





Codec C60







Quick Set C20/C20 Plus



SX20 Quick Set





Cisco TelePresence Systems
Profile Series/Codec C Series/Quick Set C20/SX20 Quick Set/MX200/MX300

Use with Cisco TelePresence Touch





What's in this guide?

The top menu bar and the entries in the Table of Contents are all hyperlinks. Just click on them to go to the topic.

We recommend that you visit the Cisco web site regularly for updated versions of this guide. Go to: http://www.cisco.com

This document describes the use of the Cisco TelePresence Touch with the Cisco TelePresence System Profile Series, Codec C Series, MX200 SX20 Quick Set and Quick Set C20.

For a description of the use of these video systems with the remote control Cisco TRC5 (not applicable to the MX200/MX300), we refer to the TC5 User Guide, Remote control version, which is available separately for download.

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Chapter 1Getting started



The basics of the Touch Controller



Basic operating principles









Selfview and camera control



You may want to check how you appear on the screen. To do this, tap **Selfview** as outlined...



If this reveals a need for camera adjustments, then tap **Camera control** as outlined.



Tap as outlined to expand the menu, if needed.



Use ◆ and ─ to adjust the zoom and the arrow keys to adjust the camera's angle (♠). If you have more than one camera connected, a drop-down list will appear. Use this to select the camera to adjust (♠).

You may also define or edit camera presets in this menu, see
*Adding a near end camera preset" on page 6 for details.

Entering **Camera Control** will also cause the system to show selfview, so if you know that camera adjustments are needed, you do not have to activate selfview first.



Tap as outlined, or anywhere outside the menu to exit **Camera control**.



Adding a near end camera preset

Use Camera presets to quickly change your camera's pan, tilt and zoom-for example to change between participants and whiteboard presentation.



Tap Camera control as shown...



... then tap as outlined to expand the menu



Using the expanded menu, adjust camera pan, tilt and zoom, as required. If you have more than one camera connected to your system, a drop-down list will let you choose which camera the preset will apply to.



If needed, scroll down to show **Add new Preset** (1) and then tap it (2).



Key in a name for the new preset.



Tap **Save (1)** to put changes into effect, then tap anywhere outside the menu (2) to exit.



Changing an existing near end camera prese

Changes to any of the Camera presets can be made any time.



Tap Camera control as shown...



... then tap as outlined to expand the menu



Using the expanded menu, adjust camera pan, tilt and zoom, as required. If you have more than one camera connected to your system, a drop-down list will let you choose which camera the preset change will apply to.



If needed, scroll to show the camera preset to be updated (\bullet) and then tap > of that preset to expand the menu (2).



Tap Update to current position.



Tap anywhere outside the menu to exit.





Tap Camera control as shown...



If needed, scroll to show the camera preset to be removed (1) and then tap > of that preset to expand the menu (2). If you have more than one camera connected to your system, you may choose camera.





Tap Remove.

Backlight compensation compensates for light behind you.





Scroll down to Camera control and settings. Tap this field.



Make your adjustments. Tap Exit to put changes into effect. Note that in the case of more than one camera connected, the settings shown here will apply to the main camera only, irrespective of camera chosen as source.



Sound matters

You may deactivate the microphone for privacy reasons, if needed (**①**).

Tap as outlined (2) to adjust the sound volume.



Ring tones and sounds

To set ringtones and sound, tap More (1) followed by Settings (2). Then tap **Ringtone & Sound Settings** (3).



Set **Keytones** to **On** or **Off**, the **Ringtone volume** and select the ringtone of your choice. Tap **Exit** to go back.

Do not disturb

When set to **Do Not Disturb**, ringtones are muted and call attempts made by others to reach you will appear as missed calls.

You may, however, place calls as much as you like. To activate Do Not Disturb, press the **Available** icon as outlined. Press again to deactivate.



You may also hide the Do Not Disturb poster by tapping **Hide**. This will not deactivate the Do Not Disturb, as such.

Receiving calls

When someone calls you, the below display will appear. Tap **ACCEPT** to take the call or **DECLINE** to reject it.



Calling the Help Desk

Your videosystem may have been configured with the ability to call for help (Help Desk).



If present, tap the blue icon as outlined.





Tap as outlined to call the Help Desk.





Chapter 2 Placing calls



Calling someone by entering the name, address or numbe





This will produce the virtual keyboard.

Tap <u>#</u> to switch to the numerical keyboard (2).

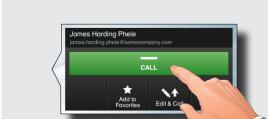
To switch back to QWERTY keyboard tap

Key in the name, number or address (3)





Any matches in the call lists and the directories will appear as you write along—see the next page for more on this.



When you have completed the name, number or address, tap **CALL** to place the call.



Searching and calling an entry in any of the lists





This will produce the virtual keyboard.

Tap
to switch to the numerical keyboard. To switch back to QWERTY keyboard tap

***This will produce the virtual keyboard.**

Tap
This will produce the virtual keyboard.

To switch back to QWERTY keyboard tap
This will produce the virtual keyboard.

Key in the number or URI (2)



as you write along.







Locate the match, and tap it.



Calling an entry in one of the lists





... then tap Favorites, Directory, or History.



Scroll among the entries, if needed ...



... then tap the entry to be called (1) and the **Place a call** dialog box appears. Tap **CALL** to place the call (2).



Favorites Directory History :::

Favorites. The list of favorites is your own shortlist of people and places you frequently call or otherwise want to have easy access to.

Directory. The 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.

History lists the received, placed and missed calls since the last time the list was cleared.

Keypad. Tap the keypad icon im to produce the keypad to enter a number or URI.



Calling more than one

Calling more than one is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.



If your system permits conferencing, you may set up a list of several participants and then call them all in one go. Ask your system administrator, if in doubt.

Enter a name, number or address, or pick an entry from the **Directory**, the list of **Favorites**, or from the **History**.



Then tap **Add Participant**, as outlined, to add the entry to the list of participants to be called.



Locate the next to be called in the same way as the first.

6



Tap **Add participant** again. The maximum number of participants permitted will depend on your system configuration. Ask your system administrator, if in doubt.



When all have been added (two in this example), tap **CALL** to call them all.



conference. To disconnect just one of the participants, tap the participant's name along the bottom line and then tap **END**.





Chapter 3Using Favorites,
Directory and History



History

History lists the received, placed and missed calls since the last time the list was cleared.

Tap **History** to produce the list ...

... then tap an entry.



You will now be able to:

- Call the entry by tapping Start.
- Add the entry to an ongoing call (optional feature).
- Add the entry to Favorites.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list. To do this, scroll as outlined beyond what appears to be the top of the list.
 A Clear List button will then appear as outlined.



Directory

The **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 **Contacts** (if needed) and then tap **Directory**. The directory is typically organized as folders.



Tap a folder (1) to show its contents, scroll (2) if needed to locate a folder or an entry within a folder.

Once located, tap the entry to call, edit or add to your list of favorites in the same way as with the history list.

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.

Favorites

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

Adding to Favorites. To add someone to the list of favorites, locate the entry in **Directory** or **History** and tap it (1). This will produce a dialog box which allows you to tap **Add to** Favorites (2).



You may now edit the entry, if needed—just tap a field and the keyboard will be produced. Tap **Save** to put changes into effect...



Favorites should be considered as an editable directory and is used in the same way as **History**.

Searching

You may search for entries (names, numbers or addresses). Searches will be conducted within all the folders, i.e. within the **Favorites**, the **Directory** and the **History**.

Tap in the **Search or Dial** field and key in the name, address or number. Matches will appear as you search.

Once located, tap the entry to call, edit or add to Favorites.



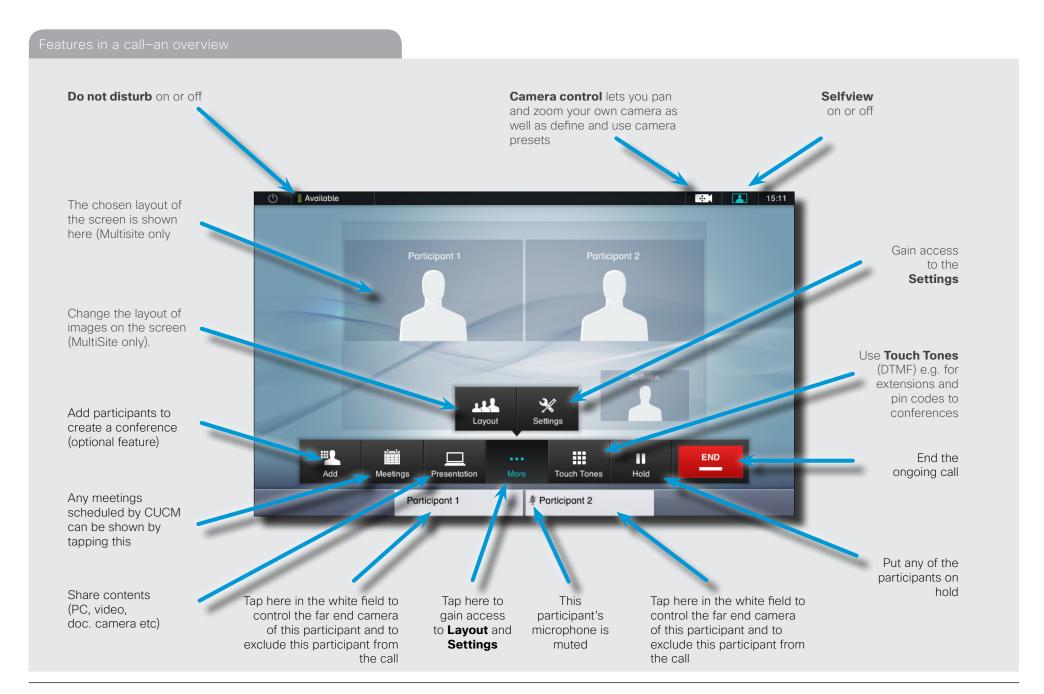
When searching within the corporate **Directory**, the search will apply to the current directory folder and its subfolders only. To go one level up, tap **Back**. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.





Chapter 4In-call features







Calling participants to add them to an ongoing call (Multisite

Calling more than one using Multisite is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.





you may add participants provided that your system permits to do so. Tap **Add** ...



... then select, in the usual way, whom to add to the ongoing call.





Once you have selected someone, tap **ADD TO MEETING** to include this participant in the meeting.



Repeat the procedure to include more participants, if needed.

The maximum number of participants possible will depend on the system used. Consult your System Administrator, if in doubt.

Even voice-only participants may be added!



conference. To disconnect just one of the participants, tap the participant's name along the bottom line and then tap **END**.



Calling participants to add them to an ongoing call (Multiway™

Calling more than one using Multiway™ is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.



Fovorites

Directory

Berlin

Femory

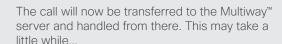
Berlin

... then select, in the usual way, whom to add to the ongoing call.



Once you have selected someone, tap **START** to begin including this participant in the meeting.







When everything is ready the **Join** button will appear. Tap this and the bottom line will change to read **Meeting**. This may take a little while.

Since the calls have been transferred to the Multiway server you are still in a point-to-point call, but now with the Multiway server as the far end. This applies to all the other participants as well.



Tap **END** to disconnect yourself. The other participants must do the same to disconnect themselves from the Multiway server.



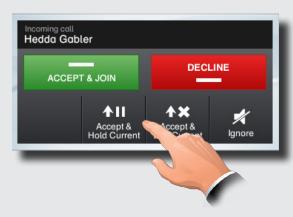
This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.





Assume that you are in a call. This call can be a point-to-point call or a multisite call. Furthermore assume that another person calls you.





You may now:

- Tap ACCEPT & JOIN to include the incoming call in the conference.
- · Tap **DECLINE** to carry on as you did.
- Tap Accept & Hold Current to accept the call, while at the same time put the current call on hold.
- Tap Accept & End Current to accept the call, while at the same time end the current call.
- Tap **Ignore** to carry on as you did, without sending decline signal to the other end.

Even an entire group can be put on hold, so the above options apply equally well to point-to-point calls as to multisite calls.

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.









Tap RESUME.

To cancel the action, tap anywhere outside the dialog box.



Putting a member of a group on hold and back again

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.







Tap **SWAP** to resume, while at the same time putting the other(s) on hold, or tap **Join** to restore the call with all participants. To cancel this action, just tap somewhere outside the dialog box.

Putting an entire group on hold and back agair

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.









name along the bottom

line, as outlined...

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.













Select from the lists whom to transfer to in the usual way. You may also key in the name, number or address.





Tap **TRANSFER TO** to put your intention into effect.



Fransferring a member of an ongoing conference

This is an optional feature that may, or may not, be present on your system. If in doubt, ask your System Administrator.











Select from the lists whom to transfer to in the usual way. You may also key in the name, number or address.



Tap **TRANSFER TO** to put your intention into effect.





Tap the Camera icon...

This drop-down list appears if more than one camera is connected.



... adjust zoom and pan as required.



Tap anywhere outside the menu to exit.



During a call, or outside a call, tap the Camera icon ...

This drop-down list appears if more than one camera is connected.



Tap an existing preset to make the camera move accordingly. To define presets, see > "Adding a near end camera preset" on page 6.

This works in point-to-point as well as in multisite calls, but only on systems with remotely controllable cameras.



along the bottom line.



Camera Control.



Adjust zoom and pan as required. Tap **Back** or anywhere outside the menu to exit.

Sometimes you may be urged to enter touch tones (DTMF) during a call, typically to reach extensions or to provide a pin code.





Use the touch tone keypad.



Tap anywhere outside the keypad to exit.



Tap **Hide camera controls** (1) to see the presets only and tap anywhere outside the menu (2) to exit the camera preset mode.



Sharing contents-conducting presentations

You may alter the screen layout when sharing contents—see the next page for more. You must be in a call to be allowed to do layout changes.



Make sure your presentation source is connected to the video system before you start.





... then select source by scrolling horizontally, if needed ...



Tap **Present** to start sharing contents.



Tap **Stop Presenting** to stop sharing contents.



Layout contro

This applies to all multisite calls and to point-to-point calls having a presentation running.



2



3



... and finally select your preferred layout.

You may alter the screen layout when you are in a call.

To do this start by tapping

More ...



Takes you one menu level back

The one who speaks get the full screen. Nothing else is shown.

The one who speaks gets the main frame. The others are shown as PiP (Picture in

Picture).

speaks gets the main frame. The others are shown as images below the main frame.

... then tap Layout ...

ne who All participants are gets the shown in frames of identical sizes.

When a presentation is included in a call, all participants will be shown **above** the presentation, instead of below. This will provide a better feeling of eye contact.

Full screen will show the presentation only.

Observe that changes to this set of layouts made by the TC-console utility are not supported and will be ignored when using TC5 devices together with Touch.





Chapter 5Scheduled meetings



Looking into the List of Meetings

This is an optional feature.





The List of Meetings contains 14 days of scheduled meetings. The list is sorted using Grouping headers. The main grouping category is by day (eg: Today, Tomorrow, Thursday, then WEDNESDAY, October 26, 2011).



On your video system a Meeting reminder will appear at the top of the List of Meetings once it is possible to join a meeting. Exactly when that is will depend on the Start time buffer setting. Default buffer setting is 10 minutes.



If you tap an item in the list (1) then more information will become available. When the **JOIN MEETING** button is gray (as shown here) you are outside the time window permitting you to join the meeting. Tap as outlined (2) to expand the dialog box to get more information.



The dialog box will also state when it is possible to join the meeting. Tap as outlined to collapse the dialog box.

When a scheduled meeting appears as *Private meeting* it will contain information about the organizer only. There will be no title, no expandable meeting outline as well as no dial-in information.



Joining a Meeting

All features shown on this page are optional.



When a schedules a meeting is about to start a reminder will appear. To join the meeting tap **JOIN MEETING** (1), as outlined. This connects you to the "dial-in" address.

The meeting title field is expandable—tap as shown (2).



The expanded field contains meeting details and dial-in information. Depending on the amount of information it may be scrollable.





Besides joining the meeting, you may tap **Snooze** to temporarily hide the Reminder for 5 minutes or **Dismiss** to close the Reminder.

Joining while already in a call



If you already are in a call, the **JOIN MEETING** button will change to **JOIN & END CURRENT**.

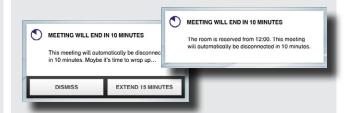
- Tap the JOIN & END CURRENT button to join the new meeting, ending the current.
- · Tap Join & Hold Current to temporarily join the meeting.
- Tap **Snooze** to temporarily hide the Reminder for 5 minutes.
- $\boldsymbol{\cdot}$ Tap Dismiss to go on with your current meeting.

Parallel meetings



When Parallel Meetings occur (two or more meetings taking place simultaneously), the reminder will be displayed in context of the meeting list, displaying all upcoming meetings. Choose which meeting to join and then join the selected meeting.

Extending an ongoing meeting



Scheduled meetings have a fixed start and end time. You may want to extend an ongoing meeting. This will be accepted by the system provided that no other meeting is scheduled for the video system during the period of extension.

If an extension is sustainable, the **Meeting will end** notification will include an **Extend** and a **Dismiss** option.

• To extend a meeting, tap the **Extend** button.





The video endpoints whose use is described in this manual can be configured via the touch screen controller or via its web interface. For full access to all configurable parameters the web interface must be used. The Touch Controller provides access to a limited set of parameters only.

Chapter 6The Settings



Gaining access to the Settings

Access the Settings as follows:





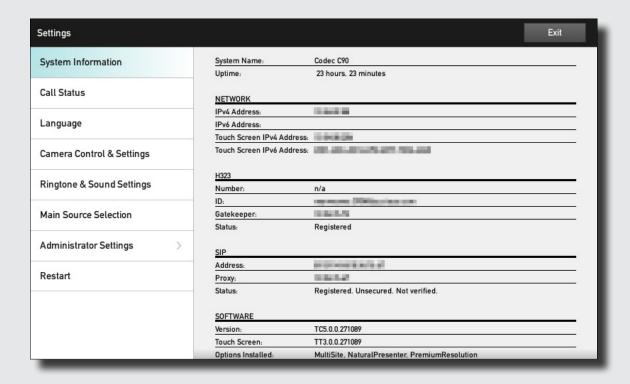


... and then you get access to the settings available. Observe that there are several other settings available, but these can be accessed from the web interface only. See the Administrator guide for your Cisco product. This guide is available for download separately.



System Information

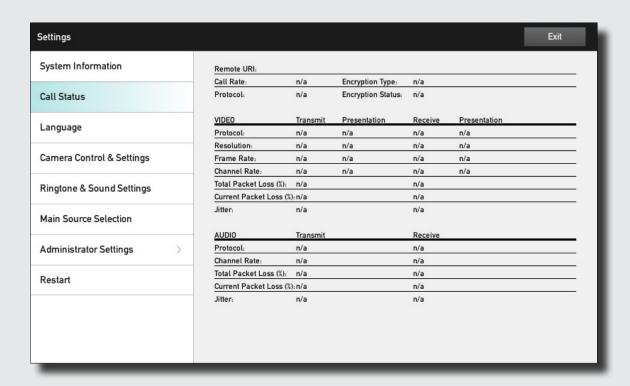
The **System Information** pane contains information on the system's software and hardware versions and connections, SIP and H.323 status etc.





Call Status

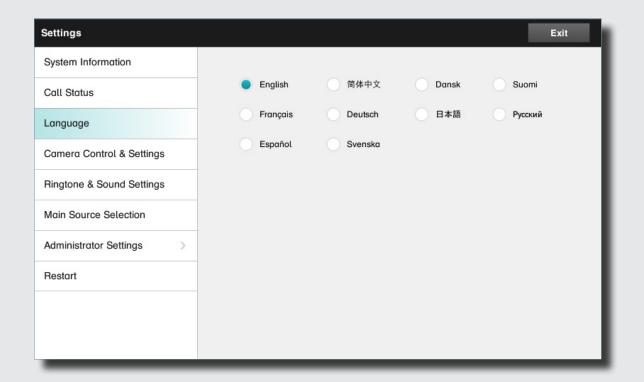
The **Call Status** pane provides information on call rate, encryption, as well as important video and audio parameters.





Language

The **Language** pane lets you specify the Touch interface menu language.





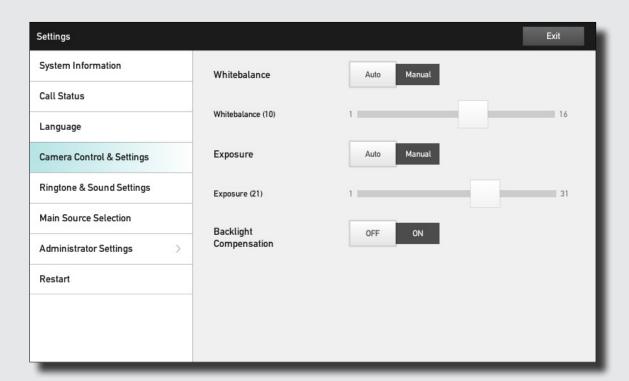
Camera Control & Settings

The **Camera Control & Settings** pane lets you set the whitebalance and exposure of the camera. If you do not want to tweak this yourself, just leave it up to the system by selecting **Auto**.

Backlight compensation comes in handy when there is much light behind you. Without compensation you will easily appear very dark to the far end.

Note how the settings chosen are indicated. In the example shown, Backlight compensation is set to Off.

Note! If your system has more than one camera connected, the settings here will apply to the main camera only, even if another camera has been selected as source



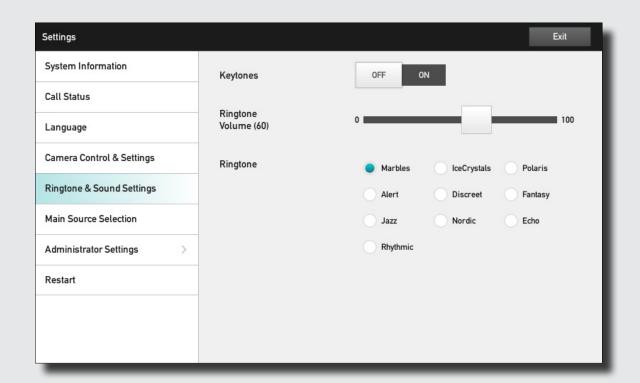


Ringtone & Sound Settings

The **Ringtone & Sound Settings** pane lets you specify:

- Keytones on or off. When set to on you will hear a sound every time you tap a field on the Touch controller.
- Ringtone volume. How loud your ringtone shall sound.
- **Ringtone**. Select among several ringtones. You will hear a sample every time you tap a ringtone.

Note how the settings chosen are indicated. In the example shown, Keytones is set to Off.

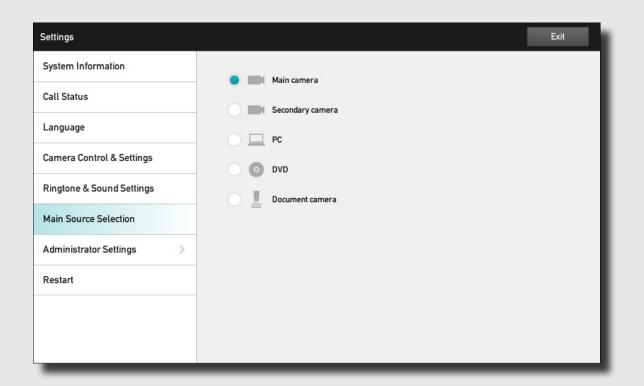




Main source selection

Select what shall be the principal main source set as default. You may still choose another when working with the system, but this will be the default setting.

Note! Camera Control and Settings applies to the main camera only, irrespective of what has been set in this menu.



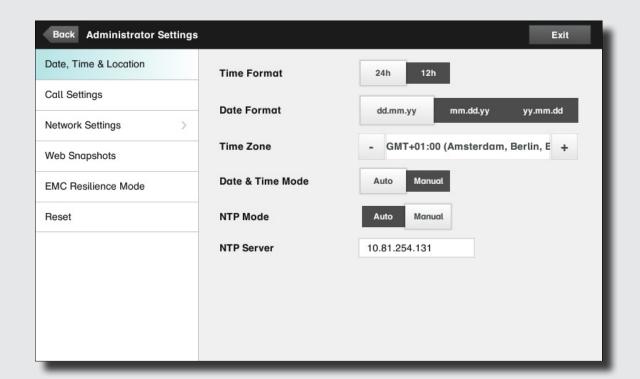


Administrator settings-Date, Time & Location

The **Date, Time & Location** settings let you specify:

- 24h or 12h time format.
- Your preferred date format.
- Your preferred time zone.
- Whether date and time shall be set automatically or manually.

Note how the settings chosen are indicated. In the example shown, Time format is set to 24h.



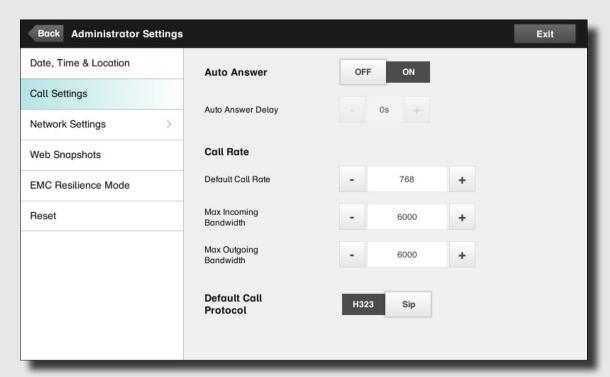


Administrator settings—Call settings

The **Call Settings** pane lets you specify:

- Auto Answer On or Off. If you set this to On, the system will respond automatically to incoming calls. Note that the microphone will NOT be muted. If risk of eavesdropping is an issue, you may want to set this setting to Off.
- Auto Answer Delay. Specify the time until your system actually responds to an incoming call.
- Default Call Rate. If your connection has limited capacity you may want to use this setting.
- Max Incoming/Outgoing Bandwidth. You may specify these separately. May come in handy if you are on an asymmetric connection.
- Default Call Protocol. Specify which protocol to use as default.

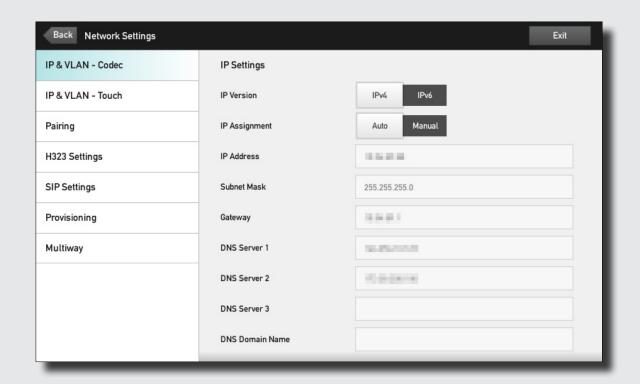
Note how the settings chosen are indicated. In the example shown, Auto Answer is set to Off.





Administrator settings-IP settings for the coded

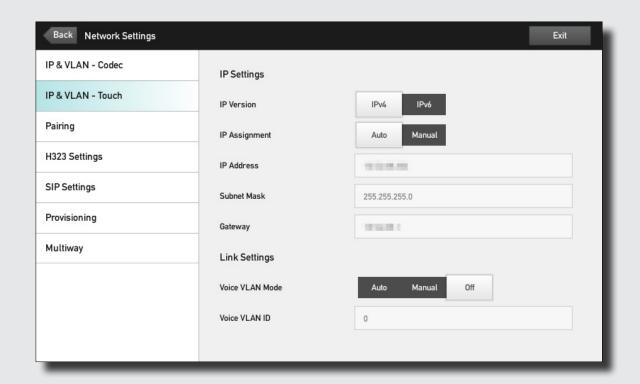
The **IP settings** pane for the Codec of the system lets you specify whether to use IPv4 or IPv6.





Administrator settings-IP settings for the Touch controller

The **IP settings** pane for the Touch of the system lets you specify whether to use IPv4 (below left) or IPv6 (below right).

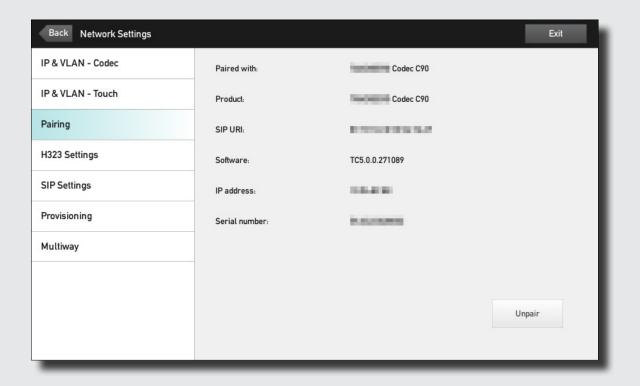




Administrator settings-Pairing

The **Pairing** pane shows status on the pairing of the Codec and the Touch controller of your video system.

It also provides you with the option of unpairing the two.





Administrator settings—H.323 settings

The **H.323 Settings** pane lets you specify:

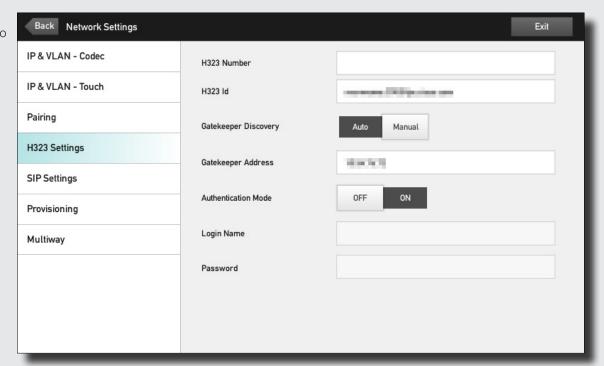
- An H.323 alias.
- Your **H.323** id.
- Gatekeeper discovery (Manual or Automatic).
- The Gatekeeper address must be specified by you if discovery has been set to manual.
- Authentication mode On or Off. If set to On, the video system will send Login name and Password to the Gatekeeper for authentication.

In addition there are:

 Two fields to enter Login name and Password. The alphanumeric keyboard will appear whenever needed.

Be sure to:

■ Tap **Save** to put changes into effect.





Administrator settings-SIP settings

The **SIP settings** pane lets you specify:

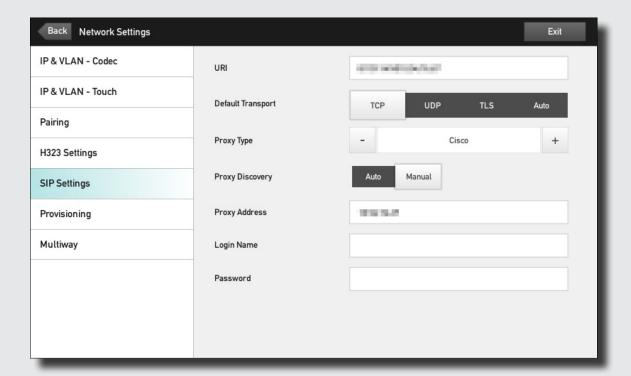
- Your URI.
- The Default transport layer, this can be set to TCP, UDP, TLS or Auto.
- The Proxy type can be set to Standard, Alcatel, Avaya, Cisco, Microsoft, Nortel, Experimental, Siemens.

The experimental setting is for testing purposes.

- Outbound is not used in this version.
- Proxy discovery can automatic or manual. In the case of manual the proxy address must be specified by you.
- Login name and Password is required by the VCS.

Be sure to:

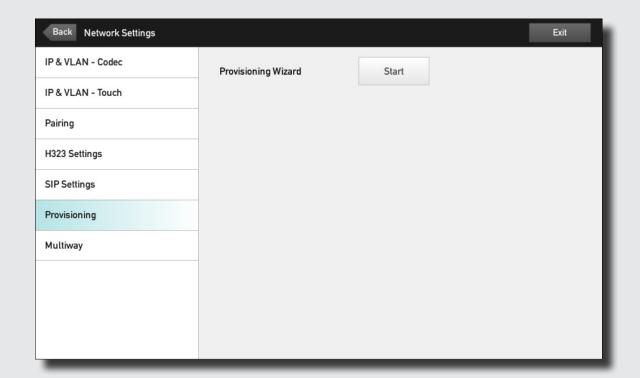
Tap Save to put settings into effect.





Administrator settings-Provisioning

Provisioning connects you to CUCM, Callway or VCS. When either of these were ordered and received from Cisco you should also have obtained the necessary information and codes. Just follow the wizard.



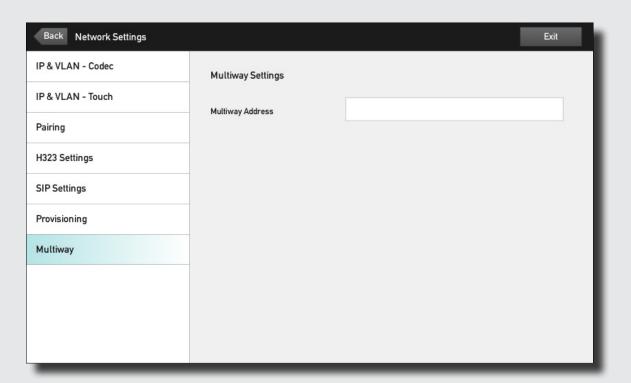


Administrator settings-Multiway Settings

All endpoints using the TC series software offers Multiway as a means of creating video conferences with more than just two participants.

Note that a successful use of Multiway requires the presence of certain infrastructure products and installations. If in doubt, consult your Cisco partner.

This page of the Settings offers the ability enter the path to the Multiway enabled MCU. This is required to make the Multiway functionality work.





Administrator settings-Web Snapshots

You may gain access to your video system through its web interface. To learn more about how to do that consult the Administration Guide for your system. This guide is available separately for download from www.cisco.com.

From the web interface you may generate snapshots of the video stream from your system. You may also, under certain circumstances, generate snapshots from the outgoing video of the far end system.

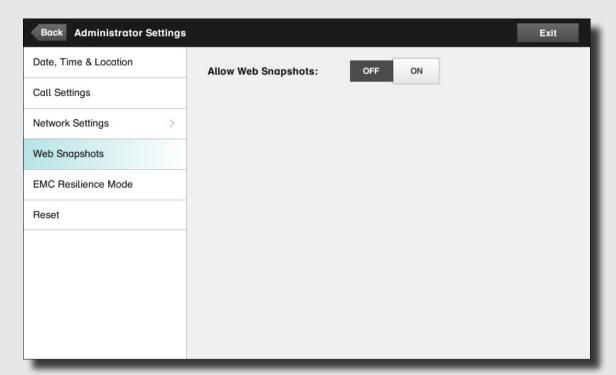
However, you cannot take snapshots unless you have set the **Allow Web Snapshots** to **ON**, as shown here.

Note that the far end may take snapshots of the outgoing video of *your* system, even if *you* have set *your* system's **Allow Web Snapshots** to **OFF**.

Likewise, you will be able to take snapshots of the outgoing video of the far end, even if the far end has set **Allow Web Snapshots** to **OFF**, provided that you have set your own system's **Allow Web Snapshot** to **ON**.

Snapshots cannot be taken if the call is encrypted. Encryption will disable the snapshot feature at both ends, regardless of the local settings of the **Allow Web Snapshots** parameter.

The web snapshot feature applies to Point-to-Point as well as MultiSite calls (but only to unencrypted calls).

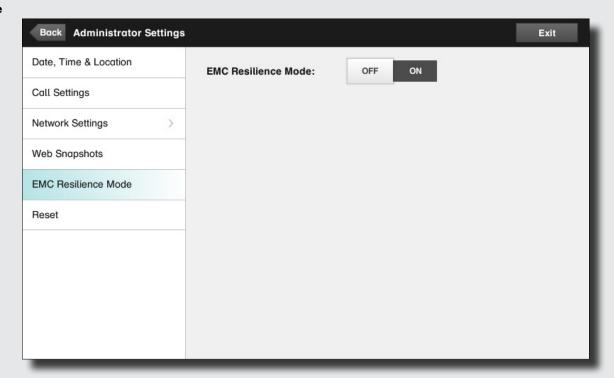




Administrator settings-EMC Resilience mode

If the Touch controller is used in environments with considerable amounts of electromagnetic noise present, you may experience an appearance of false signals—as if someone tapped the Touch controller when obviously nobody did so.

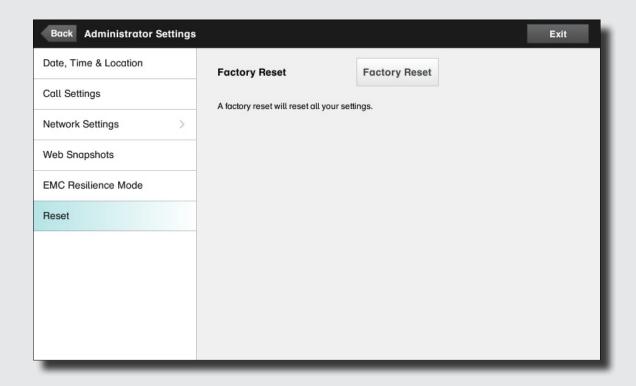
To cope with this you may set the **EMC Resilience Mode** to **On**. You must then press and hold for a little while, rather than just tap, in order to make the system aware of your tapping. This will prevent the appearance of false signals.





Administrator settings-Reset

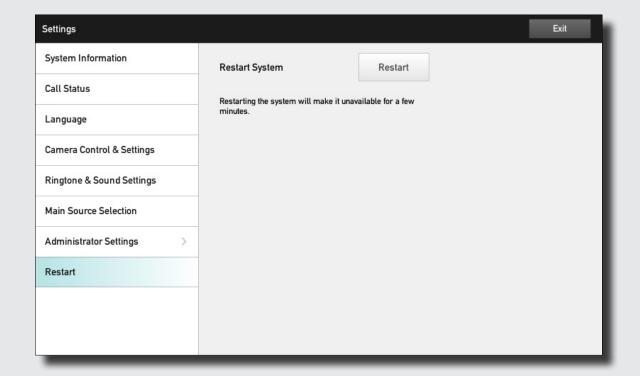
You may want to reset your video system. Note that you will loose all configurations, the call history and your local list of contacts. Release keys and options installed will be retained.





Administrator settings-Restart system

Use this to restart your system in an orderly manner.





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