

Software version TC4.1
March 2011



Cisco TelePresence System EX60

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.

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Chapter 1

Introduction

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Disclaimers and notices

The objective of this documentation is to provide the reader with assistance in using and configuring the product. The capabilities of Cisco products and other manufacturers' products change over time and so the required configuration may be different from that indicated here. If you have any suggestions for changes to this document, please feed them back to Cisco through your Cisco Authorized Service Representative.

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Chapter 2

Connecting the EX60

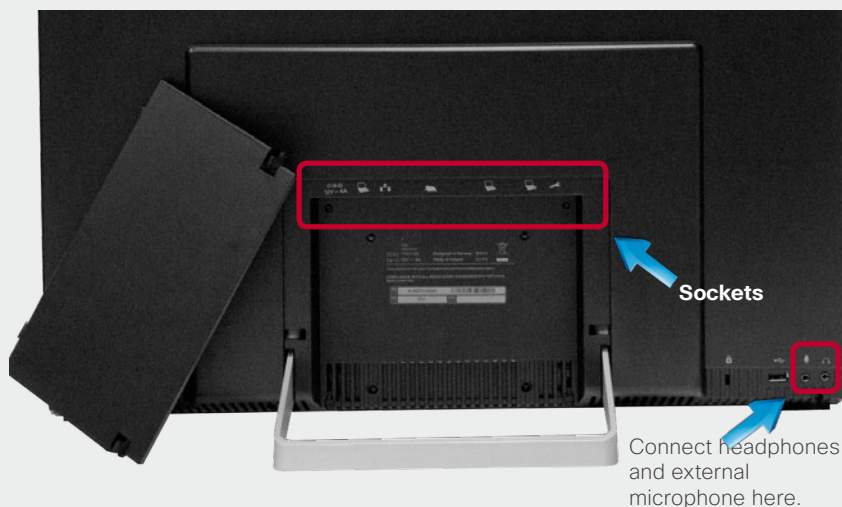
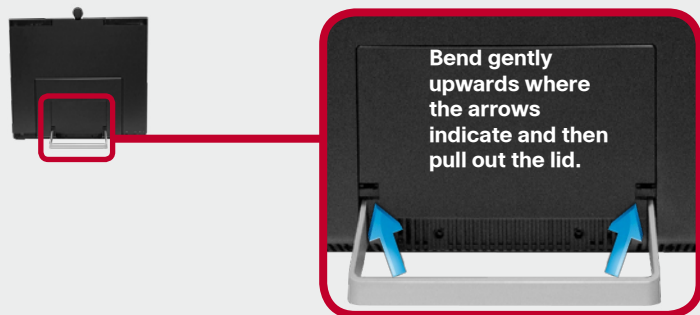


Connecting the EX60

Connect the cables as shown. Sockets are located behind the rear cover. If you have one LAN connection only—and need that for your PC—the EX60 has a built in Gigabit ethernet switch that enables you to connect your PC to the EX60 to access the LAN through the EX60.

Rear sockets access

Remove cover to get access to the connector sockets.

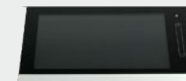


The EX60 parts

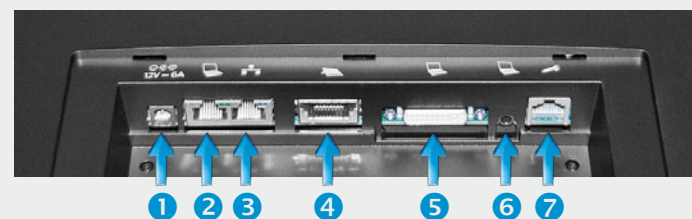
Camera with built-in privacy shutter.



The Cisco Telepresence Touch controller



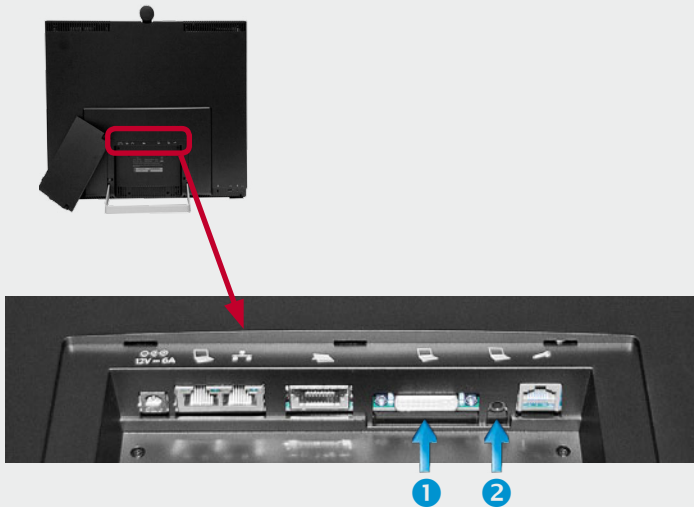
Connecting



- 1 Connect power here.
- 2 Connect your PC here if you need to share a single LAN connection with the EX60.
- 3 Connect your EX60 to the LAN.
- 4 Connect the touch screen controller.
- 5 DVI socket to use the EX60 as a PC screen.
- 6 Mini-jack socket for PC audio.
- 7 For service and maintenance.

Connecting a PC to the unit

Your EX60 has an HD display, which also may serve as your PC screen. Connect your PC to the DVI and Mini-jack sockets on the rear panel as shown below. DVI-D to DVI-I cable is recommended to get a high resolution image.



- 1 DVI socket to use the EX60 as a PC screen.
- 2 Mini-jack socket for PC audio.

Setting the screen resolution

A resolution of 1920 × 1200 is recommended. However, other resolutions may also be used as shown in the below tables.

Digital input via DVI

1920 × 1200 (recommended)
 1920 × 1080
 1776 × 1000 (not full screen)
 1680 × 1050
 1600 × 1200 (not full screen)
 1440 × 900
 1400 × 1050 (not full screen)
 1280 × 1024 (not full screen)
 1280 × 960 (not full screen)
 1280 × 800
 1280 × 768 (not full screen)
 1280 × 720 (not full screen)
 1152 × 648 (not full screen)
 1024 × 768 (not full screen)
 960 × 600 (not full screen)
 800 × 600 (not full screen)

Analog input via DVI

1920 × 1200 (recommended)
 1680 × 1050
 1600 × 1200 (not full screen)
 1440 × 900
 1280 × 1024 (not full screen)
 1024 × 768 (not full screen)
 800 × 600 (not full screen)

Screen resolution must be set via the web interface, using the Video Output HDMI [1] Resolution setting. For details on this, see the EX60 Administrator Guide, which is available separately for download.

Use as PC screen

If you choose to use your EX60 as your PC screen, connect your PC to the sockets on the rear panel as shown above.

Your EX60 will then serve as your PC screen outside calls. In a call tap **View desktop** to see the desktop.

Your desktop is **not** exposed to the other side.

Chapter 3

Using the EX60

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Camera adjustments

The camera can be tilted mechanically in vertical direction.



Turn the circumference to activate the privacy shutter.



Use as document camera

Tilt the camera as shown to use it as a document camera. Image is automatically turned upside down, so that both parties will see the document correctly.



The Cisco Telepresence Touch—initial view



Initial settings—before you begin



Calling someone by dialing the number or URI

1



Tap **Contacts** as outlined, if needed ...

2



... then tap **Search or Dial**.



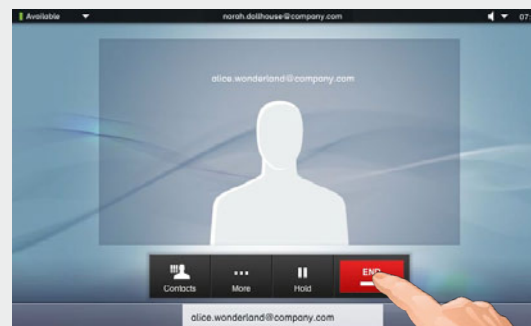
If you need to key in digits or special characters, press and hold the key until the character appears.

3



Tap the **CALL** button to place the call.

4



Terminate the call by tapping **END**.

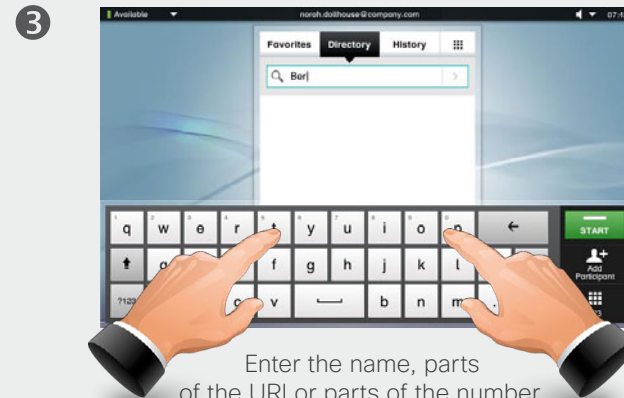
Searching for an entry in any of the lists



Tap **Contacts** as outlined, if needed ...



... then tap **Search or Dial**.

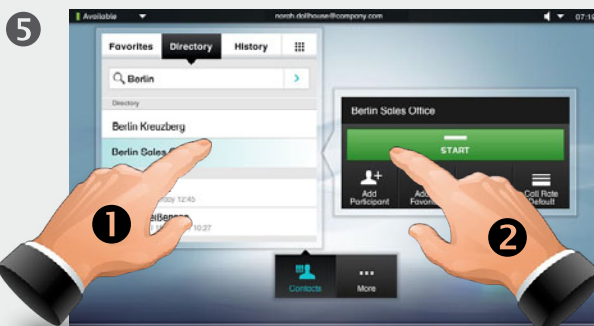


Enter the name, parts of the URI or parts of the number. Matches will appear as you write.

Searching will take place within **Favorites**, **Directory** as well as **History** (see the next page for more on these).



Scroll among the matches, if needed ...

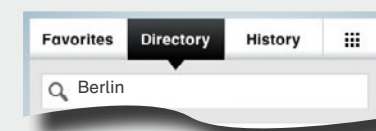
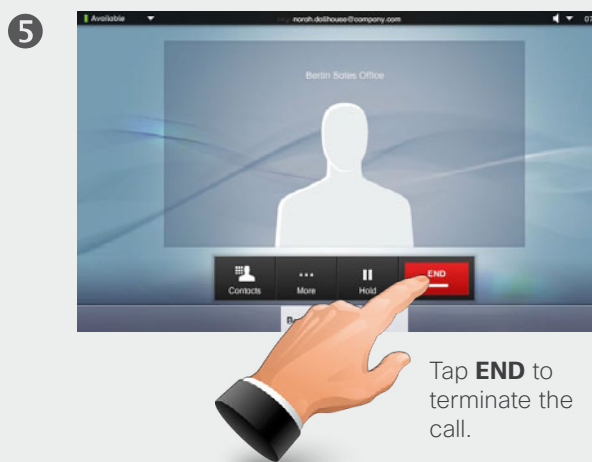
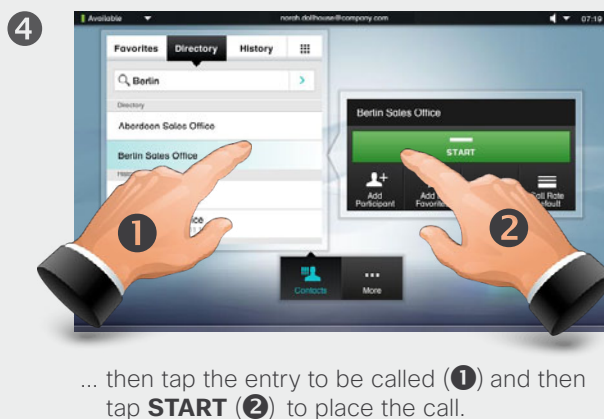
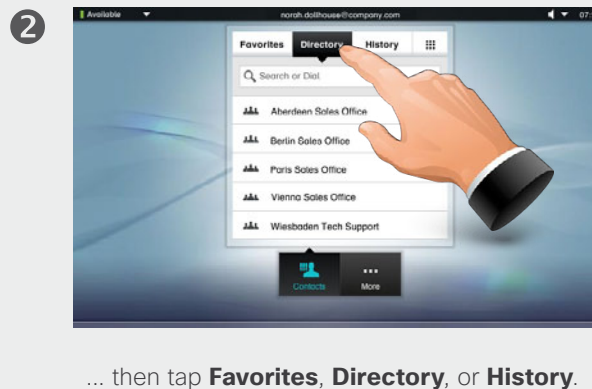
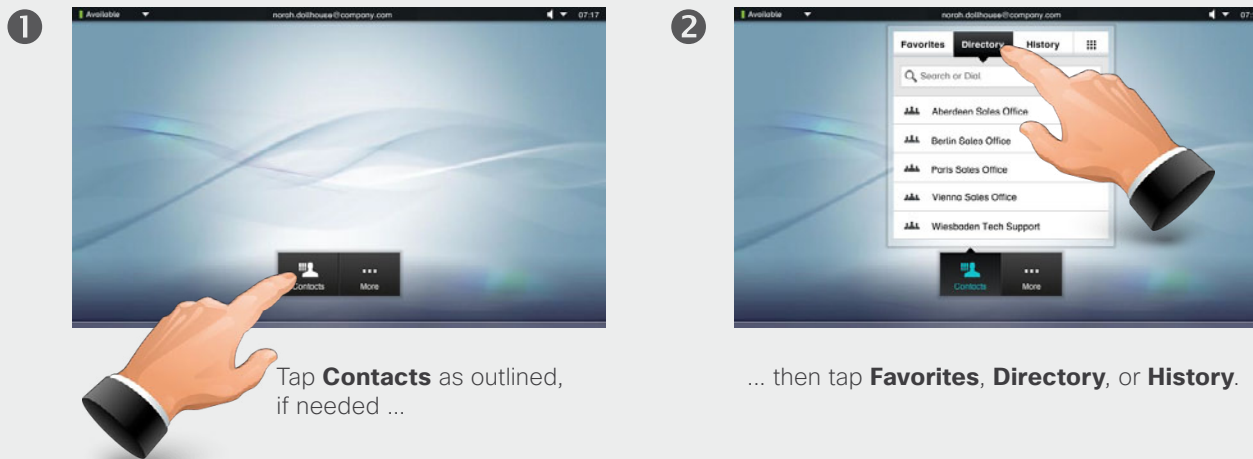


... then tap the entry to be called (1) and then tap **START** (2) to place the call.



Tap **END** to terminate the call.

Calling an entry in any of the lists



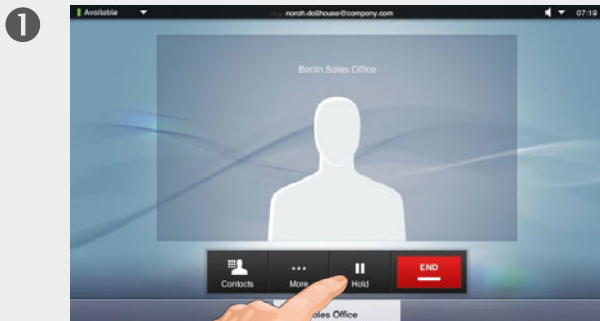
Favorites. The list of favorites is your own shortlist of people and places you frequently call or otherwise want to have easy access to.

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 to produce the keypad to enter a number or URI.

Two calls at the same time



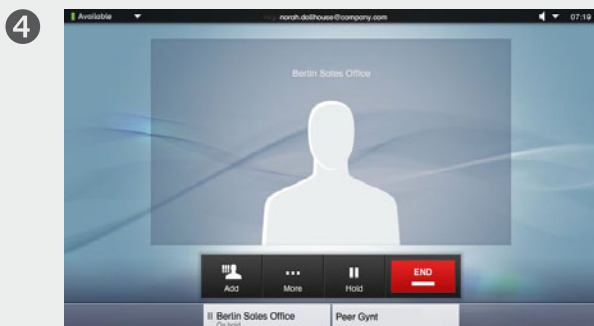
In a call tap **Hold** to put the current call on hold ...



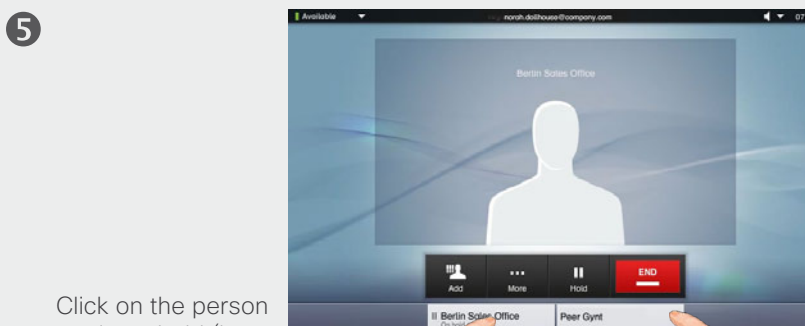
... then tap **Search or Dial, Favorites, Directory, or History** ...



... then place the call in the usual manner (here by means of **History** as an example). See the previous pages for details on this, if needed.



You will now be in a call with the second person, while the first one is on hold. In this example, you talk to **Peer Gynt**, while **Berlin Sales Office** is on hold.

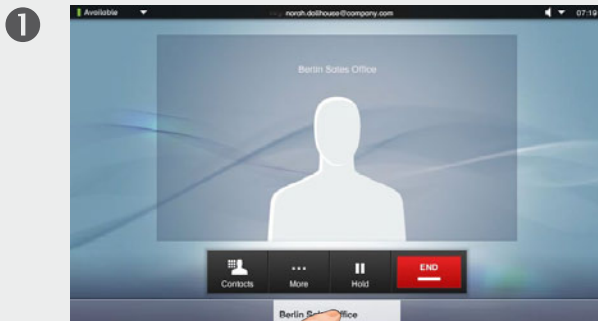


Click on the person currently on hold (here **Berlin Sales Office**) to be offered swapping of the calls or transferring the call on hold to someone else.

Click on the person you currently talk to (here **Peer Gynt**) to terminate or transfer that call.

Transfer is available to SIP calls only and the procedure is shown on the next page.

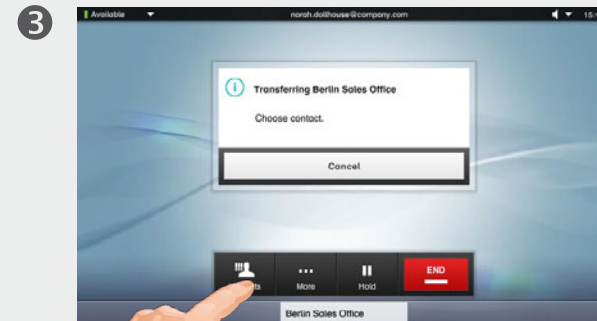
Transferring calls



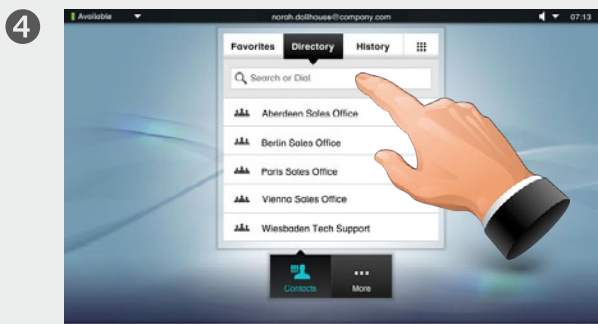
In a SIP call tap the name along the bottom line of the screen.



... then tap **Transfer**...



Now, tap **Contacts** to gain access to the call lists and dial field.



Call the person to whom the current call shall be transferred. When you tap the green call button (not shown), the call will be transferred.

The call will now be transferred. This will work irrespective of who initiated the call.
Note that you may combine **Transfer** with the **Hold** and **Swap** features as much as you want.

This means, for example, that in a call you may:

- Put your current call on hold and call a second party.
- Then initiate a transfer of the one on hold to the second party.
- If the second party also has an EX60, the transferred call will pop up on that unit. The second party may now discard you or put you on hold to respond to the new incoming call.
- You may now disengage yourself by tapping **END** on your unit.

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 the entry.

You will now be able to:

- Call the entry by tapping **Start**.
- Add the entry to the list of favorites.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.

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** (as outlined) 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 (numbers or URIs). 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, URI or number. Matches will appear as you search.

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

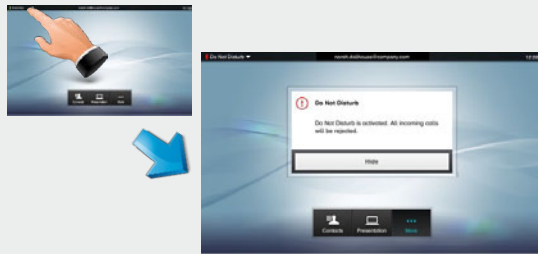


When searching within the corporate **Directory**, the search will apply to the current directory folder and its subfolders only. To go one level up, tap **Back**. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.

Do not disturb

When set to **Do Not Disturb** (DND), ringtones are muted and missed calls you get while having DND active, will be presented when you exit DND..

You may, however, place calls as much as you like. To activate this feature, press the icon in the upper left corner. Press again to deactivate.



You may also hide the Do Not Disturb poster by tapping **Hide**.

Using Touch Tones (DTMF)

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



In a call, tap **More** (1) followed by **Touch Tones** (2).

Use the touch tone keypad. Tap anywhere outside it to exit.



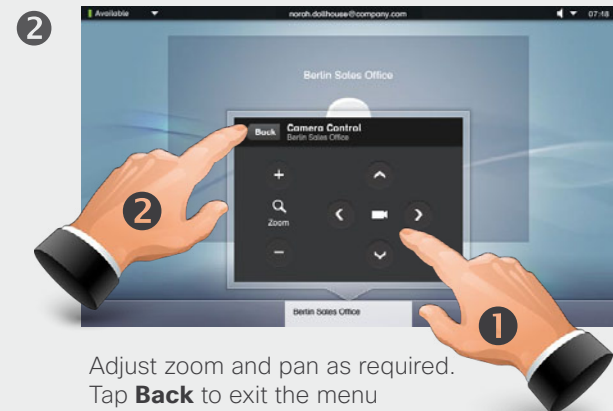
Far end camera control

If the other end point permits it, you may control their camera. This is known as **Far end camera control**.

If the other camera cannot be controlled, nothing happens.



Tap the name along the bottom line (1) and then tap **Camera Control** (2)



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

Sharing contents—conducting presentations

1

You may share contents while in a call.



Note! You must be in a call to be able to share contents. Your presentation source must be powered and active as well as connected. Otherwise the **Presentation** icon (button) will fail to appear.

2



Once you are in a call—and the presentation source is connected, powered and active—the **Presentation** icon (button) will appear. In a call tap **Presentation** ...

3



... then tap **Present** to start sharing contents.

4



Tap **Present** followed by **Stop Presenting** to stop sharing contents.

Chapter 4

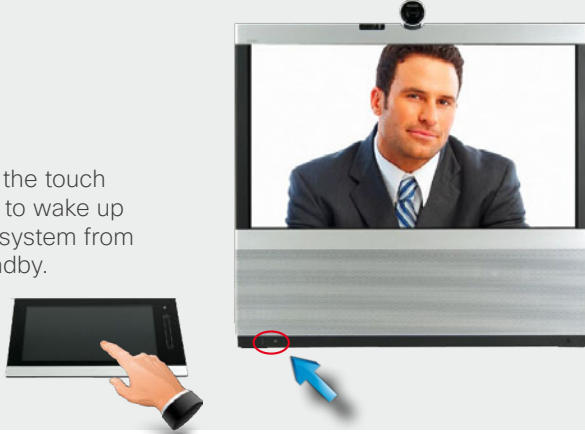
The settings—using the Cisco Telepresence Touch

Your EX60 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 screen controller provides access to a limited set of parameters only.

Setting the EX60 in standby

Outside a call, you may have the unit enter standby mode by touching the **Power** button on the main unit (the screen). The *Standby* dialog is displayed and the unit enters standby immediately. This does not work when you are in a call.

Tap the touch pad to wake up the system from standby.



Reverting to factory default settings

To revert to the factory default settings, do as follows:

1. Disconnect the power cord.
2. Reconnect the power cord—a green light will illuminate shortly after.
3. Press the **Power** button as soon as the green light appears. Keep it depressed for 15 seconds or so, until the green light starts flashing.
4. Release the button and press twice within 2 seconds. All settings will now revert to factory default settings.

Shutting down the EX60

Outside a call, press the **Power** button until the *Shutdown progress bar* is filled completely.

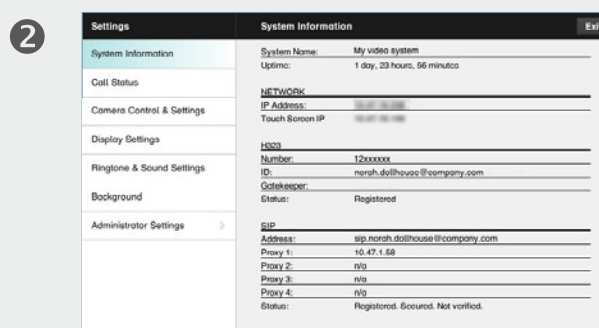
Release the button and the unit will go in shutdown in just a few seconds.



To start the system again, press the **Power** button until the LED illuminates (green light).

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** provides all the system information at a glance.

Scroll down to also see status on video inputs (DVI and HDMI).

Settings	System Information Exit
System Information	<p>System Name: My video system</p> <p>Uptime: 1 day, 23 hours, 56 minutes</p>
Call Status	
Camera Control & Settings	<p>NETWORK</p> <p>IP Address: 10.47.1.58</p> <p>Touch Screen IP: 10.47.1.58</p>
Display Settings	<p>H323</p> <p>Number: 12xxxxxx</p> <p>ID: norah.dollhouse@company.com</p> <p>Gatekeeper:</p> <p>Status: Registered</p>
Ringtone & Sound Settings	
Background	
Administrator Settings >	<p>SIP</p> <p>Address: sip.norah.dollhouse@company.com</p> <p>Proxy 1: 10.47.1.58</p> <p>Proxy 2: n/a</p> <p>Proxy 3: n/a</p> <p>Proxy 4: n/a</p> <p>Status: Registered. Secured. Not verified.</p>
	<p>SOFTWARE</p>

Call Status

The **Call Status** pane provides in-call information on such things as call rate and frame rate, protocols used, packet loss and jitter.

Settings	Call Status	Exit
System Information	Remote URI: peer.gynt@himself.enough.no	
Call Status	Call Rate: 768 Encryption Type: None	
	Protocol: sip	Encryption Off
Camera Control & Settings	VIDEO	
	Transmit	Presentation Receive Presentation
	Protocol: H264	Off H264 Off
Display Settings	Resolution: 768x448	n/a 768x448 n/a
	Frame Rate: 30	n/a 29 n/a
Ringtone & Sound Settings	Channel Rate: 704 kbps	n/a 664 kbps n/a
	Total Packet Loss 0.0%	0.0%
	Current Packet Loss 0.0%	0.0%
Background	Jitter: 1 ms	2 ms
Administrator Settings	AUDIO	
	Transmit	Receive
	Protocol: AACLD - Mono	AACLD - Mono
	Channel Rate: 63 kbps	63 kbps
	Total Packet Loss 0.0%	0.0%
	Current Packet Loss 0.0%	0.0%
	Jitter: 2 ms	0 ms

Camera Control and 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 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.

Settings	Camera Control & Settings	Exit
System Information	Whitebalance <div> <input checked="" type="button" value="Auto"/> <input type="button" value="Manual"/> </div>	
Call Status	Whitebalance (1) <div> <input type="text" value="1"/> <input type="range" value="16"/> <input type="text" value="16"/> </div>	
Camera Control & Settings	Exposure <div> <input checked="" type="button" value="Auto"/> <input type="button" value="Manual"/> </div>	
Display Settings	Exposure (1) <div> <input type="text" value="1"/> <input type="range" value="31"/> <input type="text" value="31"/> </div>	
Ringtone & Sound Settings	Backlight compensation <div> <input checked="" type="button" value="OFF"/> <input type="button" value="ON"/> </div>	
Background		
Administrator Settings >		

Display Settings

The **Display settings** let you adjust:





Preferred brightness by moving the *Brightness* slider.

The color balance. There are four preset color settings (**Cold**, **Neutral**, **Warm** and your own (**Custom**)) available.

When you select **Custom**, you may use the **Red**, **Green** and **Blue** sliders to specify your own setting.

The DVI mode can be set to automatically detect the type of video signal received, or forced to analog or digital.

The DVI mode is used when the unit is connected to a PC to serve as a PC monitor.

Settings	Display Settings	Exit
System Information	Brightness (50) 0  100	
Call Status	Colors Cold Neutral Warm Custom	
Camera Control & Settings	Red (50) 0  100	
Display Settings	Green (50) 0  100	
Ringtone & Sound Settings	Blue (50) 0  100	
Background	DVI Mode Auto Digital Analog	
Administrator Settings >		

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.

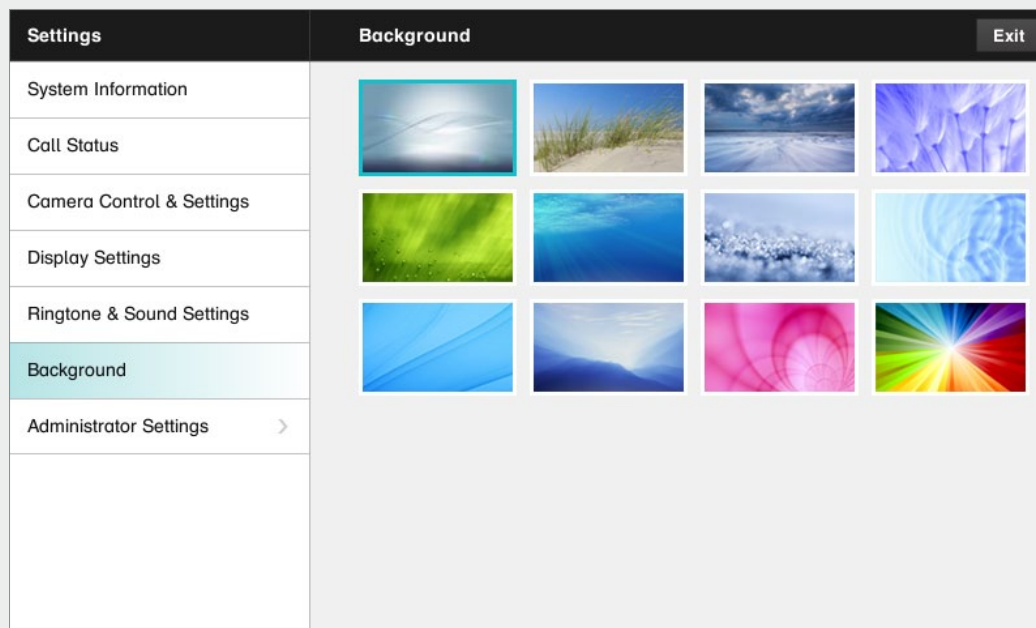
Note how the settings chosen are indicated. In the example shown, Keytones are set to Off.

Settings	Ringtone & Sound Settings	Exit
System Information	Keytones <div> <input type="button" value="OFF"/> <input type="button" value="ON"/> </div>	
Call Status	Ringtone volume (50) <div> 0  100 </div>	
Camera Control & Settings	Ringtone <div> <input checked="" type="radio"/> Marbles <input type="radio"/> IceCrystals <input type="radio"/> Polaris </div>	
Display Settings	<div> <input type="radio"/> Alert <input type="radio"/> Discreet <input type="radio"/> Fantasy </div>	
Ringtone & Sound Settings	<div> <input type="radio"/> Jazz <input type="radio"/> Nordic <input type="radio"/> Echo </div>	
Background	<input type="radio"/> Rhythmic	
Administrator Settings >		

Background

The background image on the touch screen controller can be changed.

Tap one of the small images to use it as background image.



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.

Settings	Administrator ...	Date, Time & Location	Exit
Date, Time & Location		Time format <div>24h 12h</div>	
Call Settings		Date format <div>dd.mm.yy mm.dd.yy yy.mm.dd</div>	
IP Settings		Time zone <div>- GMT+01:00 (Amsterdam, Berlin, Bern, R +</div>	
H323 Settings		Date and time <div>Auto Manual</div>	
SIP Settings		<div>Hour Minute Year Month Day</div> <div> <div>+</div> <div>+</div> <div>+</div> <div>+</div> <div>+</div> </div> <div> <div>13</div> <div>11</div> <div>2011</div> <div>Jan</div> <div>31</div> </div> <div> <div>-</div> <div>-</div> <div>-</div> <div>-</div> <div>-</div> </div>	
Provisioning			
EMC Resilience Mode			

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.

Settings	Administrator ...	Call Settings	Exit
Date, Time & Location		Auto Answer <div> <div>OFF</div> <div>ON</div> </div>	
Call Settings		Auto Answer Delay <div> <div>-</div> <div>0s</div> <div>+</div> </div>	
IP Settings			
H323 Settings		Call Rate	
SIP Settings		Default Call Rate (768) <div> <div>-</div> <div>768</div> <div>+</div> </div>	
Provisioning		Max Incoming Bandwidth (6000) <div> <div>-</div> <div>6000</div> <div>+</div> </div>	
EMC Resilience Mode		Max Outgoing Bandwidth (6000) <div> <div>-</div> <div>6000</div> <div>+</div> </div>	
		Default Call Protocol (Sip) <div> <div>H323</div> <div>Sip</div> </div>	

The **IP settings** pane f lets you specify:

- The use of **DHCP** or **Static** IP addresses. If you decide to use **Static**, make sure you tap **Save** before leaving the menu.

Settings	Administrator ...	IP Settings	Exit
Date, Time & Location			
Call Settings			
IP Settings			
H323 Settings			
SIP Settings			
Provisioning			
EMC Resilience Mode			

IP assignment

DHCP**Static**

IP address10.47.19.219

Subnet mask255.255.255.0

Gateway10.47.19.1

Save

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.

Settings	Administrator ...	H323 Settings	Exit
Date, Time & Location	H323 number	559171	
Call Settings	H323 id	peer.gynt@himself.enough.com	
IP Settings	Gatekeeper discovery	<input checked="" type="radio"/> Auto <input type="radio"/> Manual	
H323 Settings	Gatekeeper address	10.47.1.58	
SIP Settings	Authentication mode	<input type="radio"/> OFF <input checked="" type="radio"/> ON	
Provisioning	Login name		
EMC Resilience Mode	Password		
			Save

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.

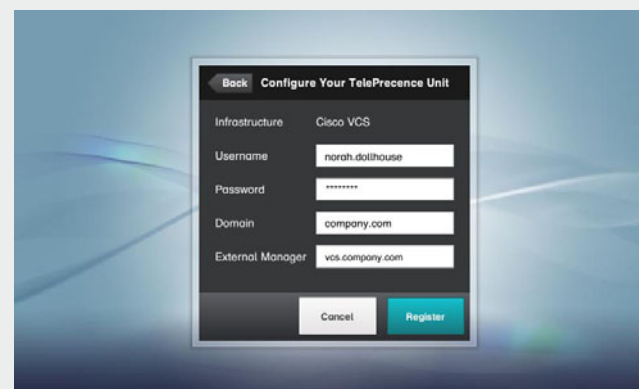
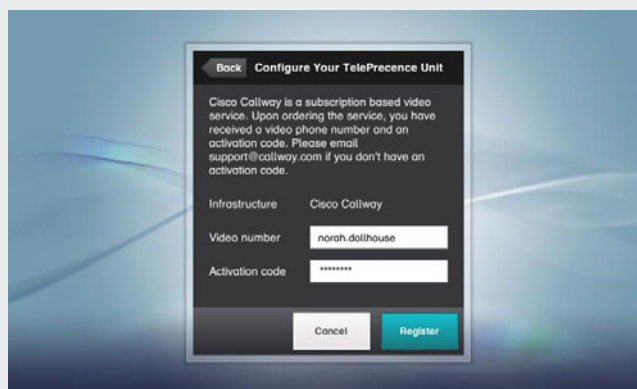
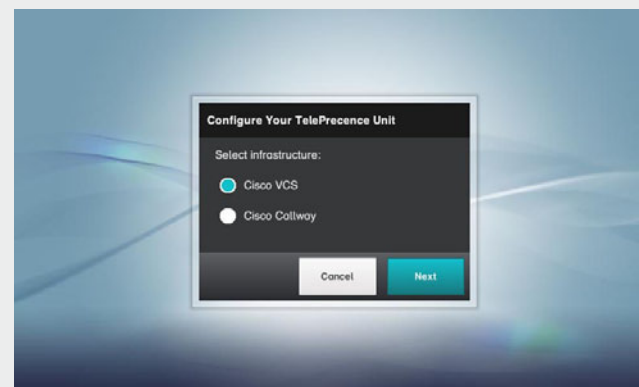
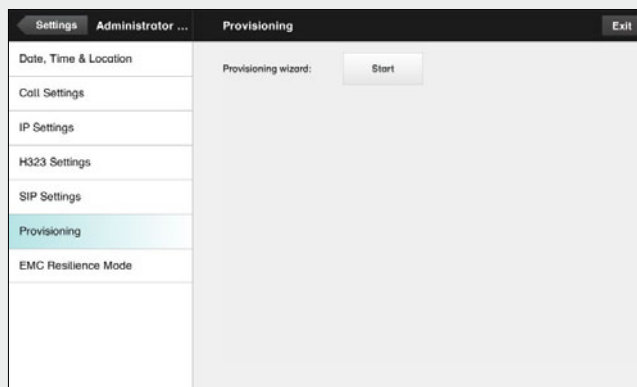
Be sure to:

- Tap **Save** to put settings into effect.

Settings	Administrator ...	SIP Settings	Exit
Date, Time & Location	URI	<input type="text" value="sip:peer.gynt@himself.enough.com"/>	
Call Settings	Default transport	<input checked="" type="radio"/> TCP <input type="radio"/> UDP <input type="radio"/> TLS <input type="radio"/> Auto	
IP Settings	Proxy type	<input type="button" value="-"/> <input type="text" value="Standard"/> <input type="button" value="+"/>	
H323 Settings	Proxy discovery	<input checked="" type="radio"/> Auto <input type="radio"/> Manual	
SIP Settings	Proxy address	<input type="text" value="10.47.1.58"/>	
Provisioning	Login name	<input type="text"/>	
EMC Resilience Mode	Password	<input type="password"/>	
		<input type="button" value="Save"/>	

Administrator Settings—Provisioning

Provisioning connects you to 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–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 nobody obviously did so.

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

Settings	Administrator ...	EMC Resilience Mode	Exit
Date, Time & Location		EMC Resilience Mode:	<input type="button" value="OFF"/> <input checked="" type="button" value="ON"/>
Call Settings			
IP Settings			
H323 Settings			
SIP Settings			
Provisioning			
EMC Resilience Mode			


Chapter 5

The web interface

www.cisco.com

Entering the web interface

Key in the IP address of your EX60 in your browser to access its web interface. A detailed description of the options available can be found in the Administrator guide for this product. The Administrator guide is available separately for download.



Signed in : admin

System Information
[Call](#)
[Snapshot](#)
[Users](#)
[Change Password](#)
[Wallpaper](#)
[Logon Banner](#)
[Upload Certificates](#)
[Audit Certificate](#)
[Logs](#)
[XML Files](#)
[Upgrade Software](#)
[Advanced Configuration](#)
[Restart](#)
[Sign Out](#)

System Info

My Codec

System name: My System
Product: Cisco TelePresence EX60
IP address: 192.168.1.128
Valid release key: Yes

Software version: TC4.0
Module serial number: BA9876543210
MAC address: 00:33:66:99:CC:FF
Installed options: NaturalPresenter, MultiSite, PremiumResolution

H323

Number: 1234567
ID: firstname.lastname@company.com
Gatekeeper: 192.168.1.1
Status: Registered

SIP

Address: sip.firstname.lastname@company.com
Proxy: 192.168.1.1
Status: Registered

Login Info

Last successful login: Tue Oct 26 15:05:08 2010
Number of unsuccessful login attempts since last logon: 0
Password expires in: Never

Security

Strong security mode: Disabled

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