



System Alerts and Meeting Messages

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Contents

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

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Laptop Screen Resolution Messages

[Table 5-1](#) describes screen resolution messages.

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



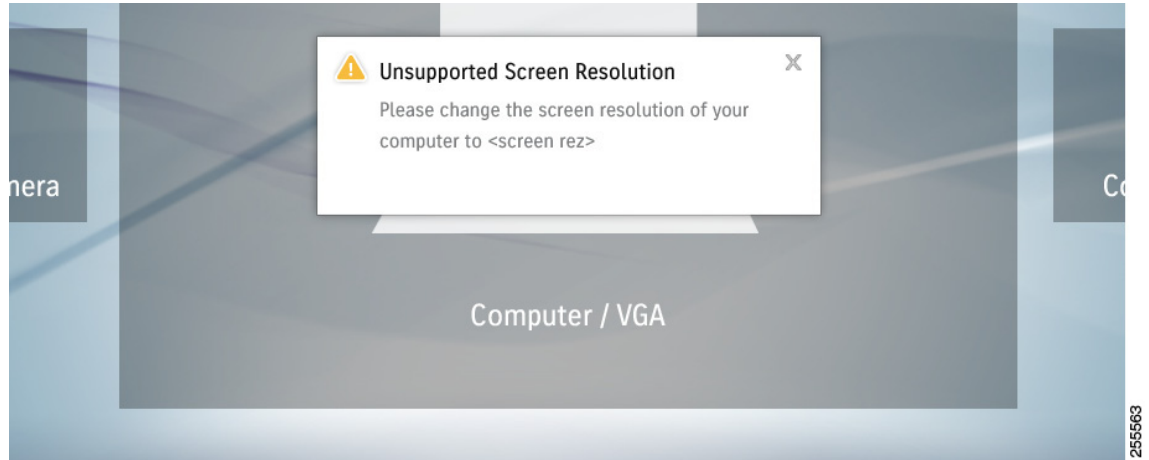
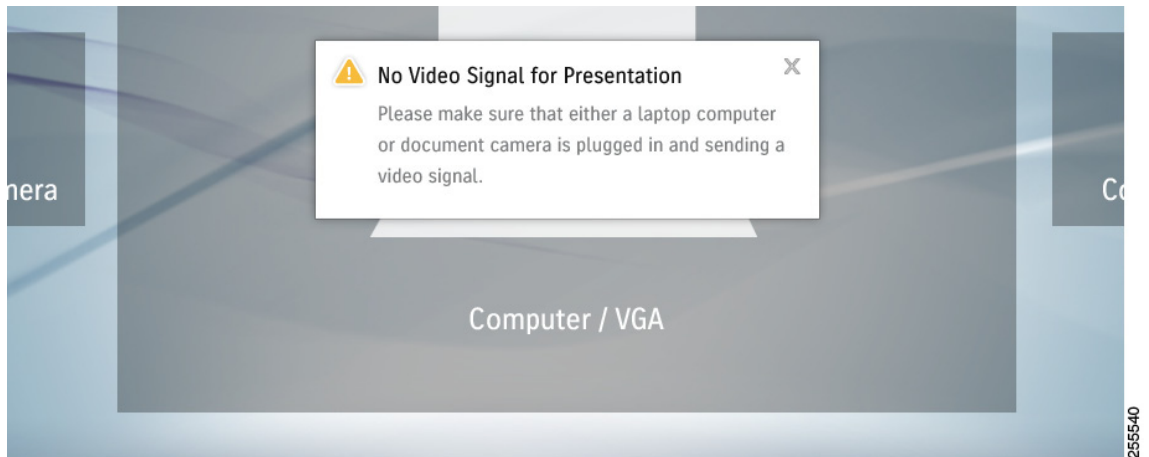
Alert Icon	On-Screen Message	When Does This Happen?	Recommended Action
	Change Screen Resolution: To share presentation in a call, change the screen resolution of your computer to 1024x768.	When you tap the Self View button in the button bar or plug in a 1080p presentation device before or during Self 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 Figure 5-1 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

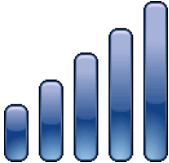
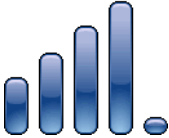
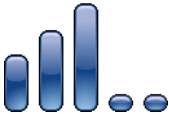


Status Bars	Description
<p>Five Bars</p> 	<ul style="list-style-type: none"> All received streams are 1080p with no loss above the 1% warning threshold, and The received presentation (if active) has no loss above 2%.
<p>Four Bars</p> 	<ul style="list-style-type: none"> The lowest Resolution of received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

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

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

System Information Icons

Table 5-3 describes system information icons.

Table 5-3 System Information Icons







Icon	Description
	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>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 Mute 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 Mute button on the microphone or touch the Mute 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: 1. Touch Share to share VGA or document camera input (Sharing On). 2. Touch Dismiss to turn off sharing (Sharing Off).
		
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 End Call 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 Join 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 Join button to join a multipoint meeting that has not been scheduled properly.	Contact the meeting organizer.
	<ul style="list-style-type: none"> Unable to connect to WebEx. Unable to add WebEx to this meeting. 	When you tap the Join 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 Hold button.	
	Unable to resume call.	When you tap the Resume 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 Meeting Extension 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 Dismiss 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 Override 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"> The system camera is not working. The system is not registered to Unified CM. Call services have stopped. 	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 Share .	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 Delete button from the recording stage either after completion of recording or when opening "Options."	Tap Delete or Cancel .
	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"> The email address does not include a username. The email address includes too many at signs (@). The email address contains invalid characters. The domain in the email address is incorrectly formatted. The IP domain in the email address is incorrectly formatted. The domain in the email address cannot have consecutive periods. The email address does not include an at sign (@). The domain in the email address does not include a period (.). 	When you tap Share or New Email 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"> Recording server is not available. Failed to start a recording. Failed to get recording information. Recording failed to playback. Failed to get privacy setting. 	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 Play .	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.