C H A P T E R 3

Cisco TelePresence System Calling Features (Systems That Use an IP Phone for Call Control Only)

Revised: March 2012, OL-13674-07

Contents

Using Self View Before Starting a Meeting

The Self View feature allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins. By touching the Self View softkey on your CTS Cisco Unified IP phone while the CTS is idle (not in a call), you can see a mirror image of yourself and your room for a specified amount of time (5 to 180 seconds), as configured in the Maximum Self View Time (in seconds) field in the Product Specific Configuration Layout fields in the Cisco Unified CM Administration interface.

Using the Self View Softkey

- CTS main display lights turn on (or remain on) when accessing Self View. When you exit Self View, the lights exhibit the same behavior as if a call has just ended. When answering an incoming call while still in Self View mode, the lights remain on throughout the call.

- Dismissing a call while in Self View mode does not disrupt the Self View video. The active presentation stops the incoming call ring if the "Voicemail" has been setup in Cisco Unified CM. Call dismissal returns you to the Self View Control screen.

- Answering a call while in Self View mode smoothly transitions to the incoming video. If there is an active presentation, options on the phone will allow you to share (or not share) the presentation as the new call begins.

Figure 3-1 shows the Self View softkey among other softkey options.

Figure 3-1   Self View Softkey

Touching the **Self View** softkey takes you to the Self View Control screen. Any active presentation is visible during self view (as PiP or on the LCD) and is also present when exiting self view.

Figure 3-2 shows the Self View Control screen for the CTS 500, CTS 1000, CTS 1100, and CTS 3000 and CTS 3200 Series, which are single-camera systems.

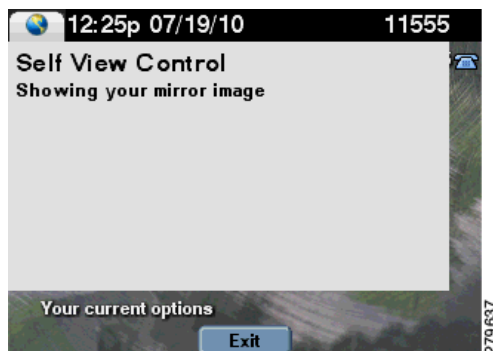*Figure 3-2   Self View Camera Control*

Figure 3-3 shows the Self View Control screen for the CTS 1300, which has three cameras. You can choose how your meeting room looks from the left, center, or right camera by touching the camera icons on the screen.

Tip   Simultaneous self view display is visible only if the loopback request is from the center camera. If you select the left or right camera view, the self-view presentation is not visible.

Figure 3-3   Self View Camera Control

Initiating a Call

There are several ways to place a Cisco TelePresence call from the CTS phone:

- Placing a Call Using the New Call and Dial Softkeys, page 3-3
- Favorites: Speed Dialing, page 3-4
- Using the Directory, page 3-5
- Placing a Call Using the Meetings Button or Softkey, page 3-7
- Using the Directory, page 3-5

Placing a Call Using the New Call and Dial Softkeys

To dial a new call:

Step 1   Touch the **New Call** softkey or use the dial keypad to start a new call. The New Call screen is displayed as shown in Figure 3-4.

Step 2   Enter a dialstring. Dialstring input can be up to 32 digits; this is the maximum length dialstring that the phone user interface will accept.
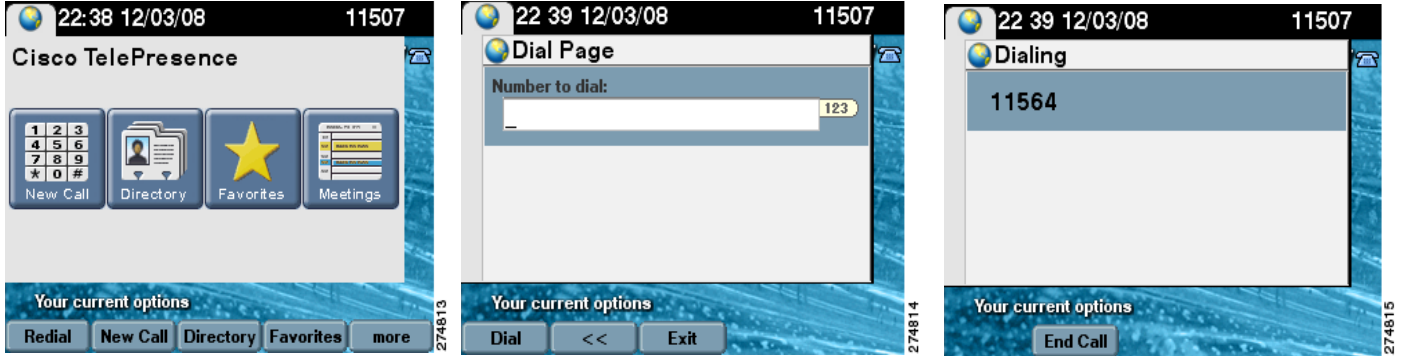
Tip   Touch the << softkey to backspace over any digits you entered.

Step 3   Touch the **Dial** softkey to dial the phone number. The phone number being dialed is displayed while the call is being connected.

Step 4   Touch the **End Call** softkey to end the Cisco TelePresence call.

Figure 3-4   *Dialing a New Call*

Favorites: Speed Dialing

Access the speed dial feature by touching the **Favorites** softkey or by touching the **Favorites** icon from the CTS phone Idle screen to dial from a directory of preset phone numbers. The Favorites Screen allows you to fast-dial Cisco TelePresence System (CTS) endpoints that have been registered as a Favorite by the system administrator in Cisco Unified Communications Manager (Cisco Unified CM).

Tip   To set up Favorites on your phone, see Chapter 8, "Tips for Troubleshooting Your Cisco TelePresence Meeting (Systems That Use an IP Phone for Call Control Only)."

To initiate a meeting from Favorites:

Step 1   Touch the **Favorites** softkey or touch the **Favorites** icon from the CTS phone Idle screen, as shown in Figure 3-5.

Step 2   Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the Cisco TelePresence room or person you wish to call is highlighted.

Step 3   Touch the **Dial** softkey.

Figure 3-5   *Favorites: Speed Dialing*
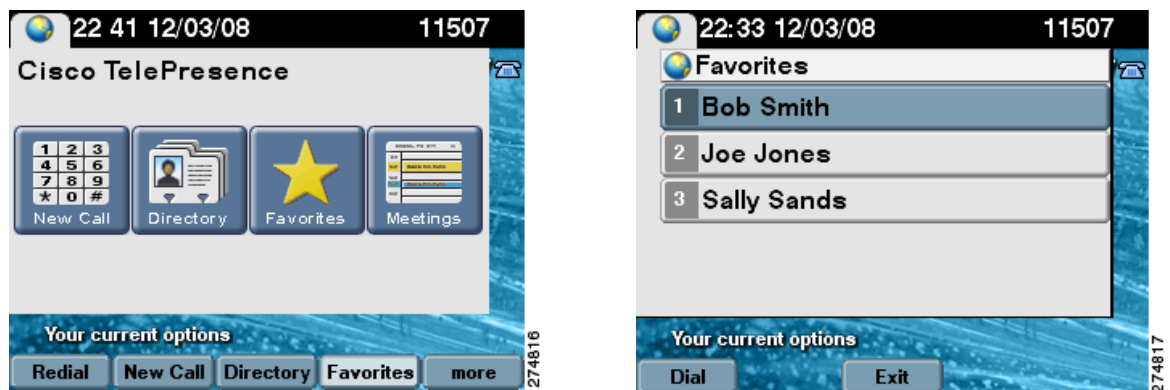
Using the Directory

Placing a Call Using the Directory

🔍

Tip   For information about configuring Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, contact your Cisco Administrator. See also How to Configure Favorites and Directory.

To initiate a meeting by placing a call using the Directory:

Step 1   Touch the **Directory** softkey or touch the **Directory** icon from the Idle screen to display a searchable directory of all available CTS phone numbers.

Step 2   Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the endpoint or person you wish to dial is highlighted, as shown in Figure 3-6.

• Each screen displays 31 phone numbers.

• To see the next set of phone numbers, touch the **Next** softkey.

Step 3   After you highlight the desired number, touch the **Dial** softkey to initiate the call.

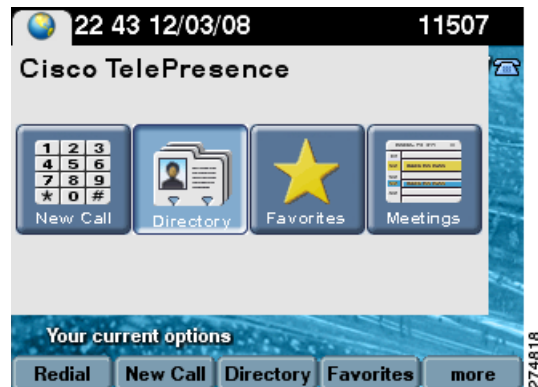*Figure 3-6   Directory Button*

Figure 3-7   Directory List

Using the Directory Search Feature

To search for a particular telephone number from the displayed Directory list:

Step 1   Touch **Search** from the Directory screen. The system displays Name and Number fields.

Step 2   Use the telephone keypad to type in letters or numbers. For example, when you press the number "4," the letters associated with the number 4 on the phone keypad are displayed, as shown in Figure 3-8.

Step 3   Touch the number key until the character you want is highlighted.

**Step 4**   Pause to select that character.

Tip   If you need to erase a character you have selected, use the **<<** softkey. Use the **Up** and **Down** keys to move between Name and Number fields.

You can also search on the first letters of the first name, last name, or directory name.

Step 5   Touch the **Submit** softkey to run a search using the information you have entered.

Figure 3-8   Directory Search Feature
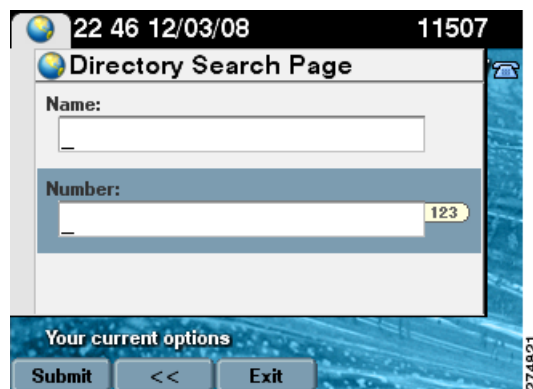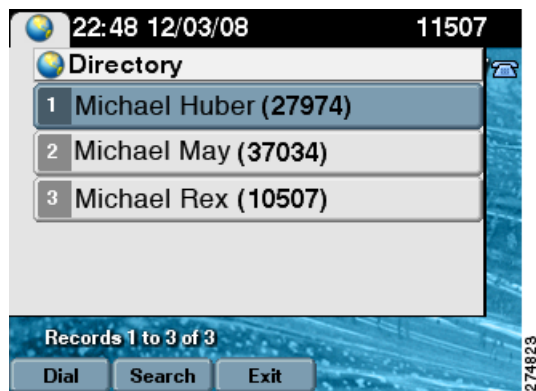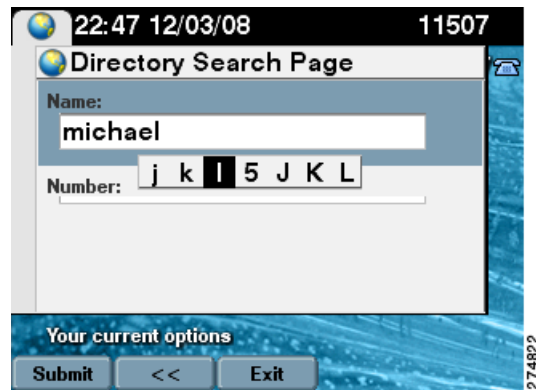
Placing a Call Using the Meetings Button or Softkey

If Cisco TelePresence Manager is installed on your corporate network, you can schedule meetings using Microsoft Outlook or Lotus Notes. You can then start scheduled meetings using Cisco's One-Button-to-Push technology. Cisco TelePresence Manager launches the meeting components and determines the best settings for the call.

To place a call:

Step 1   Touch the **Meetings** button to go to a list of scheduled meetings, as shown in Figure 3-9.

Or

Step 2   Touch **more** to navigate to the **Meetings** softkey and touch to open the list of meetings.

Step 3   When you have located your meeting from the meetings list, touch the entry to initiate the meeting, as shown in Figure 3-10.

Tip   You can also touch the **StartMtg** softkey to initiate your meeting.

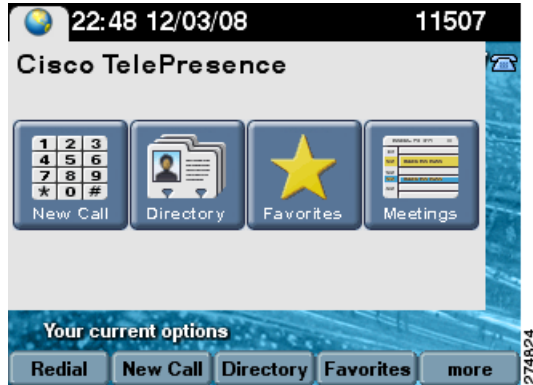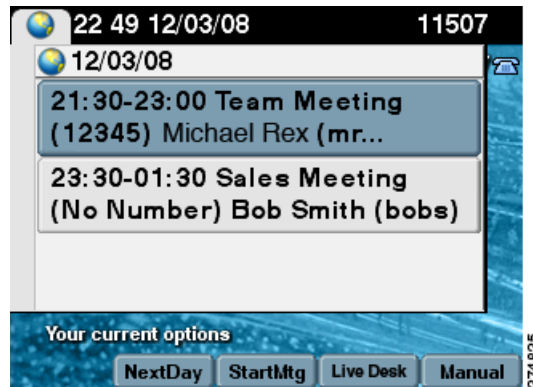*Figure 3-9*   *Navigate to the Meetings List*

Figure 3-10   *Using One-Button-to-Push*

The Cisco TelePresence Manager Administrator sets the number of days that meetings are stored and displayed on the phone. The phone is refreshed with new meetings at the following times:

- Each time the Cisco TelePresence System receives a meeting notice from Cisco TelePresence Manager.

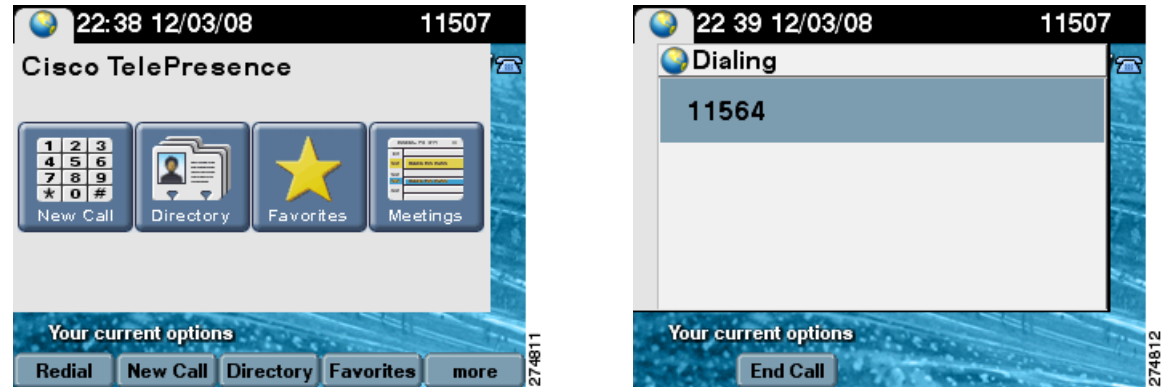- At the end of the each meeting.

- Each night at midnight.

To prevent interruption, Cisco TelePresence Manager waits until there are no active calls or meetings before updating the schedule.

Last Number Redial

Redial the last number called by touching the **Redial** softkey, as shown in Figure 3-11.

Figure 3-11 *Redialing the Last Number Called*

Answering a Call

Tip Your Cisco TelePresence endpoint may be configured to auto-answer the call. The auto-answer feature is configured by your Cisco TelePresence System Administrator.

If auto-answer has not been set, the Cisco TelePresence phone on the receiving end displays the phone number of the incoming call, as shown in Figure 3-12.

To answer a call:

Step 1 Touch the highlighted meeting or touch the **Answer** softkey.

**Tip** Remember that all Cisco TelePresence calls are placed and answered with the handset on-hook. Meeting audio is heard through the CTS speakers, not through the phone.

Step 2 To decline the call and send it to voice mail, touch the **iDivert** softkey. If **iDivert** has been configured by your Cisco TelePresence System Administrator the call will be diverted to a second phone number.

Figure 3-12 *Answering a Call*
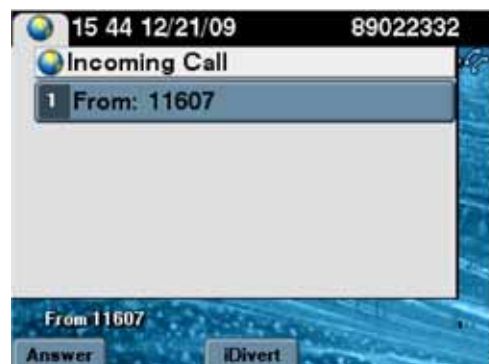
Joining Calls Together

The Join softkey allows you to joins specified calls (11607 and 11597 in Figure 3-13, for example).

Figure 3-13   Joining Cisco TelePresence Calls

Table 3-1   Joining a Call Softkeys

Navigation Type	Description
Button	Touch a meeting participant row to select the corresponding call.
Softkey	
Resume	Resumes the active call. The phone screen returns to the meeting view.
New Call	Opens the New Call screen to dial a new number to add to the active call.
Join	Joins specified calls.

Conferencing in an Audio Call

During a meeting, you can add (conference in) one audio-only call. Each Cisco TelePresence endpoint taking part in a meeting may conference in one audio-only call.

Tip   Adding (conferencing in) an audio-only phone number is different than placing an audio-only call. When you conference in an audio phone number to an ongoing Cisco TelePresence meeting, the security level of the Cisco TelePresence meeting will change to match the highest security level available for the audio phone number being added. The maximum security setting available for a conferenced audio call is "authentication." If your Cisco TelePresence meeting was configured for full encryption, the security level for the meeting changes to authentication level. See Chapter 9, "Managing Cisco TelePresence Call Security (Systems that Use an IP Phone for Call Control Only)" for more information.

- Adding an Audio-Only Call, page 3-11

# Adding an Audio-Only Call

To add an audio-only call:

Step 1   Touch the **Confrn** softkey to add an audio phone number to your Cisco TelePresence meeting as shown in Figure 3-14.

Step 2   Using the phone keypad, enter the phone number in the field provided, then touch the **Dial** softkey to dial the phone number.

Tip   Your existing Cisco TelePresence call is placed on hold.

Step 3   Touch the **Confrn** softkey to add the audio call to your conference.

*Figure 3-14*   *Conferencing an Audio Call*
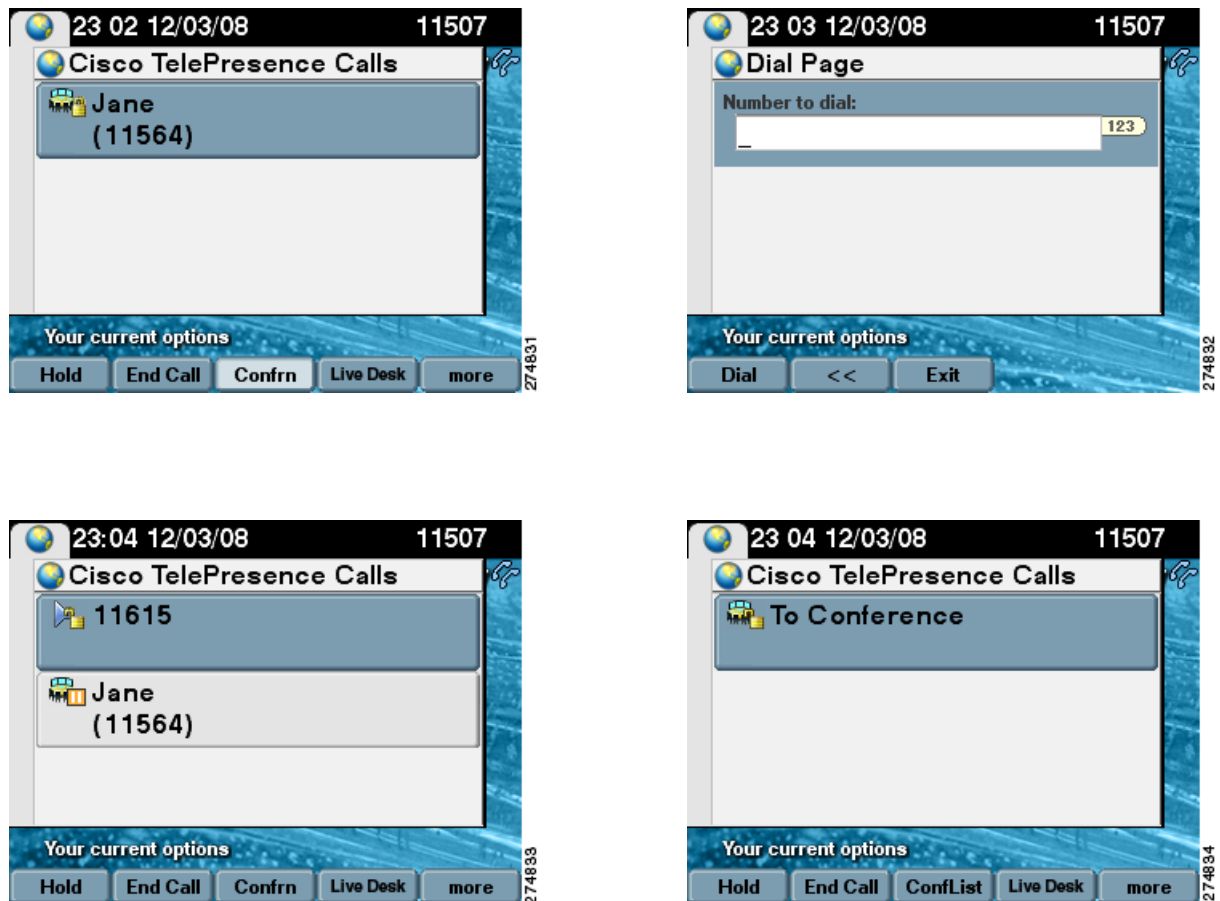
Conference Call Member List

To display and manage individual phone numbers that have been added to the conference:

Step 1   Touch the **ConfList** softkey to display the individual phone numbers added to the conference. See Figure 3-15.

Step 2   If desired, highlight a phone number and touch the **Remove** softkey to end the call to that phone number.

Step 3   Touch the **Exit** softkey to exit the conference list screen.

Figure 3-15   Conference Call Member List
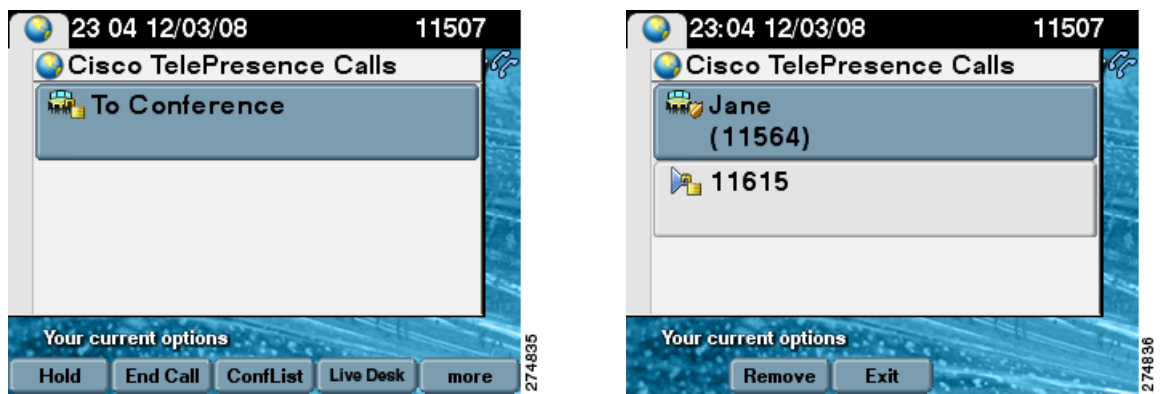
Checking Call Status

Check on call status during an active call by touching the **more** softkey to navigate to the **Info** softkey (Figure 3-16).

Figure 3-16   Calls Status Screen

Placing a Call on Hold

You can place any of the following types of calls on hold:

- Cisco TelePresence call
- An audio call
- A conference call

Step 1   Highlight the call and touch the **Hold** softkey as shown in Figure 3-17.

- If the call is a Cisco TelePresence conference call, this action suspends operation of the phone, cameras, and microphones on your end of the connection. Icons on the room's main display screen remind you that the call is active but on hold.
- If the call is an audio-only call, the Cisco TelePresence room microphones are muted.

Step 2   Touch the **Resume** softkey to resume the call. If more than one call is on hold, use the **Up** and **Down** arrow keys on the phone to select which call to resume.

Step 3   Touch the **Status** softkey to display network information about the call as shown in Figure 3-16.

See Chapter 10, "Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages" for information about hold function display screen icons.

Figure 3-17   *Placing a Cisco TelePresence Call on Hold*
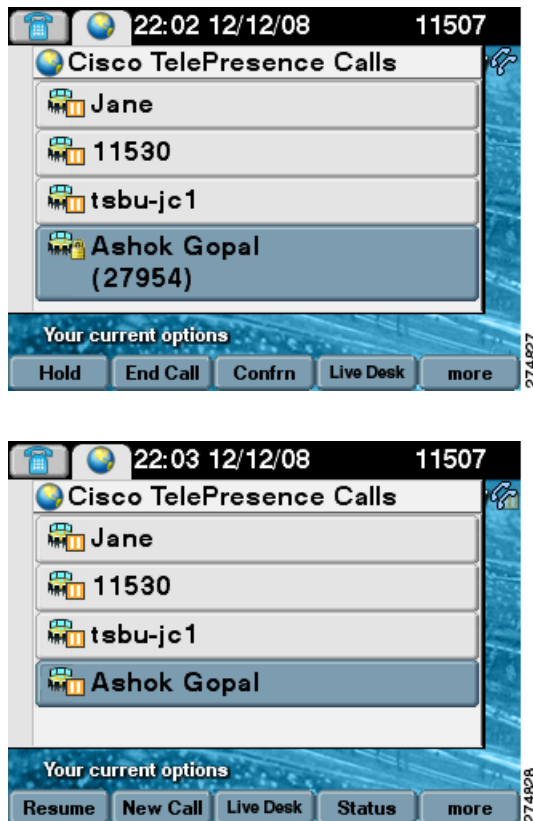
When a call is on hold, the following icon is displayed on the main display screen:

Figure 3-18   *Call on Hold Main Display Icon*

For more on-screen icons, see Chapter 10, "Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages."

Muting a Call

- Muting the Entire Cisco TelePresence Room, page 3-14
- Muting Individual Microphones, page 3-14
- Muting a Call From the Phone on the CTS 500 Only, page 3-15

Muting the Entire Cisco TelePresence Room

To mute the microphones during a conference call:

Step 1   Press the **Mute** button on the table microphone nearest to you.

Step 2   Press the **Mute** button again to restore audio input.

See CTS Main Display Screen Icons and Animations for information about mute function display screen icons.

Muting Individual Microphones

If your room is configured for single microphone muting:

Step 1   Press and hold the **Mute** button any table microphone for three seconds until the green LED light turns off. That microphone is now muted, but no muted Microphone icon displays on the main screen.

Step 2   To unmute the locally muted microphone, press the **Mute** button once. The green LED light turns on and the microphone is active again (or muted if the room is already muted).

Tip   Global room muting is still available by pressing the **Mute** button on any table microphone once without holding. See Muting the Entire Cisco TelePresence Room.

Muting a Call From the Phone on the CTS 500 Only

The CTS 500 does not have a standard table microphone. To mute a call on a CTS 500 system:

Step 1   Touch the **Mute** softkey on the phone, as shown in Figure 3-19.

Step 2   Touch the **Unmute** softkey on the phone to restore audio input.

Figure 3-19   *Muting Calls on the CTS 500*

When a call is muted, the following icon is displayed on the main display screen:

Figure 3-20   *Muted Call Main Display Icon*

For more on-screen icons, see Chapter 10, "Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages."

Using the Headset

The Headset Control screen allows you to switch between a headset device and the integrated Cisco TelePresence System (CTS) Cisco Unified IP Phone speaker. Touch the **more** softkey to navigate to the **Headset** softkey to access the Headset Control screen, as shown in Figure 3-21 and Figure 3-22.

Figure 3-21   Headset Softkey

Figure 3-22   Headset Control Screen

When the headset is in use, the following icon is displayed on the main display screen:

Figure 3-23   Headset in Use Main Display Icon

For more on-screen icons, see Chapter 10, "Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages."

Using the CTS 500-32 Headset

The CTS 500-32 supports any compatible third party headset. Touch the **Headset** softkey to begin. System speakers and the microphone are disabled while the headset is plugged in.

Extending Your Meeting

This feature provides an option to extend Cisco TelePresence meetings past their scheduled end time:

- Meeting Extension Softkey Functions, page 3-17

Meeting Extension Softkey Functions

Table 3-2 shows softkey functions on the CTS Cisco Unified IP phone.

Table 3-2   Meeting Extension Softkeys

Navigation Type	Description
Softkey	
Extend	Request to extend a meeting on a b... for navigation tips. See also Altern...
Confirm	Touch to confirm that the system h... requested. When your meeting is e... appears on the meeting label for al... removed from the menu choices. S...
Cancel	Cancels the meeting extension req...
more	Displays the next set of softkeys.

Figure 3-24   Meeting Extension Navigation
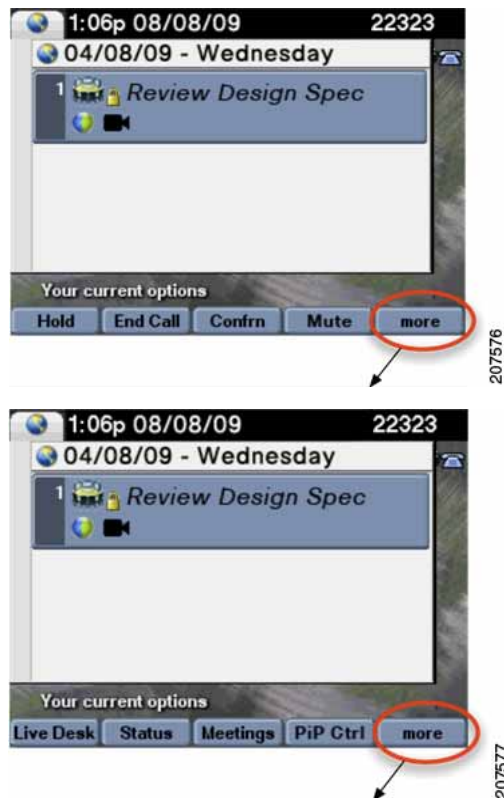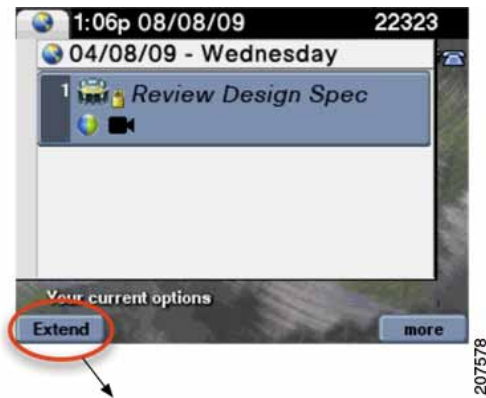
Figure 3-25   Confirming Your Meeting Extension
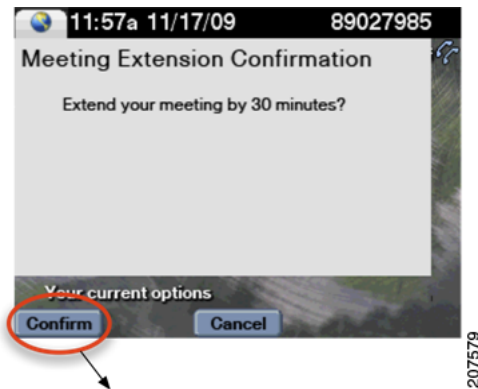
When your meeting has been successfully extended, one of the following icons will appear on the main display screen:

Figure 3-26   Meeting Extended Main Display Icons

Chapter 3   Cisco TelePresence System Calling Features (Systems That Use an IP Phone for Call Control Only)

Where to Go Next

For more on-screen icons, see Chapter 10, "Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages."

Alternate Meeting Extension Tips

An alternate method you can use to extend your meeting from the phone is to touch **more** > **MtgCtrl** then scroll down to the **Extend Meeting** option and touch **Select**.

Where to Go Next

For more information about using the Cisco Unified IP Phone, see the following documentation on Cisco.com:

- Cisco Unified Communications Manager (CallManager) End-User Guides