# Contents

## What’s in this guide

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All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

To go between chapters, you may also click on any of the icons in the sidebar.
Introduction to Video Conferencing
Introduction to Video Conferencing

Best practices

General
- Immersive TelePresence systems are designed to produce an “in-person” experience. Treat an immersive TelePresence conference as you would a normal face-to-face meeting.
- While the interface is simple, it is a good idea to learn the basics of the IX system before you start a call, such as:
  - Placing and answering a call
  - Creating a video conference call
  - Joining a meeting
  - Sharing presentation or whiteboard content with conference participants
  - Moving presentation or whiteboard content from one screen to another
  - Ending the call

In the meeting room
- To reduce ambient noise, do not place noise sources like computers close to the microphone bars. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- The IX system table surface is made with top-grade natural wood. The table surface is not scratch resistant. Please treat the table surface with care as delicate furniture.
- The room experience is best when viewing the screens straight on. Views from the side may have reduced image quality due to viewing angle limitations of LCD screens.
- When sharing a presentation:
  - Do not yank or pull strongly on the presentation cables when removing them from the recesses in the table.
  - Guide the three-headed adapter carefully when removing or replacing the presentation cable. Do not let the adapter slide across the table top because it can scratch the surface.
  - Make sure the three-headed adapter goes into its recess when you replace the presentation cable.
Introduction to Video Conferencing
Tour the Home screen

- **Dial** - Place calls (page 6)
- **Contacts** - Shows your favorites, corporate directory, and recent calls. (page 20)
- **Meetings** - Access scheduled meetings (page 17)
- **Share** - Share presentation and whiteboard content (page 13)
- **Volume Up/Down**
- **Intelligent Proximity** (page 12)
- **View system information** (page 22)
- **Change fill light level** (page 26)
- **Self view** - Check the camera view before a meeting

The Share button also enables the Layout Control feature, which allows you to:
- share two separate presentation and whiteboard content sources on multiple screens
- share duplicate content on multiple screens.

For more information, see "Share Content" on page 13.
Placing & Ending Video Calls
Place Call

Place call using a name, number, or URI

1. To place a call, tap **Dial** from the Home screen.

2. Enter the number and tap **Call**.

To enter a URI, tap the keyboard icon, enter the URI in the address bar, and tap **Call**.

Notes

The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.
Answer and end calls

If Someone Calls You

- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy tones are sent to the calling party.

To answer an incoming call, tap **Answer**.

To end a call, tap **End**.
Conference Calls with Multiple Participants

Add participants to an existing call

1. To add a video or audio participant to an existing call, tap Add.

2. To enter a number or URI, tap Dial. To enter a contact, tap Contact. Enter the number, URI, or directory entry, and tap Call.

3. Tap Merge to merge the call. The new call is added to the existing call, thus creating a conference.

4. To remove a participant, tap the participant list (not supported for ad hoc conferences).

5. Select the caller to drop and tap Drop.

About video conferences

Your video system may be equipped with the capability to initiate a video conference with multiple participants.

- The maximum number of participants on a call depends on the system configuration and video infrastructure.
- If you want to initiate an ad hoc video conference, you must call each participant one by one. If you are the one who initiated the conference you will be able to terminate the entire conference. The other participants, however, may only disconnect themselves from the conference.
- Depending on their endpoint configuration, some participants may be audio-only.
- Ad hoc video conferencing is not supported if your software version is 8.1.2 or earlier. You can add a maximum of one audio-only participant to an existing call.
- Contact your voice support team for more information on supported conferencing functionality.
Share and Access Content and Control Your System Wirelessly

Use the Intelligent Proximity feature

If enabled, Intelligent Proximity allows you the following functions from your phone or tablet:

- See and capture presentation content
- View content shared before you joined the meeting (up to 10 previous screen captures, such as slides)
- Place and end calls

In addition, you can share content wirelessly from your laptop or tablet.

To access this feature:

- For Apple or Android users, download the free Cisco Intelligent Proximity app from App Store or the Google Play Store.
- For Windows or OS X users, go to https://www.cisco.com/go/proximity.

Open the app or program with your smart phone, tablet, or laptop after the meeting starts.

Notes

- Your video support team may have activated all of the features or just a subset of them.
- Intelligent Proximity uses ultrasound when connecting users. Do not block the microphone of your smart phone or tablet.
- Intelligent Proximity has been designed not to work outside the meeting room. However, when privacy dictates, always keep the meeting room entrance doors closed to avoid possible eavesdropping from adjacent rooms.
- You can also turn Intelligent Proximity on or off from the system information panel.
- Your system administrator might have disabled this feature (it is disabled by default). If this is true, you receive the following error messages:
  - For iOS devices: “Network unreachable, retrying”
  - For Android devices: “System found, reconnecting” or “Searching for video system”.

In addition, you can share content wirelessly from your laptop or tablet.

To access this feature:

- For Apple or Android users, download the free Cisco Intelligent Proximity app from App Store or the Google Play Store.
- For Windows or OS X users, go to https://www.cisco.com/go/proximity.

Open the app or program with your smart phone, tablet, or laptop after the meeting starts.
Disabling/enabling Intelligent Proximity

When out of a call, enable or disable Proximity on a per-system basis by moving the slider from On to Off, or vice versa.

If your system administrator has disabled the Proximity feature, this choice does not appear in the list.
Share Content

Share tray overview

**Presentation area** – Shows the content being shared and the main and presentation displays.

**Share tray** – Move presentation content, including whiteboard content, to and from the screen.

**Presentation content in share tray**

**Whiteboard content in share tray**

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### About Content Sharing

The share tray allows you to move and duplicate content to and from the main and presentation displays.

- To show the share tray, **tap Share**.
- To add content to the conference, **drag the content** from the share tray to the presentation area.
- To remove content from the conference, **drag the content** from the presentation area to the share tray.
- To duplicate content, **touch the content in the share tray**, then move the content to an available display in the presentation area.
- To move content, **touch the content in the presentation area**, then move the content from one display to another.
Share presentations

Connect your presentation source (for example, a laptop) to the presentation cable. If prompted, tap **Share** to share the content.

To remove the content from sharing, drag the content away from the presentation area.

To view the share tray, tap **Share**.

About Content Sharing

Use this feature to share content from your presentation source (for example, your PC) in a call or outside of a call, sharing locally.

The number of presentations (including the whiteboard, if configured) you can share depends on the type of conference:

- In a point-to-point call, you can move and/or copy up to two presentations using the share tray.
- In a multipoint call using TelePresence Server, you can move and/or copy up to one presentation.
- When using the system outside of a call (sharing locally), you can share up to three presentations.
Share whiteboard content

1. Tap Share from the In Call screen to show the share tray.

2. Touch and hold the Whiteboard Camera icon in the share tray and drag it up to the displays.

3. On release, the whiteboard shows on the left display.

Use the same steps to share whiteboard content as presentation content.
Scheduled Meetings
Scheduled Meetings

View scheduled meetings

If a meeting is starting, the **Join** button appears on the meetings screen as well as the main screen.

To view the day’s meetings, tap the **Meetings** icon.
Join a meeting

To join a meeting, tap the Join icon from either the Home or Meetings screen.

Or tap the Join button in the Meeting Alert pop-up.

Meeting Basics

To join a meeting tap the Join button. This button appears on the Main screen or on the Meetings screen.

If the scheduling system calls you, treat that as an incoming call.
Contacts
Contacts, Recents, and Favorites

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<td>2</td>
<td>To call using a directory contact, tap the <strong>Contacts</strong> icon at the top left of the screen, tap the Search bar area, then type the contact’s name in the Search bar.</td>
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<td>3</td>
<td>Tap the icon of the contact and tap <strong>Call</strong>.</td>
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<td></td>
<td>To call using recently dialed numbers, tap the <strong>Recents</strong> icon, tap the number to dial, then tap <strong>Call</strong>.</td>
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About Contacts, Recents, and Favorites

Your lists of Contacts consist of the following parts:

**Favorites** have been added for you by your system administrator. 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.
Accessing the System Information window

The System Info page provides information on IP address, MAC address and software version for the system and for the Touch 10 device.

Restart the system from here, and change the font size and other functions using Accessibility settings.

Additional settings in this area are described on the following pages.
Settings

Additional choices in the System Info area

During a call, tap **Call Status** to see real-time call statistics, including protocol, call rate, packet loss, and jitter, for the center, left, and right screens.

Tap **Restart System** to reboot the system. A system reboot immediately disconnects any calls and makes your system unavailable until the reboot process completes.

**CAUTION** Do not restart the system without permission from the system administrator.

You can only view the call statistics during a call.
Settings

Additional choices in the System Info area

Tap the Accessibility to

- Change the font size
- Change the time required for the system to detect selection of an item
- Enable or disable the magnification gesture feature

About the Advanced choice

Font size allows you to change the text size for your device.

Touch & hold delay allows you to adjust the delay required for the device to recognize that you are holding and touching an item.

Magnification gesture allows you to magnify the screen by triple-tapping it.

You can also reset the system to its default settings from this area.
Settings

Live Support & changing the fill light level

Tap the number on the top left of the screen.

Tapping **Live Support** connects you to a representative who will assist you with problems that may occur during a meeting.

Change the fill light level of the system (the lights above the displays) by moving the slider in the Fill Level area.

**About Live Support and Fill Light**

**Live Support** If configured by your system administrator, Live Support connects you to a representative who will assist you with problems that may occur during a meeting. If you are in an active call, the call will be placed on hold while the system dials the Live Support number.

**Fill Light** When you change the Fill Light level, the lights dim or become bright to show you the level you have chosen.