1

Cisco TelePresence
SX10

TC 7.1

User
Guide

CISCO

Contents
What's in this guide

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

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

Introduction
to Video
Conferencing

Introduction to Video Conferencing
Best Practice

Other Tips

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.

General

- Consider setting the unit to *Automatic Answer*, but mute the microphone for privacy reasons, if possible.
- Do not forget to rehearse "the noble art of operating a video system" to the extent needed.

In the meeting room

- Make sure that you do not experience obstacles blocking the view to the microphone at all times.

- Noise sources like computers placed on the table should always be placed away from the microphone of your unit. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- Pay attention to the background your system will provide to the remote participants. If the camera captures the corridor outside your office, people passing by may distract your remote participants. This applies as well to curtains with a distinct texture pattern and, in particular, to curtains moving due to draught in the room.
- 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 showing the presentation or the presenter.
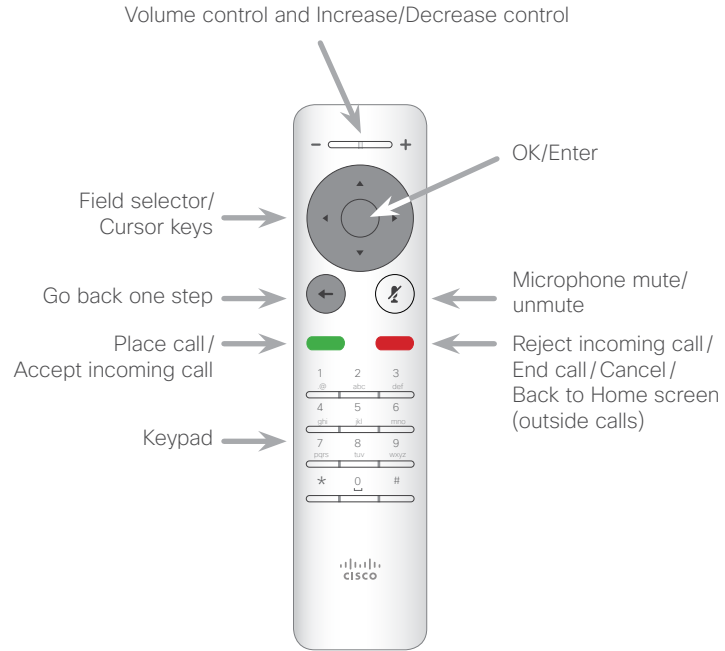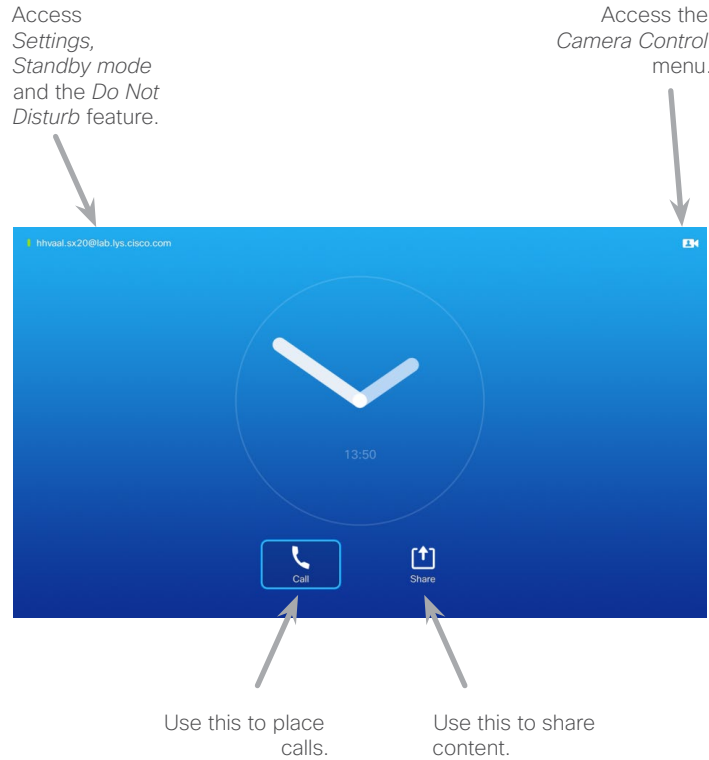- For duo video some attention is needed. Duo video is sometimes shown side–by–side with half the screen showing the presentation and the other half showing the presenter. Provide the impression that you seem to look towards the presentation instead of the impression that you sit with your back towards it, when all is viewed on the remote monitor. If in doubt, look straight into the camera to avoid this situation.

Brightness control

To adjust brightness, colors or other settings of your system, use the touch pad. Adjust the monitor to suit the conditions of the conference room.

Introduction to Video Conferencing
Tour the screen and the remote control

Operating tips

Access *Settings, Standby mode* and the *Do Not Disturb* feature.

Access the *Camera Control* menu.

hhvaal.sx20@lab.lys.cisco.com

13:50

Call

Share

Use this to place calls.

Use this to share content.

Volume control and Increase/Decrease control

Field selector/ Cursor keys

Go back one step

Place call / Accept incoming call

Keypad

OK/Enter

Microphone mute/ unmute

Reject incoming call / End call / Cancel / Back to Home screen (outside calls)

Use the **Cursor** controls to move about the screen and press **OK/ Enter** to open the selected menu field.

Use the **Cancel** key to exit a menu (and return to the *Home* screen) undoing any changes. Use the **Back** key to go just one step back.

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.
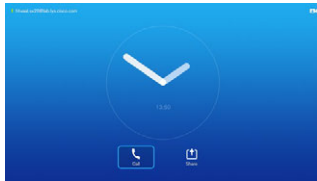
As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.
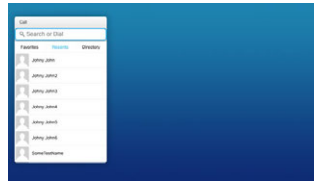
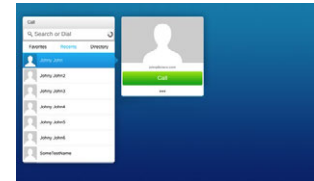Video Calls

Place Call
Place Call From Contact List

About the Lists of Contacts

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.

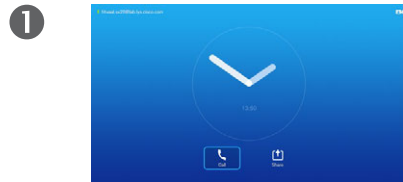**Recents** is a list of calls you have placed, received or missed earlier.

You may clear the *Recents* list for privacy reasons, see "Recents" on page 40.
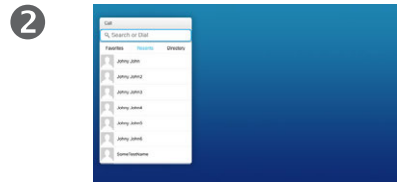
The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.
- 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,.
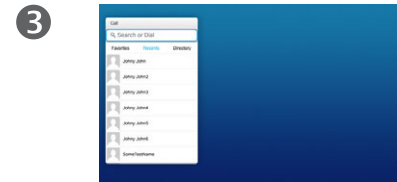
1

Make sure **Call** is selected and press **OK** or the green **Call** button on the remote control.

2

Use the **Cursor** keys to go between *Favorites, Recents* and *Directory* and then down in one of the lists.

3

Once an entry has been located, press **OK** to invoke the *Call* menu.

4
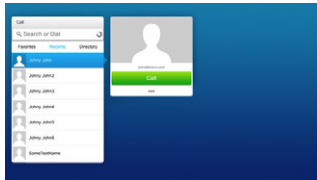
Press the green **Call** button or press **OK** to place the call.

5
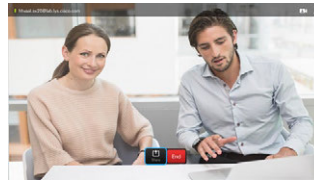
Press the red **End Call** button on the remote control, or use the **Cursor** keys to select *End* and press **OK** to terminate the call.

Place Call
Edit a Contact List Entry Status, then Place the Call

About Entry Edits

❶

Make sure **Call** is selected and press **OK** or the green **Call** button.

❷

Use the **Cursor** keys to go between *Favorites, Recents* and *Directory* and then down in one of the lists.

❸

Once an entry has been located, press **OK** to invoke the *Call* menu.

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.

At the same time, this set of options allow you to change the *Call Rate* (the bandwidth allocated to the call) as well as the ability to promote the current entry to become a *Favorite*.

❹

Use the **Cursor** keys to move the cursor to the right so that the green *Call* field is selected.

❺

Use the **Cursor** keys to move the cursor down to select the More field (•••).

❻
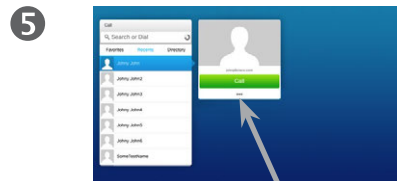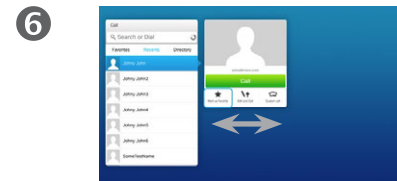
You may now use the **Cursor** keys to move the cursor to select any of the available options. Press **OK** to enter.

Once set, press the green **Call** button to place the call.

Place Call
Place Call Using Name, Number or IP Address
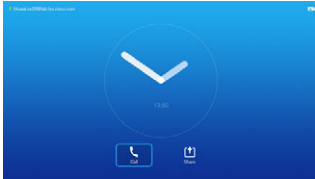
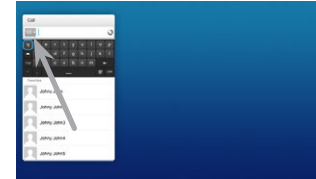About Placing Calls

❶

Make sure **Call** is selected and press **OK** or the green **Call** button.

❷
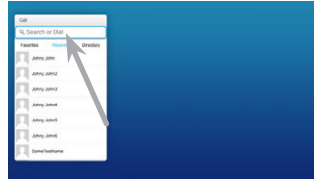
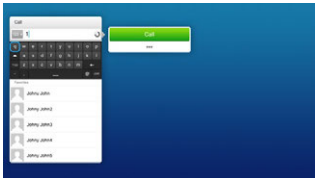Use the **Cursor** keys to select the *Search or Dial* field, as outlined.

❸

To enter numbers just press the corresponding keys on the remote.

To invoke the virtual keyboard, use the left arrow **Cursor** key to move to the **123** field. You may now move about the keyboard and select characters. Press **OK** to select a character.
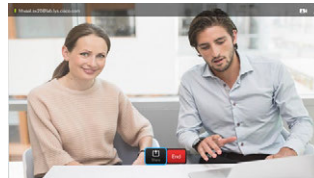
❹

As soon as you start typing, the green **Call** button will appear to allow you to place the call any time.

Possible matches will appear as you type. If no matches are found, this will also be indicated.

❺

Press the red **End Call** button or use the **Cursor** keys to select *End* and press **OK** to terminate 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.

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*.
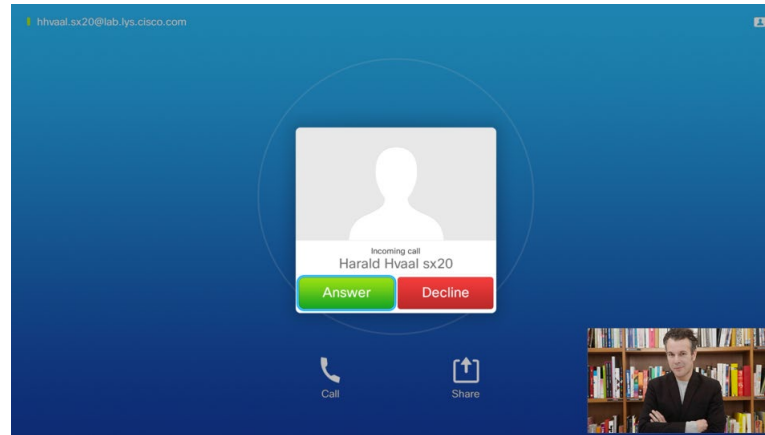
Call Using IP Address

The procedure when using an IP address to call someone is similar. Just key in the IP address and use **∗** as separator. The system will interpret it correctly and convert it for you so that the IP address appears as correctly entered.

Receive Call

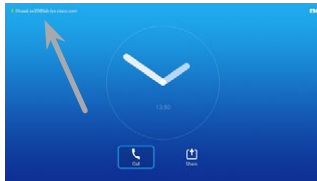## If Someone Calls You

You may also use the keys on the remote control directly.

- 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.

Availability
Enable Do Not Disturb

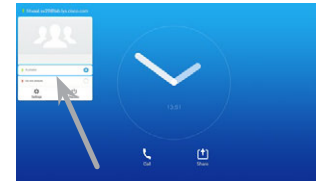About Do Not Disturb

❶

Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

❷

Press the **OK** key.

❸

Use the **Cursor** buttons to select *Available* or *Do Not Disturb*.
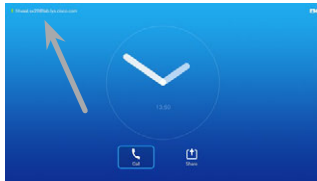
Your system can be set to not respond to incoming calls. You may, however, use it to call others as much as you want.

❹

Press the **OK** key to exit the menu, putting changes into effect.

Availability
Enable Standby

About Standby

Your system can be set to *Standby* to save electrical energy. You will still be able to receive calls as usual.
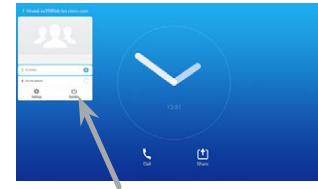
1

Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

2

Press the **OK** key.

3

Use the **Cursor** buttons to select *Standby*.

4

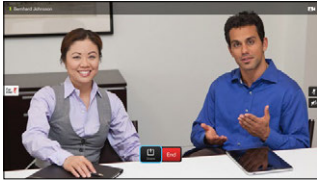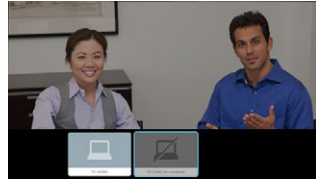Press the **OK** key to exit the menu, putting changes into effect.

Share
Content

Share Content
Start and Stop Presentation

About Content Sharing

❶

Make sure your presentation source is connected and On. Select *Share* and press **OK** on the remote control.

❷

Select the source to be shared and press **OK** on the remote control.

❸

The size of the shared image is controlled by means of the *Minimize/Maximize* field. Select this and press **OK** on the remote control, if needed.

❹

To stop sharing content, select *Stop sharing* and press **OK** on the remote control.

Use this feature to share content on your PC in a call or outside a call. The procedure is the same, but shown here is the in-call way only.
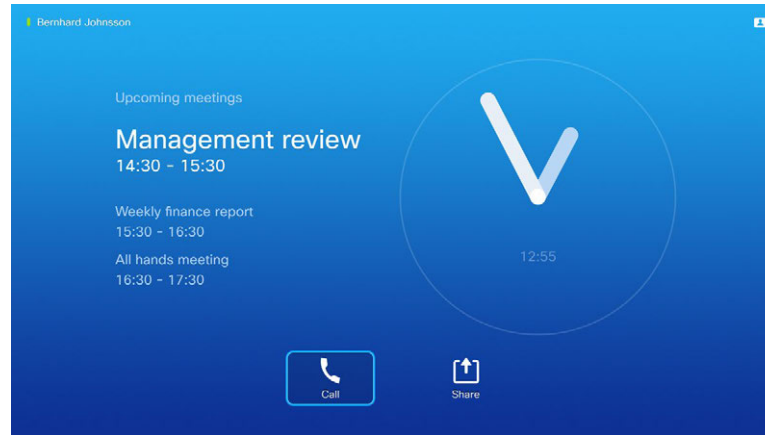
Your video system may be connected to a management system capable of scheduling video meetings for you. Any meetings scheduled will then appear in a *List of Meetings* on your Touch device.

Scheduled Meetings

Scheduled Meetings
View Meeting List

Meeting List Basics

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a *List of Meetings*.

Note that you cannot join a meeting from this screen. You will have dial in manually.

If the scheduling system calls you, just treat that as an incoming call.

Contacts consists of three parts; a *Directory*, which typically is your corporate phone book; *Recents* which is a list of recent calls and finally *Favorites*, which is your personalized list of people you call frequently or otherwise need to get easy access to.
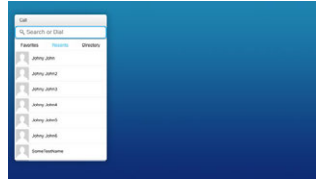
Contacts

Contacts
Make Someone a Favorite

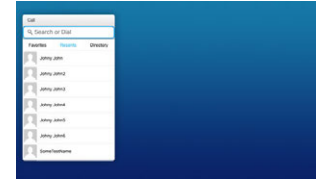About Directory, Recents
and Favorites

1
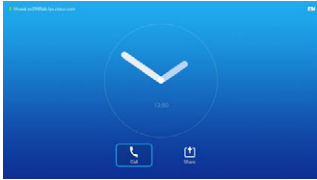
Make sure **Call** is selected and press **OK** or the green **Call** button.
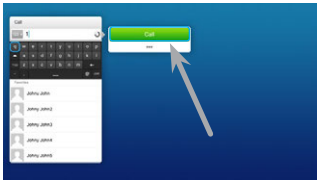
2

Use the **Cursor** keys to go between *Recents* and *Directory* and then down in one of the lists.
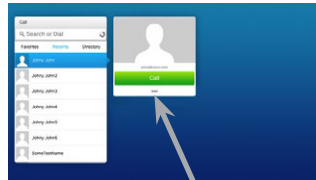
3

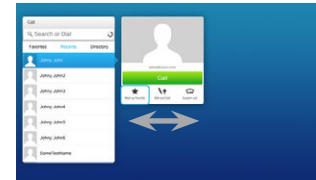Once an entry has been located, press **OK** to invoke the *Call* menu.

4

Use the **Cursor** keys to move the cursor to the right so that the green *Call* field is selected.

5

Then use the **Cursor** keys to move the cursor down to select the More field (•••).

6

You may now use the **Cursor** keys to move the cursor to select **Mark as Favorite**. Press **OK** to enter.

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 a folder to show its contents, 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. Use **Edit and Call** for this.
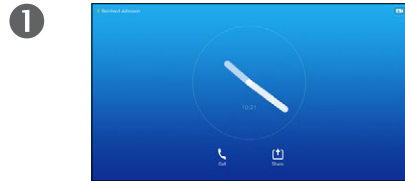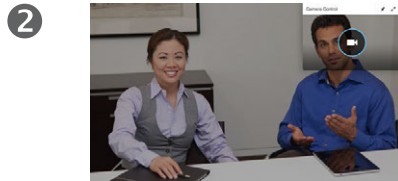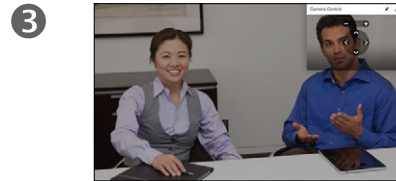
Camera

Camera
View Camera Settings

About Camera Settings

The camera settings let you control the zoom, pan and tilt of the camera.

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.

1

In a call or outside a call, move cursor up the upper right corner to the **Camera** icon. Press **OK**.
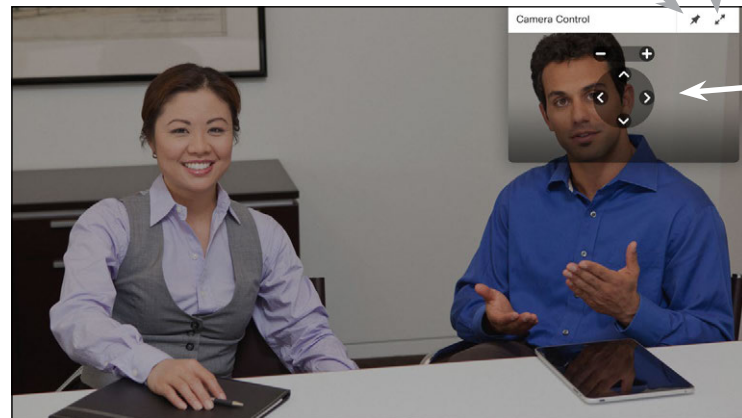
2

The camera icon appears. Press **OK**.

3

You may now may now make the selfview image sticky, maximize and/or adjust the pan, zoom and tilt of the camera.

Make selfview sticky (always shown).

Maximize/minimize selfview.

4

Press **Back** to exit the menu.

Pan, tilt and zoom controls.

The video endpoints whose use is described in this guide 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 pad provides access to a limited set of parameters only.
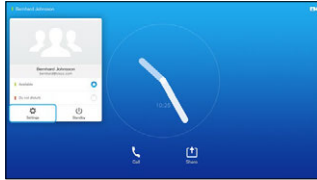
The web interface is described in a guide available separately for download.
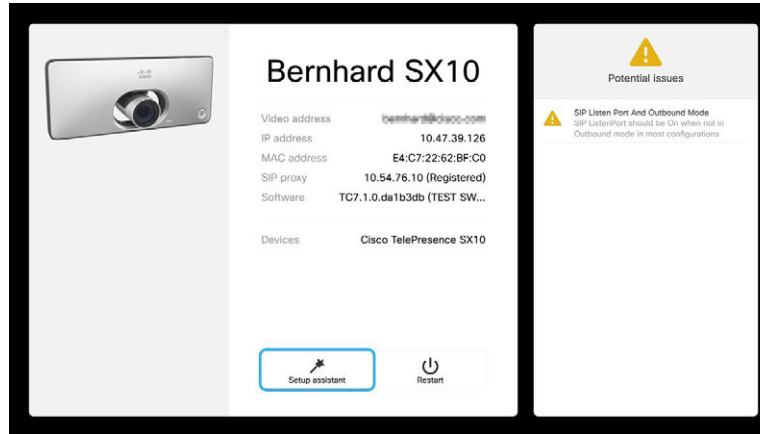
Settings

Settings
Gain Access to the Settings

About Settings

❶

To gain access to the *Settings* menu, move cursor to upper left corner of the screen and press **OK** on the remote control. Then navigate down to *Settings* and press **OK** again.

❷

Bernhard SX10

Video address	bernhard@cisco.com
IP address	10.47.39.126
MAC address	E4:C7:22:62:BF:C0
SIP proxy	10.54.76.10 (Registered)
Software	TC7.1.0.da1b3db (TEST SW...
Devices	Cisco TelePresence SX10

Potential issues

⚠ **SIP Listen Port And Outbound Mode**
SIP ListenPort should be On when not in Outbound mode in most configurations

Setup assistant   Restart

The *Settings* shows basic information about the system as well as providing access to the Setup Wizard and the ability to force a restart of the system.

Care must be taken when altering the *Settings* to avoid that the system stops working. If in doubt, contact your video support team.

For security reasons, access to the Administrator Settings may have been password protected by your video support team.

To enter the *Settings*, tap the **Settings** icon in the upper left corner of the touchpad, as outlined.

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