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## **Cisco TelePresence System User Guide, Software Release TX 6**

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# Cisco TelePresence Touch 12 at a Glance

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- [About the Cisco TelePresence Touch 12](#), page iii
- [Getting Started](#), page vi
- [Related Documentation](#), page vi
- [Obtaining Documentation and Submitting a Service Request](#), page vi

## About the Cisco TelePresence Touch 12

The Cisco TelePresence Touch 12 is a touch-panel LCD device that you use during telepresence meetings.



### Note

The examples in this document show the display screens in English. The Touch 12 offers additional language support. Your system administrator configures these languages for your system. For configuration information and for the current list of additional languages, refer to the “[Installing Language Versions](#)” chapter of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

Figure 1 shows the Cisco TelePresence Touch 12 with the day’s scheduled meetings.

**Figure 1** Cisco TelePresence Touch With Scheduled Meetings



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Figure 2 and Figure 3 show the Cisco TelePresence Touch 12 screen angle control. You can adjust the screen by gently tilting it to the desired angle.

**Figure 2** *Cisco TelePresence Touch 12 Codec*



**Figure 3** *Cisco TelePresence Touch 12 Tilt Control*



## Getting Started

Go to the following sections to get started with the Cisco TelePresence Touch 12:

- Chapter 1, “Cisco TelePresence Touch 12 Navigation Basics”
- Chapter 2, “Placing and Receiving Calls”
- Chapter 3, “Meeting Controls”
- Chapter 3, “Cisco TelePresence System Status and Troubleshooting Tips”
- Chapter 4, “Managing Recordings”
- Chapter 5, “System Alerts and Meeting Messages”

## Related Documentation

Related Topic	Document Title
How to install and configure the Cisco TelePresence Touch 12.	<ul style="list-style-type: none"> <li>• <i>Installing and Configuring the Cisco TelePresence Touch 12</i></li> </ul>
Meeting basics guide for using the Cisco TelePresence Touch 12.	<ul style="list-style-type: none"> <li>• <i>Cisco TelePresence Touch 12 Meeting Quick Reference</i></li> </ul>
How to navigate to Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	<ul style="list-style-type: none"> <li>• <a href="#">Cisco.com</a> <b>Products &gt; TelePresence &gt; Cisco TelePresence System &gt; TelePresence System</b></li> </ul>
Cisco TelePresence Immersive Endpoint documentation.	<ul style="list-style-type: none"> <li>• <a href="#">Cisco TelePresence Administration Software</a> home page on Cisco.com</li> </ul>
Complete guide to the CTS software and hardware documentation.	<ul style="list-style-type: none"> <li>• <i>Cisco TelePresence System Documentation Roadmap</i></li> </ul>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.



# CHAPTER 1

## Cisco TelePresence Touch 12 Navigation Basics

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### Contents

Use the information in the following sections to help you become familiar with the Cisco TelePresence Touch 12:

- [Primary and Secondary Button Bar, page 1-1](#)
- [Numeric Keypad, page 1-7](#)
- [Standard and Special Characters Keyboard, page 1-7](#)
- [Buttons on the Cisco TelePresence Touch 12 Console, page 1-9](#)

### Primary and Secondary Button Bar

The primary and secondary button bars are the main navigation tools for Cisco TelePresence Touch 12, as shown in [Figure 1-1](#). Buttons appear blue when selected. [Table 1-1](#) describes button functions.

#### Primary Button Bar

The primary button bar is the default; choose from the following options:

- [New Call](#)
- [Meetings](#)
- [Directory](#)
- [Presentation](#)
- [More](#)

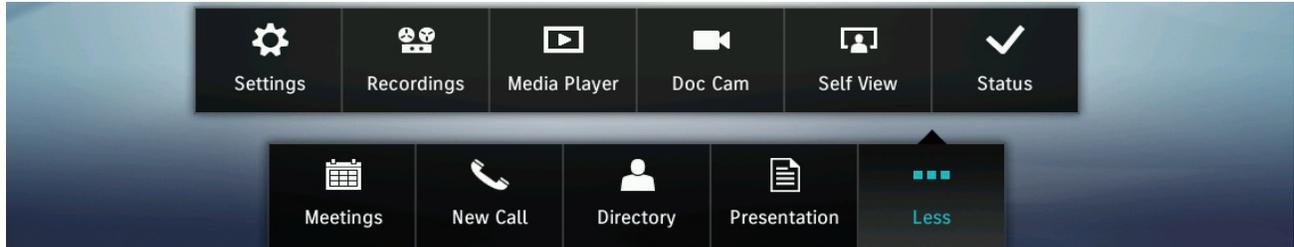
#### Secondary Button Bar

Tap the **More** button to bring up the next set of buttons in the secondary button bar:

- [Settings](#)
- [Recordings](#)
- [Media Player](#)
- [Doc Cam](#)

- [Self View](#)
- [Status](#)

**Figure 1-1** Cisco TelePresence Touch 12 Primary and Secondary Button Bars



**Table 1-1** Cisco TelePresence Touch 12 Primary and Secondary Buttons

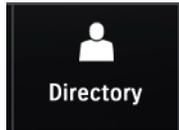
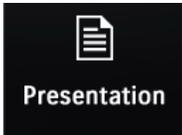
Button	Function
 <p>New Call</p>	<p>Opens the keypad or the keyboard to place a call.</p> <p>See <a href="#">Using the Keypad</a> and <a href="#">Dialing a URI String Using the Keyboard</a>.</p>
 <p>Meetings</p>	<p>Tap to see a list of scheduled meetings.</p> <p>See <a href="#">Checking Your Calendar</a>.</p>
 <p>Directory</p>	<p>Tap to bring up the Directory or Favorites menus to make a call.</p> <p><b>Tip</b> The Directory and Favorites tabs are only present if directory or favorites lists have been configured by your administrator. The Keypad tab is always present.</p> <p>To dismiss the Call window, tap the X in the upper right corner.</p> <p>See <a href="#">Placing a Call</a>.</p>
 <p>Presentation</p>	<p>Tap to control your meeting presentations including video sharing, PiP placement on screen, and video input sources.</p> <p><b>Tip</b> PiP control is only available while you are in a call and when a presentation device is being shared.</p> <p>To dismiss the Presentation window, tap the X in the upper right corner.</p> <p>See <a href="#">Sharing Presentations</a>.</p>

Table 1-1 Cisco TelePresence Touch 12 Primary and Secondary Buttons (continued)

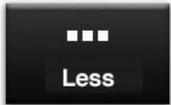
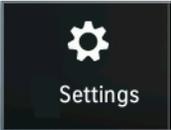
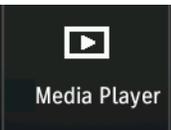
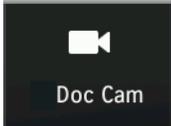
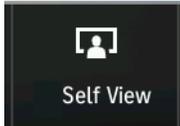
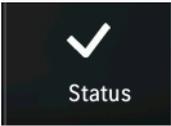
Button	Function
<p><b>More</b></p>  	<p>Tap <b>More</b> to bring up the secondary button bar. To dismiss the secondary button bar, tap <b>Less</b>.</p> <p><b>Tip</b> Tap anywhere outside the button bar to dismiss the secondary button bar. The primary button bar is always present.</p>
<p><b>Settings</b></p> 	<p>Tap to manage your system settings:</p> <ul style="list-style-type: none"> <li>• <b>Incoming Calls</b>—Control Auto Answer and choose your ring tone style. You can only change ring tones if your system is configured to do so.</li> <li>• <b>Meeting Volume</b>—Control meeting, speaker, and headset volume and select audio mode between the speakers or the headset (if available).</li> </ul> <p><b>Tip</b> You can also control call volume using the button on the Cisco TelePresence Touch 12 console.</p>  <ul style="list-style-type: none"> <li>• <b>Media Volume</b>—Control speaker and headset volume for the Media Player (DMP) and presentation audio.</li> <li>• <b>Appearance</b>—Control screen brightness.</li> </ul> <p>See <a href="#">Controlling Volume and Other Call Settings</a>.</p>
<p><b>Recordings</b></p> 	<p>Tap to access video recording options.</p> <p><b>Tip</b> The Recordings button only appears if recording capability has been configured on your system.</p> <p>See <a href="#">Managing Recordings</a>.</p>
<p><b>Media Player</b></p> 	<p>Tap to control the Digital Media Player (DMP) or similar media device.</p> <p><b>Tip</b> The Media Player button only appears if a media player is attached and configured on your system.</p> <p>See <a href="#">Using the Digital Media Player</a>.</p>

Table 1-1 Cisco TelePresence Touch 12 Primary and Secondary Buttons (continued)

Button	Function
<p><b>Doc Cam</b></p> 	<p>Tap to access Document Camera controls.</p> <p><b>Tip</b> The Doc Cam button only appears if a document camera is attached and configured on your system.</p> <p>See <a href="#">Sharing Using the Document Camera</a>.</p>
<p><b>Self View</b></p> 	<p>Allows you to see yourself as you are viewed by other participants.</p> <p>See <a href="#">Using Self View</a>.</p>
<p><b>Status</b></p> 	<p>Provides you with system status (Call status, system status, peripheral status) and allows you to report a problem.</p> <p>See <a href="#">Checking System Status</a>,</p>

**Table 1-1** Cisco TelePresence Touch 12 Primary and Secondary Buttons (continued)

Button	Function
<b>Self View</b> 	Tap to see yourself before a meeting starts. <b>Tip</b> The Self View button only appears when you are not in an active call. See <a href="#">Using Self View</a> .

Table 1-1 Cisco TelePresence Touch 12 Primary and Secondary Buttons (continued)

Button	Function
<p data-bbox="342 302 412 331"><b>Status</b></p> 	<p data-bbox="683 302 1344 331">Tap to access the following information about your system:</p> <ul style="list-style-type: none"> <li data-bbox="683 348 1471 646"> <p data-bbox="683 348 1333 378">• <b>Call Status</b>—Shows information about an active call:</p> <ul style="list-style-type: none"> <li data-bbox="743 394 976 424">– Screen resolution</li> <li data-bbox="743 438 1187 468">– Security (either enabled or disabled)</li> <li data-bbox="743 483 964 512">– Network quality</li> <li data-bbox="743 527 964 556">– Network latency</li> <li data-bbox="743 571 837 600">– Jitter</li> <li data-bbox="743 615 959 644">– Transmit bitrate</li> </ul> </li> <li data-bbox="683 661 1471 982"> <p data-bbox="683 661 1471 753">• <b>System Status</b>—Shows network and software information for your Cisco TelePresence Touch 12 and the codec that you are connected to:</p> <ul style="list-style-type: none"> <li data-bbox="743 770 894 800">– IP address</li> <li data-bbox="743 814 932 844">– MAC address</li> <li data-bbox="743 858 971 888">– Software version</li> <li data-bbox="743 903 1084 932">– Security mode of the codec</li> <li data-bbox="743 947 1008 976">– Primary DNS server</li> </ul> </li> <li data-bbox="683 999 1471 1486"> <p data-bbox="683 999 1471 1121">• <b>Peripheral Status</b>—The status of the peripherals that are attached to the system. The following non-interactive icons indicate camera, display, microphone, Projector, LCD, DVI / VGA, and document camera status:</p> <ul style="list-style-type: none"> <li data-bbox="743 1138 1268 1167">– A green check mark indicates functionality:</li> </ul>  <ul style="list-style-type: none"> <li data-bbox="743 1264 1078 1293">– A red X indicates an error:</li> </ul>  <ul style="list-style-type: none"> <li data-bbox="743 1398 1138 1428">– A dot indicates unknown status:</li> </ul>  </li> <li data-bbox="683 1514 1471 1875"> <p data-bbox="683 1514 1471 1606">• <b>Report Problem</b>—Select a problem type from the drop-down menu to submit a log of recent system activity to your administrator for assistance:</p> <ul style="list-style-type: none"> <li data-bbox="743 1623 1114 1652">– Audio, Speakers, Microphone</li> <li data-bbox="743 1667 1068 1696">– Video, Displays, Cameras</li> <li data-bbox="743 1711 1105 1740">– Projector, LCD, Doc Camera</li> <li data-bbox="743 1755 922 1785">– Cisco Touch</li> <li data-bbox="743 1799 899 1829">– Recording</li> <li data-bbox="743 1843 846 1873">– Other</li> </ul> </li> </ul>

# Numeric Keypad

The numeric keypad (Figure 1-2) is available any time that you need to manually dial phone numbers or enter touch tones. See [Using the Keypad](#).

**Figure 1-2** Numeric Keypad



For more information about placing calls, see [Chapter 2, “Placing and Receiving Calls.”](#)

# Standard and Special Characters Keyboard

The standard (Figure 1-3) and special characters (Figure 1-4) keyboard are available any time that you need to enter names or email addresses.

Figure 1-3 Standard Keyboard



Figure 1-4 Special Characters Keyboard

**Tip**

To toggle between the standard keyboard and the special characters keyboard, tap the #+= button or the ABC button.

To close the keyboard at any time, tap the X icon or tap outside the keyboard.

For more information about using the keyboard, see [Chapter 2, “Placing and Receiving Calls.”](#)

# Buttons on the Cisco TelePresence Touch 12 Console

Figure 1-5 shows the Cisco TelePresence Touch 12 console buttons.

**Figure 1-5** Cisco TelePresence Touch 12 Console



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Table 1-2 describes the buttons on the Cisco TelePresence Touch 12 console.

**Table 1-2** Cisco TelePresence Touch 12 Console Buttons

Button	Function
<p><b>Live Desk</b></p> 	<p>Press to launch a call to the Live Desk support number. Any active calls are placed on hold.</p> <p><b>Tip</b> Live Desk must be configured by your administrator.</p> <p>See <a href="#">Calling the Live Desk</a>.</p>
<p><b>Home</b></p> 	<p>Press to return to your configured “home” window or back to the active call if you are in a call and have navigated away. This button is always backlit in blue.</p>

Table 1-2 Cisco TelePresence Touch 12 Console Buttons (continued)

Button	Function
<p><b>Answer Call</b></p> 	<p>Press to answer a call when the Incoming Call dialog is displayed on the Cisco TelePresence Touch 12 screen. The button will appear backlit in green when selected.</p> <p>If there is already an active call, that call is placed on hold so that you can answer the incoming call.</p> <p><b>Tip</b> This button can also be used to end an active call.</p> <p>See <a href="#">Answering or Ending Calls Using the Answer Button on the Console</a>.</p>
<p><b>Volume</b></p> 	<p>Control call volume using the volume toggle on the console.</p> <p><b>Tip</b> To adjust system volume, tap <b>More &gt; Settings</b> and choose from the following:</p> <ul style="list-style-type: none"> <li>• Incoming Calls</li> <li>• Meeting Volume</li> <li>• Media Volume</li> </ul>
<p><b>Mute</b></p> 	<p>Mute yourself and the entire meeting room by pressing the <b>Mute</b> button on the Cisco TelePresence Touch 12 console. The button will appear backlit in red when selected.</p> <p><b>Tip</b> The <b>Mute</b> button is equivalent to the Mute button on any of the in-room microphones.</p> <p>See <a href="#">Muting the System During a Conference</a>.</p>



# CHAPTER 2

## Placing and Receiving Calls

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**Revised: January 23, 2014, OL-28617-01**

This chapter shows the procedures you perform to place or receive a call and includes the following sections:

- [Joining a Meeting, page 2-2](#)
- [Placing a Call, page 2-3](#)
- [Adding Another Participant To an Existing Conference, page 2-12](#)
- [, page 2-57](#)
- [Answering Calls, page 2-25](#)
- [Placing a Call on Hold, page 2-15](#)
- [Muting the System During a Conference, page 2-27](#)
- [Muting a Single Microphone During a Conference, page 2-28](#)
- [Using Self View, page 2-28](#)
- [Checking Your Calendar, page 2-29](#)
- [Sharing Presentations, page 2-31](#)
- [Annotating Presentations, page 2-39](#)
- [Sharing Using the Document Camera, page 2-45](#)
- [Opening Other Applications During a Call, page 2-48](#)
- [Controlling Volume and Other Call Settings, page 2-49](#)
- [Using the Digital Media Player, page 2-55](#)



**Note**

The examples in this document show the display screens in English. The Touch 12 offers additional language support. Your system administrator configures these languages for your system. For configuration information and for the current list of additional languages, refer to the “[Installing Language Versions](#)” chapter of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

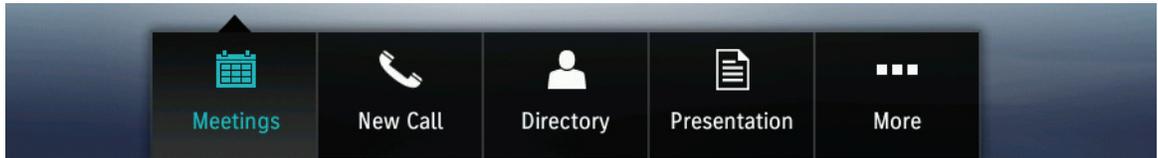
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# Joining a Meeting

To join a scheduled meeting:

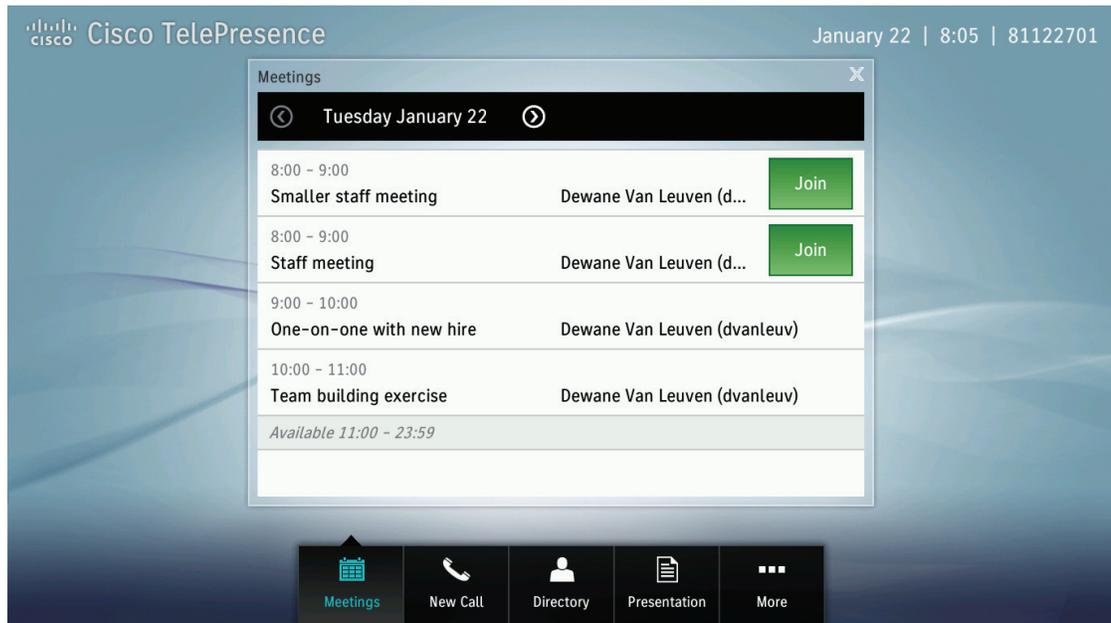
- Step 1** If the Meetings screen does not already appear, tap the **Meetings** button in the button bar.

**Figure 2-1** Meetings Button



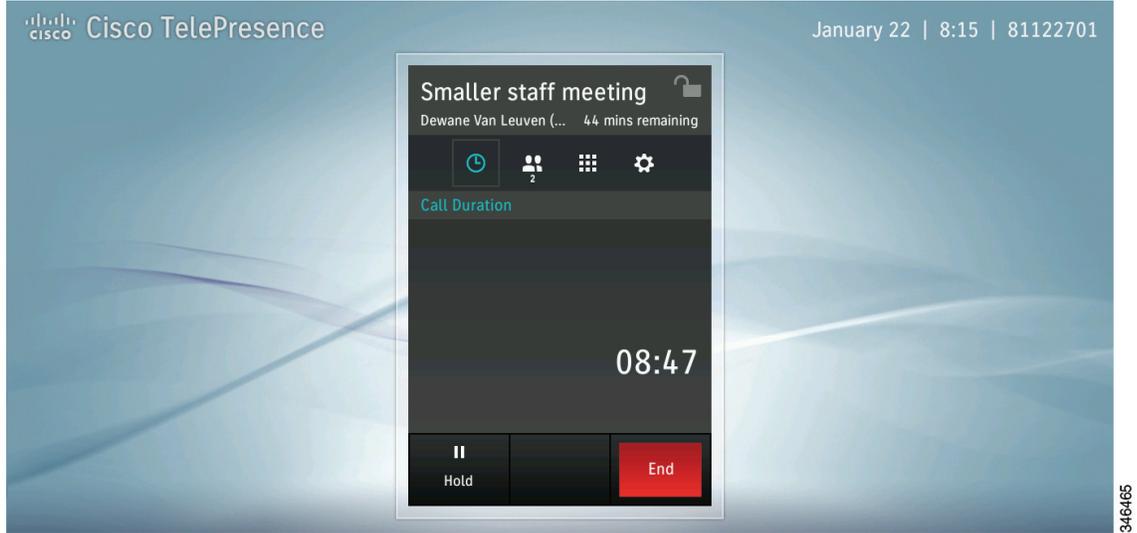
The Meetings screen appears as shown in Figure 2-2.

**Figure 2-2** Meetings Screen



- Step 2** Locate your meeting from the list and tap the **Join** button. This button is shown in Figure 2-2.

When your meeting connects, the meeting window appears with the Meeting window open by default, as shown in Figure 2-3.

**Figure 2-3 Meeting Window**

**Step 3** Manage your meeting options using the information in [Chapter 3, “Meeting Controls.”](#)

## Placing a Call

You can place a call on a CTS system using the keypad, using a Unified Resource Identifier (URI) string (such as an e-mail address), or directory-type searches.

This section includes the methods you make to place a call and includes the following topics:

- [Using the Keypad, page 2-3](#)
- [Dialing a URI String Using the Keyboard, page 2-4](#)
- [Using Directory Search, page 2-7](#)
- [Using Favorites, page 2-11](#)

## Using the Keypad

To use the phone to dial a number, complete the following steps:

**Step 1** If the meeting window displays, tap the **New Call** button on the lower right of the screen.

Figure 2-4 New Call Button



345116

**Step 2** Dial the number and tap the **Call** button.

Figure 2-5 Call Button



345123

## Dialing a URI String Using the Keyboard

To dial a number using a URI string, complete the following steps:

**Step 1** Tap the **Keyboard** button in the keypad area.



**Note** If the keypad area is not active, tap the **New Call** button in the main button bar.

**Figure 2-6** Keyboard Button



3-45078

**Step 2** Enter the URI using the keyboard buttons.



**Tip**

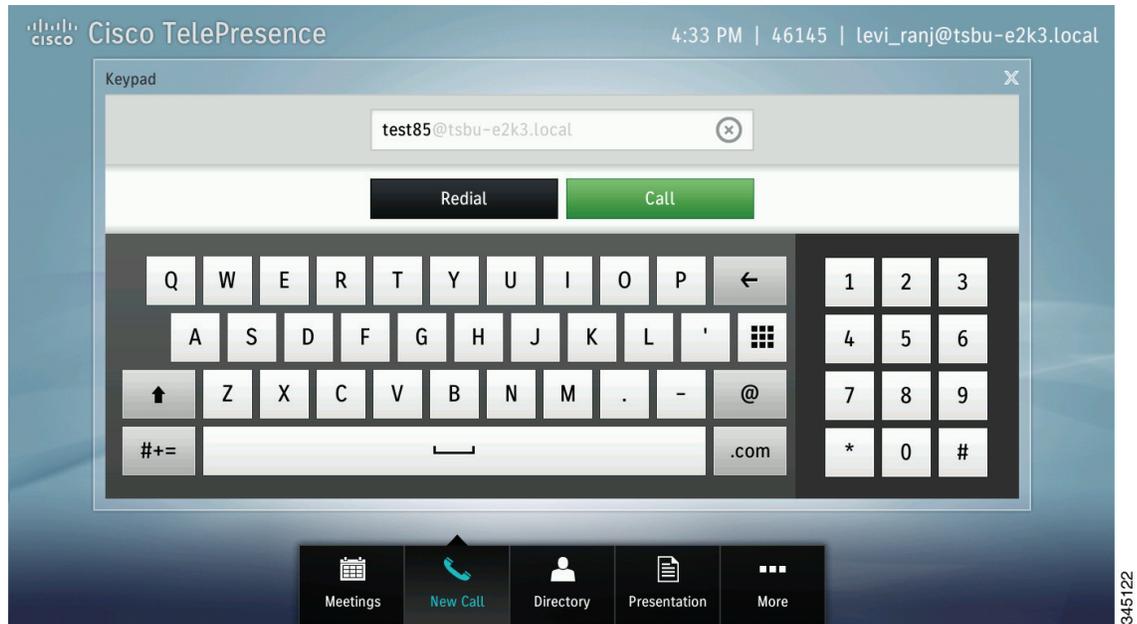
To enter special characters, tap the #+= button on the lower part of the screen.

**Figure 2-7** Main Keyboard Screen



**Step 3** After you enter a valid URI, tap **Call**.

**Figure 2-8** Call Button



## Using Directory Search



**Tip**

The Directory tab will only be present if a directory has been configured by your administrator.

To place a call using directory search:

**Step 1** Tap the **Directory** button in the button bar.

The directory window displays.

**Figure 2-9** Directory Button



- Step 2** Use one of the following methods to find the person or resource you are looking for:
- Use your finger to scroll through entries in the Directory, then tap a name to open the entry for that person or room.
  - Tap once into the search field to bring up the standard keyboard and type the names of people or resources.

**Figure 2-10** Directory Search with the Standard Keyboard



**Tip**

To toggle between the standard keyboard and the special characters keyboard, tap the #+= button or the ABC button.

To close the keyboard at any time, tap the X at the top right of the keyboard.

**Step 3** Highlight the name and tap the green **Call** button that displays on the right.

Figure 2-11 Call Button



## Using Favorites



### Tip

The Favorites tab is displayed only if Favorites have been configured in Cisco Unified Communications Manager. For more information, refer to the “[Managing the Speed-Dial Directory \(Favorites\)](#)” section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

To place a call using Favorites, complete the following steps:

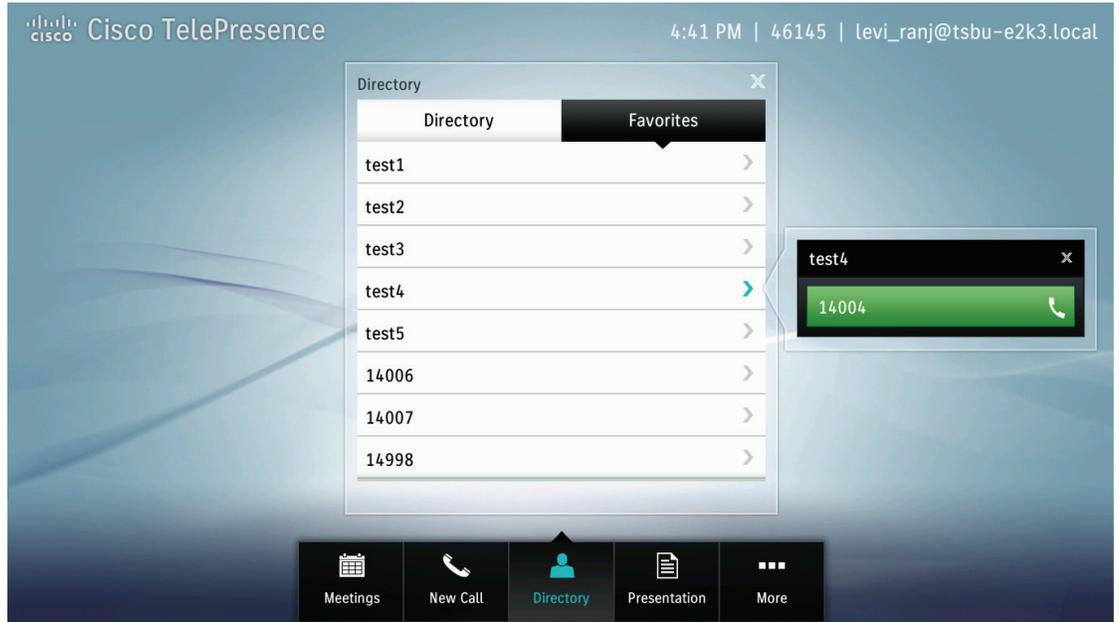
- Step 4** Tap the **Directory** button, then tap the **Favorites** tab.

**Figure 2-12** Making a Call from Favorites



- Step 5** Use your finger to scroll through entries in Favorites, then tap a name to open the contact card for that person.
- Step 6** Tap the **Call** button in the contact card to call that person.

Figure 2-13 Contact Card



## Adding Another Participant To an Existing Conference

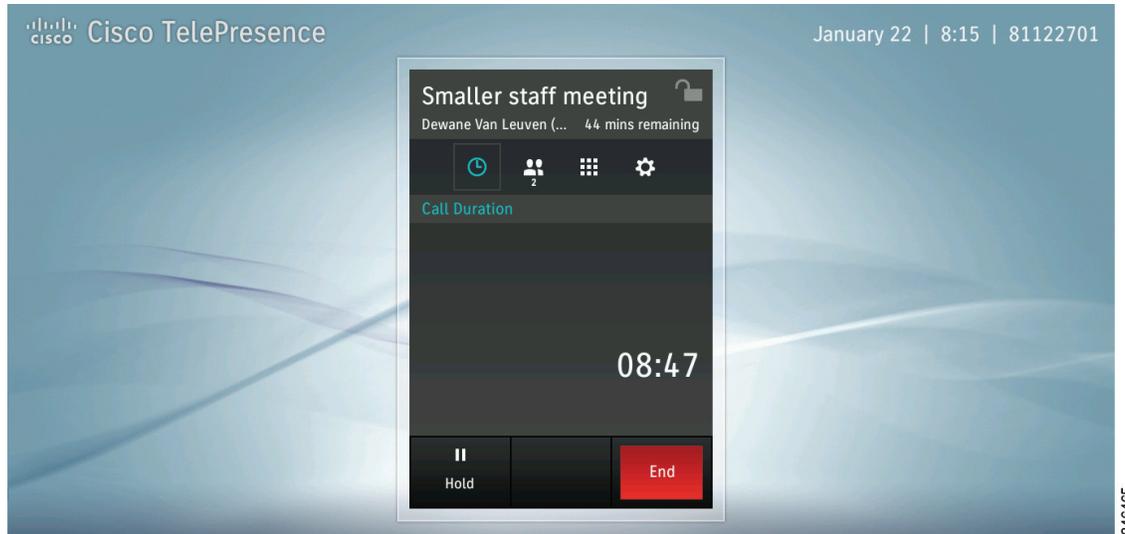
To add another participant to an existing Cisco TelePresence conference, perform the following actions:

You can merge either a video endpoint or an audio caller.

If your endpoint has not been configured for multipoint calls with a device such as the Cisco TelePresence Server (TS), you can add a maximum of one additional endpoint. Video endpoints are added as an audio-only endpoint.

**Step 1** Tap the **Add** button.

**Figure 2-14** Add Button



If your directory is enabled on your device, the directory appears.

**Step 2** Add the new call by performing one of the following actions:

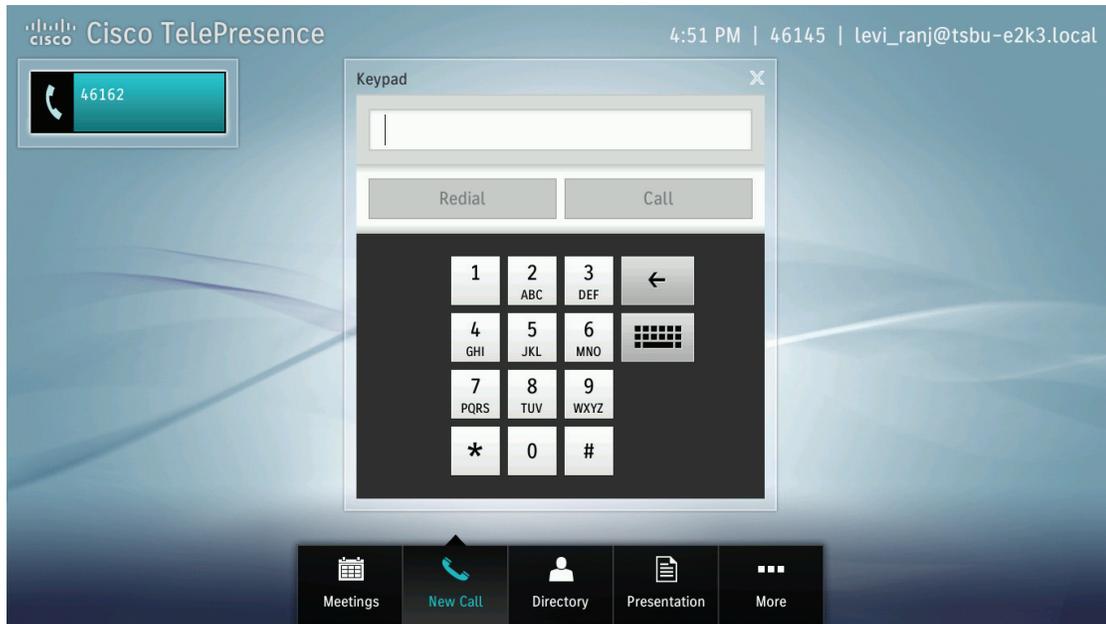
- To add an endpoint using the directory or favorites area, select a name in the directory or favorites list by tapping that name; then, tap the green telephone icon that appears to the right of the name to dial that number.

**Figure 2-15** Adding an Endpoint Using the Directory



- To add an endpoint using the keypad, tap the **New Call** icon and dial the number, and tap **Call**.

**Figure 2-16** Adding an Endpoint Using the Keypad



- To add an endpoint using the keyboard, tap the **New Call** button, then tap the keyboard icon in the keypad area, enter the URI, and tap **Call**.

**Figure 2-17** Adding an Endpoint Using the Keyboard



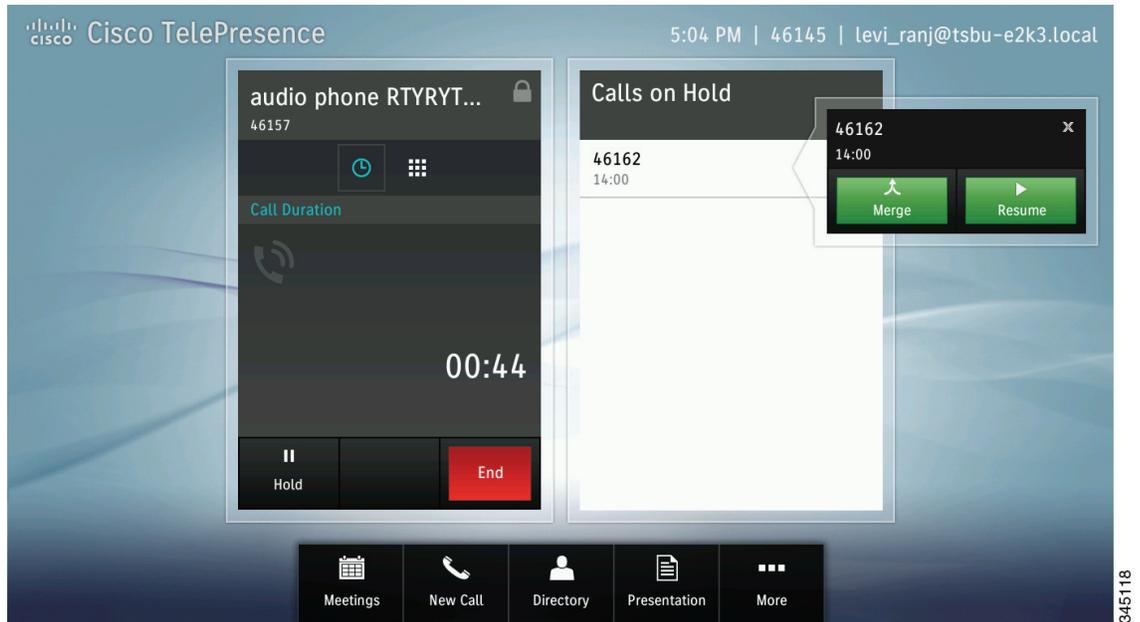
The current call is placed on hold and your system dials the new endpoint.

- Step 3** Merge the calls by tapping the **Merge** button.



**Tip** To return to the original call without adding the new endpoint, tap **Resume**.

**Figure 2-18** Merging the Calls



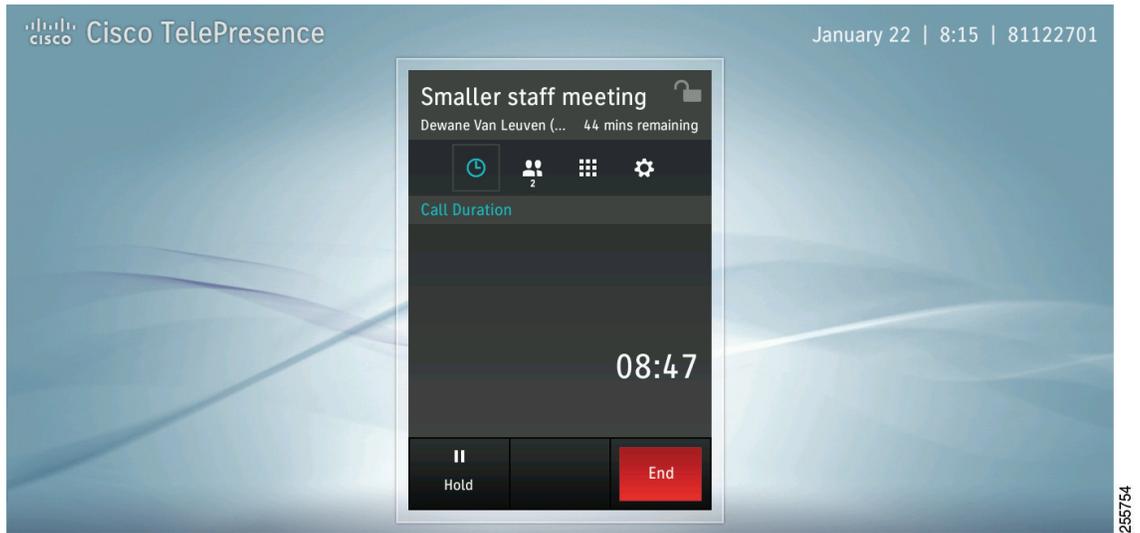
## Placing a Call on Hold

To place yourself on hold then resume your call during a meeting, complete the following tasks:

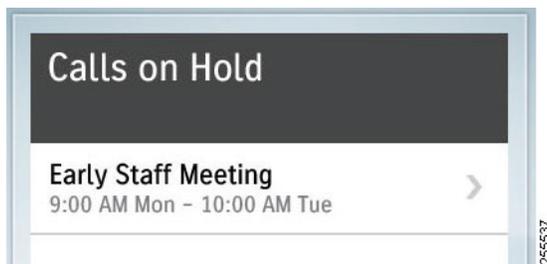
**Step 1** Tap the **Hold** button, as shown in [Figure 2-19](#).



**Note** To place a call on hold when you are annotating a presentation, tap **Minimize**, select the active call, then tap the **Hold** button.

**Figure 2-19** *Placing Yourself on Hold*

The Calls on Hold window appears, as shown in [Figure 2-20](#).

**Figure 2-20** *Calls on Hold*

- Step 2** Tap the **Resume** button to be placed back into your meeting. [Figure 2-21](#) shows the hold/resume sequence.

**Figure 2-21 Resuming a Call That is On Hold**



## Dropping a Call Participant

To drop an audio or video endpoint from a meeting, complete the following task:

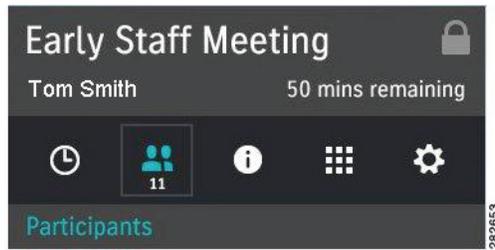


**Note**

You cannot drop participants that were added to a conference using a Cisco TelePresence Server, Cisco TelePresence Multipoint Switch (CTMS), or multipoint control unit (MCU). You can only remove video endpoints or audio participants that were manually added to a conference by you calling them, or they calling you.

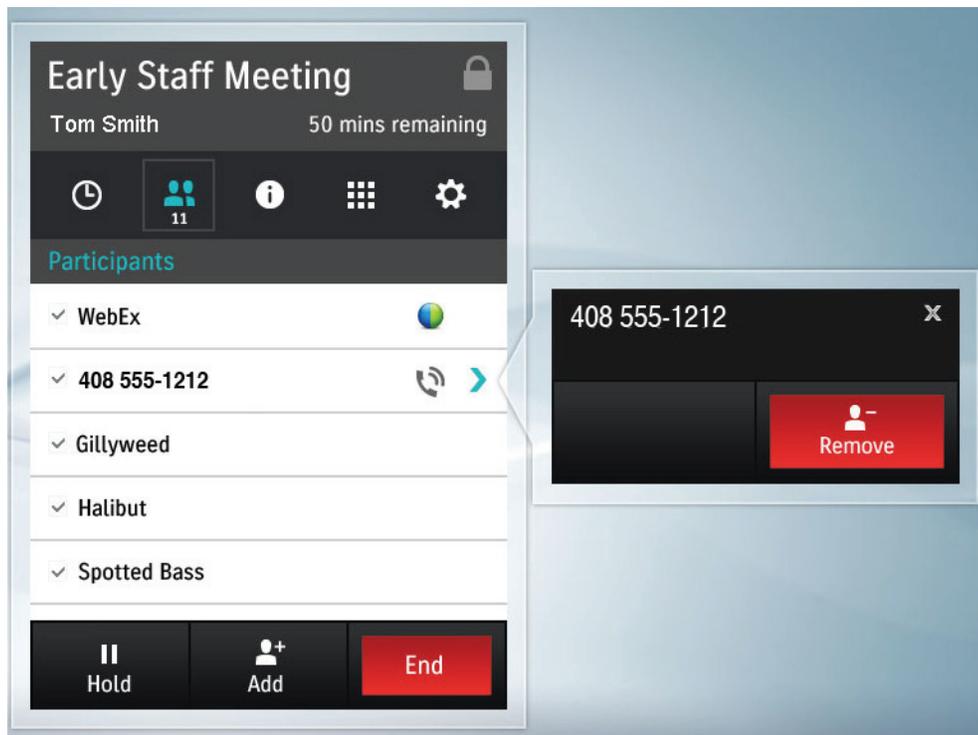
- Step 1** Tap the **Participants** button to bring up the Participants list.





- Step 2** Tap the audio participant or video participant entry to bring up the contact card for that participant, as shown in [Figure 2-22](#).
- Step 3** Tap the **Remove** button to drop the selected participant.

**Figure 2-22** Removing a Participant



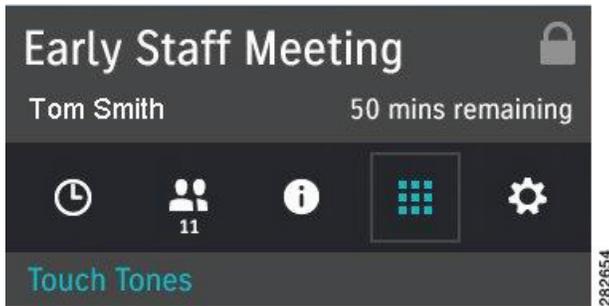
- Step 4** Navigate away from the Participants window by tapping the **Call Duration** button (clock icon) or any other button on the Touch device.

## Sending Touch Tones

To send DTMF touch tones during a call, complete the following actions:

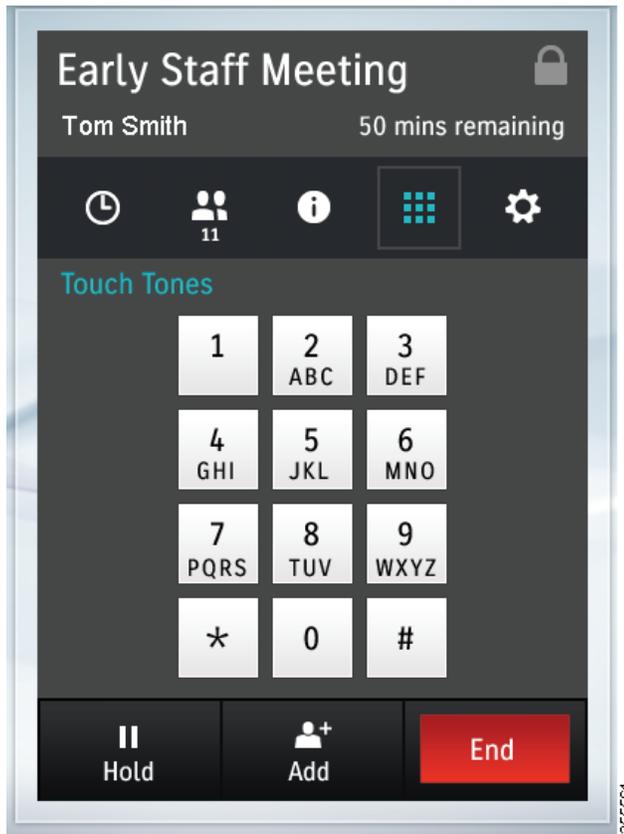
- Step 1** Tap the **Touch Tones** button (the keypad icon).

**Figure 2-23** Touch Tones Button



- Step 2** Tap the keypad to send the tones.

**Figure 2-24** Keypad



- Step 3** After you enter the tones, tap either the **Call Duration** button (clock icon), the **Call Participants** button (people icon), or any other button on the Touch device to navigate away from the Touch Tones window.

## Meeting Control Button Quick Reference

Table 2-1 describes meeting control buttons that appear during an active meeting. Buttons appear blue when selected.

**Table 2-1** Cisco TelePresence Touch 12 Meeting Control Buttons

Button	Function
<p><b>Call Duration</b></p> 	<p>The Call Duration window acts as your active meeting home page. The on-screen counter keeps a record of how long the Cisco TelePresence Touch 12 has been in the current meeting.</p>
<p><b>Participants</b></p> 	<p>Tap to see a list of participants for all scheduled meetings, multipoint calls, and non-scheduled point-to-point calls with audio add-in. Point-to-point calls without audio add-in do not see a participant list.</p> <p><b>Tip</b> The list may take a moment to load.</p>
<p><b>Audio Indicator</b></p> 	<p>If the local endpoint is audio-only, the audio indicator (non-selectable) is also shown.</p> <p>See <a href="#">Meeting Information Screen</a>.</p>
<p><b>Call-In Information</b></p> 	<p>Tap to view meeting information, including phone and meeting numbers, and the Cisco WebEx URL, if available for your meeting.</p> <p>See the <a href="#">Meeting Information Screen</a>.</p>
<p><b>Touch Tones</b></p> 	<p>Tap to bring up the keypad to send Dual Tone Multi-Frequency (DTMF) tones.</p> <p>See <a href="#">Sending Touch Tones</a>.</p>

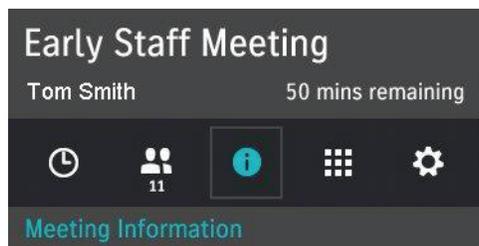
Table 2-1 Cisco TelePresence Touch 12 Meeting Control Buttons (continued)

Button	Function
<b>Settings</b> 	Meeting control options for multipoint meetings. Access options can include: <ul style="list-style-type: none"> <li>• View Control</li> <li>• Meeting Access</li> <li>• Meeting Timing (extended meeting options)</li> </ul> <b>Tip</b> If these options have not been configured on your system, the Settings button does not appear.  See <a href="#">Managing Meeting Settings</a> .
<b>Meeting Security</b> 	This icon indicates whether the meeting is secure or not secure. A corresponding icon is also shown on the main display.
<b>Cisco WebEx</b> 	This icon indicates that a meeting participant is using Cisco WebEx to join the meeting. Multiple Cisco WebEx participants are represented by a single participant entry in the Participant List.

## Meeting Information Screen

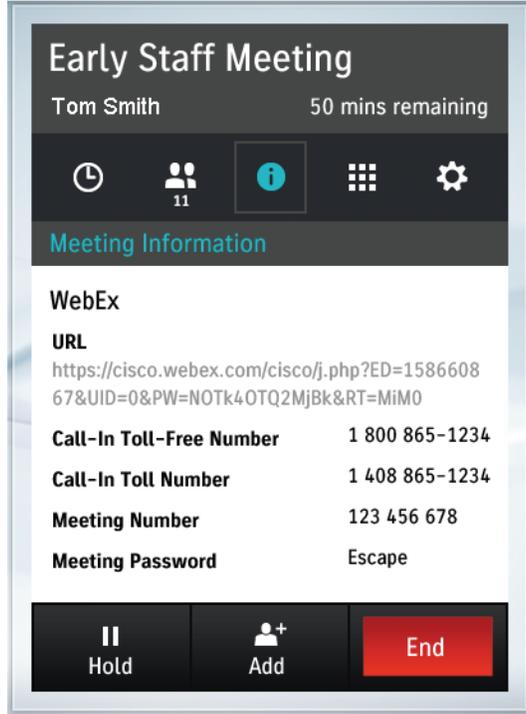
To view information about your scheduled meeting:

- Step 1** Tap the **Meeting Information** button.



Your meeting details appear, as shown in [Figure 2-25](#).

Figure 2-25 Meeting Information Window

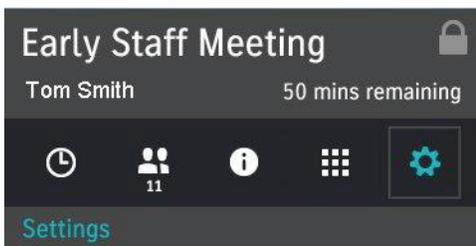


- Step 2** Navigate away from the Meeting Information window by tapping the **Call Duration** button to return to the default meeting screen, or tap another meeting button.

## Managing Meeting Settings

To manage your meeting settings:

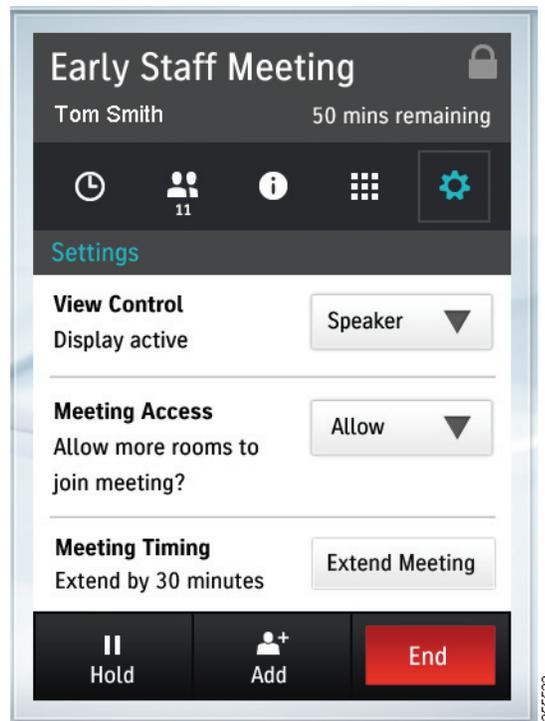
- Step 1** Tap the **Settings** button.



The Settings screen appears, shown in [Figure 2-26](#). This screen allows you to manage the following aspects of your meeting:

- [View Control](#), page 2-23
- [Meeting Access](#), page 2-23
- [Extend Your Meeting](#), page 2-24

**Figure 2-26** Settings Screen for Meeting Control



- Step 2** Once you have finished making changes, navigate away from the Settings window by tapping the Call Duration button to return to the default meeting screen, or tap another meeting button.

## View Control

View Control is displayed only on 3-screen systems in a multipoint call. The following options are available from the menu:

- **Speaker**—Switches in only the active speaker in a 3-screen room when someone begins talking.
- **Room**—Switches in all three segments of a 3-screen room when someone begins talking.

Your settings are automatically implemented and are saved for the duration of the current call; the system reverts to original settings when the meeting has ended.

## Meeting Access

This option is displayed only for multipoint meetings and allows you to add more rooms to your meeting. The following options are available from the menu:

- **Allow**—Allows other endpoints to join the meeting.
- **Block**—Blocks other endpoints from joining the meeting.

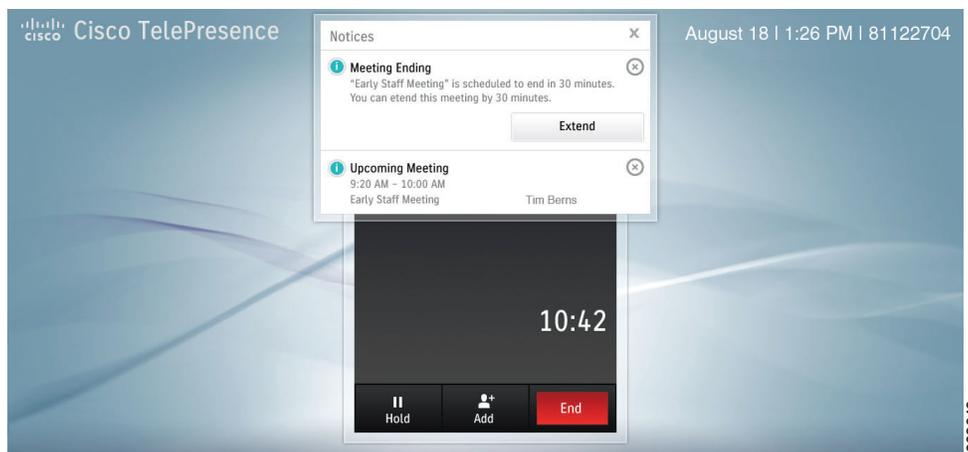
Your settings are automatically implemented and are saved for the duration of the current call; the system reverts to original settings when the meeting has ended.

## Extend Your Meeting

You may have the option to extend your scheduled meeting. [Figure 2-27](#) shows the Meeting Ending notice at the end of a scheduled meeting. To request a meeting extension:

- 
- Step 1** Tap **Extend** in the Notices dialog to open the Settings window ([Figure 2-28](#)).

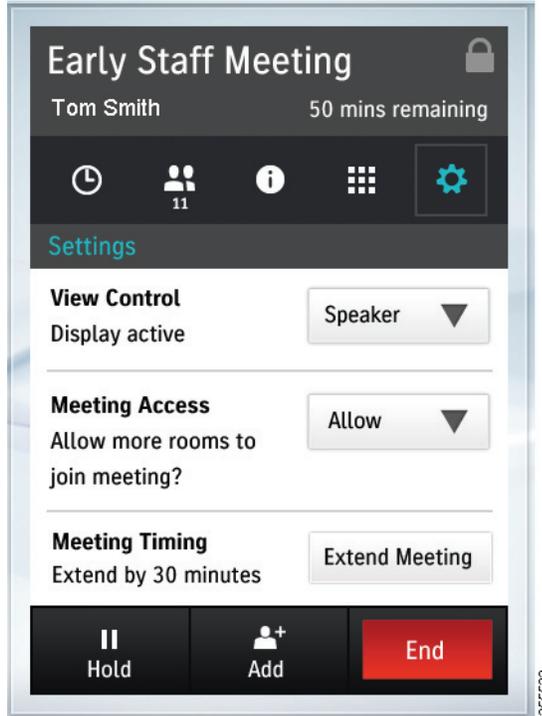
**Figure 2-27 Meeting Extension Notice**



- Step 2** Tap the **Extend Meeting** button in the Settings window.

A confirmation message appears on the Cisco TelePresence Touch 12: “Meeting has been extended.” Your settings are automatically implemented and are saved for the duration of the current call. Your meeting instance now indicates that your meeting has been extended, as shown in [Figure 2-28](#).

Figure 2-28 Meeting Extended by 30 Minutes

**Tip**

The amount of time that you are allowed to extend your meeting is set by your administrator.

If the system is already at the maximum number of allowable resources, your meeting request may not be accepted. The following message appears: “Meeting not extended. System is currently at maximum number of callers.”

## Answering Calls

There are two ways to answer calls:

- [Answering Incoming Calls from the Touch Screen, page 2-25](#)
- [Answering or Ending Calls Using the Answer Button on the Console, page 2-26](#)

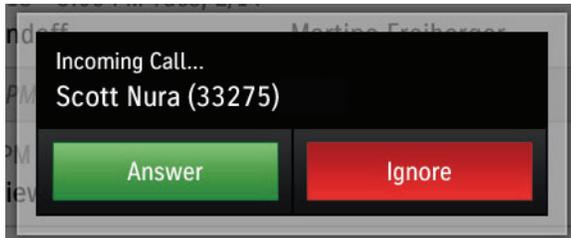
### Answering Incoming Calls from the Touch Screen

To answer incoming calls using the touch screen:

- Step 1** If no calls are active, tap one of the following choices the Incoming Call window, as shown in [Figure 2-29](#).
- **Answer**—Answers the incoming call and closes the Incoming Call window.

- **Ignore**—Silences the ringer. If Auto Answer is configured on your system, pressing Ignore disables Auto Answer for the incoming call. The application that was open when the incoming call came in remains on-screen.

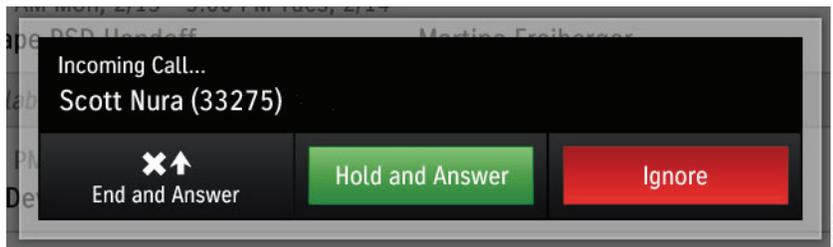
**Figure 2-29** No Active Calls - Answer and Ignore Options



**Step 2** If there are active calls or if calls are on remote hold, tap one of the following in the Incoming Call window, as shown in [Figure 2-30](#):

- **End and Answer**—Ends the current call, answers the incoming call, and closes the Incoming Call window.
- **Hold and Answer**—Places the current call on hold, answers the incoming call, and closes the Incoming Call window.

**Figure 2-30** Active Calls - Answer and Ignore Options



**Tip**

You must choose an action to dismiss the Incoming Call window.

See [Answering or Ending Calls Using the Answer Button on the Console](#).

## Answering or Ending Calls Using the Answer Button on the Console

Press the Answer button on the Cisco TelePresence Touch 12 console to answer a call when the Incoming Call dialog is displayed on the Cisco TelePresence Touch 12 screen ([Figure 2-31](#)). The button will be backlit in green when selected. If you are already in a call, press this button to end the call. See [Answering Incoming Calls from the Touch Screen](#).

Figure 2-31 Cisco TelePresence Touch 12 Console—Answer Button



## Muting the System During a Conference

Mute your system during a conference by pressing the **Mute** button (Figure 2-32). The button is backlit in red when selected, and a corresponding mute icon appears on the CTS main display to indicate that you are muted.

To unmute yourself, press the **Mute** button again.

If your system has meeting room microphones, you can mute your conference by briefly pressing the **Mute** button on any of the meeting room microphones.

Figure 2-32 Cisco TelePresence Touch 12 Console—Mute Button



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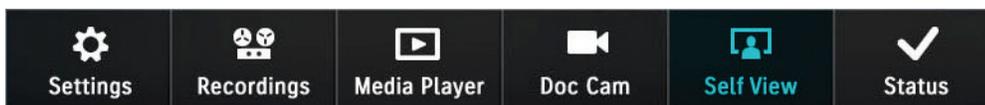
## Muting a Single Microphone During a Conference

To mute a single microphone in systems that use multiple microphones, press and hold the **Mute** button for three seconds until the green LED light turns off. To unmute the locally muted microphone, press the **Mute** button once until the green LED lights.

## Using Self View

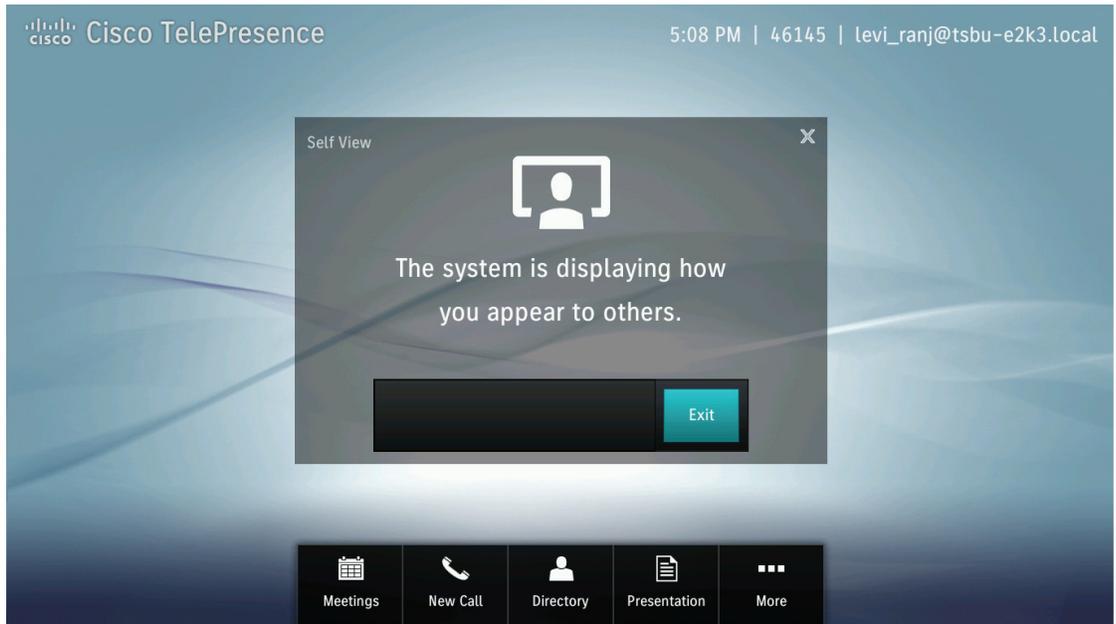
To see yourself before your meeting:

- 
- Step 1** Tap the **More** Button. The secondary button bar appears.
- Step 2** Tap **Self View** in the secondary button bar.



The secondary button bar is dismissed and the Self View screen appears on the Cisco TelePresence Touch 12, as shown in [Figure 2-33](#). Your mirror image appears on your CTS screen. If you have more than one camera on your system, you can choose which camera to use to see yourself.

Figure 2-33 Self View Screen



**Step 3** Tap **Exit** to close the window and exit Self View mode.

---

## Checking Your Calendar

To check your meetings calendar, complete the following steps:



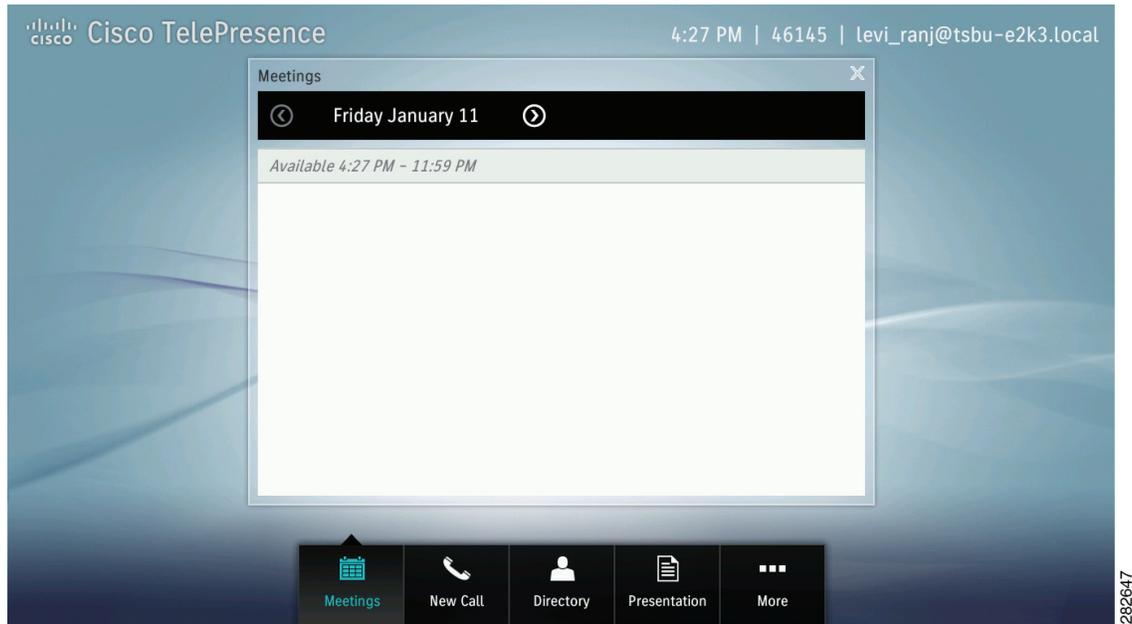
**Note**

This feature is available only if your system administrator has configured meetings for your system.

---

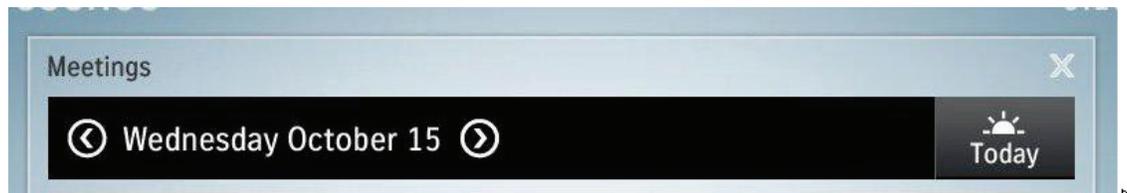
**Step 1** Tap the **Meetings** button in the primary button bar. The Meetings window appears, as shown in [Figure 2-34](#).

**Figure 2-34** Cisco TelePresence Touch Scheduled Meetings Window



**Step 2** Tap the icons at the top of the Meetings window to navigate, as shown in [Figure 2-35](#).

**Figure 2-35** Meeting Screen Navigation



To go forward to see future meetings one day at a time, tap the **Forward** icon.



To go back one day at a time, tap the **Back** icon.



To return immediately to the current day, tap the **Today** icon.



# Sharing Presentations

This section provides you with the information you need to share a presentation in a Cisco TelePresence conference and includes the following sections:

- [Supported Presentation Resolutions](#), page 2-31
- [Sharing a Presentation in a Cisco TelePresence Call or Meeting](#), page 2-32
- [Using PiP Control](#), page 2-34
- [Understanding Layout Control \(Moving Presentation Content Onto the Main Display Screen—Cisco TelePresence TX1310 65, TX9000, and TX9200 Systems Only\)](#), page 2-35
- [Using the Layout Control Feature](#), page 2-36

## Supported Presentation Resolutions

If you are using the VGA cable to share presentations, make sure to set your laptop screen resolution to 1024x768. Any presentation works at a resolution of 1024 x 768 using a presentation cable with the VGA connector.

Some systems support a high-definition (HD) resolution using a digital cable. This cable end can be an HDMI, DisplayPort, or Mini-DisplayPort connector.

The following Cisco TelePresence endpoints running TX release 6 or later software support HD presentations:

- Cisco TelePresence System 500 32
- Cisco TelePresence System TX 1300 47
- Cisco TelePresence System TX 1310 65
- Cisco TelePresence System TX 9000
- Cisco TelePresence System TX 9200

[Table 2-2](#) provides a summary of the supported presentation video resolutions sent by a Cisco TelePresence endpoint running TX 6 or later to any receiving endpoint or device. If required, set your presentation display to one of these resolutions for presentation sharing to work.

**Table 2-2**      **Supported Presentation Resolutions**

Display Resolution	Connector Required
1920x1080 (1080p)	Digital Cable or Document Camera only
1680x1050 (WSXGA+)	VGA cable only
1440x900 (WXGA+)	VGA, Digital Cable, or Document Camera
1280x800 (WXGA)	VGA, Digital Cable, or Document Camera
1280x720 (720p)	VGA, Digital Cable, or Document Camera
1024x768 (XGA)	VGA, Digital Cable, or Document Camera

**Table 2-2 Supported Presentation Resolutions**

Display Resolution	Connector Required
800x600 (SVGA)	VGA, Digital Cable, or Document Camera
640x480 (VGA)	VGA, Digital Cable, or Document Camera

## Sharing a Presentation in a Cisco TelePresence Call or Meeting

To share a presentation when in a Cisco TelePresence call, complete the following steps:

**Step 1** After you connect to a call or conference, plug the presentation cable into your presenting device (for example, your laptop).

If you plug in the presentation and share it on the presentation display before you begin a call, your presentation disappears from the screen when you either place or receive a call.

### Special Note For Cisco TelePresence System 500-32 Systems with an External Presentation Display

A presentation that you view before you begin a call remains active on your presentation display after your call begins. However, the contents of that presentation are not shared with other conference participants.

If you have this system and configuration, make one of the following choices when you receive the presentation privacy alert (see [Figure 2-37](#)):

- Tap **No One** to have the presentation disappear from the external presentation screen.
- Tap **Just Me** to have the presentation remain on the external presentation display. It is not shared with the other endpoints. This is the default behavior.
- Tap **Everyone** to share the presentation with all other endpoints.

**Step 2** If you have any problems viewing the presentation, make a note of the supported resolutions in [Table 2-2](#) and adjust the display resolution of your presenting device; otherwise, continue to [Step 3](#).

**Step 3** Tap the **Presentation** button in the primary button bar on the lower part of the screen.

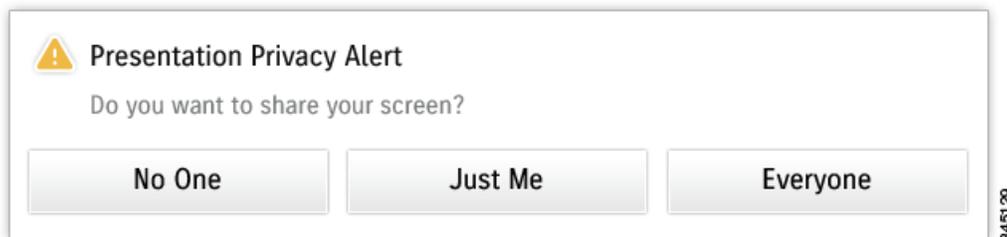
Figure 2-36 Presentation Button and Sharing Choices



If you are prompted to share the presentation (see Figure 2-37), make one of the following choices:

- Tap **No One** to disallow the presentation from being shared on the presentation display.
- Tap **Just Me** to share the presentation locally on your presentation display only.
- Tap **Everyone** to share the presentation with all meeting participants.

Figure 2-37 Presentation Privacy Area



- Step 4** To stop presenting, tap **Unshare**. To share the presentation again, tap **Share**. To view the presentation on your Cisco TelePresence device without sharing it with others in the conference, tap **Private View**. See Figure 2-36 for example of these choices.

## Using PiP Control

Presentation-in-Picture (PiP) refers to the location and size of the presentation in relation to the conference participants in a Cisco TelePresence conference. You can move PiP to the left, right, or center or maximize the presentation.

To use PiP, complete the following steps.

- Step 1** Tap **PiP**, then tap any of the positional buttons that display to position the presentation to the center, right or left corners, or to maximize the presentation on your screen.

**Figure 2-38** Presentation Screen - PiP Controls



Figure 2-39 shows an example of PiP on the lower right side of the main display screen.

**Figure 2-39 PiP Lower Right**



## Understanding Layout Control (Moving Presentation Content Onto the Main Display Screen—Cisco TelePresence TX1310 65, TX9000, and TX9200 Systems Only)

Starting with TX version 6.1 software, you can move the presentation from the presentation display to the main conference display. After you move the presentation, you can split the main display and show both the presentation and the conference participants.

This feature also changes how presentations are displayed when the system is not in a call (known as a locally-shared presentation)

This feature is known as Layout Control and works with the following systems:

- Cisco TelePresence System TX9000 and TX9200
- Cisco TelePresence System TX1310 65 with an external (auxiliary) presentation display



**Note** TX 1310 65 systems without an external presentation display do not use this feature.

## Default Presentation Behavior For Locally-Shared Presentations

Table 2-3 describes where presentations are displayed when not in a TelePresence call.



**Note**

The presentation is shown as full-screen on the main display; however, there might be black bars on the left and right of the display, depending on the aspect ratio of the presentation being shared.

**Table 2-3** *Default Behavior for Locally-Shared Presentations*

System	Default Behavior When Content is Locally Shared
TX9000 and TX9200	Presentation is shown on the center display only (not the presentation display)
TX9000 and TX9200 with additional external display(s)	Presentation is shown on the center display, and external display(s)
TX1310 65 systems with additional external display	Presentation is shown on both the main display and the external display

## Default Presentation Behavior When the System is In a Call

Table 2-4 describes how the presentation is displayed when you share a presentation on a Cisco TelePresence system during a conference.

**Table 2-4** *Content-on-Main Behavior for Presentations During a Conference*

System	Default Appearance	Appearance After You Move Content to the Main Screen (Layout Control)
TX9000 and TX9200	Presentation is shown on the presentation display only	Presentation is shown on the center display only
TX9000 and TX9200 with additional external display(s)	Presentation is shown on the presentation display and external displays	Presentation is shown on the center display and external displays
TX1310 65 systems with additional external display	Presentation is shown on the presentation display only	Presentation is shown on both the main display and the external display

## Using the Layout Control Feature

To move content onto your main display, complete the following steps.

- 
- Step 1** Share your presentation by plugging the VGA, DisplayPort, or Mini-DisplayPort cable into your presenting device (for example, a laptop computer).
  - Step 2** If the Touch device prompts you to share your presentation, tap **Everyone** or **Share** to share your presentation with the conference participants.

**Step 3** Tap the **Move Display** button to move the presentation onto the main display.



**Note** The screenshot for [Figure 2-40](#) was taken from a TX9000. The button for the TX1310 looks slightly different, but the behavior is the same.

**Figure 2-40** Move Display Button



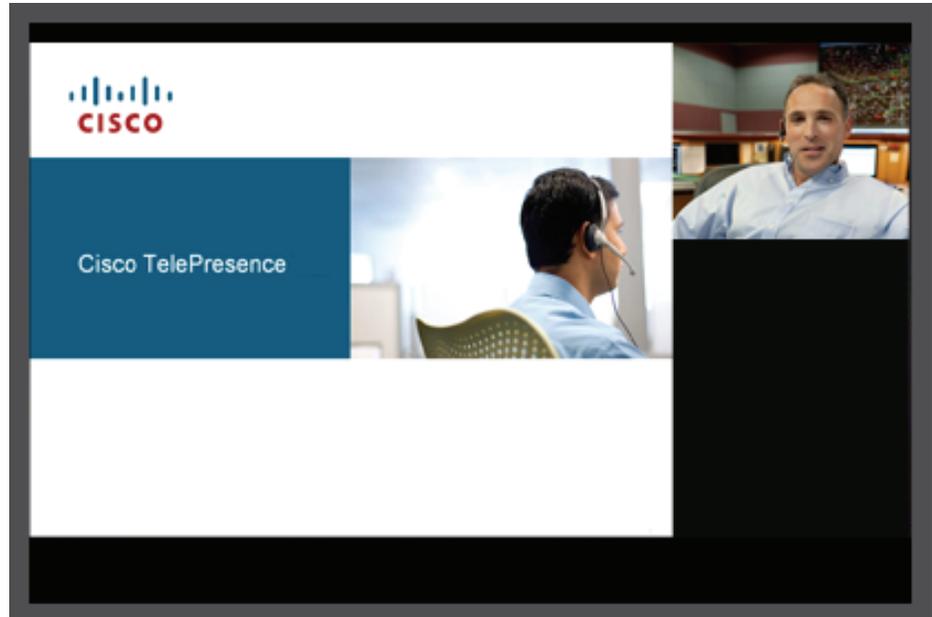
**Step 4** (Optional) To split the screen between the presentation and the conference, tap the **Split Screen** button.

**Figure 2-41** Split Screen Button



Figure 2-42 provides you with an example of a conference with a split screen. The presentation is on the left.

**Figure 2-42** Split Screen Example



- Step 5** (Optional) if, after splitting the screen, you want to return the presentation to full screen mode, tap **Full Screen**.
- Step 6** Return the presentation image to the presentation display by tapping the **Move Display** button

## Annotating Presentations

Systems running TX software allow you to take a snapshot of the presentation that is being shared, and to make annotations to that snapshot.

This section contains the rules, restrictions, and steps you perform to annotate presentations and includes the following topics:

- [Systems that Support the Annotation Feature, page 2-39](#)
- [Information About Annotation, page 2-40](#)
- [Annotating Presentations, page 2-41](#)

## Systems that Support the Annotation Feature

All Cisco TelePresence systems running a minimum of Cisco TelePresence system software release TX 6 supports the annotation feature, including the following Cisco TelePresence systems:

- Cisco TelePresence System 500 32
- Cisco TelePresence System TX 1300 47

- Cisco TelePresence System TX 1310 65
- Cisco TelePresence System TX 9000
- Cisco TelePresence System TX 9200

Any system in a TelePresence conference that can view presentations can view the annotated presentation, however systems running Cisco TelePresence system software release 1.10 and below cannot annotate presentations.

## Information About Annotation

When annotating presentations, the following rules and restrictions apply.

### Software Requirements

- To annotate presentations, your system must be running a minimum software release TX 6.

### General Rules for Annotating Presentations

- The annotation is a static snapshot of the presentation. Any changes made to the presentation after you take the snapshot are not shown in the annotation.
- You can annotate a presentation either in a conference or outside of a conference. You can host a meeting in a conference room with a Cisco TelePresence system and annotate a presentation for the meeting participants in that room.
- If you disconnect a presentation source and do not reconnect to a new presentation source, annotations are not lost and you can still annotate the shared presentation.
- If you disconnect a presentation source and then if you or another conference participant connects to a new presentation source, the annotated presentation is lost and the system shares the new presentation.
- You cannot save your annotated presentation after the call completes.
- Annotation ends when the last system drops off the call, even if that system was not annotating.
- The **Share**, **Unshare**, and **Private View** choices are not available while you are annotating a presentation. However, you can still use the **PiP** choice to move, maximize, or minimize the presentation on your system.

### Rules for Multiple Users Annotating a Conference

- All conference participants can annotate a presentation as long as their systems meet the minimum requirements in the [“Systems that Support the Annotation Feature” section on page 2-39](#).
- Only one conference participant at a time can annotate a presentation.
- All conference participants can view the annotations you make to a presentation.
- If another user in a conference connects to a new presentation source, the annotation session for the previous presentation source ends, and all annotations to the previous presentation are lost.
- When you tap **Clear** or **Done**, only changes that you made are cleared. Changes made by other conference participants are not cleared.
- If you are annotating another user’s presentation, when you click **Done**, the user that is presenting is prompted to share their presentation again.

## Annotating Presentations

To take a snapshot of the presentation and annotate them, complete the following steps:



### Note

This procedure assumes that you are presenting. You can also annotate a presentation that another conference participant is presenting; in this case, skip to [Step 3](#).

### Step 1

Connect your presenting device (for example, your laptop) to the presentation cable on your Cisco TelePresence endpoint.

You can annotate a presentation either while you are in or out of a conference.

### Step 2

If prompted to share the presentation, tap **Everyone** to share the presentation with the conference participants.

### Step 3

To begin annotation, tap **Presentation**, then tap **Annotate**.



### Note

If you are annotating a presentation remotely, wait until the presentation appears on your screen before pressing **Annotate**.

The presentation appears on your Touch device using the same resolution and aspect ratio as it did on the presentation screen.

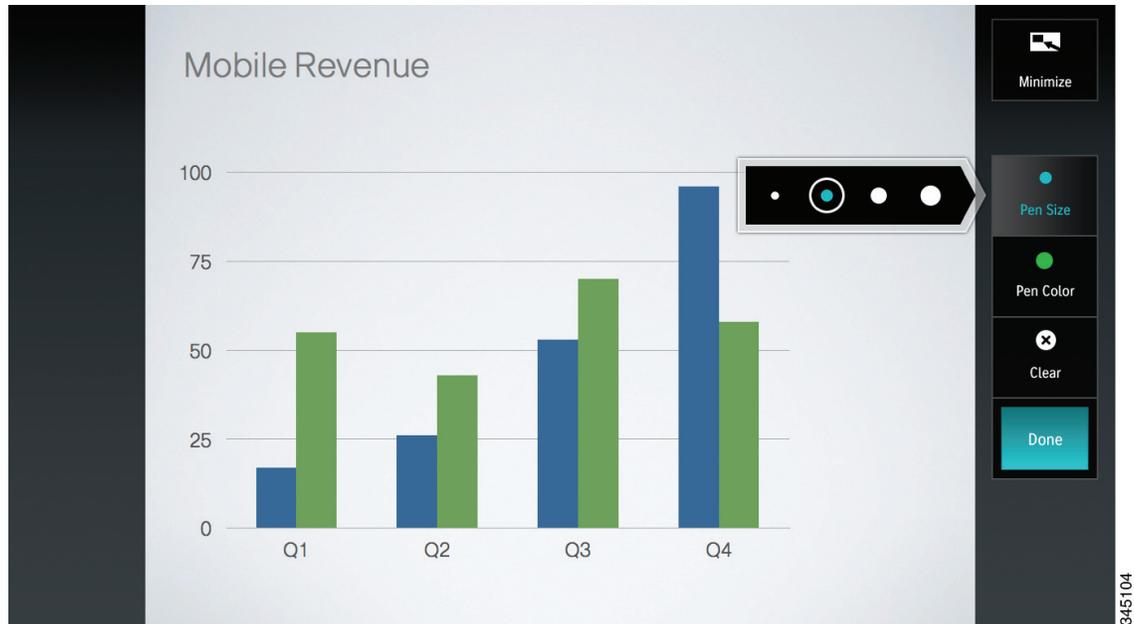
You can annotate a presentation that you are sharing, or a presentation that somebody else is sharing.

**Figure 2-43** Annotate Button



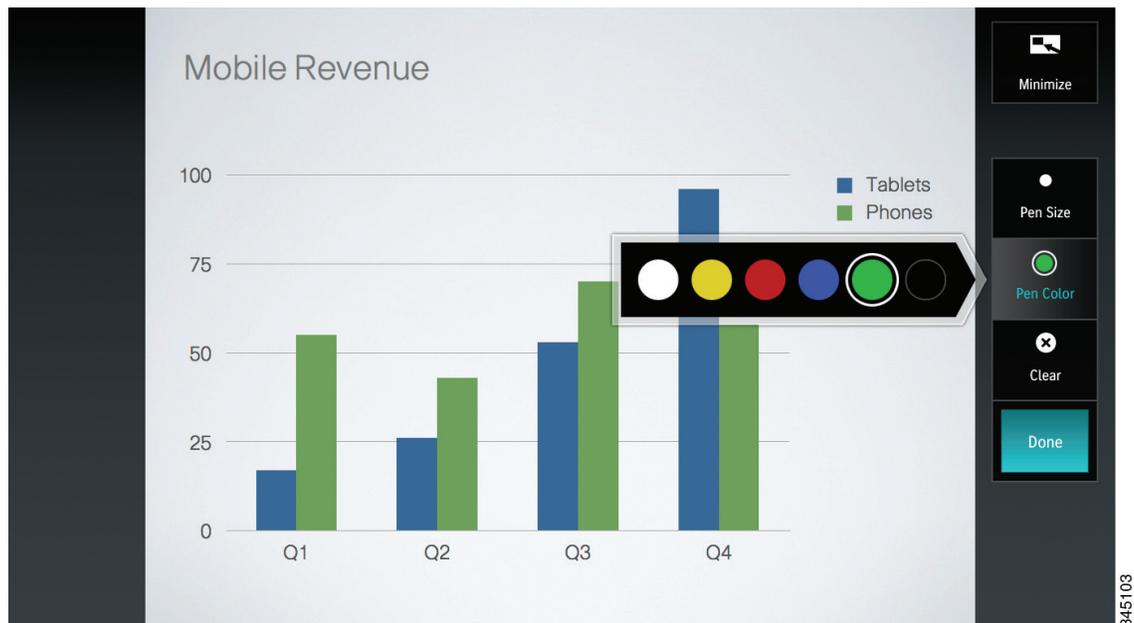
- Step 4** (Optional) To change the pen size, tap **Pen Size**, then tap the selection that appears to select a thinner or thicker line.

**Figure 2-44** Changing the Pen Size



- Step 5** (Optional) To change the pen color, tap **Pen Color**, then tap the color to use for the annotation.

**Figure 2-45** Changing the Pen Color

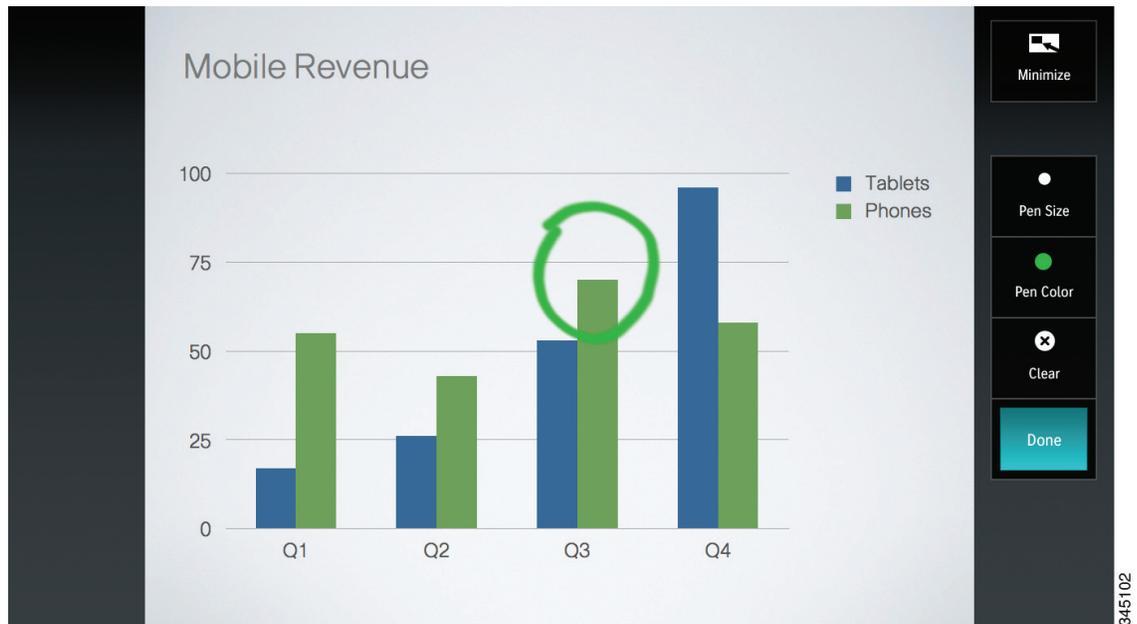


- Step 6** Touch and drag your fingertip across the screen to annotate the presentation.  
Lines appear on the screen where you annotate it.



**Note** Be sure to drag your fingertip on the part of the screen that is showing the active presentation.

**Figure 2-46** Annotating the Screen



- Step 7** To clear any annotations you made and start over, tap **Clear**.  
Only the changes you made to the presentations are removed when you tap **Clear**. Changes made by other conference participants are not removed.
- Step 8** When you are finished annotating, tap **Done**.  
The system erases any annotations you made clears the presentation from the Touch device.  
If you are sharing the presentation, you are prompted to share the current presentation without annotations. If you choose to re-share your presentation, the presentation displays without your annotations.
- Step 9** (Optional) to minimize the screen on your Touch device, tap the **Minimize** button on the top right of the screen.  
See [Figure 2-46](#) for an example of this screen.

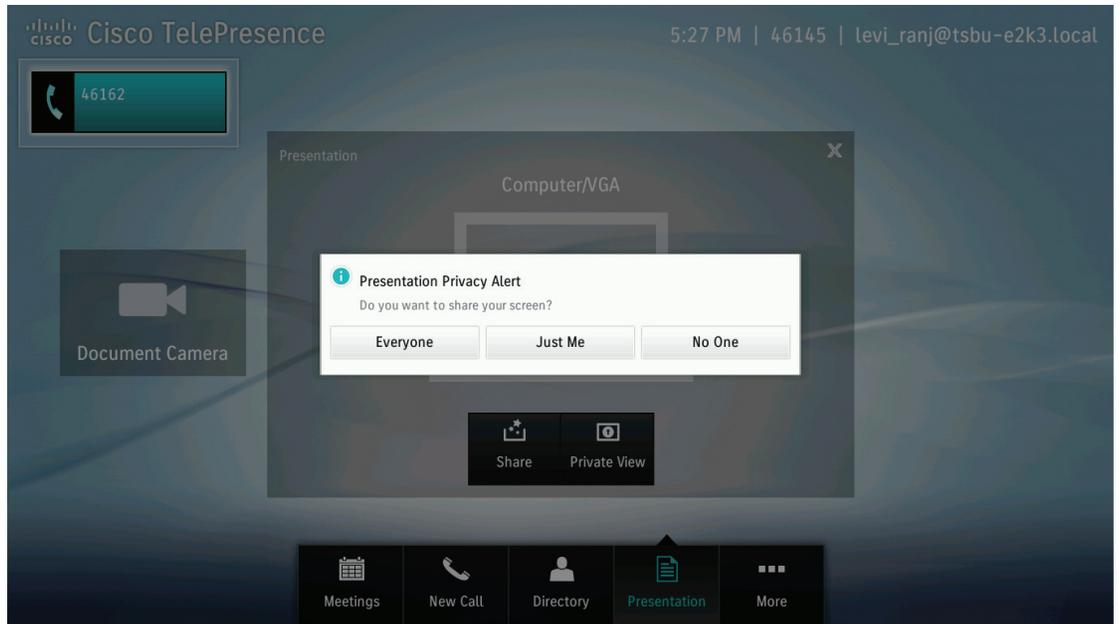
- Step 10** (Optional) To return to the annotation screen on your Touch device after you used the PiP controls or **Minimize** button, complete the following steps:
- Tap the **Annotation** button.

**Figure 2-47** Returning to the Annotation Screen



- b. If you are prompted (for example, if you minimized the screen), tap **Everyone** to resume sharing your annotated presentation.

**Figure 2-48** Resume Sharing of your Annotated Presentation



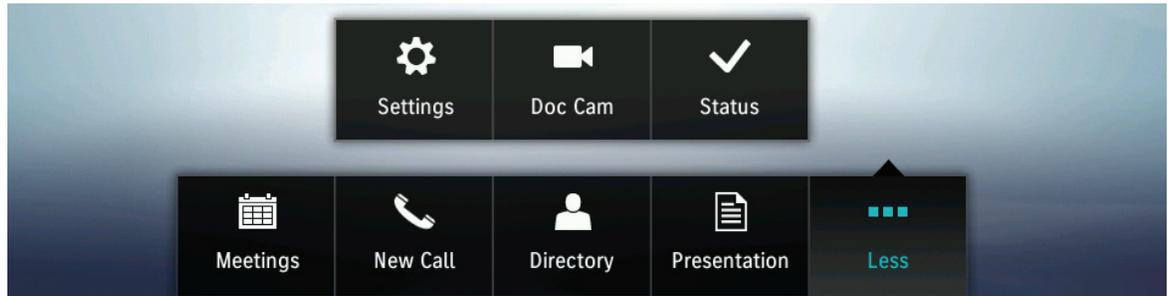
## Sharing Using the Document Camera

If your system includes a document camera, you have a choice to share either the connected presentation, or the document camera. To share the document camera complete the following steps:

- Step 1** Begin sharing a presentation by connecting a presentation to the Cisco TelePresence system using the sharing cable.

- Step 2** To share the video that is being sent by the document camera, perform one of the following actions:
- Tap **Document Camera**.
  - Tap the **More** button in the primary button bar, then tap the **Doc Cam** button in the secondary button bar.

**Figure 2-49 Doc Cam Button**

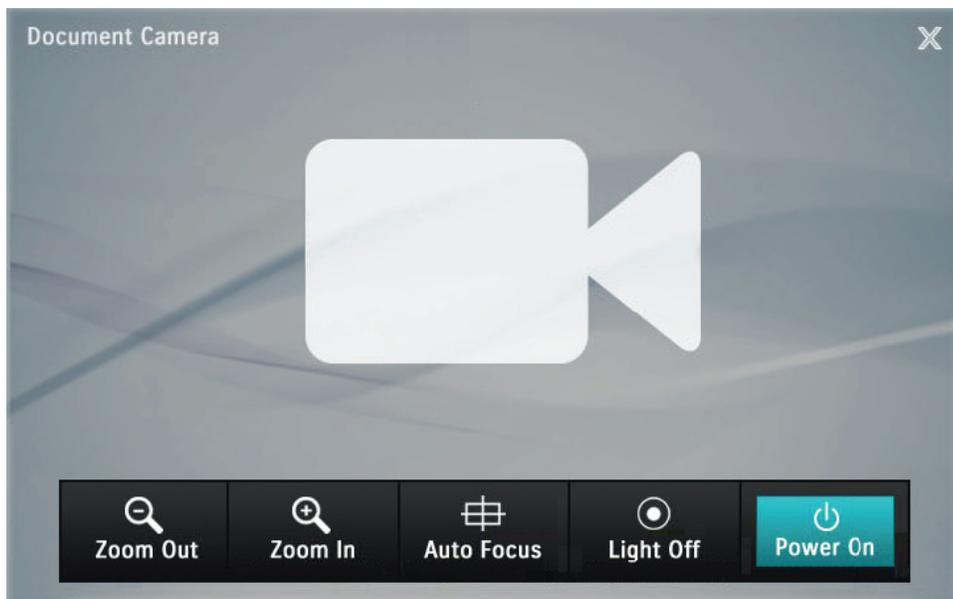


**Tip**

If your system does not have a Document Camera configured, no **Doc Cam** button will be present on the button bar.

The Document Camera control screen displays as shown in [Figure 2-50](#).

**Figure 2-50 Document Camera Control**



- Step 3** Tap the **Power On** button.

Sharing begins automatically. If there is no active meeting, the image displays locally.

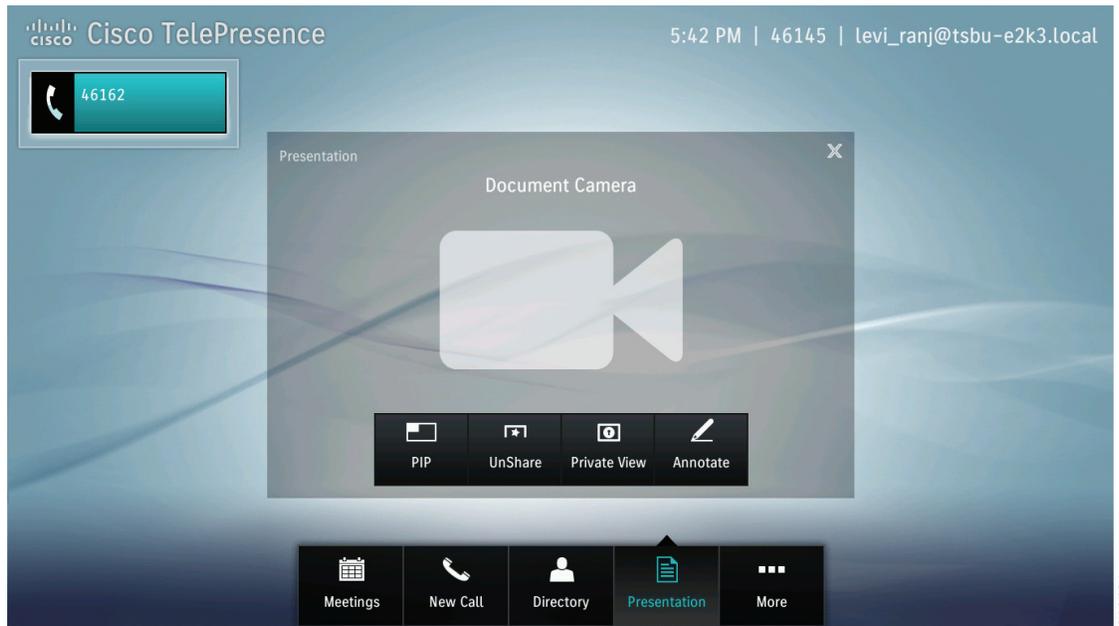
- Step 4** When the document camera is powered on, you can control Zoom, Auto Focus, and Lights (if present) using the buttons on the Touch device. If the document camera is not turned on, the Zoom, Auto Focus, and Light (if present) buttons are not available.

**Tip**

The Auto Focus task cannot be stopped manually.

**Step 5** To annotate the doc cam, tap the **Annotate** button.

**Figure 2-51 Annotate Button**



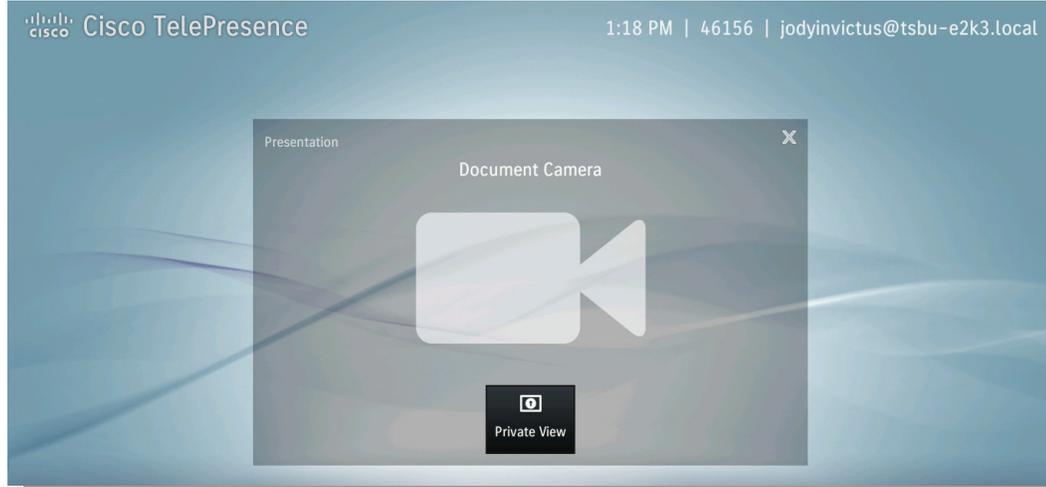
**Step 6** Power off the document camera by tapping the **Power Off** button.

**Note**

Do not power off the camera by using the power button on the camera. The system does not recognize the state change from On to Off when you power off the document camera using this method.

**Step 7** To change the document camera to private view, tap the **Zoom In** or **Zoom Out** buttons, tap the **Hide** button, then tap **Private View**.

Figure 2-52 Private View Button



## Opening Other Applications During a Call

To open another application while you are in a call, tap the desired button in the button bar. Your current meeting is minimized to the top left side of the screen and the specified application screen appears. See [Figure 2-51](#), for an example. To return to your meeting in progress, tap the **Active Call** button, tap the minimized meeting window, or press the Home button on the Touch device.

See the following examples:

- [Checking Your Calendar While in a Call, page 2-48](#)
- [Checking Your Settings and Call Status While in a Call, page 2-48](#)
- [Returning to the Meeting Window, page 2-48](#)
- [Returning to the Meeting Window, page 2-48](#)

## Checking Your Calendar While in a Call

To check your meetings calendar, tap the **Meetings** button.

## Checking Your Settings and Call Status While in a Call

See the “Checking System Status” section on page 3-1 of Chapter 3, “Cisco TelePresence System Status and Troubleshooting Tips.”

## Returning to the Meeting Window

You can quickly return to your active meeting by pressing the Home on the Touch device, as shown in [Figure 2-31](#). If you are not in an active call, the Home button returns you to your configured default “home” screen.

**Figure 2-53** Cisco TelePresence Touch 12 Console—Home Button



## Controlling Volume and Other Call Settings

How to control settings for:

- [Controlling Meeting Volume Using the Volume Button on the Console](#), page 2-49
- [Selecting Between Speaker and Headset Audio and Controlling Meeting Volume](#), page 2-52
- [Media Volume](#), page 2-53
- [Changing Screen Brightness](#), page 2-54

## Controlling Meeting Volume Using the Volume Button on the Console

You can also control call volume using the button on the Cisco TelePresence Touch 12 console, as shown in [Figure 2-54](#). The Volume button controls ringer, speaker, and DMP/Presentation volume; corresponding changes are made to the volume settings in More > Settings when you use the Volume button on the console.

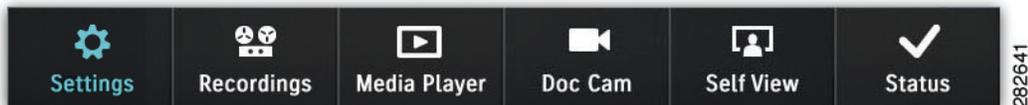
Figure 2-54 Cisco TelePresence Touch 12 Console—Volume Toggle Button



## Controlling Call and Meeting Volume Using the Touch pad

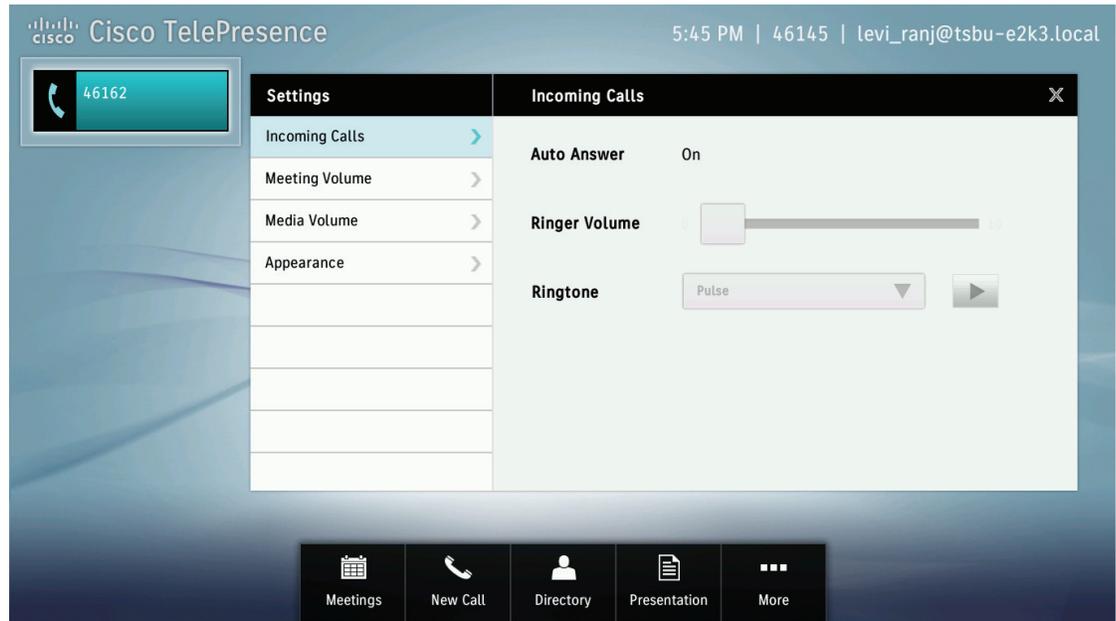
To control incoming call volume and ringtone settings using the touch pad:

- 
- Step 1** Tap the **More** button. The secondary button bar appears.
  - Step 2** Tap **Settings** in the secondary button bar. The Settings window displays.



- Step 3** Tap **Incoming Calls**.
- Step 4** If your system is configured to allow you to change **Auto Answer** settings, tap and drag the selector to **On** or **Off**, as shown in [Figure 2-55](#). Otherwise Auto Answer is set to Off by default.

**Figure 2-55** Setting Auto Answer and Ringtone Settings



- Step 5** If your system is configured to allow you to change the ringtone, tap the down arrow to open the menu bar (Figure 2-55) and tap to select from available ringtones. Otherwise the Cisco Standard ringtone is the default.
- Step 6** Tap **Play** to hear a sample of the selected ringtone. A sample ringtone is heard when you release the selector and the ringer volume indicator appears, as shown in Figure 2-56.

**Figure 2-56** Ringer Volume Indicator

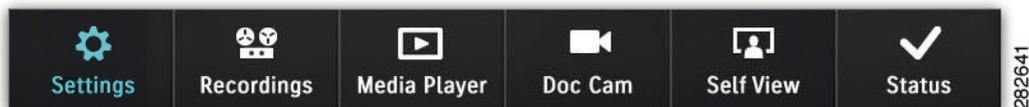


- Step 7** When you are finished changing your settings, tap the X in the upper right corner of the Incoming Calls window to dismiss the window or tap [Selecting Between Speaker and Headset Audio and Controlling Meeting Volume](#) or another selection from the menu at left to continue adjusting your Cisco TelePresence Touch 12 settings.

## Selecting Between Speaker and Headset Audio and Controlling Meeting Volume

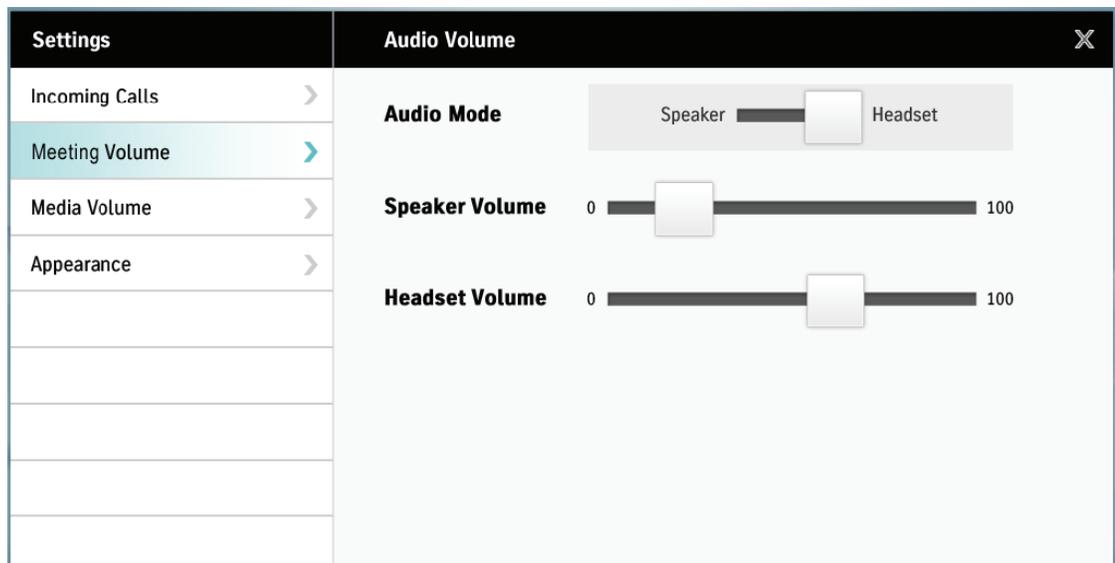
To select audio to be played through a speaker or headset and to control meeting, speaker, and headset volume, complete the following steps:

- Step 1** Tap the **More** button. The secondary button bar appears.
- Step 2** Tap **Settings** in the secondary button bar.



- Step 3** Tap **Meeting Volume**. The Meeting Volume window appears, as shown in [Figure 2-57](#).

**Figure 2-57** Setting Audio Mode and Volume



- Step 4** Select **Audio Mode**. Tap and drag the slider to choose between **Speaker** and **Headset** if you have a headset plugged into your CTS endpoint.



**Tip** If your system is not configured for a headset option, no Headset adjustment controls are visible.

- Step 5** Adjust **Speaker Volume** by tapping and dragging the slider to the desired position. No sample audio tone is played but the speaker volume indicator is displayed, as shown in [Figure 2-58](#).

**Figure 2-58 Speaker Volume Indicator**

- Step 6** Adjust **Headset Volume** by tapping and dragging the slider to the desired position. No sample audio tone is played but the headset volume indicator is displayed, as shown in [Figure 2-59](#).

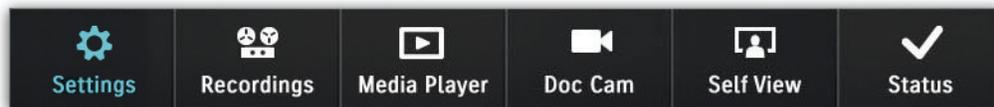
**Figure 2-59 Headset Volume Indicator**

- Step 7** When you are finished changing your settings, tap the X in the upper right corner of the Meeting Volume window to dismiss the window or tap [Media Volume](#) or another selection from the menu at left to continue adjusting your Cisco TelePresence Touch 12 settings.

## Media Volume

To control speaker and headset volume for the Media Player (DMP) and presentation audio:

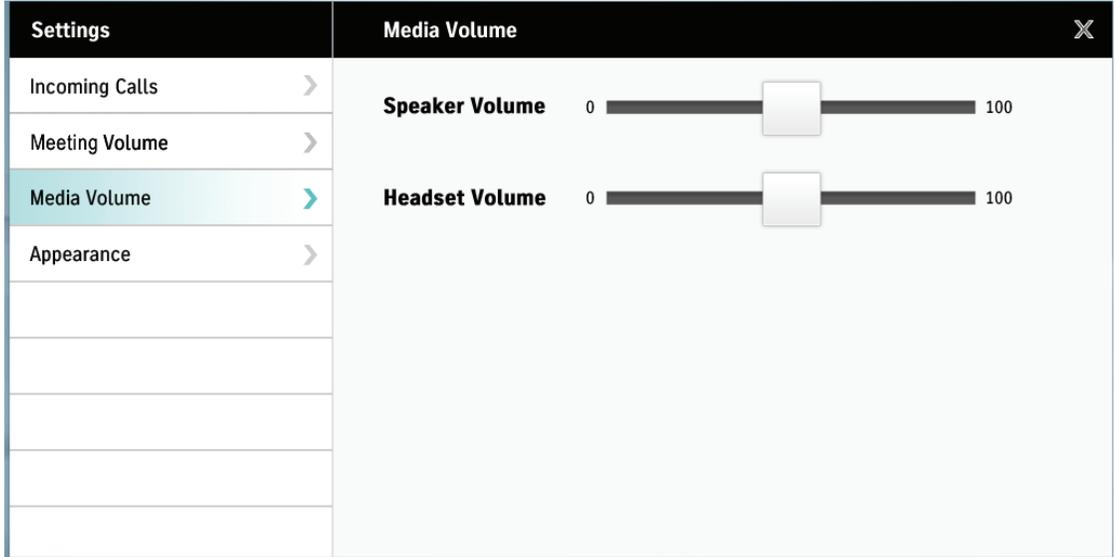
- Step 1** Tap the **More** button. The secondary button bar appears.
- Step 2** Tap **Settings** in the secondary button bar.



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- Step 3** Tap **Media Volume**. The Media Volume window appears, as shown in [Figure 2-57](#).

Figure 2-60 Setting Media Volume

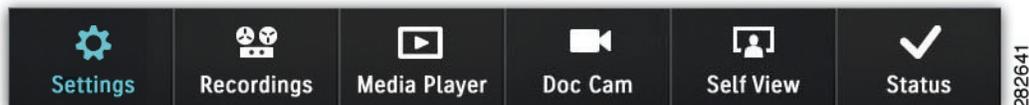


- Step 4** Adjust **Speaker Volume** by tapping and dragging the slider to the desired position. No sample audio tone is played but the volume indicator is displayed, as shown in [Figure 2-56](#).
- Step 5** Adjust **Headset Volume** by tapping and dragging the slider to the desired position. No sample audio tone is played but the volume indicator is displayed.
- Step 6** When you are finished changing your settings, tap the X in the upper right corner of the Media Volume window to dismiss the window or tap [Changing Screen Brightness](#) or another selection from the menu at left to continue adjusting your Cisco TelePresence Touch 12 settings.

## Changing Screen Brightness

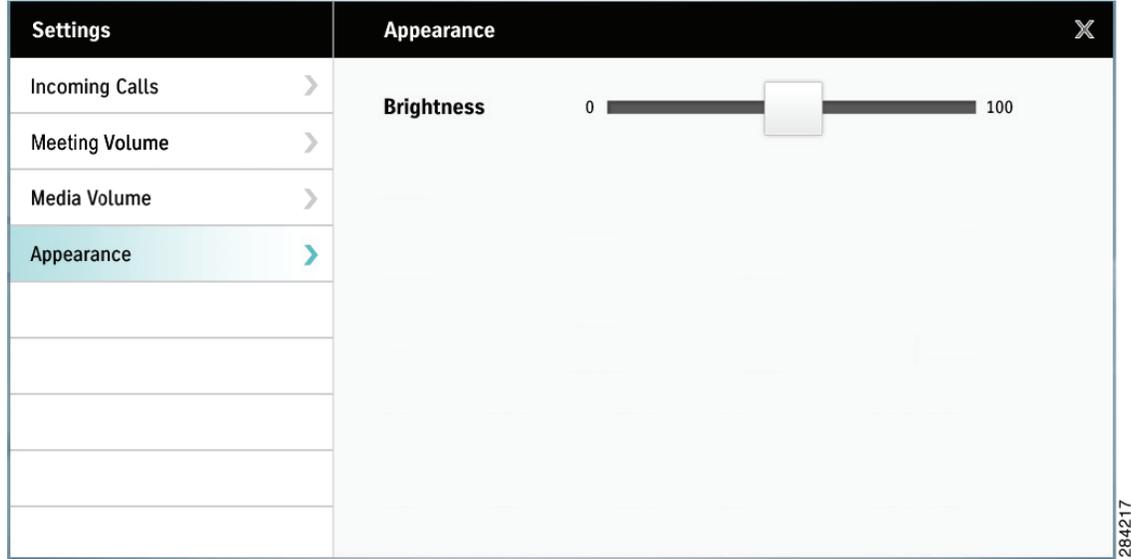
To control the screen brightness of your Cisco TelePresence Touch 12:

- Step 1** Tap the **More** button. The secondary button bar appears.
- Step 2** Tap **Settings** in the secondary button bar.



- Step 3** Tap **Appearance**. The Appearance window is displayed, as shown in [Figure 2-57](#).

Figure 2-61 Setting Screen Appearance



**Step 4** Adjust **Brightness** by tapping and dragging the slider to the desired position.

**Step 5** When you are finished changing your settings, tap the X in the upper right corner of the Appearance window to dismiss the window or tap another selection from the menu at left to continue adjusting your Cisco TelePresence Touch 12 settings.

## Using the Digital Media Player

Control what the DMP plays using the media player web-based interface. For example, you can switch between playing a DVD or streaming video such as ESPN. For more information, see the [Digital Media Players End User Guides](#) home page on Cisco.com.



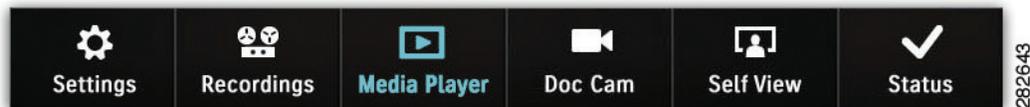
### Tip

If your system does not have a DMP configured, no Media Player button will be present on the secondary button bar.

To turn on the DMP from the Cisco TelePresence Touch 12:

**Step 1** Tap the **More** button.

**Step 2** Tap the **Media Player** button in the secondary button bar to launch the application.



**Step 3** Tap the **Power On** button to turn on the DMP, as shown in [Figure 2-62](#).

**Figure 2-62** Power On the DMP

- Step 4** Adjust DMP volume using the Volume toggle button on the Cisco TelePresence Touch 12 console, as shown in [Figure 2-32](#).

**Figure 2-63** Cisco TelePresence Touch 12 Console—Volume Toggle Button

No sample sound is heard but the DMP / Presentation volume indicator is displayed, as shown in [Figure 2-64](#).

**Figure 2-64** *DMP / Presentation Volume Indicator*







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# CHAPTER 3

## Cisco TelePresence System Status and Troubleshooting Tips

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Revised: February 2013, OL-28617-01

### Contents

This chapter contains the following sections to help you manage and troubleshoot your Cisco TelePresence Touch 12:

- [Checking System Status, page 3-1](#)
- [Calling the Live Desk, page 3-4](#)
- [Cisco TelePresence Touch 12 User Tips, page 3-5](#)
- [Cleaning the Cisco TelePresence Touch 12 Touch Screen, page 3-6](#)

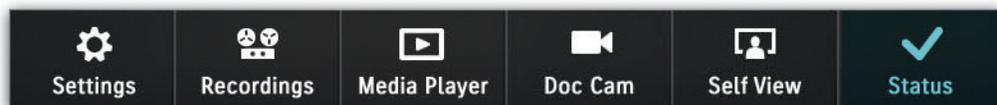
### Checking System Status

To access System Status options:

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**Step 1** Tap the **More** button. The secondary button bar appears.

**Step 2** Tap the **Status** button in the secondary button bar.



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**Step 3** Tap through the menu to check the following:

- [Call Status, page 3-2](#)
- [System Information, page 3-2](#)
- [Peripheral Information, page 3-2](#)
- [Report a Problem, page 3-3](#)

## Call Status

The Call Status window describes information about your active call, as shown in [Figure 3-1](#).

**Figure 3-1** Call Status

System Status	Call Status
Call Status >	<b>Resolution:</b> 1080p <b>Security:</b> Encrypted <b>Network Quality:</b> 1% packet loss <b>Network Latency:</b> Good <b>Jitter:</b> Good <b>Transmit Bitrate:</b> 768 Mbps
System Information >	
Peripherals >	
Report Problem >	

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## System Information

The System Information window shows network and software status for both the Cisco TelePresence Touch 12 and for the codec it is paired with, as shown in [Figure 3-2](#).

**Figure 3-2** System Information

System Status	System Information	
Call Status >		
System Information >	<b>Cisco Touch</b> <b>IP Address:</b> 10.00.000.000 <b>MAC Address:</b> FF:FF:FF:FF:FF:FF <b>SW Version:</b> Touch SW xxx <b>Security Mode:</b> — <b>DNS Server:</b>	<b>Cisco TelePresence System</b> <b>IP Address:</b> 10.00.000.0001 <b>MAC Address:</b> AA:AA:AA:AA:AA:AA <b>SW Version:</b> CTS SW xxx <b>Security Mode:</b> —
Peripherals >		
Report Problem >		

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## Peripheral Information

The Peripheral Status window summarizes the peripherals that are attached to the system. Single screen systems have one column of status icons and three-screen systems have 3 columns of status icons. Microphones, Document Cameras, and VGA/DVI cables are represented by a single icon.

An icon is used to show status of a peripheral: A check mark icon means the peripheral is in a good state. An X icon is used if the peripheral has a problem or is in an error state. A dot icon is used if the status of a peripheral is unknown.

**Figure 3-3** Peripheral Status

System Status	Peripheral Status
Call Status >	<b>Camera:</b> ✘ <error message if any>
System Information >	<b>Display:</b> ✔
Peripherals >	<b>Microphone:</b> • Custom component, status unknown
Report Problem >	<b>VGA / DVI:</b> ✔
	<b>Document Camera:</b> ✔
	<b>Projector / LCD:</b> ✔

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## Report a Problem

The Report a Problem window (Figure 3-4) allows you to collect system logs.

- Step 1** Tap once in the Select a Problem field to choose one of the following problem types from the drop-down menu:
- Audio, Speakers, Microphone
  - Video, Displays, Cameras
  - Projector, LCD, Document Camera
  - Cisco Touch
  - Recording
  - Other

**Figure 3-4** Report a Problem

- Step 2** Tap **Submit** to send a report about the problem to Cisco. Once the Report in Progress bar completes, a message appears on the screen indicating that the problem was sent successfully.

## Calling the Live Desk

The Live Desk is a number assigned to your Cisco TelePresence endpoint that connects you to a Cisco representative who will assist you with problems that may occur during a meeting. To connect to Live Desk, press the button on the left side of the Cisco TelePresence Touch 12 console (Figure 3-5). If you are in an active call, the call will be placed on hold while the system dials the Live Desk number.



### Note

If Live Desk has not been assigned to your system, the following message is displayed on the main display screen: “There is no Live Desk number configured”

Contact your Cisco TelePresence System Administrator to assign Live Desk.

Figure 3-5 Cisco TelePresence Touch 12 Console - Live Desk Button



## Cisco TelePresence Touch 12 User Tips

Table 3-1 describes tips about using the Cisco TelePresence Touch 12.

**Table 3-1** Helpful Tips

Tip	Description and Workaround	✓
Tap touch screen entries slowly.	Tap functions on the touch screen slowly. Tapping buttons too quickly, while dialing numbers or navigating through menus, for example, may cause the system to hesitate.  If your system hesitates or seems to freeze, wait a few seconds or tap another function then return.	
Directory list may take time to load.	Sometimes the Directory takes a few seconds to load when using the Directory search feature. The "...loading" message appears until the system finishes the search.	
Touch screen does not power down.	This is expected behavior for the Cisco TelePresence Touch 12, even after hours or when the system has been idle for some time.	
Calendar is not available after hours.	After 23:00 PM, if the Cisco TelePresence Touch 12 or the CTS is rebooted, the Calendar "Available Time" header is empty and the Calendar screen is blank until 24:00 if there are no scheduled meetings on the system. If a new meeting is scheduled during that time after reboot, it will appear on the Calendar.	

Table 3-1 Helpful Tips

Tip	Description and Workaround	✓
Mute your call from the console.	Press the <b>Mute</b> button on the Cisco TelePresence Touch 12 console to mute yourself during a meeting. To unmute, simply press the Mute button again. <a href="#">Muting the System During a Conference</a> .	
Adjust call volume from the console or the touch screen.	Press the Volume toggle on the Cisco TelePresence Touch 12 console to adjust volume during a meeting. You can also adjust meeting volume on the touch screen by tapping <b>More &gt; Settings &gt; Meeting Volume</b> . See <a href="#">Selecting Between Speaker and Headset Audio and Controlling Meeting Volume</a> .	
Some of the menu buttons for document camera are missing.	<ul style="list-style-type: none"> <li>• Make sure that a document camera has been configured for your system by your administrator.</li> <li>• If you switch document camera models, make sure that you reset your CTS so that the system recognizes the new camera.</li> </ul>	
The Digital Media Player (DMP) does not work after business hours.	This is expected behavior. Support for after-hours DMP use is expected in a future release.	
Recording with Cisco TelePresence Touch 12	Sometimes the Cisco TelePresence Touch 12 active meeting screen flashes momentarily when the recording window is opened in preparation for recording the meeting. This is a cosmetic issue that corrects itself in a few seconds and does not affect functionality.	

## Cleaning the Cisco TelePresence Touch 12 Touch Screen

To wipe off fingerprints and smudges, use a clean, dry lint free microfiber cloth or a product such as iKlear.



# CHAPTER 4

## Managing Recordings

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Revised: February 2013, OL-28617-01

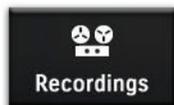
### Contents

- Logging into the Recording Server, page 4-1
- Recording a Meeting, page 4-5
- Reviewing a Video, page 4-9
- Sharing a Video, page 4-10
- Saving a Video to Show and Share, page 4-13
- Managing Saved Recordings in My Videos, page 4-16
- Managing Videos in Shared With Me, page 4-19
- Managing Public Videos, page 4-20
- Cisco TelePresence Touch 12 Recording Tips, page 4-20

### Logging into the Recording Server

To log in to the Cisco TelePresence Recording Server using Cisco TelePresence Touch 12:

- 
- Step 1** Tap the **More** button.
- Step 2** Tap the **Recordings** button in the secondary button bar.



The Recording Log In page appears with the keyboard activated, as shown in [Figure 4-1](#).

Figure 4-1 Recording Log In



- Step 3** Tap once in the Username field to bring up the keyboard and tap your username. The Username field updates as you type.

**Tip**

You can configure the recording server to remember your user name. See [Setting Your PIN in the Cisco TelePresence Video Portal](#).

- Step 4** Tap once in the PIN field to bring up the keypad and tap your PIN, as shown in [Figure 4-2](#).

Figure 4-2 Recording Log In—PIN Field



If this is your first time logging into the recording server, create a new PIN by going to the provided URL in the Recording Log In window. Follow these steps in the Cisco TelePresence Video Portal:

#### Setting Your PIN in the Cisco TelePresence Video Portal

- a. Click **Continue to this website**.

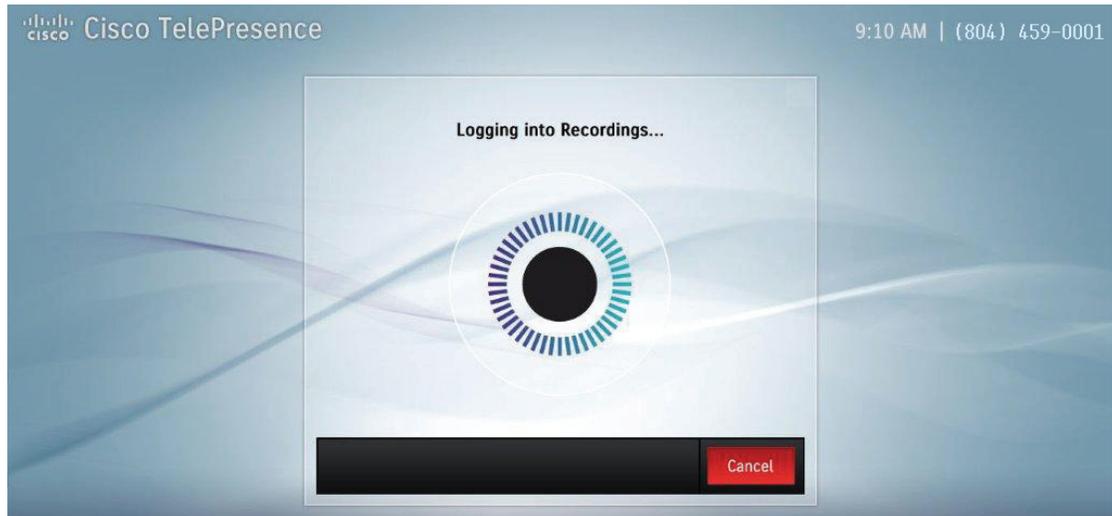


**Tip** The Cisco TelePresence Video Portal requires Adobe Flash player. Click **Yes** to install Adobe Flash player if prompted. Select the check box to accept the Flash Player License Agreement and click **Install**. Click **Done** to complete the installation.

- b. Enter your user name and choose a password that consists of six nonsequential, non-repeating digits.
- c. Select the check box to allow the system to remember your user name.
- d. When you have finished setting your preferences in the Cisco TelePresence Video Portal, return to the Cisco TelePresence Touch 12 to continue the log in process.

**Step 5** Tap your PIN using the numbered keypad. The numbered keypad is automatically dismissed when six digits have been entered.

**Step 6** Tap **Log In**. The login screen appears, as shown in Figure 4-3.

**Figure 4-3** Logging into Recordings

**Step 7** When the system has finished logging you in, the Recordings window appears with the My Videos tab selected, as shown in Figure 4-4.

**Figure 4-4** Recordings Window

**Step 8** Proceed to any of the following tasks from the My Videos tab:

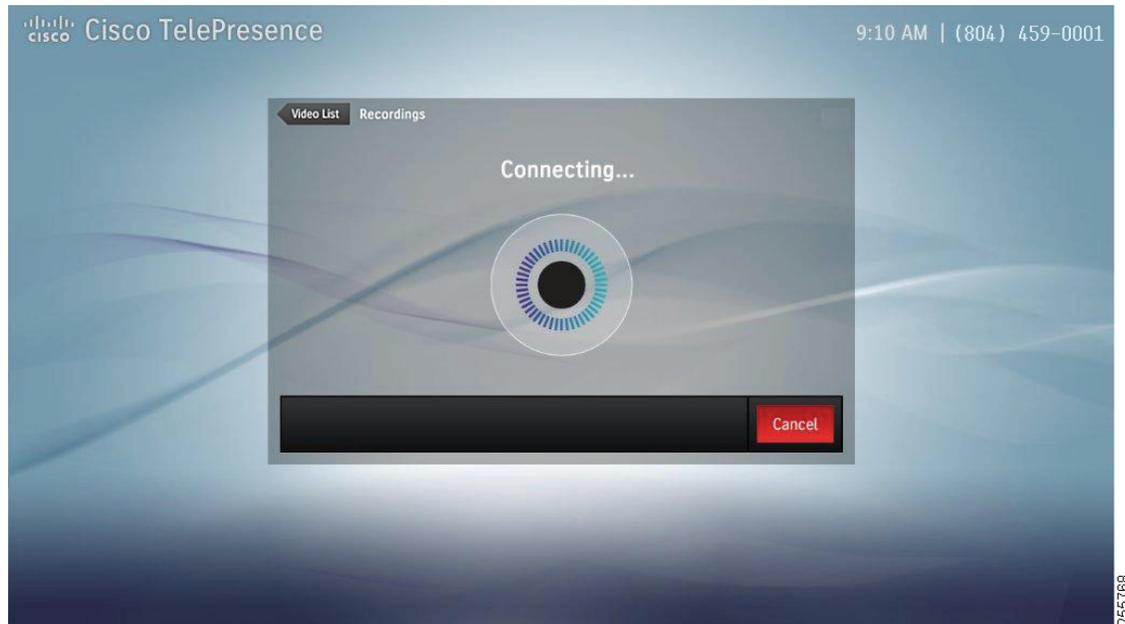
- [Recording a Meeting, page 4-5](#)
- [Reviewing a Video, page 4-9](#)
- [Sharing a Video, page 4-10](#)
- [Managing Saved Recordings in My Videos, page 4-16](#)

# Recording a Meeting

To record a video of your meeting:

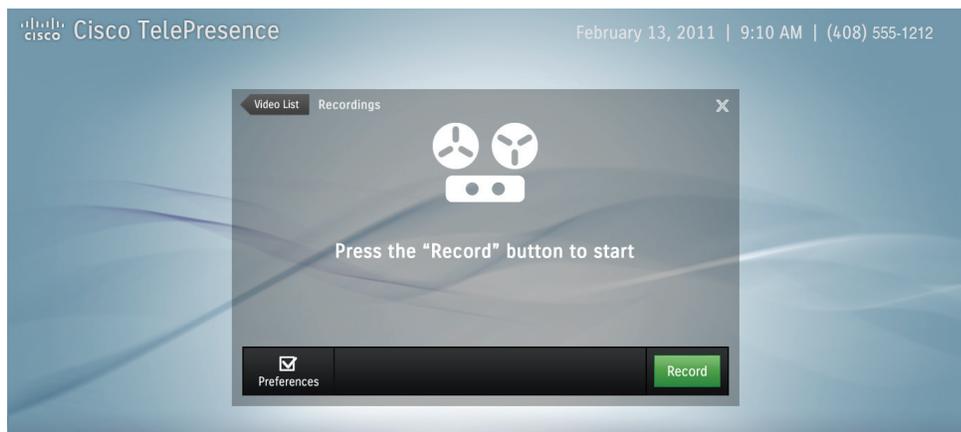
- Step 1** Tap the **New Recording** button. The Connecting screen appears, as shown in [Figure 4-5](#).

**Figure 4-5** Recording Server Connecting



The Recording screen appears, as shown in [Figure 4-6](#). By default self view pops up automatically before you begin recording and is automatically dismissed once recording begins.

**Figure 4-6** Recordings Screen

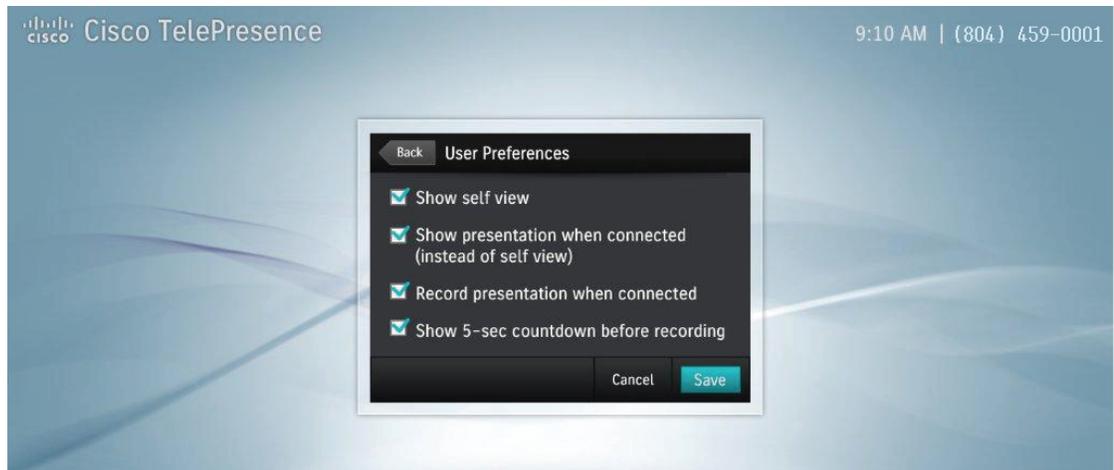


- Step 2** If desired, prepare for presentation (if available on the system), and adjust other preference settings by tapping the **Preferences** button. [Figure 4-7](#) shows possible Preference options, which include:
- Show self view—Allows you to see yourself while you record.

- Show presentation when connected (instead of self view)—The presentation is displayed on-screen as a talking point while recording but is not recorded.
- Record presentation when connected—Records video and presentation together.
- Show 5-second countdown before recording—An on-screen timer counts down the seconds before recording begins.

**Step 3** Tap the box to check the desired options and then tap **Save**.

**Figure 4-7** User Preferences



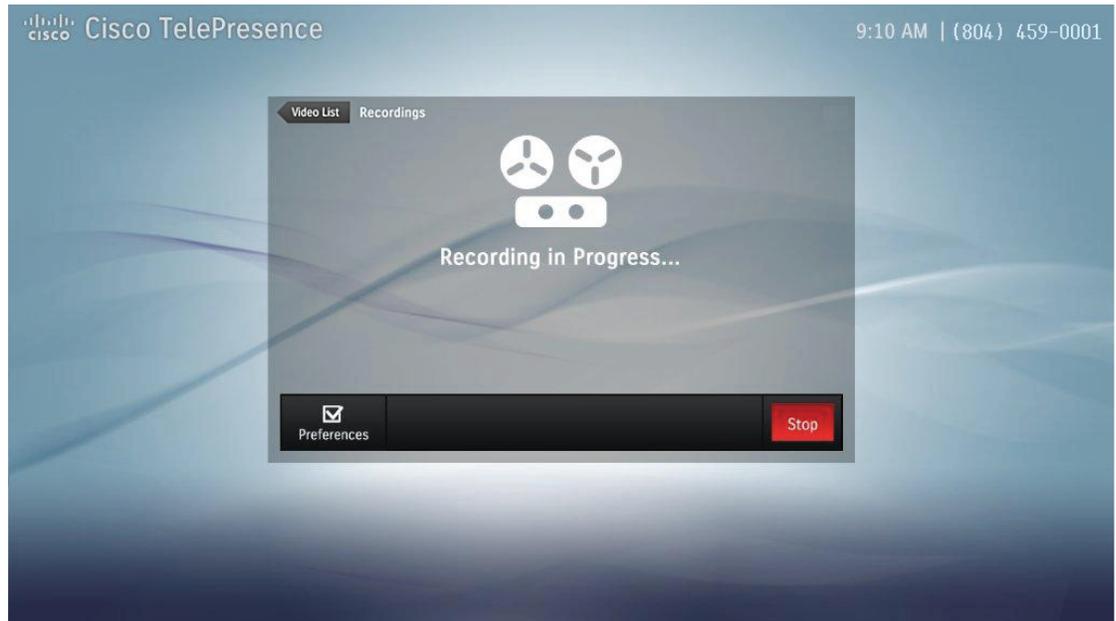
**Step 4** When you are ready to begin recording, tap the **New Recording** button (see [Figure 4-6](#)).

The Connecting screen appears while the system connects to the Cisco TelePresence Recording Server. The Recording in Progress screen then appears on the Cisco TelePresence Touch 12, as shown in [Figure 4-8](#).

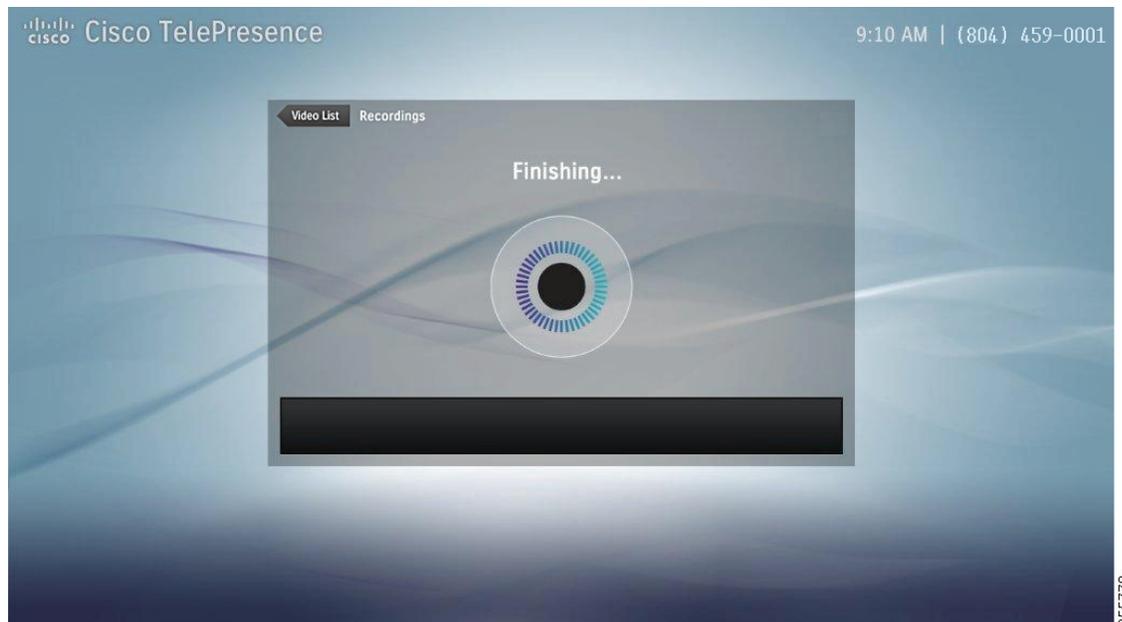


**Tip**

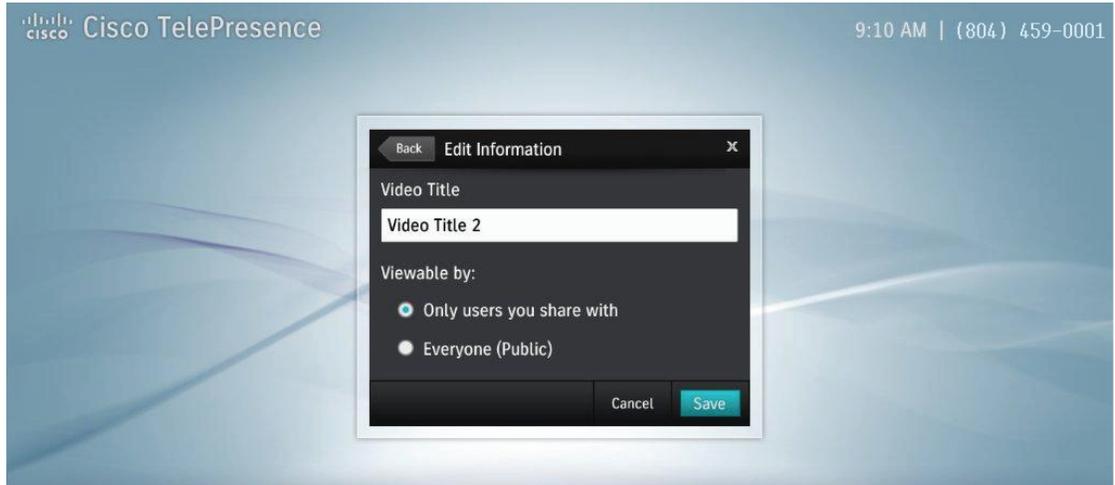
If you are not ready to record, tap the **Video List** arrow to return to the My Videos tab. To dismiss the Recordings window without signing out, tap the X in the upper right corner. To exit the recording feature entirely, tap **Sign Out**.

**Figure 4-8** Recording in Progress

- Step 5** Tap the **Stop** button at any time to end the recording. The Finishing screen appears, as shown in [Figure 4-9](#). Finishing may take up to one minute to complete.

**Figure 4-9** Finishing Recording

- Step 6** In the Edit Information window ([Figure 4-10](#)), enter a title for your video by tapping in the Video Title field to bring up the keyboard. If you choose not to title your video, it will be labeled “Untitled Video.”

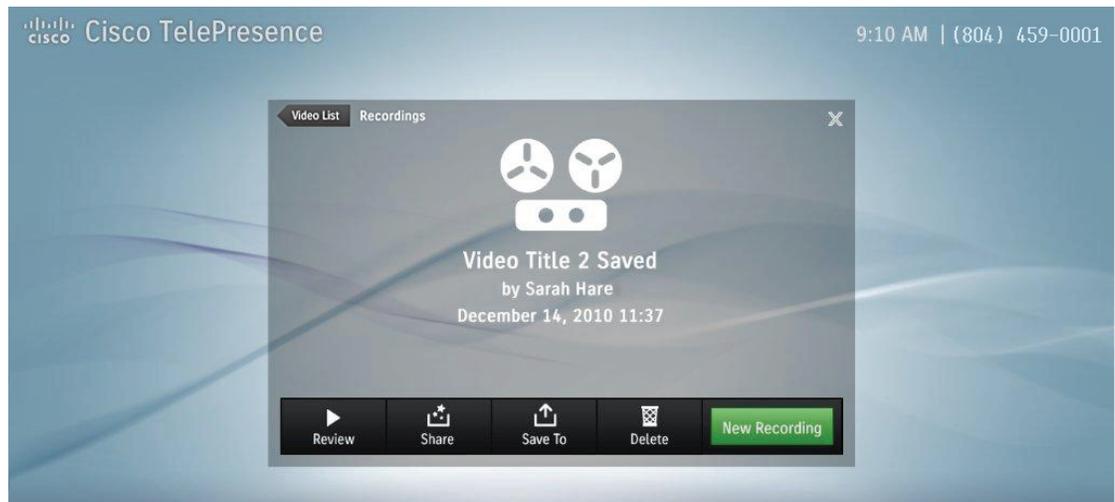
**Figure 4-10** Enter Video Title

- Step 7** Choose who will see your video by tapping an option in the **Viewable by:** column, then tap the **Save** button.

**Tip**

The “Only users you share with” option includes a list of users that have already been configured in the Cisco TelePresence Recording Server Portal. Contact your system administrator for more information.

After you have saved your video, a confirmation screen appears, as shown in [Figure 4-11](#).

**Figure 4-11** Video Information

You have several choices for managing your new video, as described in the next sections of this chapter.

# Reviewing a Video

To review a video:

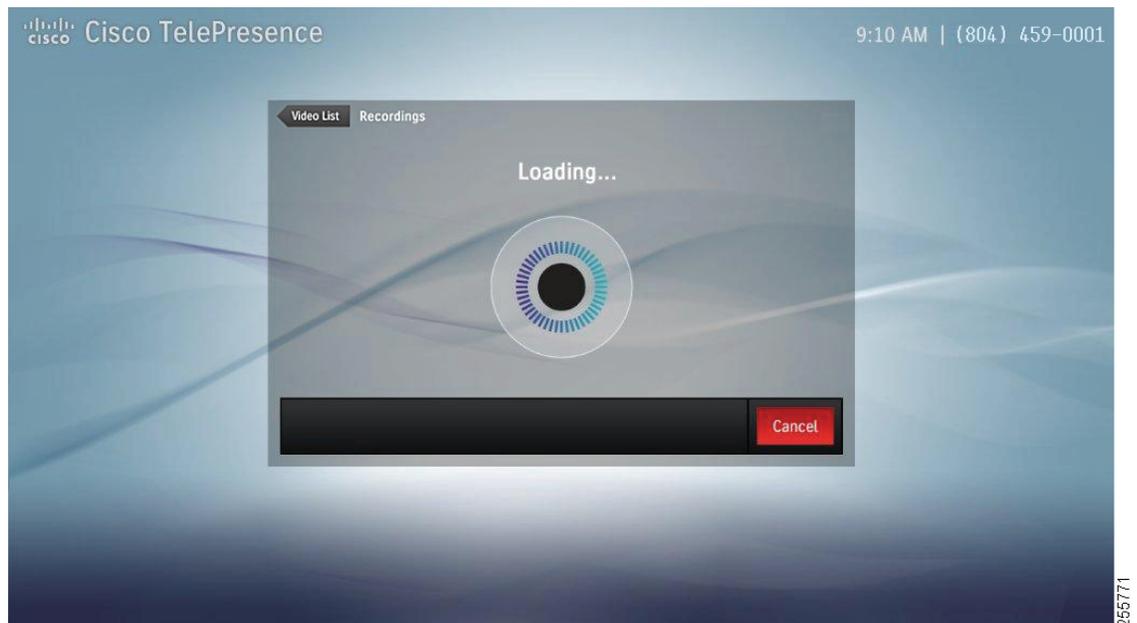
- Step 1** From the Recordings > My Videos list, tap to select a video that you would like to review. The Video Card for the selected video appears, as shown in [Figure 4-12](#).

**Figure 4-12** Video Card—Play Video



- Step 2** Tap the **Play** button on the Video Card. The video loads, as shown in [Figure 4-13](#).

**Figure 4-13** Video Loading



- Step 3** The video begins playing on the CTS main display. As the video plays back, a progress bar is shown on the Cisco TelePresence Touch 12 and you can skip forward, skip backwards, or pause and resume playback, as shown in [Figure 4-14](#).

**Figure 4-14** Video Playback



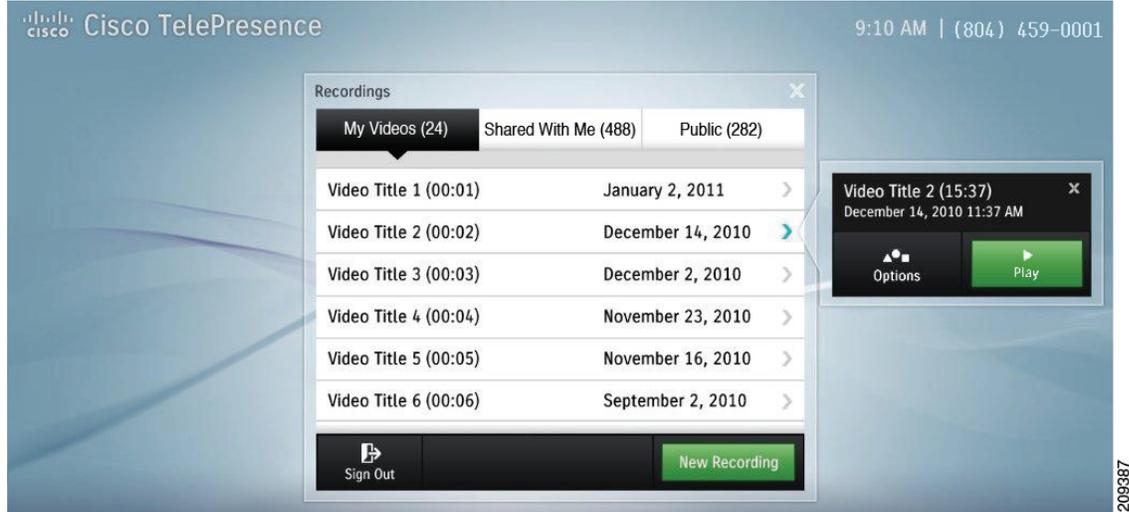
- Step 4** Tap the **Stop** button to stop video playback.

## Sharing a Video

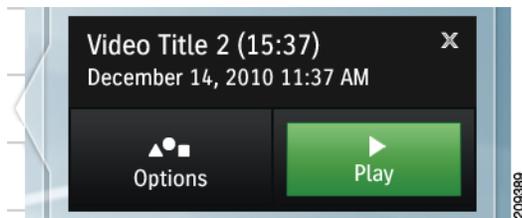
To share a video:

- Step 1** From the Recordings > My Videos list, tap to select a video that you would like to share. The Video Card for the selected video appears, as shown in [Figure 4-15](#).

Figure 4-15 Video Card—Sharing Options

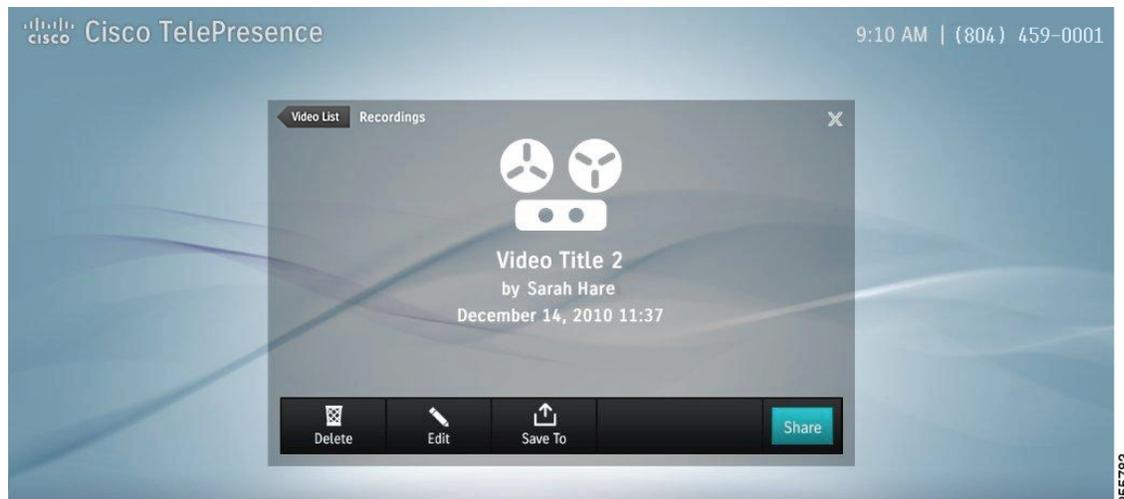


**Step 2** Tap the **Options** button to bring up the video details screen.



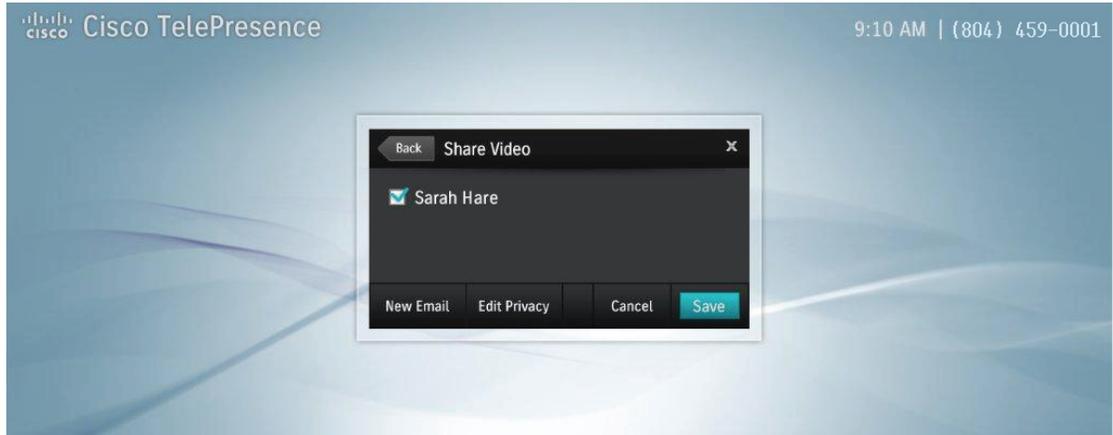
**Step 3** Then tap the **Share** button, as shown in Figure 4-16.

Figure 4-16 Share Video



If you have a list of users that have already been configured in the Cisco TelePresence Recording Server Portal, they will appear in the Share Video window, as shown in Figure 4-17

**Figure 4-17** Share Video—Favorites



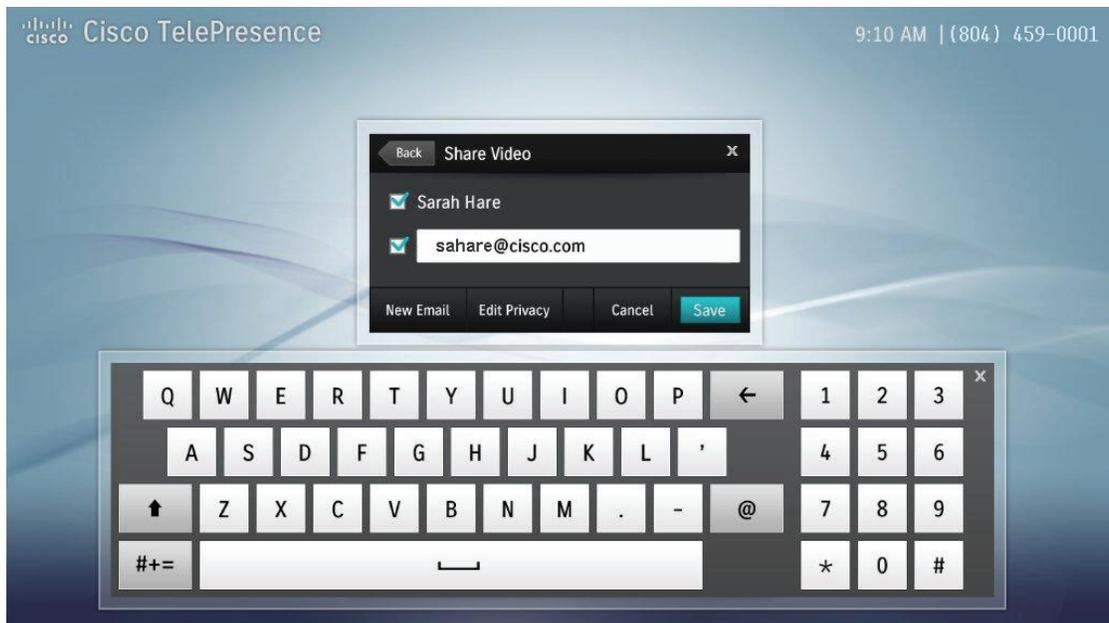
- Step 4** Tap the box next to the contact name to check it, then tap the **Save** button.
- Step 5** If you want to share with someone who is not on your list in the Cisco TelePresence Recording Server Video portal, tap the **New Email** button to bring up the keyboard.
- Step 6** Tap a new contact email. The email field updates as you type, as shown in [Figure 4-18](#).



**Tip**

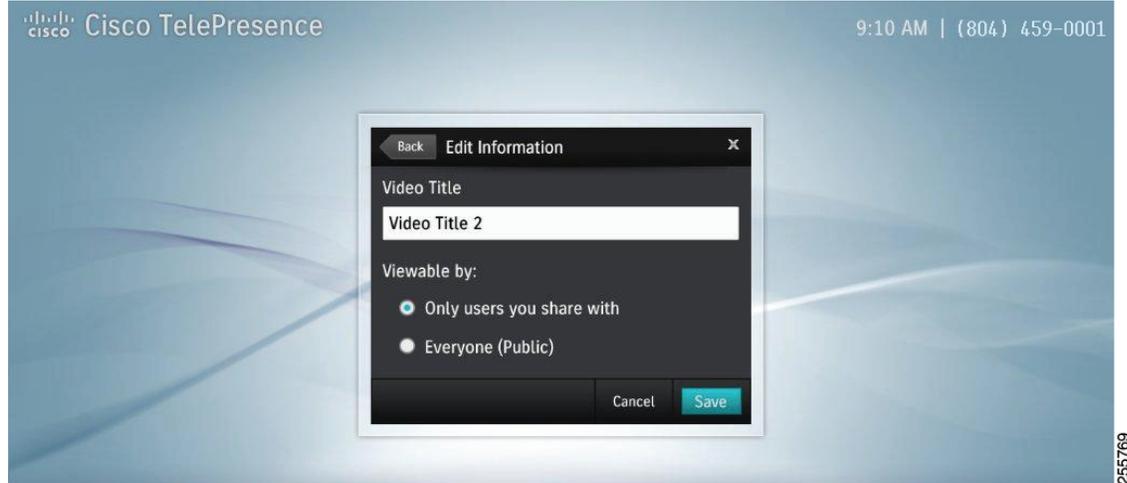
You must enter a full email address in the format *contactname@yourcompany.com*.

**Figure 4-18** Share Video—Enter a New Email



- Step 7** Before you save a new contact entry, you can tap the **Edit Privacy** button, which allows you to choose who will see your video, as shown in [Figure 4-19](#).

Figure 4-19 Edit Information



- Step 8** Tap the **Save** button to save privacy settings in the Edit Privacy window then tap **Save** in the Share Video window to save your new contact email.

You may continue to add new contacts by tapping the **New Email** button and entering email addresses.

**Tip**

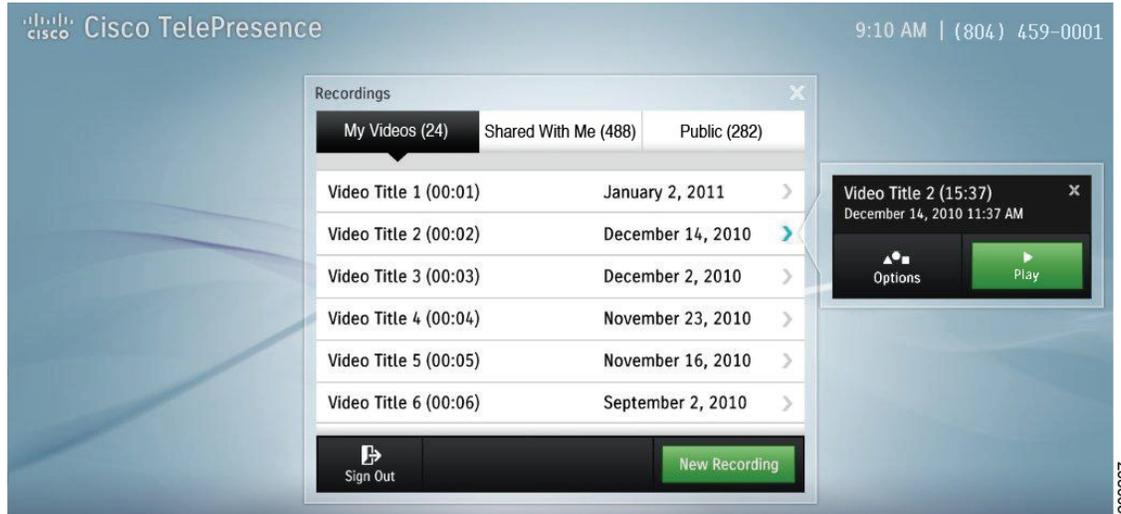
The keyboard is dismissed automatically when email entries are verified in the system. If an email is not verified, an error message appears and the keyboard remains open for you to retry your entry.

## Saving a Video to Show and Share

To save to the Show and Share server:

- Step 1** From the Recordings > My Videos list, tap to select a video that you would like to save to Show and Share. The Video Card for the selected video appears, as shown in [Figure 4-15](#).

Figure 4-20 Video Card—Options



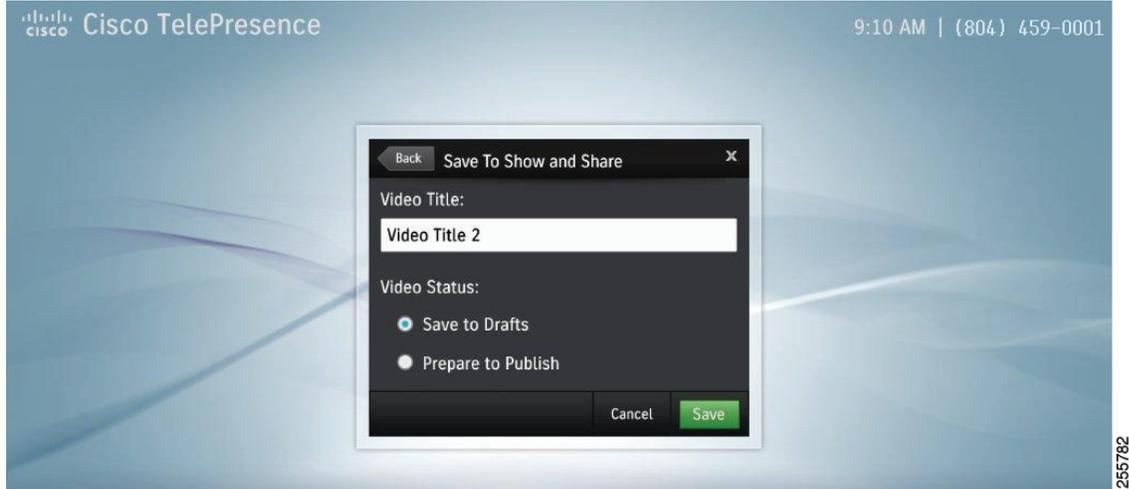
**Step 2** Tap the **Options** button to bring up the video details screen, as shown in Figure 4-21.

Figure 4-21 Share Video



**Step 3** Tap the **Save To** button to bring up the Save to Show and Share window, as shown in Figure 4-22.

Figure 4-22 Save to Show and Share—Edit Information

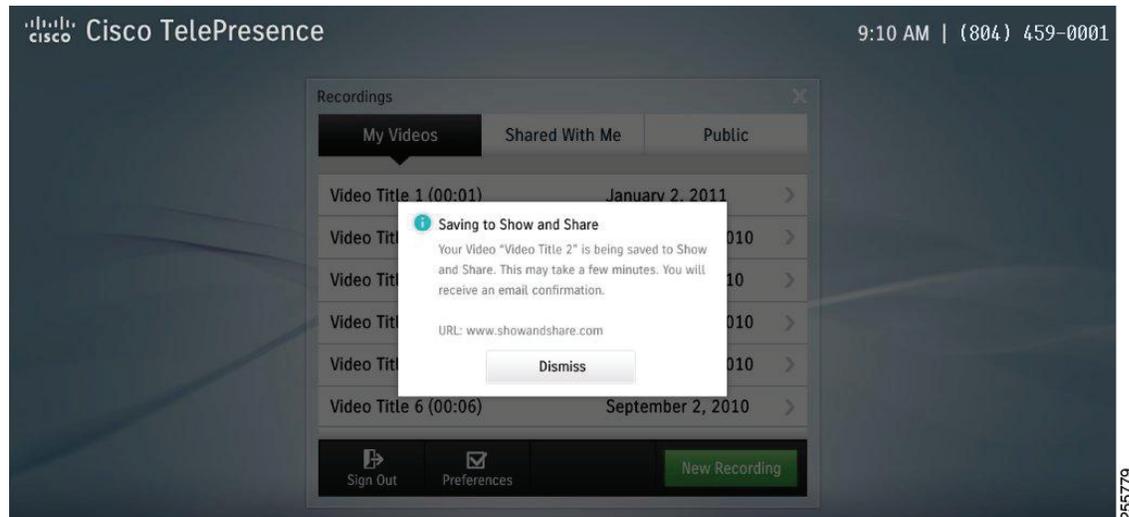


- Step 4** Tap in the Video Title field to edit the video title. The keyboard appears and the field is filled as you type. Choose your Video Status settings by tapping one of the available radio buttons, then tap the **Save** button. A confirmation screen appears that tells you where you can find your saved video, as shown in Figure 4-23.

**Tip**

Saving the video may take a few minutes.

Figure 4-23 Saving to Show and Share



- Step 5** Tap the **Dismiss** button to close the dialog.

# Managing Saved Recordings in My Videos

Manage videos in the following ways:

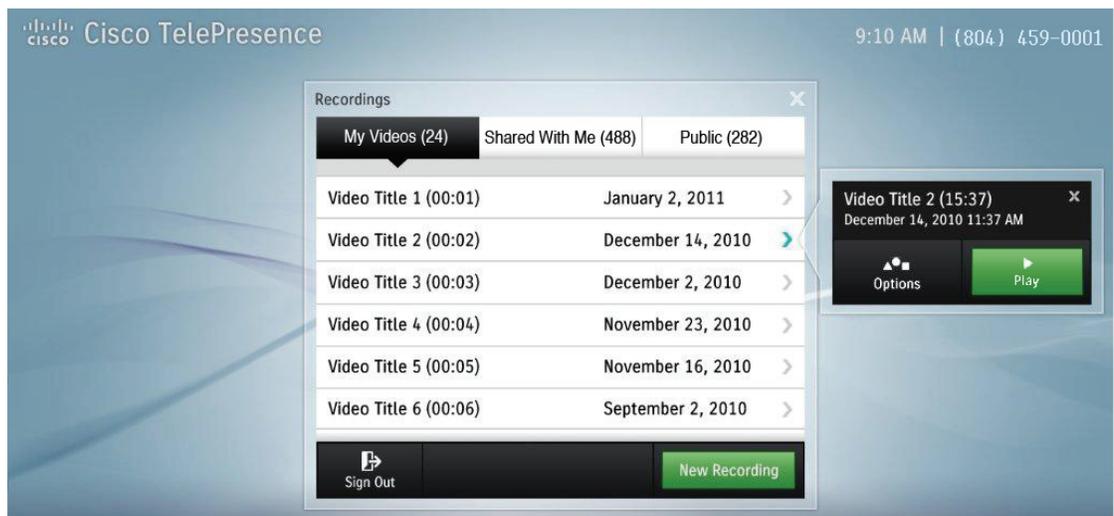
- [Edit a Video From My Videos](#), page 4-16
- [Delete a Video From My Videos](#), page 4-18

## Edit a Video From My Videos

To edit a video from My Videos:

- Step 1** From the Recordings > My Videos tab, tap to select a video that you would like to edit. The Video Card for the selected video appears, as shown in [Figure 4-24](#).

**Figure 4-24** Video Card—Options



- Step 2** Tap the **Options** button to bring up the video details screen, as shown in [Figure 4-25](#).

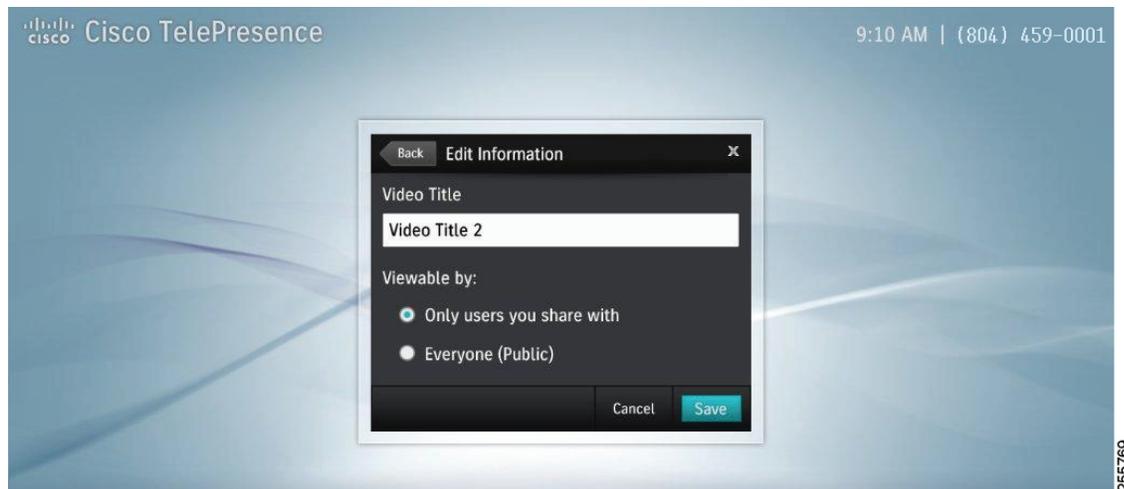
209387

Figure 4-25 Edit a Video



- Step 3** Tap the **Edit** button to bring up the Edit Information window. Change the video title or to select viewing settings, as shown in Figure 4-26.

Figure 4-26 Edit Video Information



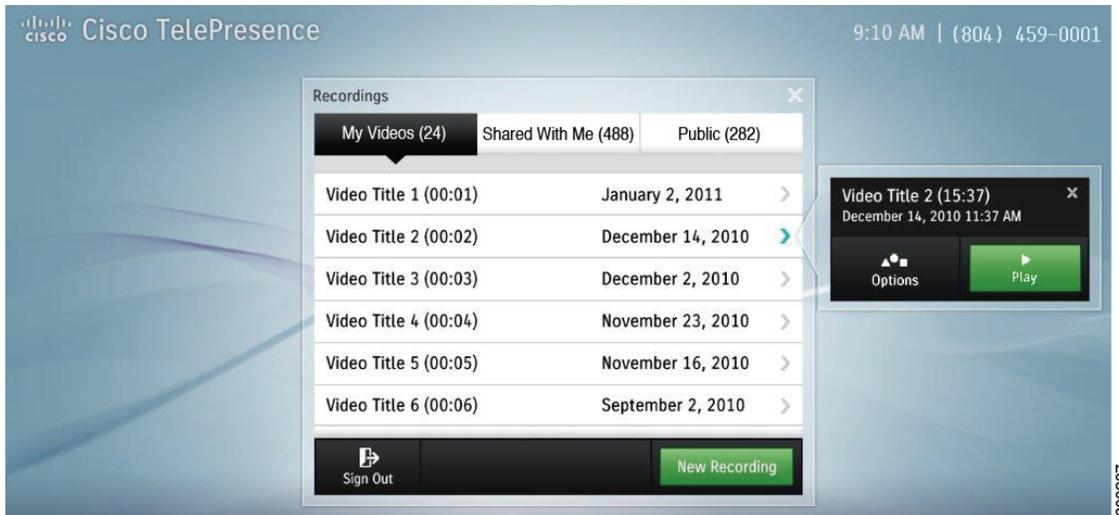
- Step 4** Tap **Save** to save your settings.

## Delete a Video From My Videos

To delete a video from My Videos:

- Step 1** From the Recordings > My Videos tab, tap to select a video that you would like to delete. The Video Card for the selected video appears, as shown in [Figure 4-27](#).

**Figure 4-27** Video Card—Options



- Step 2** Tap the **Options** button to bring up the video details screen, as shown in [Figure 4-27](#).

**Figure 4-28** Delete a Video



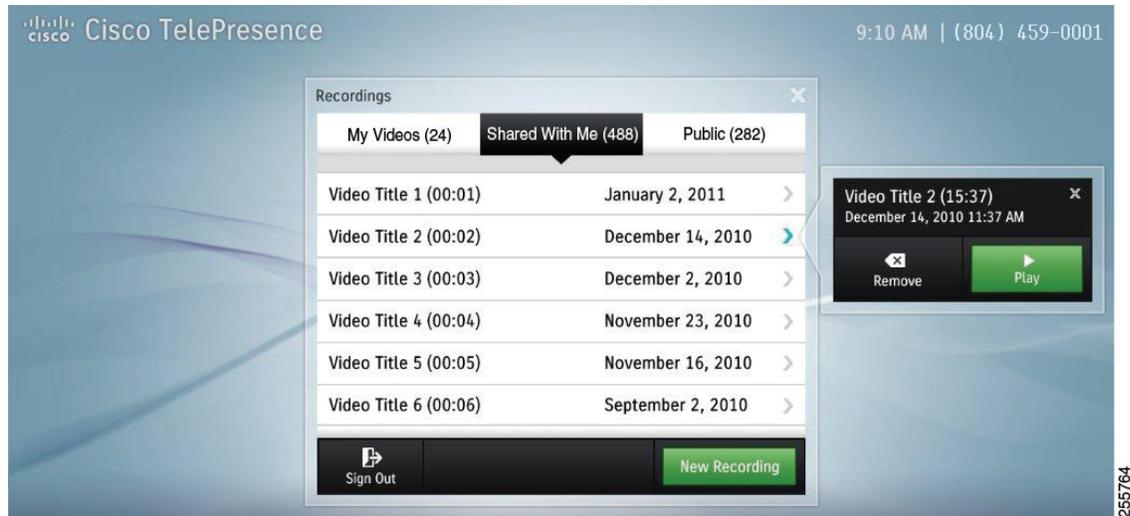
- Step 3** Tap the **Delete** button. A confirmation message appears and you are returned to the video list.

# Managing Videos in Shared With Me

To play or remove a video from Shared With Me:

- Step 1** From the Recordings > Shared With Me tab, tap to select a video that you would like to play or remove. The Video Card for the selected video appears, as shown in [Figure 4-29](#).

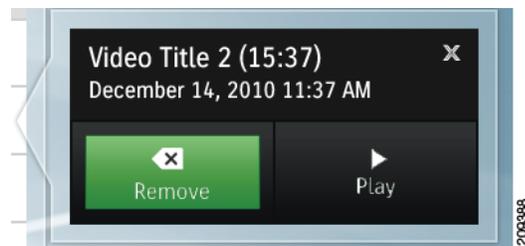
**Figure 4-29** Recordings Shared With Me List



- Step 2** Tap the **Play** button in the Video Card, as shown in [Figure 4-29](#).

Or

- Step 3** Tap the **Remove** button in the Video Card.



## Managing Public Videos

To play a public video:

- 
- Step 1** From the Recordings > Public tab, tap to select a video that you would like to play. The Video Card for the selected video appears.
- Step 2** Tap **Play** to play the video.



## Cisco TelePresence Touch 12 Recording Tips

Table 4-1 describes system tips for using recording features with the Cisco TelePresence Touch 12.

**Table 4-1** Recording Tips

Tip	Description and Workaround	✓
Incoming calls go directly to voice mail.	While you are recording a meeting, incoming calls go directly to voice mail.	



# System Alerts and Meeting Messages

Revised: February 2013, OL-28617-01

## Contents

The following alerts may appear on your system (either the Touch 12 device or the display):

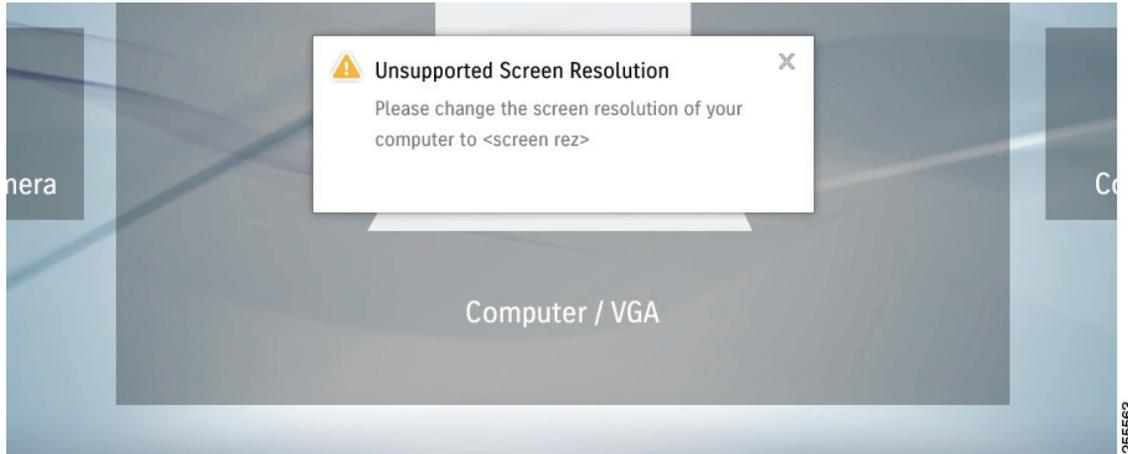
- [Laptop Screen Resolution Messages, page 5-1](#)
- [Video Signal for Presentation Reminder, page 5-2](#)
- [Call Connection Status Bars, page 5-3](#)
- [System Information Icons, page 5-4](#)
- [Main Display Screen Animations, page 5-5](#)
- [On-Screen Messages, page 5-6](#)
- [Meeting Messages, page 5-8](#)
- [Call Control Messages, page 5-8](#)
- [System and Troubleshooting Messages, page 5-10](#)
- [Recording Server Messages, page 5-11](#)

## Laptop Screen Resolution Messages

Table 5-1 describes screen resolution messages.

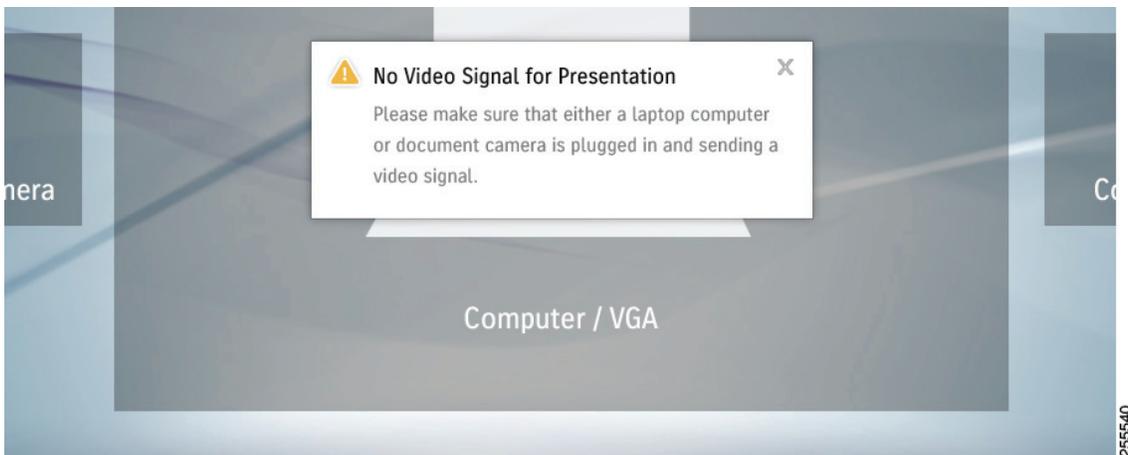
**Table 5-1** Cisco TelePresence Touch 12 On-Screen Resolution Messages

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Change Screen Resolution: To share presentation in a call, change the screen resolution of your computer to 1024x768.	When you tap the <b>Self View</b> button in the button bar or plug in a 1080p presentation device before or during Self View.	Change your laptop screen resolution.
	Unsupported Screen Resolution: Please change the screen resolution of your computer to 1024x768.	When you plug in a presentation device (laptop) that does not use the recommended screen resolution.	Change the presenter's laptop screen resolution. See <a href="#">Figure 5-1</a> for an example of this message.

**Figure 5-1** Screen Resolution Message

## Video Signal for Presentation Reminder

Remember to plug in a laptop or document camera to use Presentation features. A message appears to remind you to do so, as shown in [Figure 5-2](#).

**Figure 5-2** Presentation Video Signal Message

# Call Connection Status Bars

The CTS software monitors the connection quality. Connection quality is rated either good, marginal, or poor. When the CTS software detects reduced connection quality, an icon is displayed on the main display screen. When connection quality reaches the poor state, the call is terminated.

Table 5-2 describes main display screen call connection status icons.

**Table 5-2** Call Connection Network Status Bars

Status Bars	Description
Five Bars 	<ul style="list-style-type: none"> <li>All received streams are <b>1080p</b> with no loss above the 1% warning threshold, and</li> <li>The received presentation (if active) has no loss above 2%.</li> </ul>
Four Bars 	<ul style="list-style-type: none"> <li>The lowest Resolution of received HD Streams is 720p with a loss less than or equal to 1%, and</li> <li>The received presentation (if active) has a loss less than or equal to 2%.</li> </ul>
Three Bars 	<ul style="list-style-type: none"> <li>The lowest Resolution of received HD Streams is Common Intermediate Format (CIF) with a loss less than or equal to 1%, and</li> <li>The received presentation (if active) has a loss less than or equal to 2%.</li> </ul>

Table 5-2 Call Connection Network Status Bars (continued)

Status Bars	Description
<p>Two Bars</p> 	<ul style="list-style-type: none"> <li>The highest percentage packet loss is above the 1% warning threshold, but less than 10%, or</li> <li>The received presentation, if active, has a loss between 2% and 10%.</li> </ul>
<p>One Bar</p> 	<ul style="list-style-type: none"> <li>The highest percentage <b>packet loss</b> of all received HD streams is <b>more than 10%</b>, or</li> <li>The received presentation has loss above 10% if active</li> </ul>

## System Information Icons

Table 5-3 describes system information icons.

Table 5-3 System Information Icons

Icon	Description
	<p>Displays when the network that is used for Cisco TelePresence includes a satellite hop so the latency will be much higher. Few installations use satellite; this is primarily for military and mobile situations.</p>
	<p>Displays at the start of a call if the call is not secured and the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.</p> <p>Also displayed after a Hold/Resume regardless whether the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.</p>

Table 5-3 System Information Icons (continued)

Icon	Description
	Displays at the start of a call or after a Hold/Resume if the security level is secured.
	Displays when no video is shown.
	Displays when you press the Mute button on the microphone or touch the <b>Mute</b> soft-key on the phone.
	Indicates that the headset is in use.

## Main Display Screen Animations

Table 5-4 describes animations that may appear on the main display screen. When an action is selected on the phone or on the Cisco TelePresence System (CTS), an animated icon appears on the main display screen and changes to show the selected action status.

Table 5-4 Main Display Screen Animations

Animation		Description
Microphone Unmuted  	Microphone Muted  	Red bar appears over Microphone icon. Displays when you press the <b>Mute</b> button on the microphone or touch the <b>Mute</b> soft-key on the phone.
Presentation Not Shared  		Shows the sharing status of your meeting presentation with VGA detected. To initiate sharing, do the following on the room phone: <ol style="list-style-type: none"> <li>1. Touch <b>Share</b> to share VGA or document camera input (Sharing On).</li> <li>2. Touch <b>Dismiss</b> to turn off sharing (Sharing Off).</li> </ol>
Call on Hold  		Hold icon transitions from solid color as the user goes on hold.

## On-Screen Messages

Table 5-5 describes meeting status information messages that appear on the main display screen. These messages appear while the screen is dark (not showing video meeting images).

Table 5-5 Main Display Screen Messages

On-Screen Message	Description
Call has been dropped because resources are not available. Contact Live Desk for assistance	Occurs during static meetings and there are not enough resources available.
Please press <b>End Call</b> if your meeting has ended	You are the last endpoint in the meeting.

**Table 5-5** Main Display Screen Messages

On-Screen Message	Description
Please wait for meeting host to join	<p>The meeting host has not yet joined the meeting. This only applies to static meeting instances.</p> <p>An administrator can configure a room as host. If the host does not join, then all other rooms dialed in will be put on hold. When host joins, they will all be resumed. When the host leaves, the meeting will be stopped by the Cisco TelePresence Multipoint Switch (CTMS).</p>
Please wait for meeting to start	You have dialed into the meeting before the scheduled start time and are on hold.
Please wait, remote user on hold	<p>All participants are on hold except this endpoint. Only this endpoint sees the “hold” message.</p> <p>When multiple endpoints both secure and non-secure join a meeting at the same moment, in a best-effort ad hoc meeting for instance, some of the endpoints will see “Remote user on hold” momentarily displayed on the main display.</p>
Please wait, temporarily at maximum number of callers Unable to join, now at maximum number of callers	There are not enough CTMS slots available for your endpoint to join the meeting. Depending on your configuration, you will remain on hold until resources are available.
Please wait, the participant list will be available momentarily	Occurs in large meetings as the system adds in audio participants.
Please wait, you are the first meeting participant	You are the first endpoint in the meeting.
Remote participant cannot receive presentation	Some telepresence endpoints do not support the ability to share or receive presentations. In most cases an existing call will continue as audio-only.
Unable to join secure call. Please wait, converting to non-secure	Occurs when the screen goes dark because of a security difference between meeting endpoints. Screen remains dark for approximately three or four seconds while security is downgraded. A lock icon that is unlocked may appear to indicate non-secure status.
Unable to join, required feature not available	When an incompatible endpoint joins a multipoint meeting, the incompatible endpoint cannot join the call.
Unable to show the presentation due to capability mismatch	The presenter is sending a higher resolution presentation stream than the receiver can handle.

# Meeting Messages

Table 5-6 Cisco TelePresence Touch 12 On-Screen Meeting Messages

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Upcoming meeting: <Meeting name, start, and end time>	A new meeting is scheduled to start in 10 minutes while the system is in an active meeting or a call is on hold.	Prepare to begin the new meeting.
	This meeting includes only this Cisco TelePresence room.	When you tap the <b>Join</b> button in the Meetings list but there are no other Cisco TelePresence rooms invited to this meeting.	No action is required.
	This meeting is not properly scheduled. Contact the meeting organizer.	When you tap the <b>Join</b> button to join a multipoint meeting that has not been scheduled properly.	Contact the meeting organizer.
	<ul style="list-style-type: none"> <li>Unable to connect to WebEx.</li> <li>Unable to add WebEx to this meeting.</li> </ul>	When you tap the <b>Join</b> button in the Meetings list but WebEx is down.	Contact the meeting organizer.

# Call Control Messages

Table 5-7 Cisco TelePresence Touch 12 On-Screen Call Control Messages

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Meeting will end in one minute, because there are no other participants in the meeting.	When you have been the only participant in a static scheduled meeting for 10 minutes.	No action is required.
	"<meeting name>" is scheduled to end in 10 minutes.	When a meeting is ending in 10 minutes and no meeting extension is available.	No action is required, The alert is automatically dismissed when the current meeting ends, or if the Meetings application is opened.
	"<meeting name>" is scheduled to end in 10 minutes. You can extend this meeting by 30 minutes.	When a meeting is scheduled by a Meeting Extension Premium User (guaranteed extension).	No action is required, The alert is automatically dismissed when the current meeting ends, or if the Meetings application is opened.
	"<meeting name>" is scheduled to end in 10 minutes. You can request a 30 minute extension.	When a meeting is available for "Best Effort" meeting extension.	Tap to request a 30-minute meeting extension.
	Extended "<meeting name>" will end in 10 minutes.	When an extended meeting is about to end.	No action is required.
	You are the only meeting participant. The connection to <static number> will disconnect in 1 minute.	When you are the only participant in a static meeting and the system has experienced an idle timeout.	No action is required.

Table 5-7 Cisco TelePresence Touch 12 On-Screen Call Control Messages (continued)

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Unable to put call on hold.	When you tap the <b>Hold</b> button.	
	Unable to resume call.	When you tap the <b>Resume</b> button after placing a call on hold.	
	The call was disconnected because of network congestion.	When there is network congestion or endpoint packet loss.	Contact your administrator.
	System is currently at maximum number of callers.	When you tap the <b>Meeting Extension</b> button but the system cannot honor your request because resources are not available.	No action is required.
	The call was disconnected due to network congestion. Please try your call again later.	When there is network congestion.	Try your call again later.
	The call was disconnected due to a system issue.	When there is a system issue.	Contact your administrator.
	The call was disconnected due to a compatibility issue.	When there is an interoperability issue with another device.	Contact your administrator.
	The call was disconnected due to a configuration issue.	When there is a configuration mismatch between devices.	Contact your administrator.
	The call was disconnected, because the system is at maximum number of callers.	When resources are not available.	Contact your administrator.
	The call was disconnected, because the security setting of the call has changed.	When there is a security mismatch between devices.	Contact your administrator.
	Please check the number and dial again.	When the phone number you are trying to call is not valid.	Tap <b>Dismiss</b> to end the call tone.

# System and Troubleshooting Messages

Table 5-8 Cisco TelePresence Touch 12 On-Screen System Messages

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Troubleshooting is in progress. Calls cannot be made or received.	When the system is in troubleshooting mode.	To make or receive calls, tap <b>Override</b> to exit troubleshooting.
	The system is restarting. Please wait.	When the system is restarting, when the system requires rebooting, or when the administrator has changed system locale or an initiation has failed.	Wait for the restarting/rebooting process to complete before using the system.
	The system is upgrading. Please wait.	When an automatic software upgrade has been received.	Wait for the upgrade to complete before using the system.
	Attempting to connect with the system. Please wait a moment.	When connection to Unified Infrastructure Manager (UIM) is not established.	Wait for connection before using the system.
	The software for the touchscreen device needs to be updated. Please wait for the device to restart.	When there is a software mismatch between devices.	Wait for restart or contact your system administrator.
	There is an issue reading the system software. Please contact your system administrator for assistance.	When there is a software mismatch between devices.	Wait for restart or contact your system administrator.
	The system is unable to place or receive calls at this time. Please contact your system administrator for assistance.	When connection to UIM is lost.	Contact your administrator.
	Calls not possible: TelePresence calls are not possible at this time. Please wait for the system to restore. This may take a few minutes. If you continue to experience this issue, contact your system administrator for assistance.	<ul style="list-style-type: none"> <li>The system camera is not working.</li> <li>The system is not registered to Unified CM.</li> <li>Call services have stopped.</li> </ul>	Contact your administrator.
	Please contact your system administrator for assistance.	When there is an unknown error on the system.	Contact your administrator.

# Recording Server Messages

Table 5-9 Cisco TelePresence Touch 12 On-Screen Recording Server Messages

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Your video "<video title>" is being saved to Show and Share. This might take a few minutes. You will receive an email confirmation.  URL: <Show and Share URL>	When saving a video to Show and Share and tapping <b>Share</b> .	No action is required.
	Your video has been successfully shared.	When your video has been shared.	No action is required; the notification is automatically dismissed.
	To record your presentation please change the screen resolution of your computer to 1024x768.	When you have a presentation source that is not XGA and Preference for recording presentation is selected.	Change your laptop screen resolution.
	Are you sure you want to delete your video "<video title>"?	When you tap the <b>Delete</b> button from the recording stage either after completion of recording or when opening "Options."	Tap <b>Delete</b> or <b>Cancel</b> .
	Invalid username or password. Please try again.	When your login credentials are not recognized.	Reenter your username and password.
	<ul style="list-style-type: none"> <li>The email address does not include a username.</li> <li>The email address includes too many at signs (@).</li> <li>The email address contains invalid characters.</li> <li>The domain in the email address is incorrectly formatted.</li> <li>The IP domain in the email address is incorrectly formatted.</li> <li>The domain in the email address cannot have consecutive periods.</li> <li>The email address does not include an at sign (@).</li> <li>The domain in the email address does not include a period (.</li> </ul>	When you tap <b>Share</b> or <b>New Email</b> when sharing a video with a new email address that is incorrectly formatted.	Check your entries for typos and try again.

Table 5-9 Cisco TelePresence Touch 12 On-Screen Recording Server Messages (continued)

Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Recording Server Not Available: Please try again later. If you continue to experience this issue, contact your system administrator for assistance.	When any of the following occur: <ul style="list-style-type: none"> <li>Recording server is not available.</li> <li>Failed to start a recording.</li> <li>Failed to get recording information.</li> <li>Recording failed to playback.</li> <li>Failed to get privacy setting.</li> </ul>	Contact your administrator.
	This video cannot be played on a TelePresence System. Contact your system administrator for assistance.	When you select a Common Intermediate Format (CIF) video and press <b>Play</b> .	Contact your administrator.
	Maximum number of users are recording video. Please try again later.	When you try to start a recording but the recording server has reached the maximum number of sessions allowed at one time.	Wait before trying to record.
	Maximum number of users are playing video. Please try again later.	When you try to play back a recording but the recording server has reached the maximum number of sessions allowed at one time.	Wait before trying to play back.
	Recording server has reached maximum storage capacity. Please contact your system administrator for assistance.	When you try to start a recording but the recording server has no disc space remaining.	Contact your administrator.
	Connection Lost: The system is unable to record video at this time. Please contact your system administrator for assistance.	When your connection to the recording server is lost while trying to record a video.	Contact your administrator.
	Connection Lost: Please log in again.	When your recording has timed out.	Dismiss the message to return to the login dialog.
	Unable to share video. Please contact your system administrator for assistance.	When the system does not allow you to share a video.	Contact your administrator.
	Unable to set recording title. Please contact your system administrator for assistance.	When the system does not allow you to set the video title.	Contact your administrator.
	Unable to change privacy settings. Please contact your system administrator for assistance.	When the system does not allow you to change privacy settings.	Contact your administrator.
	Unable to delete this video. Please contact your system administrator for assistance.	When the system does not allow you to delete a video.	Contact your administrator.