



CHAPTER 11

Cisco TelePresence System On-Screen Messages, Icons, Status Indicators, and Animations

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This chapter contains descriptions of system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen, the CTS Cisco Unified IP phone, and other user interfaces:

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Cisco TelePresence System Main Display Screen Message Icons and Animations

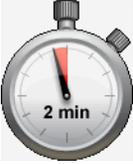
This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen

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Meeting Alert Icons

A meeting alert is displayed on the main display screen to help participants end meetings on time. [Table 11-1](#) describes display screen meeting alert icons.

Table 11-1 Meeting Alert Icons

Icon	Description
<p>2-Minute Alert</p> 	Amount of time left in the scheduled meeting. Appears two minutes before the end of a meeting.
<p>10-Minute Alert</p> 	Amount of time left in the scheduled meeting. Appears ten minutes before the end of a meeting.

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 11-2](#) describes main display screen call connection status icons.

Table 11-2 Call Connection Network Status Bars

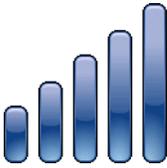
Status Bars	Description
<p>Five Bars—Lowest Resolution of Received HD Streams is 1080p and the received presentation has no loss above 2%.</p> 	<p>Describes the lowest resolution of all received high-definition (HD) streams and the highest percentage of packet loss of all received HD streams, affecting how the received presentation is rendered. Also indicates the quality of the presentation display. Range is 1 to 5 bars.</p> <p>Connection Quality</p> <p>The receiving video quality is either:</p> <ul style="list-style-type: none"> • Poor—Call will be dropped • Good—Call is connected <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>Note Call connection network status bars replace network congestion messages that are displayed on the main display screen.</p> <p>Note 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 11-2 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 11-3 describes system information icons.

Table 11-3 System Information Icons

Icon	Description
<p>Satellite</p> 	<p>Displays when the network is connected by satellite.</p>
<p>Projector Warming Up</p> 	<p>Indicates that the projector is warming up.</p> <p>Note CTS 3000 and CTS 3200 only. Cisco announces the end-of-sale and end-of life dates for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200.</p>
<p>Non-Secure Call</p> 	<p>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.</p> <p>Note Also displayed after a Hold/Resume regardless whether the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.</p>
<p>Secured Call</p> 	<p>Displays at the start of a call or after a Hold/Resume if the security level is secured.</p>
<p>Authenticated</p> 	<p>Displays at the start of a call or after Hold/Resume if the security level is authenticated.</p>

Table 11-3 System Information Icons (continued)

Icon	Description
<p data-bbox="94 304 380 346">Call Hold</p> 	<p data-bbox="380 304 1484 346">Displays when a user goes on local hold.</p>
<p data-bbox="94 577 380 619">Call Hold—Black Screen</p> 	<p data-bbox="380 577 1484 619">Displays when no video is shown.</p>
<p data-bbox="94 850 380 892">Remote Hold</p> 	<p data-bbox="380 850 1484 892">Displays when a CTS call is initiated or when a phone user is put on remote hold.</p> <p data-bbox="380 892 1484 976">Note The hourglass icon has been replaced in CTS Release 1.7.0 and later releases. See the “Cisco TelePresence Main Display Screen Messages” section on page 11-9.</p>
<p data-bbox="94 1123 380 1165">Microphone Mute</p> 	<p data-bbox="380 1123 1484 1207">Displays when you press the Mute button on the microphone or touch the Mute soft-key on the phone.</p>
<p data-bbox="94 1396 380 1438">Headset</p> 	<p data-bbox="380 1396 1484 1438">Indicates that the headset is in use.</p>

Main Display Screen Animations

Table 11-4 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 11-4 Main Display Screen Animations

Animation		Description
Microphone Unmuted 	Microphone Muted 	Red bar appears over Microphone icon. Displays when you press the Mute button on the microphone or touch the Mute soft-key on the phone.
Presentation Not Shared—Sharing On 	Presentation Not Shared—Sharing Off 	Shows the sharing status of your meeting presentation. To initiate sharing, do the following on the room phone: <ol style="list-style-type: none"> 1. Touch Share to share VGA or document camera input (Sharing On). 2. Touch Dismiss to turn off sharing (Sharing Off).
Projector Off 	Projector On 	Projector light transitions from off to on to indicate when the projector is in the off or on state. Note CTS 3000 and CTS 3200 only. Cisco announces the end-of-sale and end-of life dates for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200 .

Table 11-4 Main Display Screen Animations (continued)

Animation		Description
Hold Off 	On Hold 	Hold icon transitions from solid color as the user goes on hold.
Cisco WebEx Ball Icon—Active 	Cisco WebEx Ball Icon—Not Active 	Cisco WebEx-enabled meeting transitions from active to not active.

Maintenance Icons

Table 11-5 describes main display screen icons that may appear if your system requires maintenance.

Table 11-5 Maintenance Icons

Icon	Description
Bulb Icon 	Indicates that the projector lamp needs to be replaced. Note CTS 3000 and CTS 3200 only. Cisco announces the end-of-sale and end-of life dates for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200 .

Cisco TelePresence Main Display Screen Messages


Note

These messages replace the hourglass icon in CTS Release 1.7.0 and later releases.

Table 11-6 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 11-6 Main Display Screen Messages

On-Screen Message	Description
Please wait for meeting to start	You have dialed into the meeting before the scheduled start time and are on hold.
Please wait, you are the first meeting participant	You are the first endpoint in the meeting.
Please wait for meeting host to join	The meeting host has not yet joined the meeting. This only applies to static meeting 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, temporarily 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, remote user on hold	All participants are on hold except this endpoint. Only this endpoint sees the “hold” message. Note 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.
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.
Please touch End Call if your meeting has ended	You are the last endpoint in the meeting.

CTS Device Status Indicators

The following status icons may be seen on the CTS system graphical user interface.



Note

Some icons may only be seen from the Administration interface.



- Ellipses or Black Dot—Microphone is not expected or microphone is not connected.



- Green check-mark—Device is configured and operational.



- Hourglass—Device status is unknown or is being determined.



- Question Mark—Microphone is not expected or microphone is not connected.



- Red X with a broken pipe—Device is inaccessible. This icon is seen if the primary codec cannot communicate with a secondary codec.



- Red X—Device is not connected or device is not configured:
 - Cameras—When the video cable is not connected or is loose, or when the Ethernet cable is not connected.
 - Displays—When the video cable is not connected or the display does not have power.
 - Projectors—If the video cable is unplugged or the unit does not have power.
 - Microphones—Offline.
 - If you have specified in Cisco Unified Communications Manager (Cisco Unified CM) that a projector/LCD is present and there is not one present.