CE 9.0
Cisco TelePresence User Guide
Systems Using Touch10

CISCO

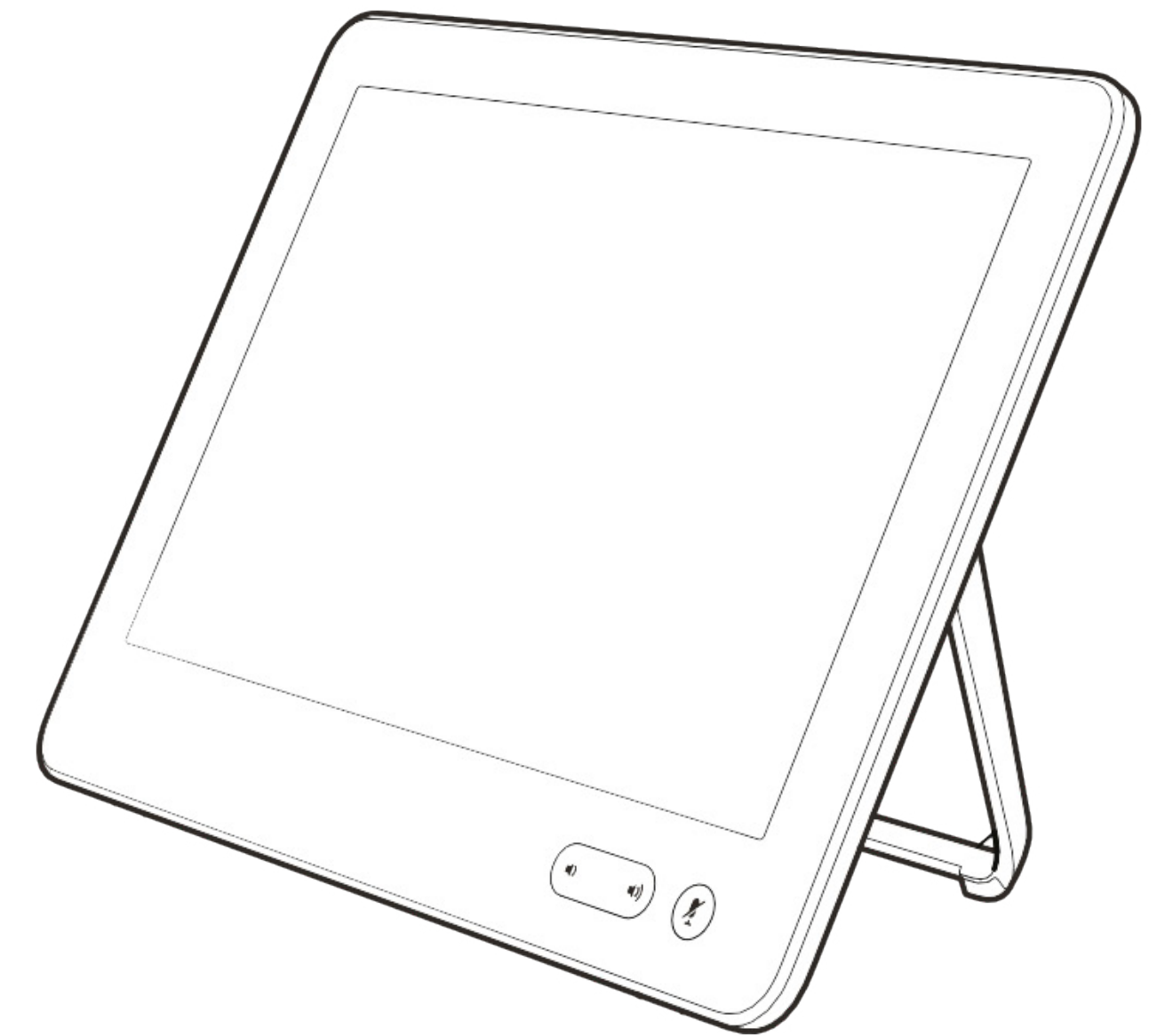# What's in this guide

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

To go between chapters, you may also click on the icons in the sidebar.

Note Some of the features described in this user guide are optional and may therefore not apply to your system.

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.

In the Meeting Room

- Make sure the microphone is placed at the front of the table to ensure that all speech will be detected. The best position is at least 2 m (6.5') in front of the system, on a flat surface with at least 0.3 m (1') of table in front.

- Directive microphones should point away from the video system.

- Make sure that no obstacles block the view to the microphone at all times.

- Microphones should always be placed away from noise sources like computer and projector fans placed on the table. The noise from such sources is often perceived as surprisingly loud by the remote participants.

- If you use a document or whiteboard camera try to arrange the participants so that the camera is close to the leader of the meeting, or alternatively, close to a designated controller.

- When a whiteboard is used, the meeting will be perceived as better to the remote participants if the whiteboard is visible through the main camera, as well as through a dedicated whiteboard camera. Broadcasting companies normally do this to let viewers see that the presenter actually is in the same room.

- Remember to arrange all the peripherals so that one participant can reach each of them to point, change the display, record or perform other functions during the conference.

- To help ensure the most natural meeting environment, position the camera on the top center of the receiving monitor, if possible. The camera should point directly at the meeting participants to guarantee eye contact with those at the far end. Check this out by means of the Selfview feature of your video system. The Selfview shows what the remote party can see from your system (the outgoing video).

- If you are going to share content you will normally make use of duo video. That implies the use of two video streams, one showing the presentation and the other showing the presenter—or the group of presenters.

Smaller systems may force you to choose between watching the presentation or the presenter.

For duo video some attention is needed. Duo video is sometimes shown side-by-side with half the screen showing the presentation and the other half showing the presenter. Provide the impression that you seem to look towards the presentation instead of the impression that you sit with your back towards it, when all is viewed on the remote monitor. If in doubt, look straight into the camera to avoid this situation.

Ease of Use

- To help meeting participants dial, add presentations and use other functionality during a call, consider stationing a poster, table tent or other quick-reference guide in the room.

Other Tips

Use Camera Presets

Cisco TelePresence systems let you create predefined zoom and camera pointing directions (pan and tilt). Use these to zoom into the person speaking, if appropriate. Do not forget to zoom out again afterwards.

Loudspeaker Volume

The audio system will use the loudspeakers built into the monitor or the Cisco Digital Natural Audio Module.

For some systems you can set the default volume level by adjusting the volume on the monitor with the monitor remote.

Brightness Control

To adjust brightness, colors or other settings of the monitor, use the monitor's own remote control. Adjust the monitor to suit the conditions of the conference room. The monitors supplied by Cisco have on-screen menus that are very easy to use. For more information on configuring the monitor as such, see the corresponding user guides and administration manuals.
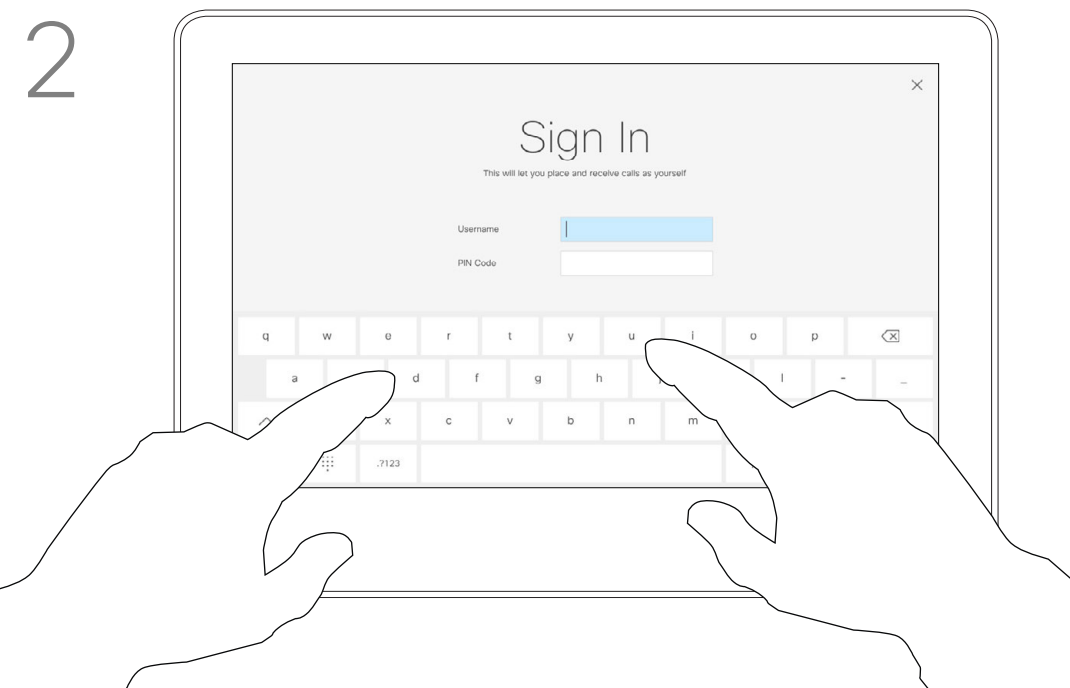
Logging On With Your Own Credentials

1
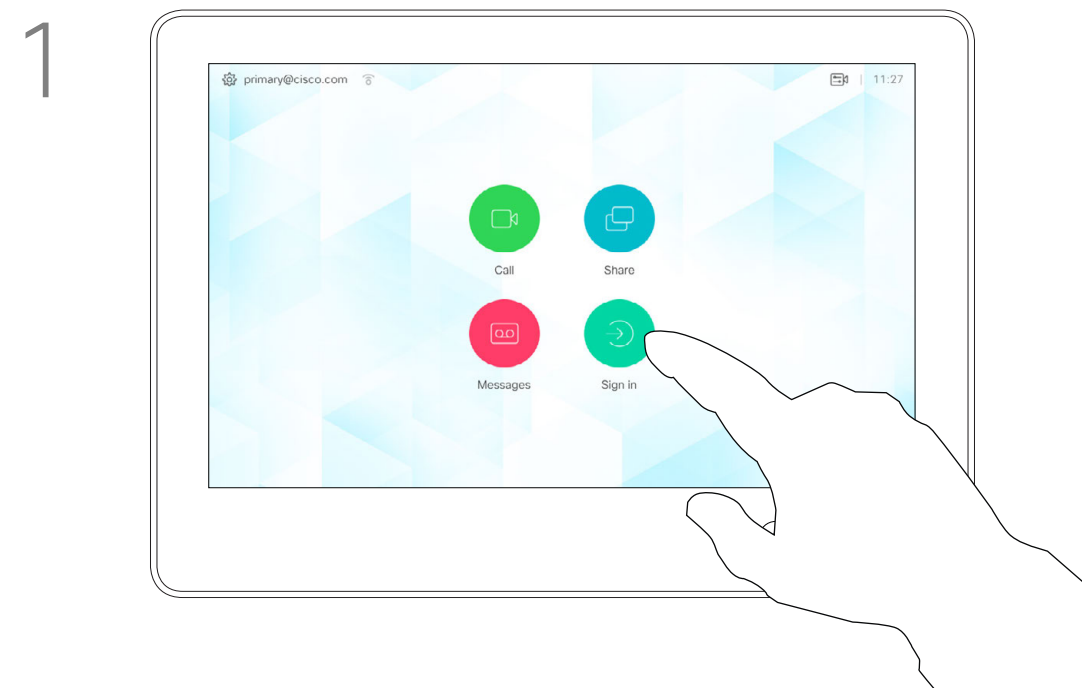
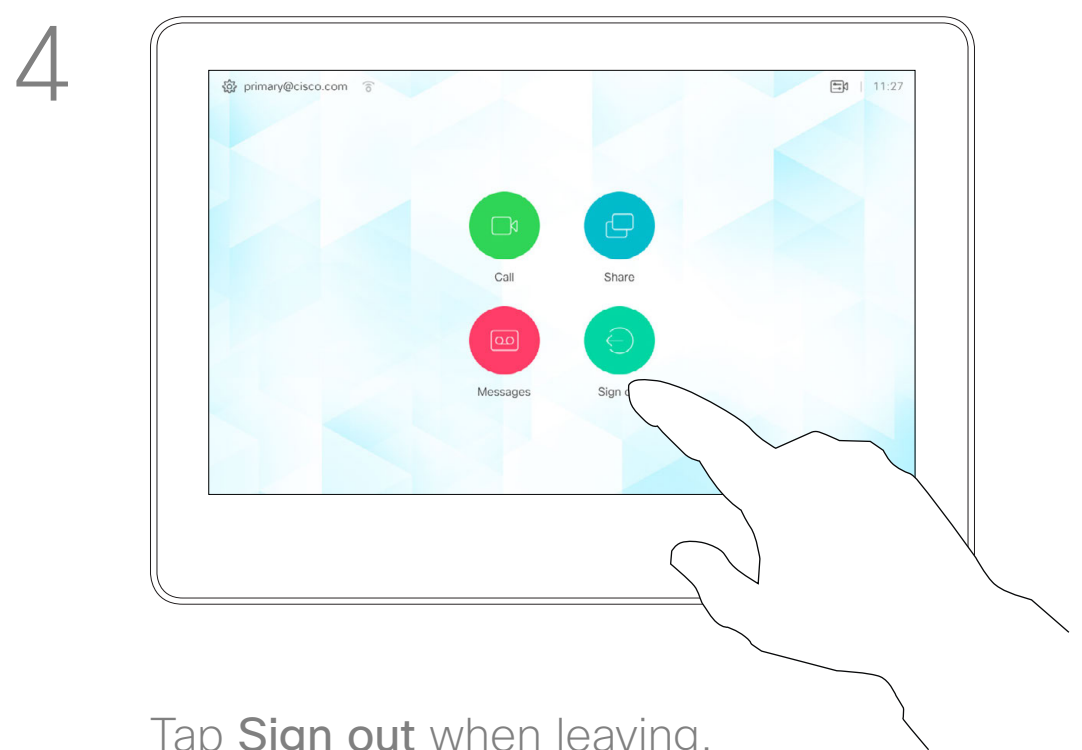Extension Mobility enabled systems have an extra button to let you sign in to the system with your own credentials.

Tap the **Sign in** button.

2

Key in Username and PIN code.

**3**

Tap **Login**, as shown

4

Tap **Sign out** when leaving.

Video systems located in meeting rooms and quiet rooms and running under CUCM (Cisco Unified Communications Manager) may allow you to log in to the video system with your own personal credentials.

CUCM will then route all incoming calls destined for you to that specific video system.

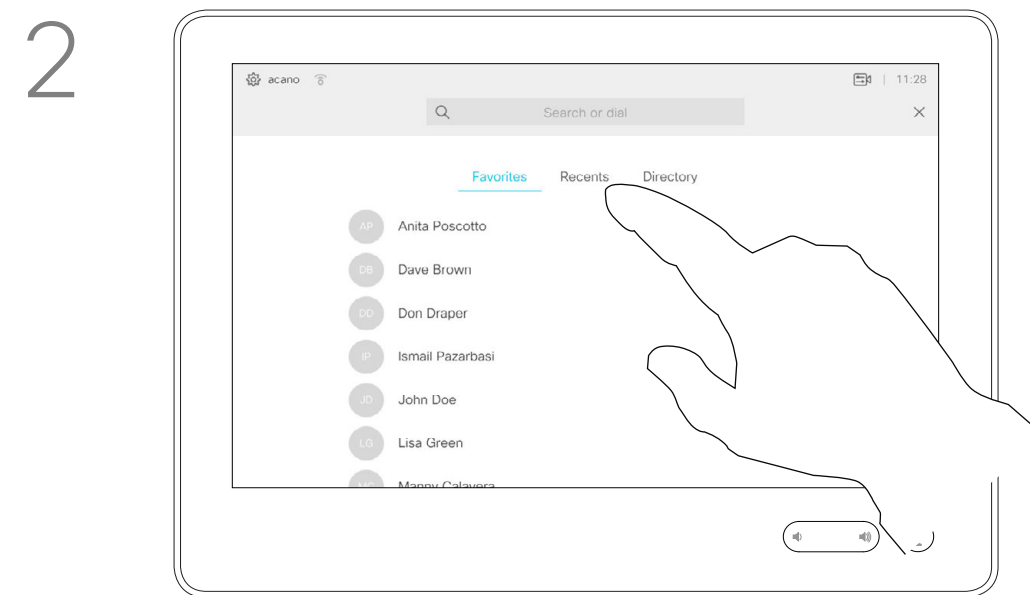Extension Mobility is also referred to as Hot-desking.
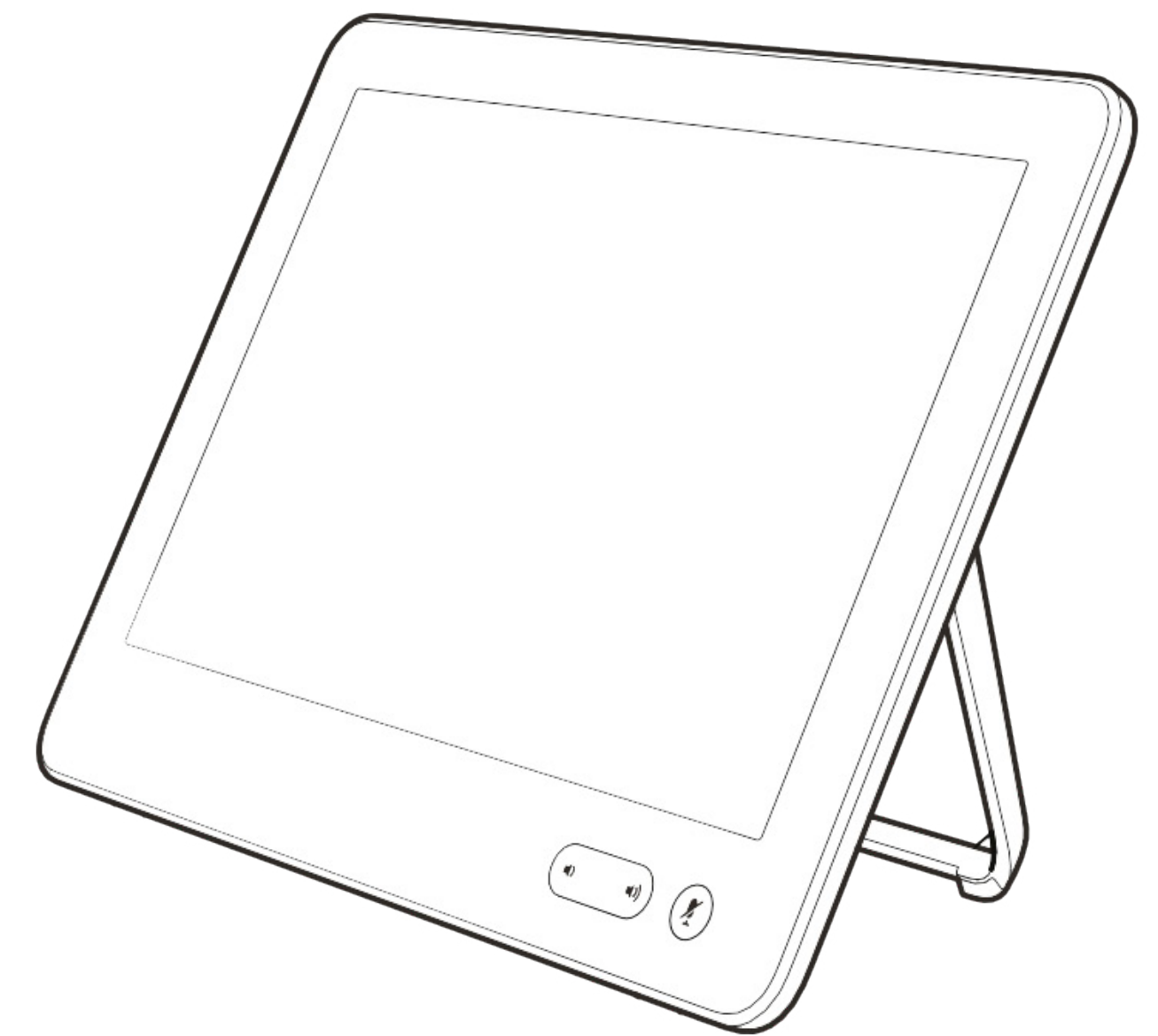
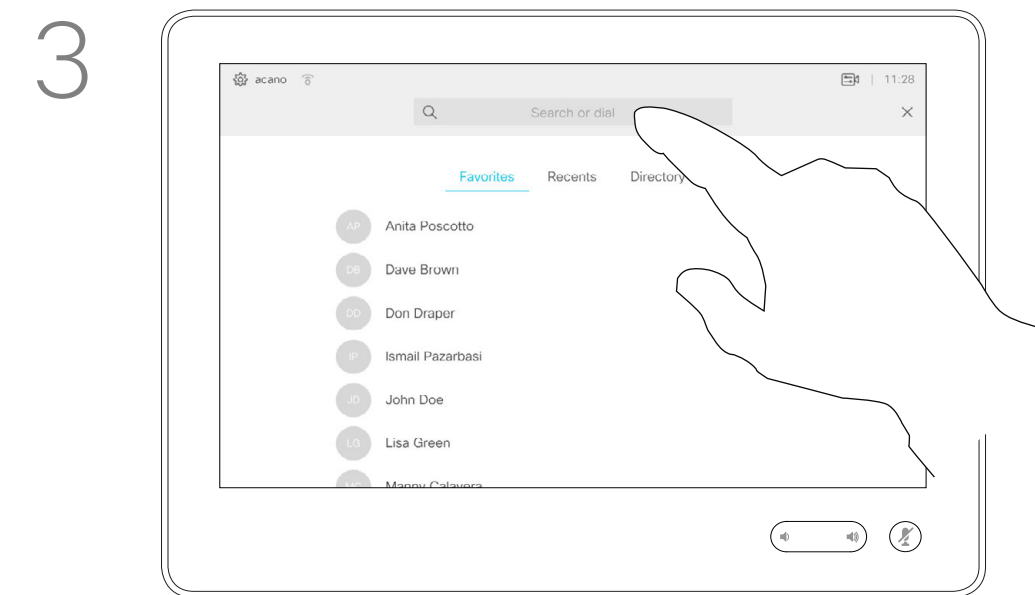# Video Calls

Place Call From Contact List
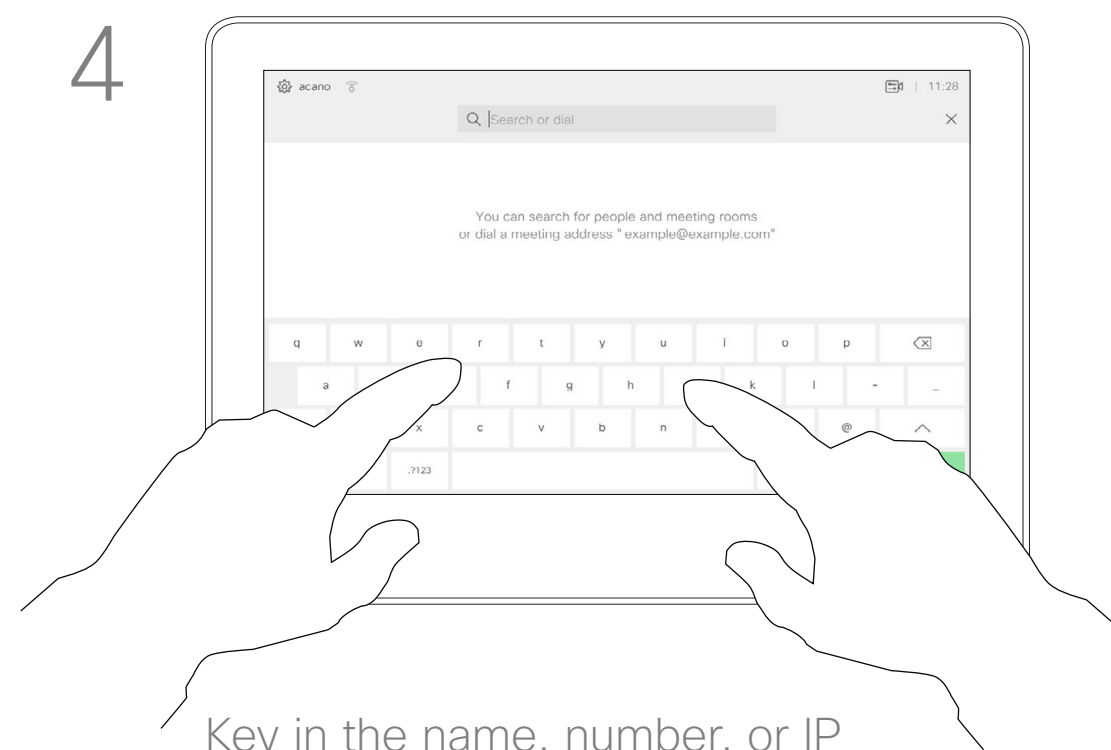
About
### the Lists of Contacts

1

Tap the **Call** button.

2

To search for someone in a specific list (Favorites, Directory or Recents), tap that list and then scroll down to locate the entry.

3

Alternatively, tap the Search or Dial field. This will invoke the virtual keyboard.

4

Key in the name, number, or IP address.

Matches will appear as you type.

Tap and hold * to type the point sign used in IP-addresses.

5
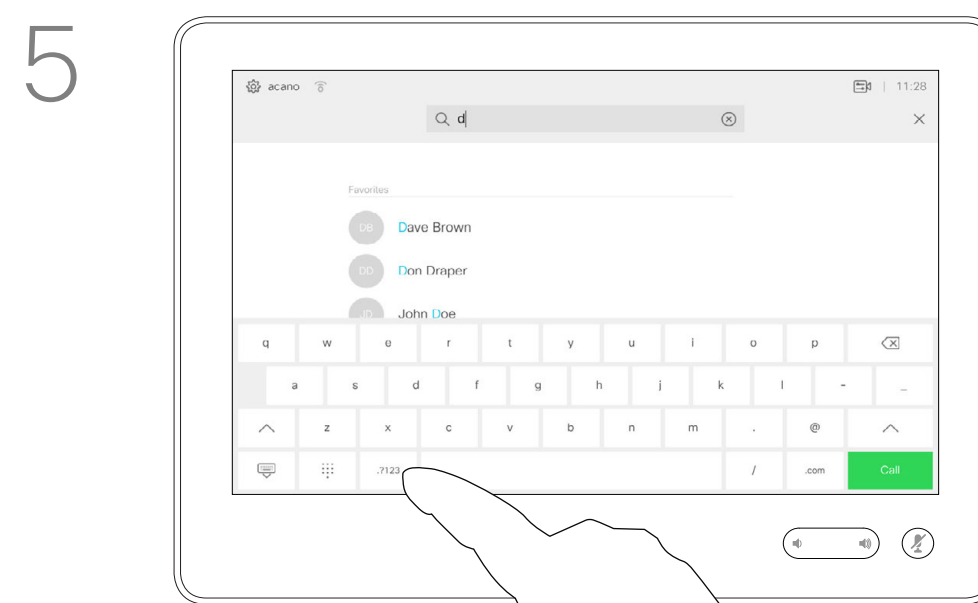
There is an extended numerical mode available, which also contains special characters.

To toggle between the alphanumerical mode and the extended numerical mode tap the key in the lower left corner of the keyboard.

6
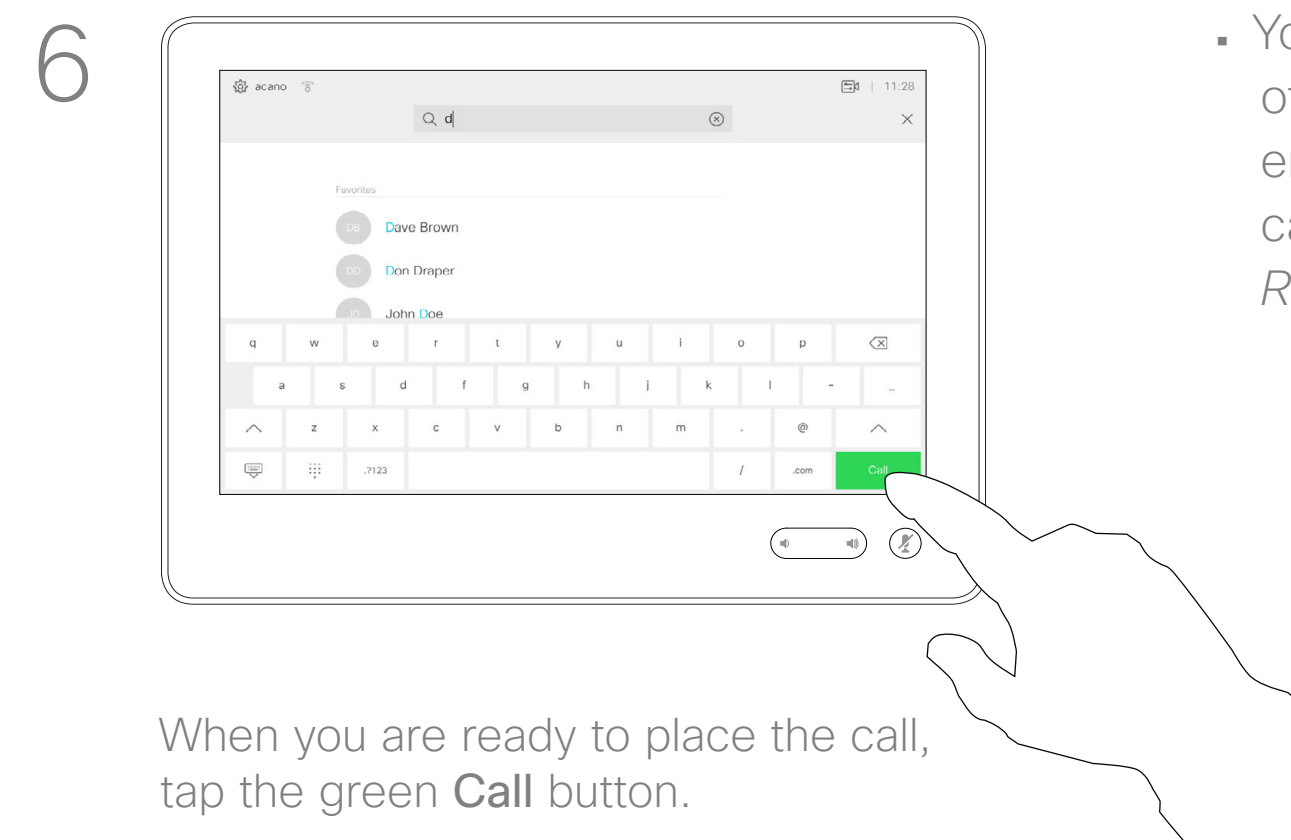
When you are ready to place the call, tap the green **Call** button.

Your lists of Contacts consist of three parts:

Favorites. These contacts have 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.
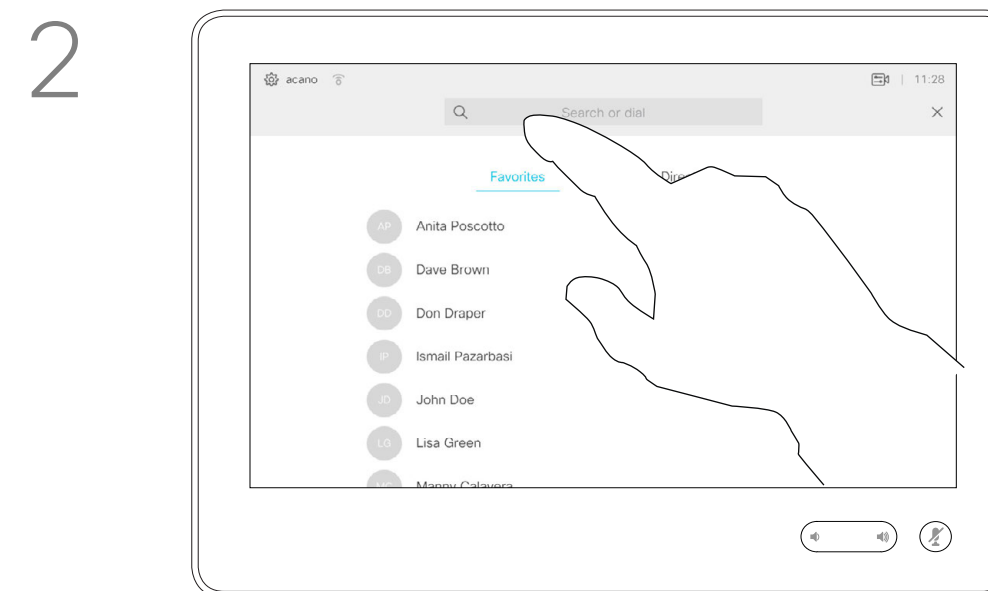
The following options apply:

- You may key in a name, number or an IP 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*.
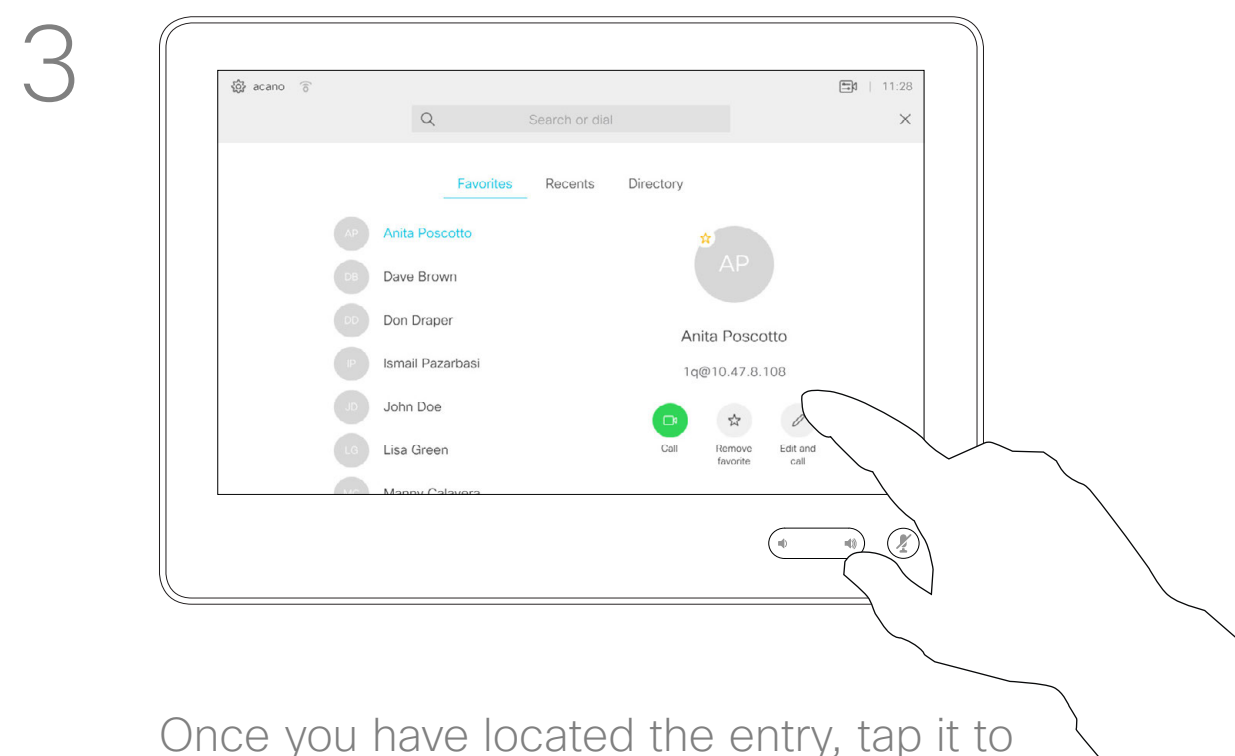
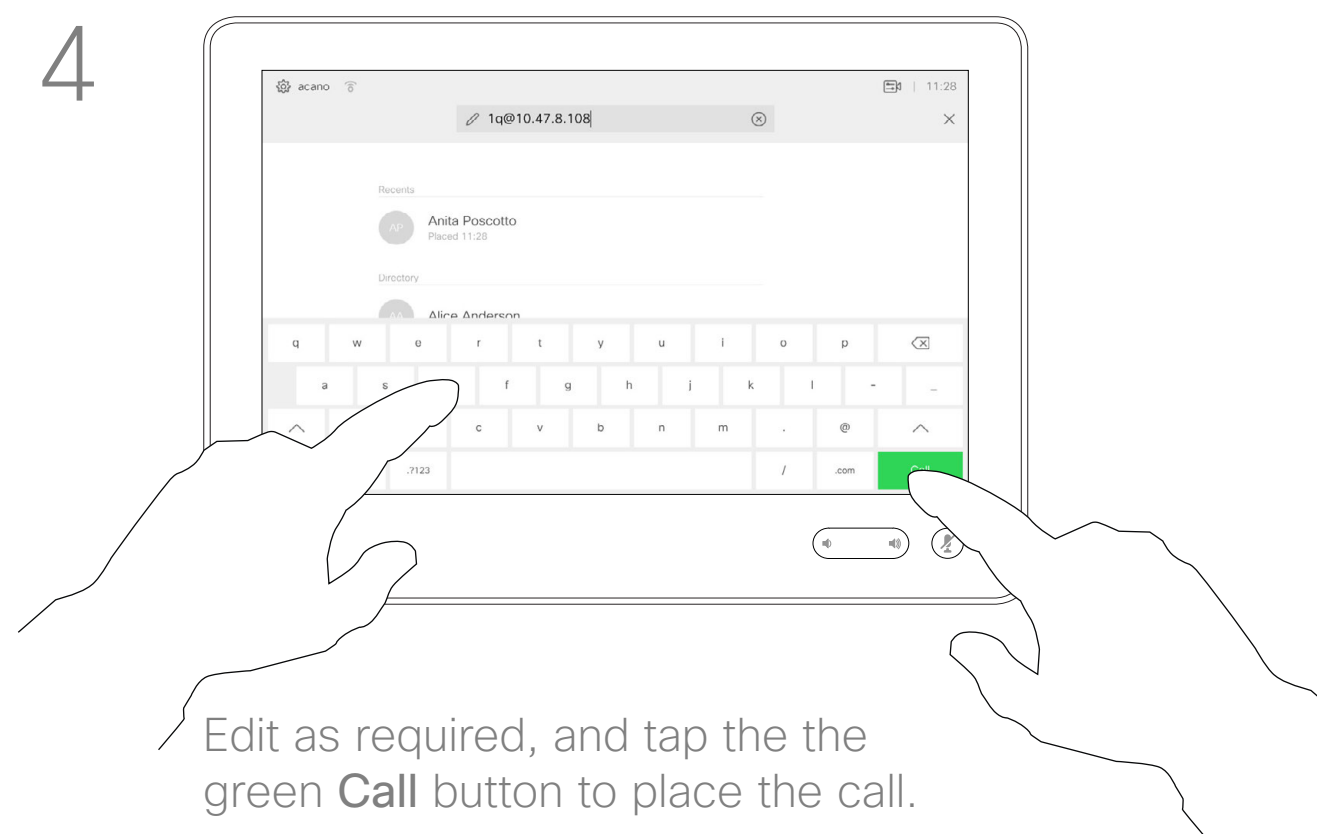# Edit a Contacts List Entry, then Place the Call

About Entry Edits

For how to enter the Contacts list, see the previous page.

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.

1

Tap the **Call** button.

2

Tap the **Search or Dial** field or scroll through any of the lists, as shown on the previous page.

3

Once you have located the entry, tap it to show the Call menu. In the Call menu, tap Edit and call, as shown.

4

Edit as required, and tap the the green **Call** button to place the call.
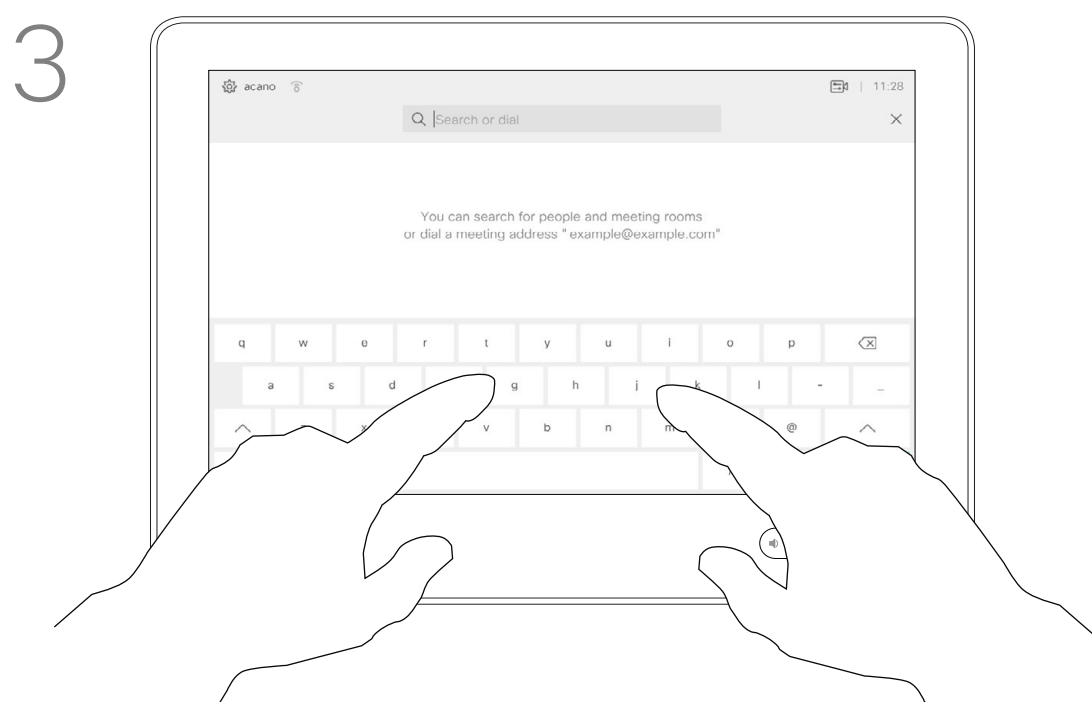
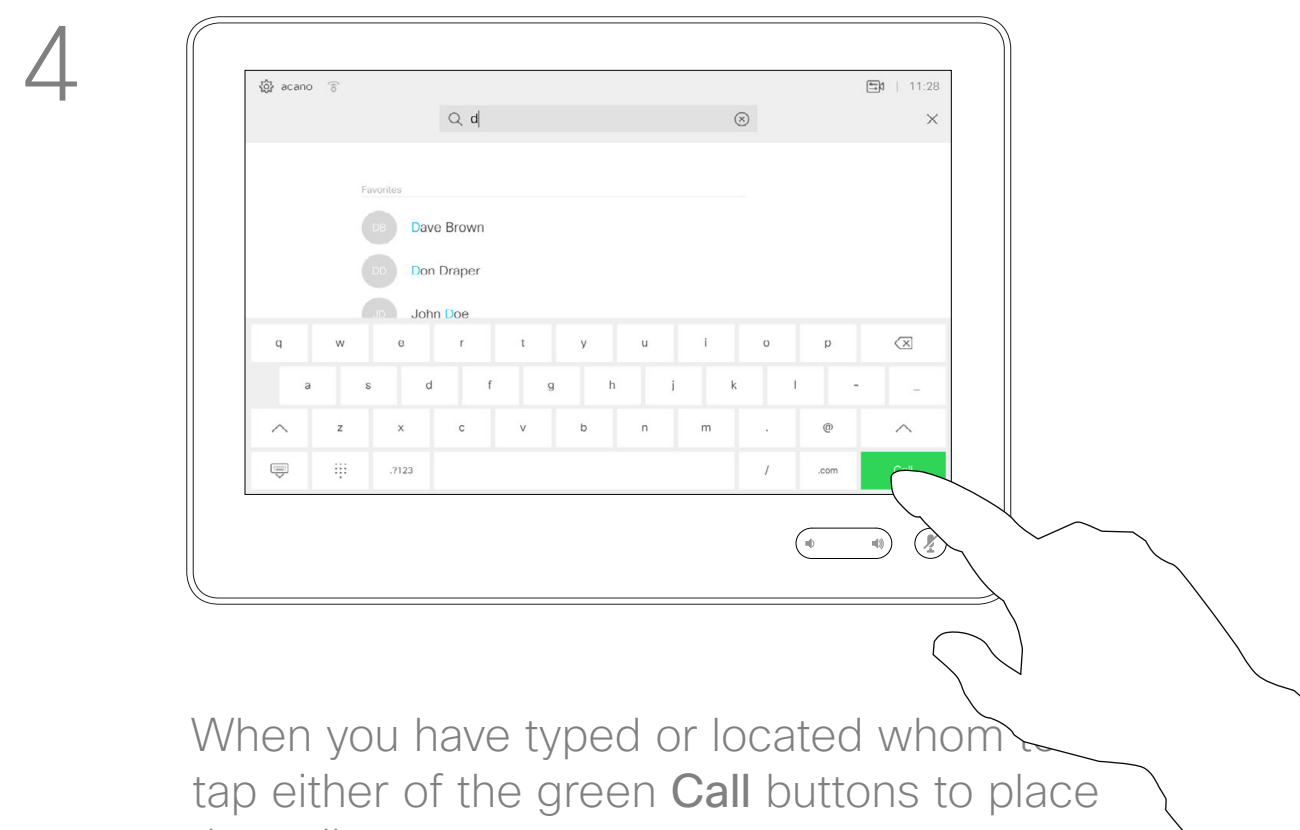# Place Call Using Name, Number or IP-Address

1

Tap the **Call** button.

2
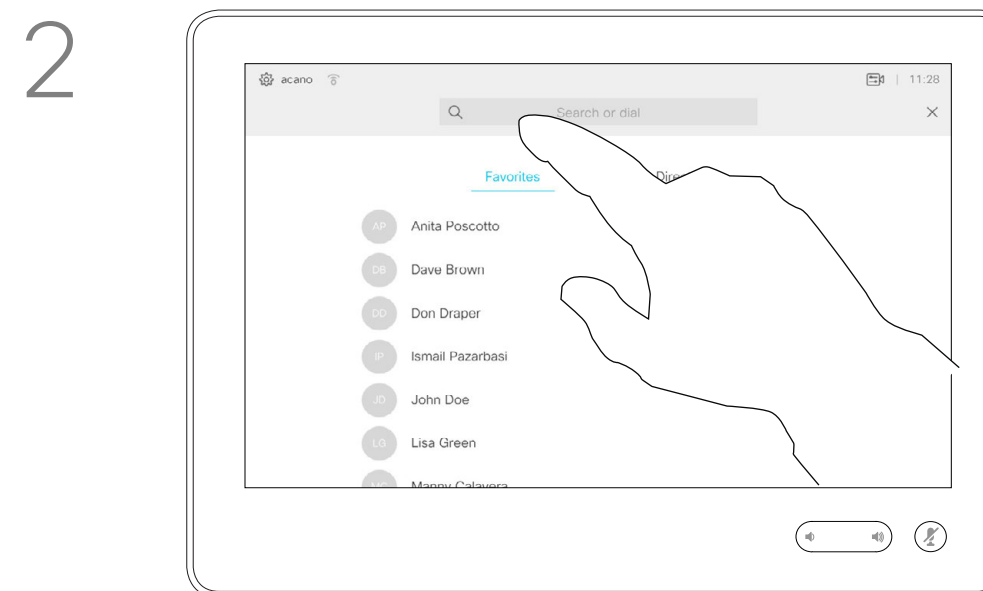
Tap the **Search or Dial** field. This will invoke the keyboard

3

Key in a name, number or address. Possible matches and/or suggestions will appear as you type. If the correct match appears in the list tap that match, otherwise keep typing.

4

When you have typed or located whom to tap either of the green **Call** buttons to place the call.

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 of the Touch pad.
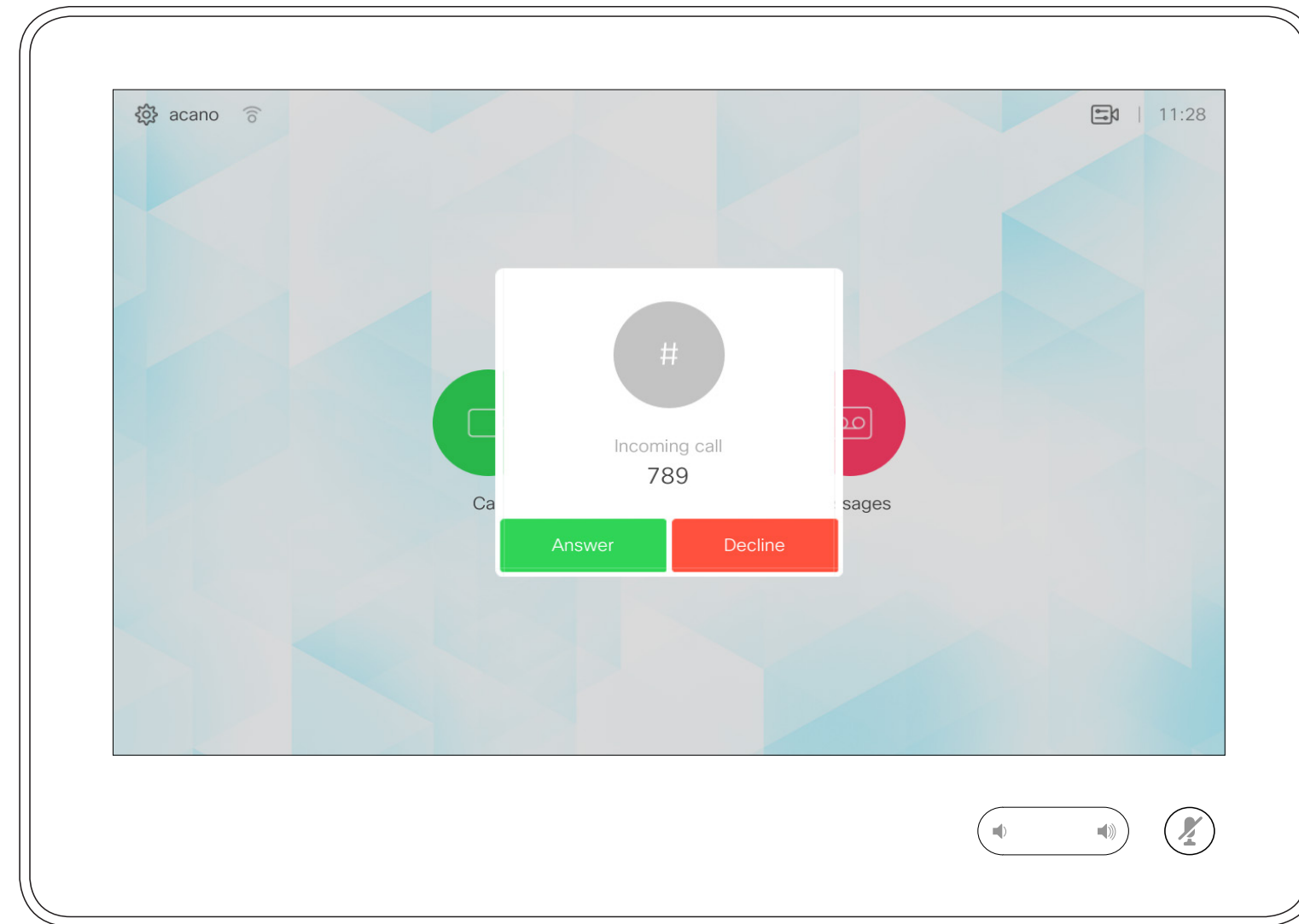
Anyone you have previously called will appear in the *Recents* list (until you clear that list) and you may then transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.

Sometimes you may be urged to enter numbers during a call, typically to reach extensions or to provide a pin code.
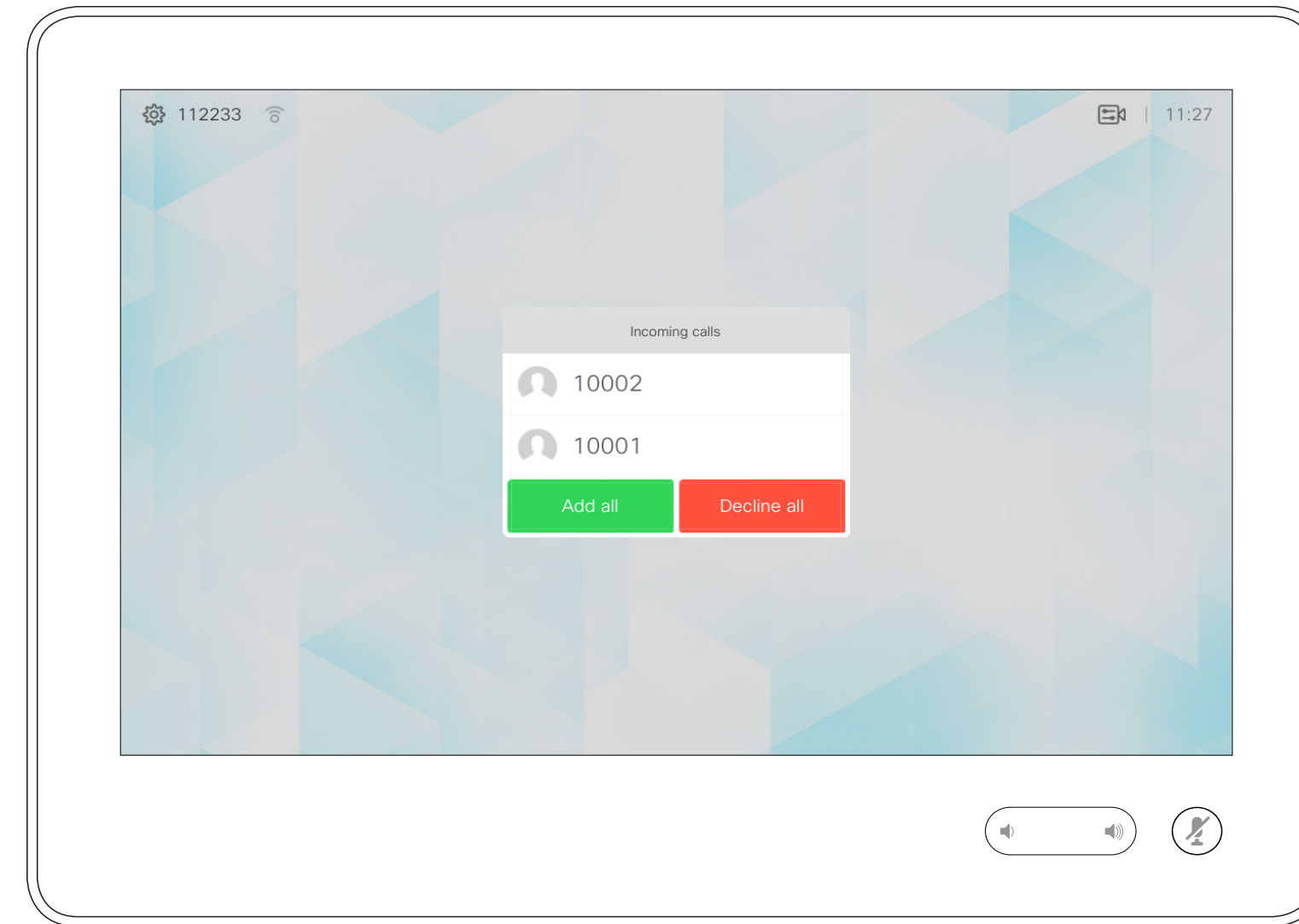
Tap **Touch Tones** (this button appears as soon as the call is placed) to invoke the keypad needed for this.

Receive Calls—When not In a Call Already

- 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.
- If you ignore the call, the calling party will perceive this as if you were absent (you did not pick up the call.
- Your video infrastructure may allow you to receive multiple incoming calls. Consult your video support team, if needed.

An incoming call may be answered or declined.

If your system allows you to receive multiple incoming calls, you may elect to add all or decline all.

Receive Calls While in Another Call

If you already are in a call, you may accept another incoming call under certain circumstances.
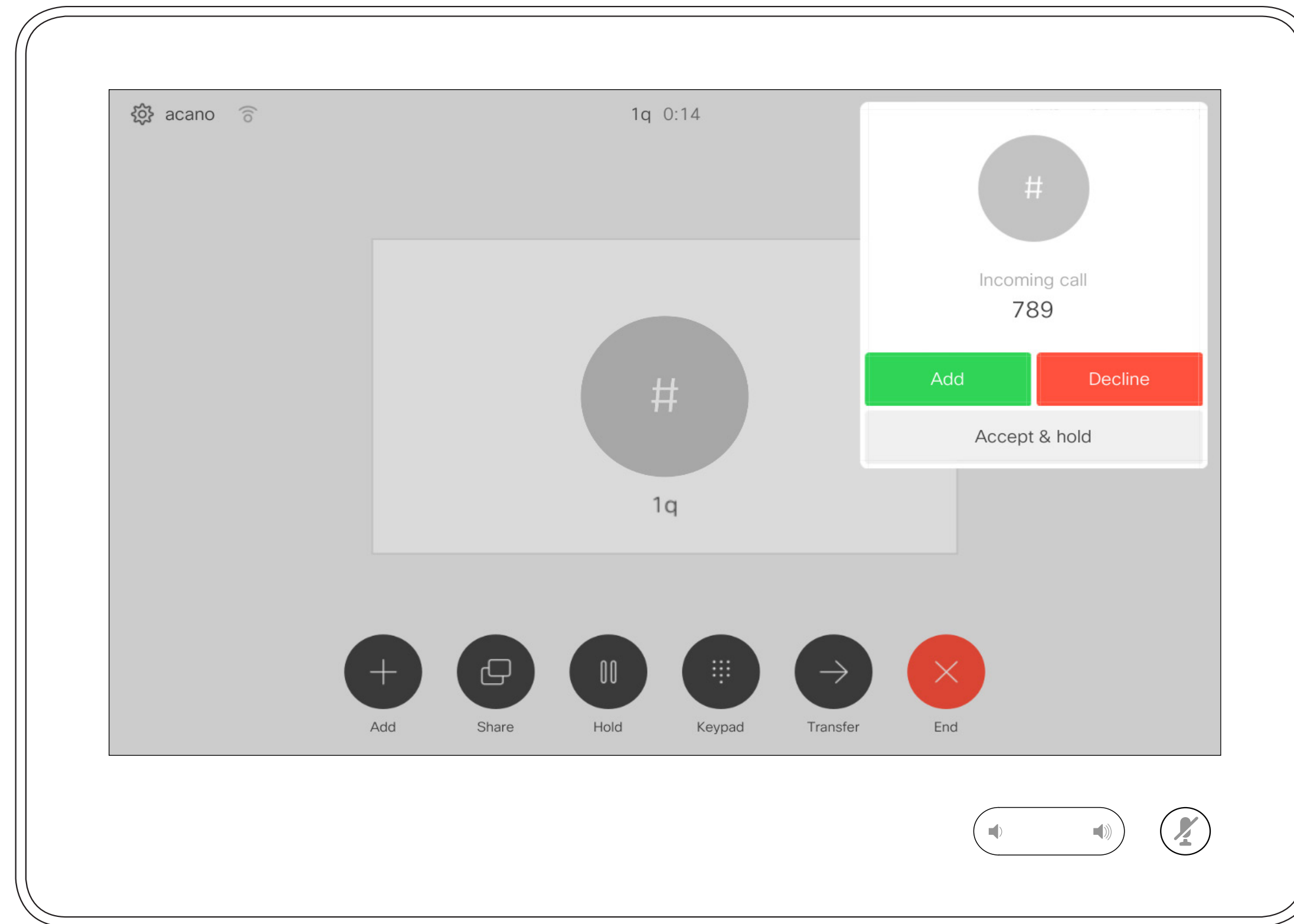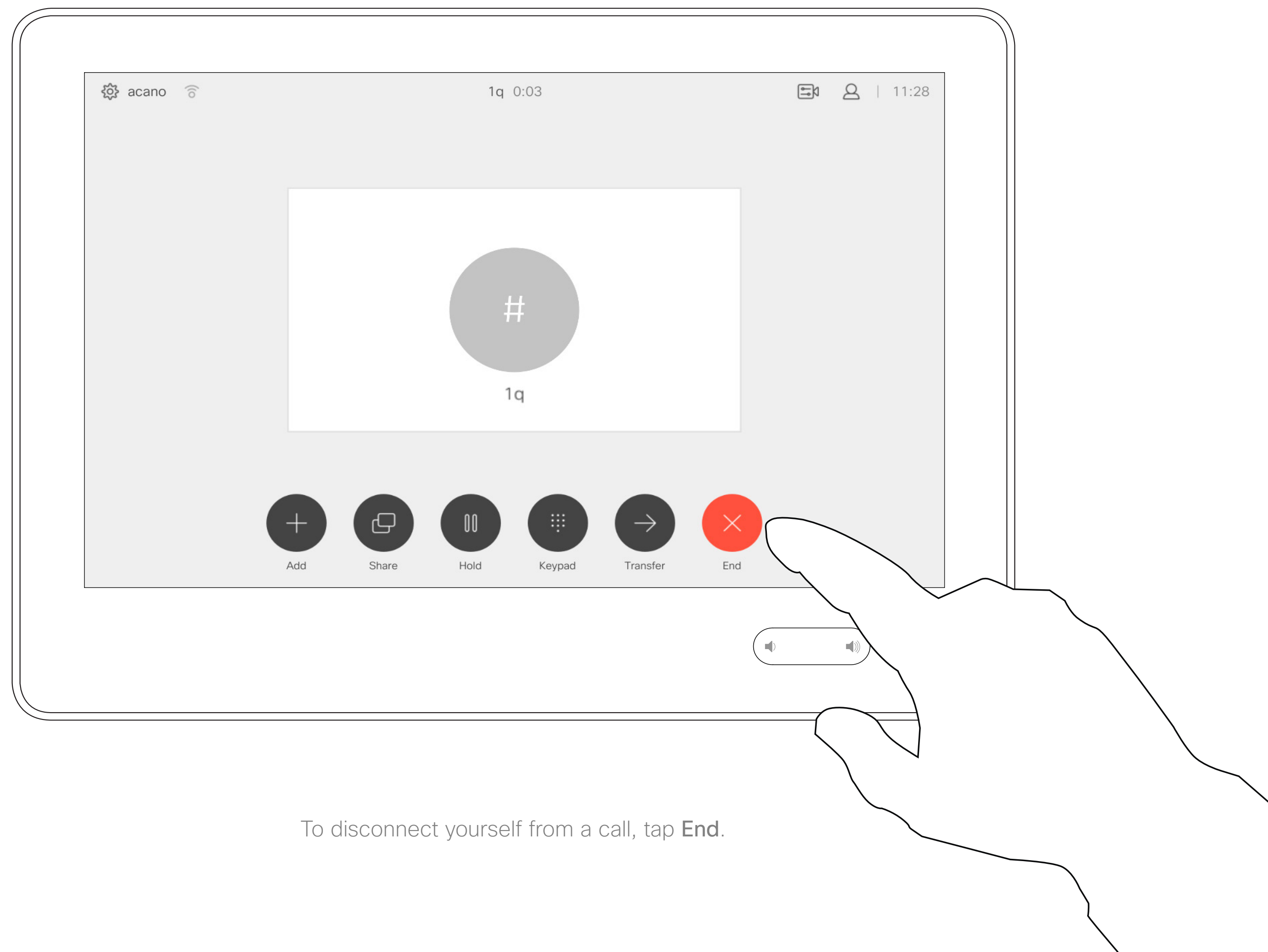
Disconnect Yourself From Call

About Disconnecting Yourself

Tapping **End** in a call will disconnect yourself from a call. In a call with two parties only, this will then terminate the call.

In a conference call with multiple participants tapping **End** will terminate your participation only if you are a regular participant.
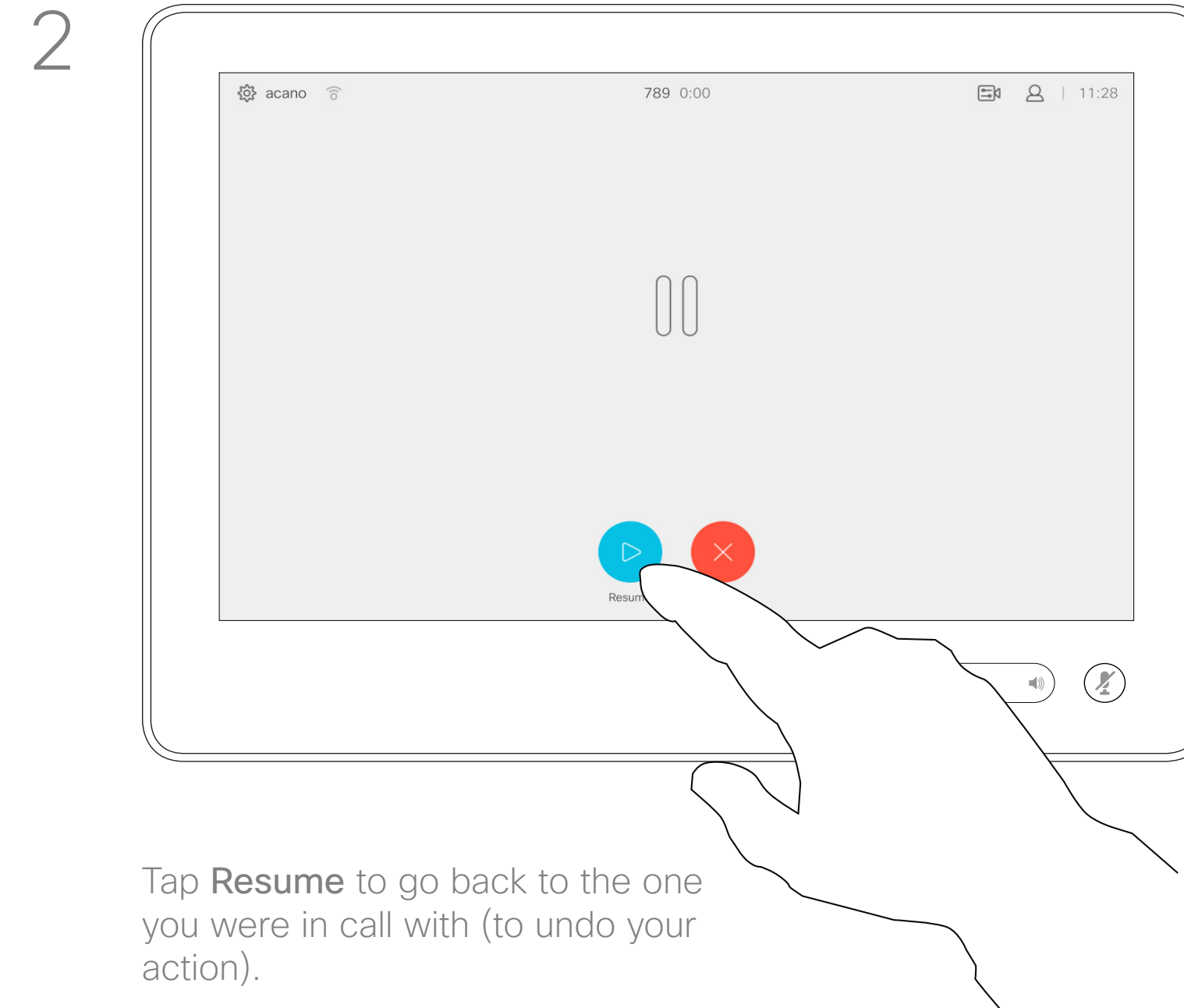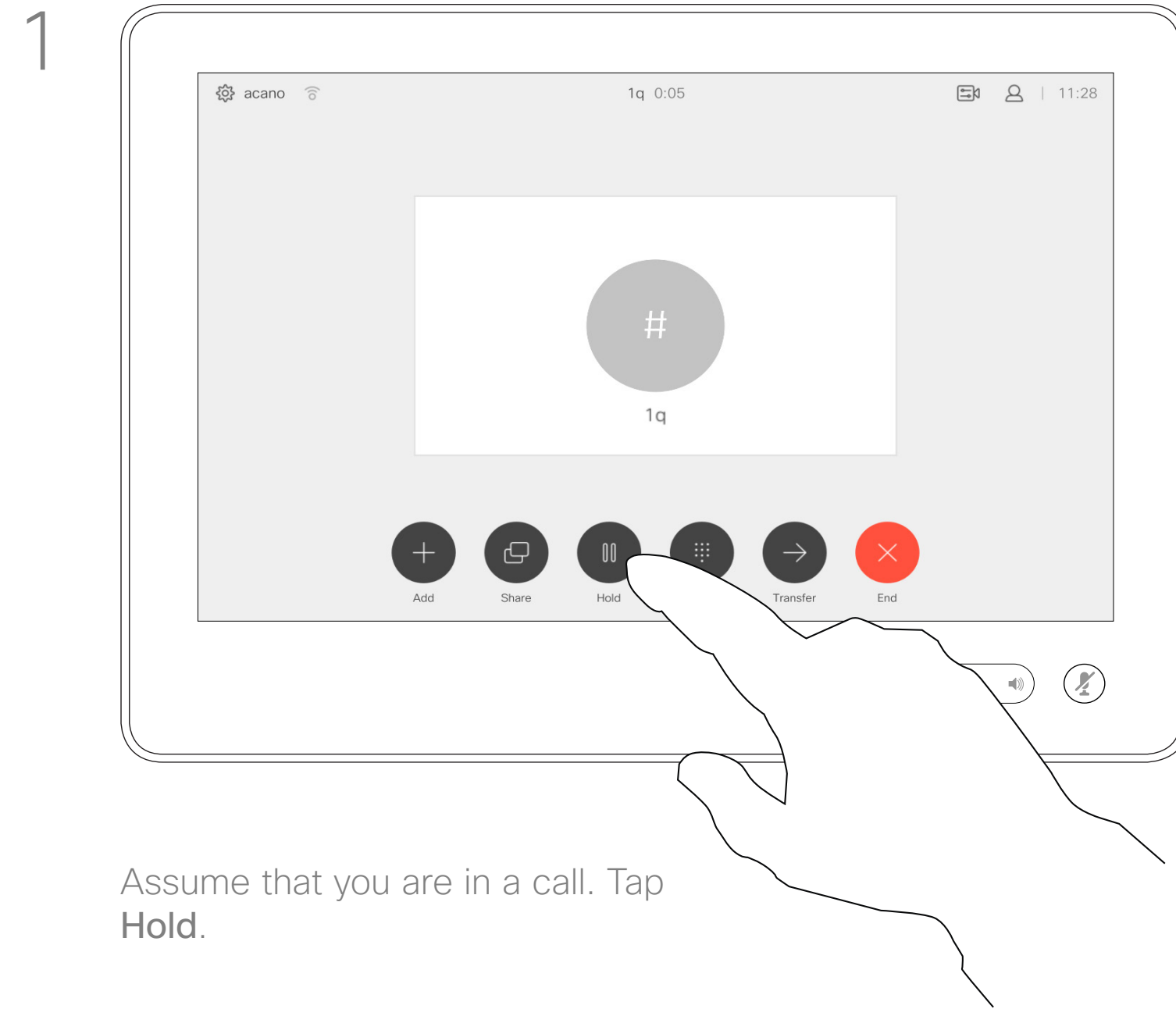
However, if you are the host of such a conference, i.e. the one who initiated it, tapping **End** will cause the entire conference to terminate.

acano   1q 0:03   11:28

#

1q

Add   Share   Hold   Keypad   Transfer   End

To disconnect yourself from a call, tap **End**.

Put Call on Hold and Resume a Call on Hold

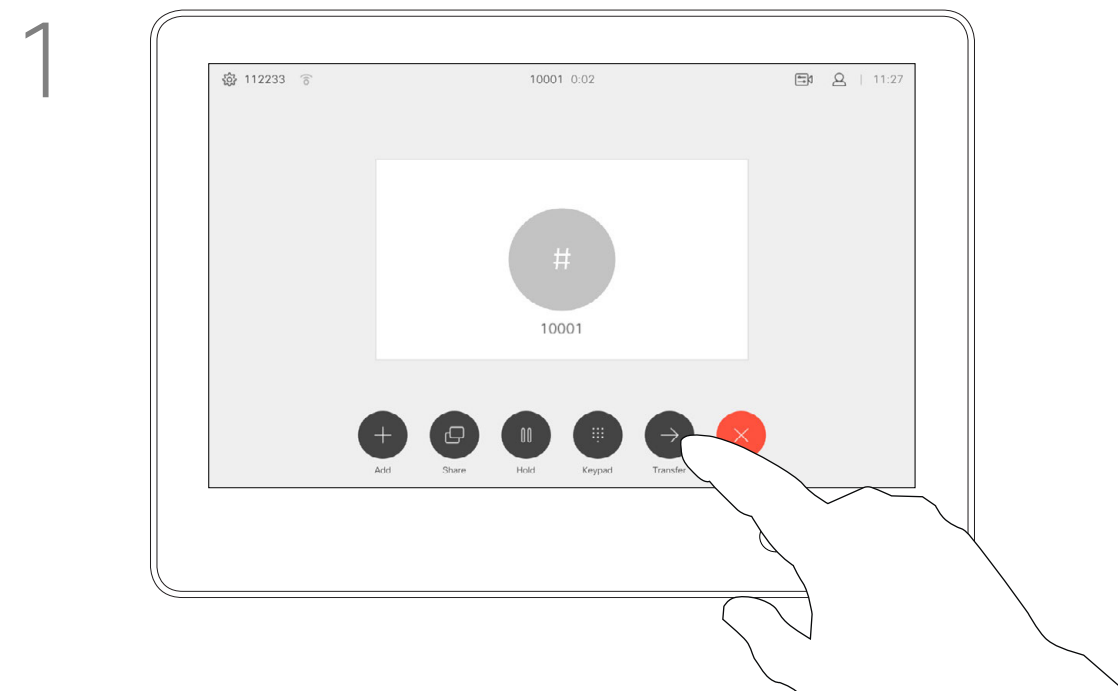About Putting on Hold

1

2

Putting someone on hold is typically something you do as an initial step when transferring someone to another person, but it may also be used when you need to consult a person, or as an alternative to muting where you will also include stopping the video transmission.
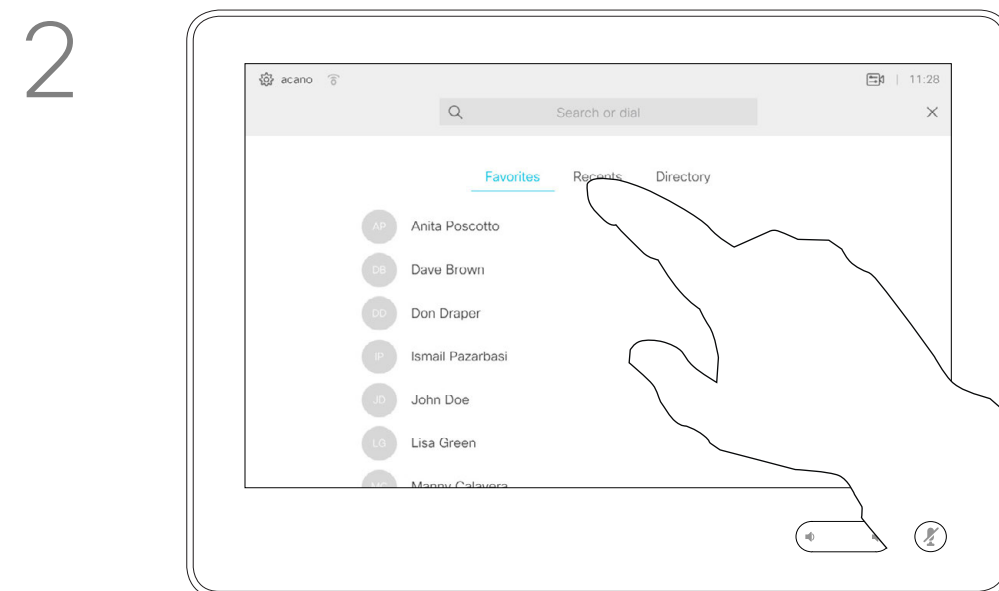
Assume that you are in a call. Tap **Hold**.

Tap **Resume** to go back to the one you were in call with (to undo your action).

Transfer an Ongoing Call

About Transfer

1

Tap the **Transfer** button. This will cause the current call to be put on hold.

2
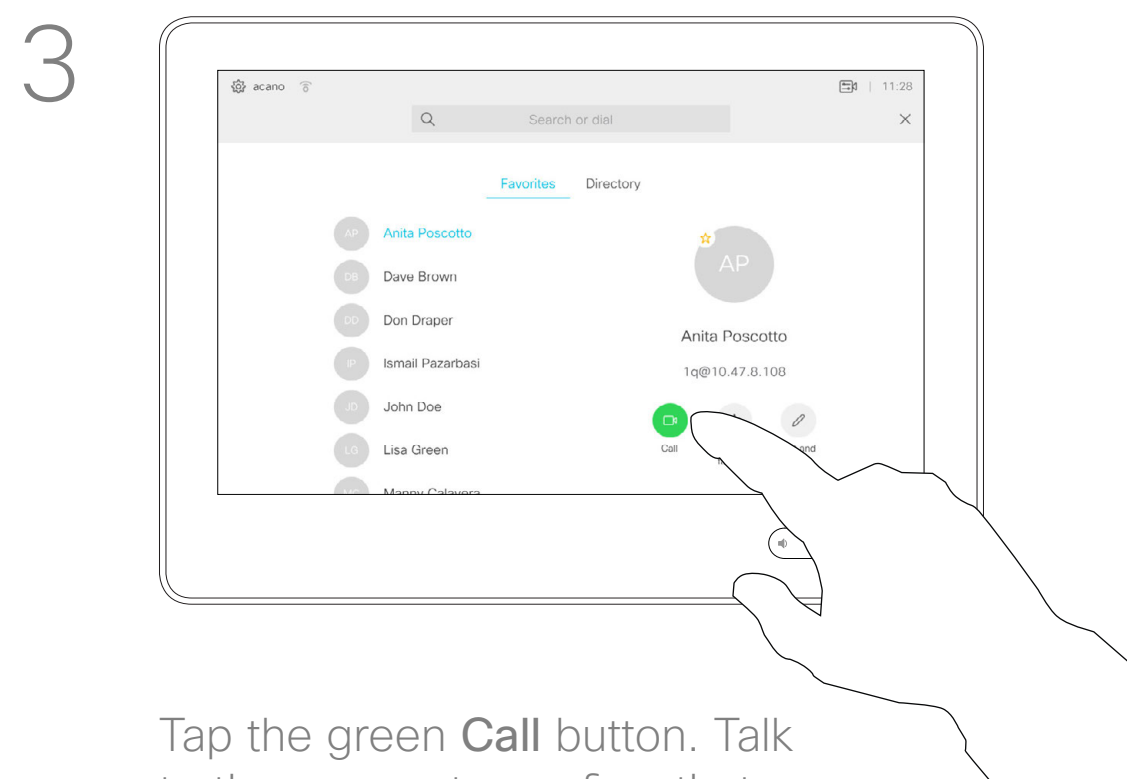

Search for whom to call in the usual way.

You may transfer an ongoing call to another person. Transfer is always consultative, i.e. you will be able to talk to the person you are going to transfer a call to, before you actually transfer the call.
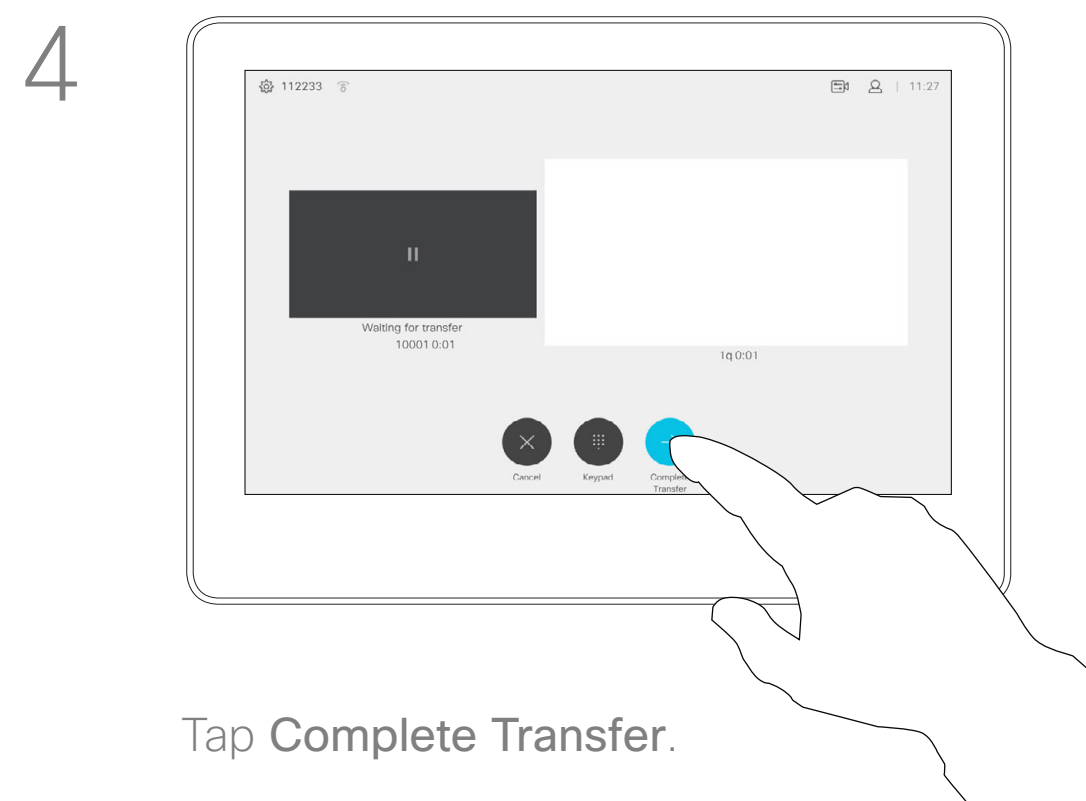
3

Tap the green **Call** button. Talk to the person to confirm that transfer is OK. The person to be transferred is still on hold.
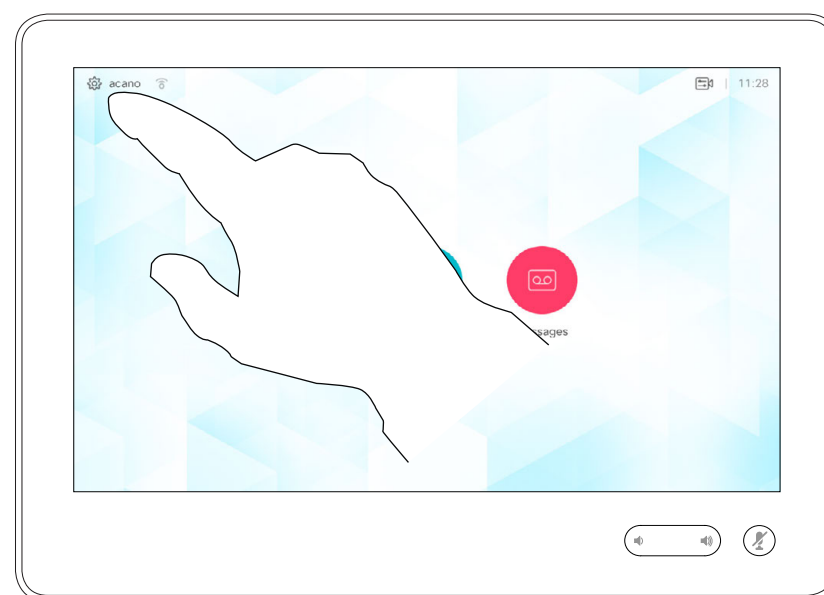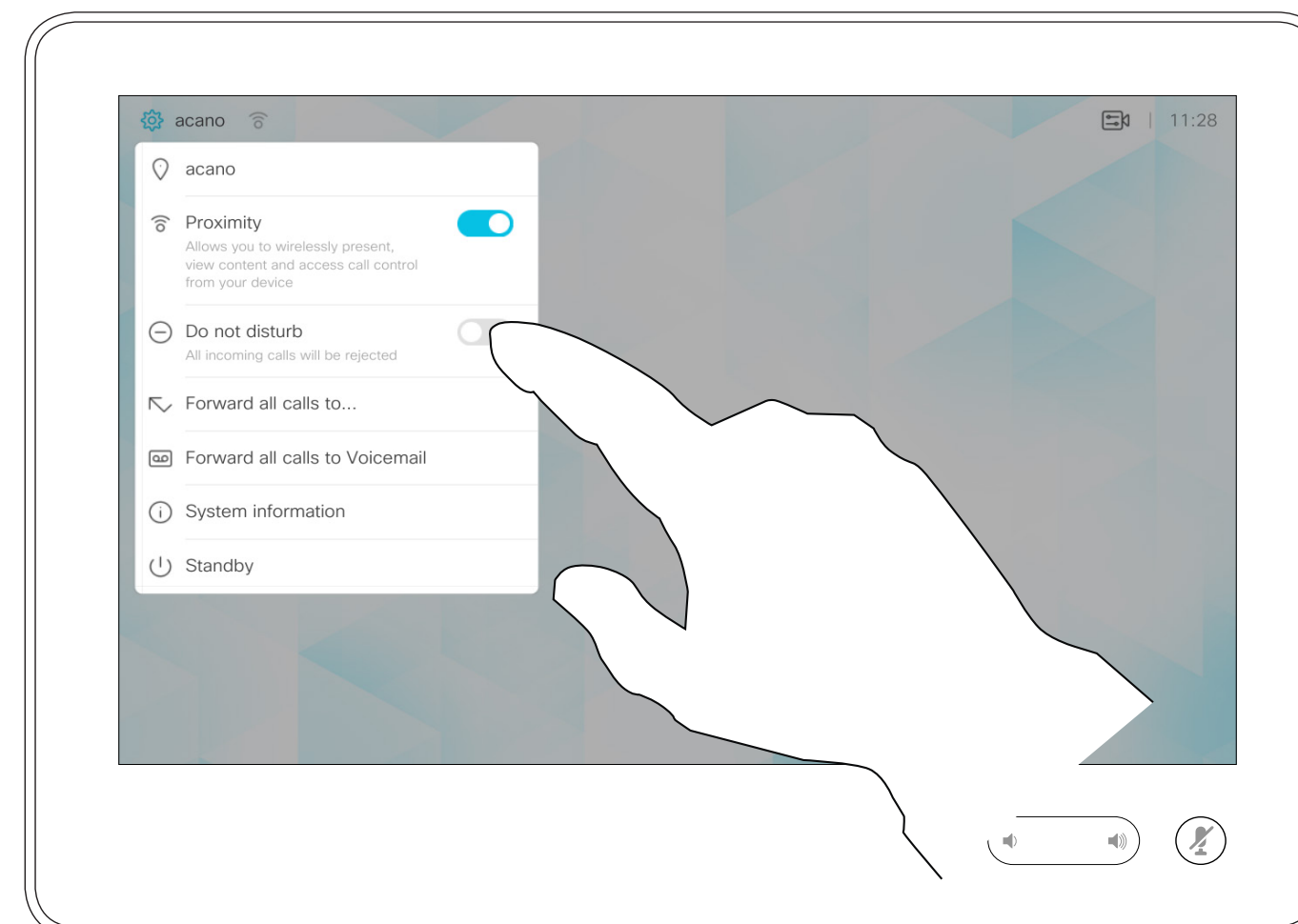
4

Tap **Complete Transfer**.

Activate Do Not Disturb

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.

Your video support team may have set a time-out on this feature, after which the system will return to respond to incoming calls as usual. Default time-out setting is 60 minutes.

1

Tap in the upper left corner, as shown.

2

Tap Do not disturb, as indicated. To deactivate the feature, repeat the procedure.

Automated Forwarding of All Calls

About Forwarding Calls

1

Tap in the upper left corner, as shown.

2
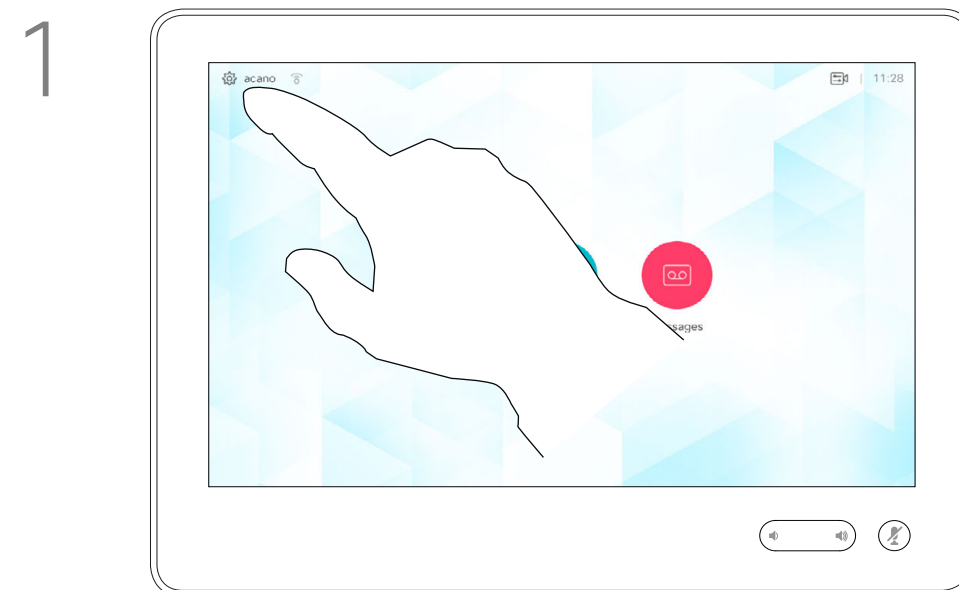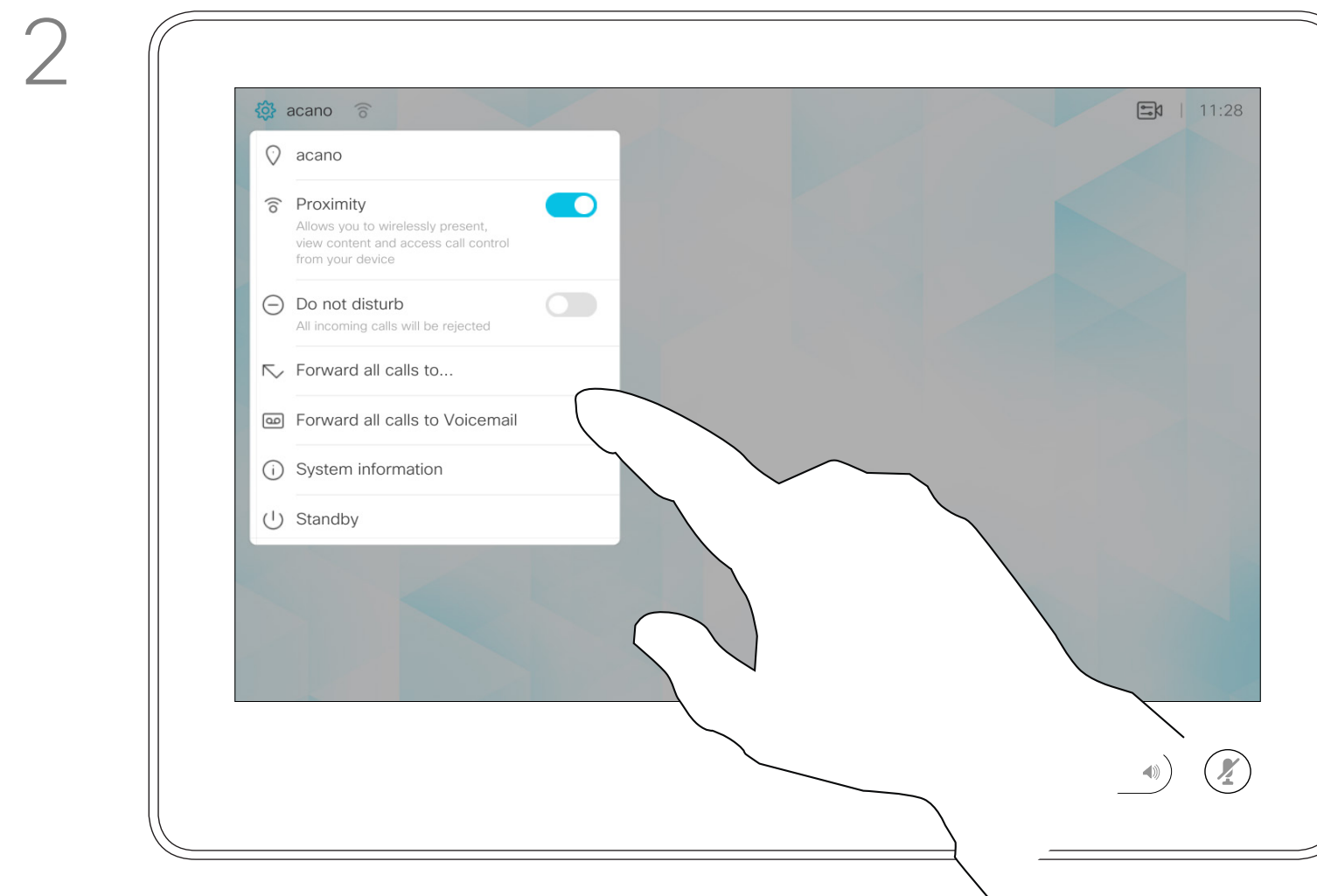
You may now choose to forward all calls to either a receiver specified by you, or to your voicemail.

Your system can be set to forward all calls received. You may choose between voicemail and a receiver chosen by you.

If you tap **Forward all calls**, the familiar **Call** menu will appear letting you specify whom to receive your calls.
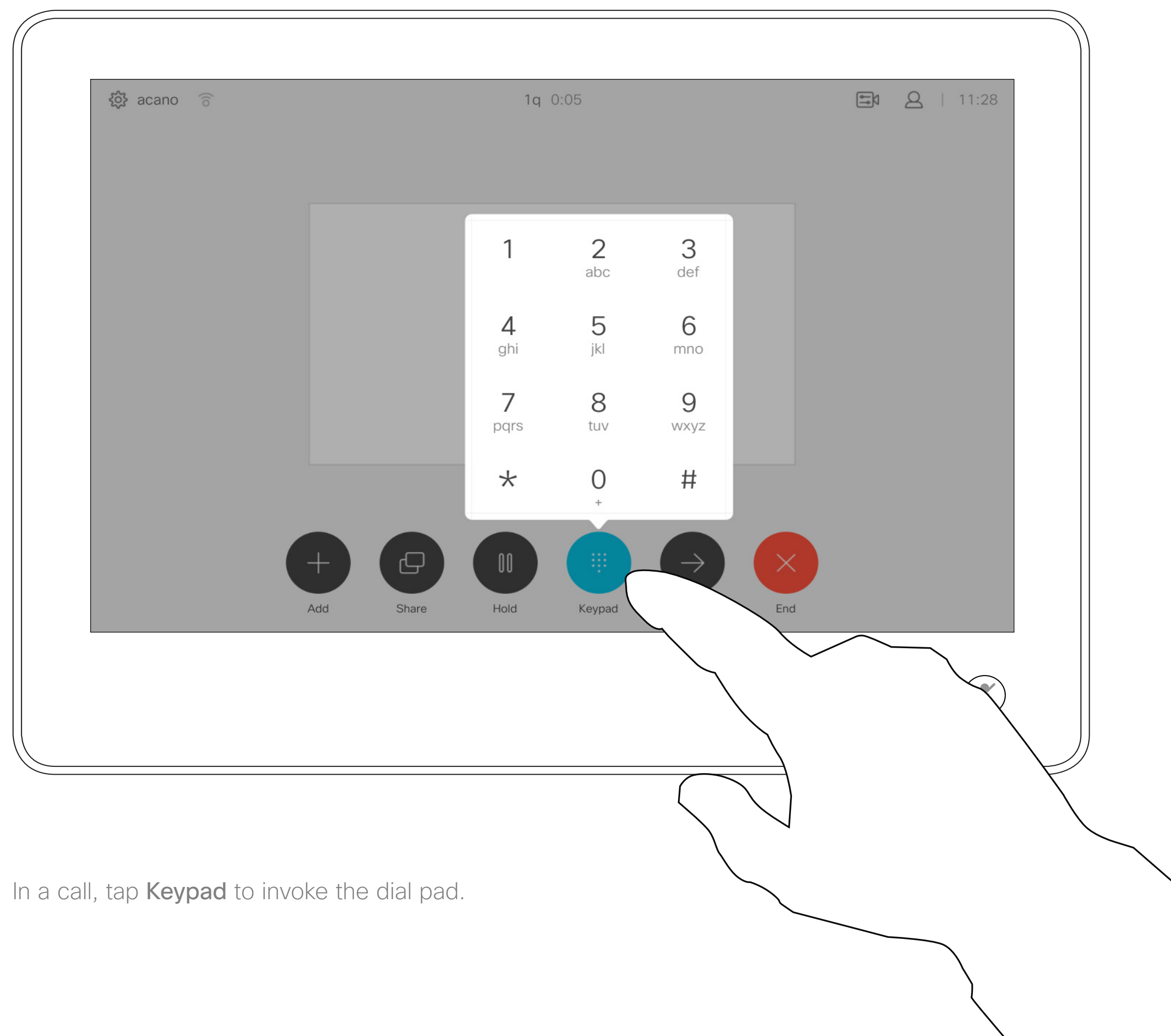
Må det resettes manuelt?

View Keypad While in a Call

Using Keypad in a Call

In a call you may get prompted to submit numbers to be able to reach an extension or otherwise gain entrance to something (for example by means of a PIN-code).
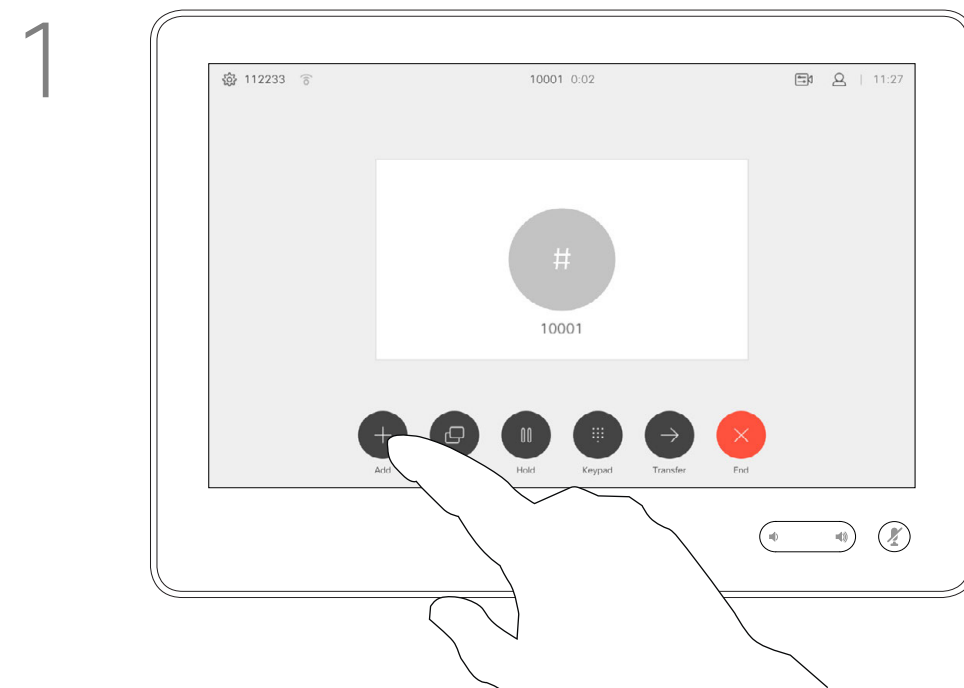
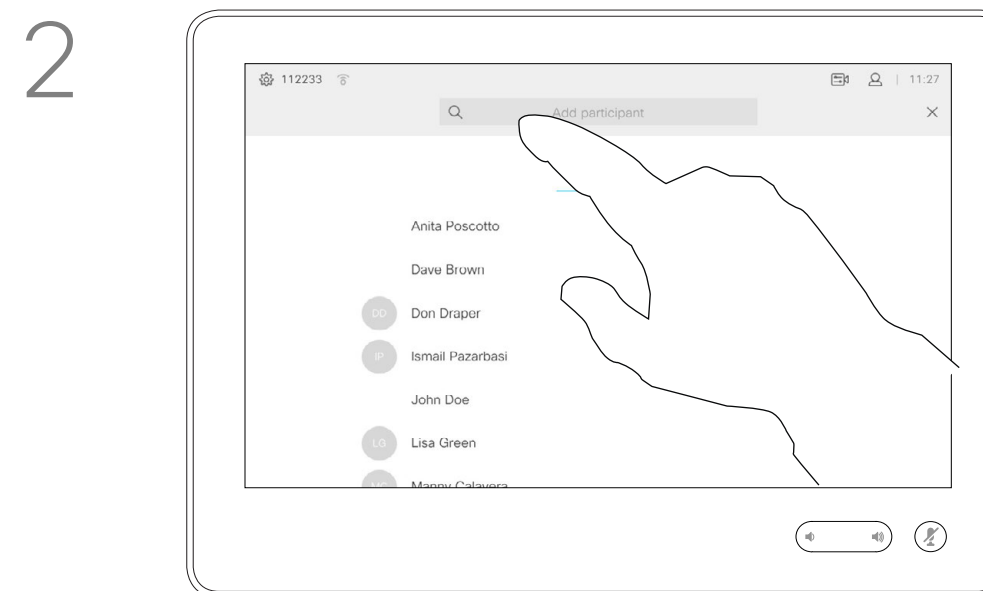To be able to submit this you will need to invoke the keypad on the touch screen.

In a call, tap **Keypad** to invoke the dial pad.
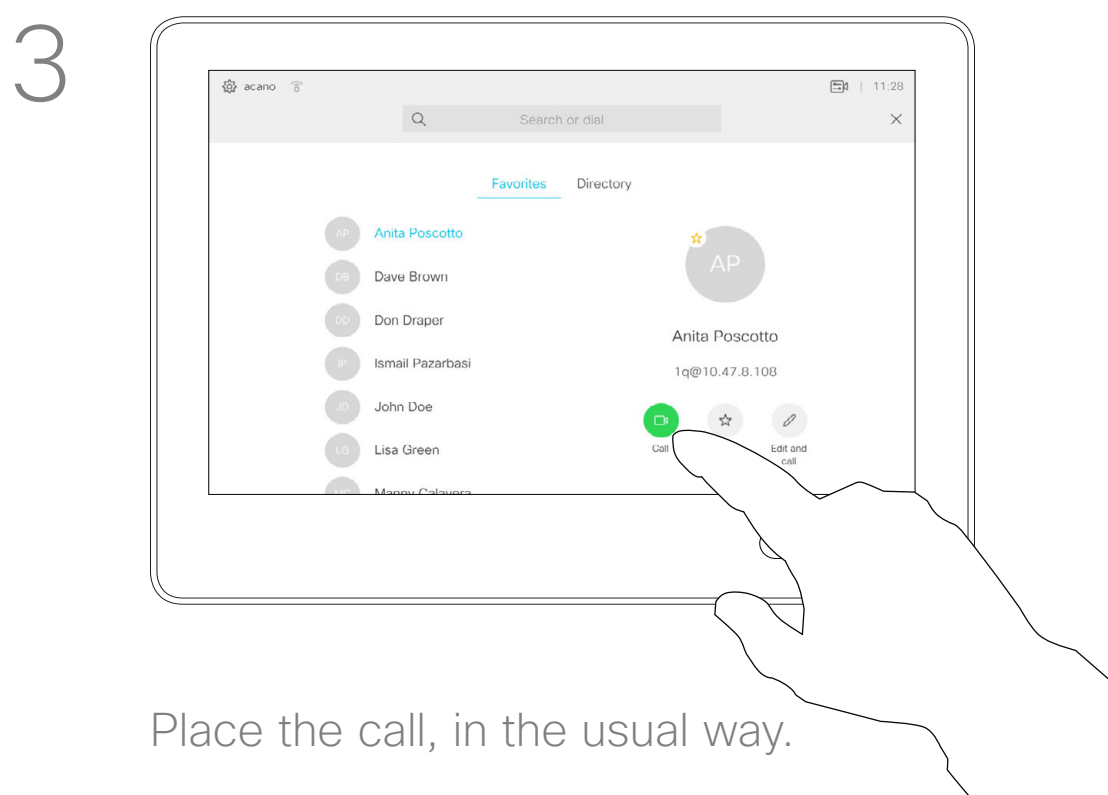
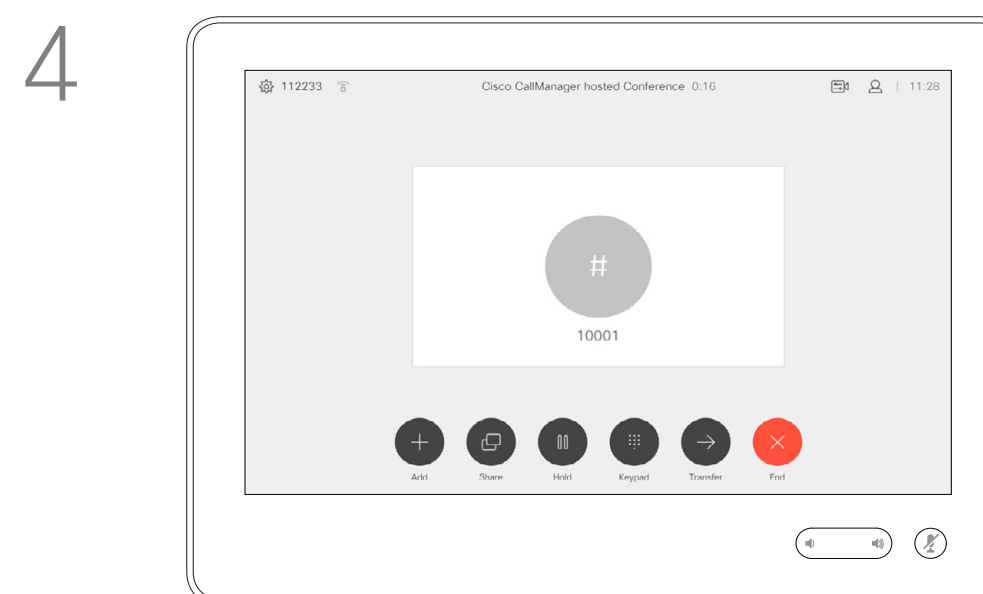# Add Additional Participants to Existing Call

About Video
Conferences

1

Assume that you already are in a call. This call may have been initiated by you or by someone else (someone called you). Tap **Add**.

2

Locate whom to call, in the usual way.

3

Place the call, in the usual way.

4

This new call will now be added to the existing and you have now established a conference.

You may repeat this procedure to the extent permitted by your video infrastructure.

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

The maximum number of participants supported by your video system will depend on system configuration and the video infrastructure. If in doubt, contact your video support team.

If you want to initiate a 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 may only disconnect themselves from the conference.
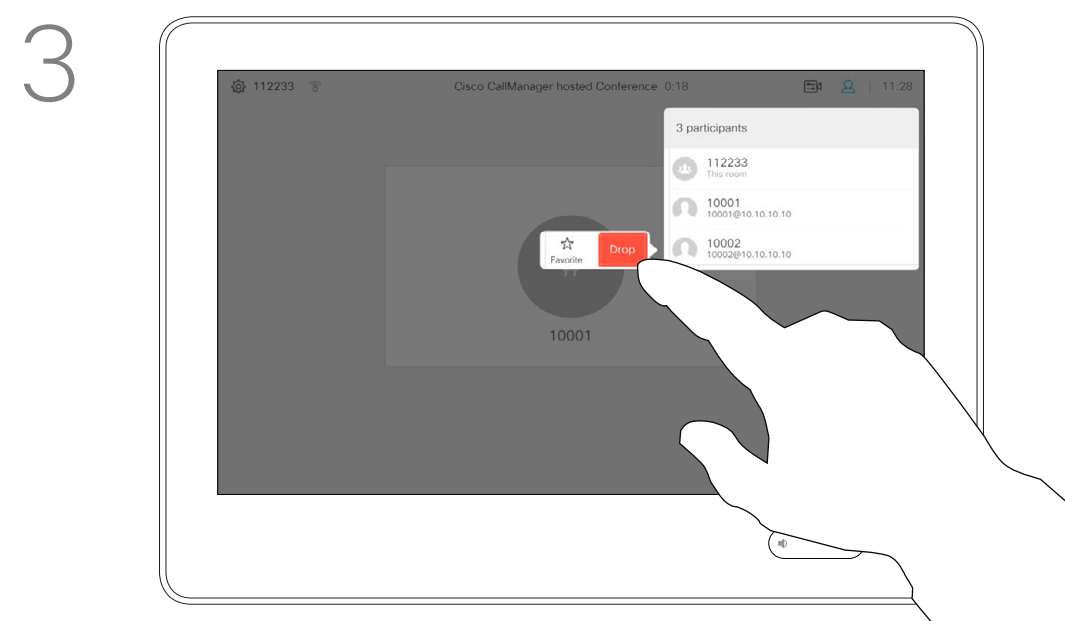
Disconnect a Participant From a Conference
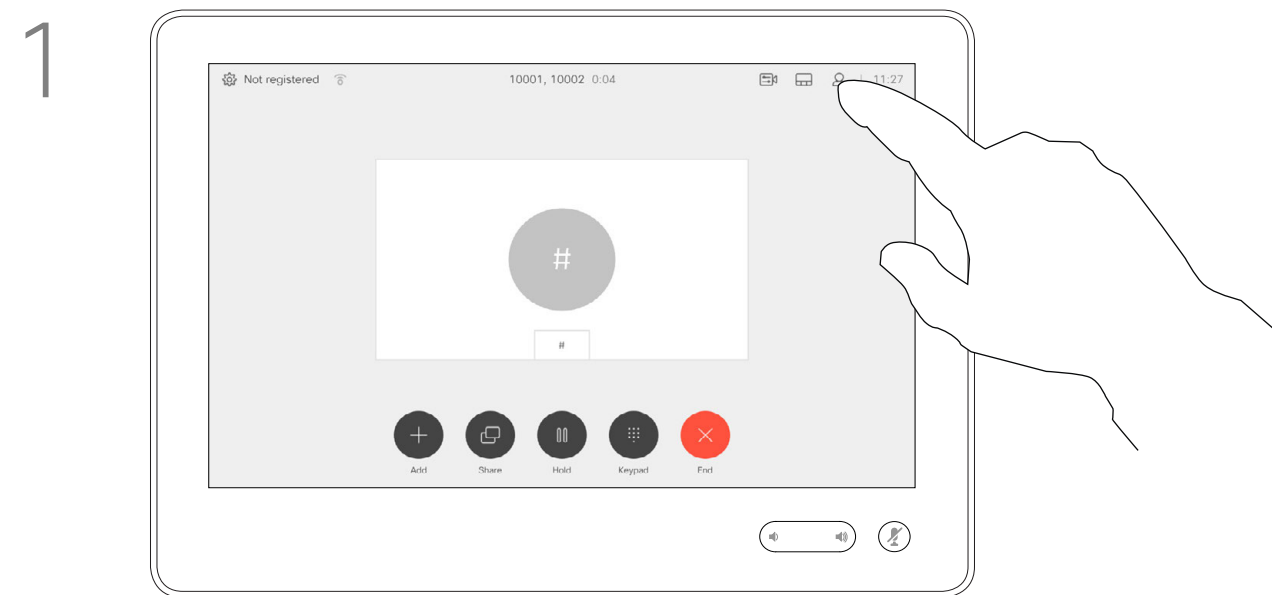
1

In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2
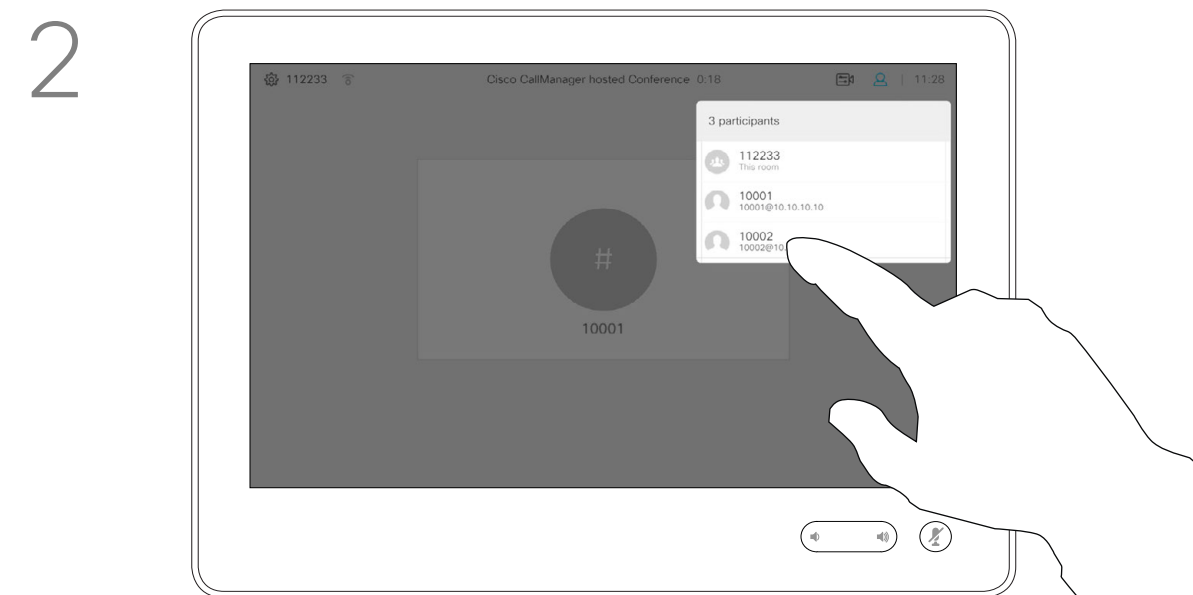
Tap the one you want to disconnect from the conference.

3

Tap **Drop**.

The ability to conduct a video conference from your video system is an optional feature that may, or may not, be available for your system.

Note that you must be the host of the conference to be able to disconnect others from a conference.
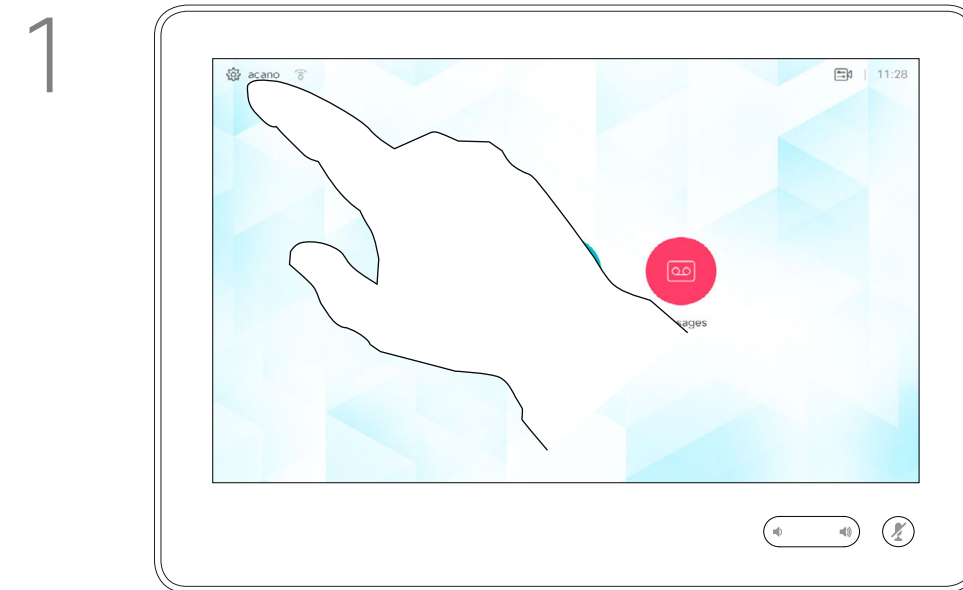
Intelligent Proximity

Activating Intelligent Proximity

About Proximity
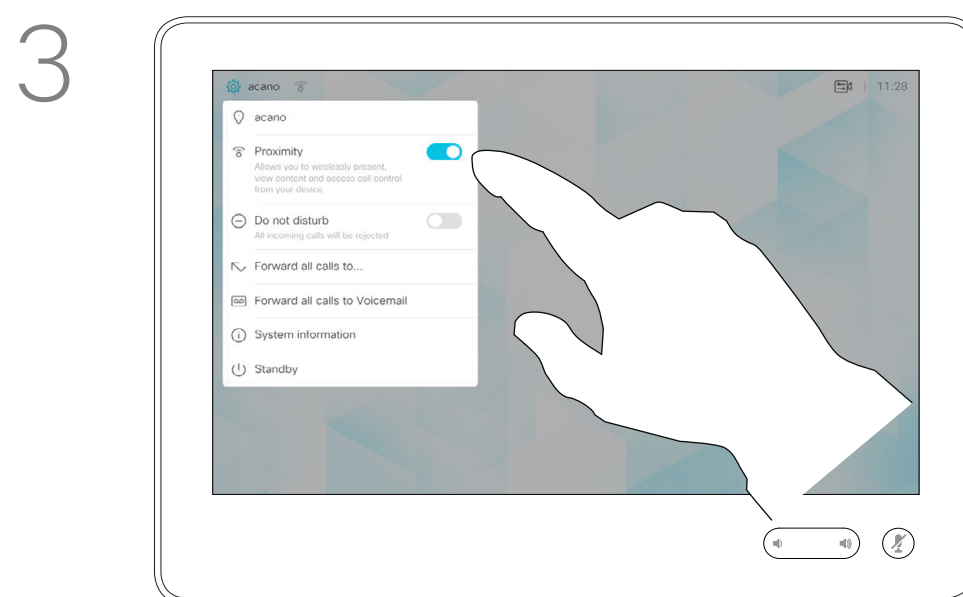
1

Tap in the upper left corner, as shown.

2

Tap **Proximity** to activate the feature on your system

3

Tap again to deactivate.

The Intelligent Proximity feature allows you to share, see and capture content from a video system wirelessly on your own device (smart phone, iPad, Android tablet, PC or Mac). You can also use your own device to control calls on the video system.

Observe the following:

You will need to download (free of charge) the Cisco Intelligent Proximity app from App Store or Google Play. Windows or OS X users, go to https://www.ciscospark.com/.

Your video support team may have activated none of the features, all of them, or just a subset of them.

Intelligent Proximity makes use of 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.

If available with your system, Intelligent Proximity can be activated or deactivated in the Settings menu, which is accessed from the upper left corner of the screen.
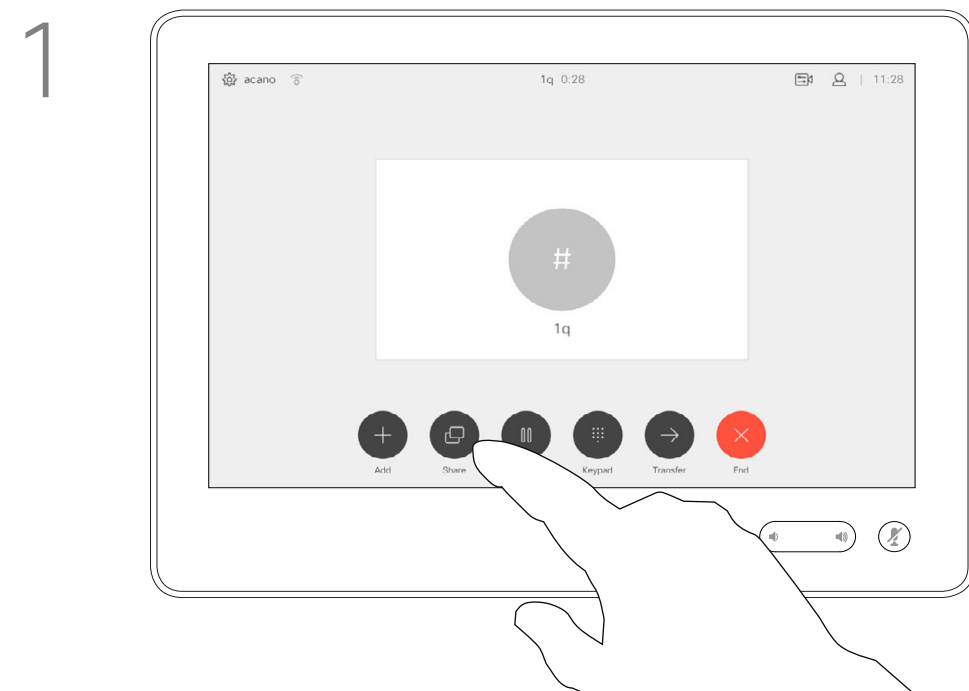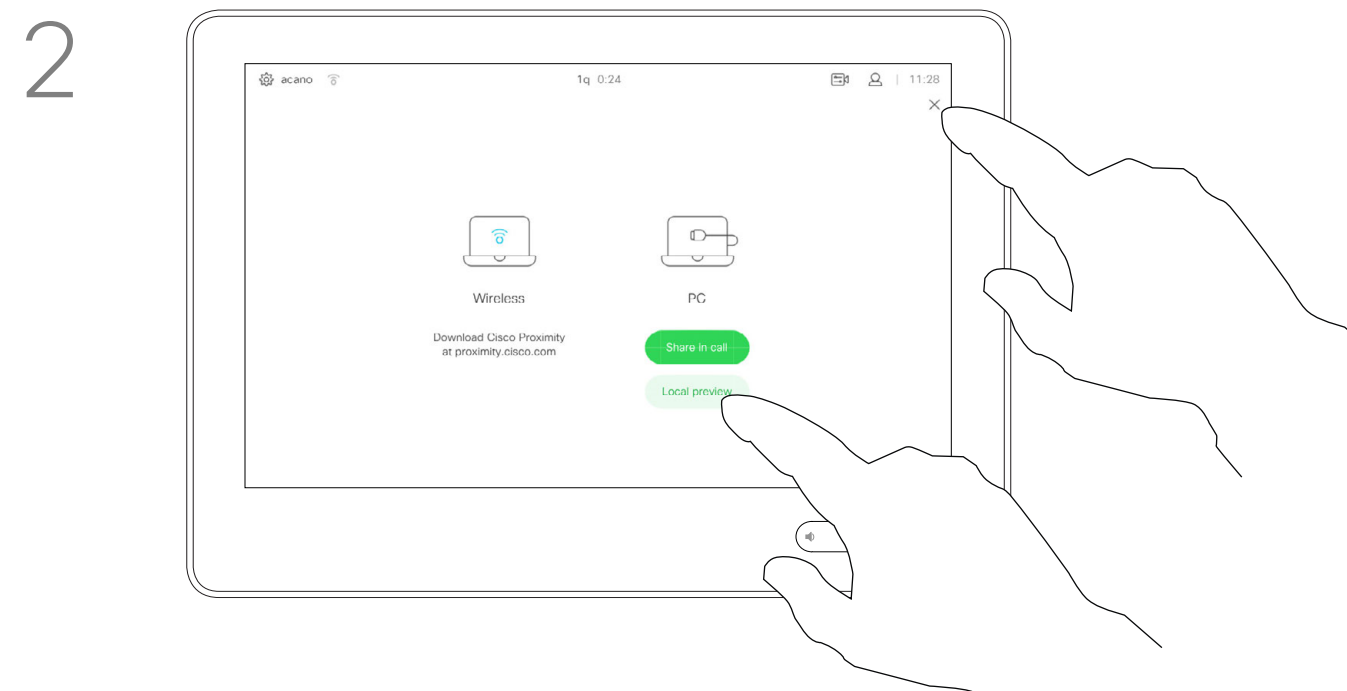
Content Sharing

Sharing Content In a Call
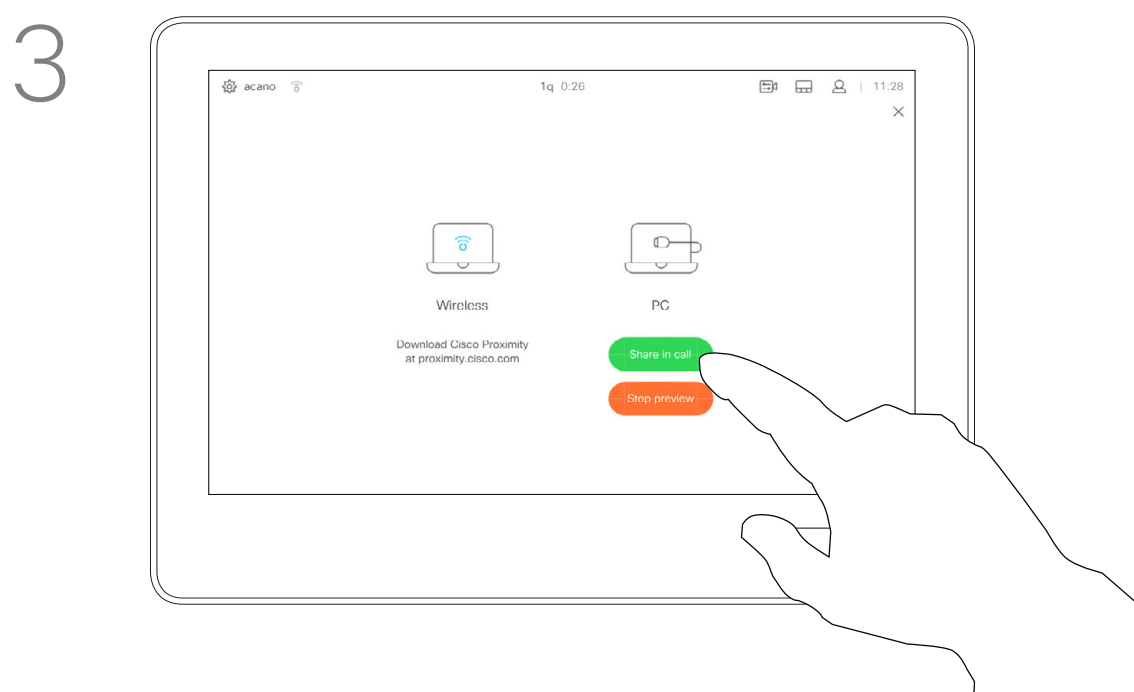
About Content Sharing

1

Connect the source to the video system with a suitable cable, make sure it has been switched on and tap **Share**.
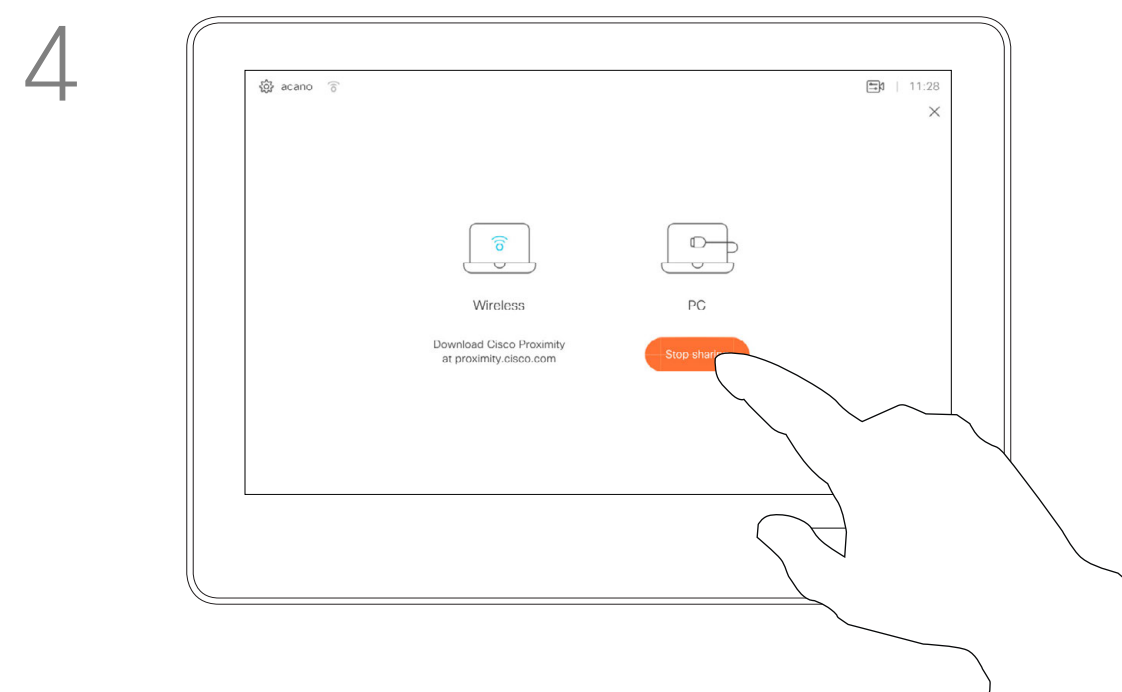
2

Tap **Local preview** to view the content to be shared on your own video system only. This will not be shared with the remote participants.

Tap the X in the upper right corner, as shown, to return to the previous display.

3

To discontinue the preview, tap **Stop preview**.

To share content with the remote participants, tap **Share in call**.

4

To discontinue sharing content with the remote participants, tap **Stop sharing**.
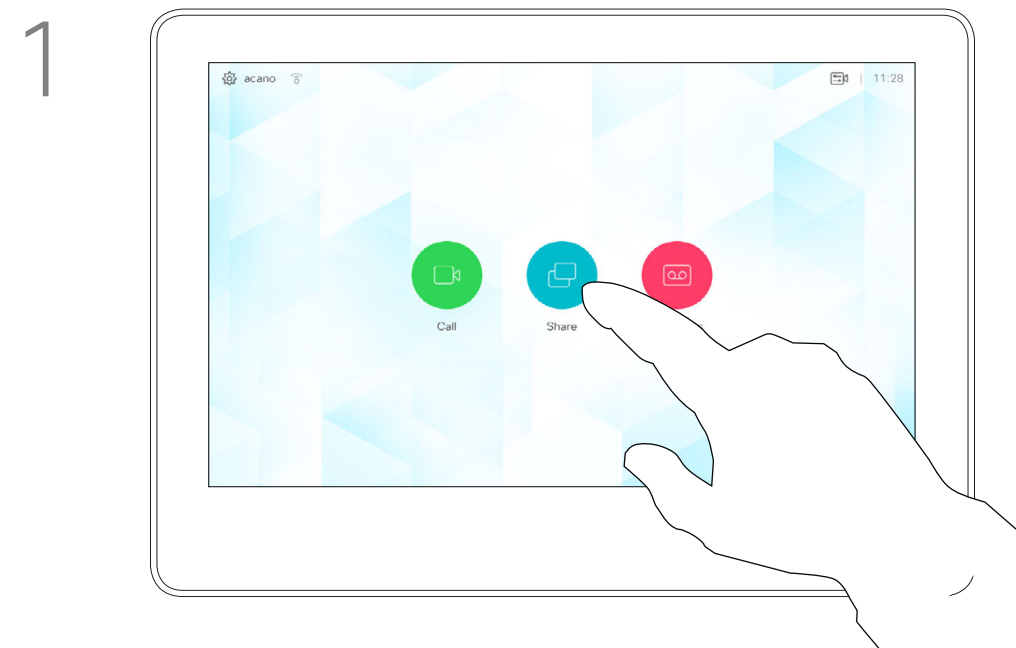
Your video system supports the ability to show presentations in a video call or video conference.

If your source device has been Intelligent Proximity enabled, just switch on Proximity on your device, let your device pair with the video system and you will be able to share content right away.

Note that you may change the layout of the screen during presentations, see the following pages for more on this.

Sharing Content Outside Calls

Local Content Sharing

1

Connect the source device to the video system with a suitable cable, make sure it has been switched on and tap **Share**.

2

Tap **Share** to show the content on your video system's screen(s).

Tap the X in the upper right corner, as shown, to return to the previous display.

You may also use your video system in local meetings to present and share content outside calls.

If your source device has been Intelligent Proximity enabled, just switch on Proximity on your device, let your device pair with the video system and you will be able to share content right away.
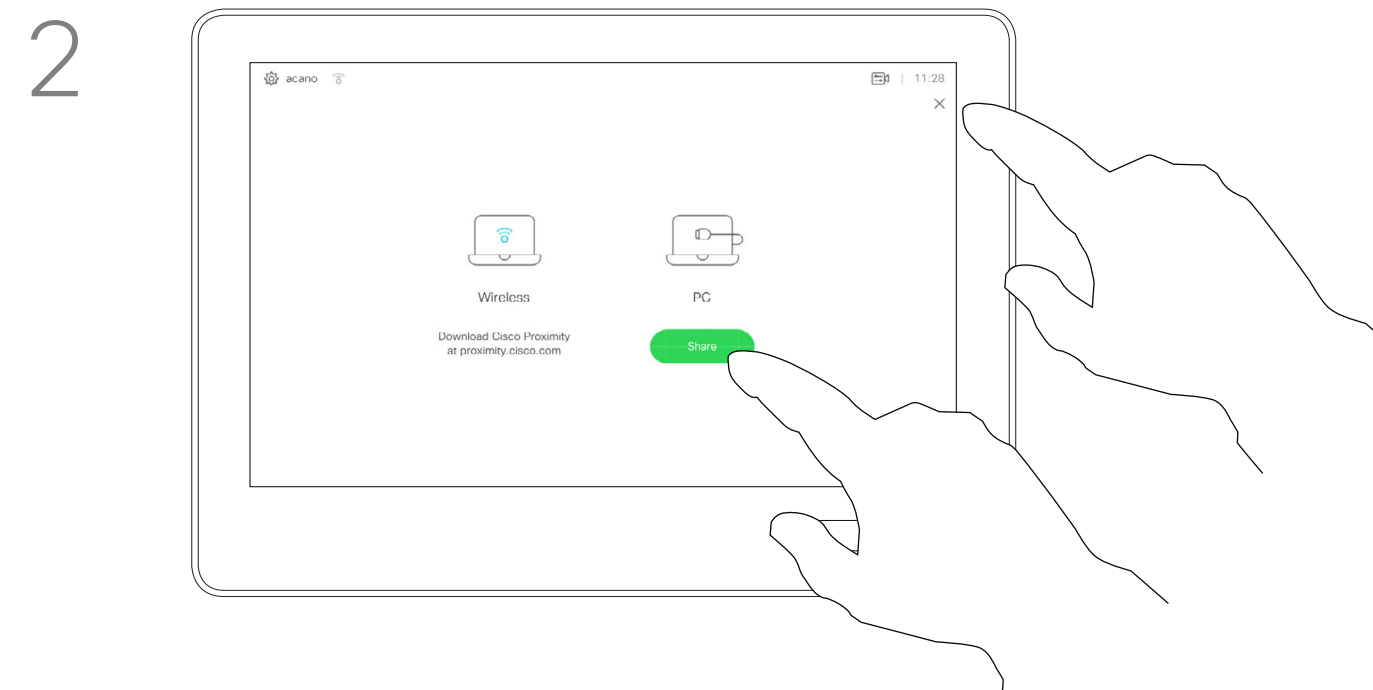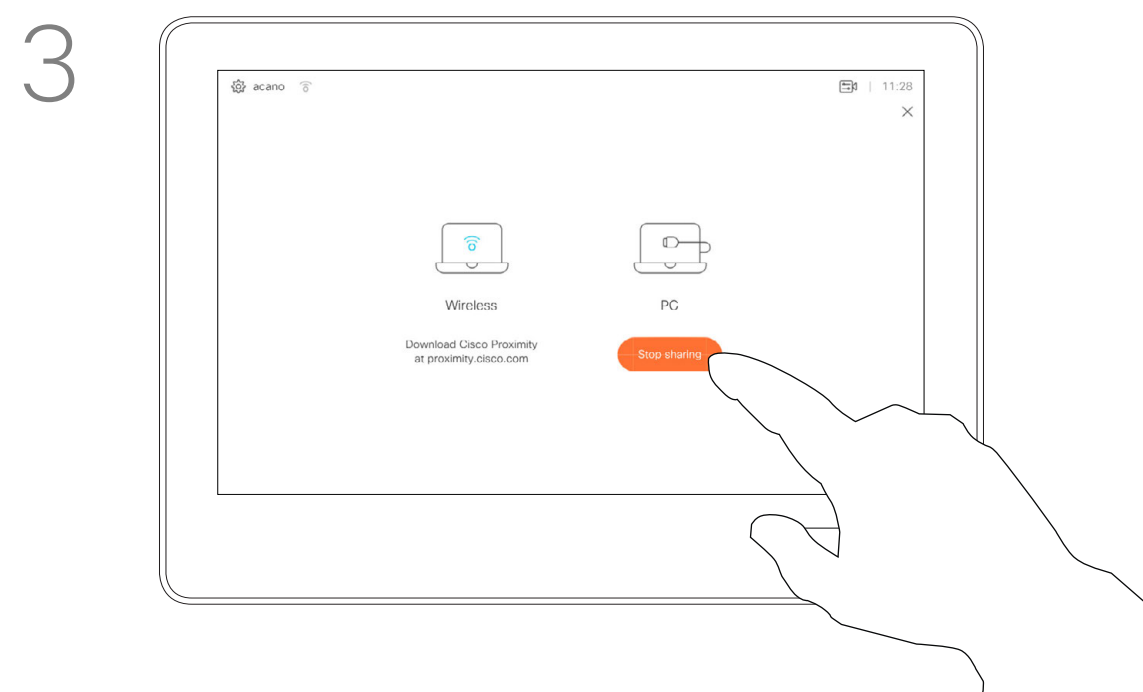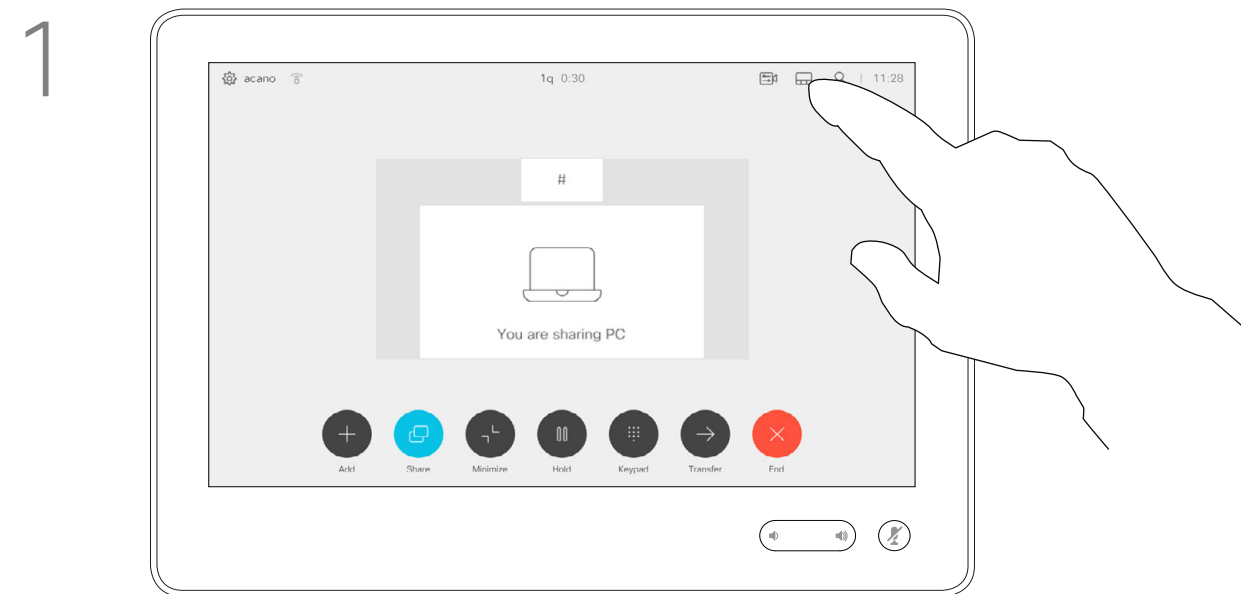
3

Tap **Stop sharing** to end the session.

Change Presentation Layout In a Call

Presentation Layout

1

Tap the **Layout** icon, as shown.

2

Tap the layout you want to use. Tap anywhere outside the filmstrip when you're done.

You may change the layout of the screen during presentations. Typical options available will be with or without showing the presenter and showing the presenter as either a PiP (Picture in Picture) or PoP (Picture outside Picture).
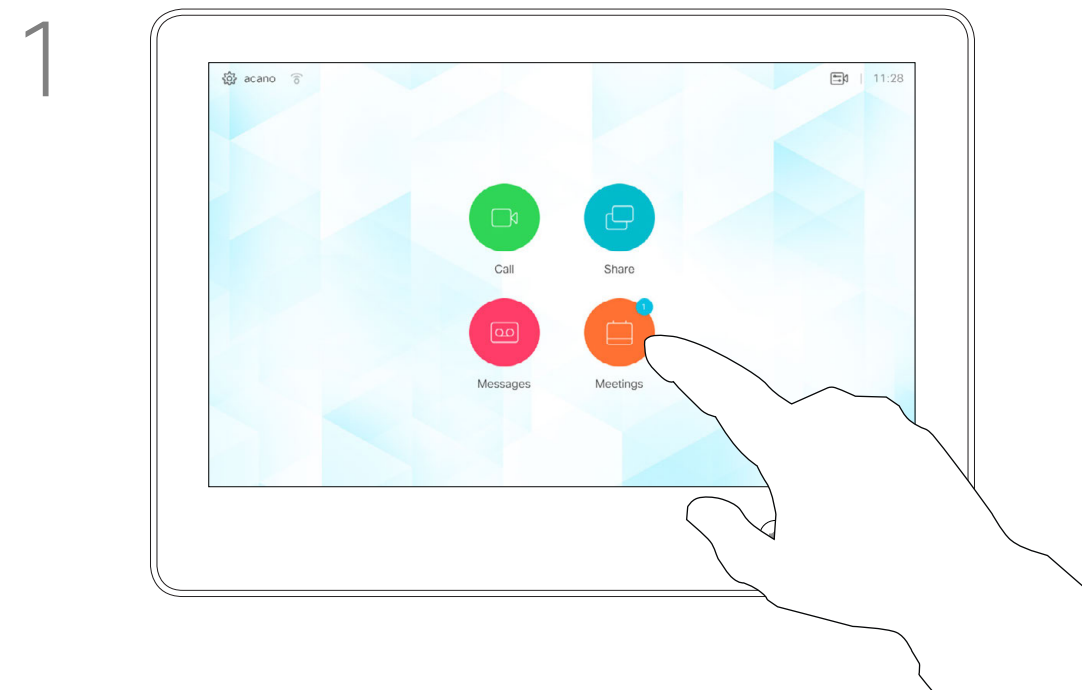
The layout options available on your system may differ from those shown here, but the layouts shown are always those you may choose between.
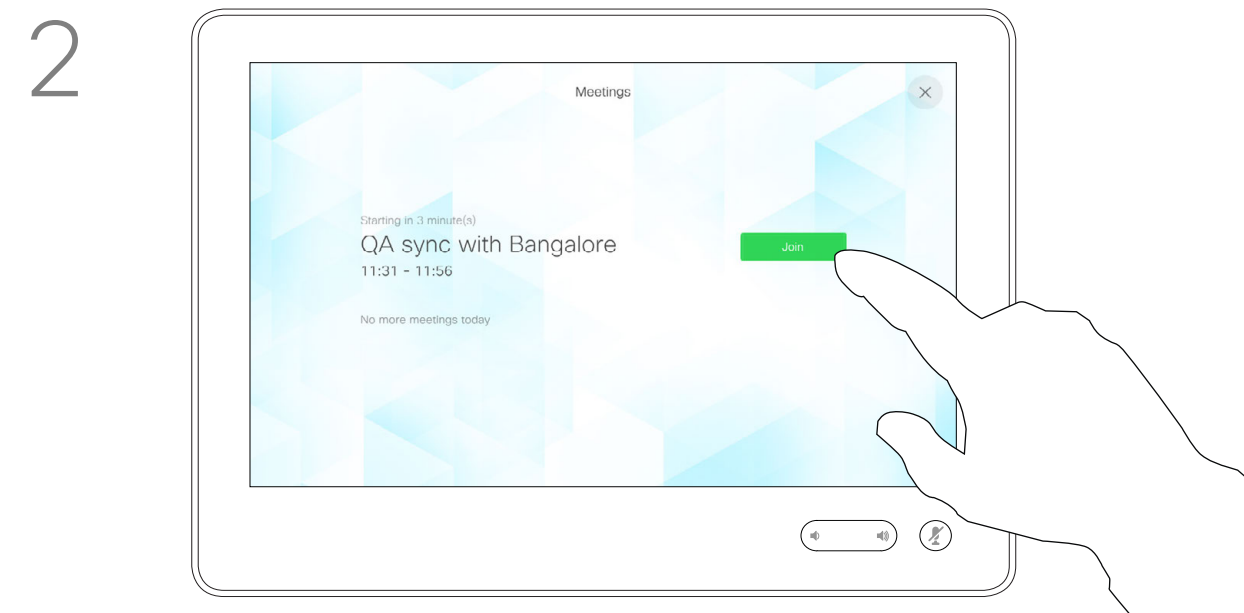
Scheduled Meetings

Join a Scheduled Meeting

Joining a Meeting

1

The number of upcoming meetings is indicated as shown. Tap **Meetings** to enter the Meetings list and be able to join a meeting.

2

When time is due, you will be prompted tp join the meeting. Tap **Join**.

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear as shown at left.
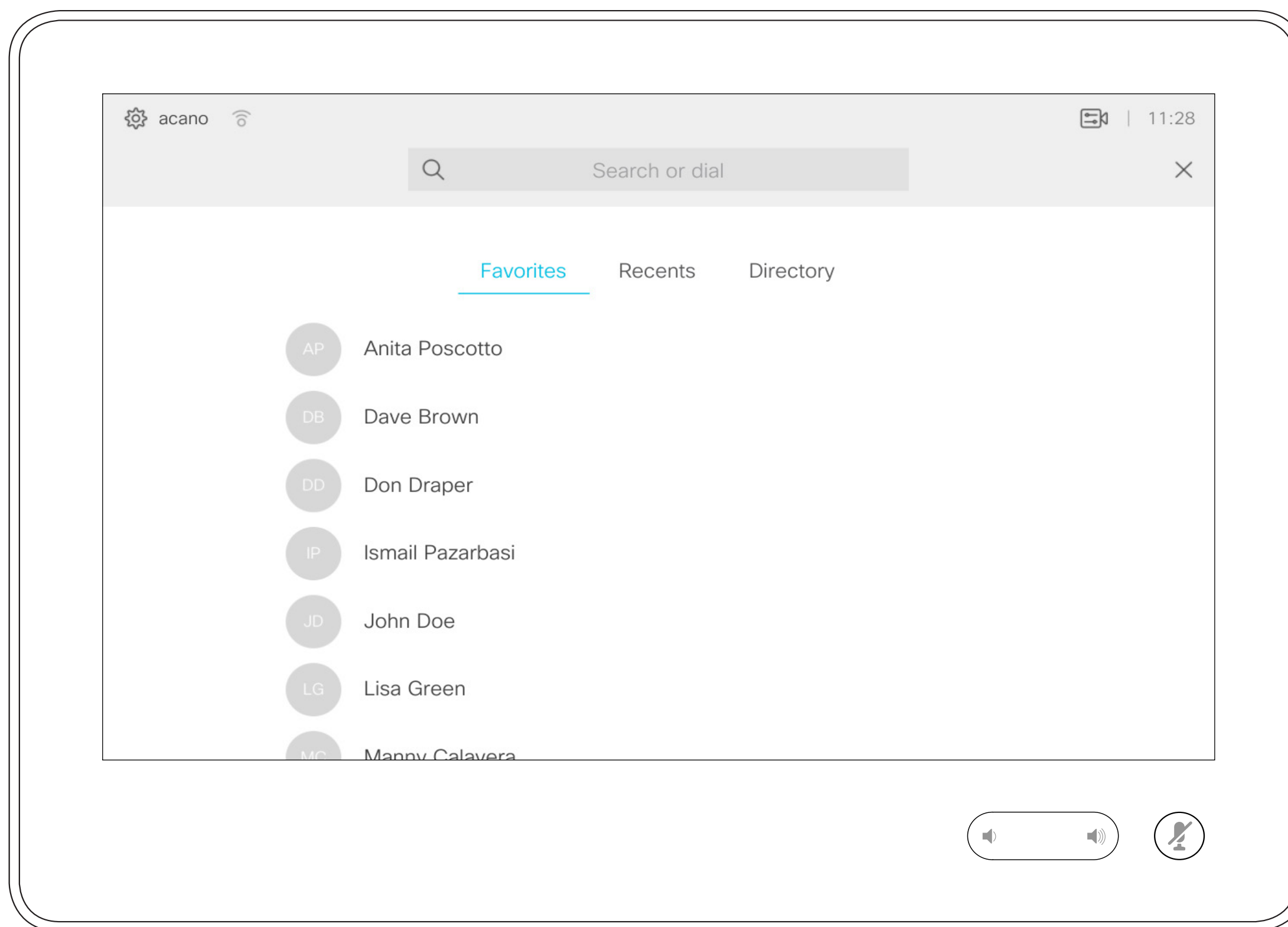
Tap **Join** to participate in the meeting.

Should the meeting have started already, you may still join, as shown in the image on the previous page.

Contacts

Favorites, Recents and Directory

About the Contacts Lists

acano 🛜   📹 | 11:28

🔍   Search or dial   ✕

Favorites   Recents   Directory

AP   Anita Poscotto

DB   Dave Brown

DD   Don Draper

IP   Ismail Pazarbasi

JD   John Doe

LG   Lisa Green

MC   Manny Calavera

The Contacts list consists of three parts; *Directory, Recents* and *Favorites*.

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, and 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.
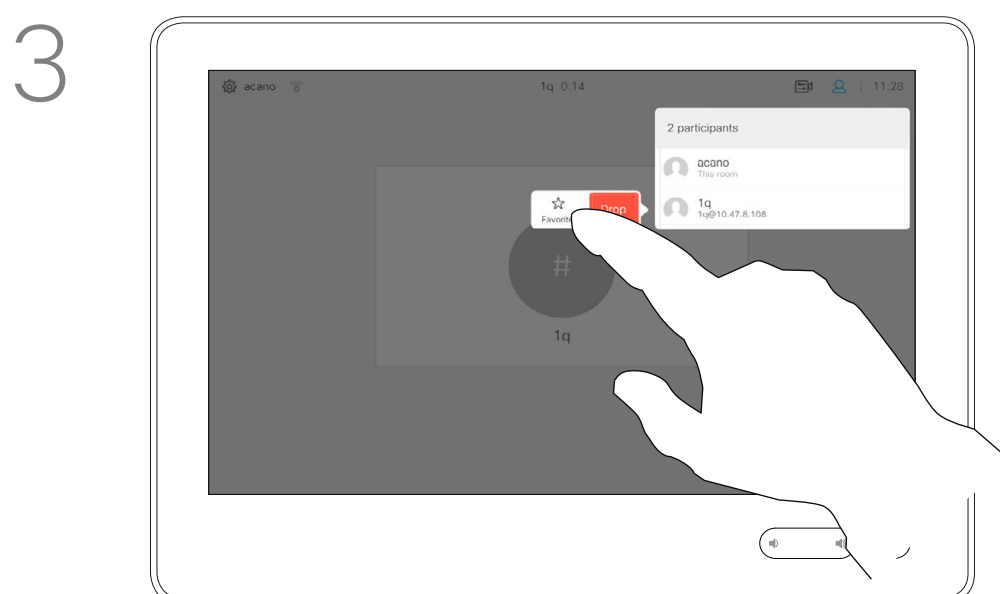
Add Someone to Favorites, While in a Call
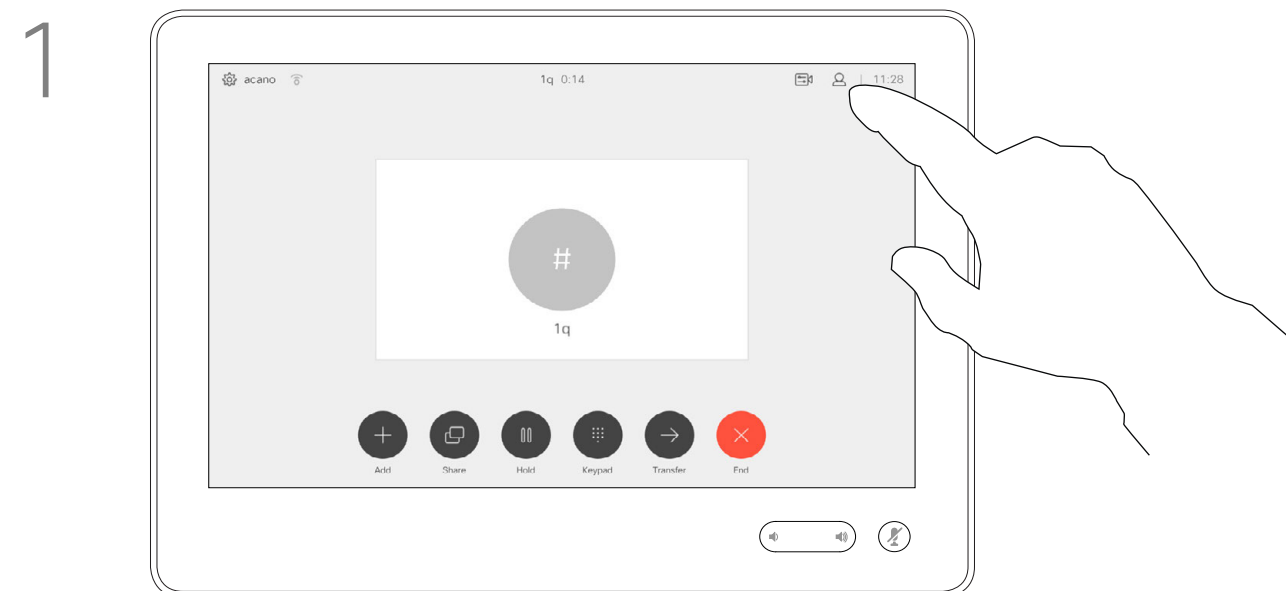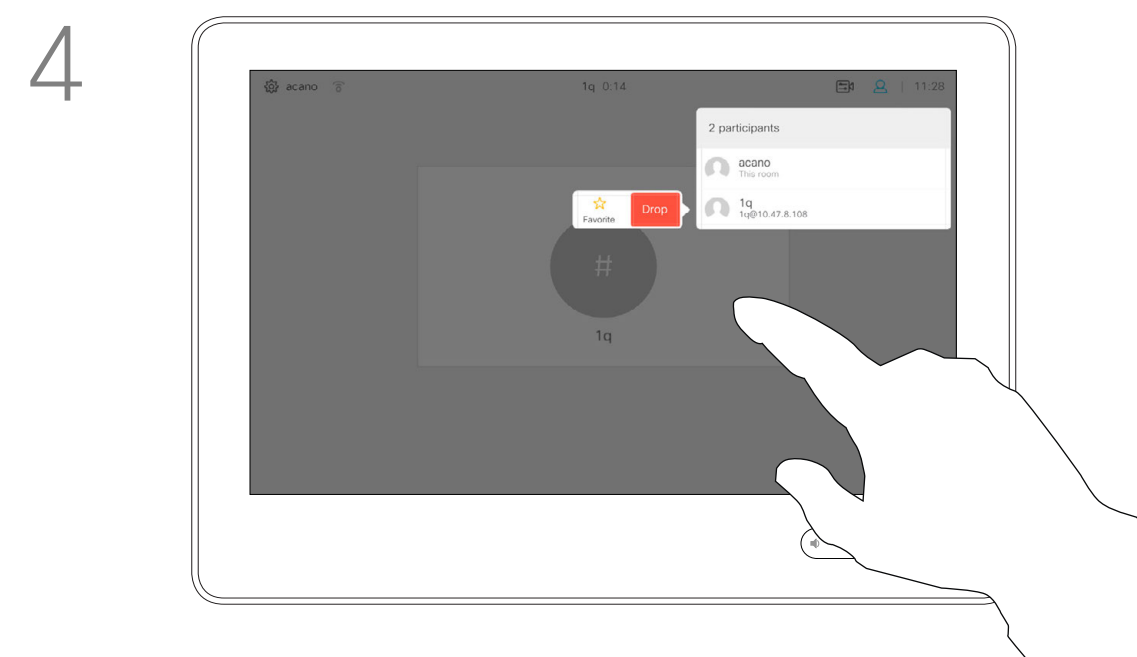
1

In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2
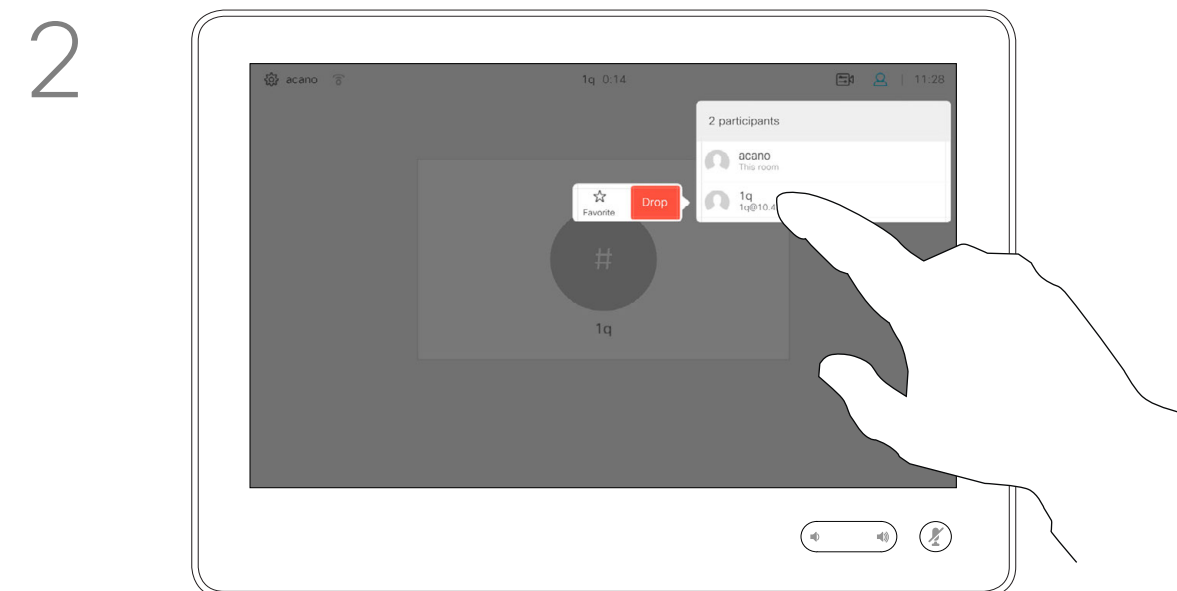
In the list of participants tap the one to become a Favorite.

The *Favorites* is your own shortlist of contacts you frequently call or otherwise want to have easy access to.

Favorites may be populated from the *Recents* or *Directory* lists as well as from manual entries.

3

Tap **Favorite**.

4

The participant is now a member of the list of Favorites (the star has turned golden).

To remove an entry from the list of Favorites, go to **Favorites** in the Contact lists and repeat the procedure.
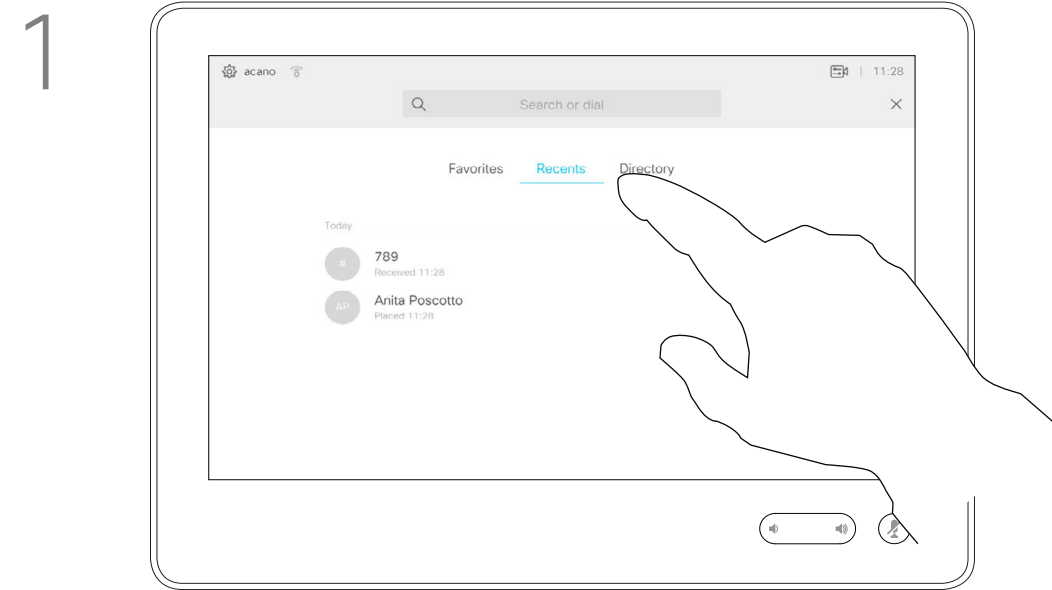
Tap anywhere outside the menu when you're done.

Add Someone to Favorites, Outside a Call

About this feature

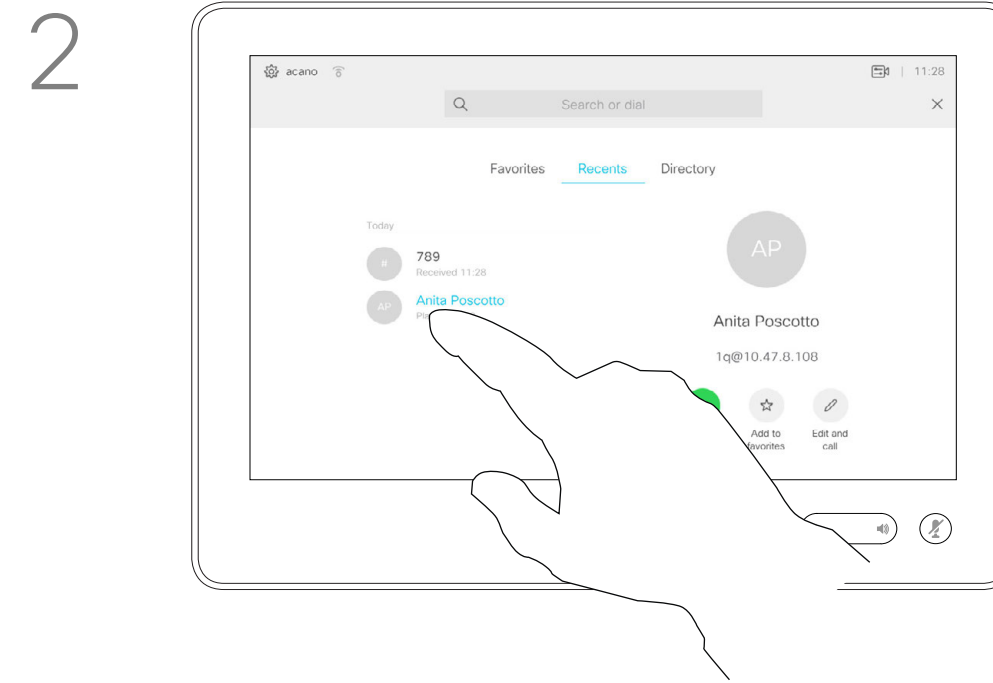The Favorites is your own shortlist of contacts you frequently call or otherwise want to have easy access to.

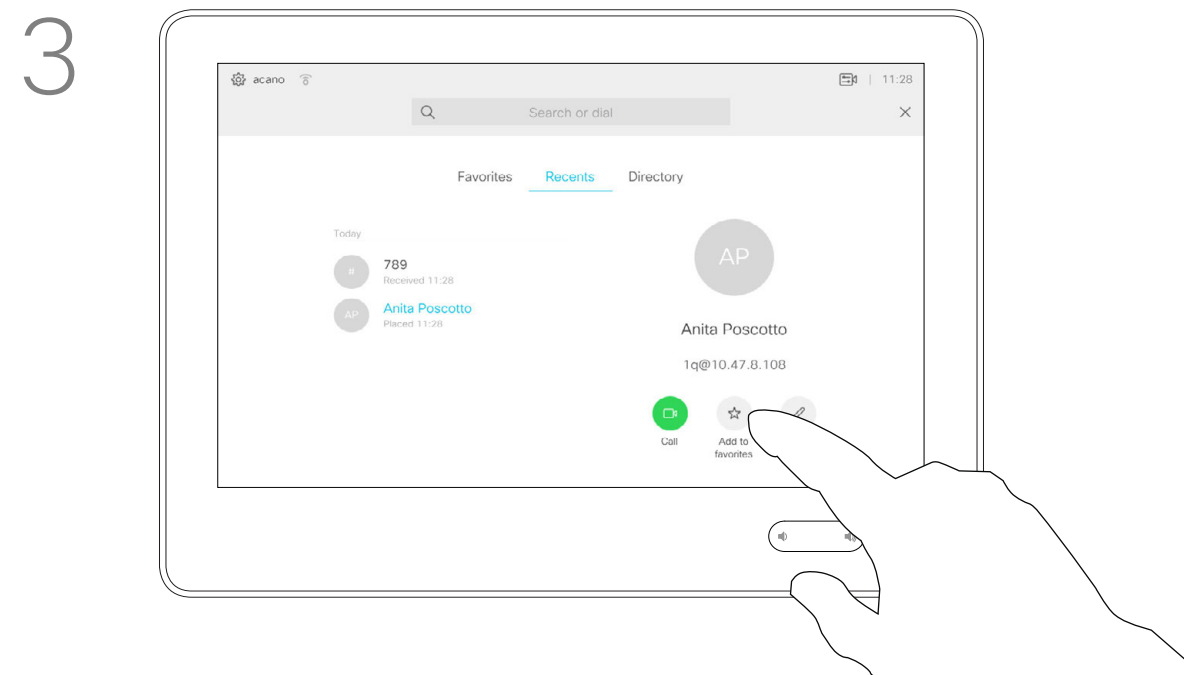Favorites may be populated from the Recents or Directory lists as well as from manual entries.
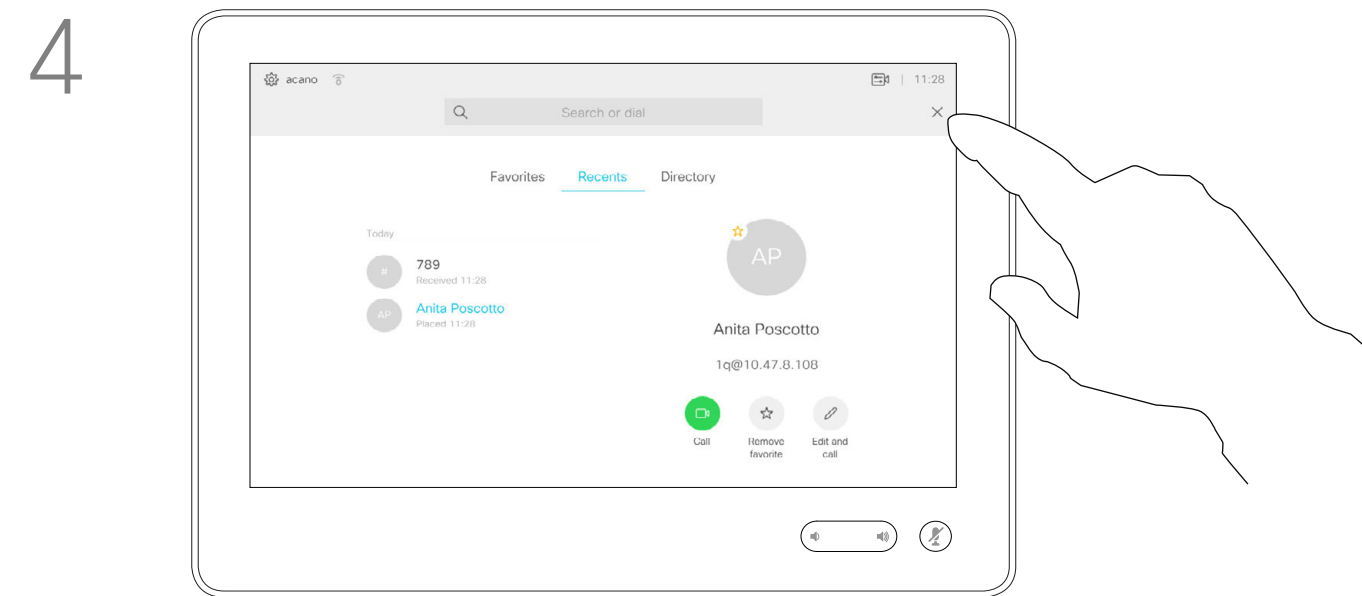
1

While not in a call, tap **Call** (not shown) to invoke the Contacts list, as shown. Tap **Recents** or **Directory** and search for the entry to become a Favorite.

2

Tap the entry to be turned into a Favorite. This will cause the above screen to be shown.

3

Tap **Add to Favorites**. The entry has now become a Favorite.
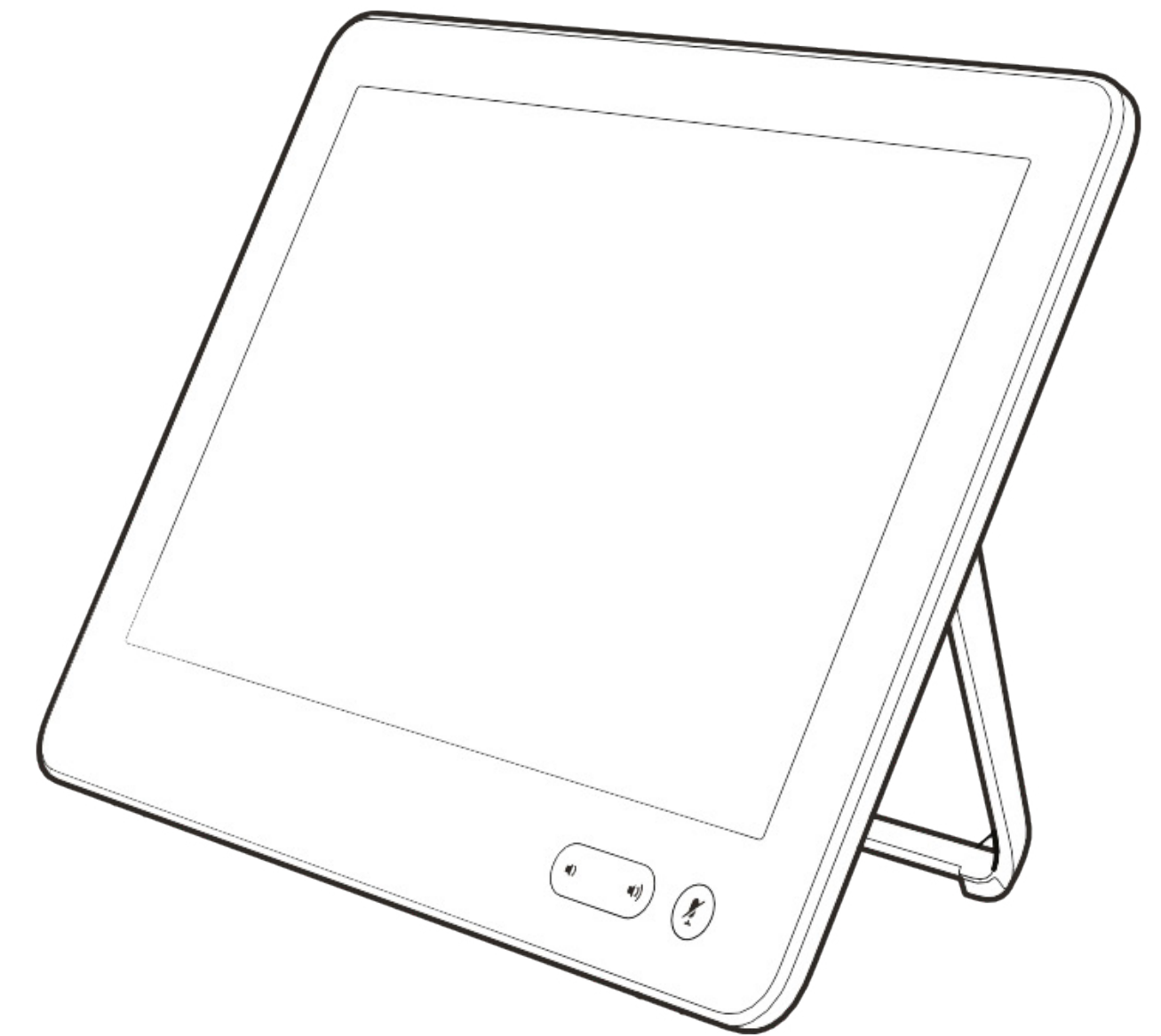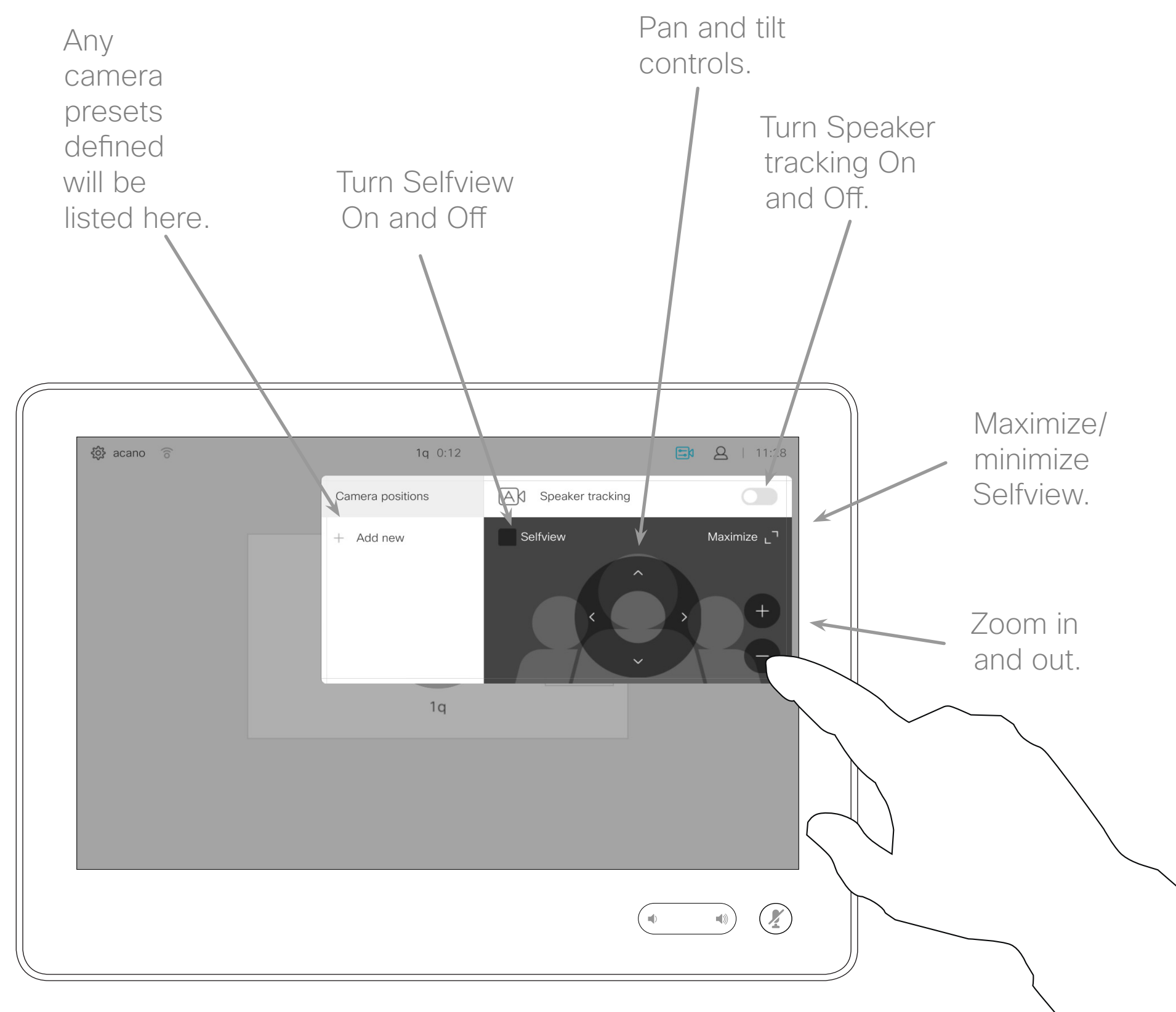
4

A Favorite is denoted by a golden star, as indicated.

To remove an entry from the list of Favorites, repeat the procedure.

To exit this menu, tap the X, as shown.

Camera

32

View Camera Settings

1

Tap **Camera** to invoke the camera adjustment menu.

T

2

Any camera presets defined will be listed here.

Turn Selfview On and Off

Pan and tilt controls.

Turn Speaker tracking On and Off.

Maximize/ minimize Selfview.

Zoom in and out.

The camera settings let you control the zoom, pan and tilt of the camera as well as define and edit camera position presets.

In addition selfview (the image that the others see from your system) can be turned on and off as well as be shown minimized or maximized.

If the position of the selfview blocks important parts of the image on your screen, it can be moved.

For systems equipped with Speaker tracking, turning this on will cause the camera system to zoom in on the person currently speaking.
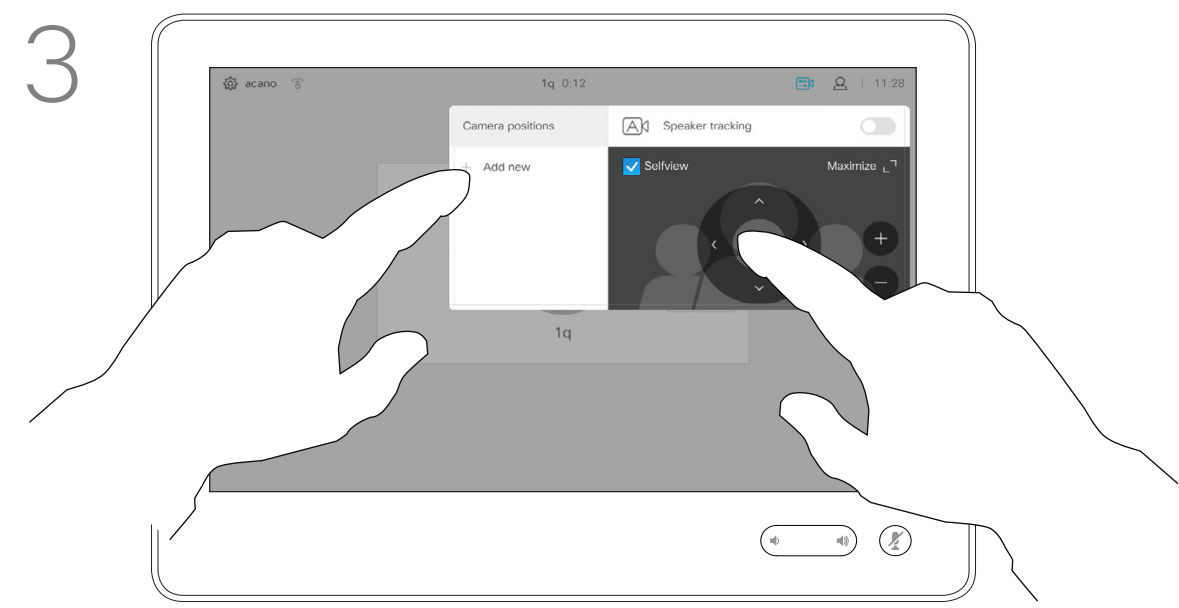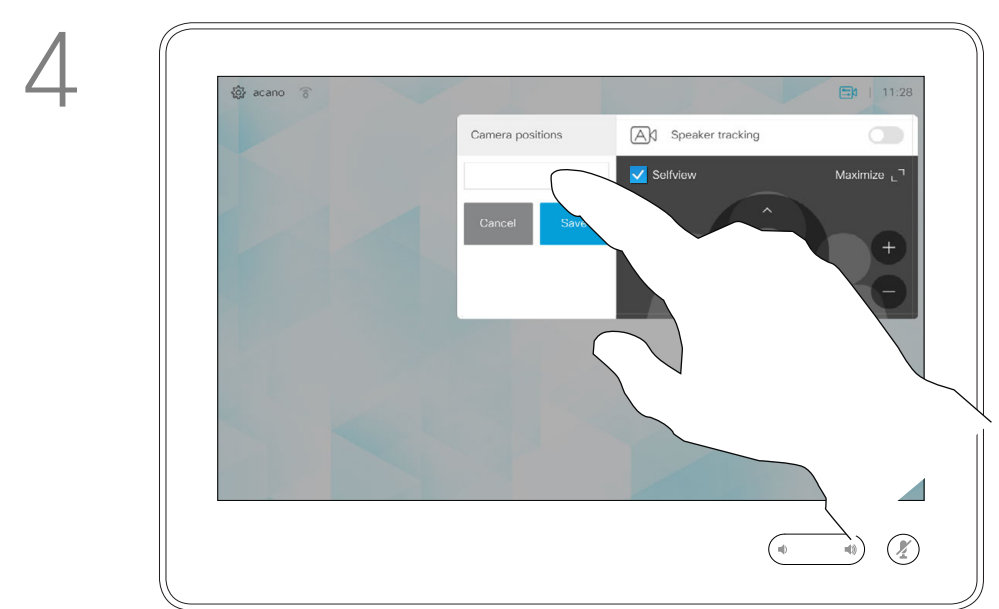
Add Camera Position Preset

1
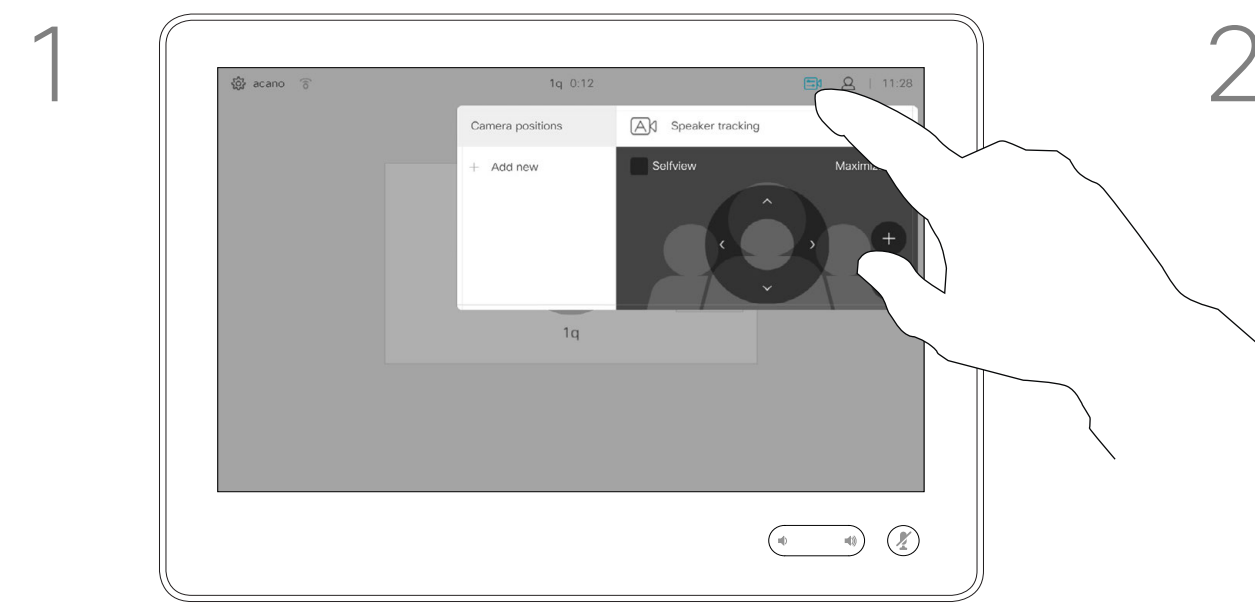
Tap **Camera** to invoke the camera adjustment menu.

2

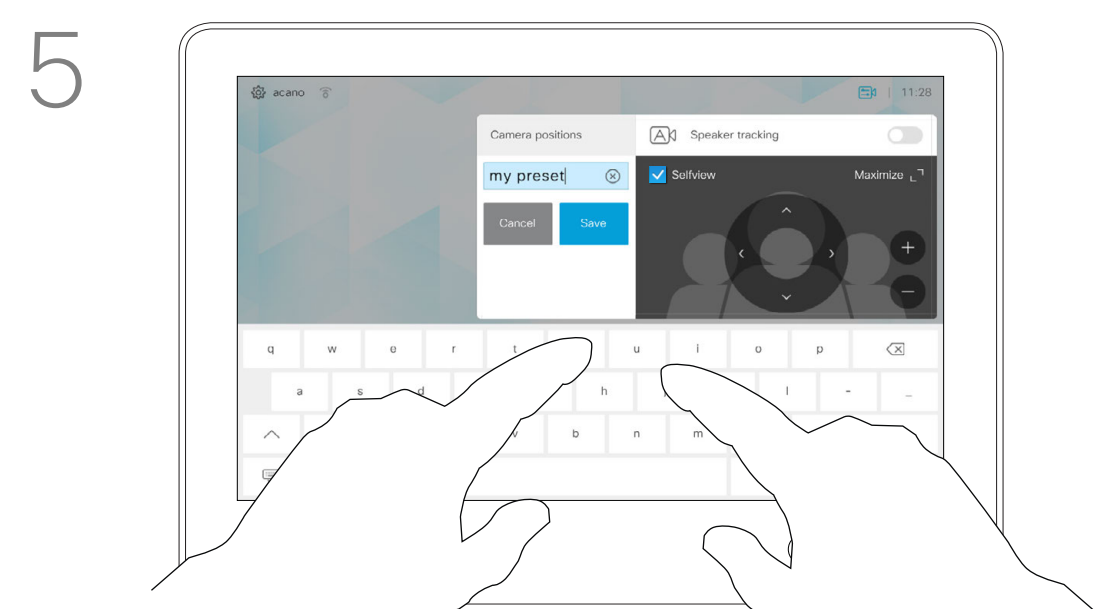Tap **Selfview** to activate it.

3

Adjust **Tilt**, **Pan** and **Zoom**, as required. Then tap **+ Add new**.

Your video system lets you create predefined zoom and camera pointing directions (also known as pan and tilt). Use these to zoom into the person speaking, if appropriate. Do not forget to zoom out again afterwards.

This means that if you want to create one or more zoom-in presets you should also create a zoom-out (overview) preset to conveniently switch back to overview mode.
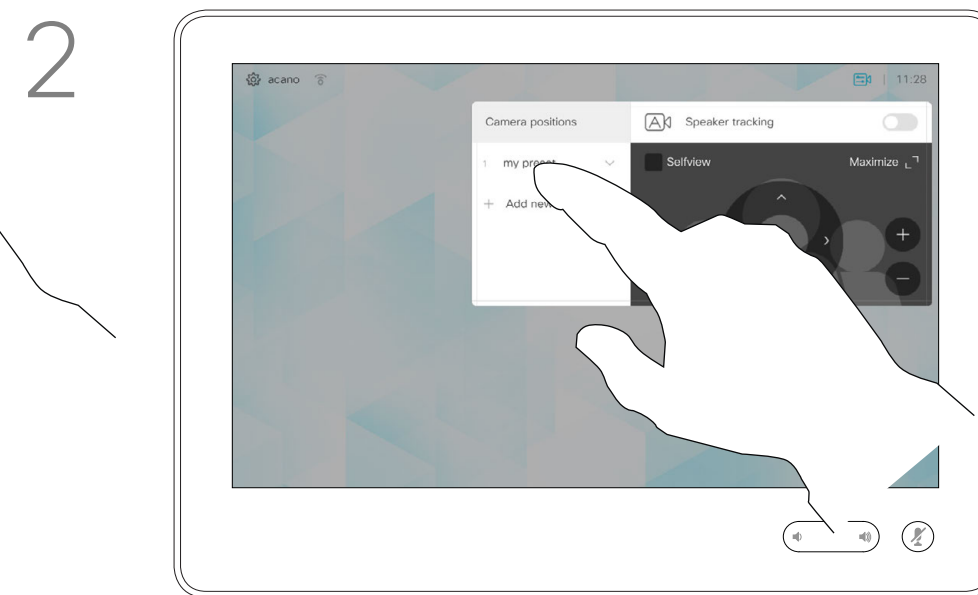
Although you may control the far end camera, i.e. the camera of any of the other participants (given that those cameras are remotely controllable), you cannot define nor make use of their presets.

4

Tap in the text field.

5

Key in a descriptive name and tap **Save** to put changes into effect.

6

Tap anywhere outside the menu when you're done.
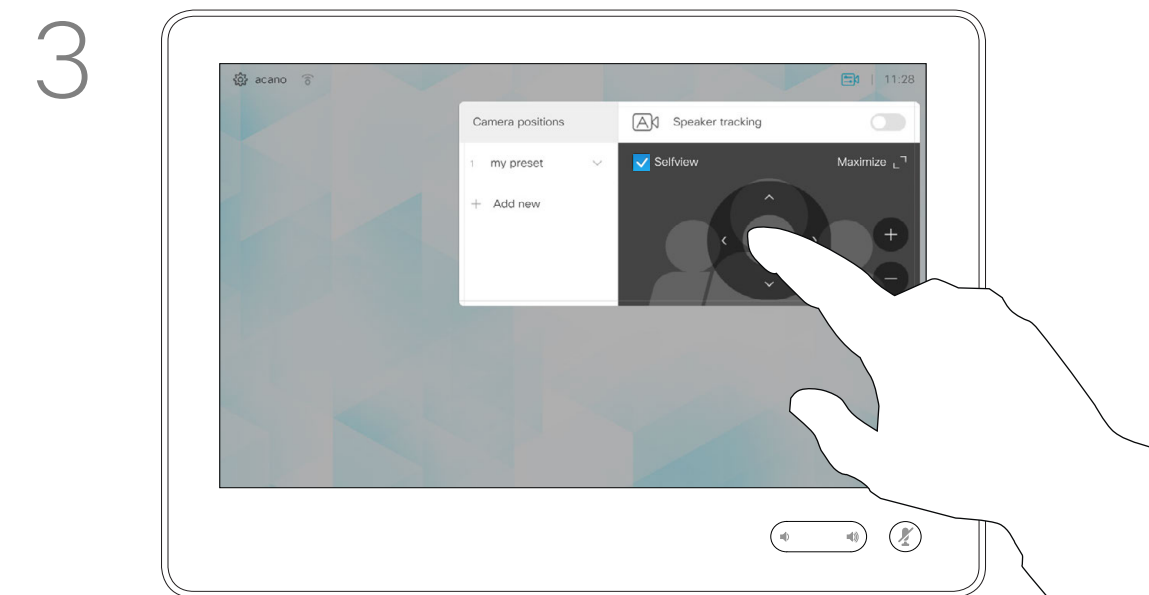
Edit Camera Position Preset

1

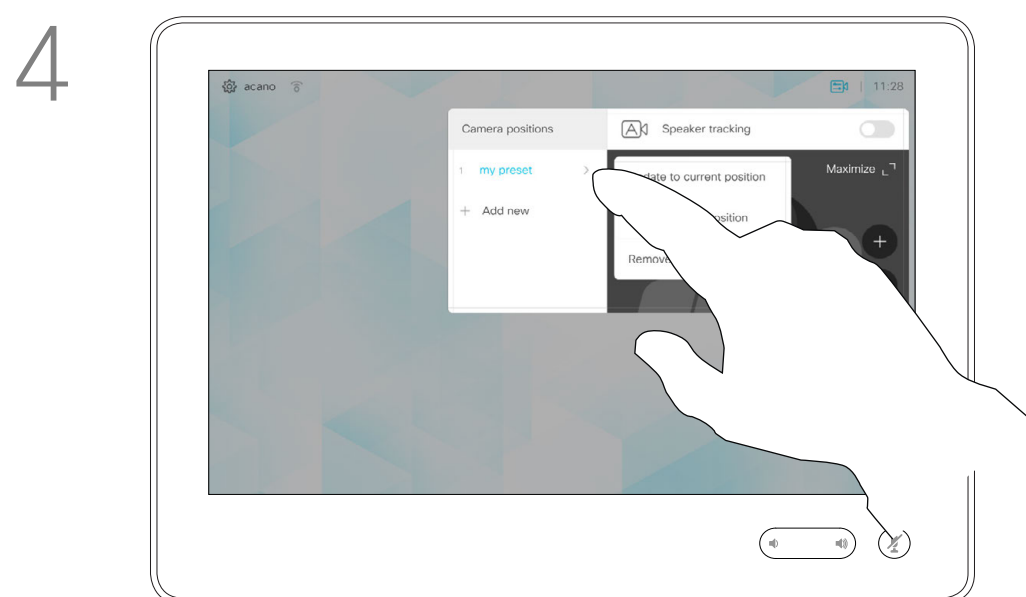Tap **Camera** to access the Camera menu.

2

Tap the preset to be edited. Selfview will be activated automatically.
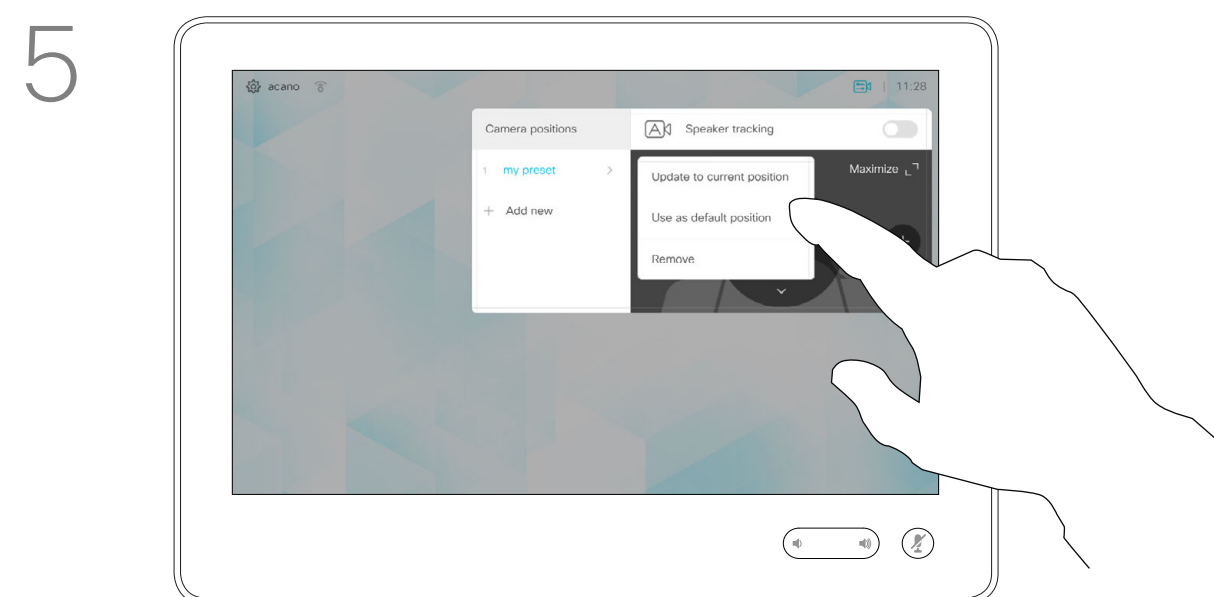
3

Adjust **Pan**, **Tilt** and **Zoom**, as required.

Preset editing is all about taking an existing preset, altering it and then saving it under the same name.

If you want to change the name, we recommend that you delete the preset and create a new one with the preferred name.
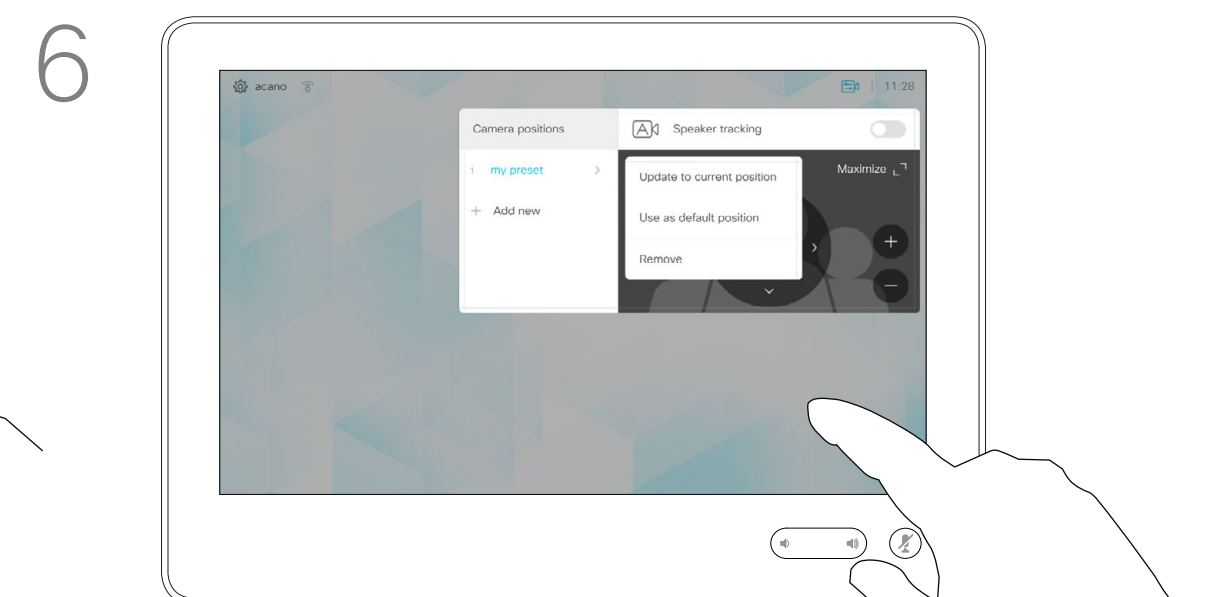
4

Tap the little arrowhead of the preset to be edited.

5

Tap **Update to current position** to put your changes into effect.

Alternatively, tap **Use as default** (camera) **position**.

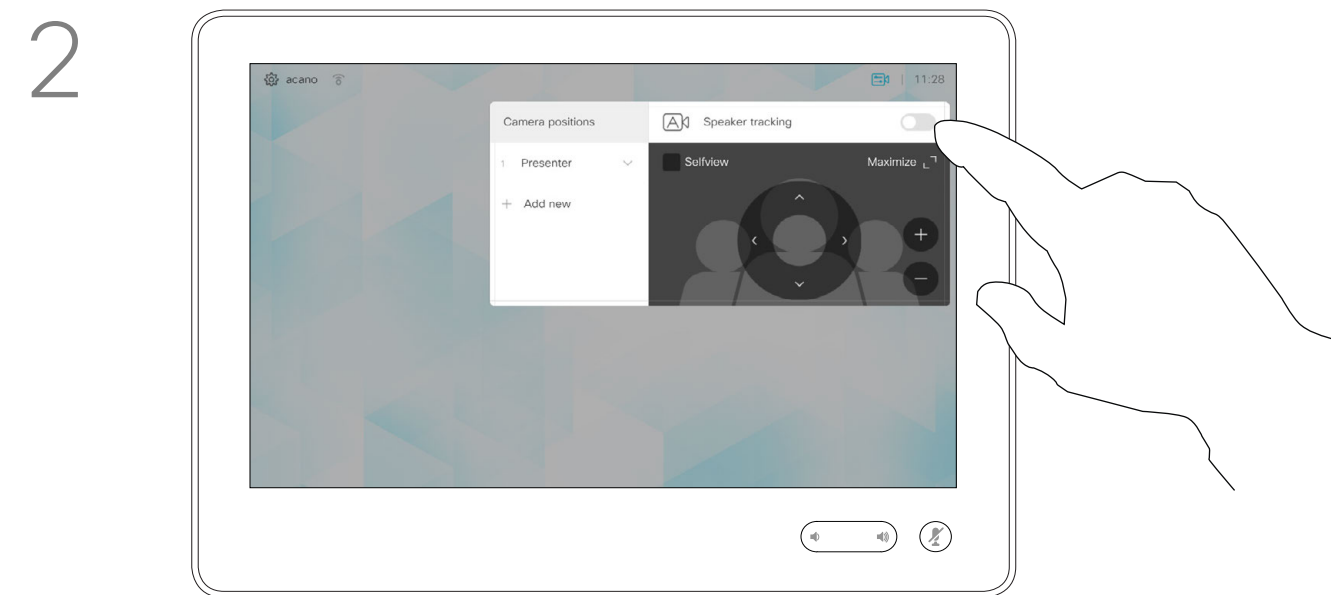To delete an existing preset tap **Remove**.

6

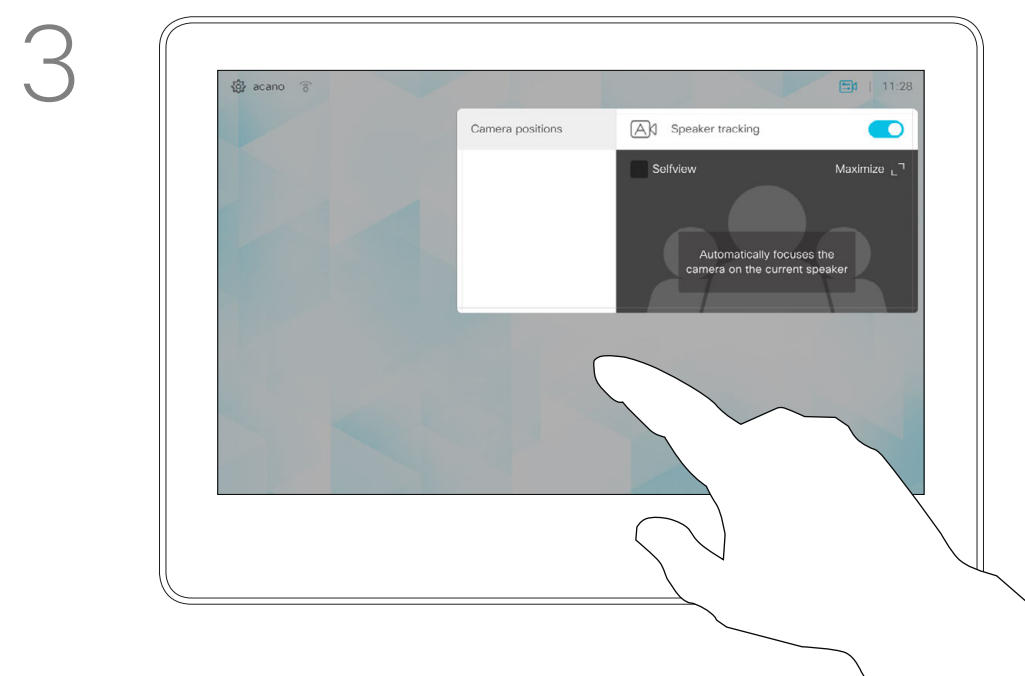Tap anywhere outside the menu when you're done.

Speaker Tracking

About Speaker Tracking

1

To enable Speaker Tracking, tap **Camera**, in the upper right corner.

2

Activate the Speaker Tracking feature by tapping the button in the upper right corner.

3

Tap anywhere outside the menu to exit.

To deactivate Speaker Tracking, repeat the procedure.

Systems equipped with a speaker tracking camera system use two cameras working together with a built-in microphone array. The system will track and show the person speaking so that you won't have to use the Camera Control menu or Camera Presets to zoom in and out.

When speaker tracking has been activated, the camera position presets will still be available. However, if you tap a camera position preset while in speaker tracking mode, one of the cameras will respond accordingly and the speaker tracking will be deactivated.
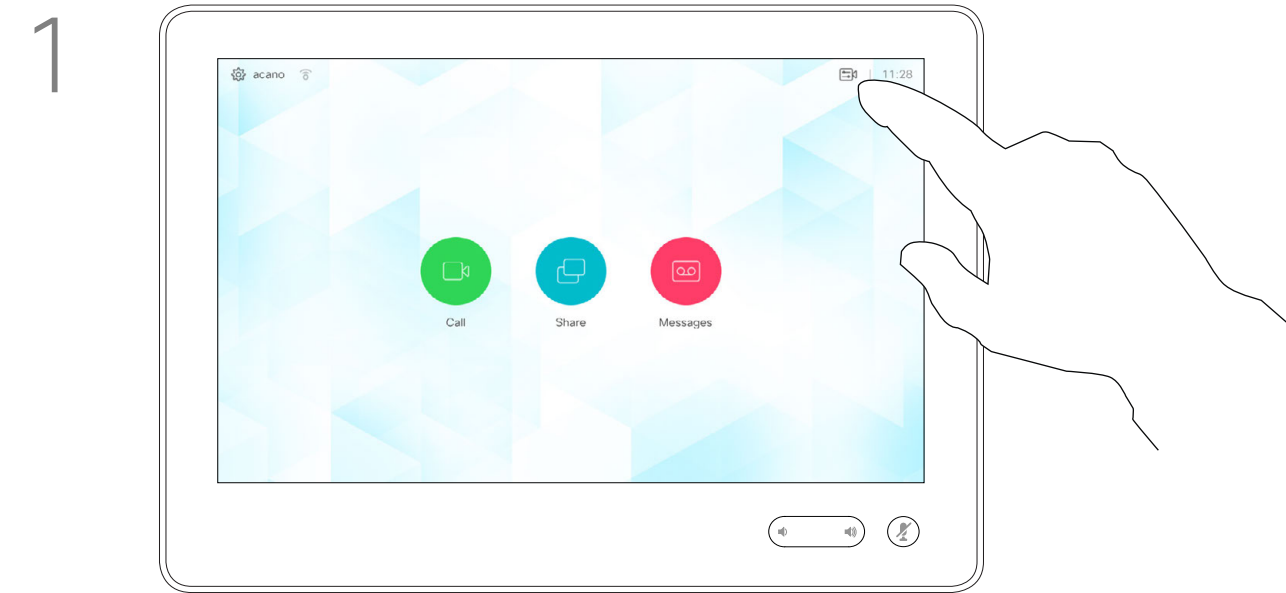
Activate speaker tracking as shown on this page again, if needed.

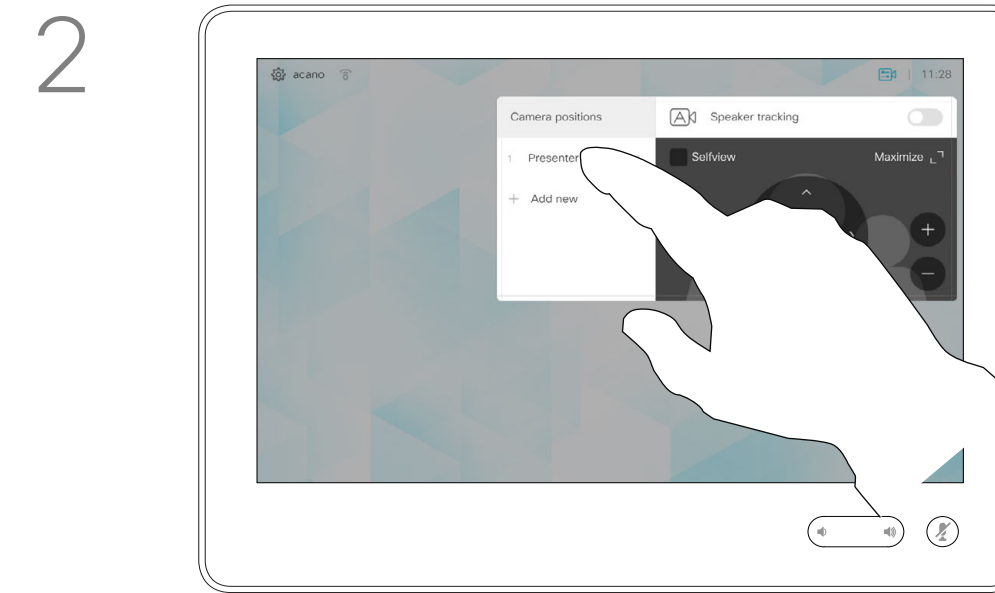**Note** Speaker tracking will not work if the microphones are muted.

Speaker tracking may be expanded to include the Snap to Whiteboard feature, as outlined on the following page.

1

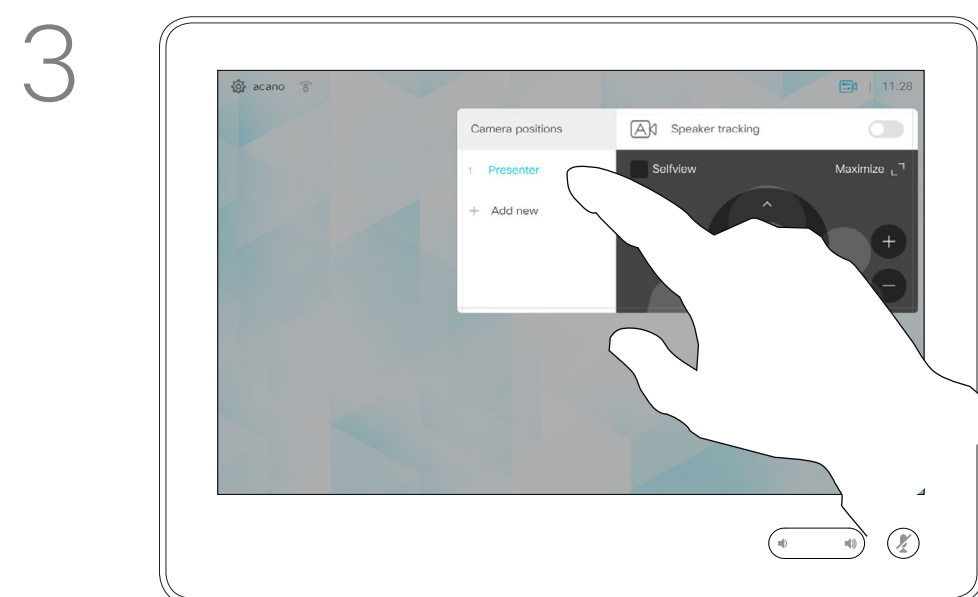To enable Speaker Tracking, tap **Camera**, in the upper right corner.

2

Systems with Speaker Track enabled will have this as a camera preset, as shown.

3

Tap anywhere outside the menu to exit.

To deactivate Presenter Track, press the preset again.

Systems with speaker tracking may include the *Presenter* preset. This preset must have been implemented by your video support team to work.

PresenterTrack enables the camera to zoom in and track a presenter who is moving about the stage presenting.

Once the presenter leaves the stage the tracking is brought to a hault.

The procedure for setting this up and the products supporting this feature can be found in the CE9.0 Administrator Guide for our room systems and codecs.
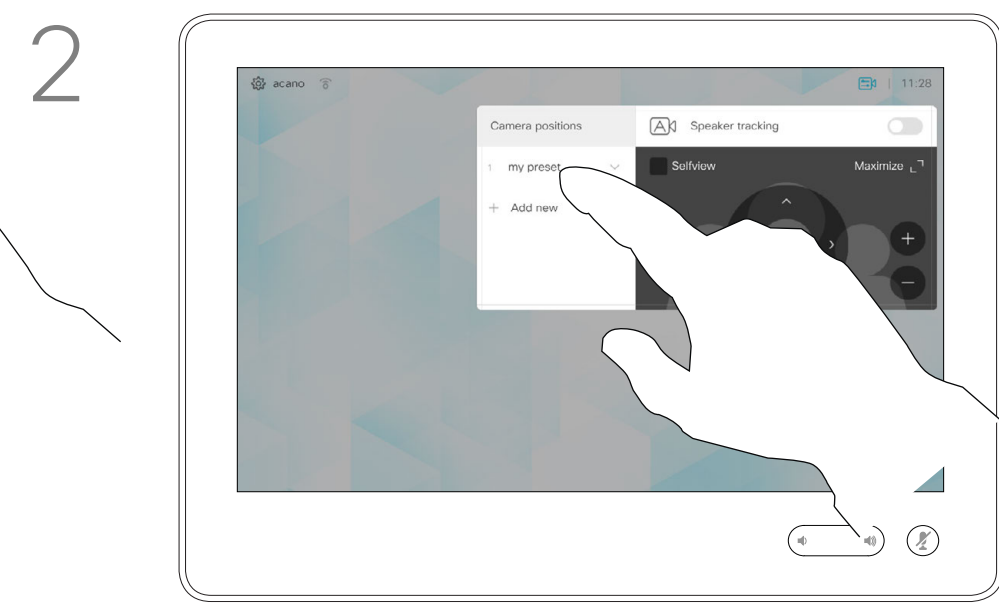
Control Own Camera

Using your camera presets

1
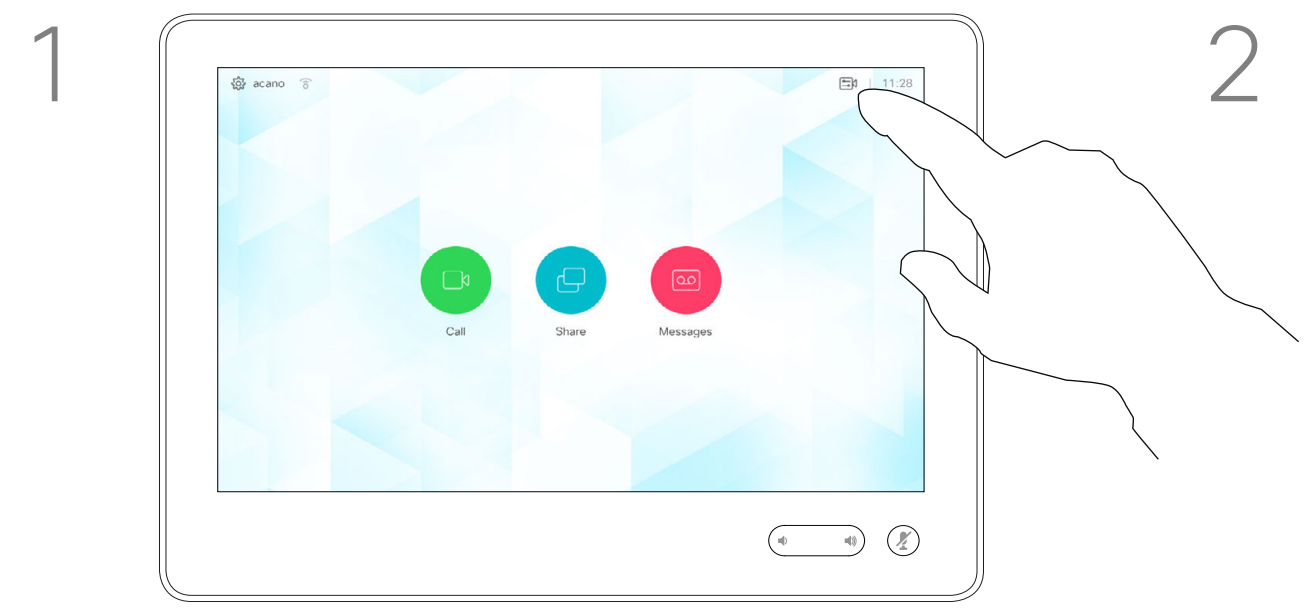
In a call or outside a call (shown here), tap **Camera**.
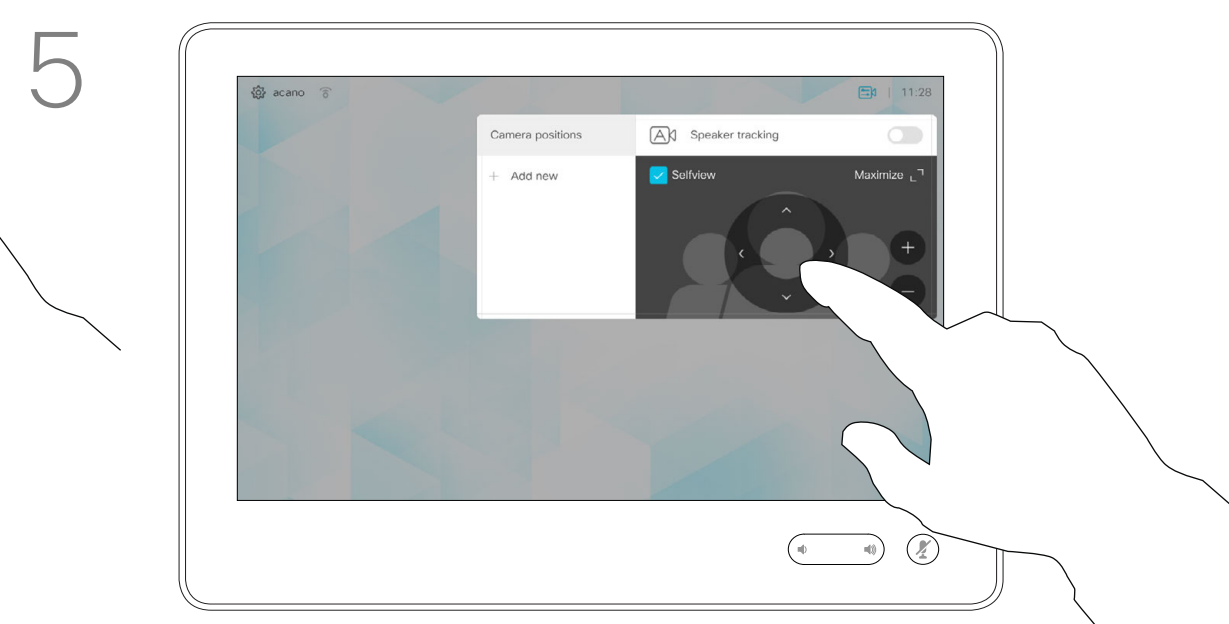
2

Select the preset to use.

3

Tap anywhere outside the menu when you're done.

Existing camera presets can be used right away during a call.

Your video system may have more than one camera, for example one camera showing the participants, while another shows the whiteboard.

If you need to add new or modify existing camera presets, this is done in the same way as you do outside a call. As an alternative to adding or editing presets, a simple adjustment of your camera's pan tilt and zoom should also be considered.
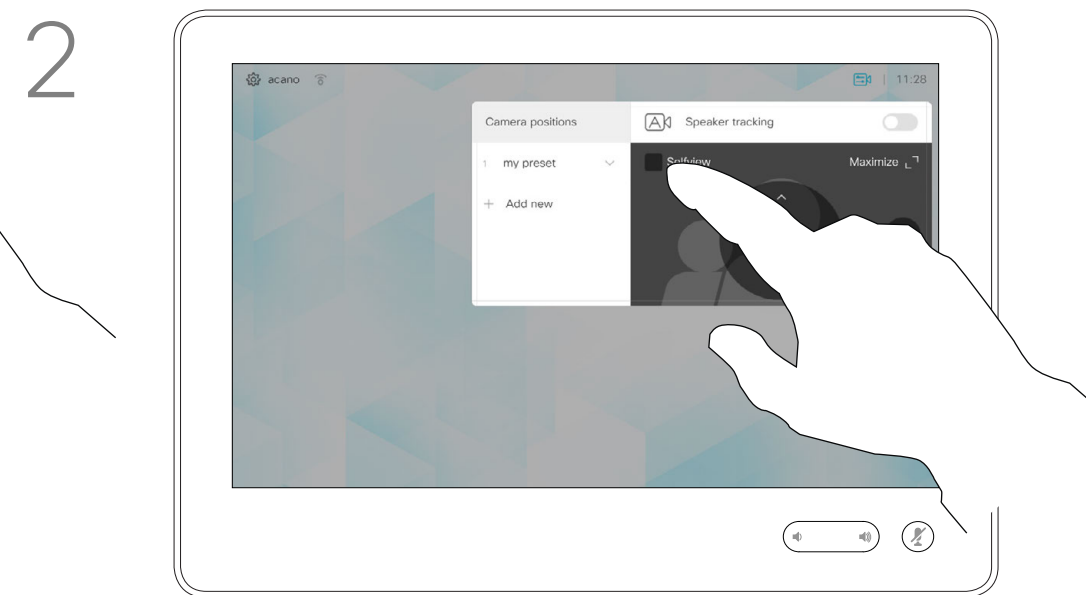
Adjusting your camera's pan, tilt and zoom

4

In a call or outside a call (shown here), tap **Camera**.

5

Adjust Pan, Tilt and Zoom. The selfview will be temporarily turned on to assist you.

6

Tap anywhere outside the menu when you're done.
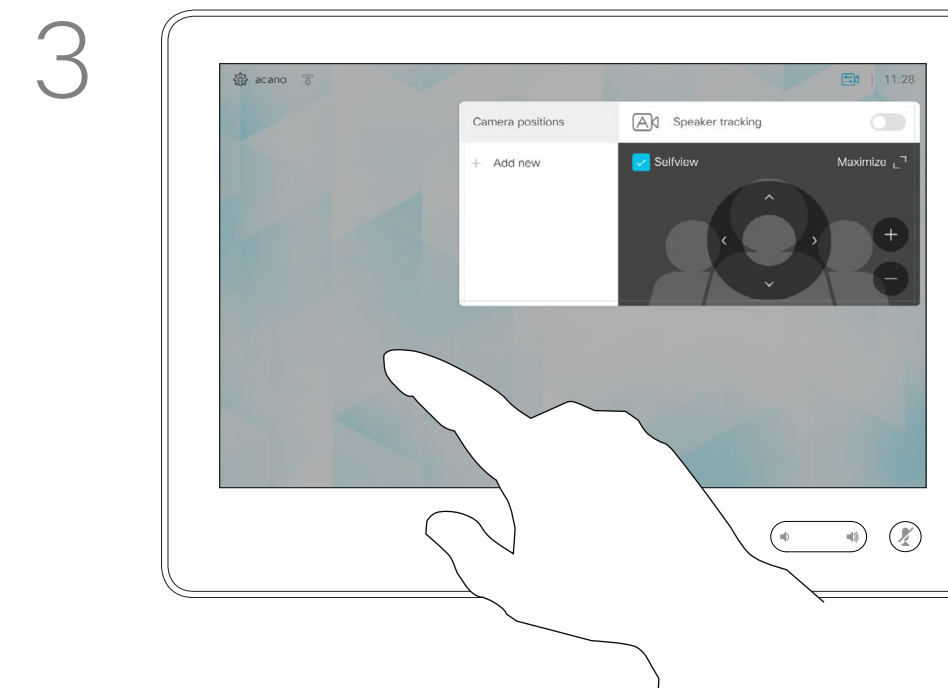
Manage Selfview

Outside a call

1

In a call or outside a call (shown here), tap **Camera**.

2

Tap **Selfview** to turn it on.

You may now resize the selfview image (see the following page for more), or control the camera's pan, tilt and zoom (see the previous page for more).
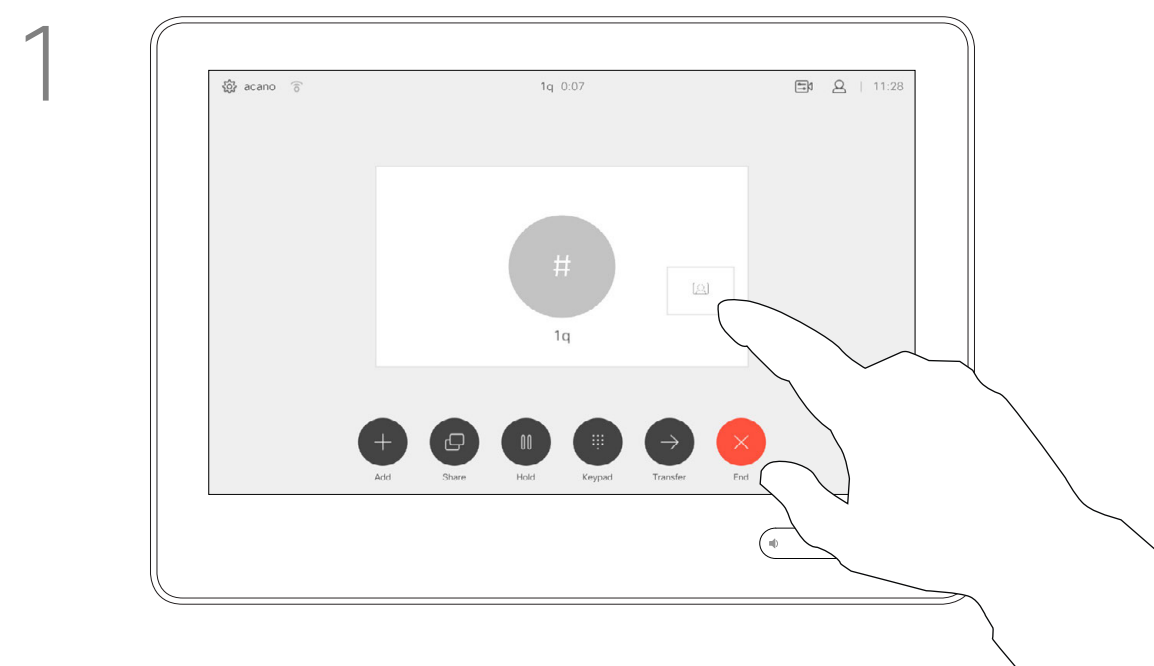
Repeat to turn it off again.

3

Tap anywhere outside the menu when you're done.

The Selfview shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

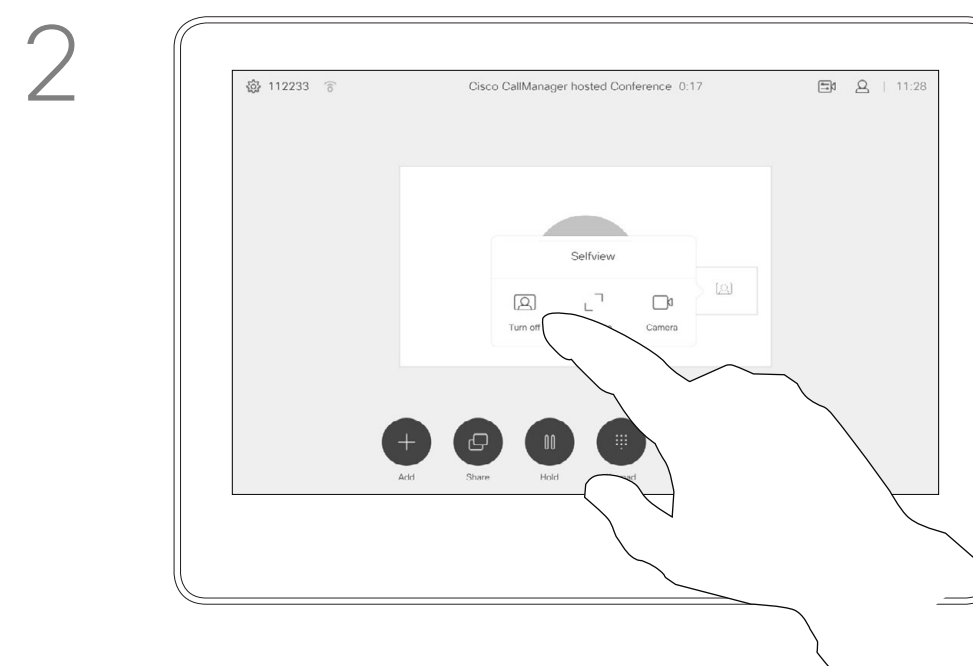The Selfview appears as a PiP (Picture-in-Picture).

The position of Selfview PiP can be changed anytime, be it in a call or outside a call. For details on this see two pages ahead.

In a call

1

If you want to turn the selfview off, while in a call, tap the Selfview avatar, as shown.

To turn the selfview on, in a call, do as explained above (Outside a call).
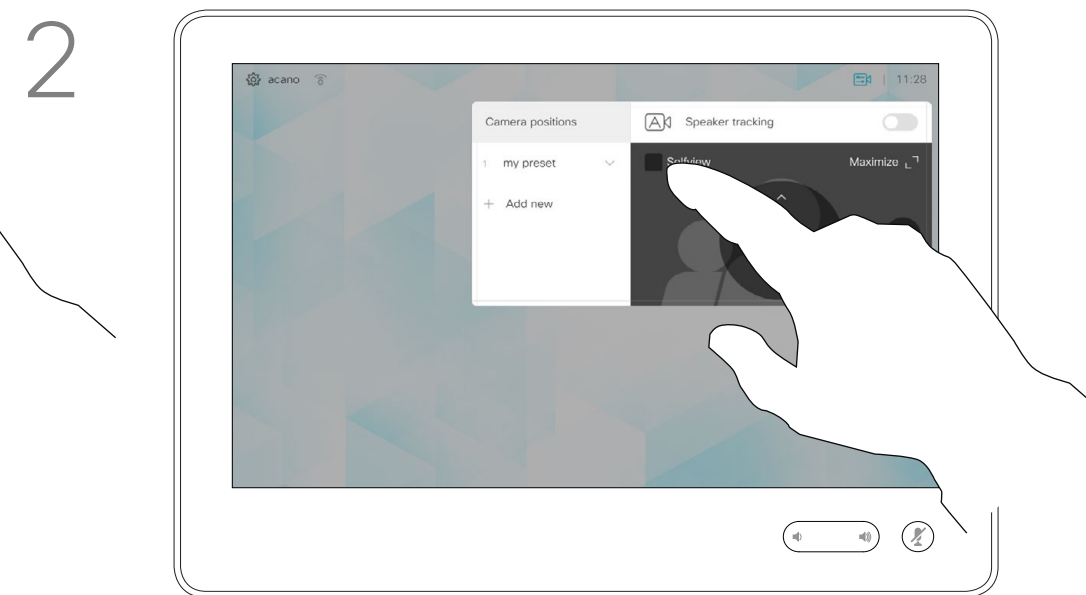
2

Tap **Turn off**, as shown.
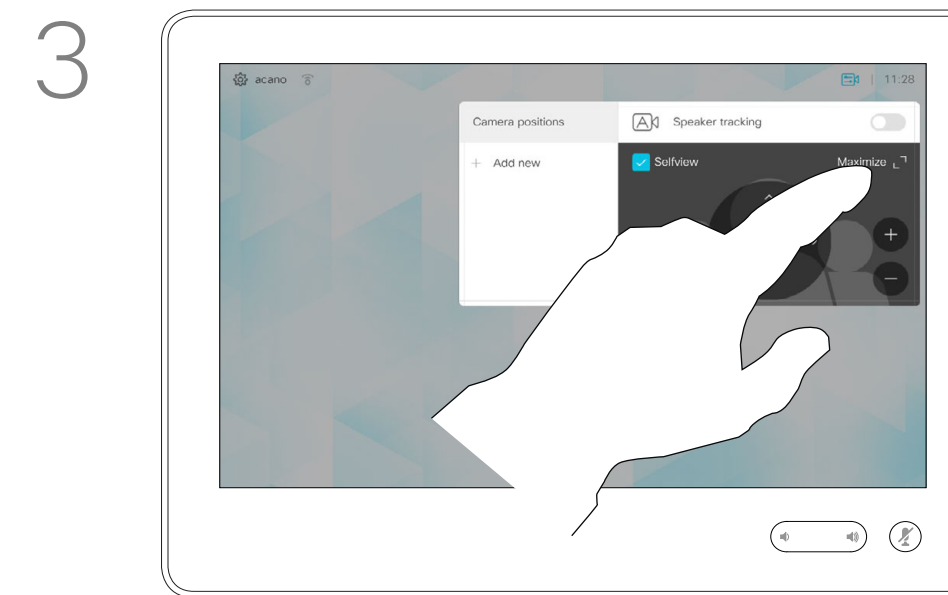
Camera

Resize the Selfview PiP

Why Resize Selfview?

Outside a call

1

In a call or outside a call (shown here), tap **Camera**.

2

Tap **Selfview** to turn it on.

3

Tap **Maximize** to resize the selfview image. Repeat to minimize it.

Tap anywhere outside the menu, when you're done.

The selfview shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The selfview appears as a PiP (Picture-in-Picture).

From time to time you may want to have the selfview activated during the meeting.
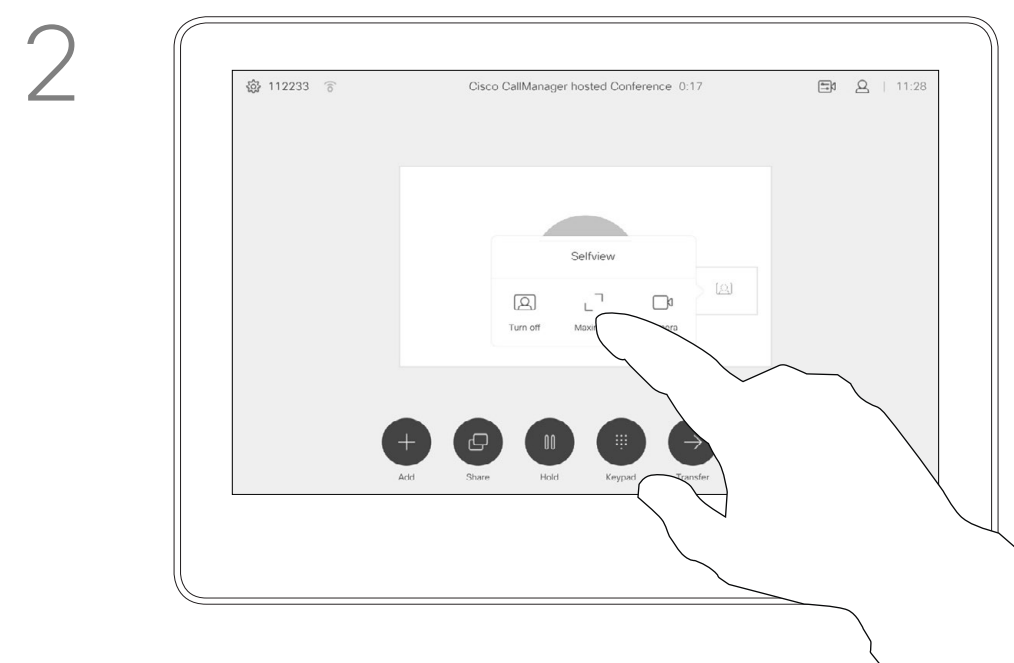
You may want to zoom, pan or tilt your camera to provide a better view for the other participant(s). To get a better view, you may want to maximize the selfview.

In a call
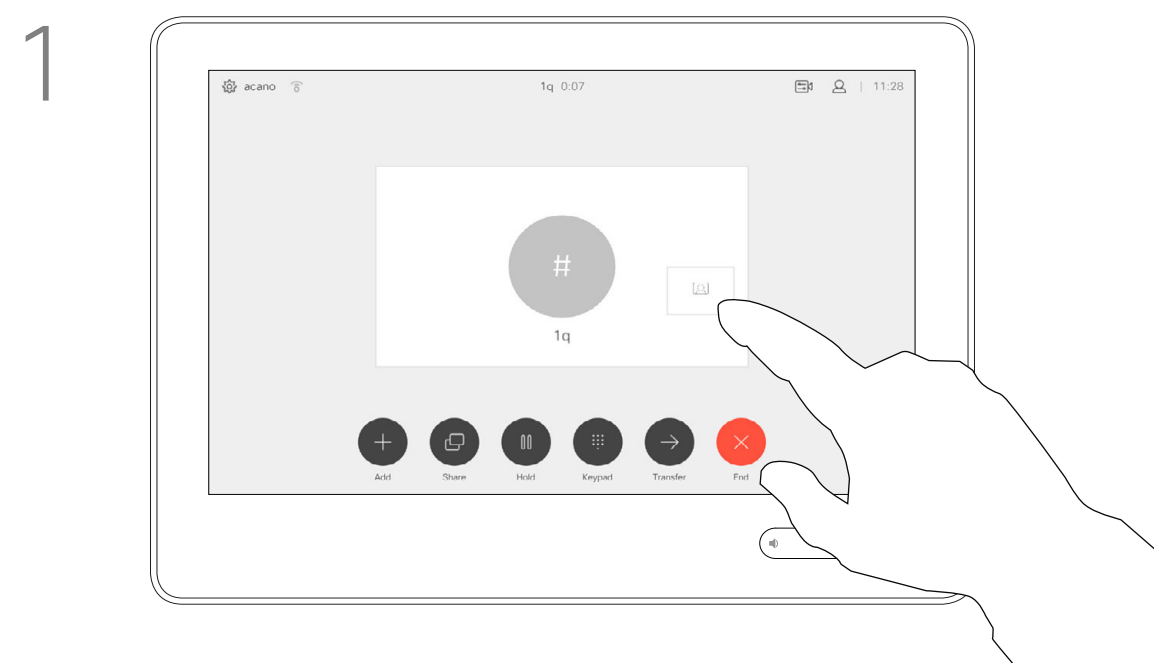
1

If you want to turn the selfview off, while in a call, tap the Selfview avatar, as shown.
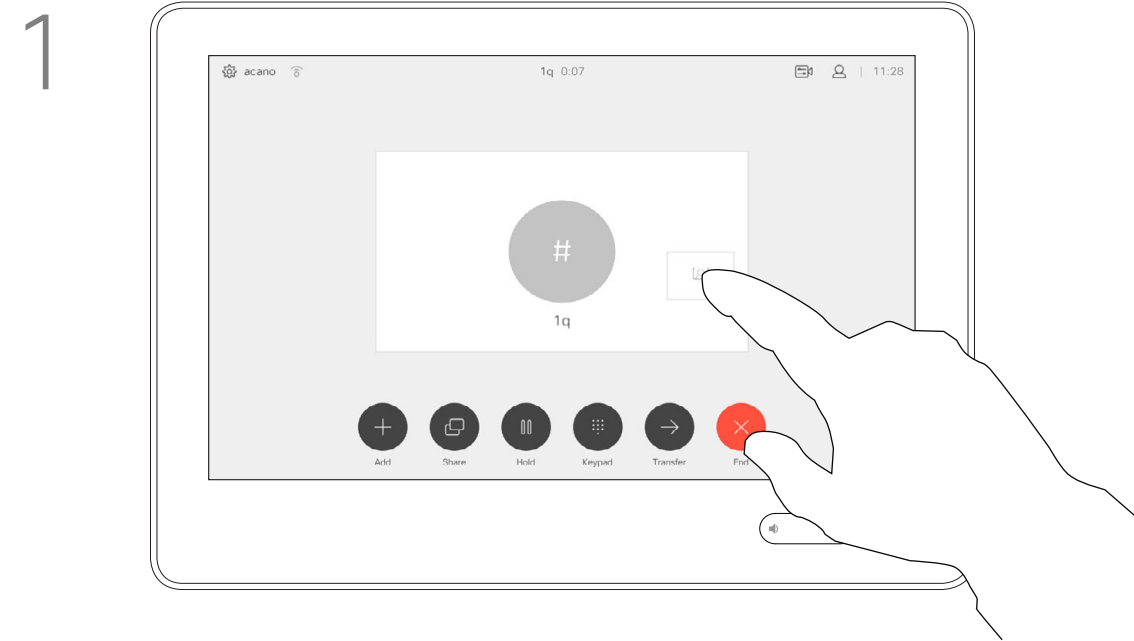
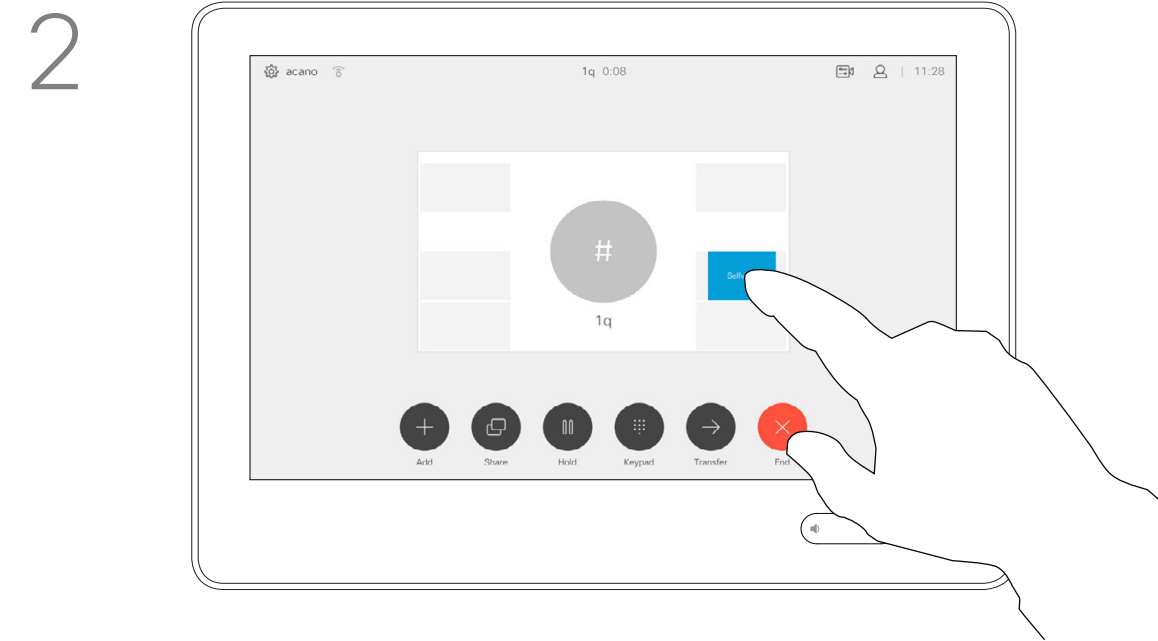To turn the selfview on, in a call, do as explained above (Outside a call).

2

Tap **Maximize**, to resize the selfview image, as shown.
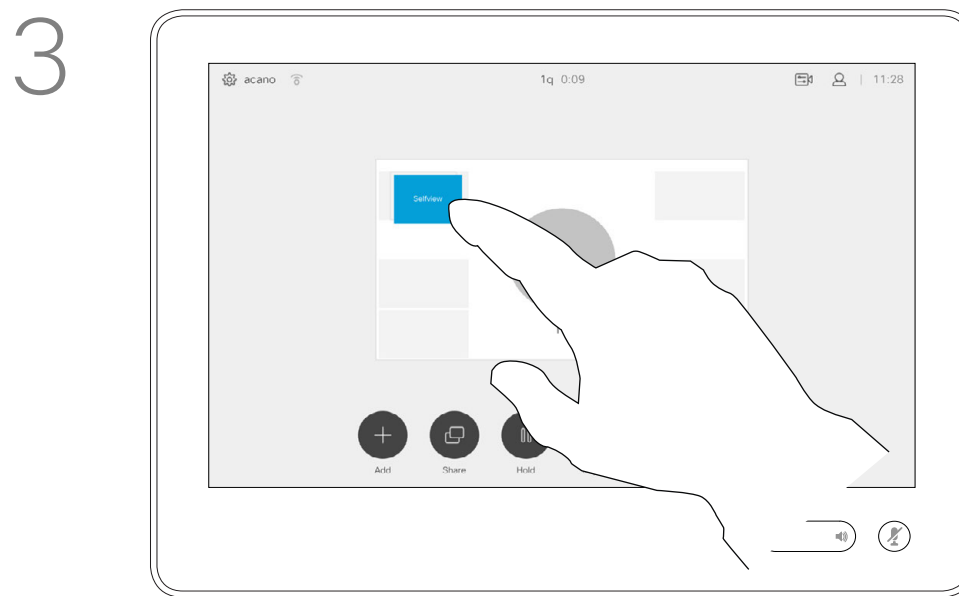
Repeat to minimize.

Move the Selfview PiP
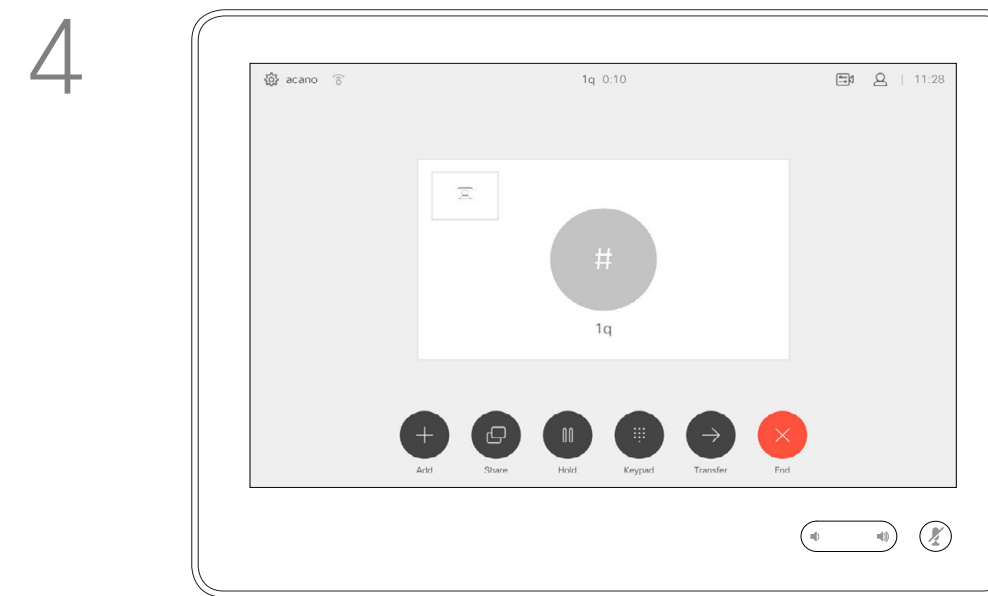
Why Move the Selfview?

1

Tap and hold the selfview image.

2

The selfview image will now turn blue. You will also see the alternate positions available for the selfview image. Keep holding the image.

3

Drag the image to a new position, shown here is the upper left corner.

4

Release the image by lifting your finger from the screen. The selfview image has now assumed its new position.

Selfview shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The selfview appears as a PiP (Picture-in-Picture).

From time to time you may want to have the selfview activated during the meeting. This could, for example, be to ensure that you remain seen on the screen.
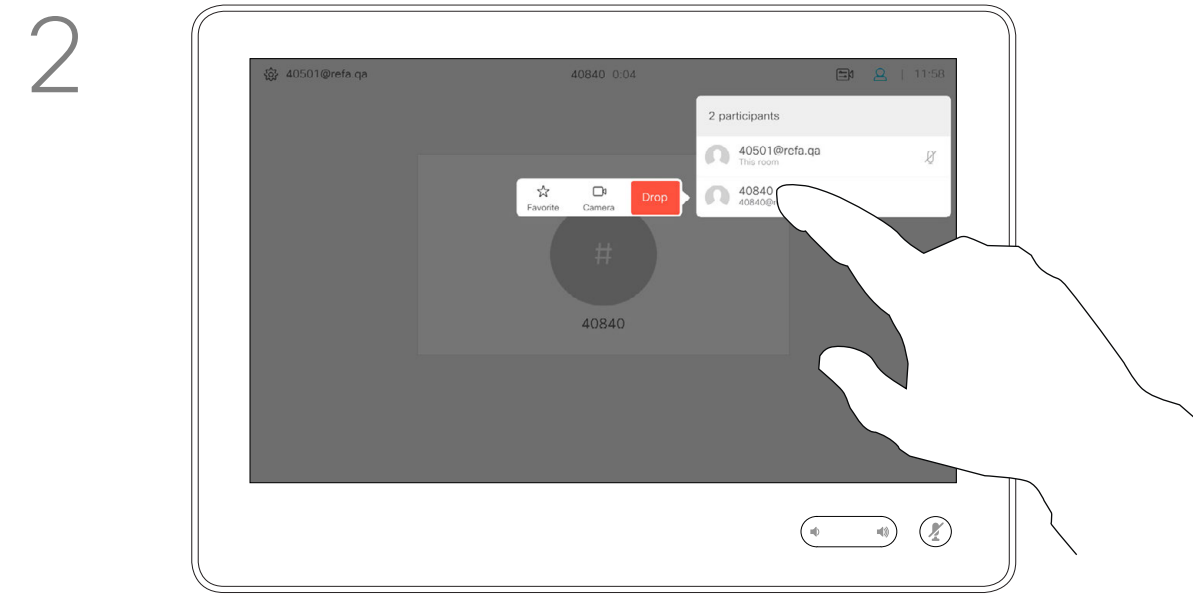
It may happen that the current position of the selfview blocks important parts of the image on your screen. You may therefore want to move it.
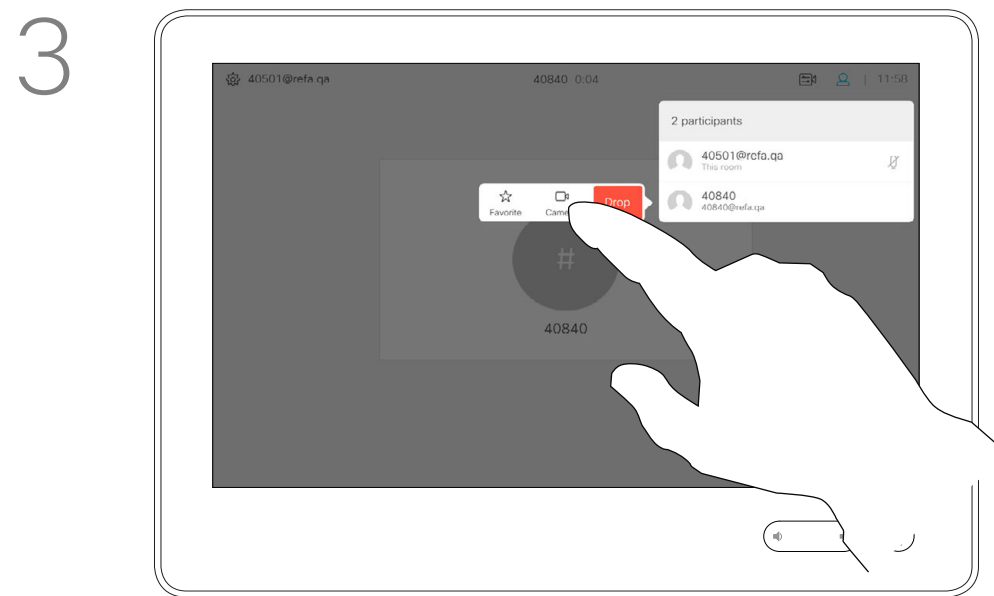
Far End Camera Control

About Camera Control
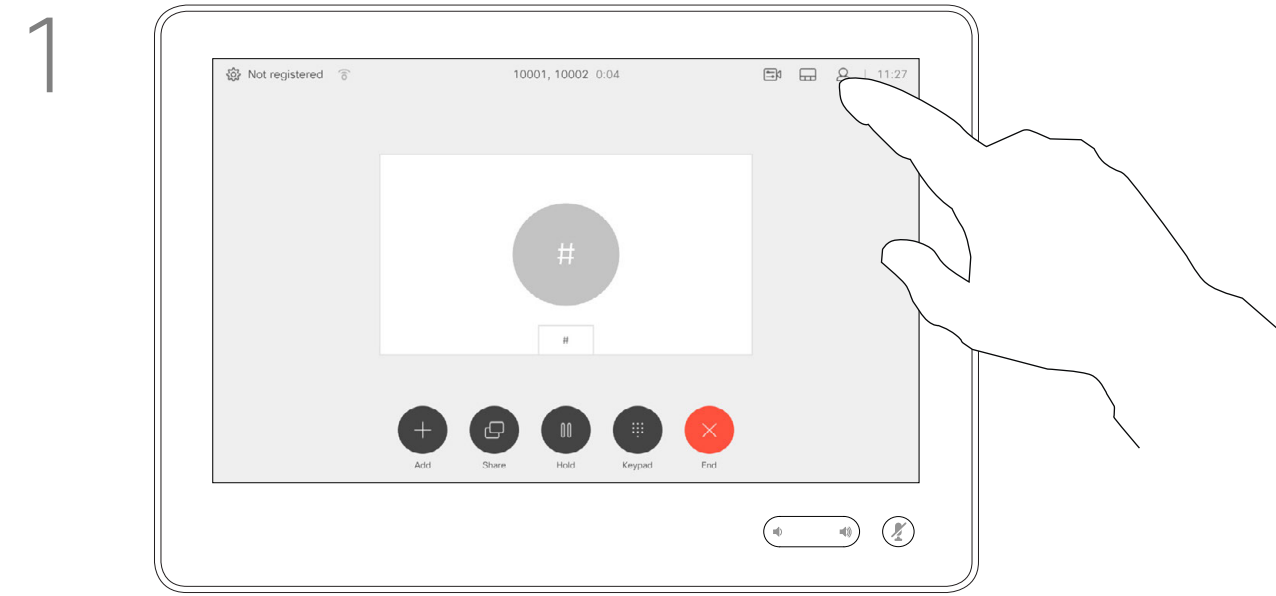
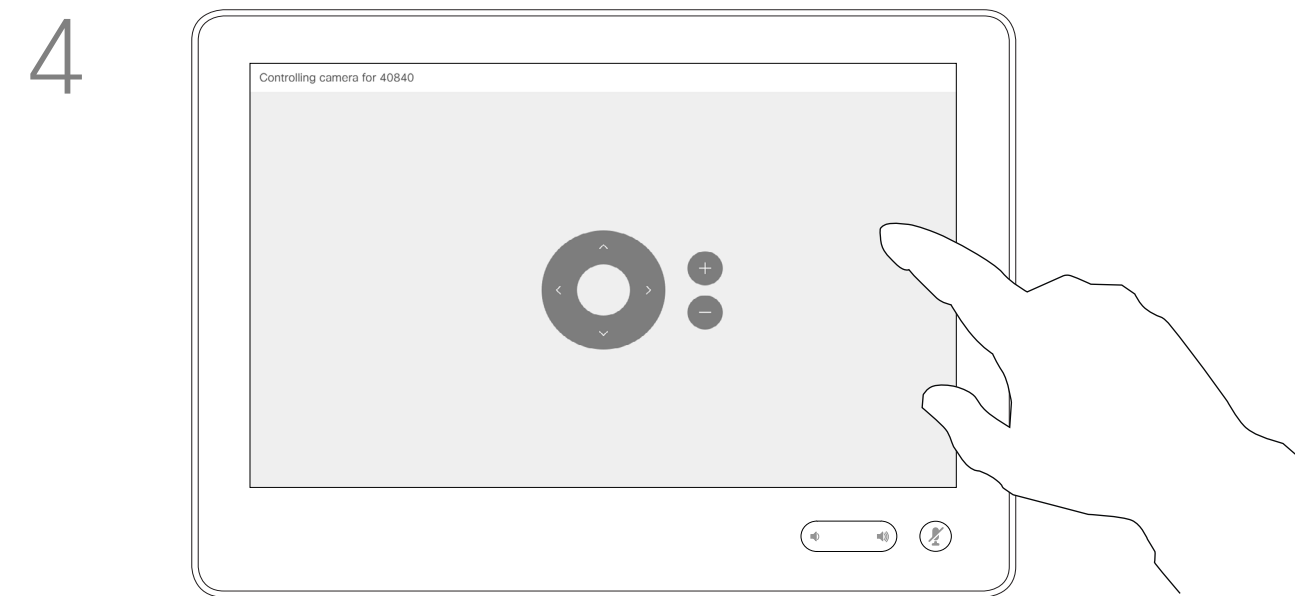**1**

In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2

Tap the onewhose camera you want to control.

3
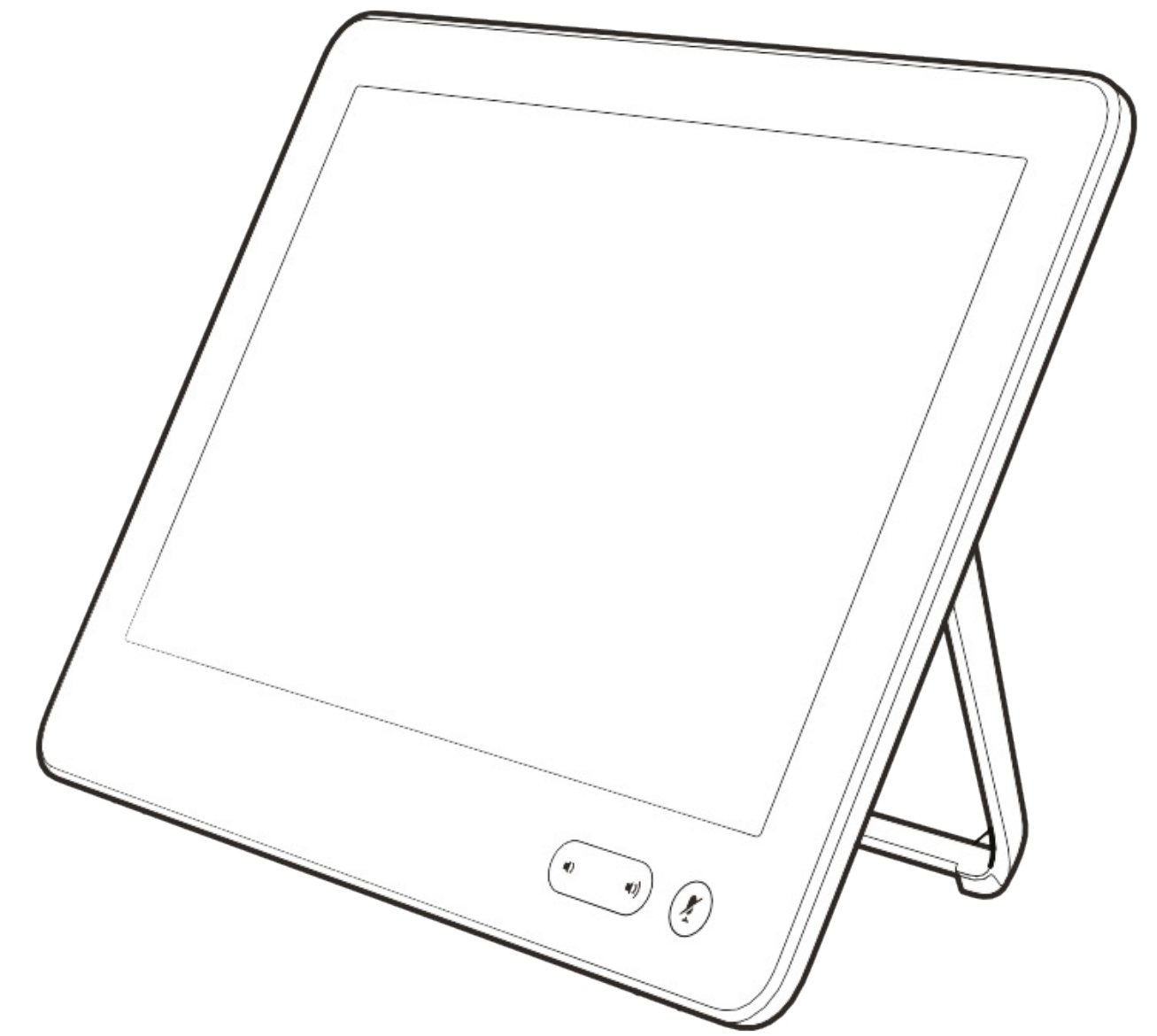

Tap **Camera**.

4

Adjust the remote camera. Tap anywhere outside the camera control buttons when you're done.

You may be in a video call in which one or more of the other video systems have a remotely controllable camera.

You will then be able to control those cameras from your own video system. This is referred to as Far End Camera Control (FECC).

If the far end system has activated camera tracking (which takes place when the camera tracks and shows who is speaking) you will not be offered the option of FECC.
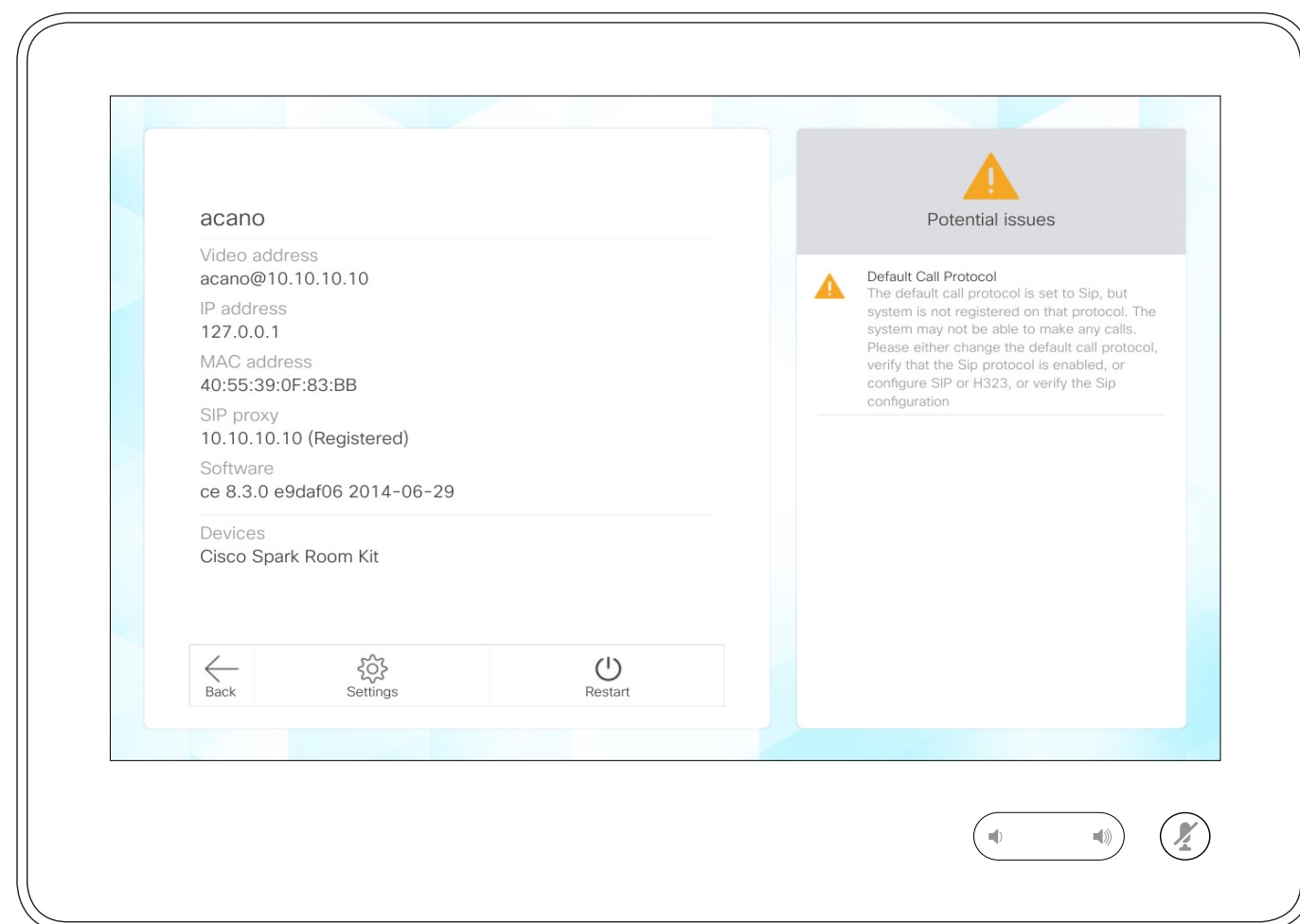
You do not have access to any remote camera presets.
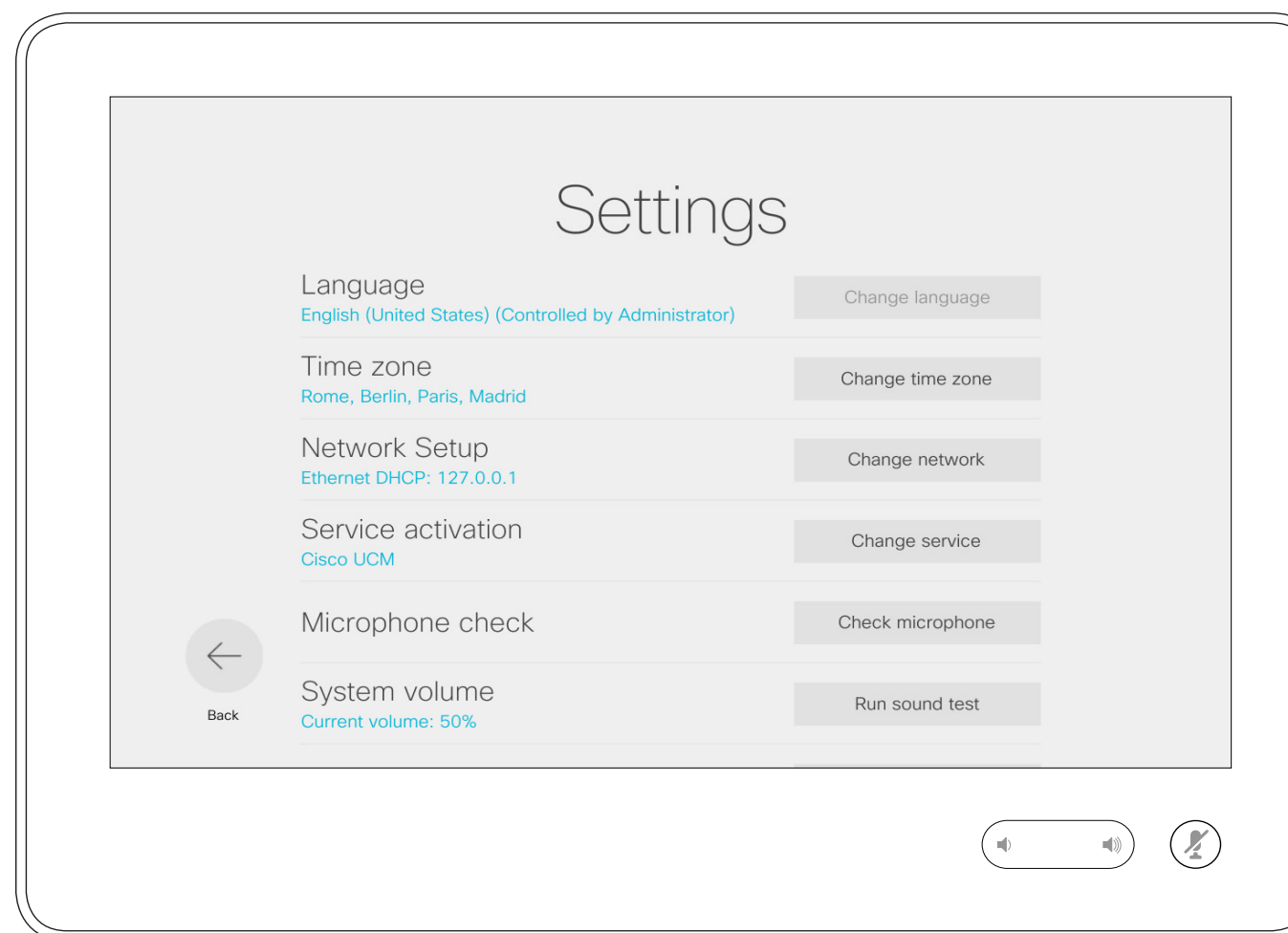
Settings

Gaining Access to the Settings

1

acano

Video address
acano@10.10.10.10

IP address
127.0.0.1

MAC address
40:55:39:0F:83:BB

SIP proxy
10.10.10.10 (Registered)

Software
ce 8.3.0 e9daf06 2014-06-29

Devices
Cisco Spark Room Kit

⚠ Potential issues

⚠ Default Call Protocol
The default call protocol is set to Sip, but system is not registered on that protocol. The system may not be able to make any calls. Please either change the default call protocol, verify that the Sip protocol is enabled, or configure SIP or H323, or verify the Sip configuration

Back   Settings   Restart

2

Settings

Language
English (United States) (Controlled by Administrator)   Change language

Time zone
Rome, Berlin, Paris, Madrid   Change time zone

Network Setup
Ethernet DHCP: 127.0.0.1   Change network

Service activation
Cisco UCM   Change service

Microphone check   Check microphone

System volume
Current volume: 50%   Run sound test

Back

The System information page provides information on IP address, MAC address, SIP Proxy, software version installed and device name.

If you need to go further into the settings, you must access the system via its web interface, for which you will need administrator credentials.

CISCO