (MultiSite only).

Gain access to Settings.

Use Touch Tones (DTMF) e.g. for extensions and pin codes to conferences.

Do not disturb on or off.

Selfview on or off.

Add participants to create a conference (optional feature).

End the ongoing call.

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.

Put any of the participants on hold.

Tap here in the white field to control the far end camera of this participant and to exclude this participant from the call.
Calling participants to add them to an ongoing call (Multisite)

Calling more than one using Multisite 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 Add ...

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

3. Once you have selected someone, tap Start to include this participant in the meeting.

4. Repeat the procedure to include more participants, if needed.

5. The maximum number of participants possible will depend on the system used, consult your System Administrator, if in doubt.

Note that even voice-only participants may be added.

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.
Calling participants to add them 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 selected someone, 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 themselves from the Multiway server.
Receiving another incoming call

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.

Assume that you are in a call. This call can be a point-to-point call or a multisite call. Furthermore assume that another person calls you.

You may now:
- Tap **Accept** to include the incoming call in the conference.
- Tap **Decline** to carry on as you did.
- Tap **Accept & Hold Current** to accept the call, while at the same time put the current call on hold.
- Tap **Accept & End Current** to accept the call, while at the same time end the current call.
- Tap **Ignore** to carry on as you did, without sending decline signal to the other end.

Even an entire group can be put on hold, so the above options apply equally well to point-to-point calls as to multisite calls.

Features when putting someone on hold

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.

If you have put one on hold, tap that one to resume.

You may now:
- Tap **Swap** to put the other on hold instead.
- Tap **Join** to include the one on hold in the current call.
- Tap **Transfer** to connect the one on hold to somebody else.

If you are in a point-to-point call only, you may still put the other party on hold and transfer the other party to someone else.

See “Transferring an ongoing call” on page 23 for more.
Transferring an ongoing call

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.

1. If applicable, tap the participant to be put on hold (1).
   If you are in a call with just one, that is not needed.
   Then tap **Hold** (2).

2. Tap the participant’s name again.

3. Tap **Transfer**.

4. Tap **Contacts** and select whom to transfer to in the usual way.

5. If you are in a call with more than one, you may also transfer the one on hold to the other participant of the current call. If you do so, you will be disconnected from the call, but the others will stay connected.
Near end camera control

1. Tap **More** ...
2. ... then tap **Camera Control**.
3. Adjust zoom and pan as required. Tap **Back** to exit.

Far end camera control (in a call only)

This works in point-to-point as well as in multisite calls, but only on systems with remotely controllable cameras.

1. Tap the name along the bottom line ...
2. ... then tap **Camera Control**.
3. Adjust zoom and pan as required. Tap **Back** to exit.

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 **Touch Tones** ...
2. Use the touch tone keypad.
3. Tap anywhere outside it to exit.

Tap an existing preset to make the camera move accordingly. To define presets, see "Adding a near end camera preset" on page 6.
Sharing contents—conducting presentations

You may alter the screen layout when sharing contents—see the next page for more. You must be in a call to be allowed to do layout changes.

1. 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.
You may alter the screen layout when you are in a call. 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. Observe that 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 ...
3. ... 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>System Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Name:</strong></td>
<td>Codec C90</td>
</tr>
<tr>
<td><strong>Uptime:</strong></td>
<td>20 hours, 3 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Call Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NETWORK</strong></td>
</tr>
<tr>
<td>IPv4 Address:</td>
</tr>
<tr>
<td>IPv6 Address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Camera Control &amp; Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touch Screen IPv4:</td>
</tr>
<tr>
<td>Touch Screen IPv6:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ringtone &amp; Sound Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H.323</strong></td>
</tr>
<tr>
<td>Number:</td>
</tr>
<tr>
<td>ID:</td>
</tr>
<tr>
<td>Gatekeeper:</td>
</tr>
<tr>
<td>Status:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Administrator Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SIP</strong></td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Proxy:</td>
</tr>
<tr>
<td>Status:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Restart</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SOFTWARE</strong></td>
</tr>
<tr>
<td>Version:</td>
</tr>
<tr>
<td>Touch Screen:</td>
</tr>
<tr>
<td>Options Installed:</td>
</tr>
</tbody>
</table>
The **Call Status** pane provides information on call rate, encryption, as well as important video and audio parameters.

### Call Status

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

#### Call Rate:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>768 kbps</td>
<td>768 kbps</td>
</tr>
</tbody>
</table>

#### Encryption Type:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

#### Protocol:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>sip</td>
<td>sip</td>
</tr>
</tbody>
</table>

#### Encryption Status:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
</tr>
</tbody>
</table>

#### VIDEO

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Transmit</th>
<th>Presentation</th>
<th>Receive</th>
<th>Presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.264</td>
<td>Off</td>
<td>H.264</td>
<td>Off</td>
<td></td>
</tr>
</tbody>
</table>

#### Resolution:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>768x448</td>
<td>768x448</td>
</tr>
</tbody>
</table>

#### Frame Rate:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>30</td>
</tr>
</tbody>
</table>

#### Channel Rate:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>41 kbps</td>
<td>590 kbps</td>
</tr>
</tbody>
</table>

#### Total Packet Loss (%):

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### Current Packet Loss (%):

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### Jitter:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 ms</td>
<td>2 ms</td>
</tr>
</tbody>
</table>

#### AUDIO

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Transmit</th>
<th>Receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>AACLD - Mono</td>
<td>AACLD - Mono</td>
<td></td>
</tr>
</tbody>
</table>

#### Channel Rate:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>63 kbps</td>
<td>63 kbps</td>
</tr>
</tbody>
</table>

#### Total Packet Loss (%):

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### Current Packet Loss (%):

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### Jitter:

<table>
<thead>
<tr>
<th>Participant 1</th>
<th>Participant 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 ms</td>
<td>0 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.
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 is 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 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.
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.
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.
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.

## H.323 Settings

<table>
<thead>
<tr>
<th>Back</th>
<th>Administrator Settings</th>
<th>Network Settings</th>
<th>H323 Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IP Settings - Codec</td>
<td>H323 number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IP Settings - Touch Screen</td>
<td>H323 id</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pairing</td>
<td>Gatekeeper discovery</td>
<td>Auto</td>
</tr>
<tr>
<td></td>
<td>H323 Settings</td>
<td>Gatekeeper address</td>
<td>10.47.1.58</td>
</tr>
<tr>
<td></td>
<td>SIP Settings</td>
<td>Authentication mode</td>
<td>OFF</td>
</tr>
<tr>
<td></td>
<td>Provisioning</td>
<td>Login name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multiway</td>
<td>Password</td>
<td></td>
</tr>
</tbody>
</table>
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.
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.
All endpoints using the TC series software offers Multiway as a means of creating video conferences with more than just two participants.

Note that a successful use of Multiway requires the presence of certain infrastructure products and installations. If in doubt, consult your Cisco partner.

This page of the Settings offers the ability enter the path to the Multiway enabled MCU. This is required to make the Multiway functionality work.
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.
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.
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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