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Introduction to Video Conferencing

Best Practice

A successful video conference provides a face-to-face meeting, even if the participants are miles or continents apart. Keep in mind that it still is a meeting—normal etiquette and dress code apply even here.

General

- Consider setting the unit to Automatic Answer, but mute the microphone for privacy reasons, if possible.
- Do not forget to rehearse “the noble art of operating a video system” to the extent needed.

In the meeting room

- Make sure that you do not experience obstacles blocking the view to the microphone at all times.
- Noise sources like computers placed on the table should always be placed away from the microphone of your unit. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- Pay attention to the background your system will provide to the remote participants. If the camera captures the corridor outside your office, people passing by may distract your remote participants. This applies as well to curtains with a distinct texture pattern and, in particular, to curtains moving due to draught in the room.
- If you are going to share content your system will use two video streams (duo video), one showing the presentation and the other showing the presenter—or the group of presenters. Smaller systems may force viewers to choose between showing the presentation or the presenter.
- For duo video some attention is needed. Duo video is, on some video systems, shown side-by-side with half the screen showing the presentation and the other half showing the presenter. To avoid appearing like you are sitting with your back towards the presentation look straight into the camera.
Introduction to Video Conferencing

Tour the screen and the remote control

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.

As default, there is a 60 minutes timeout on the Do not disturb (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.

Operating tips

Use the Cursor controls to move about the screen and press OK/Enter to open the selected menu field.

Use the Cancel key to exit a menu (and return to the Home screen) undoing any changes. Use the Back key to go just one step back.
Place Call From Contact List

1. Make sure Call is selected and press OK or the green Call button on the remote control.

2. Use the Cursor keys to go between Favorites, Recents and Directory and then down in one of the lists.

3. Once an entry has been located, press OK to invoke the Call menu.

4. Press the green Call button or press OK to place the call.

5. Press the red End Call button on the remote control, or use the Cursor keys to select End and press OK to terminate the call.

About the Lists of Contacts

Your lists of Contacts consist of three parts:

- **Favorites.** These contacts have been put there by you. These entries will typically be someone you call frequently or otherwise need to access in a swift and convenient manner from time to time.
- **Directory** will typically be a corporate directory installed on your system by your video support team.
- **Recents** is a list of calls you have placed, received or missed earlier.

The following options apply:

- You may key in a name, number or an IP (video) address and the system will look in all lists for you.
- You may add the entry to the list of Favorites; edit aspects of the entry before calling; change the call rate and remove the entry from Recents.
Place Call
Edit a Contact List Entry Status, then Place the Call

1. Make sure Call is selected and press OK or the green Call button.

2. Use the Cursor keys to go between Favorites, Recents and Directory and then down in one of the lists.

3. Once an entry has been located, press OK to invoke the Call menu.

4. Use the Cursor keys to move the cursor to the right so that the green Call field is selected.

5. Use the Cursor keys to move the cursor down to select the More field (...).

6. You may now use the Cursor keys to move the cursor to select any of the available options. Press OK to enter. Once set, press the green Call button to place the call.

About Entry Edits

You may have to edit an entry in one of the Contact lists before you place the call. There may be a need to add a prefix, a suffix or otherwise alter the entry to ensure success. At the same time, this set of options allow you to change the Call Rate (the bandwidth allocated to the call) as well as the ability to promote the current entry to become a Favorite.
Place Call

Place Call Using Name, Number or Video Address

1. Make sure Call is selected and press OK or the green Call button.

2. Use the Cursor keys to select the Search or Dial field, as outlined.

3. To enter numbers just press the corresponding keys on the remote.
   To invoke the virtual keyboard, use the left arrow Cursor key to move to the 123 field. You may now move about the keyboard and select characters. Press OK to select a character.

4. As soon as you start typing, the green Call button will appear to allow you to place the call any time.
   Possible matches will appear as you type. If no matches are found, this will also be indicated.

5. Press the red End Call button or use the Cursor keys to select End and press OK to terminate the call.

About Placing Calls

You may call someone who is not listed in your list of contacts by keying in their name, address or number using the virtual keyboard.
Anyone you have previously called will appear in the Recents list (until you clear that list) and you may then transfer any of them to your list of Favorites. This is described in the section Contacts.

Call Using Video Address

The procedure when using a video address to call someone is similar.
Just key in the address and use * as separator. The system will interpret it correctly and convert it for you so that the video address appears as correctly entered.
Add Someone to an Ongoing Call

1. In a call, navigate to Add.

2. Use the Cursor keys to select the Search or Dial field, as outlined.

3. To enter numbers just press the corresponding keys on the remote.
   To invoke the virtual keyboard, use the left arrow Cursor key to move to the 123 field. You may now move about the keyboard and select characters. Press OK to select a character.

4. As soon as you start typing, the green Call button will appear to allow you to place the call any time.
   Possible matches will appear as you type. If no matches are found, this will also be indicated.

5. Repeat to add more participants.
   Press the red End Call button on the remote control, or use the Cursor keys to select End and press OK to terminate the call.

About Adding Participants

If your system permits it, you may add participants to an existing call to turn a point-to-point call into a video conference.

The maximum number of simultaneous participants in a video conference will depend on the infrastructure of your organization. If in doubt, contact your video support team.
In a Call

Drop Someone From a Call

1. In a conference, use the remote control to navigate to the Participant list icon (1) in the upper right corner and press OK.

2. A list of all the participants will now be shown. Use the remote control to navigate in this list and press OK to select someone.

3. To drop someone from the call use the remote control to navigate to Drop and the press OK.

About Dropping

If your system permits it, you may drop any of the other participants from a video conference any time without ending the entire conference.

To leave an ongoing conference press the End button. This will not affect other conference participants.
Receive Call

If Someone Calls You

- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy information will be sent to the calling party.

You may also use the keys on the remote control directly.

Receive Call

• If someone calls you, you may accept, decline or ignore the call.
• If you decline the call, busy information will be sent to the calling party.

You may also use the keys on the remote control directly.
Change the Layout of the Screen

Whenever you share contents or you are in video conference, you will be able to change the layout of the video shown on the screen.

Your system cannot initiate video conferences unless certain infrastructure exist in your organization. If in doubt, consult your video support team.

You can, however, be invited to a video conference by others. The ability to change the screen layout will then apply.

Any changes you make here will not affect others than you.

For layouts with picture-in-picture (as shown here), the little image can be moved in case it blocks the view to important parts of the screen, see “Change the Position of a Picture-in-Picture on the Screen” on page 25.
Availability

Enable Do Not Disturb

1. Starting from Home screen, use the Cursor keys to select the field in the upper left corner of the screen.

2. Press the OK key.

3. Use the Cursor buttons to select Available or Do Not Disturb.

4. Press the OK key to exit the menu, putting changes into effect.

About Do Not Disturb

Your system can be set to not respond to incoming calls. You may, however, use it to call others as much as you want.
Availability

Enable Standby

1. Starting from Home screen, use the Cursor keys to select the field in the upper left corner of the screen.

2. Press the OK key.

3. Use the Cursor buttons to select Standby.

4. Press the OK key to exit the menu, putting changes into effect.

About Standby

Your system can be set to Standby to save electrical energy. You will still be able to receive calls as usual.
Camera

Start and Stop Presentation

1. Make sure your presentation source is connected and switched on. Select Share and press OK on the remote control.

2. Navigate to the source to be shared.

3. You will now see a preview of the content of the source to be shared. No sharing has taken place yet. Press OK on the remote control to start sharing.

4. To stop sharing content, select Stop sharing and press OK on the remote control. You may maximize or minimize the shared content image by means of the button number two from the left.

About Content Sharing

Use this feature to share content on your PC in a call or outside a call. The procedure is the same, but shown here is the in-call way only.
Your video system may be connected to a management system capable of scheduling video meetings for you. Any meetings scheduled will then appear in a List of Meetings on your Touch device.
Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a List of Meetings. Navigate to Join to enter the meeting. If the scheduling system calls you, just treat that as an incoming call.
Contacts consists of three parts; a Directory, which typically is your corporate phone book; Recents which is a list of recent calls and finally Favorites, which is your personalized list of people you call frequently or otherwise need to get easy access to.
Contacts

Make Someone a Favorite

1. Make sure Call is selected and press OK or the green Call button.

2. Use the Cursor keys to go between Recents and Directory and then down in one of the lists.

3. Once an entry has been located, press OK to invoke the Call menu.

4. Use the Cursor keys to move the cursor to the right so that the green Call field is selected.

5. Then use the Cursor keys to move the cursor down to select the More field (…).

6. You may now use the Cursor keys to move the cursor to select Mark as Favorite. Press OK to enter.

About Directory, Recents and Favorites

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 a folder to show its contents, scroll, if needed, to locate a folder or an entry within a folder.

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.

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. Use Edit and Call for this.
Contacts

Make Someone a Favorite In a Call

1. In a call, use the remote control to navigate to the Participant list icon (👥) in the upper right corner and press OK.

2. A list of all the participants will now be shown. Use the remote control to navigate in this list and press OK to select someone.

3. To turn someone from the call instantly into a favorite use the remote control to navigate to Favorite and then press OK.

Creating Favorites On the Fly

You may turn anyone you talk to into a favorite while you are in a call with them.

More about favorites, as such, can be found on the previous page.
Camera
Camera

View Camera Settings

1. In a call or outside a call, move cursor up the upper right corner to the Camera icon. Press OK.

2. The camera icon appears. Press OK.

3. You may now make the self-view image sticky, maximize and/or adjust the pan, zoom and tilt of the camera.

Make self-view sticky (always shown).

Maximize/minimize self-view.

4. Press Back to exit the menu.

Use Arrow keys, OK and Back for this.

Pan, tilt and zoom controls.
Change the Position of a Picture-in-Picture on the Screen

Moving a PiP

As long as self-view (what others see of you) is not shown full size, it is shown as a PiP (picture-in-picture).

You may also set up a layout showing the other party as a PiP when content is shared. However, in this case we use self-view as an example.

You may want to have self-view activated during a presentation to ensure that you always remain visible to the others.

During presentations you may experience that the PiP blocks important parts of the shared content on your screen. This is why your system allows you to move the PiP.

Note that this will not affect how you appear to the other participants. This is a setup affecting your screen only.

With self-view activated (see previous page) or a layout involving a picture-in-picture, navigate to Layout in the upper right corner and press OK. The Layout icon will appear only when relevant.

The layout menu appears. Press Arrow-down to navigate to the self-view image.

The self-view image will now turn blue to show that it has been selected. Click OK.

Arrows will now appear to indicate that the self-view image can be moved. Possible new locations are indicated.

Use Arrow keys to move the image.

Press OK when finished.
Far end Camera Control

Many video systems have a remotely controllable camera. Such systems allow you to use a remote control to change pan, tilt, and zoom.

If the far end (those you are in a meeting with) have such a system, you may control their camera during the call.

This feature may or may not be available in video conference calls, depending on your infrastructure. If in doubt consult your video support team.

1. In a call, use the remote control to navigate to the Participant list icon (👥) in the upper right corner and press OK.

2. A list of all the participants will now be shown. Use the remote control to navigate in this list and press OK to select someone.

3. Use the remote control to navigate to Camera and then press OK.

4. Use the remote control to adjust pan, tilt and zoom of the far end camera. Press OK when finished to exit the menu.
The video endpoints whose use is described in this guide 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 pad provides access to a limited set of parameters only.

The web interface is described in a guide available separately for download.
Settings
Gain Access to the Settings

To gain access to the Settings menu, move cursor to upper left corner of the screen and press OK on the remote control. Then navigate down to Settings and press OK again.

The Settings shows basic information about the system as well as providing access to the Setup Wizard and the ability to force a restart of the system.

Care must be taken when altering the Settings to avoid that the system stops working. If in doubt, contact your video support team.

For security reasons, access to the Administrator Settings may have been password protected by your video support team.

To enter the Settings, tap the Settings icon in the upper left corner of the touchpad, as outlined.