



# Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages

Revised: February 26, 2015, OL-28618-01

This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen and contains the following sections:

- [Screen On-Screen Icons and Animations, page 4-1](#)
- [On-Screen Messages, page 4-7](#)



Note

You see the meeting alerts and meeting timers only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

## Screen On-Screen Icons and Animations

This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen and contains the following sections:

- [Meeting Timer Icons, page 4-1](#)
- [Call Connection Status Bars, page 4-2](#)
- [System Information Icons, page 4-4](#)
- [Main Display Screen Animations, page 4-6](#)
- [Maintenance Icons, page 4-7](#)

## Meeting Timer Icons







Note

You see the meeting timers only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

A meeting alert is displayed on the main display screen to help participants end meetings on time. [Table 4-1](#) describes display screen meeting alert icons.

Table 4-1 Meeting Timer Icons

Icon	Description
	Amount of time left in the scheduled meeting. Appears two minutes before the end of a meeting. A red slash appears across the stopwatch icon to indicate that the meeting is ending.
	Amount of time left in the scheduled meeting. Appears ten minutes before the end of a meeting.
	Appears when the <a href="#">Meeting Extension</a> feature is used. Indicates that the meeting has been extended for an extra 30 minutes. See <a href="#">Extending Your Meeting</a> for more information.
	Appears when the <a href="#">Meeting Extension</a> feature is used. Indicates that the meeting has been extended for an extra 60 minutes. See <a href="#">Extending Your Meeting</a> for more information.

## Call Connection Status Bars

The CTS software monitors the connection quality. Connection quality is rated either good, marginal, or poor. When the CTS software detects reduced connection quality, an icon is displayed on the main display screen. When connection quality reaches the poor state, the call is terminated.

[Table 4-2](#) describes main display screen call connection status icons.

**Table 4-2** Call Connection Network Status Bars

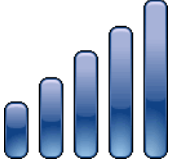
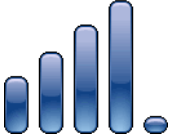
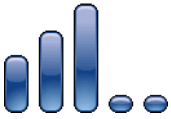


Status Bars	Description
<p>Five Bars—Lowest Resolution of Received HD Streams is 1080p and the received presentation has no loss above 2%.</p> 	<p>Describes the lowest resolution of all received high-definition (HD) streams and the highest percentage of packet loss of all received HD streams, affecting how the received presentation is rendered. Also indicates the quality of the presentation display. Range is 1 to 5 bars.</p> <p><b>Connection Quality</b></p> <p>The receiving video quality is either:</p> <ul style="list-style-type: none"> <li>• Poor—Call will be dropped</li> <li>• Good—Call is connected</li> </ul> <p>The call connection status bars appear in the top right corner of the center main display screen.</p>
<p>Four Bars—Lowest Resolution of Received HD Streams is 720p and the received presentation has no loss above 2%.</p> 	<p>When a call is terminated due to network issues such as packet loss, a text message is displayed on the phone instead on the main display, indicating what the problem is, what the system is doing to correct the problem, and what you can do.</p>
<p>Three Bars—Lowest Resolution of Received HD Streams is Common Intermediate Format (CIF) and the received presentation has no loss above 2%.</p> 	

Table 4-2 Call Connection Network Status Bars (continued)

Status Bars	Description
<p>Two Bars—Highest Percentage Packet Loss is above the 1% Warning Threshold.</p> <p>Or</p> <p>The received presentation has loss between 2% and 10%.</p> 	
<p>One Bar—Highest Percentage Packet Loss is above the 10% Error Threshold</p> <p>Or</p> <p>The received presentation has loss above 10%.</p> 	

## System Information Icons

Table 4-3 describes system information icons.

**Table 4-3** System Information Icons







Icon	Description
Satellite 	Displays when the network that is used for Cisco TelePresence includes a satellite hop so the latency will be much higher. Few installations use satellite; this is primarily for military and mobile situations.
Non-Secure Call 	Displays at the start of a call if the call is not secured and the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.  Also displayed after a Hold/Resume regardless whether the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.
Secured Call 	Displays at the start of a call or after a Hold/Resume if the security level is secured.
Call on Hold 	Displays when no video is shown.




Table 4-3 System Information Icons (continued)

Icon	Description
	Displays when you press the Mute button on the microphone or touch the <b>Mute</b> soft-key on the phone.
	Indicates that the headset is in use.



## Main Display Screen Animations

Table 4-4 describes animations that may appear on the main display screen. When an action is selected on the phone or on the Cisco TelePresence System (CTS), an animated icon appears on the main display screen and changes to show the selected action status.

Table 4-4 Main Display Screen Animations

Animation	Description
Microphone Unmuted 	Microphone Muted 
Presentation Not Shared 	Shows the sharing status of your meeting presentation with <b>VGA</b> detected. To initiate sharing, do the following on the room phone: <ol style="list-style-type: none"> <li>1. Touch <b>Share</b> to share <b>VGA</b> or document camera input (Sharing On).</li> <li>2. Touch <b>Dismiss</b> to turn off sharing (Sharing Off).</li> </ol>


**Table 4-4** Main Display Screen Animations (continued)

Animation	Description
Projector warming up  	Projector for your CTS 3x00 Series transitions from off to on to indicate when the projector is warming up (off or on state).
Call on Hold  	Hold icon transitions from solid color as the user goes on hold.

## Maintenance Icons

[Table 4-5](#) describes main display screen icons that may appear if your system requires maintenance.

**Table 4-5** Maintenance Icons

Icon	Description
Bulb Icon  	Indicates that the projector lamp on your CTS 3x00 Series needs to be replaced.

## On-Screen Messages

[Table 4-6](#) describes meeting status information messages that appear on the main display screen. These messages appear while the screen is dark (not showing video meeting images).

Table 4-6 Main Display Screen Messages

On-Screen Message	Description
Call has been dropped because resources are not available. Contact <a href="#">Live Desk</a> for assistance	Occurs during static meetings and there are not enough resources available.
Please press <b>End Call</b> if your meeting has ended	You are the last endpoint in the meeting.
Please wait for meeting host to join	The meeting host has not yet joined the meeting. This only applies to <a href="#">static meeting</a> instances. An administrator can configure a room as host. If the host does not join, then all other rooms dialed in will be put on hold. When host joins, they will all be resumed. When the host leaves, the meeting will be stopped by the Cisco TelePresence Multipoint Switch (CTMS).
Please wait for meeting to start	You have dialed into the meeting before the scheduled start time and are on hold.
Please wait, remote user on hold	All participants are on hold except this endpoint. Only this endpoint sees the “hold” message. When multiple endpoints both secure and non-secure join a meeting at the same moment, in a best-effort ad hoc meeting for instance, some of the endpoints will see “Remote user on hold” momentarily displayed on the main display.
Please wait, temporarily at maximum number of callers Unable to join, now at maximum number of callers	There are not enough CTMS slots available for your endpoint to join the meeting. Depending on your configuration, you will remain on hold until resources are available.
Please wait, the participant list will be available momentarily	Occurs in large meetings as the system adds in audio participants.
Please wait, you are the first meeting participant	You are the first endpoint in the meeting.
Remote participant cannot receive presentation	Some telepresence endpoints do not support the ability to share or receive presentations. In most cases an existing call will continue as audio-only.
Unable to join secure call. Please wait, converting to non-secure	Occurs when the screen goes dark because of a security difference between meeting endpoints. Screen remains dark for approximately three or four seconds while security is downgraded. A lock icon that is unlocked may appear to indicate non-secure status.
Unable to join, required feature not available	When an incompatible endpoint joins a multipoint meeting, the incompatible endpoint cannot join the call.
Unable to show the presentation due to capability mismatch	The presenter is sending a higher resolution presentation stream than the receiver can handle.