Cisco TelePresence

EX60 & EX90

TC7.0
User
Guide

CISCO

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.

Before you start to use the video system, you may want to ensure that important parts of the equipment are set as you like them to, for example that the camera shows you, rather than something else.

If you are new to video conferencing you may want to read through the article *Best practice* on the next page.

Getting up and going

Getting up and going
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.

Getting up and going
Connecting the EX60
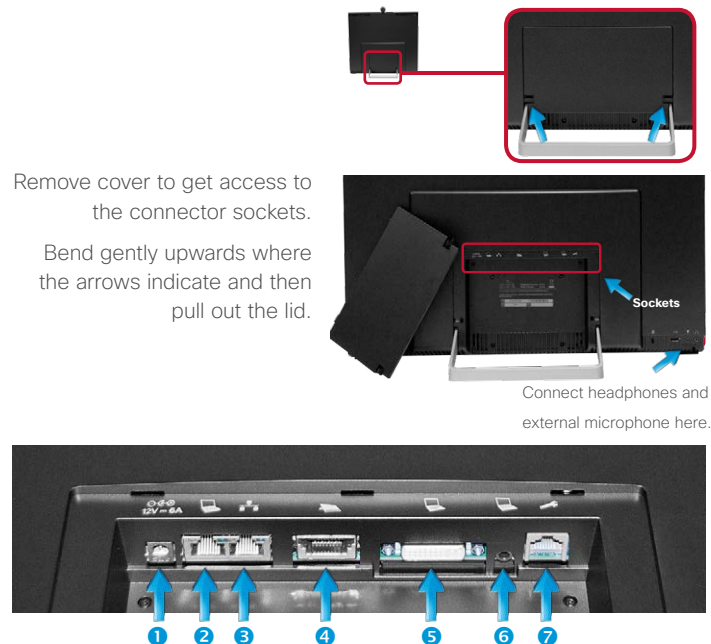
Remove cover to get access to the connector sockets.

Bend gently upwards where the arrows indicate and then pull out the lid.

Sockets

Connect headphones and external microphone here.

❶ ❷ ❸ ❹ ❺ ❻ ❼

❶ Connect power here.

❷ Connect your PC here if you need to share a single LAN connection with the EX60.

❸ Connect your EX60 to the LAN.

❹ Connect the touch screen controller.

❺ DVI socket to use the EX60 as a PC screen.

❻ Mini-jack socket for PC audio.

❼ For service and maintenance.

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.

Screen resolution. A resolution of 1920 × 1080 is recommended. However, other resolutions may also be used as shown below.

Digital input via DVI	Analog input via DVI
1920 × 1200 (not full screen)	
1920 × 1080 (recommended)	1920 × 1080 (recommended)
1776 × 1000 (not full screen)	
1680 × 1050	1680 × 1050
1600 × 1200 (not full screen)	1600 × 1200 (not full screen)
1440 × 900	1440 × 900
1400 × 1050 (not full screen)	
1280 × 1024 (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)	1024 × 768 (not full screen)
960 × 600 (not full screen)	
800 × 600 (not full screen)	800 × 600 (not full screen)

If you choose to use your EX60 as your PC screen, connect your PC to the sockets on the rear panel as shown below left. A resolution of 1920 × 1080 is recommended. However, other resolutions may also be used as shown in the left table.

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.

In a call you may view your PC screen without sharing it with the remote site(s). If the thumbnail image showing the other participants obstructs important parts of your PC-screen you may move it in the same way as you may with a PiP (see "Moving the self-view PiP" on page 27).

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.
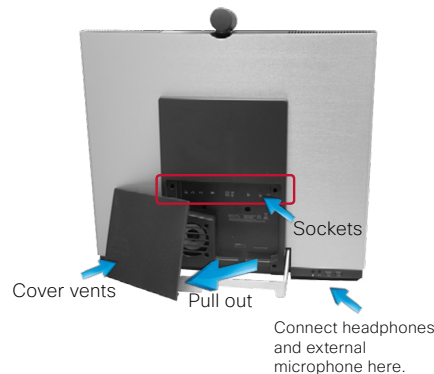
Connecting the EX90

Remove cover to get access to the connector sockets.

The cover is vented in the lower left corner (external view) due to the rear mounted loudspeaker.

When mounting the cover back on, make sure the vents are where the speaker is (as shown).

Cover vents   Pull out   Sockets

Connect headphones and external microphone here.

❶ Connect your PC here if you need to share a single LAN connection with the EX90.
❷ Connect your EX90 to the LAN.
❸ USB socket (for future use).
❹ Connect the touch screen controller.
❺ HDMI In (inner socket) and HDMI Out* (outer socket).
❻ Connect PC video (for use as your PC screen)
❼ Connect PC audio
❽ Connect power here.

* HDMI out is used when connecting an extra monitor (typically for presentations).

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

Digital input via DVI	Analog input via DVI
1920 × 1200 (recommended)	1920 × 1200 (recommended)
1920 × 1080	
1776 × 1000 (not full screen)	
1680 × 1050	1680 × 1050
1600 × 1200 (not full screen)	1600 × 1200 (not full screen)
1440 × 900	1440 × 900
1400 × 1050 (not full screen)	
1280 × 1024 (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)	1024 × 768 (not full screen)
960 × 600 (not full screen)	
800 × 600 (not full screen)	800 × 600 (not full screen)

- You may connect an external monitor to your EX90 to have it work with two monitors at the same time. The second monitor can be configured to show presentations instead of having everything on a single screen.

- To enable the use of a second monitor the system must be configured for it. This is done via the web interface using the Video DefaultPresentationSource setting. Doing so is described in the EX90 Administrator Guide which is available separately for download .

If you choose to use your EX90 as your PC screen, connect your PC to the sockets on the rear panel as shown below left. A resolution of 1920 × 1200 is recommended. However, other resolutions may also be used as shown in the left table.

Your EX90 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.

In a call you may view your PC screen without sharing it with the remote site(s). If the thumbnail image showing the other participants obstructs important parts of your PC-screen you may move it in the same way as you may with a PiP (see "Moving the self-view PiP" on page 28).

Screen resolution must be set via the web interface, using the Video Output HDMI [1] Resolution setting. For details on this, see the EX90 Administrator Guide, which is available separately for download.
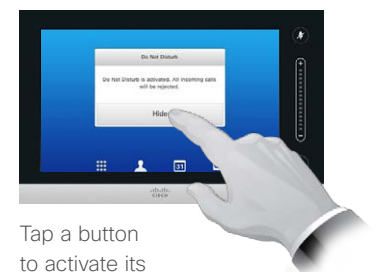
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Getting up and going
A tour of the touch screen

Operating tips

Tap the upper left corner to activate/deactivate the *Do not disturb* feature, to activate/deactivate the *Standby* feature, and to access the *Settings*.

Tap the **?** to contact or access the *Help desk*, if available.

Tap the **Camera** icon to activate self-view and camera settings.

Tap the **Headphones** icon to select between loudspeaker and headphones.

Time of day is indicated in the upper right corner.

Tap to mute/unmute microphone.

Adjust volume here (tap and drag).

Any messages to you while you were away will be indicated here.

Bernhard Johnsson

09:07

Tap **Dial** to invoke the dial pad.

Tap **Contacts** to invoke the list of contacts including *Favorites*, *Directory* and *History*.

Tap **Meetings** to invoke a list of upcoming scheduled meetings.

Tap **Messages** to invoke the voice mail system, if applicable.
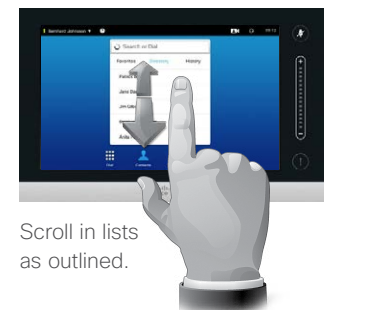
Tap the touch screen to wake up the system, if needed.

Tap a button to activate its function.

Scroll in lists as outlined.

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.

Getting up and going
Self-view and camera

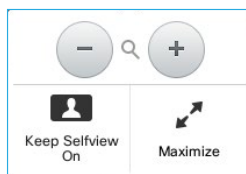About self-view

Tap **Self-view**, as outlined.

The self-view (the outgoing video from your system) will then be shown full screen.

No image? Open the privacy cover, as outlined.

EX90 only:

Tapping **Self-view** wil provide you with this dialog box, allowing you to adjust camera zoom and decide whether to keep the the self-view on and whether to maximize it or not.

The camera can be tilted, if needed, to serve as a document camera. Image will be flipped upside down to show it correctly to those you speak to (the other side).

Before the meeting starts we recommend that you check the self-view of your video system.

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

Getting up and going
Do not disturb me

About Do not Disturb

1

Tap in the upper left corner, as outlined.

2

Tap **Available** or **Do not Disturb**, as outlined.

3

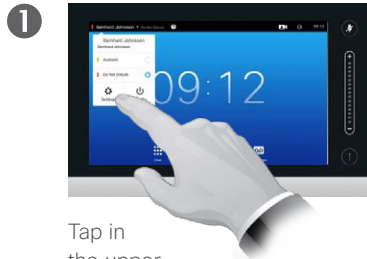

Tap anywhere outside the menu to exit the menu, putting changes into effect.

Your system can be set to not respond to incoming calls. You may use it to call others as much as you want.

Ringtones

About ringtones

You may personalize the ring tone and its volume, if you wish. You may also set keytones to *On* (a sound will appear when tapping a "button") or to *Off*.

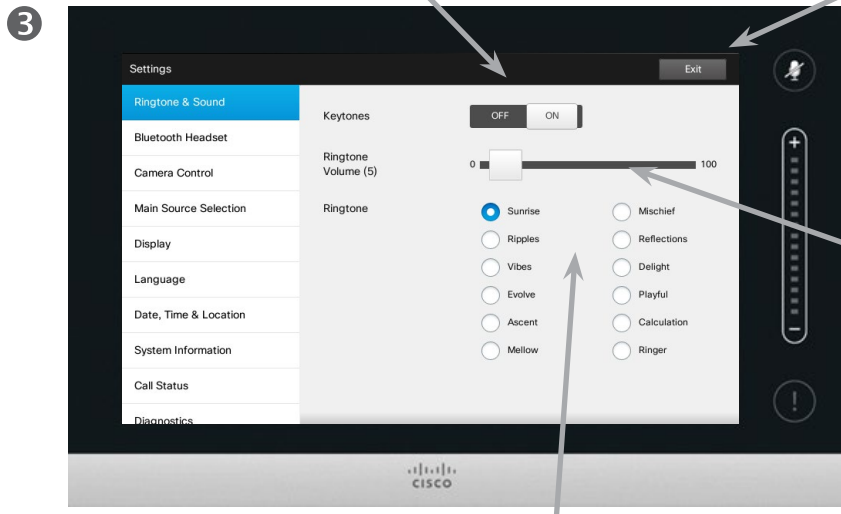Note that access to this menu may have been password protected by your video support team.

❶ Tap in the upper left corner of the screen and then tap **Settings** to invoke the *Settings* menu, as outlined.
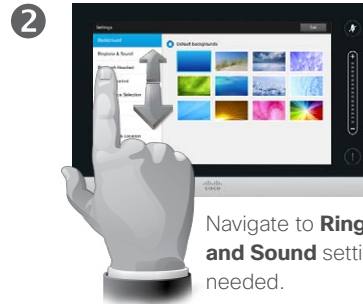
❷ Navigate to **Ringtone and Sound** settings, if needed.

Activate (*On)* or deactivate (*Off*) the keytones here. In this example *Keytones* are set to *On*.

Exit the menu by tapping here.

❸

Settings		Exit
Ringtone & Sound	Keytones	OFF ON
Bluetooth Headset		
Camera Control	Ringtone Volume (5)	0 ▬ 100
Main Source Selection	Ringtone	◉ Sunrise ○ Mischief
Display		○ Ripples ○ Reflections
Language		○ Vibes ○ Delight
Date, Time & Location		○ Evolve ○ Playful
System Information		○ Ascent ○ Calculation
Call Status		○ Mellow ○ Ringer
Diagnostics		

Set the Ringtone volume here.

Select a ring tone. You will hear the ring tones as you tap on them.

Getting up and going
Logging onto a system with your own credentials

About hot-desking

❶

Tap **Sign In**, as outlined.

❷

Select your profile, as outlined.

❸

Input your credentials and tap **SIGN IN**, as outlined.

Video systems located in meeting rooms and quiet rooms 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.
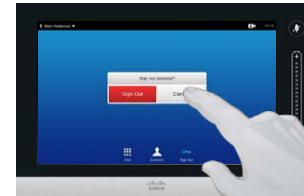
❹
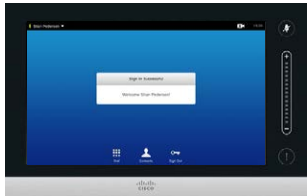
The system will confirm a succesful sign-in. You will now receive calls destined for you.

❺

To sign out tap **Sign-out**, as outlined.

❻

You will be prompted to confirm your intentions.

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Video meetings between two parties only are often referred to as Point-to-Point video calls, as opposed to video conferences which may involve several parties physically located miles apart.

This part of the user guide deals with point-to-point calls. Video conferencing is outlined in the next chapter of this guide.

Video meetings
Point-to-point

Point-to-point video calls
Placing a call using name, number or address

About placing calls

1
09:07

Tap **Dial**, as outlined, to invoke the numerical dialpad.

2
If you are going to place the call using a number, key in that number and then tap the green **Call** button.

3
If you prefer to use the alphanumerical keyboard instead, tap **Keyboard** (⌨), as outlined.

Tap **More** (•••) to gain access to further options before you place the call. These are explained on the following pages.

4
Key in the name or address of the recipient.

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, as outlined.

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

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 *History* 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 *Managing Contacts*.

How to call someone listed in the *Favorites, Directory* or *History* list is described on the next page.

Calling extensions. Sometimes you may be urged to enter touch tones (DTMF) 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.

Point-to-point video calls
Calling contacts

About the lists of Contacts

To search for someone, tap the **Search or Dial** field to invoke the virtual keyboard and then key in the name or number. Matches will appear as you type. All three lists will be examined for possible matches.
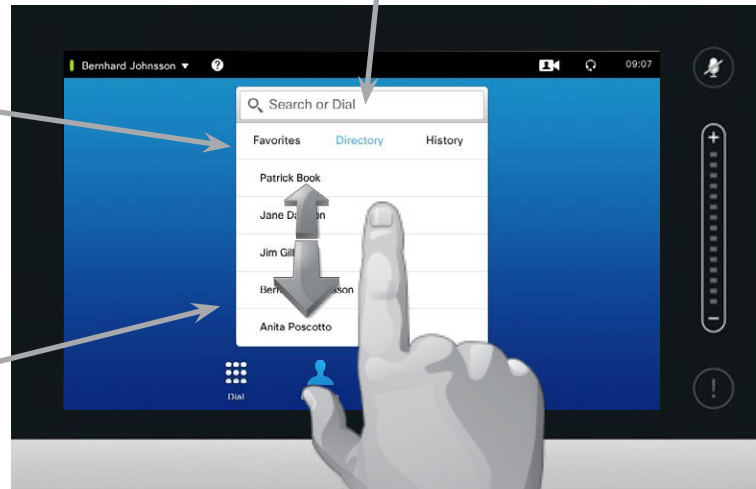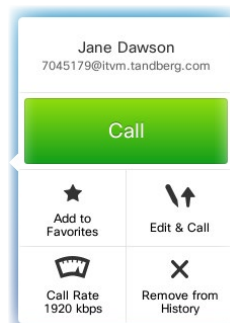
❶

If you are going to look in a specific list only, tap the corresponding tab (**Favorites**, **Directory**, or **History** first.

Any matches will appear here. Tap to select an entry. The selected entry will appear on a blue background.

To locate an entry, you may also scroll through a list as you would do on a smartphone.

Tap to select an entry.

❷

When an entry has been located and selected the *Call* menu will appear.

Tap **Call** to place the call. There are some options available. These are always context sensitive, which means that meaningless options are not shown. For example **Add to Favorites** is not available for entries already residing in the list of *Favorites*.

You will find more on the options on the following pages.

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 System Administrator.

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

You may clear the *History* list for privacy reasons, see "History" on page 48.

The following options apply:

■ You may key in a name and number 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 History, see the following page for more on this.

Point-to-point video calls
Adding an entry to Favorites, before placing the call

About the list of Favorites

Favorites are contacts 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.

1
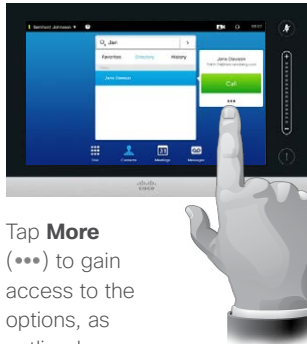
Tap **More** (•••) to gain access to the options, as outlined.

2

Tap **Add to Favorites**, as outlined.

3

The virtual keyboard will now be invoked. Apply changes, if required.
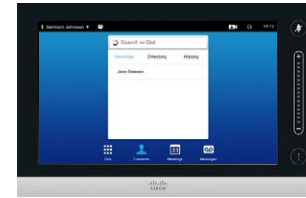
4

Once the changes have been applied, tap **Close**, as outlined.
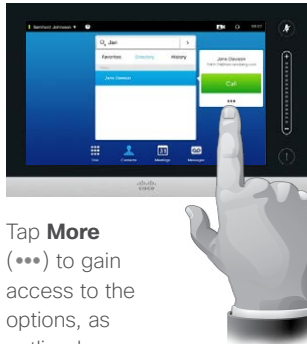
5

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

6

The list of Favorites will now be displayed confirming succesful operation.

Editing an entry, before placing a call
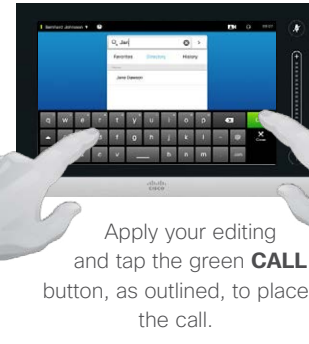
1

Tap **More** (•••) to gain access to the options, as outlined.

2

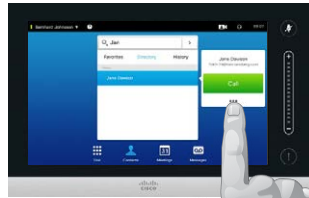Tap **Edit & Call**, as outlined. This will invoke the virtual keyboard.

3

Apply your editing and tap the green **CALL** button, as outlined, to place the call.

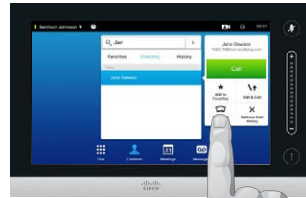# Changing the call rate, before placing a call

About call rate

❶

Tap **More** (•••) to gain access to the options, as outlined.

❷

Tap **Call Rate**, as outlined.

❸

Change the call rate by moving the slider, as outlined.

Call rate is the term used to express the amount of bandwidth allocated to the call in kbps (kilobits per second). The higher the call rate is the better the quality will be.
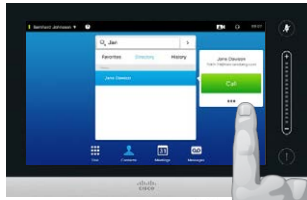
Why would you like to change this? In most cases you will use it to avoid choking the video call when you try to call someone at a higher rate than their system and connection supports.

Point-to-point video calls
Removing entries in the History list, before placing a call

About entries removal

Removing a single entry:

1

Tap **Remove from History**, as outlined.

2

Tap **Remove** to remove the entry from the list or **Cancel** to leave the menu without removing

3

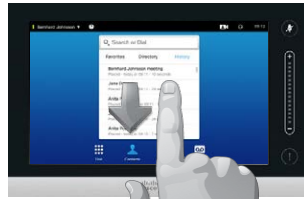Tap **Remove** to remove the entry from the list or **Cancel** to leave the menu without removing

Clearing the entire History list:

1

Tap **Contacts**, if needed.

2

Scroll as outlined to get to the top of the list.

3

Tap **Clear History**, as outlined.

For privacy reasons you may want to remove an entry from the *History* list or clear the entire list.

The same persons may have called you (or you called them) several times. Each such call will create an entry in the *History* list.

Note that if you choose to remove a single entry in the list, any other instances of that entry will not be removed from the list.

Receiving a call

If someone calls you
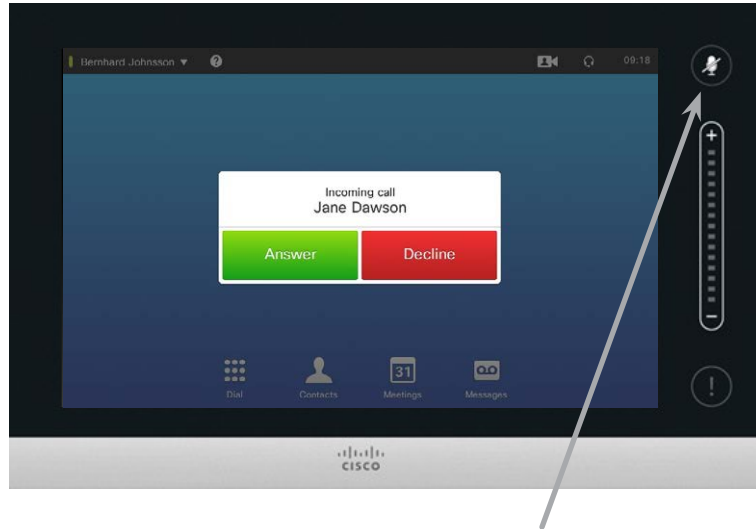
If you set up the system to respond to incoming calls automatically (*Auto Answer*) you may want to mute the system microphone(s), to preserve privacy.

Microphone(s) are muted if this symbol is illuminated in red. To mute / unmute the microphone(s), tap the symbol.

- If someone calls you may accept or decline the call.
- If you decline the call, busy information will be sent to the calling party.
- You may want to set your system to respond automatically to an incoming call (*Auto Answer*). This is described in "Administrator Settings—Call Details" on page 66. Observe that your Video Support Team may have password protected this area.
- If you choose to activate *Auto Answer* you may want to mute the microphone to preserve privacy. This must be set up manually every time.

Being in a call, receiving another call

About the options

The identity of the new incoming call.

Decline the incoming call and carry on as you have been doing.
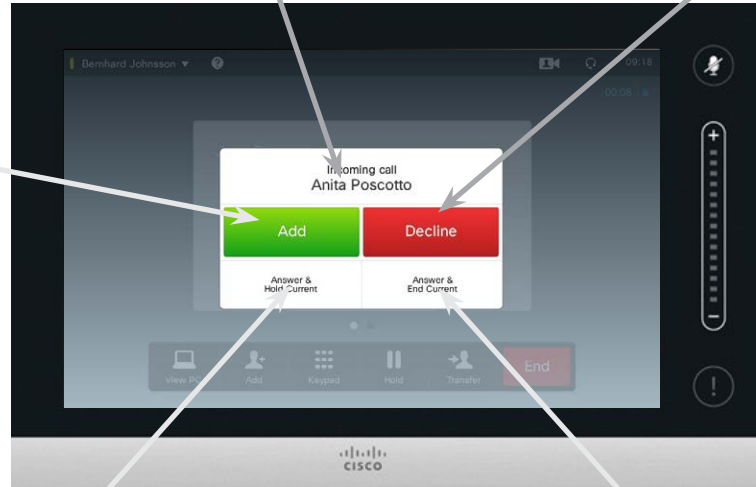
Add: If your system is equipped with the MultiSite option (EX90 only), or otherwise configured with conferencing capabilities, you may merge the incoming call with the existing. For details on this see
"Being in a call, receiving another call" on page 32

For systems without MultiSite installed, the incoming call may still be merged, but as an audio-only call (not shown).

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

Read more about this in the chapter "Video Conferencing" on page 30

Bernhard Johnsson ▾

Incoming call
Anita Poscotto

Add

Decline

Answer &
Hold Current

Answer &
End Current

View P...   Add   Keypad   Hold   Transfer   End

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Accept the incoming call, while holding the current call or group of calls.

Accept the incoming call, while ending the current call or group of calls.

Transferring a call to someone else

About transfer

❶

In a call tap **Transfer**, as outlined.

❷

Locate whom to call in the usual way.

❸

Place the call in the usual way.

❹

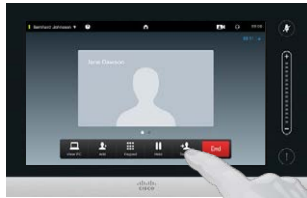Tap **Complete transfer**—see also text in side bar.

❺

The call will now be transferred.

Basically, you have two options when transferring calls; viz. unattended and consultative transfer.

The scenario described on this page is the unattended transfer, where you transfer the call to someone else without consulting that person before the transfer is carried out.
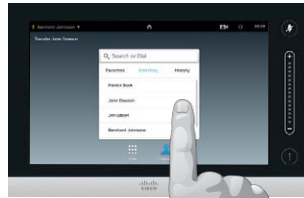
If you consult the person first, you will transfer after having used the swap feature—see the next page for more on this.
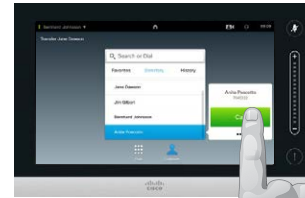
Point-to-point video calls
In call with two parties, but one at a time

About this feature

This feature allows you to be in a call with two parties, but one at a time only.

You may swap whom you are in call with, and you may connect the two together, while you leave the call.

1

Assume that you are in a call. Tap **Hold**, as outlined.

2

Tap **+ Place New Call**, as outlined, or tap **Resume** to go back to the one you were in call with (to undo your action).

3

Locate whom to call in the usual way.

4

Place the call in the usual way.

5

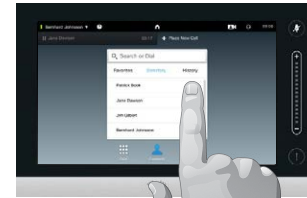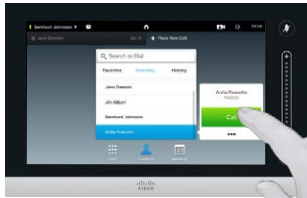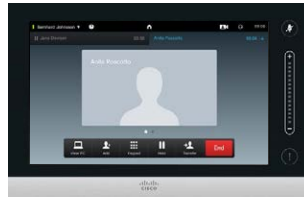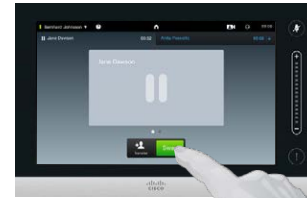You are now in the new call while the one you were in call with still is on hold.

6

Tap **Swap** to go between the two parties and **Transfer** to connect the two together while you leave the call.

Point-to-point video calls
Shared lines

About this feature

If there is activity on the shared line, this will be indicated as outlined.

Video systems used in call centers may be set up to share a common line so that anyone of those sharing a line may respond to an incoming call.
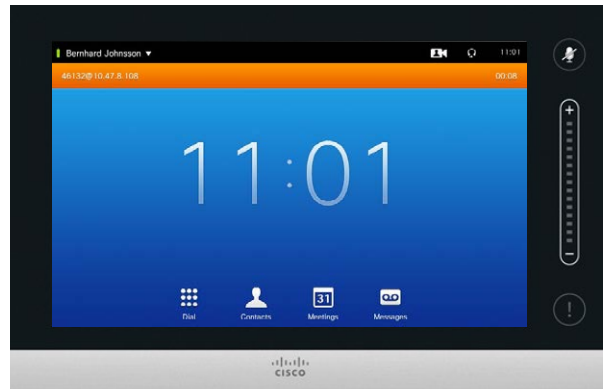
If someone on the shared line has put herself on hold, you may pick that call up by tapping **RESUME**, as outlined.
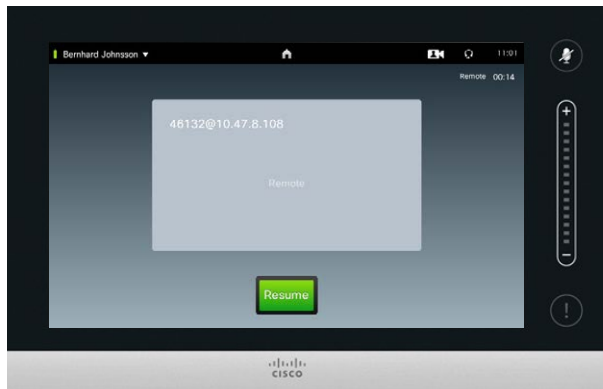
If the current call has not been put on hold, you may barge in by tapping **Barge**.

Point-to-point video calls
Touch tones (DTMF) in a call

About DTMF

In a call you may be prompted to submit numbers to be able to reach an extension or otherwise enter into something (for example with a PIN-code).

To be able to submit this you will need a keypad on the Touch screen.

The technical term used with this is DTMF (Dual Tone Multi-Frequency), which describes what actually takes place.
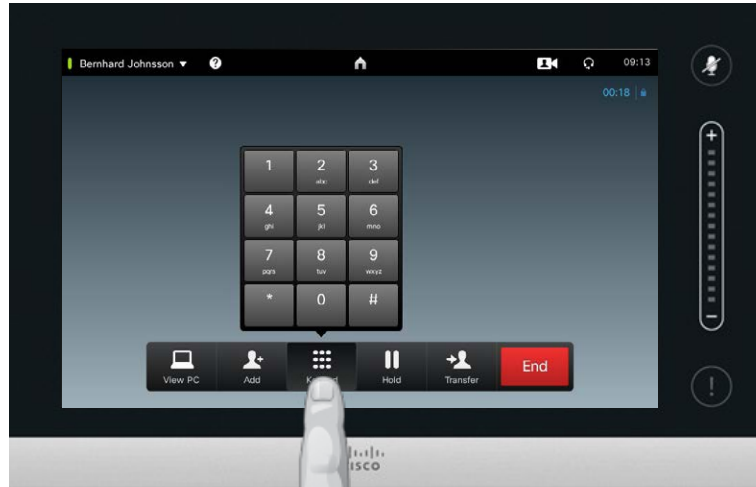
In a call, tap **Touch Tones**, as outlined.

Point-to-point video calls
Obtaining more information about the participants

About this feature

Do as outlined to invoke a list of the participants and their status. In a point-to-point call the list will be populated with the two participants only.

In a call, swipe your finger horizontally across the screen from left to right, as outlined...

...or tap the little dot below the avatar not shown in white, as outlined.

Point-to-point video calls
Adding the other party to Favorites, while in a call

About this feature

❶

In a call, tap the avatar.

❷

Tap **Add To Favorites**, as outlined.

❸

Edit the entry, if needed.

❹

Tap **Close**, to hide the keyboard, as outlined.

❺

Tap **Save** to *add new Favorite*, as outlined

There are several ways to add someone to the list of Favorites and one of them allows you to do this while in a call.

You may, after a call, realize that you should have added the one you were in call with to the list of Favorites. To do this use *History* and *Add To Favorites* from there.

More on this can be found in the chapter "Managing Contacts" on page 47.

Point-to-point video calls
Controlling the camera of the other participant

About camera control

1

In a call, tap the avatar.

2

Tap **Camera**, as outlined

3
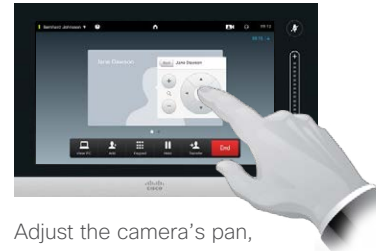
Adjust the camera's pan, zoom and tilt.

4

Tap **Back** to exit the menu, as outlined.
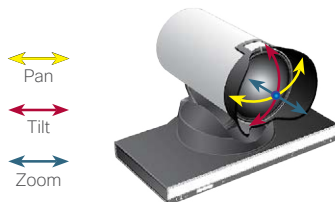
Pan

Tilt

Zoom

Within video conferencing the term *far end* is often used to refer to the one you are talking to.

Likewise, the term *near end* is often used to refer to your side of the video meeting.

The ability to control the far end camera requires that the far end system camera is remotely controlable. The feature cannot be applied to systems with a manual camera adjustment (such as the EX60 and EX90).

You will not have access to any presets that may exist on the far end video system.

Point-to-point video calls
Moving the self-view PiP

Why move the self-view?

❶

Tap the **Self-view icon**, as outlined to invoke the self-view, if needed.

❷
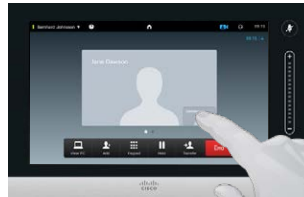
Press and hold your finger within the self-view area, as outlined.

❸

As soon as it turns blue drag the self-view to the new location. Possible locations are indicated, as outlined.

❹

Once you reach the location you want to have it in, lift your finger from the touch screen.

❺

The self-view will now assume the new location.

The self-view 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 self-view appears as a PiP (Picture-in-Picture).

From time to time you may want to have the self-view activated during the meeting.

It may happen that the current position of the self-view blocks important parts of the image on your screen. You may therefore want to move it.

Point-to-point video calls
Resizing the self-view PiP

Why resize the self-view?

❶

Tap the **Self-view icon**, as outlined to invoke the self-view, if needed.

❷
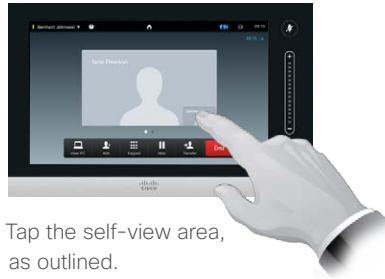
Tap the self-view area, as outlined.

❸
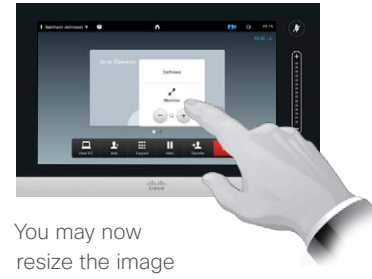
You may now resize the image by means of the **–** and **+** buttons. You may also tap **Maximize** to get a full-screen self-view.

Repeat the process to minimize, or deactivate the self-view by tapping the self-view icon again.

The self-view 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 self-view appears as a PiP (Picture-in-Picture).

From time to time you may want to have the self-view activated during the meeting.

You may want to resize the self-view image to get a better view of what the other participant(s) see from your system

By adding participants to an ongoing video call, your video meeting will be expanded into a video conference.

Video Conferencing

Video conferencing
Creating a video conference

Video conferencing using an external MCU (with or without Multiway)

Any limitations
to the number
of simultaneous
participants will
depend entirely on
the configuration
implemented.

Point-to-point

Participant 1

External
MCU

Point-to-point

Point-to-point

Participant 2

Participant 3

Video conferencing using MultiSite (an equivalent to an embedded MCU)

The maximum number
of simultaneous
participants is four
(yourself included)
plus one audio-only
call.

Participant 1

Participant 2

Participant 3

Participants 2 and 3 experience this call as
a point-to-point call with an MCU. They will
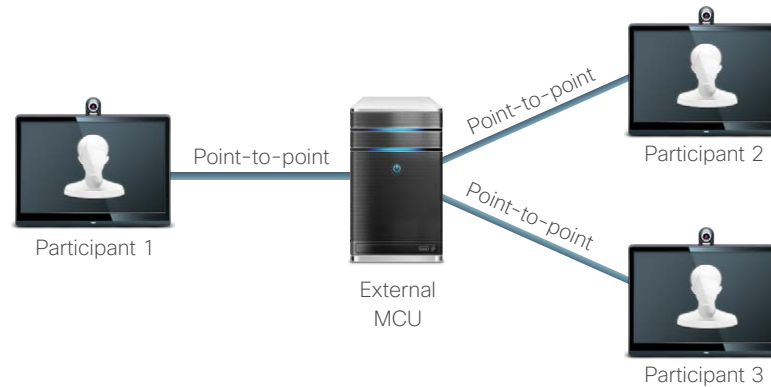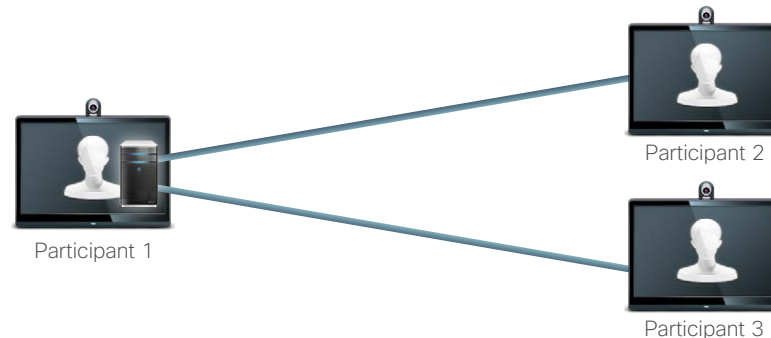therefore not need to have any conferencing
abilities built in.

This is an optional feature that may, or may not, be installed on your system.

Video conferencing basics

Cisco video systems capable of
video conferencing offer three ways
of implementing the ability to be in a
call with more than one, viz by means
of:

- **Multipoint Control Unit (MCU)**.
  This is a bridge that interconnects
  calls from several sources. All
  parties call the MCU unit, or the
  MCU unit calls them. This means
  that all participants will be in a
  point-to-point call with the MCU.
  If an MCU is used in your office,
  consult your System Administrator
  for operating details.

- **MultiSite**, an optional built-in
  MCU in your video system (EX90
  only) that allows you to call more
  than one. The video systems that
  you call will need no conferencing
  capabilities. The maximum number
  of participants will be four (yourself
  included) plus one audio-only call.

- **Multiway**, an optional feature that
  transfers your call to an external
  MCU as soon as you start calling
  more than one. However, you do
  control it all directly from your
  system. You will not have to call an
  MCU and then do everything from
  there.

Video conferencing
Calling more than one using MultiSite (EX90 only)

About MultiSite

1

Assume that you already are in a call. This call may have been initiated by you or by someone else (someone have called you).
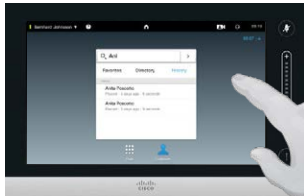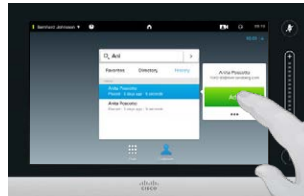
2

Tap **Add**, as outlined.

3

Locate whom to call, in the usual way.

4

Place the call, in the usual way. You may alter the *Call settings* of that call before you place it—see the side bar on this page.

5

This new call will now be added to the existing, thus creating a conference. You may cancel this call, as outlined, without terminating the first call you were in.

6

To add more participants repeat the procedure. A maximum of four video participants (yourself included) and one audio-only may take part in the conference.

If you are the one who initiated the conference initiated the conference you will be able to terminate the entire conference as well. The other participants, however, may only disconnect themselves from the conference.

If your video system is equipped with the optional MultiSite feature (EX90 only) you may call more than one to initiate a video conference.

The MultiSite feature allows you to call three other systems on video plus a fourth system on audio only (for example a mobile phone).

This means that the conference can consist of up to four video participants (yourself included) and one audio participant.

If you want to initiate a video conference, you must call each participant one by one.

Call settings. Those you call may have video systems with different capabilities. One or more of them may, for example, be on an ADSL system with limited bandwidth (compared to those of the other participants). You may then set the *Call settings* to a (normally lower) call rate suiting his or her system before you call that person. However, that call rate will affect that specific part of the video conference only. Other participants will not experience a lower call rate because of this.

This is an optional feature that may, or may not, be available on your system.

Video conferencing
Calling more than one using Multiway or CUCM

About Multiway/CUCM

1

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

2

Locate whom to call.

3

Place the call in the usual way.

4

Tap **Merge** to create a conference, as outlined.

5

It may take a short while to create the conference.

6

To add more participants repeat the procedure. The maximum number of participants depends on your video system infrastructure. If in doubt consult your Video Support Team.

If you initiated the conference you will be able to terminate the entire conference as well. The other participants, however, may only disconnect themselves from the conference.

The maximum number of participants in a Multiway conference depends entirely on the video infrastructure implemented in your organization. If in doubt, consult your System Administrator.

If you want to initiate a video conference, you must call each participant one by one.

Call settings. Those you call may have video systems with different capabilities. One of them may, for example, be on an ADSL system with limited bandwidth (compared to the others). You may then set the *Call settings* to a (normally lower) call rate (bandwidth) suiting his or her system before you call that person. However, that call rate will affect that specific part of the video conference only. Other participants will not suffer from a lower call rate because of this.

This is an optional feature that may, or may not, be available on your system.

Being in a call, receiving another call

About the options

The identity of the new incoming call is stated here.

Decline the incoming call and carry on as you have been doing.

Add: Accept the incoming call and merge it with the ongoing call[1].

For MultiWay you must put the current call (or group of calls) on hold before merging can take place.

This is due to the fact that the incoming call must be transferred to the MCU and then merged.

Accept the incoming call, while holding the current call or group of calls.

Accept the incoming call, while ending the current call or group of calls.

Assume that you are already in a call. If you then receive another incoming call, you will have the following options:

- You may decline the call and continue with what you were doing.
- You may put the current call on hold and accept the new call. At any time you may swap between the two. Read more about this in the article "In call with two parties, but one at a time" on page 22.
- You may transfer the incoming call to someone else, including the one you were talking to. This is covered in "Transferring a call to someone else" on page 21.
- You may, after putting the incoming call on hold, later decide to merge this call with the existing (optional feature).
- You may merge the incoming call directly with the ongoing call (**ACCEPT & MERGE**). This applies to MultiSite equipped systems only.

---

[1] If your system is equipped with MultiSite you may merge the incoming with the current call.

For systems without MultiSite installed, the incoming call may still be merged, but as an audio-only call.

Video conferencing
Layout control in a call

About the layout options

Changing the layout:

①
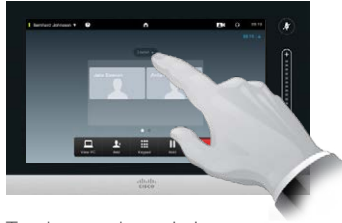
To change the existing layout on your video screen, tap **Layout**, as outlined.

②

Tap the new preferred layout, as outlined.

Adding a self-view PiP to your layout:

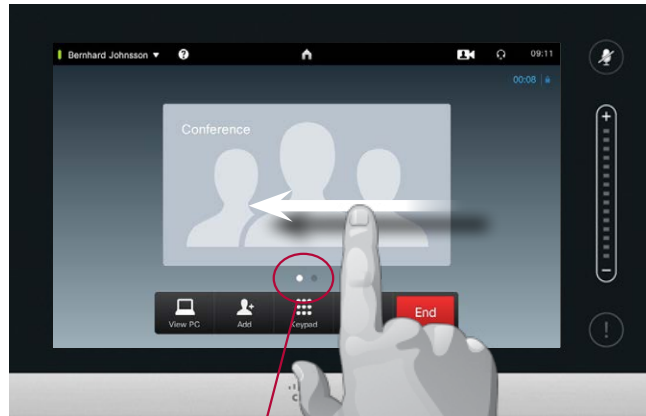Tap as outlined to include a self-view PiP. The PiP can be moved as shown in

You may alter the screen layout when you are in a call. The Touch pad will show the options available. The actual options may differ from what is shown here, but the Touch pad will always show you what is available.

The WYSIWYG (what you see is what you get) principle applies even here.
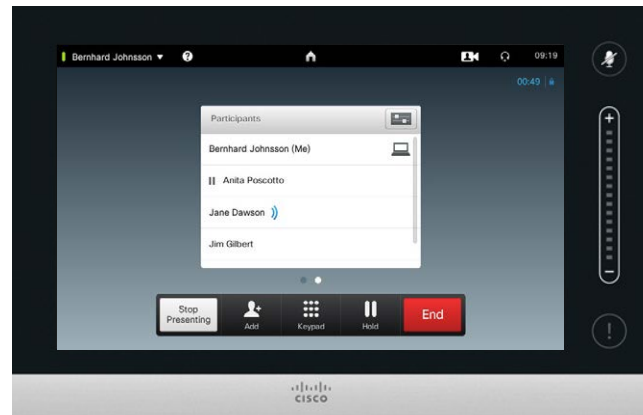
Invoking a list of participants and their status

Using the list

This is a convenient way to obtain information about all the participants and their current status.

In addition, you may use the list to disconnect participants from the conference or to grant them certain rights, such as to retain the position as prominent speaker even if someone else starts speaking. These features are outlined on the following pages.

1

In a call, swipe your finger horizontally to the left, as outlined...

...or tap the little dot not shown in white, as outlined.
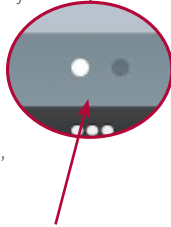
2

The list will show who is presenting (how to conduct presentations is outlined in the following chapter of this document), who is speaking and if someone has been put on hold, that will be indicated too.

Swipe towards left or tap the other dot to return to the initial state.

Video conferencing
Disconnecting someone from the conference

About the feature

Any participant entitled to it may disconnect any of the other participants. Tap the participant, either in the view as shown, or in the list of participants (see the previous page). Then tap **Drop**, as outlined.

❶
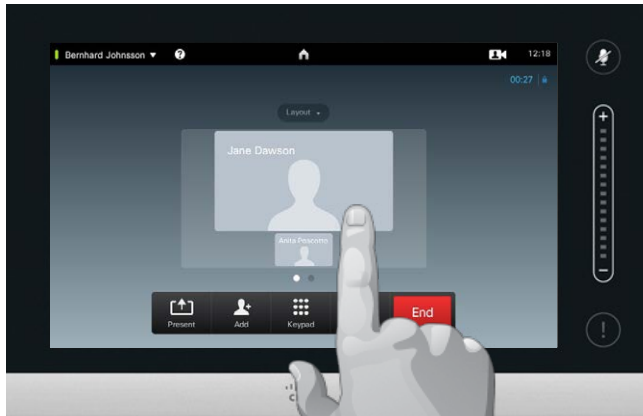
You may also invoke the list of participants (see the previous page) and tap a participant in that list.

Tap the participant to be disconnected, as outlined.

You must be entitled to do so.

❷

Tap **Drop** to disconnect the selected participant, as outlined.

Video conferencing
Lock as speaker—remaining the prominent speaker

About Lock as Speaker

❶

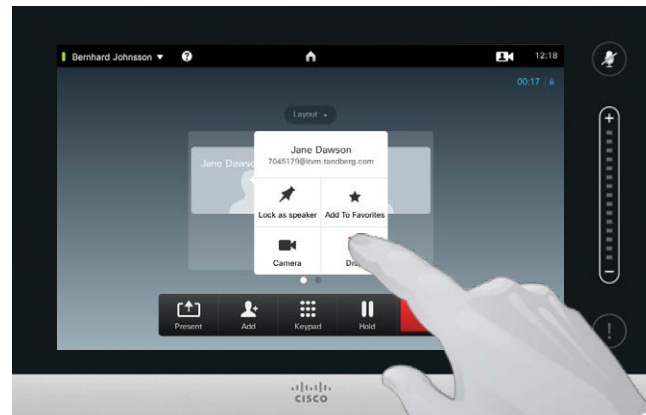This is an example of a layout with one of the participants shown as the prominent speaker, i.e. shown larger than the other(s).

Start with a layout showing one the participants as the prominent speaker, and tap that speaker's avatar.

Assume you have set your system so that one of the participants is shown larger than the others.

If someone else starts to speak instead of this person, the system will switch to display the image of that person instead. To avoid this, you may lock the current person as speaker. This person will then be shown permanently as the prominent speaker.

❷

Tap **Lock as speaker**, as outlined.

Once activated the name of this field will change to **Unlock as speaker**.

To unlock, repeat the process tapping **Unlock as Speaker** instead.

Video conferencing
Adding one of the participants to Favorites

About Adding to Favorites

There are several ways to add someone to the list of Favorites and one of them allows you to do this while in a call.

Once you have selected whom to add to your list of favorites, the procedure is identical to the one outlined in the article "Adding the other party to Favorites, while in a call" on page 26

It will therefore not be repeated here.

1

Tap the participant who is to become a Favorite.

2

Then tap **Add to Favorites**, as outlined.

This will invoke the *Add to Favorites* dialog box, whose use is shown in "Adding the other party to Favorites, while in a call" on page 25.

Video conferencing
Controlling the camera of one of the other participants

About camera control

❶

Tap the participant whose camera you want to control..

❷

Then tap **Camera**, as outlined.
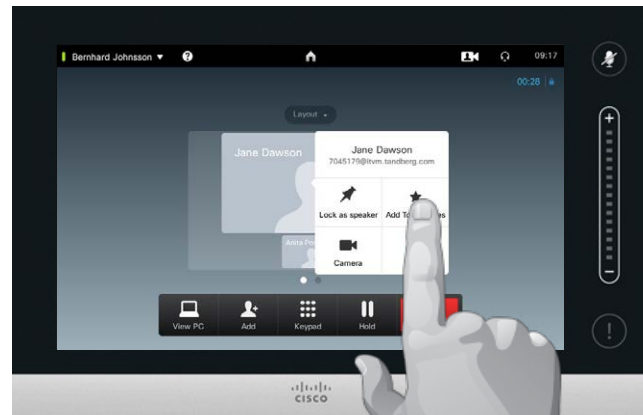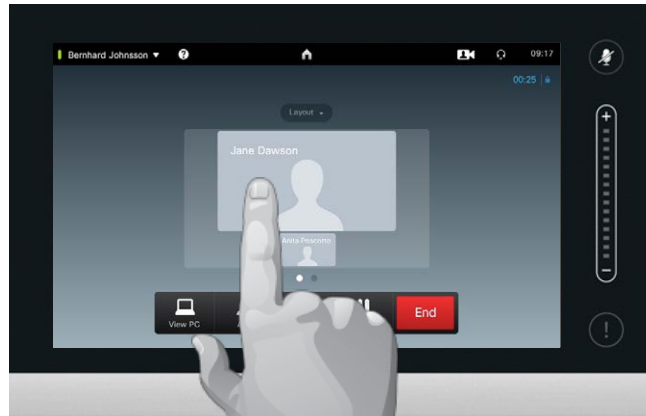
This will invoke the *Camera control* dialog box, whose use is explained in .
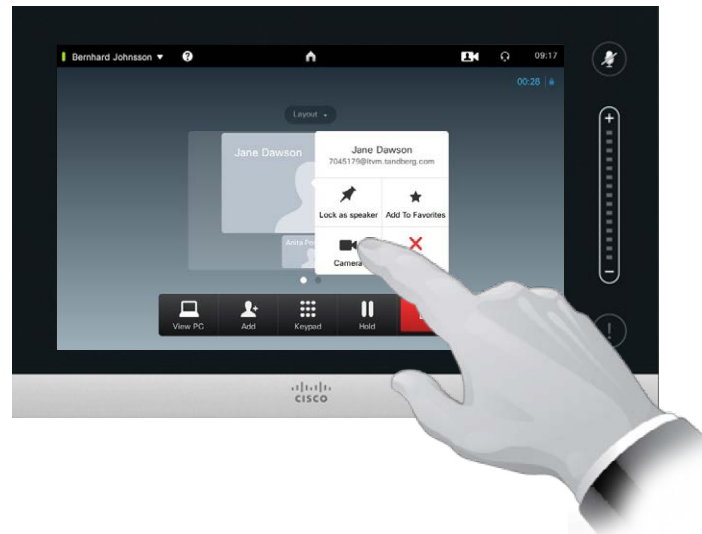
Within video conferencing the term *far end* is often used to refer to the one you are talking to.

Far end is an ambiguous term in video conferencing, since there is more than just one far end.

Consequently, you must start by defining whose camera you are going to control.

Once you have defined this, the procedure is identical to the one explained in .

The ability to control a far end camera requires that the far end system camera is remotely adjustable. The feature cannot be applied to systems with a manual camera adjustment.

You will not have access to any presets that may exist on the far end video system.

Contents can be shared in a call–or outside a call. In the latter case you will be using your video system to share contents in your local meeting room.

Sharing Content

Sharing content
Starting and stopping a presentation

About sharing content

❶
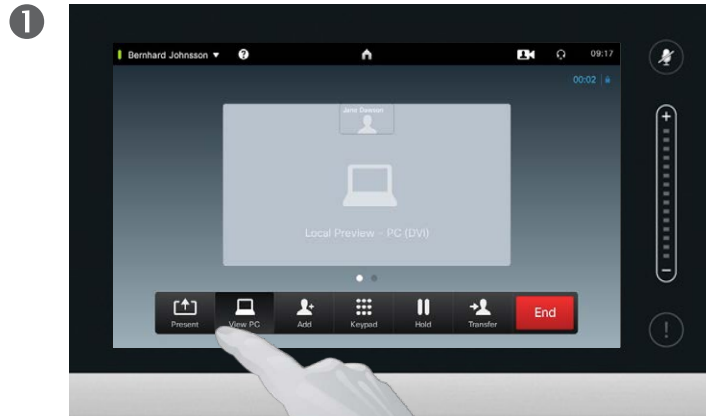
Tap **View PC**,
followed by **Present**
to share content, as
outlined.

The EX series allows you to share
your PC screen with the others in a
call.

You will start by displaying the PC
screen on your video system, then
you will share that with the others
by tapping **Present**. This will ensure
that yor PC screen is exposed to the
others only when approved by you.

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

❷

To stop the Presentation, tap
Stop Presenting (**a**).

The contact card (not shown)
may be invoked even here, as
outlined (**b**).

For more on the contact card
feature, see
.

Sharing content
Changing the layout

About presentation layout

❶

Tap **Layout**, as outlined, to invoke the layout options.

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 (your Video Support Team may have altered the options), but the layouts shown are always those you may choose between.

❷

Select your preferred layout by tapping it.

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.

31

Scheduled Meetings

Scheduled meetings
Invoking the list of meetings

Meeting list basics

❶

Tap **Meetings** to invoke the list of meetings.

❷

The meeting list will typically look like this.

Tap on a meeting in the list to obtain more information about ther meeting.
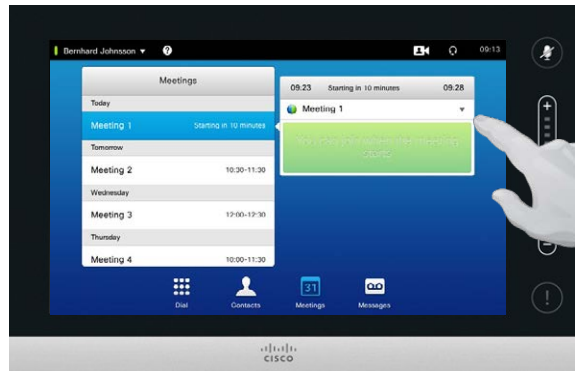
Tap on the little expansion symbol, as outlined, to get even more information.
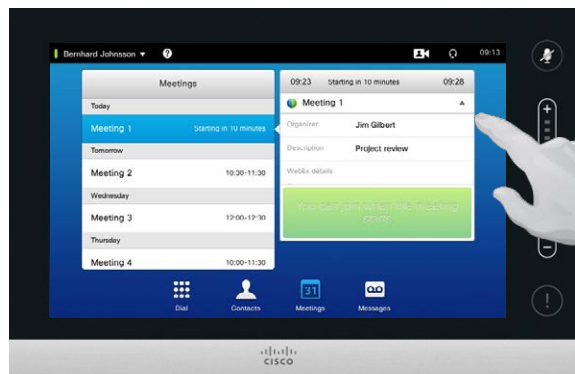
Tap again to collapse the information box.

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*.

The List of Meetings contains a list of upcoming, meetings scheduled to take place during the next 14 days (this setting may have been changed by your Video Support Team). The list is sorted using grouping headers. The main grouping category is by day (e.g.: TODAY, TOMORROW, then WEDNESDAY, October 20, 2013 etc).

If you tap an item in the list then more information will become available.

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.

Scheduled meetings
Joining a scheduled meeting

About joining
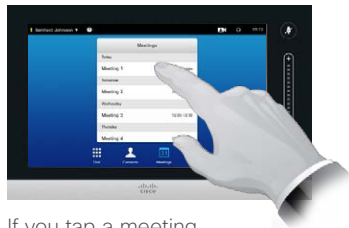
If you tap a meeting in the list you will see more about the meeting.

The start and end time of the scheduled meeting are given in the expanded meeting information.

You can join when the meeting starts

Although the default setting lets you join in up to 10 minutes in advance, your System Administrator may have implemented a different setting.

Join Meeting

A scheduled meeting may connect you automatically, or you may have to tap **Join Meeting**.

When the meeting starts you will be offered to join in, to postpone the offer to join in for 5 minutes, or to just dismiss the offer.
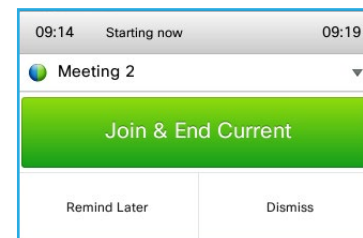
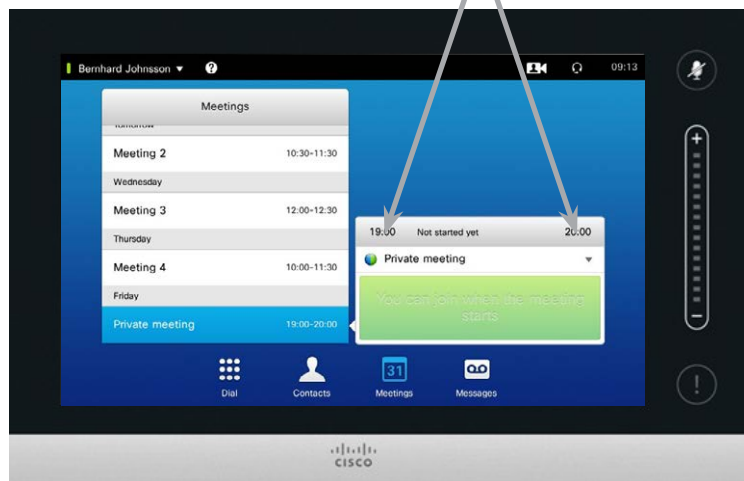If you are in a call when the meeting starts you will also be offered to join in while at the same time put the current call on hold, just like any other situation where someone calls you while you already are in a call.

On your video system the *Meeting Reminder* will appear once it is possible to join a meeting. Exactly when that will be depends on the *Start time buffer* setting. Default buffer setting is 10 minutes, but your system administrator may have changed this. It is not possible to join the meeting earlier than the setting dictates.

The meeting reminder contains a time indicator stating when the meeting starts, or alternatively for how long the meeting has been going on (an ongoing meeting is referred to as a *Meeting in progress*).

The text *Starting now* will be shown during a time interval spanning from 30 seconds before to 30 seconds after the scheduled start time of the 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 if no other meeting is scheduled for any of the video systems involved, during the period of possible extension.

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

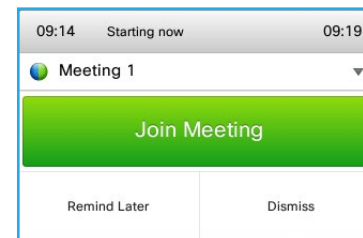To extend a meeting, tap the **Extend** button.

Contacts consists of three parts; a *Directory*, which typically is your corporate phone book; *History* 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.

Managing Contacts

Managing Contacts
History

About History

The *History* lists the received, placed and missed calls since the last time the list was cleared.
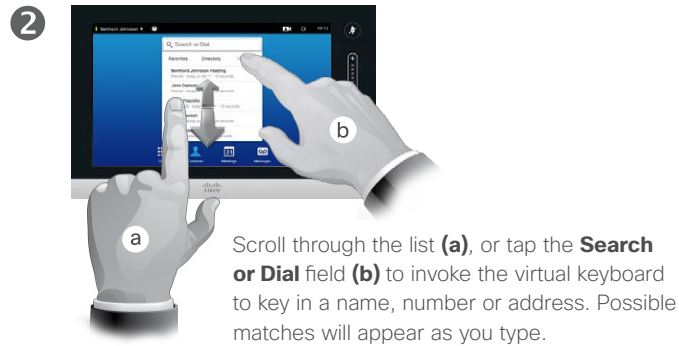
Tap an entry and you may:
- Call the entry by tapping **CALL**.
- Add the entry to an ongoing call (optional).
- Add the entry to *Favorites*.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list.

Gaining access to the History list:
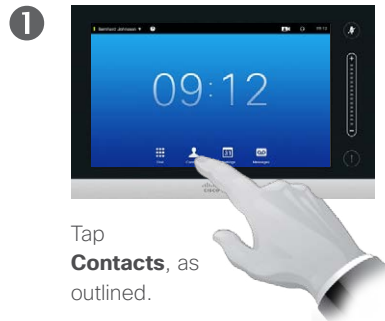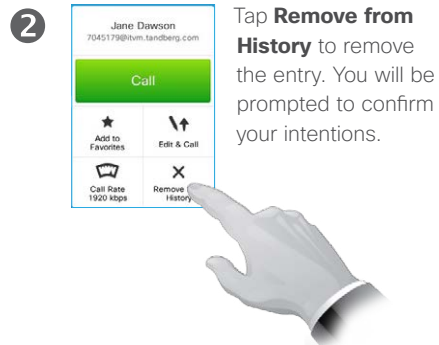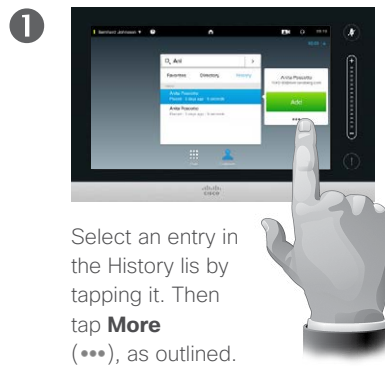
1 Tap **Contacts**, as outlined.

2 Scroll through the list **(a)**, or tap the **Search or Dial** field **(b)** to invoke the virtual keyboard to key in a name, number or address. Possible matches will appear as you type.

Removing a single entry:

1 Select an entry in the History lis by tapping it. Then tap **More** (•••), as outlined.

2 Tap **Remove from History** to remove the entry. You will be prompted to confirm your intentions.

For privacy reasons you may want to remove an entry from the History list or clear the entire list.

The same persons may have called you (or you called them) several times. Each such call will create an entry in the History list.

Note that if you choose to remove a single entry in the list, any other instances of that entry will not be removed from the list.

Clearing the entire History list:

1 Tap **Contacts**, if needed.

2 Scroll, as outlined, to get to the top of the list.

3 Tap **Clear History**, as outlined.

Managing Contacts
Directory

About Directory

Finding an entry in the Directory by scrolling through the list:
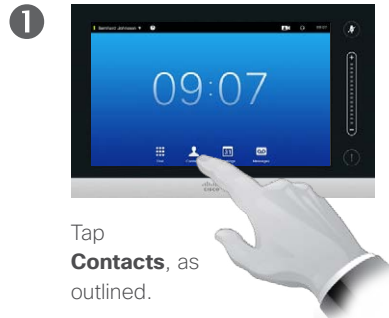
1

Tap
Contacts, as
outlined.

2

Tap **Directory**, if
needed.

3
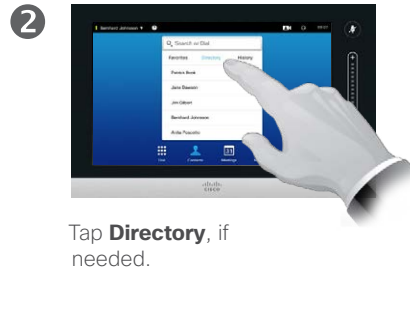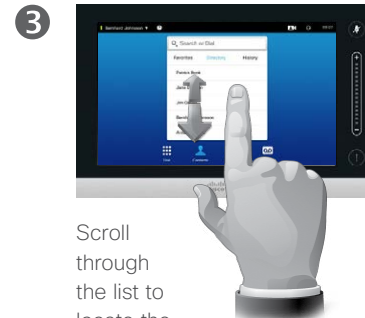
Scroll
through
the list to
locate the
entry, as
outlined.

Finding an entry in the Directory by searching for it:
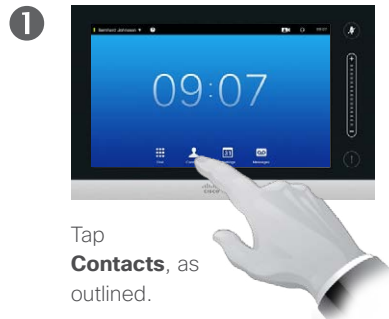
1

Tap
Contacts, as
outlined.

2

Tap **Directory**, if
needed.

3
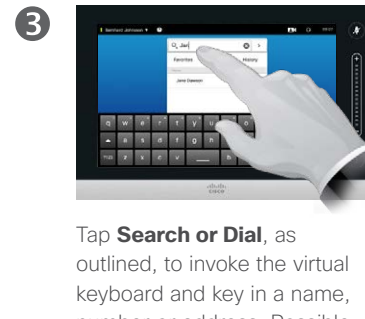
Tap **Search or Dial**, as
outlined, to invoke the virtual
keyboard and key in a name,
number or address. Possible
matches will appear as you
type.

The *Directory* serves as your cor-
porate 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.

Once located, tap the entry to call,
edit or add to your list of favorites
in the same way as with the *History*
list (see the previous page for more
on this).

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 cop-
ied 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.

Managing Contacts
Favorites

About Favorites

Adding someone from Directory or History to the list of Favorites:

1

In the Contacts panel, tap **Directory** or **History**, if needed.

2

Scroll through the list to locate the entry, as outlined.

3
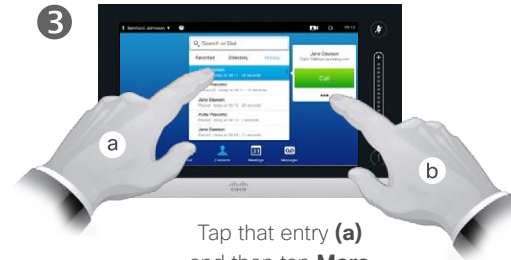
Tap that entry **(a)** and then tap **More** (•••), as outlined.

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 *History* or *Directory* lists as well as from manual entries.

4
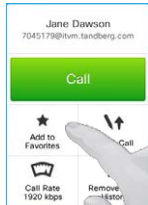
Tap **Add to Favorites**, as outlined

5

Tap **Save** to exit the menu putting your changes into effect. If you tap the name and/or URI, you may edit the entry.

Manually adding someone to the list of Favorites:

1

Tap **Search or Dial**, as outlined, to invoke the virtual keyboard.

2

Key in a name, number or address. Possible matches will appear as you type.

3
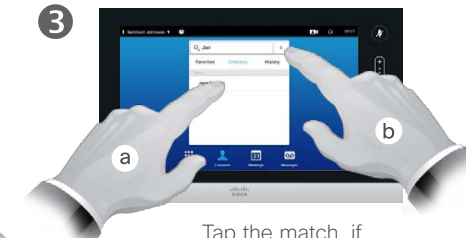
Tap the match, if applicable (**a**) and then little arrow (**b**), as outlined, and continue from (**3**) above.

Managing the
Settings

Managing the Settings
Gaining access to the Settings

About Settings

❶ Tap the little arrow in the upper left corner, as outlined.

❷ Tap **Settings**, as outlined.
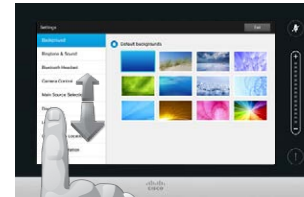
❸ Scroll through the list to locate what you are looking for, as outlined.

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.

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, as outlined to the upper left.

Managing the Settings
Setting the background image

About Background image
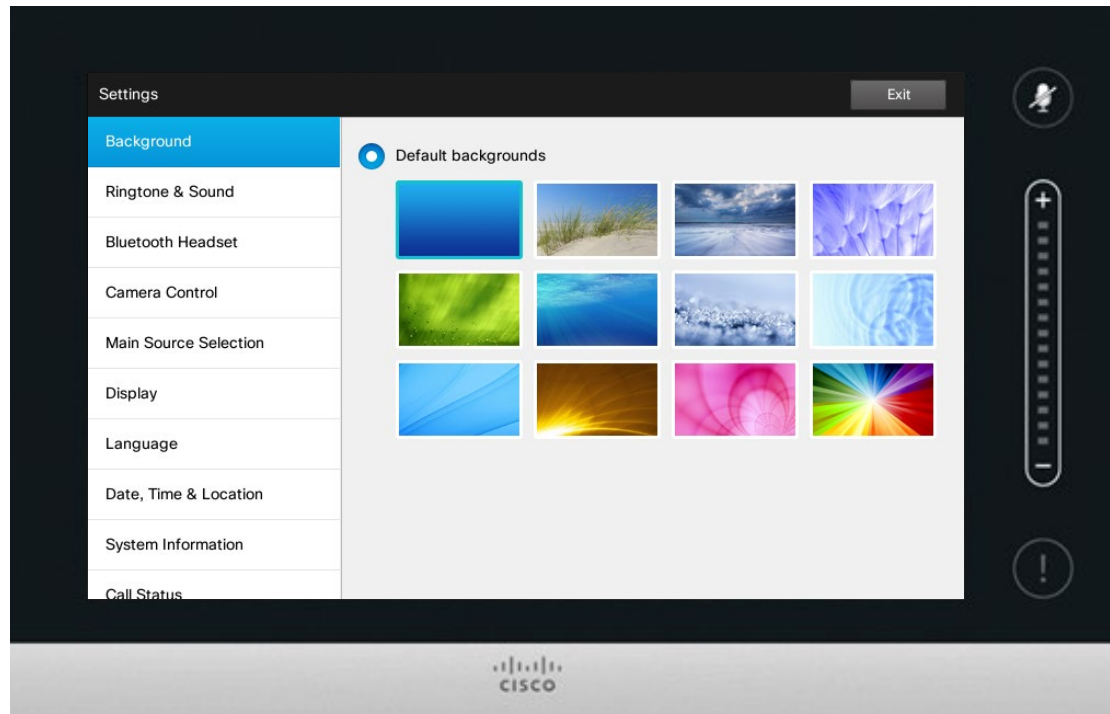
Select what shall be the background image on your Touch Pad and your screen. Tap on one of the thumbnails to use that image.

You may use your own image (for example your company logo). This image must be uploaded via the web interface, see the Administrator guide for more on this (available for download separately).

Observe that the custom image will appear on the video screen only and not on the Touch Pad.

When a custom image is available, a second choice, Custom background, will appear (not shown here) to let you choose that image instead of the default background images.

Managing the Settings
Ringtone & Sound

About Ringtone & Sound
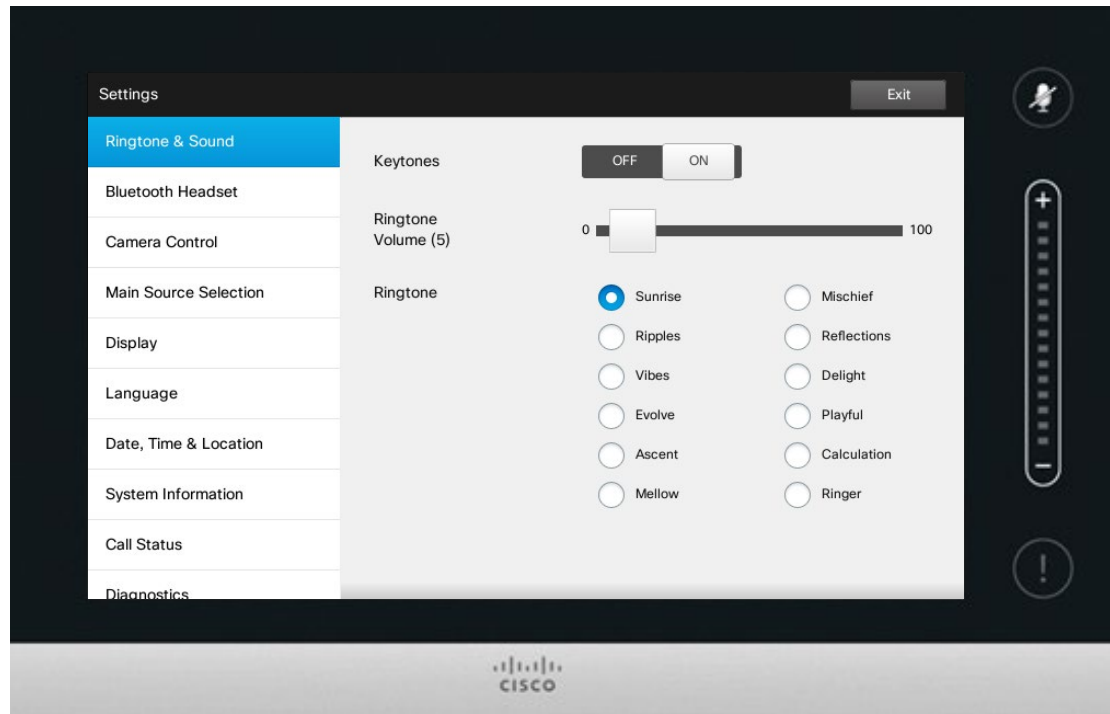
The Ringtone & Sound Settings window lets you specify:

- **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 *On*.

To exit this menu putting any changes into effect, tap **Exit**. Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

Managing the Settings
Bluetooth
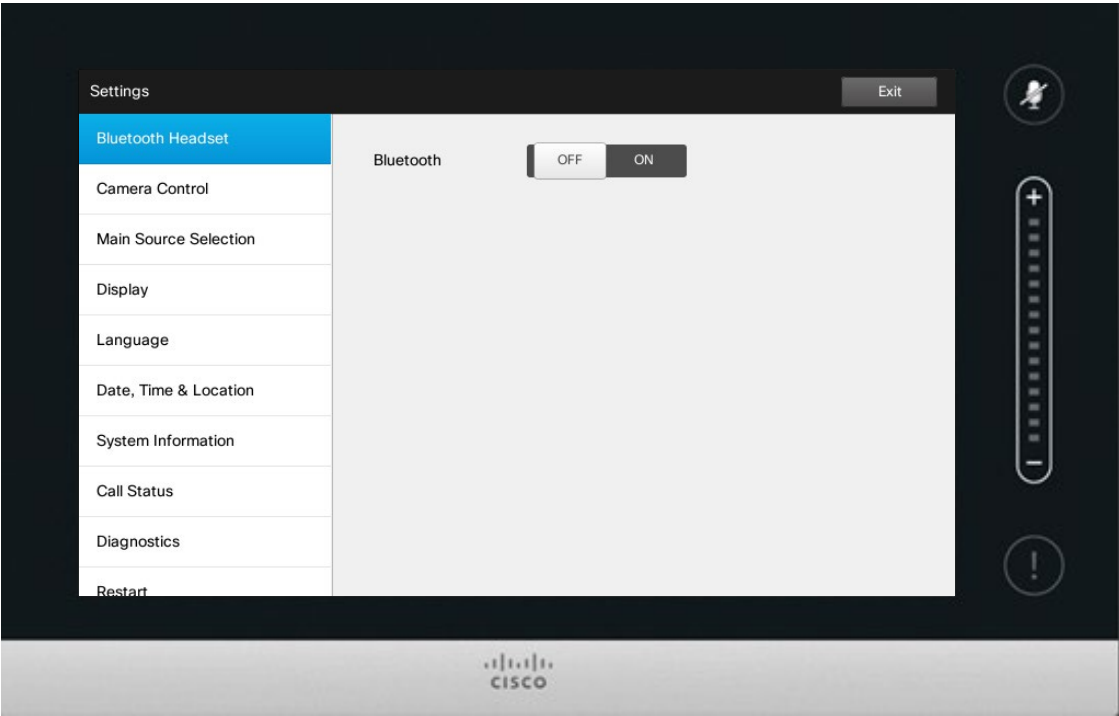
About Bluetooth

You may connect bluetooth headsets to your EX video system.

Consult the manual for your bluetooth headset to learn how to pair your headset with the video system.

Managing the Settings
Camera Control
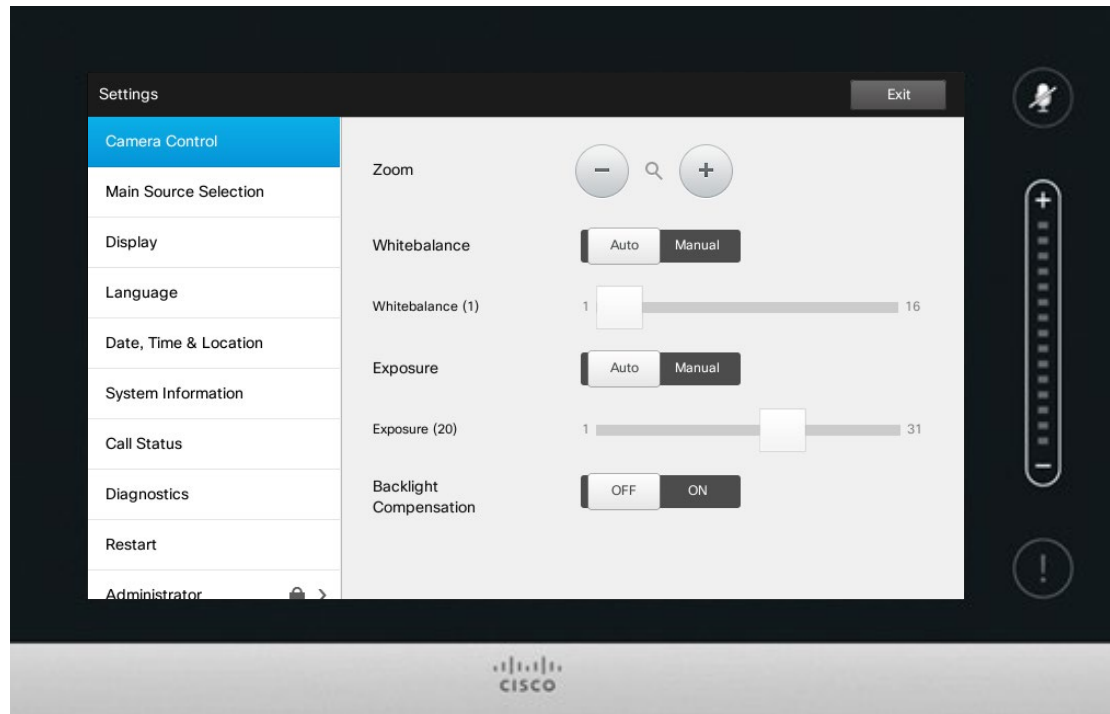
About Camera Control

The *Camera Control* window 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 tapping **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*.

Managing the Settings
Main Source Selection

About Main source Selection

This menu lets you define what shall be your main source selection.

Note that EX60 will let select betwen PC and camera only.

Settings   Exit

- Camera Control
- **Main Source Selection**
- Display
- Language
- Date, Time & Location
- System Information
- Call Status
- Diagnostics
- Restart
- Administrator 🔒 ⟩

- ⚪ 🖥 PC (HDMI)
- ⚪ 🖥 PC (DVI)
- 🔘 🎥 SelfView

Managing the Settings
Display settings

About Display settings
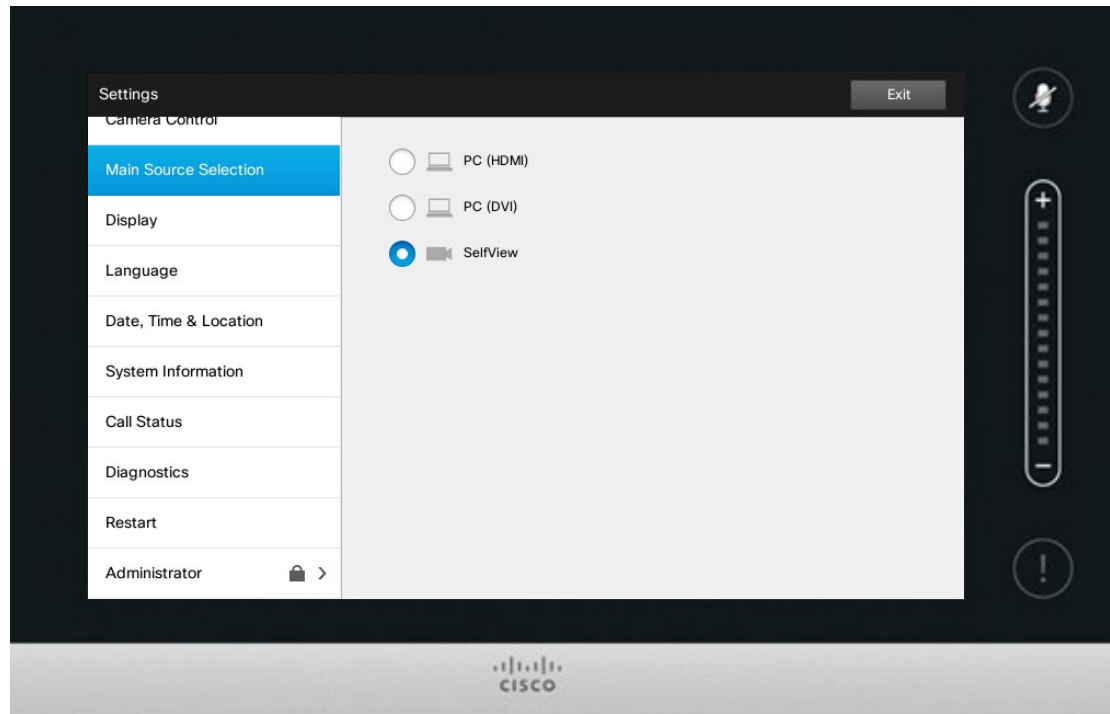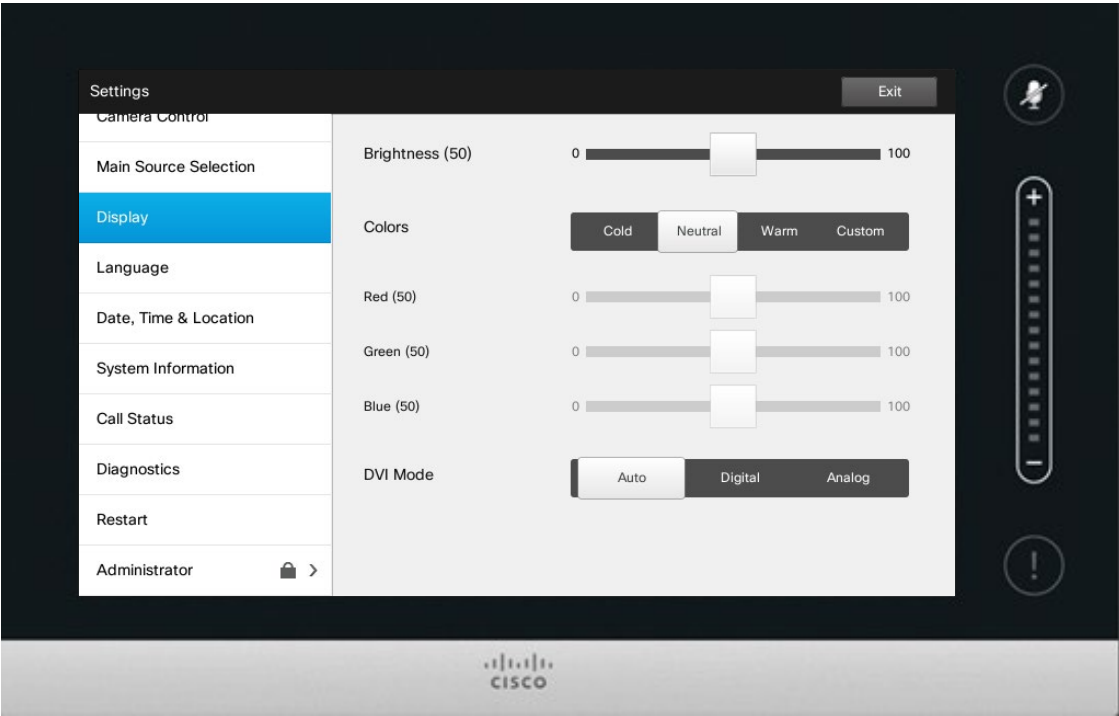
This menu lets you control the brigthness, colors and the DVI mode of the unit. If you set **Colors** to *Custom,* you may control the colors individually.

Settings		Exit
Camera Control		
Main Source Selection	Brightness (50)	0 ▭ 100
Display	Colors	Cold **Neutral** Warm Custom
Language		
Date, Time & Location	Red (50)	0 ▭ 100
System Information	Green (50)	0 ▭ 100
Call Status	Blue (50)	0 ▭ 100
Diagnostics	DVI Mode	Auto Digital Analog
Restart		
Administrator 🔒 ›		

Managing the Settings
Selecting a language

About Language setting

The *Language* page lets you specify the Touch interface menu language.
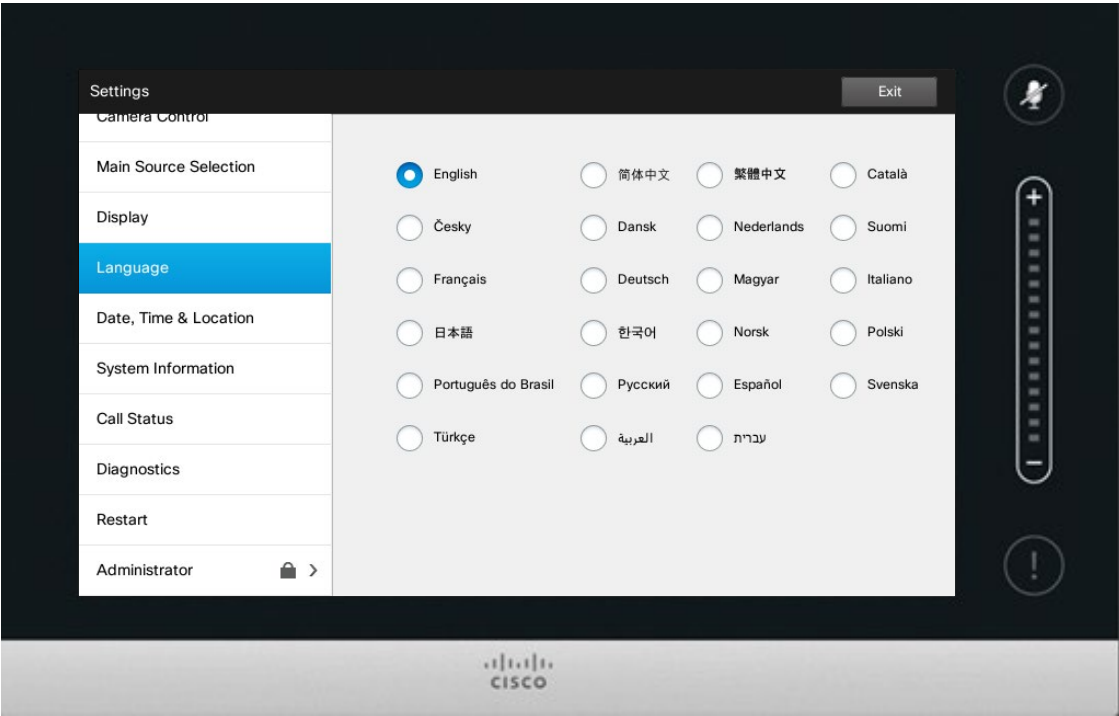
Setting the date and time

About time setting
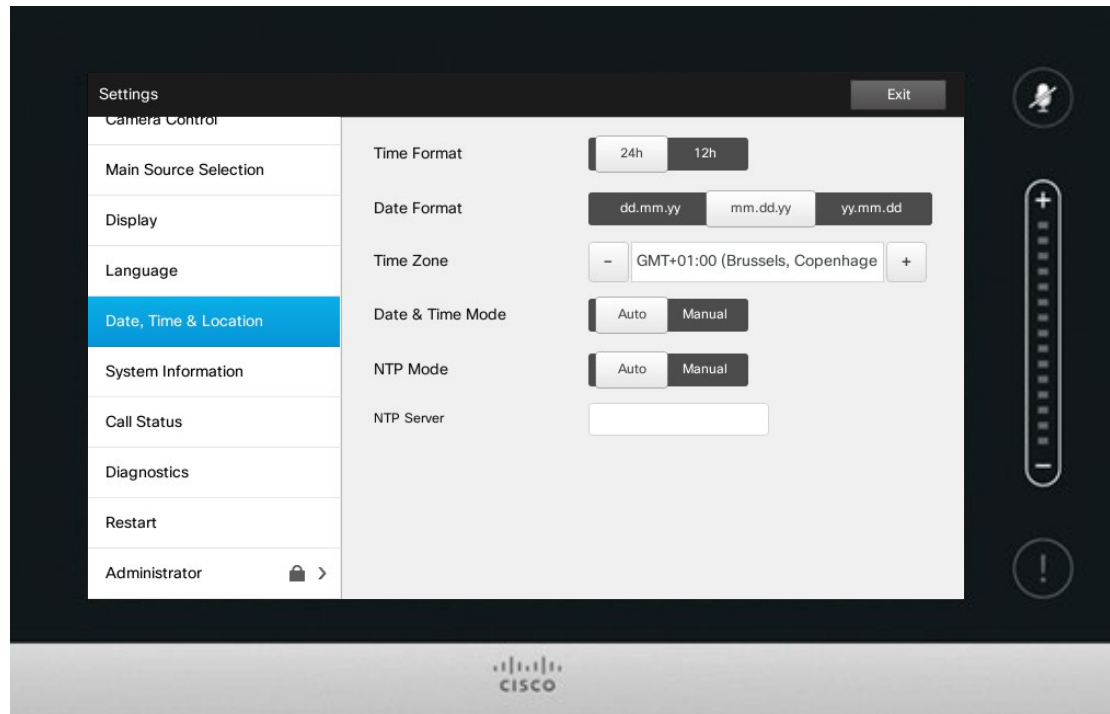
This window lets you specify your preferred date and time formats, as well as the time zone.

If you set the *Date and Time Mode* to *Auto* (as has been done in this example), the system will look for an NTP server and get date and time from there.

If you choose to set *NTP mode* to *Manual* (as has been done in this example), you must specify the NTP server address to make things work.

Managing the Settings
System Information

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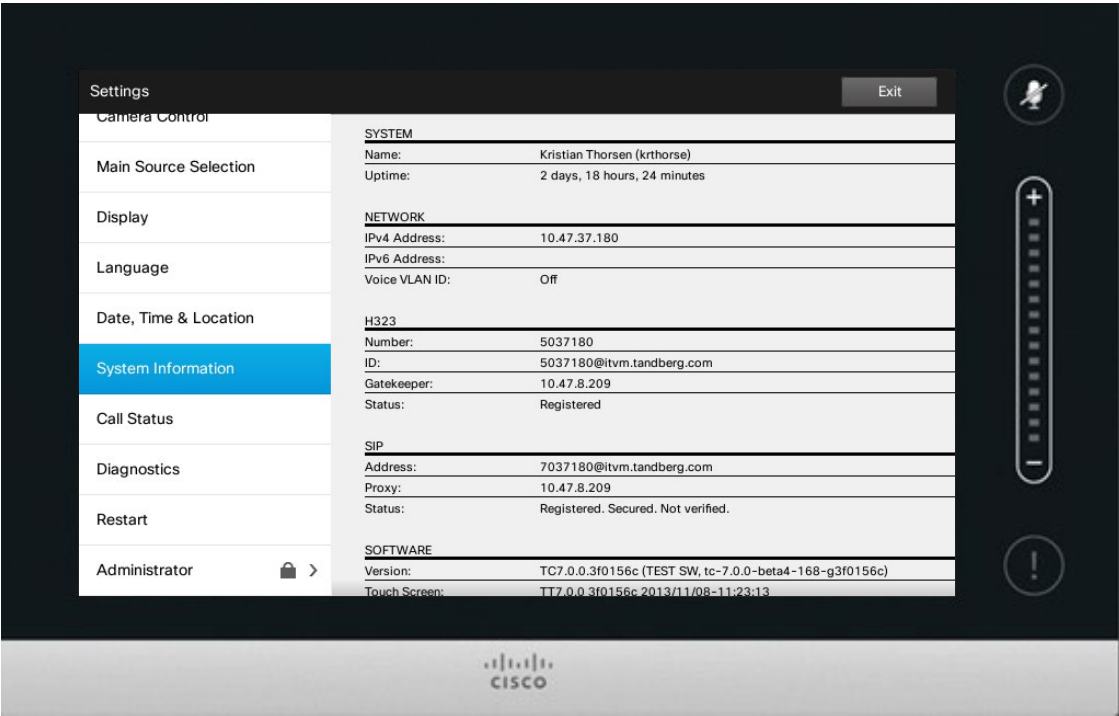
The *System Information* window contains information on the system's software and hardware versions and connections, SIP and H.323 status etc.

This information is typically what you will be asked by the technical staff to provide in the unlikely event of system malfunction.

Managing the Settings
Call Status

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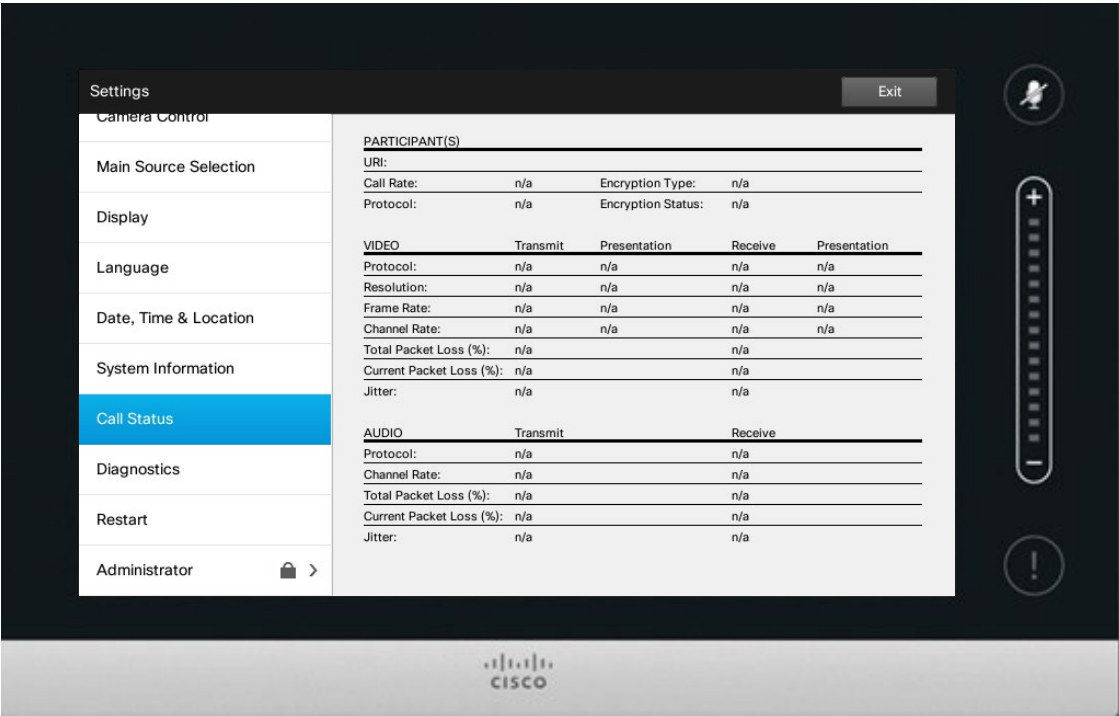
The *Call Status* window provides information on call rate, encryption, as well as important video and audio parameters.

This information is typically what you may be asked by the technical staff to provide in the unlikely event of system malfunction.

Settings					Exit
Camera Control					
Main Source Selection	**PARTICIPANT(S)**				
	URI:				
	Call Rate:	n/a	Encryption Type:	n/a	
Display	Protocol:	n/a	Encryption Status:	n/a	
Language	**VIDEO**	Transmit	Presentation	Receive	Presentation
	Protocol:	n/a	n/a	n/a	n/a
Date, Time & Location	Resolution:	n/a	n/a	n/a	n/a
	Frame Rate:	n/a	n/a	n/a	n/a
	Channel Rate:	n/a	n/a	n/a	n/a
System Information	Total Packet Loss (%):	n/a		n/a	
	Current Packet Loss (%):	n/a		n/a	
Call Status	Jitter:	n/a		n/a	
	AUDIO	Transmit		Receive	
Diagnostics	Protocol:	n/a		n/a	
	Channel Rate:	n/a		n/a	
Restart	Total Packet Loss (%):	n/a		n/a	
	Current Packet Loss (%):	n/a		n/a	
	Jitter:	n/a		n/a	
Administrator 🔒 ›					

Diagnostic Mode

About Diagnostics

For troubleshooting purposes you may enable additional system logging. Follow the on-screen instructions.

Note that system performance may be influnced by an ongoing system logging.

This information is typically what you may be asked by the technical staff to provide in the unlikely event of system malfunction.

Managing the Settings
Restart System
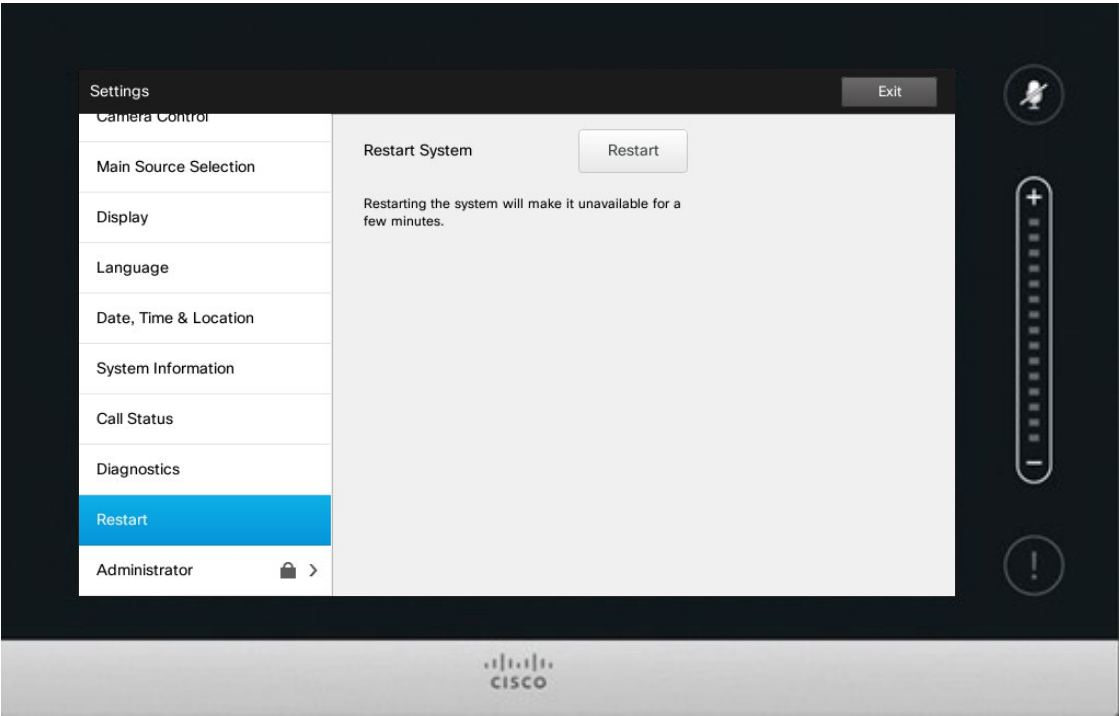
About Restart

Use this to restart your system in an orderly and controlled manner. No settings are lost.

Managing the Settings
Administrator

About Administrator

The Administrator settings will normally have been password protected by your video support team.

Enter Username and Password followed by tapping **Log in**.

Settings	Exit

Camera Control

Main Source Selection

Display

Language

Date, Time & Location

System Information

Call Status

Diagnostics

Restart

Administrator

Username

Password

Log In

Managing the Settings
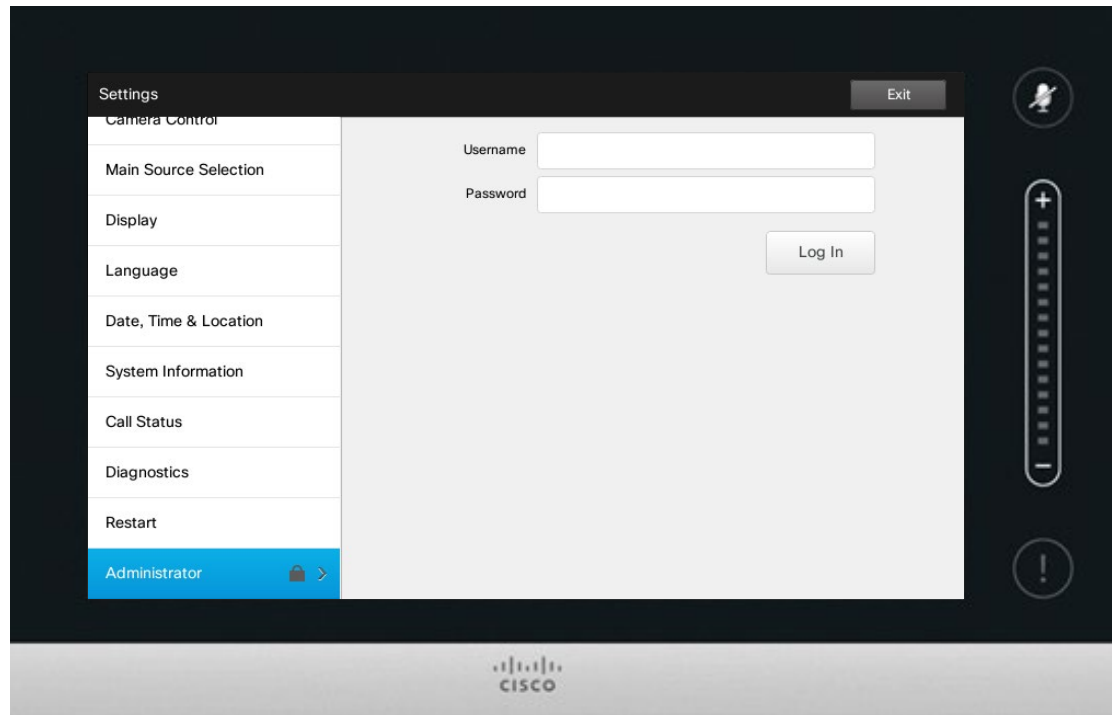
Administrator Settings–Call Details

About Call Details

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!
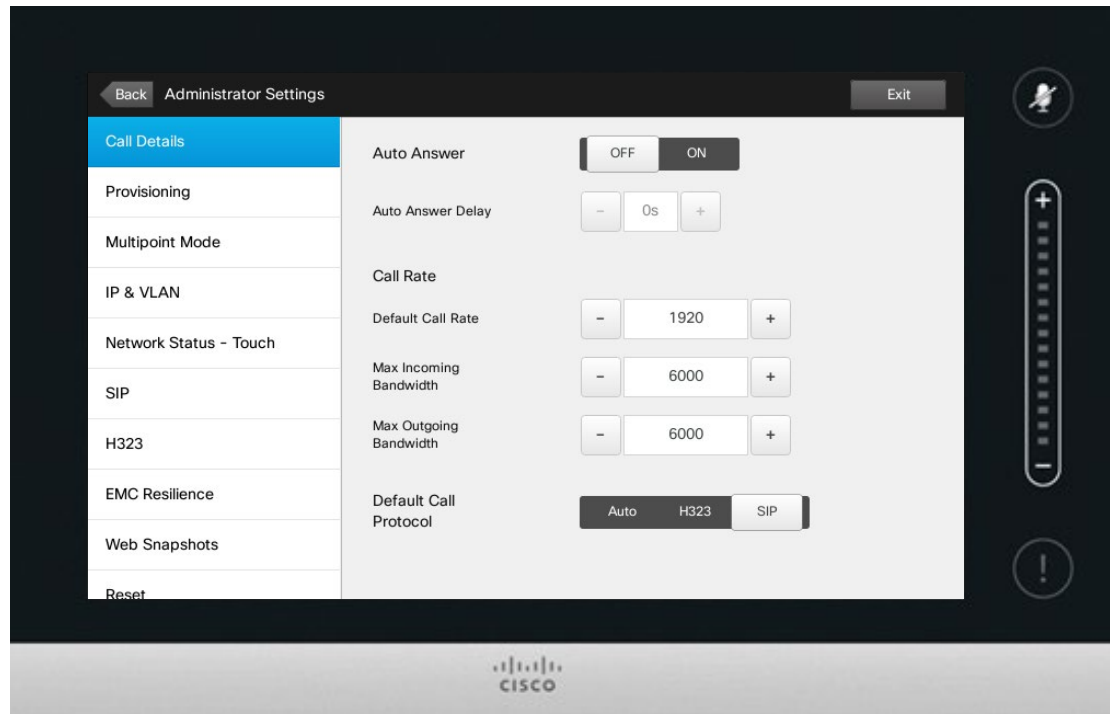
If you enable *Auto Answer* the system will respond by itself to incoming calls after a delay specified by you. Note that an activated auto answer may not provide you with the privacy desired. In the example shown here *Auto Answer* is set to *Off*.

On certain occasions you may have to change the bandwidth (and hence the quality) of the call. Some configurations may have different incoming and outgoing bandwidths (typically ADSL connections), and you may specify the default call rate to ensure a stable video quality.

The default protocol may also be specified. In the example shown, the protocol has been set to *SIP*.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

Managing the Settings
Administrator Settings–Provisioning Wizard

About the Wizard

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Back	Administrator Settings	Exit
Call Details		
Provisioning	Provisioning Wizard	Start
Multipoint Mode		
IP & VLAN		
Network Status - Touch		
SIP		
H323		
EMC Resilience		
Web Snapshots		
Reset		

There is a *Provisioning Wizard* available to get your system online. Tap **Start** and follow the on-screen instructions.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!
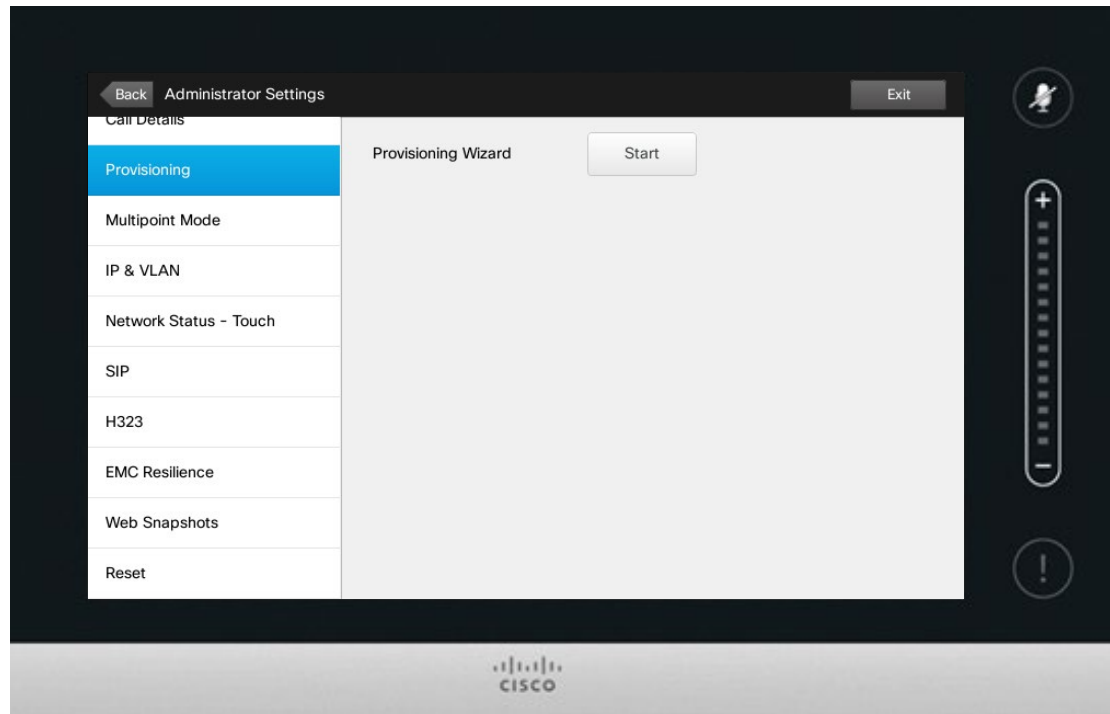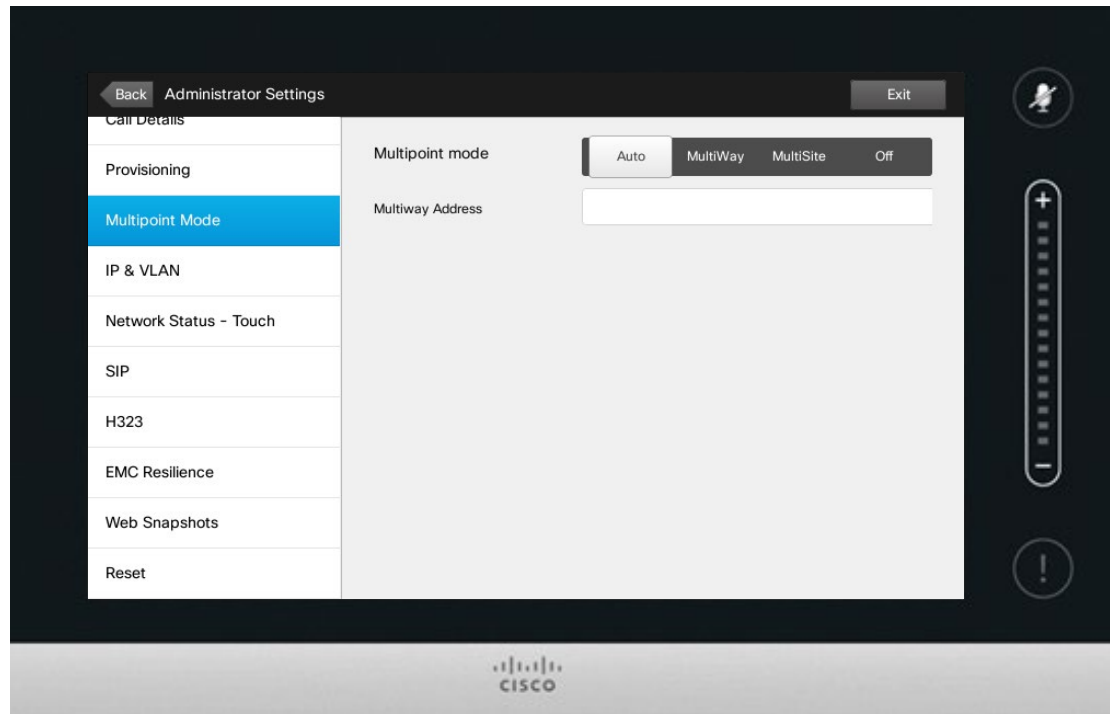
Managing the Settings
Administrator Settings–Multipoint mode

About Mulipoint

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Back	Administrator Settings		Exit
Call Details	**Multipoint mode**	Auto MultiWay MultiSite Off	
Provisioning			
Multipoint Mode	Multiway Address		
IP & VLAN			
Network Status - Touch			
SIP			
H323			
EMC Resilience			
Web Snapshots			
Reset			

There are basically two modes of video conferencing; viz. MultiWay and MultiSite.

- To enable MultiWay, a MultiWay address must have been entered.
- If a MultiWay address has been specified and MultiWay is selected, MultiWay will always be used for video conferencing.
- If a MultiWay address has been specified, but MultiSite is selected, MultiSite will be used.
- If set to Auto, MultiWay will be used if a MultiWay address has been specified, otherwise MultiSite will be used.
- If set to Off, no video conferencing will be possible.
- Any use of the MultiSite feature requires the presence of the MultiSite option.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!
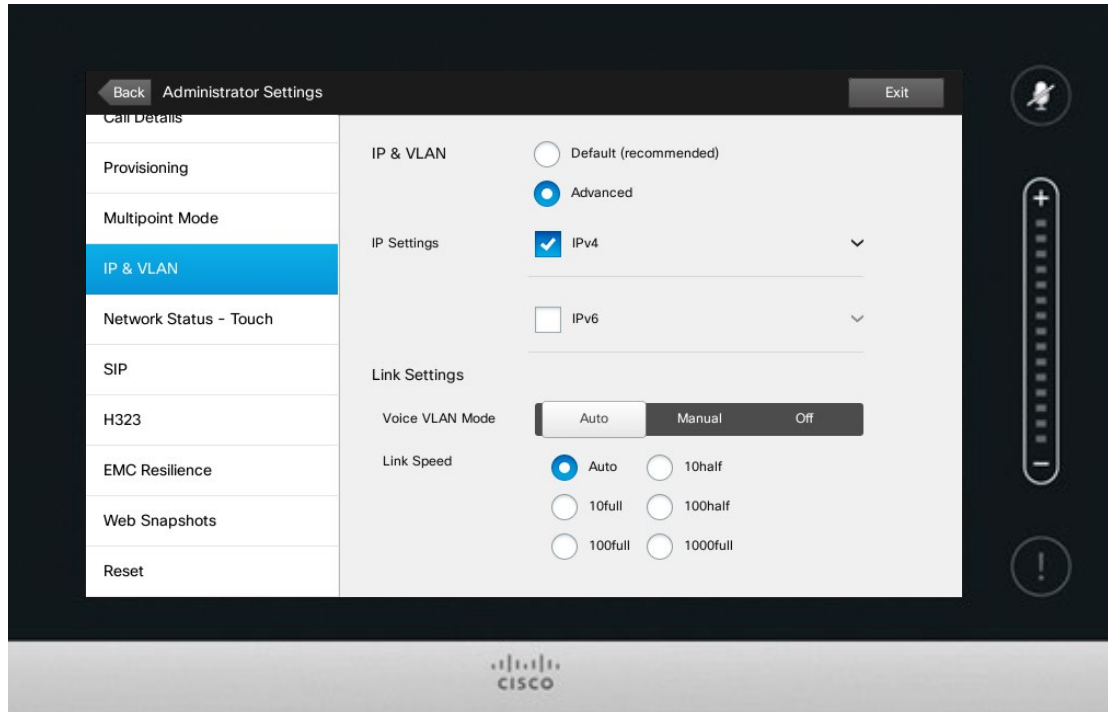
Managing the Settings
Administrator Settings–H323

About H323 Settings

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Use this page to set up H323.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

Back	Administrator Settings	Exit

Call Details

Provisioning

Multipoint Mode

IP & VLAN

Network Status - Touch

SIP

H323

EMC Resilience

Web Snapshots

Reset

IP & VLAN
- ○ Default (recommended)
- ● Advanced

IP Settings
- ☑ IPv4 ⌄
- ☐ IPv6 ⌄

Link Settings

Voice VLAN Mode | Auto | Manual | Off

Link Speed
- ● Auto
- ○ 10half
- ○ 10full
- ○ 100half
- ○ 100full
- ○ 1000full

Managing the Settings
Administrator Settings–Network Status–Touch

About Network Status

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

This provides you with a detailed report of the current network status of the touch controller. The report has been designed for System Administrators with troubleshooting in mind.

Tap **Refresh** to obtain current information.

Managing the Settings
Administrator Settings–SIP

About SIP Settings

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Use this page to set up SIP.

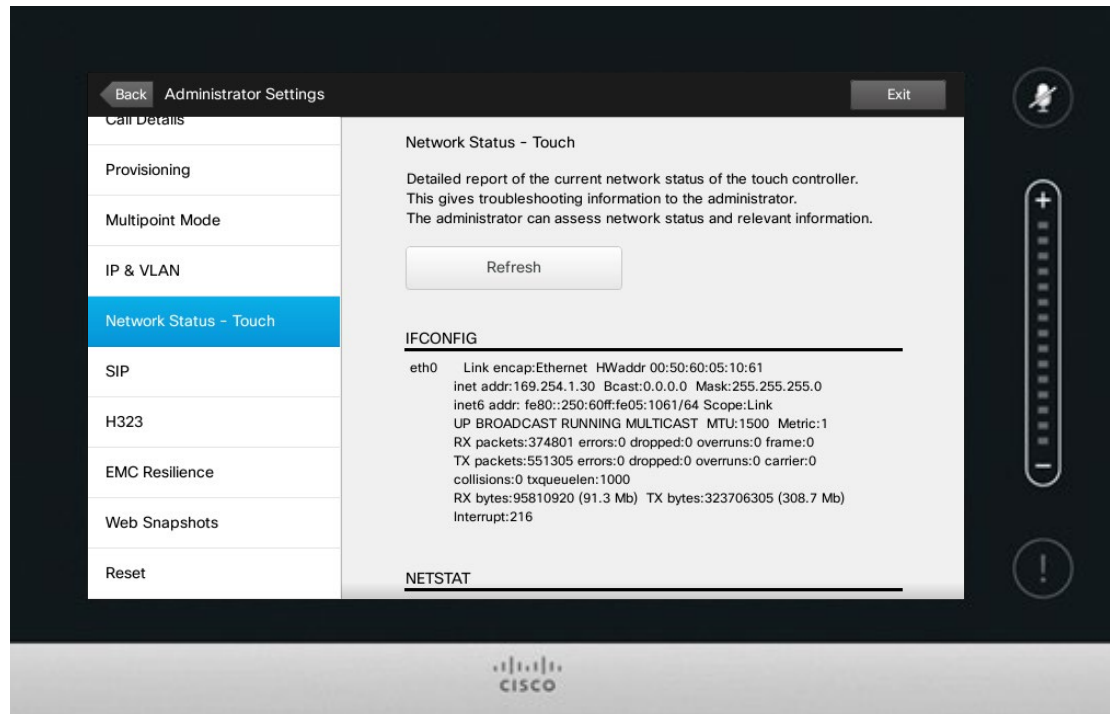**Caution!** There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

Back Administrator Settings		Exit
Call Details	URI	7037180@itvm.tandberg.com
Provisioning	Default Transport	TCP UDP TLS Auto
Multipoint Mode	Proxy Type	– Standard +
IP & VLAN	Proxy Discovery	Auto Manual
Network Status - Touch	Proxy Address	vcs-1.qa.rd.tandberg.com
SIP	Login Name	krthorse
H323	Password	***
EMC Resilience		
Web Snapshots		
Reset		

Administrator Settings—H323

About H323 Settings

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Use this page to set up H323.

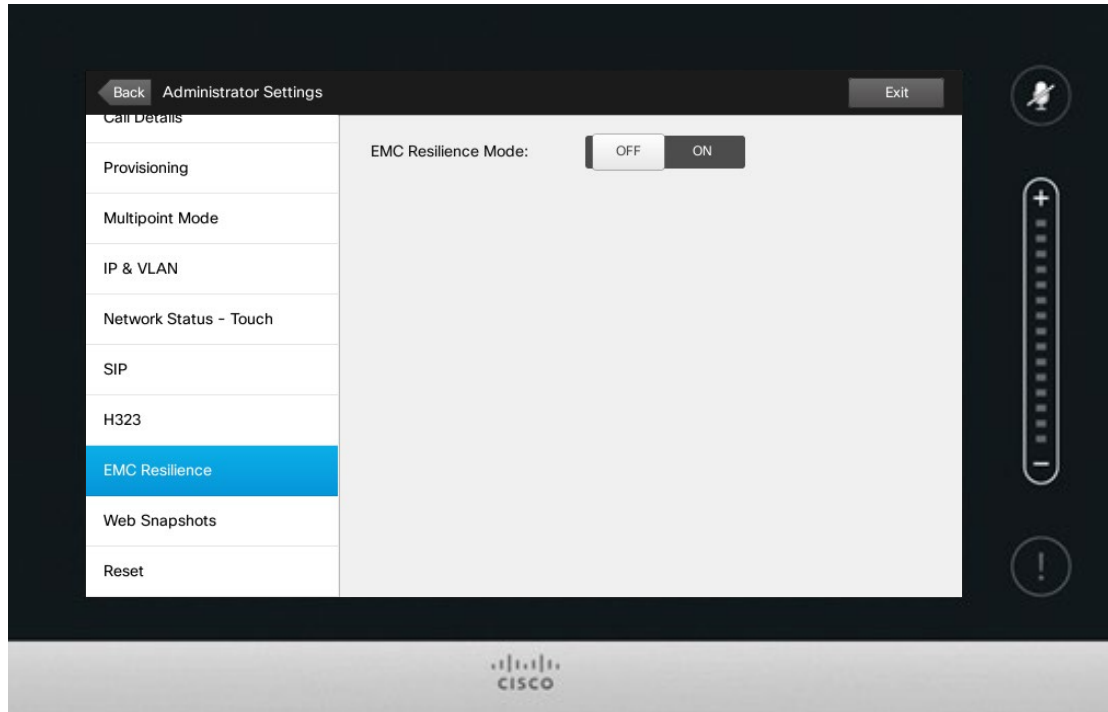**Caution!** There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

Managing the Settings
Administrator Settings–EMC Resilience Mode

About EMC Resilience

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

Back   Administrator Settings   Exit

Call Details

Provisioning   EMC Resilience Mode: OFF   ON

Multipoint Mode

IP & VLAN

Network Status - Touch

SIP

H323

EMC Resilience

Web Snapshots

Reset

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 spurious signals.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!
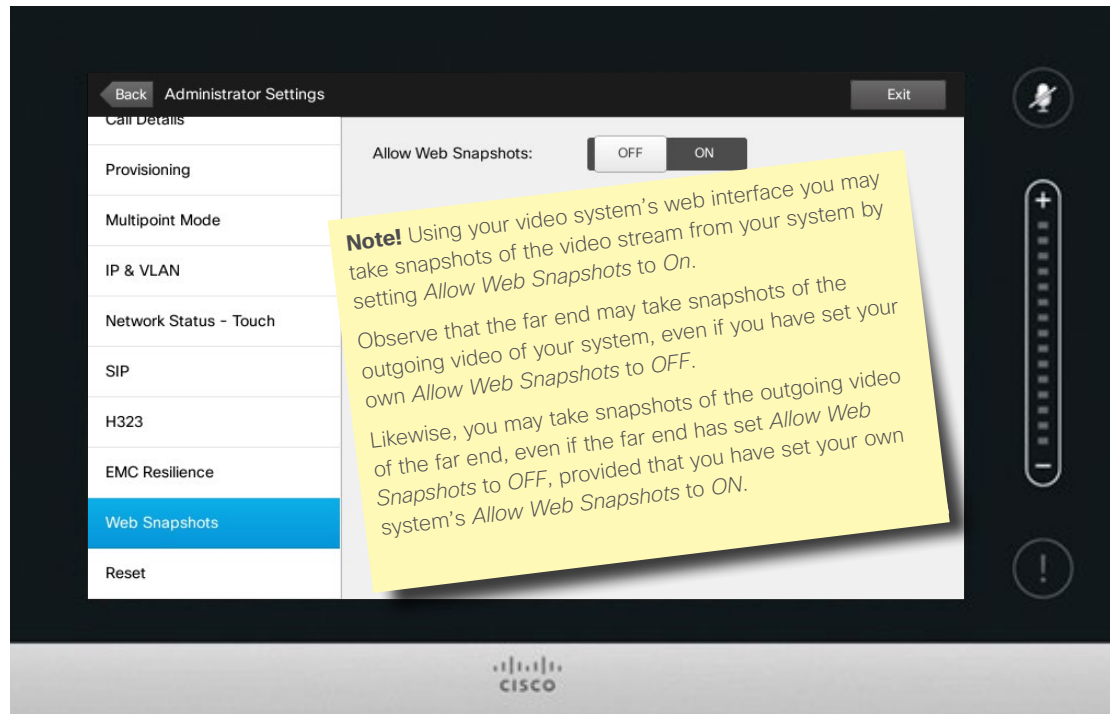
Administrator Settings–Web Snapshots

About snapshots

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

| Back | Administrator Settings | | Exit |

Call Details

Provisioning

Multipoint Mode

IP & VLAN

Network Status - Touch

SIP

H323

EMC Resilience

Web Snapshots

Reset

Allow Web Snapshots: OFF   ON

Note! Using your video system's web interface you may take snapshots of the video stream from your system by setting *Allow Web Snapshots* to *On*.

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

Likewise, you may 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 Snapshots* to *ON*.

You may gain access to your video system through its web interface, see the Administration Guide for more.

From the web interface you may generate snapshots of the video stream from your system. You may also 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.

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 to unencrypted calls only).

In this context a MultiWay call should be regarded as a variant of Point-to-Point call as it is the MCU who is controlling the call and your system is connected to the MCU as in a Point-to-Point call.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!
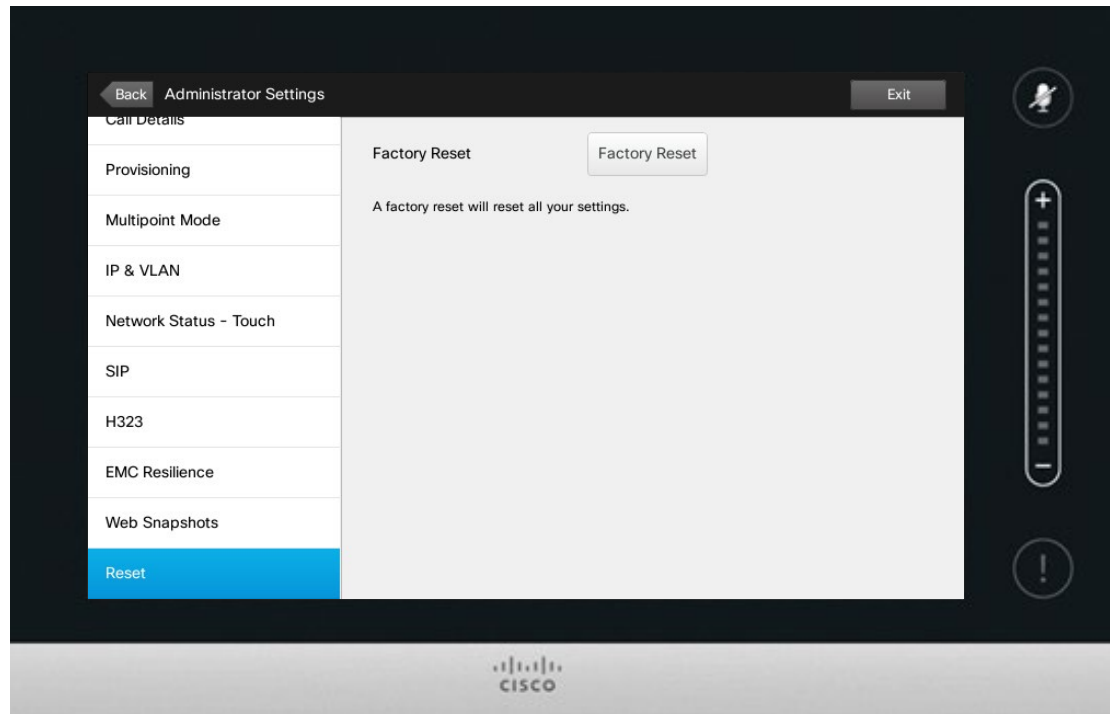
Managing the Settings
Administrator Settings–Factory reset

About Factory reset

To exit *Administrator Settings*, tap **Back**.

To exit *Settings* as such, tap **Exit**.

Note that there is no *Cancel* function letting you exit the menu undoing any changes you have made.

Take care!

You may want to perfom a *Factory Reset* your video system. Note that you will loose all configurations, the call history and your local list of contacts (Favorites and History). Release keys and options installed will be retained.

Caution! There is no *Cancel* function letting you exit the menu undoing any changes you have made. Take care!

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