



Cisco TelePresence System User Guide

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Cisco TelePresence System User Guide

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GLOSSARY

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Preface

Revised: April 2013, OL-28618-01

Contents

This preface contains the following sections:

- [Overview, page vii](#)
- [How to Use the Cisco TelePresence System, page viii](#)
- [Cisco TelePresence System Terminology, page ix](#)
- [Related Documentation, page x](#)
- [Obtaining Documentation and Submitting a Service Request, page x](#)

Overview

The *Cisco TelePresence System User Guide* describes the functions of the control device for the system (either the Cisco TelePresence Touch device or the Cisco Unified IP phone) and the user interfaces, including main display screen details and system icons.

Your system uses one of the following devices for call control:

- The Cisco TelePresence Touch 12, which replaced the CTS Cisco Unified IP phone to control the CTS after CTS release 1.8. See the “[Cisco TelePresence Touch 12 for Cisco TelePresence](#)” section on page 1 for more information.
- Some systems use the Cisco Unified IP phone as the control center for your Cisco TelePresence System endpoint. All of the Cisco TelePresence call functions, such as placing and answering a Cisco TelePresence call, and conferencing in an audio call are performed while the Cisco Unified IP 7900 Series phone is on-hook; the audio is heard from the CTS speakers rather than from the phone. You can also use the CTS phone off-hook to perform standard phone functions. For standard phone functions, refer to the *Cisco Unified IP Phones 7900 Series End-User Guides* and quick reference cards.

The CTS Cisco Unified IP phone and the Cisco TelePresence Touch 12 are used in conjunction with a high-definition display screen, which supports life-like images for meeting participants.

How to Use the Cisco TelePresence System

This guide contains the following chapters:

- [Chapter 1, “Getting to Know the Cisco TelePresence System”](#)
- [Chapter 2, “Placing and Receiving Calls—Systems That Use an IP Phone for Call Control”](#)
- [Chapter 3, “Placing and Receiving Calls—Systems that Use a Touch 12 Device for Call Control”](#)
- [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages”](#)
- [Chapter 5, “Cisco TelePresence System Meeting Controls—Systems That Use an IP Phone for Call Control Only”](#)
- [Chapter 6, “Tips for Troubleshooting Your Cisco TelePresence Meeting”](#)
- [Glossary](#)
- [Index](#)

Cisco TelePresence System Terminology

Table 1 describes the terms that are used in this guide. Additional terms and definitions are listed in the Glossary.

Table 1 Cisco TelePresence System Terminology

Term	Description
CTS Cisco Unified IP Phone	The CTS meeting room Cisco Unified IP 7900 Series phone. Cisco TelePresence meetings are initiated and completed using this phone while the handset is on-hook; meeting audio is heard through the speakers of the CTS device.
Cisco TelePresence Touch 12	Touch-panel LCD device that enables you to conduct telepresence meetings without the Cisco Unified IP phone. Most of the CTS functions described in this guide can be carried out using the Cisco TelePresence Touch 12. For complete operating instructions, see the Cisco TelePresence Touch 12 User Guide on Cisco.com.
Endpoint CTS Endpoint	The combination of hardware and software that comprise a Cisco TelePresence System. The hardware for an endpoint includes a Cisco Unified IP 7900 Series telephone, one or more large-screen meeting displays with one or more cameras, plus presentation devices, microphones, speakers, and in some models, lighting systems.
Cisco TelePresence Call	A Cisco TelePresence call is placed between two or more CTS endpoints while the CTS phone handset is on-hook.
Cisco TelePresence Meeting	Two or more endpoints connected by a Cisco TelePresence call while the CTS phone handset is on-hook.
Audio Call	A call placed to or from an audio-only telephone for the purpose of conferencing the audio call into a Cisco TelePresence meeting.
Conference	A Cisco TelePresence meeting that includes an audio call. Audio calls are placed or answered with the CTS phone handset on-hook.
Cisco WebEx-enabled call	A call that has been configured to support Cisco WebEx online meeting capability including integrated phone conferencing, mobile access, voice conferencing, desktop sharing, and online recording.

Related Documentation

Related Topic	Document Title
How to navigate to Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	<ul style="list-style-type: none">• Cisco.com Products > TelePresence > Cisco TelePresence System > TelePresence System
Cisco TelePresence Immersive Endpoint documentation.	<ul style="list-style-type: none">• Cisco TelePresence Administration Software home page on Cisco.com
Complete guide to the CTS software and hardware documentation.	<ul style="list-style-type: none">• Cisco TelePresence System Documentation Roadmap
Cisco Unified CM documentation types and locations.	<ul style="list-style-type: none">• Cisco Unified Communications Manager (CallManager) Documentation Roadmaps
How to install the Cisco Unified MeetingPlace for Microsoft Outlook plug-in on your computer.	<ul style="list-style-type: none">• User Guide for Cisco Unified MeetingPlace for Outlook
Cisco Unified IP Phones 7900 Series documentation.	<ul style="list-style-type: none">• Cisco Unified IP Phones 7900 Series Maintain and Operate Guides
Cisco Unified IP Phone firmware download instructions.	<ul style="list-style-type: none">• Installation Notes section of the Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)

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.



Getting to Know the Cisco TelePresence System

Revised: April 2013, OL-28618-01

Contents

Use the information in the following sections to help you become familiar with the Cisco TelePresence System (CTS):

- [Cisco TelePresence Touch 12 for Cisco TelePresence, page 1-1](#)
- [Cisco Unified IP 7900 Series Phone for Cisco TelePresence, page 1-2](#)
- [Cisco TelePresence Meeting Room Experience, page 1-3](#)
- [Ceiling and Desktop Cameras for Cisco TelePresence, page 1-3](#)
- [Cisco TelePresence Expected System Behavior, page 1-5](#)
- [Where to Go Next, page 1-5](#)

Cisco TelePresence Touch 12 for Cisco TelePresence

The Cisco TelePresence Touch 12 is a touch-panel LCD device that enables you to conduct telepresence meetings without the Cisco Unified IP phone. The Cisco TelePresence Touch 12 provides a consistent, natural interaction experience with all Cisco TelePresence models and acts as a foundation for meeting control that supports applications, services, and extensive collaboration possibilities. [Figure 1-1](#) shows the Cisco TelePresence Touch 12 with the day's scheduled meetings.

Figure 1-1 Cisco TelePresence Touch With Scheduled Meetings



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Cisco Unified IP 7900 Series Phone for Cisco TelePresence

Some systems use the Cisco Unified IP phone for call control. You place Cisco TelePresence calls by using the softkeys on the phone without lifting the handset. Audio is heard through the CTS speakers.

The CTS telephone displays touchscreen buttons and softkeys that are used to manage your Cisco TelePresence calls, as shown in [Figure 1-2](#).

- For information about placing and receiving Cisco TelePresence calls, go to [Placing and Receiving Calls—Systems That Use an IP Phone for Call Control](#).

Figure 1-2 The Cisco Unified IP 7900 Series Telephone Controls



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For more information about using the Cisco Unified IP Phone in non-telepresence environments, see the [Cisco Unified Communications Manager \(CallManager\) End-User Guides](#) home page on Cisco.com.

Cisco TelePresence Meeting Room Experience

Once you arrive in your Cisco TelePresence room, you will see your scheduled meeting listed on the CTS Cisco Unified IP phone or on the Cisco TelePresence Touch 12. Touch the name of your meeting on the IP phone screen or on the Cisco TelePresence Touch 12 panel to start your meeting.

Your remote meeting participants will also touch the same meeting name on the IP phone screen or on the Cisco TelePresence Touch 12 in their Cisco TelePresence rooms to join the meeting. If you have non-Cisco TelePresence participants, refer to the instructions in [Conferencing in an Audio Call](#).

If another meeting is scheduled immediately after your meeting, you will hear an audio alert ten minutes before your meeting end time.

Ceiling and Desktop Cameras for Cisco TelePresence

Cisco TelePresence Ceiling and Desktop cameras are designed for projecting the image of any object on the working surface with perfect illumination and depth of focus. See [Figure 1-3](#)

Figure 1-3 Document Camera

The camera can quickly and easily project images from all types of objects: photos, books, brochures, transparencies, slides, and three-dimensional objects. It supports projection of documents up to 22" x 34" and large objects placed on the Cisco TelePresence projector table. The camera is operated by wireless remote and is integrated with the Cisco TelePresence projector [Auto Collaborate](#) capability.

Cisco TelePresence supports presentation sharing for point-to-point and multi-point meetings. [Auto Collaborate](#) is a unique feature that allows users in all rooms to instantly see data or video and hear audio output from the following sources:

- A laptop (for example, a presentation or movie). See [Connecting a Laptop](#).
- A Cisco TelePresence room in-ceiling high definition document camera.

[Table 1-1](#) describes the display differences of shared data or video content between rooms.

Table 1-1 Display Differences Between CTS Rooms

CTS Model	Displays Shared Data
<ul style="list-style-type: none"> • CTS 500 Series • CTS 1000 • CTS 1100 • CTS 1300 Series 	Outputs data or graphic content to the Presentation-in-Picture (PiP) window on the display or to an auxiliary display monitor. See Positioning Presentation-in-Picture .
<ul style="list-style-type: none"> • CTS 3000 • CTS 3010 • CTS 3200 • CTS 3210 	Projects to the white façade below the Cisco TelePresence main display screen: 5 fps presentation for most rooms, 30 fps presentation support for rooms with an additional codec.

See the [WolfVision](#) home page for document camera support documentation.

Cisco TelePresence Expected System Behavior

- [Automatic Device Shutdown, page 1-5](#)
- [Lighting During Calls for the CTS Systems, page 1-5](#)

Automatic Device Shutdown

After a laptop is unplugged or a document camera is turned off, the projector will begin a 5-minute countdown. You should be able to see the countdown from what the projector displays. This is considered the projector standby mode and then it will go into cool down mode for 1 minute before turning off.

Lighting During Calls for the CTS Systems

The CTS lights automatically shut off when there is no longer a video signal to the CTS. The trigger to turn of the lights varies depending on the system type and how it was set up by the administrator. Generally, [personal system](#) lights turn off in 15 seconds, and larger meeting room systems turn off in 5 minutes.

If there is a presentation plugged in or if a [DMP](#) is connected, all CTS model lights turn off in 15 seconds.

Where to Go Next

To place and receive calls, see the following chapters:

- [Chapter 2, “Placing and Receiving Calls—Systems That Use an IP Phone for Call Control”](#)
- [Chapter 3, “Placing and Receiving Calls—Systems that Use a Touch 12 Device for Call Control”](#)



Placing and Receiving Calls—Systems That Use an IP Phone for Call Control

Revised: April 2013, OL-28618-01

This chapter describes the tasks you perform to place calls if your system uses a Cisco Unified IP Phone for call control and contains the following sections:

- [Using Self View Before Starting a Meeting, page 2-2](#)
- [Initiating a Call, page 2-3](#)
- [Answering a Call, page 2-9](#)
- [Joining Calls Together, page 2-10](#)
- [Conferencing in an Audio Call, page 2-11](#)
- [Checking Call Status, page 2-13](#)
- [Placing a Call on Hold, page 2-14](#)
- [Muting a Call, page 2-15](#)
- [Using the Headset, page 2-16](#)
- [Extending Your Meeting, page 2-17](#)
- [Call Security Overview, page 2-20](#)
- [System Information - Using the Info Softkey, page 2-21](#)
- [Unsecured Calls, page 2-21](#)
- [Viewing Security Settings, page 2-22](#)
- [Audio-Only Call Security, page 2-23](#)
- [Summary of Cisco TelePresence System Phone Softkeys, page 2-23](#)
- [Where to Go Next, page 2-28](#)

For systems that use a Cisco TelePresence Touch 12 for call control, see [Chapter 3, “Placing and Receiving Calls—Systems that Use a Touch 12 Device for Call Control.”](#)

Using Self View Before Starting a Meeting

The Self View feature allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins. By touching the Self View softkey on your CTS Cisco Unified IP phone while the CTS is idle (not in a call), you can see a mirror image of yourself and your room for a specified amount of time (5 to 180 seconds), as configured in the Maximum Self View Time (in seconds) field in the Product Specific Configuration Layout fields in the Cisco Unified CM Administration interface.

Using the Self View Softkey

- CTS main display lights turn on (or remain on) when accessing Self View. When you exit Self View, the lights exhibit the same behavior as if a call has just ended. When answering an incoming call while still in Self View mode, the lights remain on throughout the call.
- Dismissing a call while in Self View mode does not disrupt the Self View video. The active presentation stops the incoming call ring if the “Voicemail” has been setup in Cisco Unified CM. Call dismissal returns you to the Self View Control screen.
- Answering a call while in Self View mode smoothly transitions to the incoming video. If there is an active presentation, options on the phone will allow you to share (or not share) the presentation as the new call begins.

Figure 2-1 shows the Self View softkey among other softkey options.

Figure 2-1 Self View Softkey



Touching the **Self View** softkey takes you to the Self View Control screen. Any active presentation is visible during self view (as PiP or on the LCD) and is also present when exiting self view.

Figure 2-2 shows the Self View Control screen for the CTS 500, CTS 1000, CTS 1100, and CTS 3000 and CTS 3200 Series, which are single-camera systems.

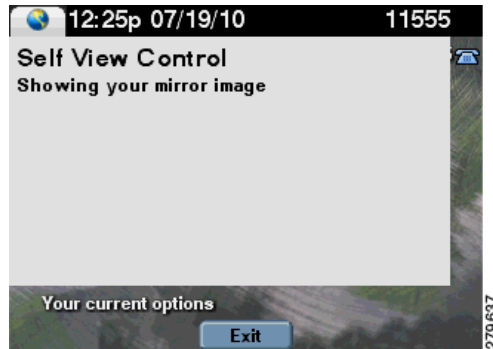
Figure 2-2 Self View Camera Control

Figure 2-3 shows the Self View Control screen for the CTS 1300, which has three cameras. You can choose how your meeting room looks from the left, center, or right camera by touching the camera icons on the screen.

**Tip**

Simultaneous self view display is visible only if the loopback request is from the center camera. If you select the left or right camera view, the self-view presentation is not visible.

Figure 2-3 Self View Camera Control

Initiating a Call

There are several ways to place a Cisco TelePresence call from the CTS phone:

- [Placing a Call Using the New Call and Dial Softkeys, page 2-4](#)
- [Favorites: Speed Dialing, page 2-4](#)
- [Using the Directory, page 2-5](#)
- [Placing a Call Using the Meetings Button or Softkey, page 2-7](#)
- [Using the Directory, page 2-5](#)

Placing a Call Using the New Call and Dial Softkeys

To dial a new call:

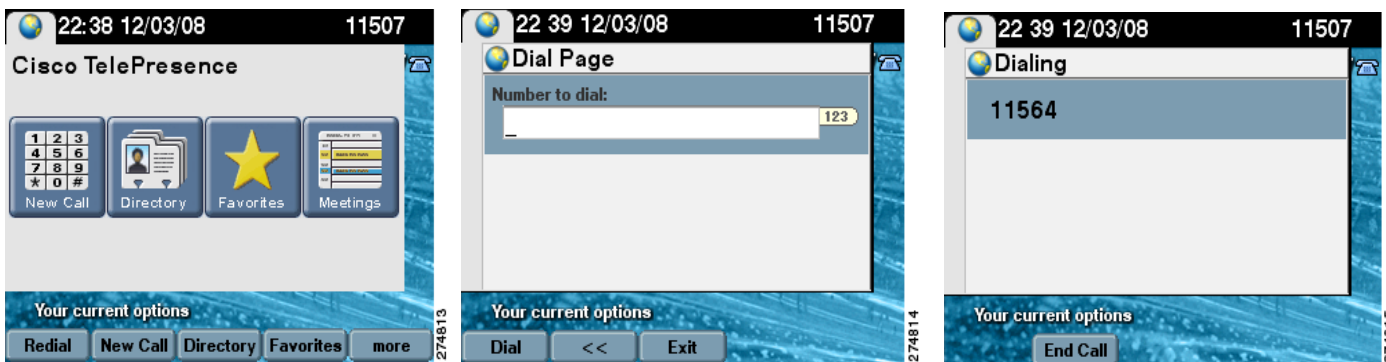
-
- Step 1** Touch the **New Call** softkey or use the dial keypad to start a new call. The New Call screen is displayed as shown in [Figure 2-4](#).
- Step 2** Enter a dialstring. Dialstring input can be up to 32 digits; this is the maximum length dialstring that the phone user interface will accept.



Tip Touch the << softkey to backspace over any digits you entered.

- Step 3** Touch the **Dial** softkey to dial the phone number. The phone number being dialed is displayed while the call is being connected.
- Step 4** Touch the **End Call** softkey to end the Cisco TelePresence call.
-

Figure 2-4 Dialing a New Call



Favorites: Speed Dialing

Access the speed dial feature by touching the **Favorites** softkey or by touching the **Favorites** icon from the CTS phone Idle screen to dial from a directory of preset phone numbers. The Favorites Screen allows you to fast-dial Cisco TelePresence System (CTS) endpoints that have been registered as a Favorite by the system administrator in Cisco Unified Communications Manager (Cisco Unified CM).



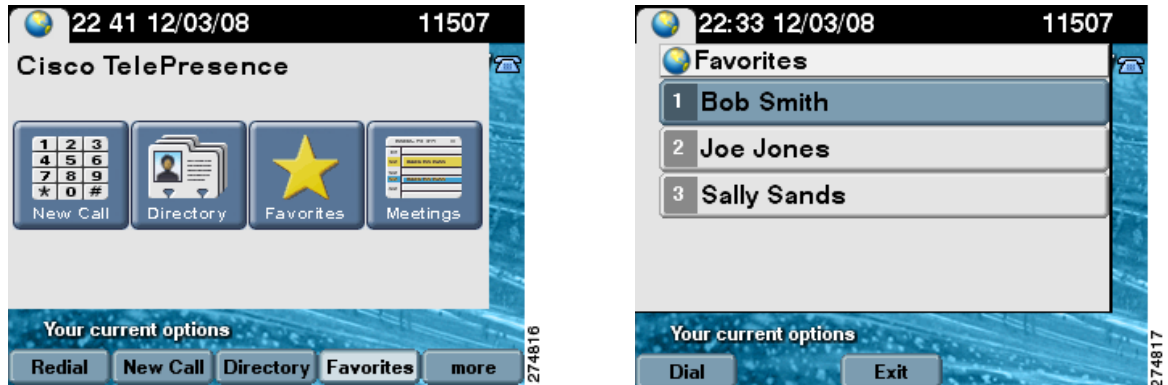
Tip To set up Favorites on your phone, see [Chapter 6, “Tips for Troubleshooting Your Cisco TelePresence Meeting.”](#)

To initiate a meeting from Favorites:

-
- Step 1** Touch the **Favorites** softkey or touch the **Favorites** icon from the CTS phone Idle screen, as shown in [Figure 2-5](#).

- Step 2** Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the Cisco TelePresence room or person you wish to call is highlighted.
- Step 3** Touch the **Dial** softkey.

Figure 2-5 Favorites: Speed Dialing



Using the Directory

- [Placing a Call Using the Directory, page 2-5](#)
- [Using the Directory Search Feature, page 2-6](#)

Placing a Call Using the Directory



Tip

For information about configuring Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, contact your Cisco Administrator. See also [Configuring Favorites and the Directory](#).

To initiate a meeting by placing a call using the Directory:

- Step 1** Touch the **Directory** softkey or touch the **Directory** icon from the Idle screen to display a searchable directory of all available CTS phone numbers.
- Step 2** Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the **endpoint** or person you wish to dial is highlighted, as shown in [Figure 2-6](#).
- Each screen displays 31 phone numbers.
 - To see the next set of phone numbers, touch the **Next** softkey.
- Step 3** After you highlight the desired number, touch the **Dial** softkey to initiate the call.

Figure 2-6 Directory Button



Figure 2-7 Directory List



Using the Directory Search Feature

To search for a particular telephone number from the displayed Directory list:

-
- Step 1** Touch **Search** from the Directory screen. The system displays Name and Number fields.
 - Step 2** Use the telephone keypad to type in letters or numbers. For example, when you press the number “4,” the letters associated with the number 4 on the phone keypad are displayed, as shown in [Figure 2-8](#).
 - Step 3** Touch the number key until the character you want is highlighted.
 - Step 4** Pause to select that character.



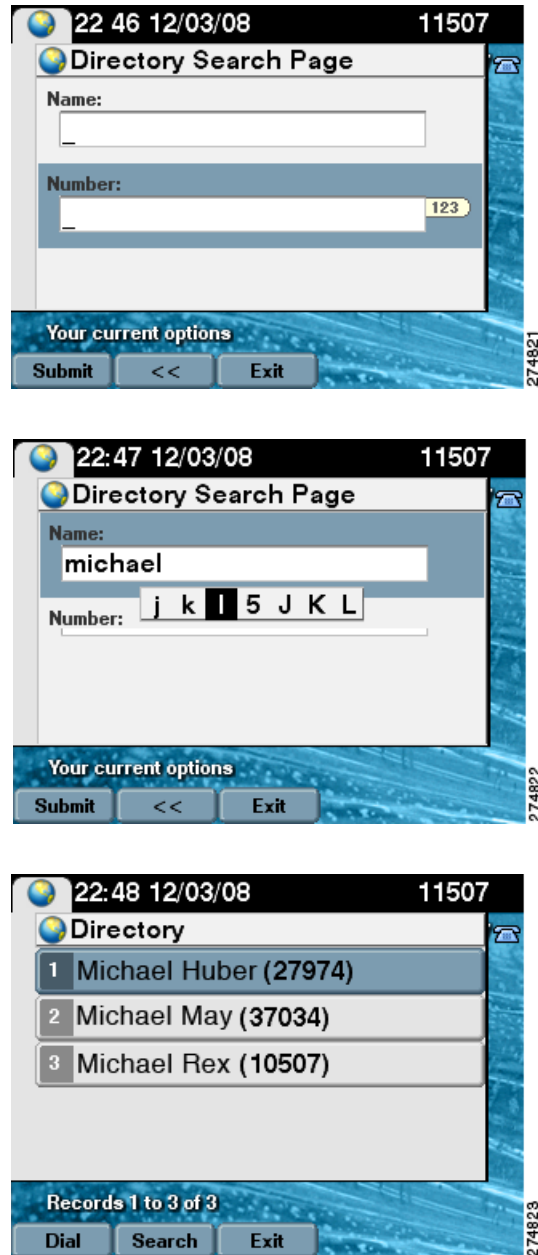
Tip

If you need to erase a character you have selected, use the << softkey. Use the **Up** and **Down** keys to move between Name and Number fields.

You can also search on the first letters of the first name, last name, or directory name.

- Step 5** Touch the **Submit** softkey to run a search using the information you have entered.

Figure 2-8 Directory Search Feature



Placing a Call Using the Meetings Button or Softkey

If Cisco TelePresence Manager is installed on your corporate network, you can schedule meetings using Microsoft Outlook or Lotus Notes. You can then start scheduled meetings using Cisco's [One-Button-to-Push](#) technology. Cisco TelePresence Manager launches the meeting components and determines the best settings for the call.

To place a call:

- Step 1** Touch the **Meetings** button to go to a list of scheduled meetings, as shown in [Figure 2-9](#).
- Or
- Step 2** Touch **more** to navigate to the **Meetings** softkey and touch to open the list of meetings.
- Step 3** When you have located your meeting from the meetings list, touch the entry to initiate the meeting, as shown in [Figure 2-10](#).

**Tip**

You can also touch the **StartMtg** softkey to initiate your meeting.

Figure 2-9 Navigate to the Meetings List

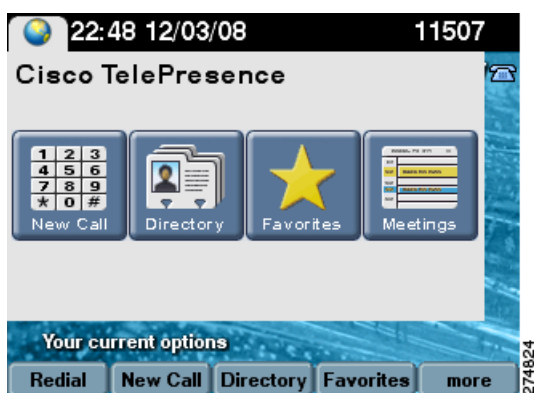
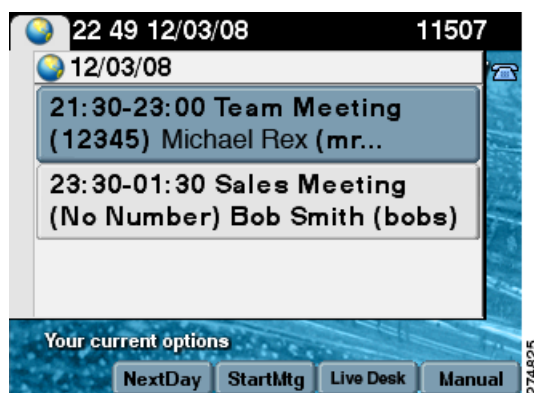


Figure 2-10 Using One-Button-to-Push



The Cisco TelePresence Manager Administrator sets the number of days that meetings are stored and displayed on the phone. The phone is refreshed with new meetings at the following times:

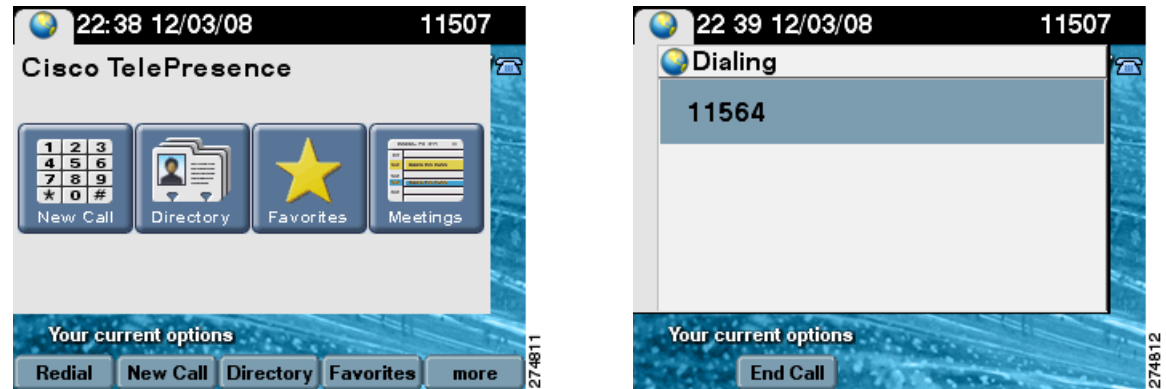
- Each time the Cisco TelePresence System receives a meeting notice from Cisco TelePresence Manager.
- At the end of the each meeting.
- Each night at midnight.

To prevent interruption, Cisco TelePresence Manager waits until there are no active calls or meetings before updating the schedule.

Last Number Redial

Redial the last number called by touching the **Redial** softkey, as shown in [Figure 2-11](#).

Figure 2-11 Redialing the Last Number Called



Answering a Call



Tip

Your Cisco TelePresence [endpoint](#) may be configured to auto-answer the call. The auto-answer feature is configured by your Cisco TelePresence System Administrator.

If auto-answer has not been set, the Cisco TelePresence phone on the receiving end displays the phone number of the incoming call, as shown in [Figure 2-12](#).

To answer a call:

Step 1 Touch the highlighted meeting or touch the **Answer** softkey.

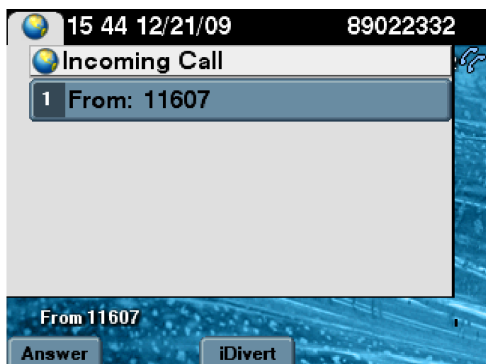


Tip

Remember that all Cisco TelePresence calls are placed and answered with the handset on-hook. Meeting audio is heard through the CTS speakers, not through the phone.

Step 2 To decline the call and send it to voice mail, touch the **iDivert** softkey. If **iDivert** has been configured by your Cisco TelePresence System Administrator the call will be diverted to a second phone number.

Figure 2-12 Answering a Call



Joining Calls Together

The Join softkey allows you to join specified calls (11607 and 11597 in [Figure 2-13](#), for example).

Figure 2-13 Joining Cisco TelePresence Calls



Table 2-1 Joining a Call Softkeys

Navigation Type	Description
Button	Touch a meeting participant row to select the corresponding call.
Softkey	
Resume	Resumes the active call. The phone screen returns to the meeting view.
New Call	Opens the New Call screen to dial a new number to add to the active call.
Join	Joins specified calls.

Conferencing in an Audio Call

During a meeting, you can add (conference in) one audio-only call. Each Cisco TelePresence [endpoint](#) taking part in a meeting may conference in one audio-only call.



Tip

Adding (conferencing in) an audio-only phone number is different than placing an audio-only call. When you conference in an audio phone number to an ongoing Cisco TelePresence meeting, the security level of the Cisco TelePresence meeting will change to match the highest security level available for the audio phone number being added. The maximum security setting available for a conferenced audio call is “authentication.” If your Cisco TelePresence meeting was configured for full encryption, the security level for the meeting changes to authentication level. See “[Viewing Security Settings](#)” section on [page 2-22](#) for more information.

- [Adding an Audio-Only Call, page 2-11](#)
- [Conference Call Member List, page 2-13](#)

Adding an Audio-Only Call

To add an audio-only call:

-
- Step 1** Touch the **Confrn** softkey to add an audio phone number to your Cisco TelePresence meeting as shown in [Figure 2-14](#).
- Step 2** Using the phone keypad, enter the phone number in the field provided, then touch the **Dial** softkey to dial the phone number.

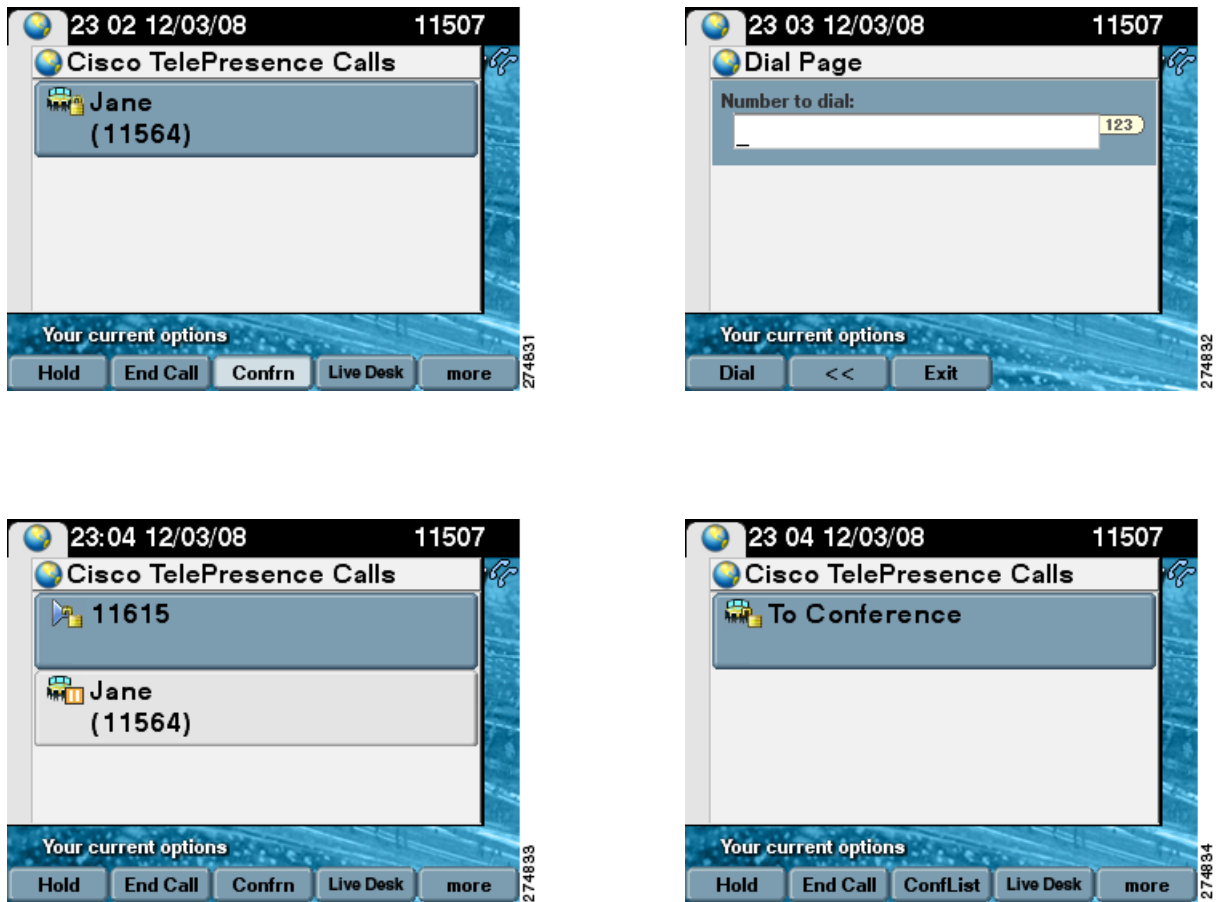


Tip

Your existing Cisco TelePresence call is placed on hold.

- Step 3** Touch the **Confrn** softkey to add the audio call to your conference.
-

Figure 2-14 Conferencing an Audio Call

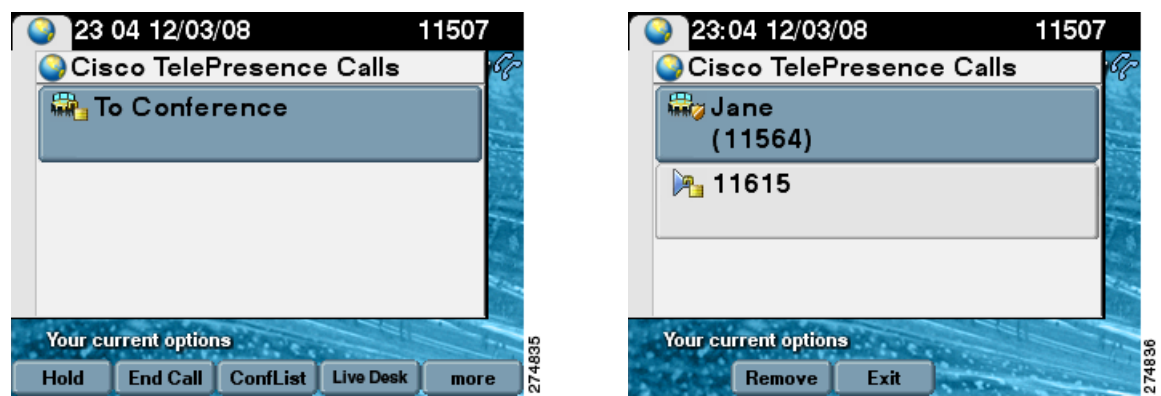


Conference Call Member List

To display and manage individual phone numbers that have been added to the conference:

- Step 1** Touch the **ConfList** softkey to display the individual phone numbers added to the conference. See [Figure 2-15](#).
- Step 2** If desired, highlight a phone number and touch the **Remove** softkey to end the call to that phone number.
- Step 3** Touch the **Exit** softkey to exit the conference list screen.

Figure 2-15 Conference Call Member List



Checking Call Status

Check on call status during an active call by touching the **more** softkey to navigate to the **Info** softkey ([Figure 2-16](#)).

Figure 2-16 Calls Status Screen



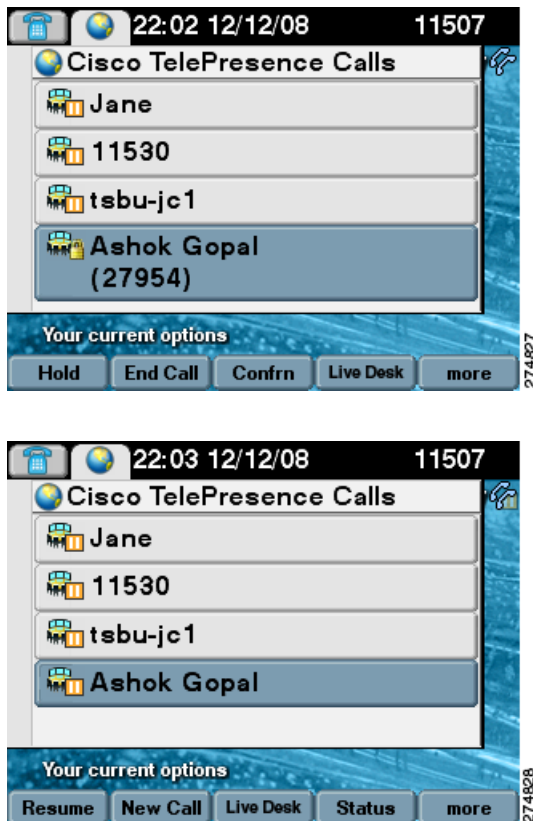
Placing a Call on Hold

You can place any of the following types of calls on hold:

- Cisco TelePresence call
- An audio call
- A conference call

-
- Step 1** Highlight the call and touch the **Hold** softkey as shown in [Figure 2-17](#).
- If the call is a Cisco TelePresence conference call, this action suspends operation of the phone, cameras, and microphones on your end of the connection. Icons on the room's main display screen remind you that the call is active but on hold.
 - If the call is an audio-only call, the Cisco TelePresence room microphones are muted.
- Step 2** Touch the **Resume** softkey to resume the call. If more than one call is on hold, use the **Up** and **Down** arrow keys on the phone to select which call to resume.
- Step 3** Touch the **Status** softkey to display network information about the call as shown in [Figure 2-16](#).
- See [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages”](#) for information about hold function display screen icons.

Figure 2-17 Placing a Cisco TelePresence Call on Hold



When a call is on hold, the following icon is displayed on the main display screen:

Figure 2-18 Call on Hold Main Display Icon



For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Muting a Call

- [Muting the Entire Cisco TelePresence Room, page 2-15](#)
- [Muting Individual Microphones, page 2-15](#)
- [Muting a Call From the Phone on the CTS 500 Only, page 2-15](#)

Muting the Entire Cisco TelePresence Room

To mute the microphones during a conference call:

-
- Step 1** Press the **Mute** button on the table microphone nearest to you.
- Step 2** Press the **Mute** button again to restore audio input.
- See [Screen On-Screen Icons and Animations](#) for information about mute function display screen icons.
-

Muting Individual Microphones

If your room is configured for single microphone muting:

-
- Step 1** Press and hold the **Mute** button any table microphone for three seconds until the green LED light turns off. That microphone is now muted, but no muted Microphone icon displays on the main screen.
- Step 2** To unmute the locally muted microphone, press the **Mute** button once. The green LED light turns on and the microphone is active again (or muted if the room is already muted).



Tip

Global room muting is still available by pressing the **Mute** button on any table microphone once without holding. See [Muting the Entire Cisco TelePresence Room](#).

Muting a Call From the Phone on the CTS 500 Only

The CTS 500 does not have a standard table microphone. To mute a call on a CTS 500 system:

- Step 1** Touch the **Mute** softkey on the phone, as shown in [Figure 2-19](#).
- Step 2** Touch the **Unmute** softkey on the phone to restore audio input.

Figure 2-19 Muting Calls on the CTS 500



When a call is muted, the following icon is displayed on the main display screen:

Figure 2-20 Muted Call Main Display Icon



For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

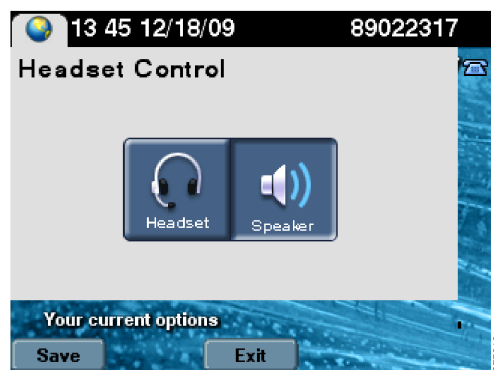
Using the Headset

The Headset Control screen allows you to switch between a headset device and the integrated Cisco TelePresence System (CTS) Cisco Unified IP Phone speaker. Touch the **more** softkey to navigate to the **Headset** softkey to access the Headset Control screen, as shown in [Figure 2-21](#) and [Figure 2-22](#).

Figure 2-21 Headset Softkey



Figure 2-22 Headset Control Screen



When the headset is in use, the following icon is displayed on the main display screen:

Figure 2-23 Headset in Use Main Display Icon



For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Using the CTS 500-32 Headset

The CTS 500-32 supports any compatible third party headset. Touch the **Headset** softkey to begin. System speakers and the microphone are disabled while the headset is plugged in.

Extending Your Meeting

This feature provides an option to extend Cisco TelePresence meetings past their scheduled end time:

- [Meeting Extension Softkey Functions, page 2-18](#)

- [Alternate Meeting Extension Tips](#), page 2-20

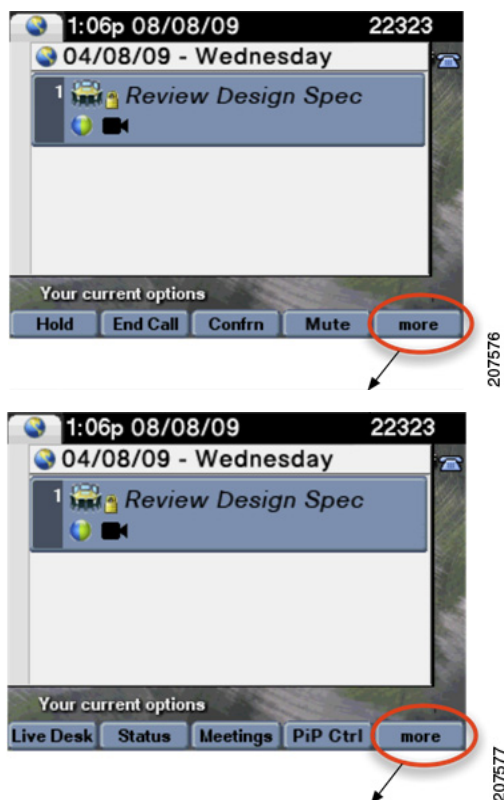
Meeting Extension Softkey Functions

Table 2-2 shows softkey functions on the CTS Cisco Unified IP phone.

Table 2-2 Meeting Extension Softkeys

Navigation Type	Description
Extend	Request to extend a meeting on a best effort basis. See Figure 2-24 for navigation tips. See also Alternate Meeting Extension Tips .
Confirm	Touch to confirm that the system has extended your meeting as requested. When your meeting is extended, the word “Extended” appears on the meeting label for all CTS and the Extend softkey is removed from the menu choices. See Figure 2-25 .
Cancel	Cancel the meeting extension request.
more	Displays the next set of softkeys.

Figure 2-24 Meeting Extension Softkey



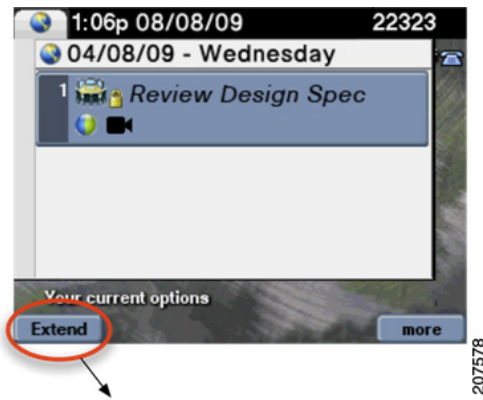
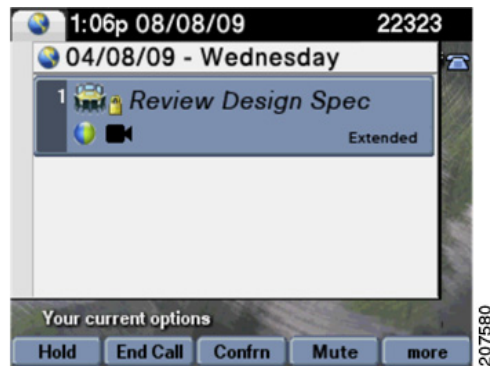
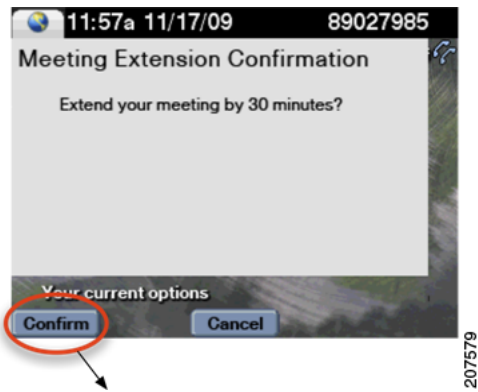


Figure 2-25 Confirming Your Meeting Extension



When your meeting has been successfully extended, one of the following icons will appear on the main display screen:

Figure 2-26 Meeting Extended Main Display Icons



For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Alternate Meeting Extension Tips

An alternate method you can use to extend your meeting from the phone is to touch **more > MtgCtrl** then scroll down to the **Extend Meeting** option and touch **Select**.

Call Security Overview

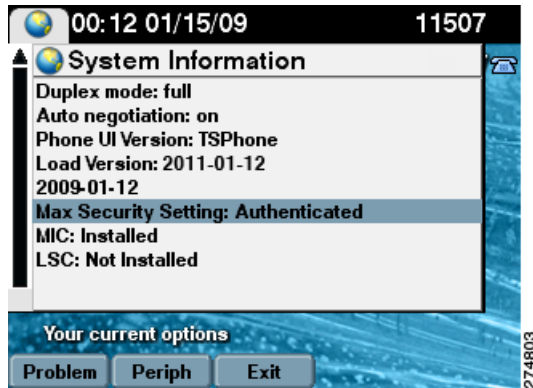
When a Cisco TelePresence call is in progress, the phone displays the phone number of the called [endpoint](#), or the common phone number if it is a multi-room call. Each Cisco TelePresence [endpoint](#) is configured in Cisco Unified Communications Manager, including the maximum security level available for the room. The security level for a specific Cisco TelePresence call is determined by the least secure device joining the call. For example, audio-only calls added to a conference call only support authentication level security.

See [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages,”](#) for information about main display screen icons that indicate the level of call security on your system.

System Information - Using the Info Softkey

When you touch the **Info** softkey while the phone is idle, you can see the highest level of security that is available for your Cisco TelePresence room in the Maximum Security Setting field, as shown in [Figure 2-27](#).

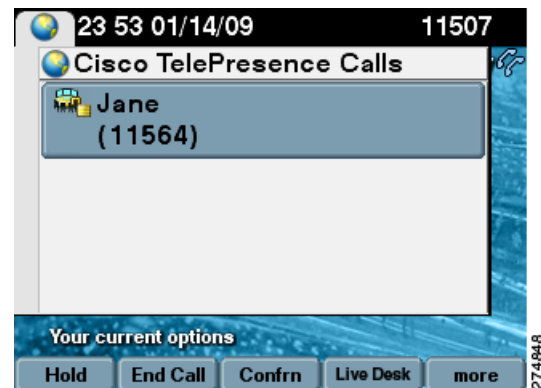
Figure 2-27 System Information Screen



Unsecured Calls

The open lock, as shown in [Figure 2-28](#), shows on the phone that the call is unsecured.

Figure 2-28 Unsecured Call



When a call is not secure, the following icon is displayed on the main display screen:

Figure 2-29 Open Lock Main Display Icon

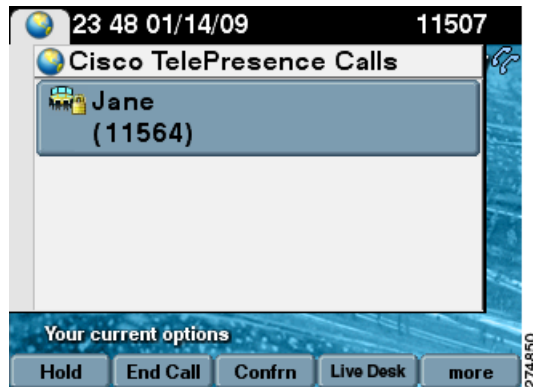


For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Viewing Security Settings

A closed lock, as shown in [Figure 2-30](#), indicates that the call is authenticated and fully encrypted for the duration of the connection.

Figure 2-30 Secure Call



When a call is secure, the following icon is displayed on the main display screen:

Figure 2-31 Closed Lock Main Display Icon

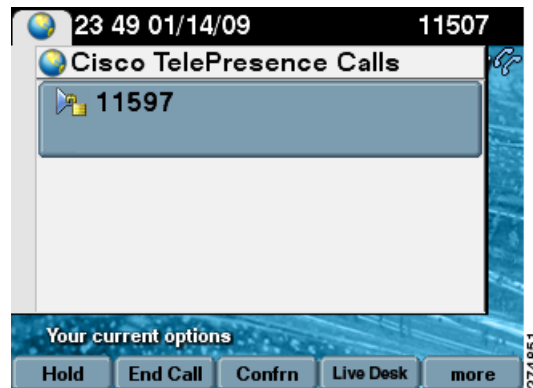


For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Audio-Only Call Security

When an audio-only call is in progress, the phone displays the phone number of the called party. During Cisco TelePresence conference calls, audio-only calls are unsecured. The open lock, as shown in [Figure 2-32](#), indicates that the audio call is not authenticated. See also [Figure 2-31](#).

Figure 2-32 Unsecured Audio Call



Summary of Cisco TelePresence System Phone Softkeys

Revised: April 2013, OL-28618-01

[Table 2-3](#) contains a summary of Cisco Unified IP phone softkey functions that are used to manage Cisco TelePresence System calls and meetings.

Table 2-3 Cisco TelePresence Phone Softkeys

Softkey	Function
<<	Backspace to delete entered characters.
Answer	Manually answers an incoming phone call. Tip Remember that all Cisco TelePresence calls are placed with the handset on-hook. Meeting audio is heard through the CTS speakers, not through the phone. See Answering a Call .
Cancel	Cancels a requested action, usually returning you to the previous screen.
Confrn	Conferences in a secure audio call. See Adding an Audio-Only Call .
ConfList Remove	Displays the list of phone numbers included in the conference call. Remove—Removes the selected member of a conference call. See Conference Call Member List .
Dial	Dials the phone number entered.

Table 2-3 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Directory Search Submit	<p>Displays the complete list of phone numbers. This can be all the phone numbers, including Cisco TelePresence endpoints contained in your Active Directory. The list of Directory phone numbers is determined by your Cisco TelePresence System Administrator.</p> <p>Search—Displays the input screen to search the Directory.</p> <p>Submit—Begins the search.</p> <p>See Using the Directory.</p>
Dismiss/Share	<p>Hides or displays anything appearing on your data display prior to joining a Cisco TelePresence meeting.</p> <p>See Using Presentation Privacy.</p>
DocCam Off/On Auto-Focus Light Switch Zoom In Zoom Out	<p>Displays the document camera controls:</p> <p>Off/On—Turns the document camera on and off.</p> <p>Auto-Focus—Activates one-push auto-focus.</p> <p>Light Switch—Turns the document camera light on or off.</p> <p>Zoom In—Zooms in until you release your finger or until maximum zoom level is reached.</p> <p>Zoom Out—Zooms in until you release your finger or until minimum zoom level is reached.</p> <p>See Controlling the Document Camera.</p>
EndCall	Ends the highlighted call.
Exit	Exits the current selection. Usually takes you to the previous screen.
Extend	<p>Request to extend a Cisco TelePresence meeting past the scheduled end time.</p> <p>See Extending Your Meeting.</p>
Favorites	<p>Displays a list of speed dial numbers. This list is configurable for each endpoint and is created by your Cisco TelePresence System Administrator.</p> <p>See Favorites: Speed Dialing.</p>
Headset	<p>CTS 500 or CTS 1000 only. Sends a call's audio to your headset, rather than to the speakers.</p> <p>See Using the Headset.</p>
Hold Resume	<p>Hold—Places a call on hold. The Cisco TelePresence screen goes dark and the Hold icon appears. Cisco Hold music plays.</p> <p>Resume—Takes a call off hold. The Cisco TelePresence screen returns to the meeting view.</p> <p>See Placing a Call on Hold.</p>
iDivert	<p>Sends an incoming call to voice mail.</p> <p>See Answering a Call.</p>

Table 2-3 Cisco TelePresence Phone Softkeys (continued)



Softkey	Function
Info	Displays system-related information. See Checking Call Status .
Join	Joins specified calls. See Joining Calls Together .
Live Desk	Dials the Live Desk phone number. See Contacting the Live Desk .
Manual	Manually dials a phone number.
Media Ctrl	Displays the audio and video on/off controls. This softkey appears only if you have a Cisco Digital Media Player (DMP) installed. See Using the Digital Media Player .
Meeting Access Allow Block	Sets which rooms are allowed to join multipoint meetings using the Cisco TelePresence Multipoint Switch (CTMS). Allow—Green check-mark:  Block—Red X:  See Meeting Access - Mtng Ctrl Softkey .
Meetings NextDay PrevDay StartMtg	Displays the meeting list if Cisco TelePresence Manager is installed. NextDay/PrevDay—Scrolls through scheduled meetings. StartMtg—Starts the meeting highlighted on the phone screen. See Placing a Call Using the Meetings Button or Softkey .
more	Displays additional softkeys.
Mtng Ctrl View Control Participant List Meeting Access	Displays a list of multipoint meeting options using the Cisco TelePresence Multipoint Switch. View Control—Select the way you see speaking participants: <ul style="list-style-type: none"> • Speaker—When a participant is speaking, that participant is displayed. Only the screen on which that speaker is displayed changes. • Room—When a participant is speaking, all participants from the active speaker’s site is displayed. Participant List—Read-only. Provides users with a list of participants in a meeting. For scheduled meetings, the list also includes invited but yet to attend participants. Meeting Access—Choose to allow more rooms to join the meeting. See Using Meeting Controls .

Table 2-3 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Mute/ Unmute	Mutes or restores user audio. See Muting a Call .
New Call	Starts a new Cisco TelePresence call or meeting by dialing a phone number. See Initiating a Call .
No One / Just Me / Everyone	Presentation privacy alert options during Video Input. See Presentation Privacy Options and Video Input Options .
Periph Update	Displays peripheral status information. Update—Updates the peripheral status information.
PiP Ctrl / Swap	Sets the screen location of your Presentation-in-Picture (PiP) window. Swap—Choose to display the Presentation-in-Picture (PiP) larger than the video image of meeting attendees and easily toggle back to a larger video image with a smaller presentation. See Positioning Presentation-in-Picture .
Problem/ Report	Generates a problem report before, during, or at the end of the call. See Reporting a Problem During a CTS Meeting .
Redial	Dials the number that was last dialed. See Last Number Redial .

Table 2-3 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Record	Allows you to sign in on the Cisco TelePresence Recording Server (CTRS) to view, record, or delete videos.
Sign In	Sign In—Enter your username and PIN number.
Settings	Settings—Takes you to the Recording Settings screen.
Select	Select—Checks or un-checks the highlighted row of options.
Save	Save—Saves the specified recording settings.
Share	Share—Takes you to the Share Video screen.
Set Title	Set Title—Sets the video title.
Stop	Stop—Stops the in-progress recording. Stops the video in progress.
Sign Out	Sign Out—Signs you out of the Recording Screen.
<<	<<—Backspace command.
Exit	Exit—Exits the screen.
Cancel	Cancel—Cancels the current sign-in request. Exits the Recording Settings Screen.
Share	Share—Enter the e-mail address of a user with whom you want to share the recording that you just created.
Set Title	Set Title—Enter a title for the recording that you just created.
Save To	Save To—Saves to the Show and Share feature.
Review	Review—Play a recording immediately after you create it.
Skip	Skip—Skips to the next entry.
	Buttons
	Record Button—Touch to begin recording.
	Review—Plays back the recently recorded video.
	Delete—Deletes the recently recorded video.
	Skip (Rewind)—Skips (rewinds) the video in progress.
	Pause—Pauses the video in progress.
	Stop—Stops the video in progress.
	Skip (Fast Forward)—Skips (fast forwards) the video in progress.
Self View	Allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins; a mirror image of you and the room that you are in. See Using Self View Before Starting a Meeting .
Share	Touch Share to resume sharing during an active call. The system automatically shares when the VGA cable is plugged in during an active call. Touch Unshare in the Video Input screen to stop sharing. See Controlling Presentations .
Unshare	

Table 2-3 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
StartMtg	Start a scheduled meeting. See Placing a Call Using the Meetings Button or Softkey .
Status Problem	Displays the status of the meeting connection. Problem—Generates a Status report. See Reporting a Problem During a CTS Meeting .
Submit	Performs a search of the directory entries returning the possible matches. See Using the Directory .
Videos Select Privacy Play Share Cancel	Shares videos with specified individuals or groups. Select—Selects your options. Privacy—Select your privacy settings. Play—Plays back a video on the CTS main display. Share—Enter the e-mail address of a user with whom you want to share the recording that you just created. Cancel—Cancels the current video.
Video Input	Selects presentation video source input options. VGA—Last participant to plug in shares. DVI—Plugs into desktop, PC, or laptop docking station. HDMI—Document camera input. See Video Input Options .
View / Hide / Edit	Hide—Hides your presentation. You are returned to the main idle screen. Exit—Exits the Video Input screen without making any changes. View—View your presentation locally. See Video Input Options .
View Ctrl	Changes the conference view in a multipoint meeting from room to speaker. See View Control .

Where to Go Next

For more information about using the Cisco Unified IP Phone, see the following documentation on Cisco.com:

- [Cisco Unified Communications Manager \(CallManager\) End-User Guides](#)



Placing and Receiving Calls—Systems that Use a Touch 12 Device for Call Control

Revised: April 2013, OL-28618-01

This chapter shows the procedures you perform to place or receive a call if your system uses a Cisco TelePresence Touch 12 device for call control and includes the following sections:

- [Joining a Meeting, page 3-3](#)
- [Placing a Call, page 3-6](#)
- [Answering Calls, page 3-25](#)
- [Placing a Call on Hold, page 3-22](#)
- [Muting the System During a Conference, page 3-27](#)
- [Muting a Single Microphone During a Conference, page 3-28](#)
- [Using Self View, page 3-28](#)
- [Checking Your Calendar, page 3-29](#)
- [Sharing Presentations, page 3-31](#)
- [Managing Meetings, page 3-34](#)
- [Sharing Using the Document Camera, page 3-40](#)
- [Opening Other Applications During a Call, page 3-42](#)
- [Controlling Volume and Other Call Settings, page 3-44](#)
- [Using the Digital Media Player, page 3-50](#)

Systems running CTS software Release 1.10 do not support the annotation feature or the 1080p60 fps feature. These features require systems that can run Cisco TelePresence Software TX Release 6.0. The following systems support CTS software Release 1.10 but do not support TX Release 6.0:

- Cisco TelePresence System 500-37
- Cisco TelePresence System 1000
- Cisco TelePresence System 1100
- Cisco TelePresence System 1300-65
- Cisco TelePresence System 3000
- Cisco TelePresence System 3010
- Cisco TelePresence System 3200
- Cisco TelePresence System 3210

**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*.

Joining a Meeting

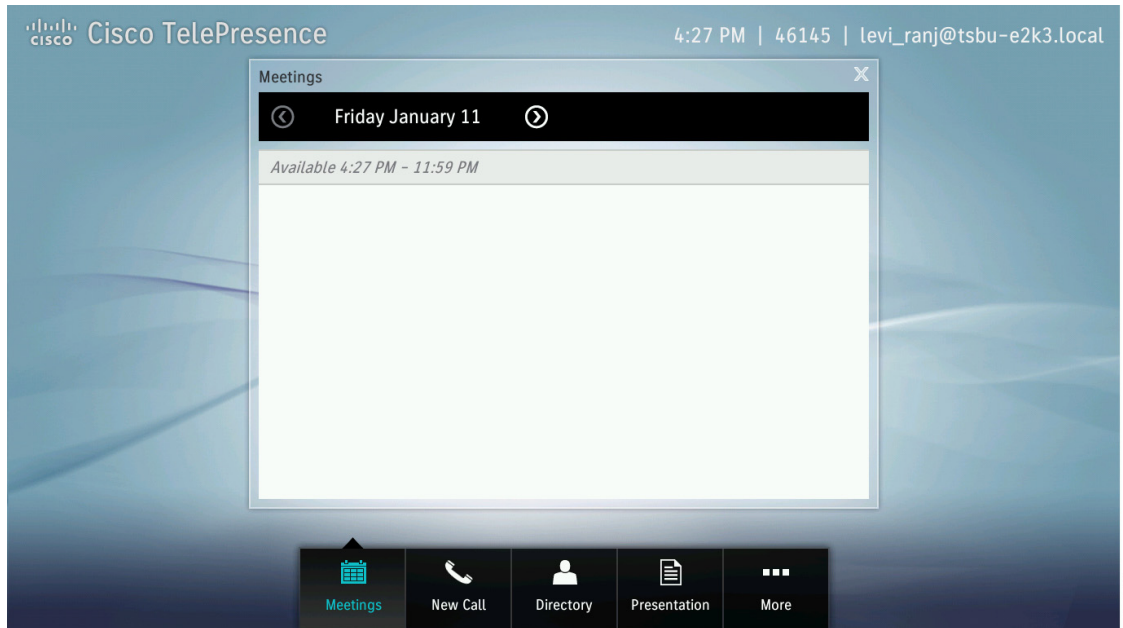
To join a scheduled meeting:

**Note**

Meetings are only available if they have been configured for your system by your system administrator.

Step 1

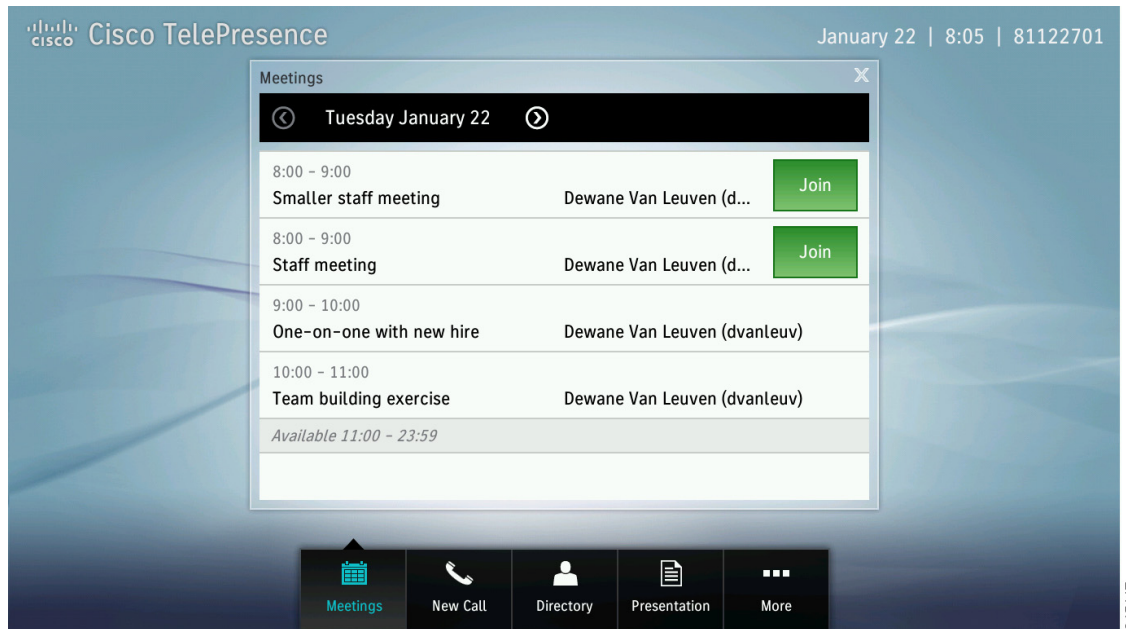
If the Meetings screen does not already appear, tap the **Meetings** button in the button bar.



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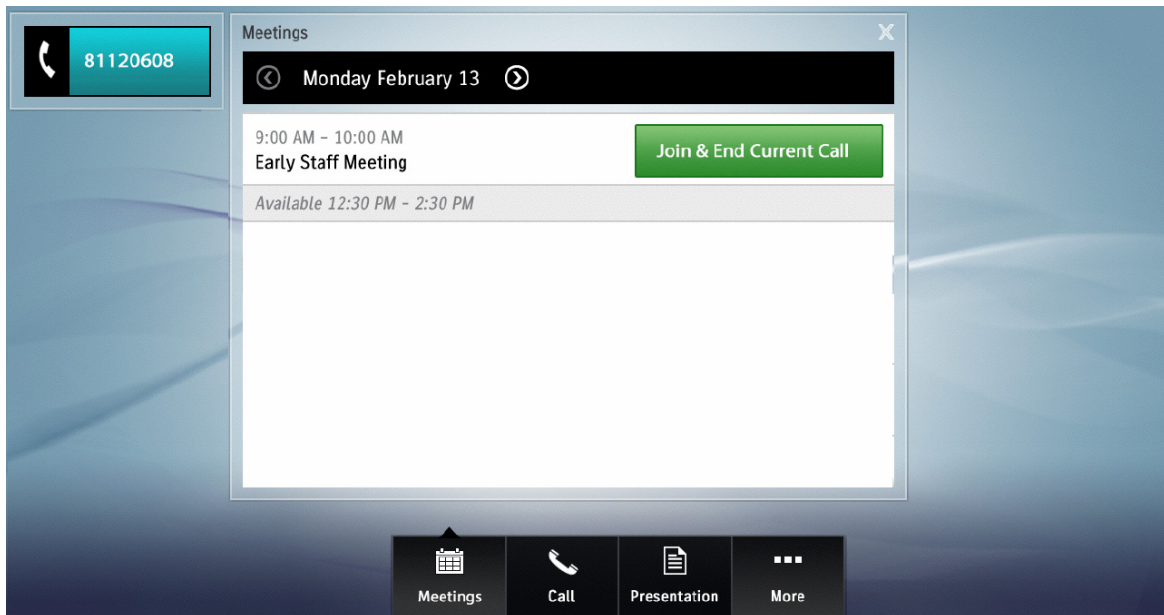
The Meetings screen appears as shown in [Figure 3-1](#).

Figure 3-1 Meetings Screen

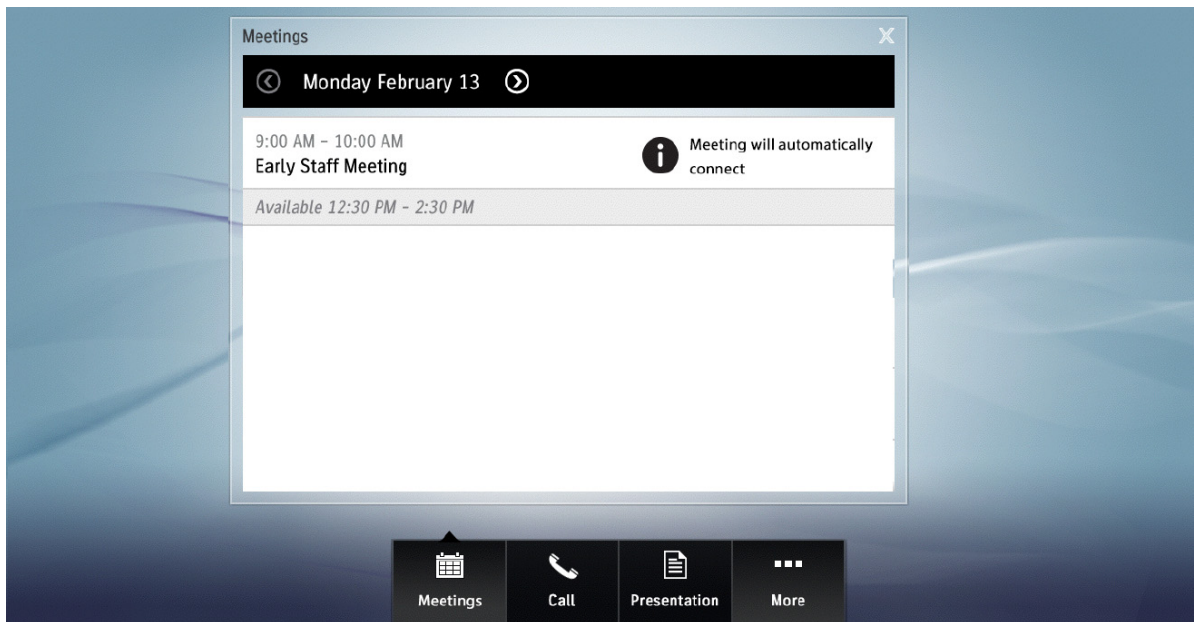


Step 2 Locate your meeting from the list and tap the **Join** button. This button is shown in [Figure 3-1](#).

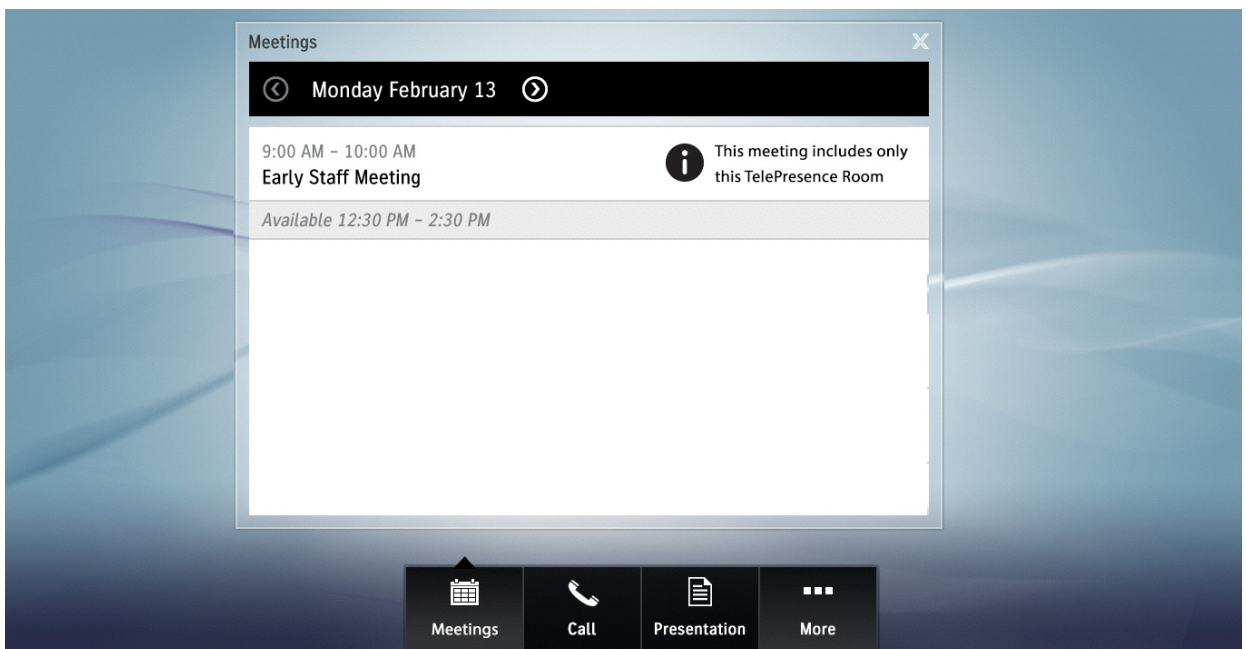
- If you are in a call, and wish to join a scheduled conference, tap **Join & End Current Call**.



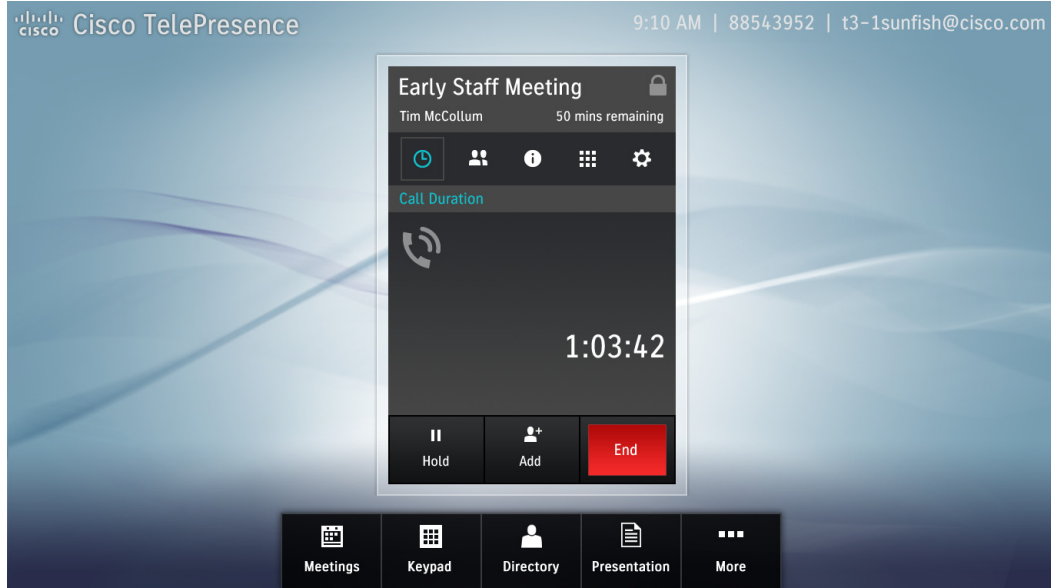
- In an AutoConnect meeting, the choice to join is disabled, and is replaced by text saying that the meeting will automatically connect.



- If a meeting includes only a TelePresence room and no WebEx OneTouch (also known as one-button-to-push) number has been defined, the text in the meeting informs you that the meeting only includes the TelePresence room, and no Join button is shown.



When your meeting connects, the meeting window appears with the Call Duration window open by default, as shown in [Figure 3-2](#).

Figure 3-2 Meeting Window

Step 3 Manage your meeting options using the information in the [“Managing Meetings”](#) section on page 3-34.

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 3-6](#)
- [Dialing a URI String, page 3-8](#)
- [Using Directory Search, page 3-10](#)
- [Using Favorites, page 3-14](#)

Using the Keypad

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

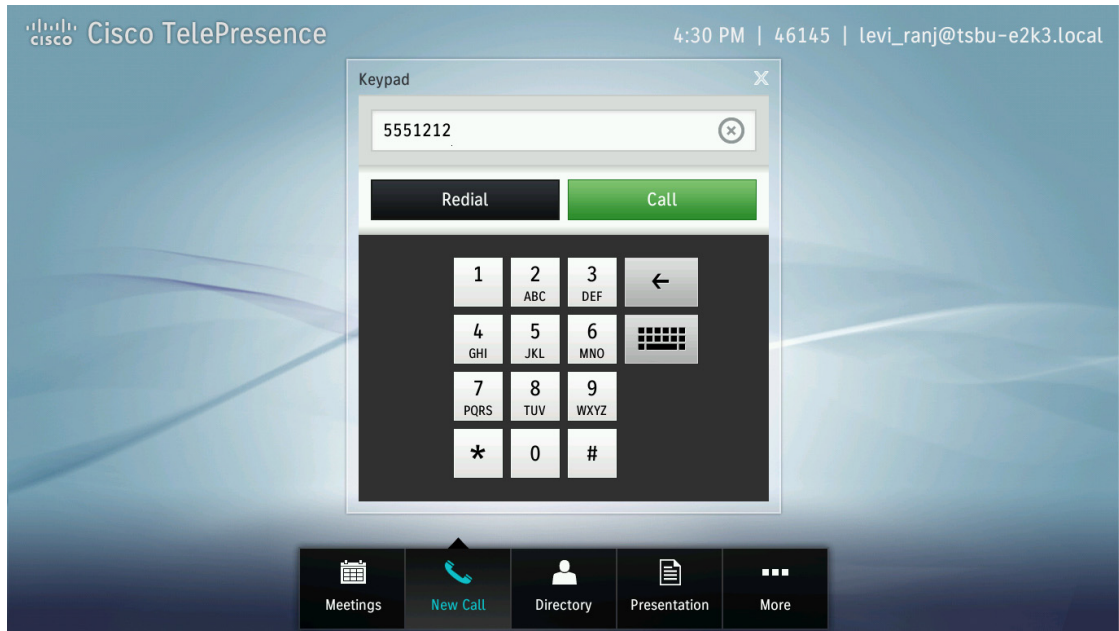
Step 1 If the meeting window displays, tap the **New Call** button on the lower right of the screen.

Figure 3-3 New Call Button



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

Figure 3-4 Call Button



Dialing a URI String

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 Keypad area in the main button bar.

Figure 3-5 Keyboard Button



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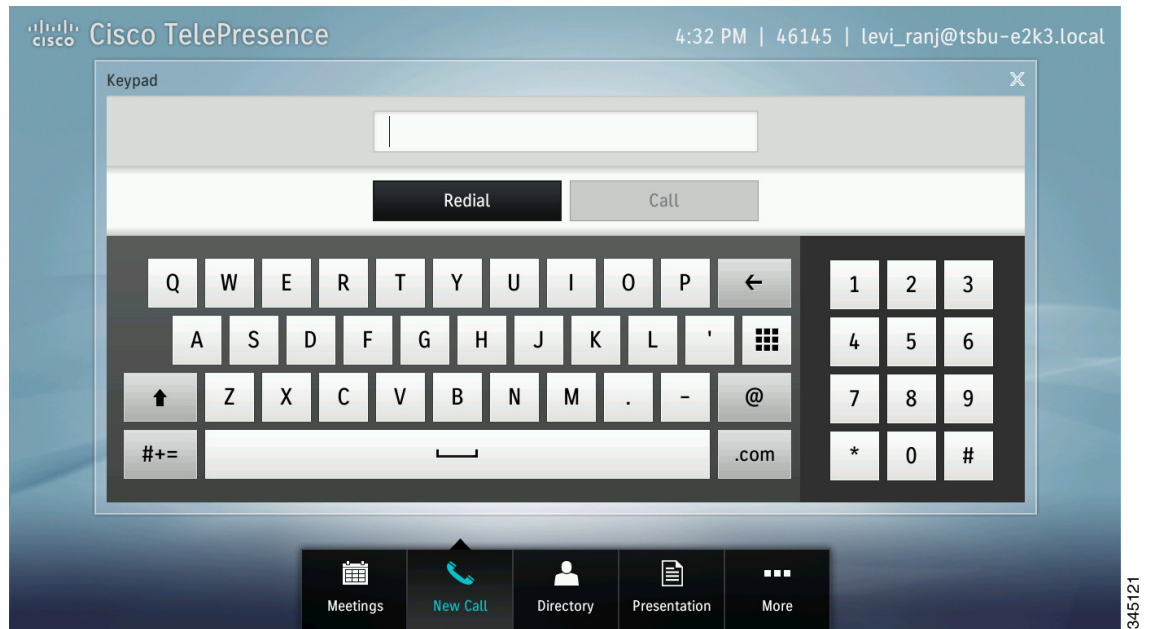
Step 2 Enter the URI using the keyboard buttons.



Tip

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

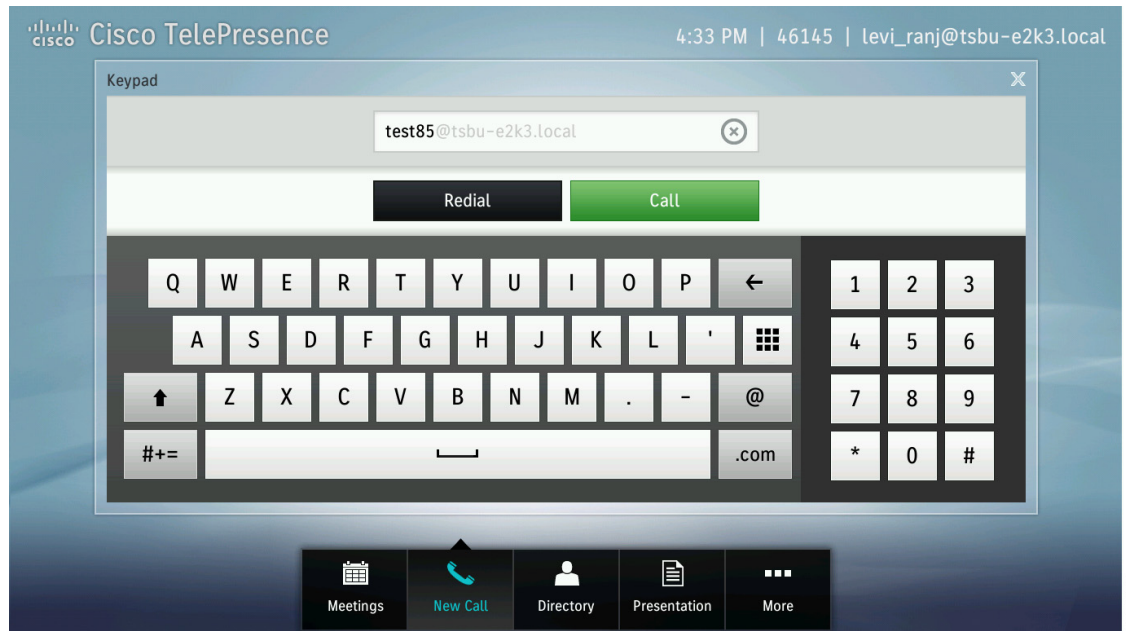
Figure 3-6 Main Keyboard Screen



3-45121

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

Figure 3-7 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 3-8 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 3-9 Directory Search with the Standard Keyboard

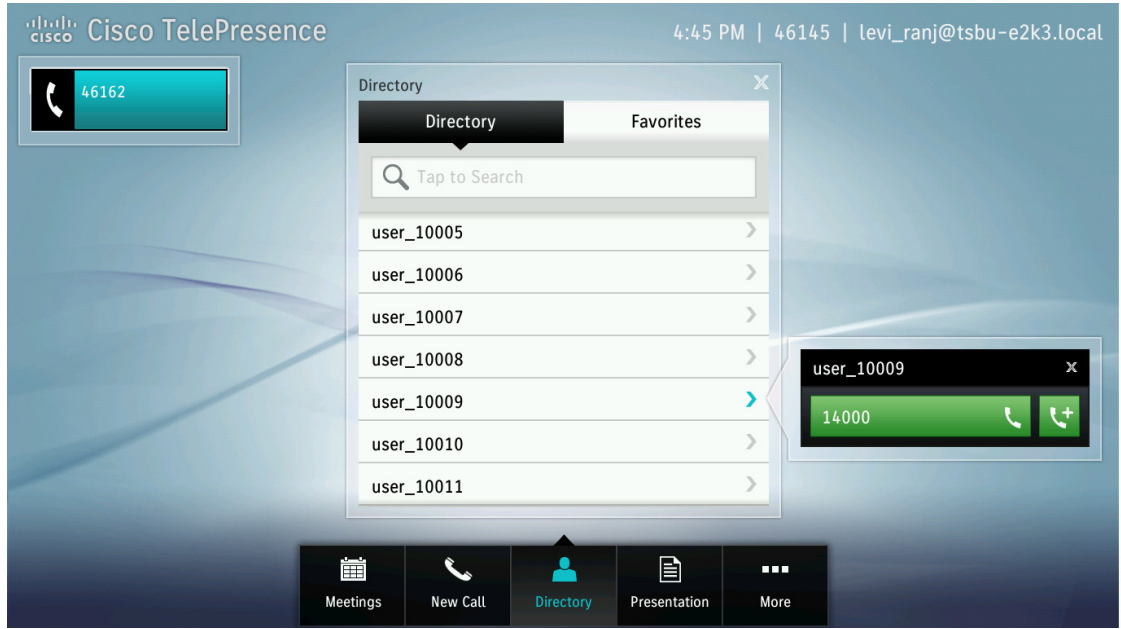
**Tip**

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 3-10 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:

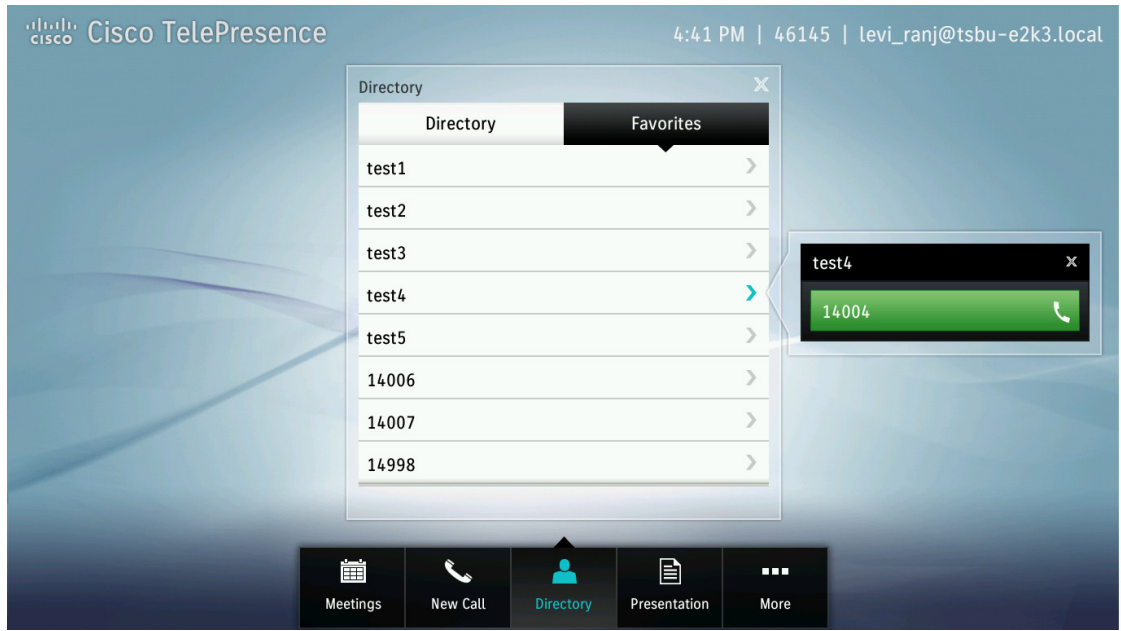
- Step 4** Tap the **Directory** button, then tap the **Favorites** tab.

Figure 3-11 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 3-12 Contact Card



Adding Another Endpoint To an Existing Conference

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

Step 1 Tap the **Add** button.

Figure 3-13 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:

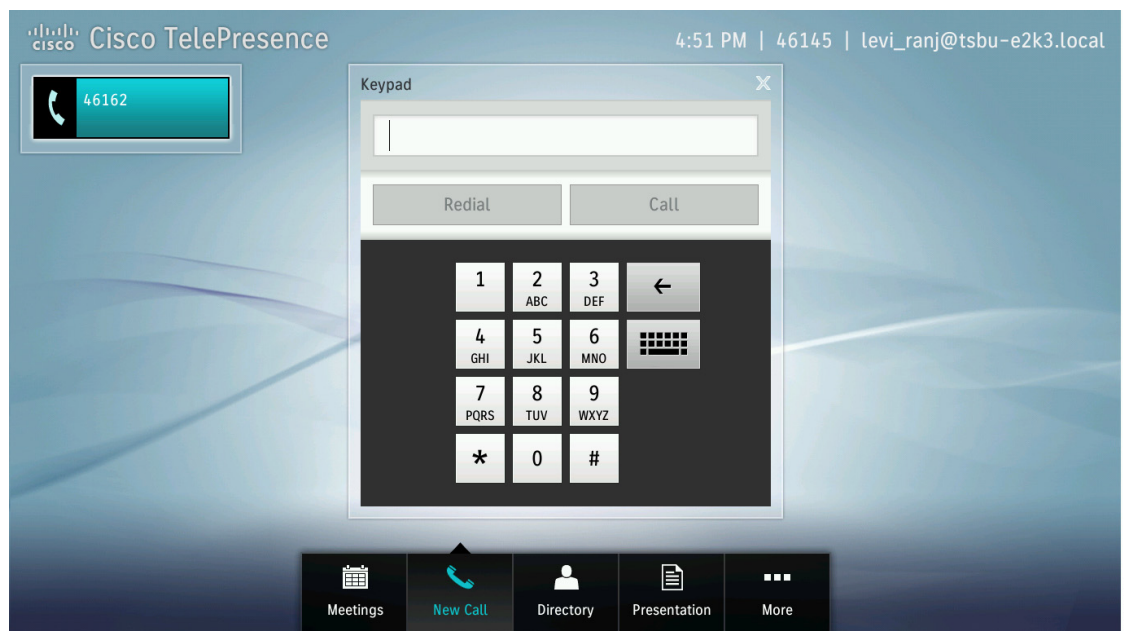
- To add an endpoint using the directory, select a name in the directory list by tapping that name; then, tap the green telephone icon that appears to the right of the name to dial that number.

Figure 3-14 Adding an Endpoint Using the Directory



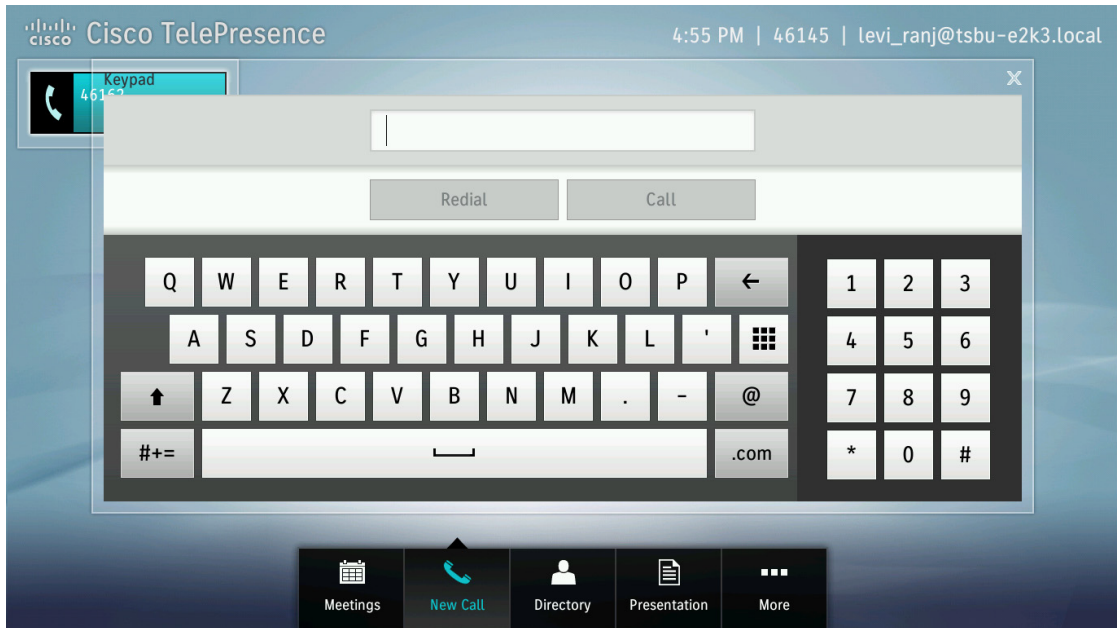
- To add an endpoint using the keypad, tap the **Keypad** icon and dial the number, and tap **Call**.

Figure 3-15 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 3-16 Adding an Endpoint Using the Keyboard



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

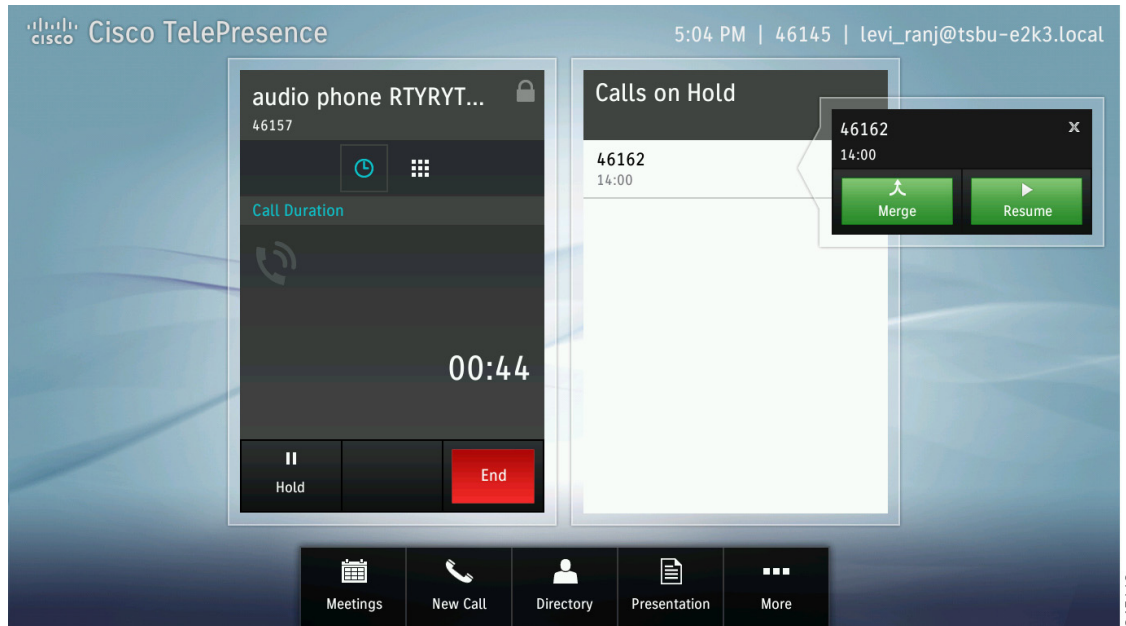
Step 3 Merge the calls by tapping the **Merge** button.



Tip

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

Figure 3-17 Merging the Calls



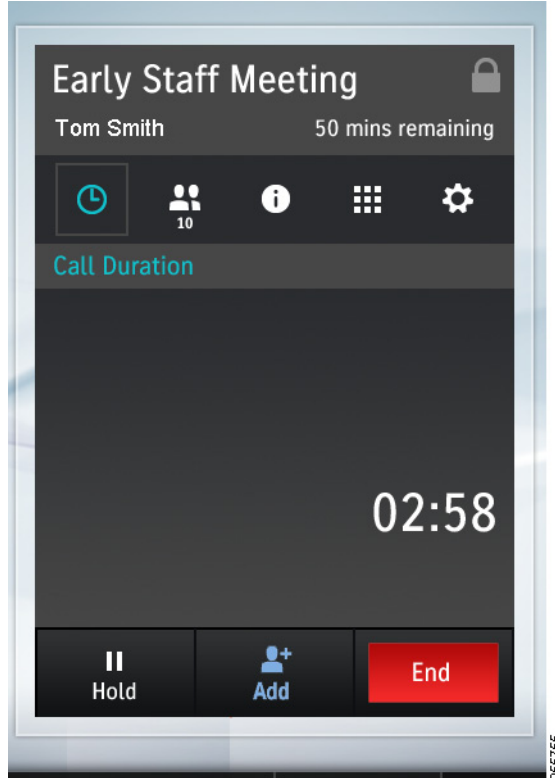
The system adds the new endpoint to the existing Cisco TelePresence conference.

Adding an Audio Participant to an Existing Conference

To add an audio participant, complete the following steps.

- Step 1** Add the audio call using one of the following methods:
- Tap the **Add** button, as shown in [Figure 3-18](#).

Figure 3-18 Adding an Audio Participant



- If the Add button is not available, use the **New Call button** at the bottom of the screen. The keypad appears and your current meeting is minimized.

Step 2 Tap the numbers you wish to dial on the keypad provided.

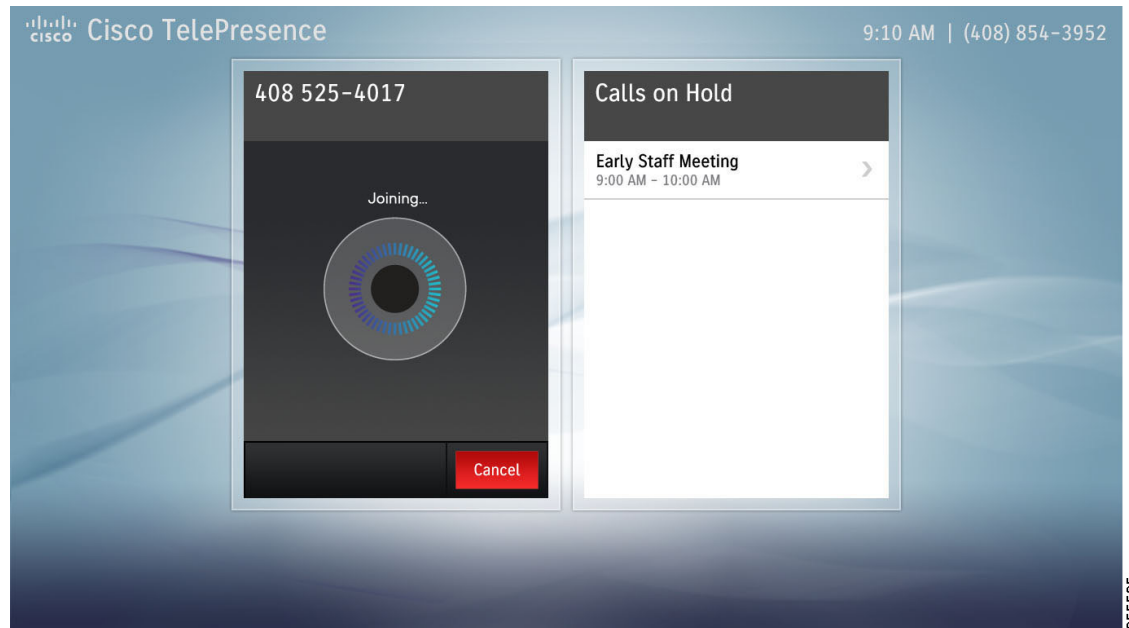


Tip

You can also tap the keyboard button and enter a URI.

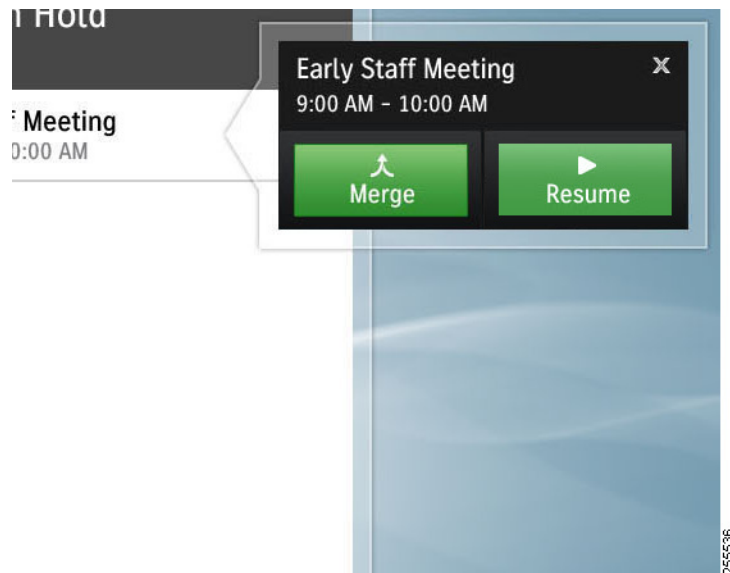
Your current meeting is placed on hold while the system dials the number, as shown in [Figure 3-19](#).

Figure 3-19 Adding an Audio Participant - Dialing the Number



- Step 3** Once the new call has successfully connected, merge the call into your current meeting by tapping the **Merge** button in the meeting context card for the current meeting, as shown in [Figure 3-20](#).

Figure 3-20 Merge an Audio Participant



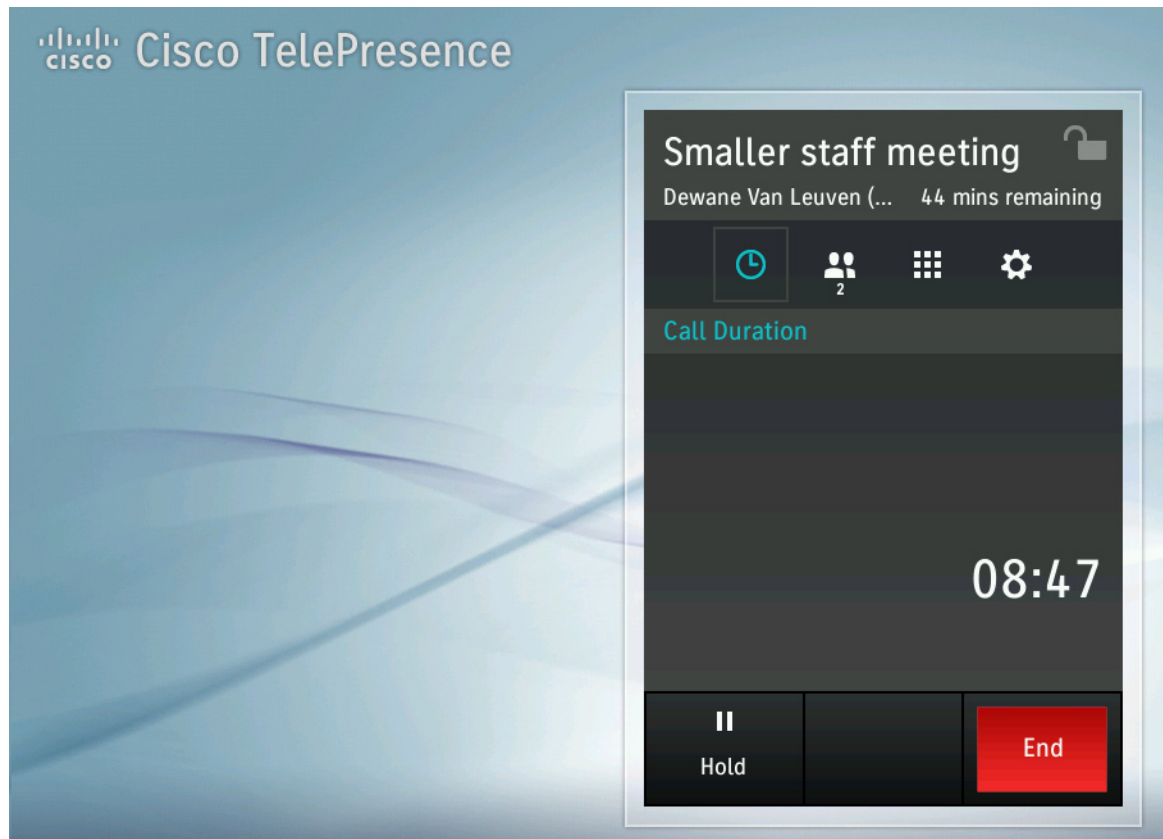
- Step 4** Tap **Resume** to go back to your meeting.

Placing a Call on Hold

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

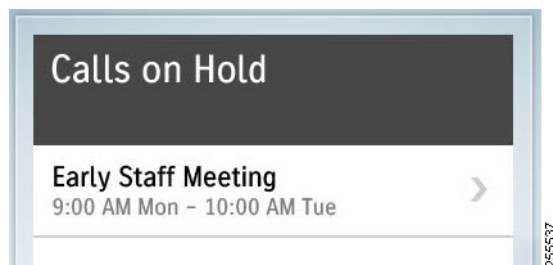
- Step 1** Tap the **Hold** button, as shown in [Figure 3-21](#).

Figure 3-21 Placing Yourself on Hold



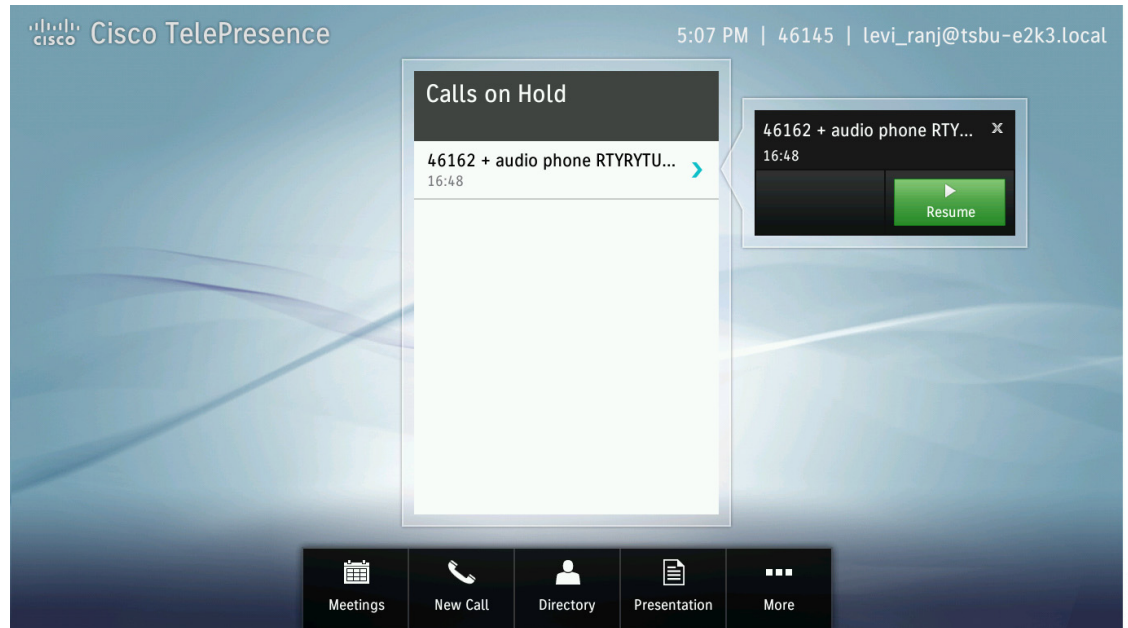
The Calls on Hold window appears, as shown in [Figure 3-22](#).

Figure 3-22 Calls on Hold



- Step 2** Tap the **Resume** button to be placed back into your meeting. [Figure 3-23](#) shows the hold/resume sequence.

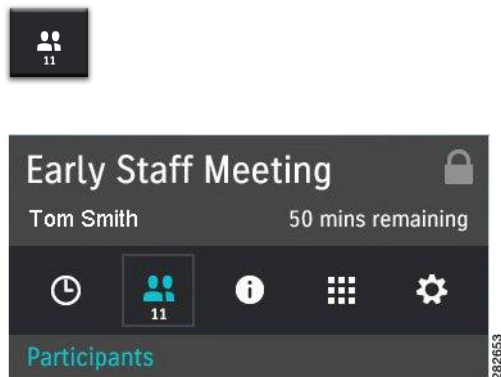
Figure 3-23 Resuming a Call That is On Hold



Dropping a Call Participant

To drop an audio-only endpoint that from the meeting or to drop a multipoint video participant, complete the following task:

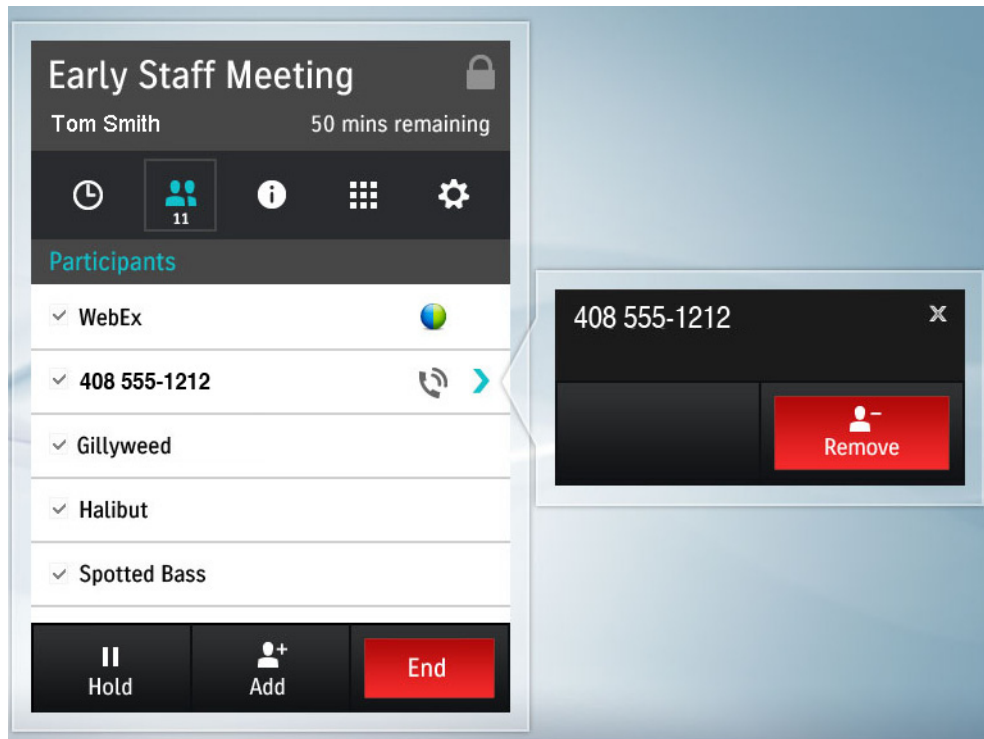
- Step 1** Tap the **Participants** button to bring up the Participants list.



- Step 2** Tap the audio participant or video participant entry to bring up the contact card for that participant, as shown in [Figure 3-24](#).

Step 3 Tap the **Remove** button to drop the selected participant.

Figure 3-24 Removing a Participant



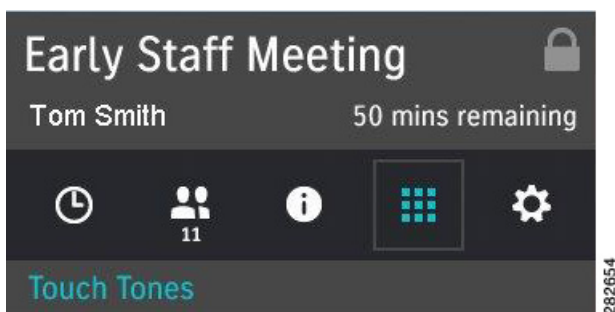
Step 4 Navigate away from the Participants window by tapping the Call Duration button to return to the default meeting screen, or tap another meeting button.

Sending Touch Tones

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

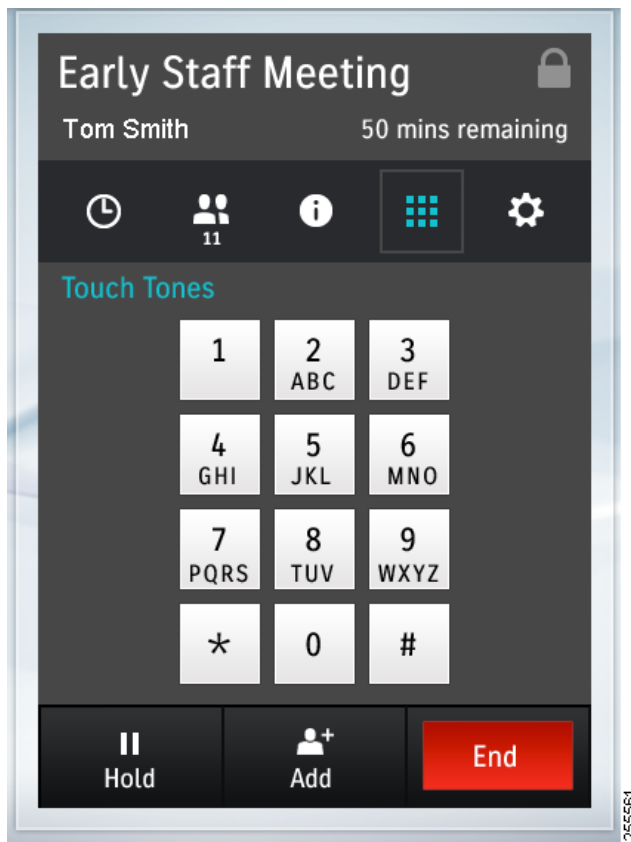
Step 1 Tap the **Touch Tones** button (the keypad icon).

Figure 3-25 Touch Tones Button



Step 2 Tap the keypad to send the tones.

Figure 3-26 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.

Answering Calls

There are two ways to answer calls:

- [Answering Incoming Calls from the Touch Screen, page 3-25](#)
- [Answering or Ending Calls Using the Answer Button on the Console, page 3-26](#)

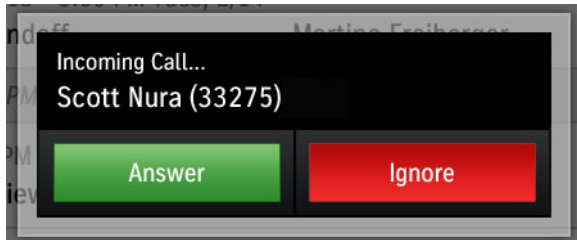
Answering Incoming Calls from the Touch Screen

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 3-27](#).
- **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.

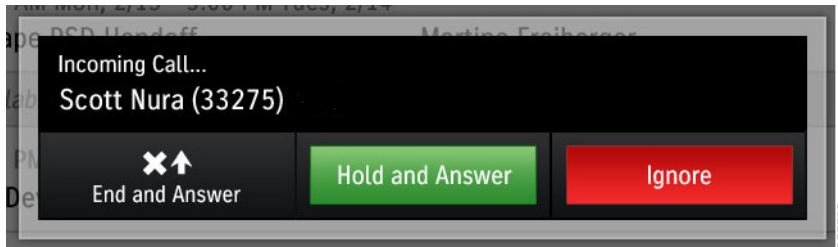
Figure 3-27 No Active Calls - Answer and Ignore Options



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 3-28](#):

- **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 3-28 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 3-29](#)). 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 3-29 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 3-30). 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 3-30 Cisco TelePresence Touch 12 Console—Mute Button



Muting a Single Microphone During a Conference

Most systems that use multiple microphones have the single microphone mute feature. This feature mutes only one microphone.

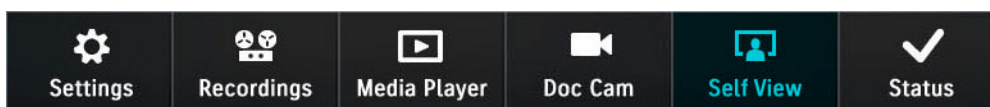
To activate this feature during a conference, press and hold the **Mute** button for three seconds until the green LED light turns off.

To unmute the locally muted microphone, press the **Mute** button once. The green LED light turns on and the microphone becomes active, unless the muting feature is already activated in the room.

Using Self View

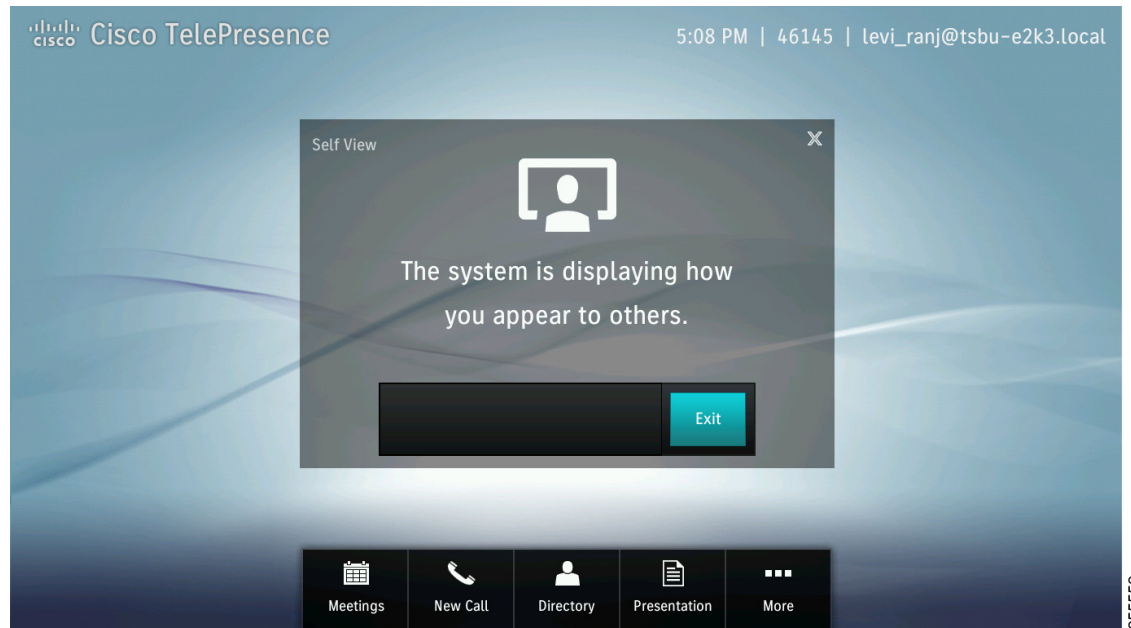
To see yourself before your meeting:

-
- 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 3-31](#). 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 3-31 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 3-32](#).

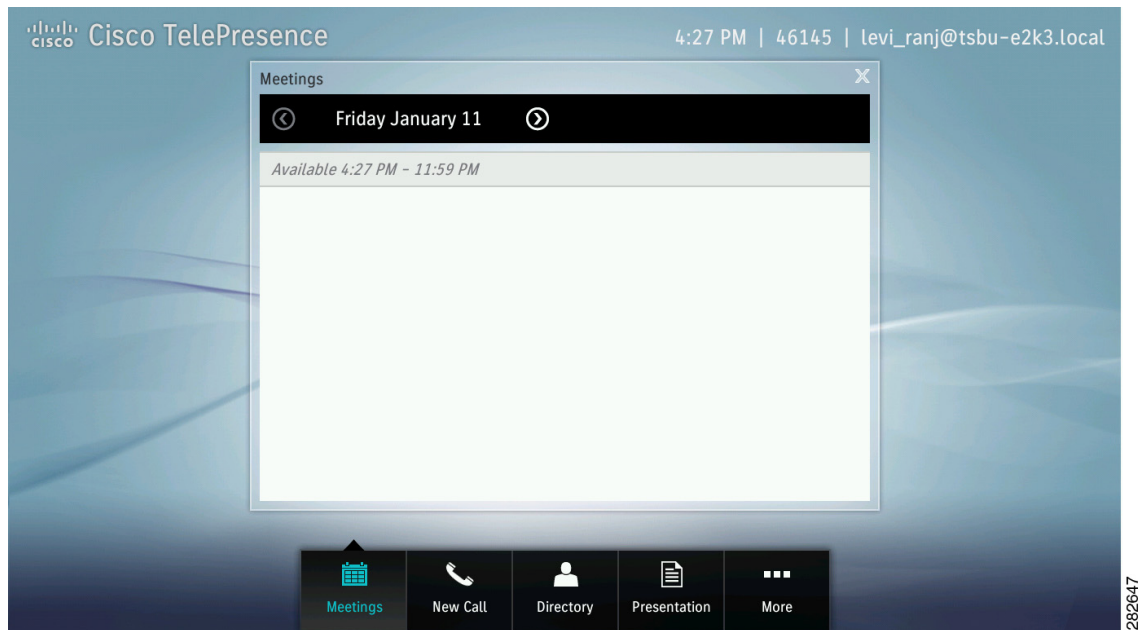
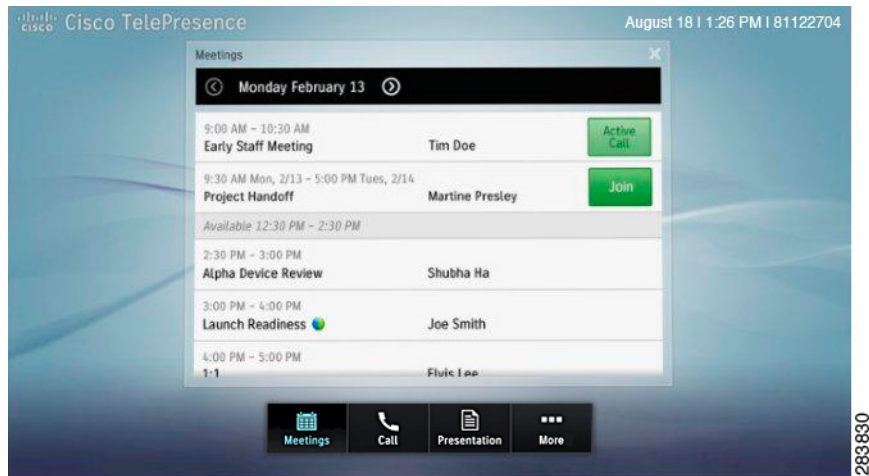
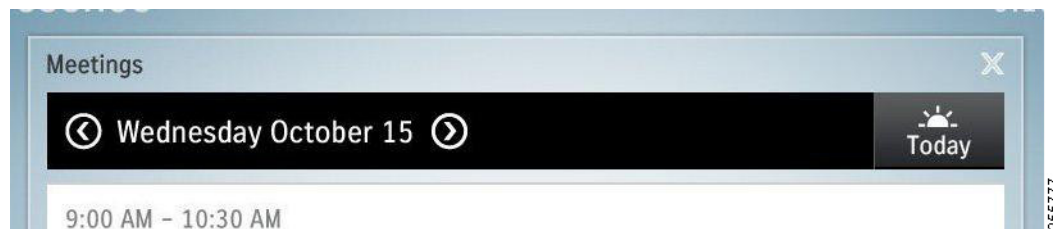


Figure 3-32 Cisco TelePresence Touch Scheduled Meetings Window



Step 2 Tap the icons at the top of the Meetings window to navigate, as shown in [Figure 3-33](#).

Figure 3-33 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 3-31](#)
- [Sharing a Presentation in a Cisco TelePresence Conference, page 3-31](#)
- [Using PiP Control, page 3-33](#)
- [Sharing a Presentation Outside of a Cisco TelePresence Conference, page 3-34](#)

Supported Presentation Resolutions

Make sure to set your laptop screen resolution to 1024x768 when sharing a presentation. Any presentation works at a resolution of 1024 x 768 using a presentation cable with the VGA connector.

[Table 3-1](#) provides a summary of the supported presentation video resolutions sent by a Cisco TelePresence endpoint running CTS 1.10 to any receiving endpoint or device. If required, set your presentation display to one of these resolutions for presentation sharing to work.

Table 3-1 **Supported Presentation Resolutions**

Display Resolution
1024x768 (XGA)
800x600 (SVGA)
640x480 (VGA)

Sharing a Presentation in a Cisco TelePresence Conference

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

- Step 1** Once the meeting has started, plug the presentation cable into your presenting device (for example, your laptop).
- Step 2** If you have any problems viewing the presentation, make a note of the supported resolutions in [Table 3-1](#) 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.

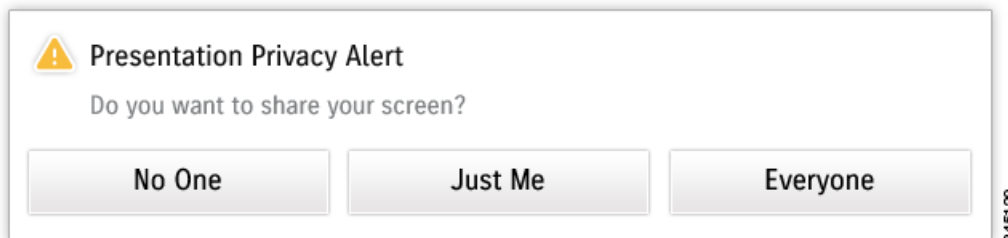
Figure 3-34 Presentation Button and Sharing Choices



The Presentation Privacy Alert window appears ([Figure 3-35](#)).

- Step 4** If you are prompted to share the presentation, tap **Everyone**.

Figure 3-35 Presentation Privacy Area



Your presentation is shared with everyone in the TelePresence conference.

- Step 5** 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 3-34](#) 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.

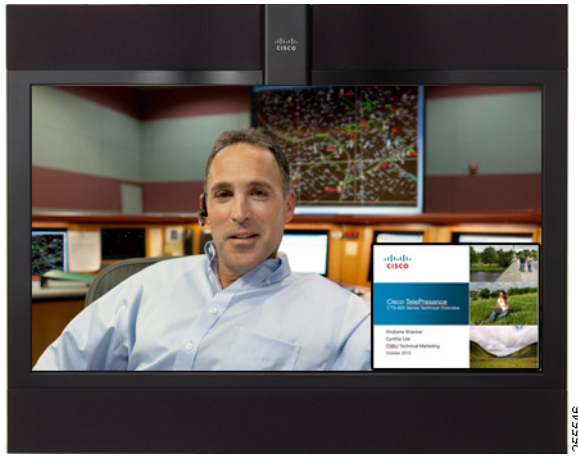
Figure 3-36 Presentation Screen - PiP Controls



345127

Figure 3-37 shows an example of PiP on the lower right side of the main display screen.

Figure 3-37 PiP Lower Right



Sharing a Presentation Outside of a Cisco TelePresence Conference

When there is no active video call, you can share your presentation locally by plugging the VGA cable into your presenting device. The presentation can either be on the display screen of your system or, if an external presentation display is installed, the external presentation display.



Tip

To have a system with an external presentation display show the presentation on the main display screen, turn off or disconnect the external presentation display.

Managing Meetings

This section contains the information you need to manage meetings and includes the following topics:

- [Meeting Control Button Quick Reference, page 3-34](#)
- [Meeting Information Screen, page 3-36](#)
- [Managing Meeting Settings, page 3-37](#)

Meeting Control Button Quick Reference

Table 3-2 describes meeting control buttons that appear during an active meeting. Buttons appear blue when selected.

Table 3-2 Cisco TelePresence Touch 12 Meeting Control Buttons



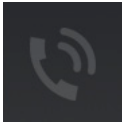





Button	Function
<p>Call Duration</p> 	<p>The Call Duration window acts as your active meeting home page. The on-screen counter keeps a record of how long the Cisco TelePresence Touch 12 has been in the current meeting.</p>
<p>Participants</p> 	<p>Tap to see a list of participants for all scheduled meetings, 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>Tip The list may take a moment to load.</p>
<p>Audio Indicator</p> 	<p>If the local endpoint is audio-only, the audio indicator (non-selectable) is also shown.</p> <p>See Meeting Information Screen.</p>
<p>Call-In Information</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 Meeting Information Screen.</p>
<p>Touch Tones</p> 	<p>Tap to bring up the keypad to send Dual Tone Multi-Frequency (DTMF) tones.</p>
<p>Settings</p> 	<p>Meeting control options for multipoint meetings. Access options can include:</p> <ul style="list-style-type: none"> • View Control • Meeting Access • Meeting Timing (extended meeting options) <p>Tip If these options have not been configured on your system, the Settings button does not appear.</p> <p>See Managing Meeting Settings.</p>

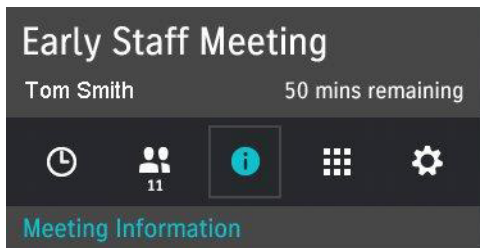
Table 3-2 Cisco TelePresence Touch 12 Meeting Control Buttons (continued)

Button	Function
Meeting Security 	This icon indicates whether the meeting is secure or not secure. A corresponding icon is also shown on the main display.
Cisco WebEx 	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

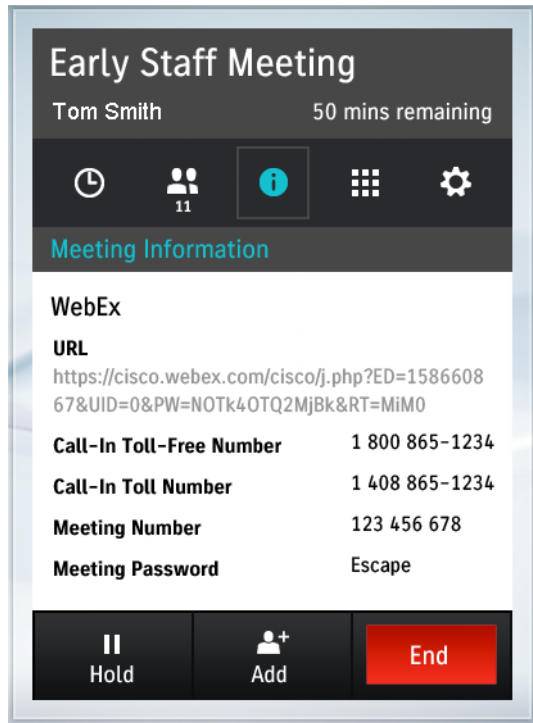
To view information about your scheduled meeting:

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



Your meeting details appear, as shown in [Figure 3-38](#).

Figure 3-38 Meeting Information Window

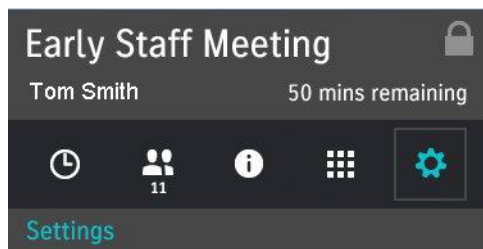


- Step 2** Navigate away from the Meeting Information window by tapping the **Call Duration** button to return to the default meeting screen, or tap another meeting button.

Managing Meeting Settings

To manage your meeting settings:

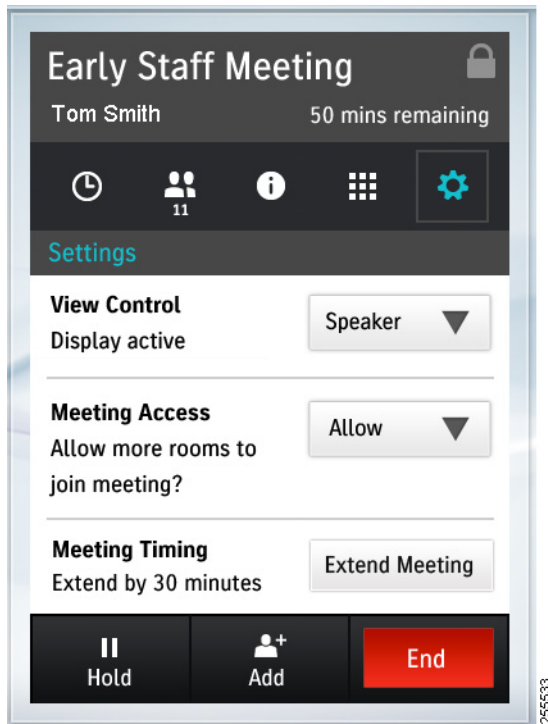
- Step 1** Tap the **Settings** button.



The Settings screen appears, shown in [Figure 3-39](#). This screen allows you to manage the following aspects of your meeting:

- [View Control](#), page 3-38
- [Meeting Access](#), page 3-38
- [Extend Your Meeting](#), page 3-39

Figure 3-39 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.

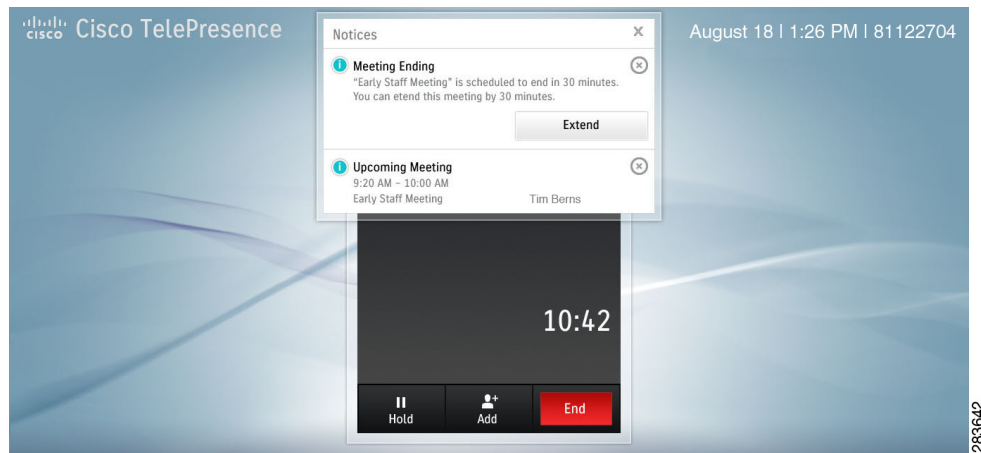
Your settings are automatically implemented and are saved for the duration of the current call; the system reverts to original settings when the meeting has ended.

Extend Your Meeting

You may have the option to extend your scheduled meeting. [Figure 3-40](#) shows the Meeting Ending notice at the end of a scheduled meeting. To request a meeting extension:

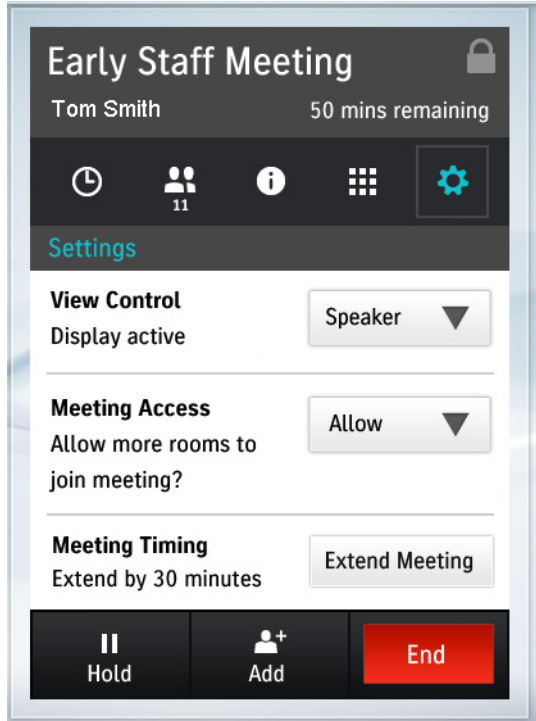
-
- Step 1** Tap **Extend** in the Notices dialog to open the Settings window ([Figure 3-41](#)).

Figure 3-40 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 3-41](#).

Figure 3-41 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.”

Sharing Using the Document Camera

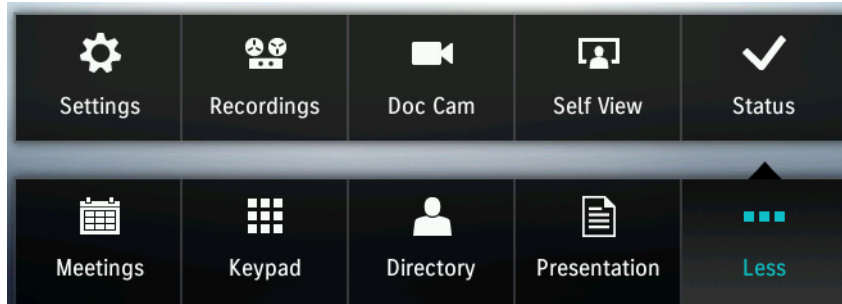
If your system includes a document camera, you have a choice to share either the connected presentation, or the document camera. To share the document camera complete the following steps:

- 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**.

Figure 3-42 Document Camera Screen

- Tap the **More** button in the primary button bar, then tap the **Doc Cam** button in the secondary button bar.

Figure 3-43 *Doc Cam Button*

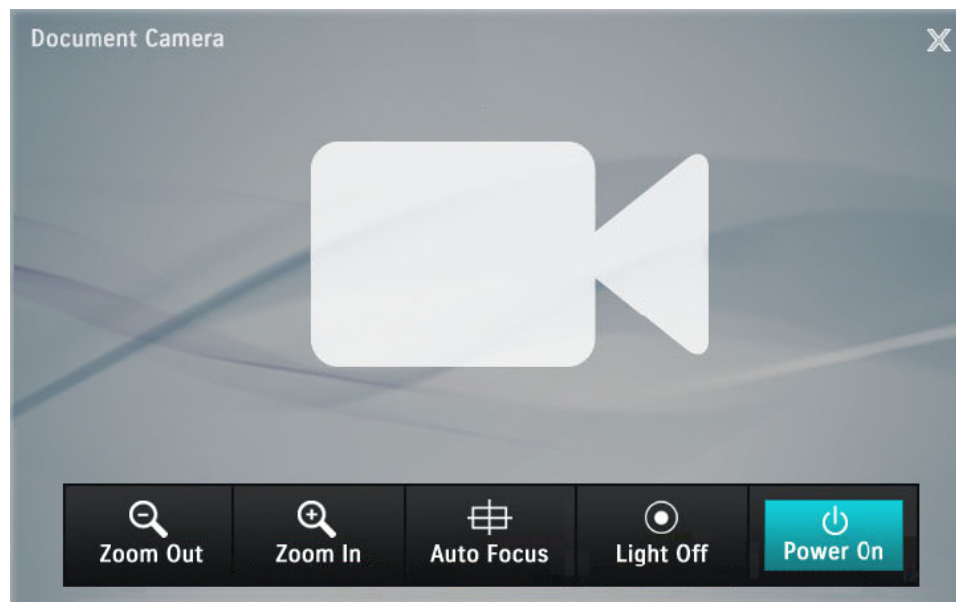


Tip

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

The Document Camera control screen displays as shown in [Figure 3-44](#).

Figure 3-44 *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 Power off the document camera by tapping the **Power Off** button.

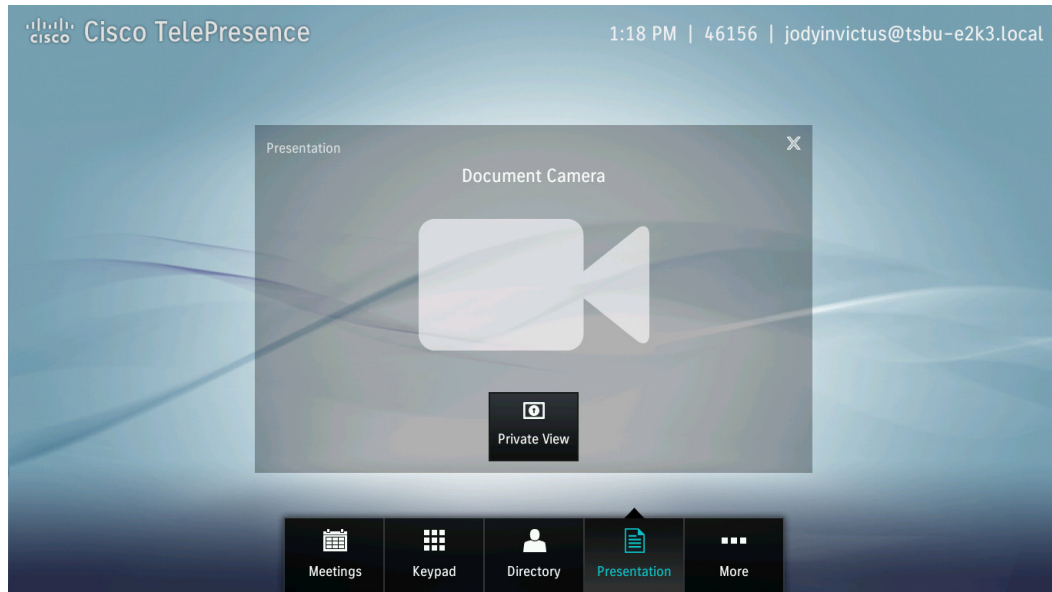


Note

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 6 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 3-45 Private View Button



Opening Other Applications During a Call

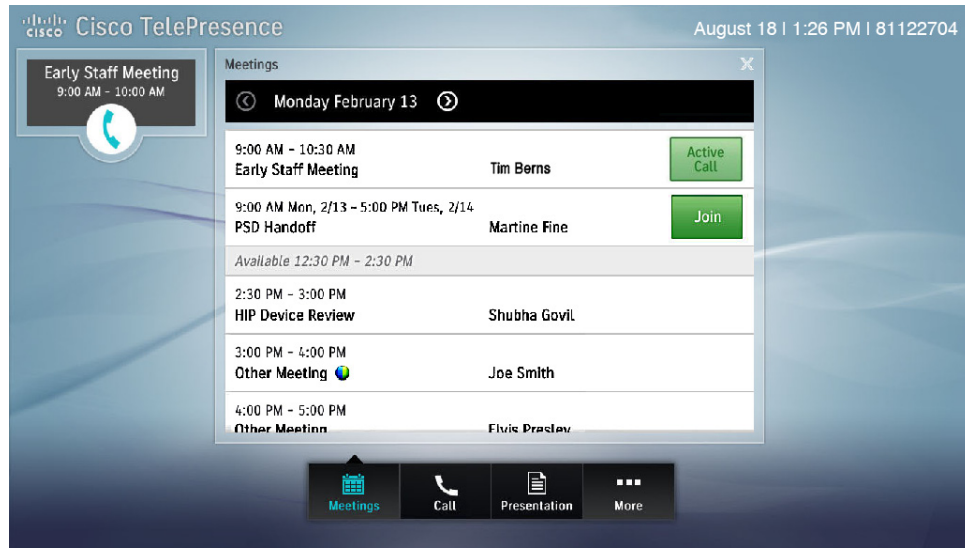
To open another application while you are in a call, tap the desired button in the button bar. Your current meeting is minimized to the top left side of the screen and the specified application screen appears (see [Figure 3-46](#), for example). To return to your meeting in progress, tap the **Active 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 3-42
- [Returning to Your Active Meeting](#), page 3-43

Checking Your Calendar While in a Call

To check your meetings calendar, tap the **Meetings** button, as shown in [Figure 3-46](#).

Figure 3-46 Checking Your Calendar During a Call

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Returning to Your Active Meeting

You can quickly return to your active meeting by pressing the Home on the Touch device, as shown in [Figure 3-29](#). If you are not in an active call, the Home button returns you to your configured default “home” screen.

Figure 3-47 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 3-44](#)
- [Selecting Between Speaker and Headset Audio and Controlling Meeting Volume, page 3-47](#)
- [Media Volume, page 3-48](#)
- [Changing Screen Brightness, page 3-49](#)

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 3-48](#). 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 3-48 Cisco TelePresence Touch 12 Console—Volume Toggle Button

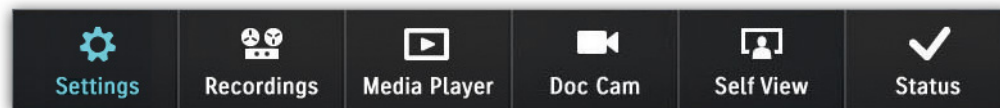


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Controlling Call and Meeting Volume Using the Touch pad

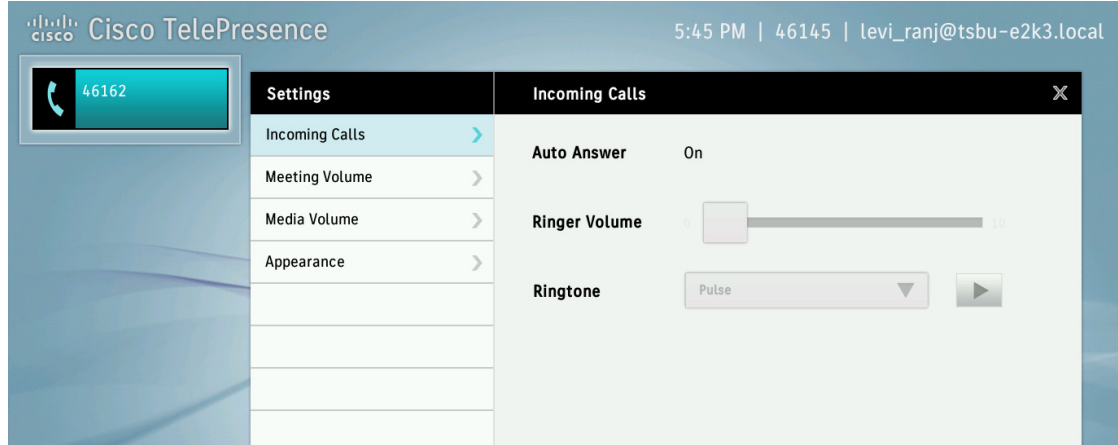
To control incoming call volume and ringtone settings using the touch pad:

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



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- 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 3-49](#). Otherwise Auto Answer is set to Off by default.

Figure 3-49 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 3-49) 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 3-50.

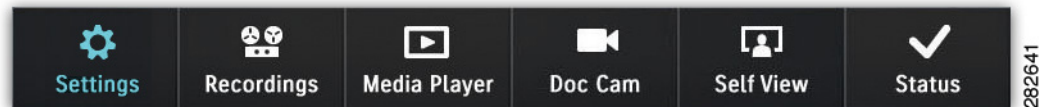
Figure 3-50 Ringer Volume Indicator

- 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

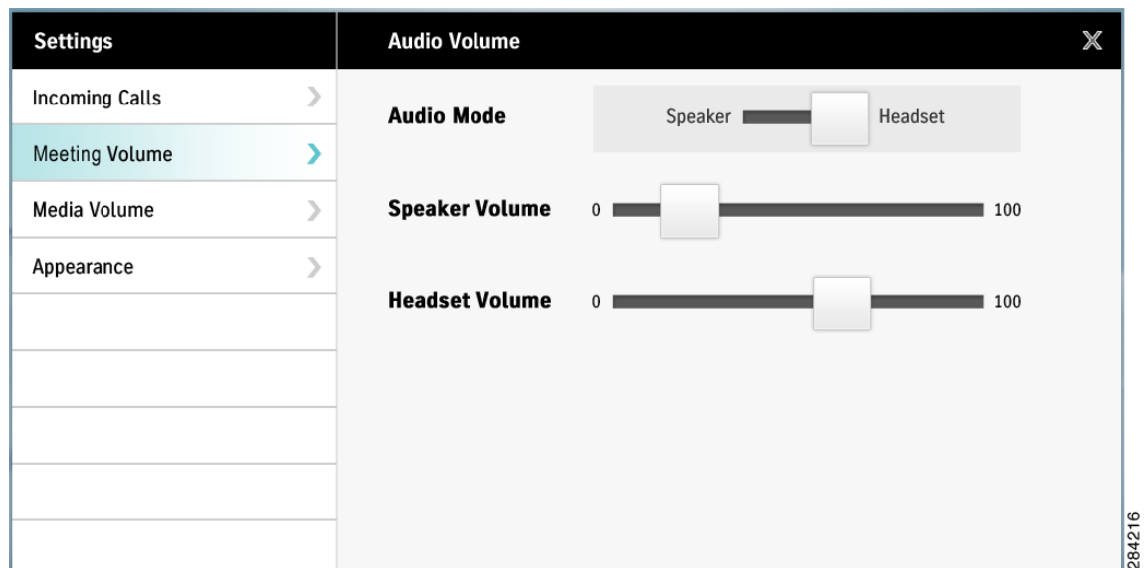
To select audio to be played through a speaker or headset and to control meeting, speaker, and headset volume, complete the following steps:

- 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 3-51](#).

Figure 3-51 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 3-52](#).

Figure 3-52 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 3-53](#).

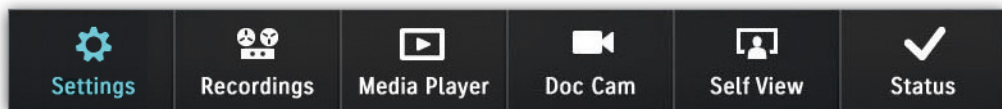
Figure 3-53 Headset Volume Indicator

- 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:

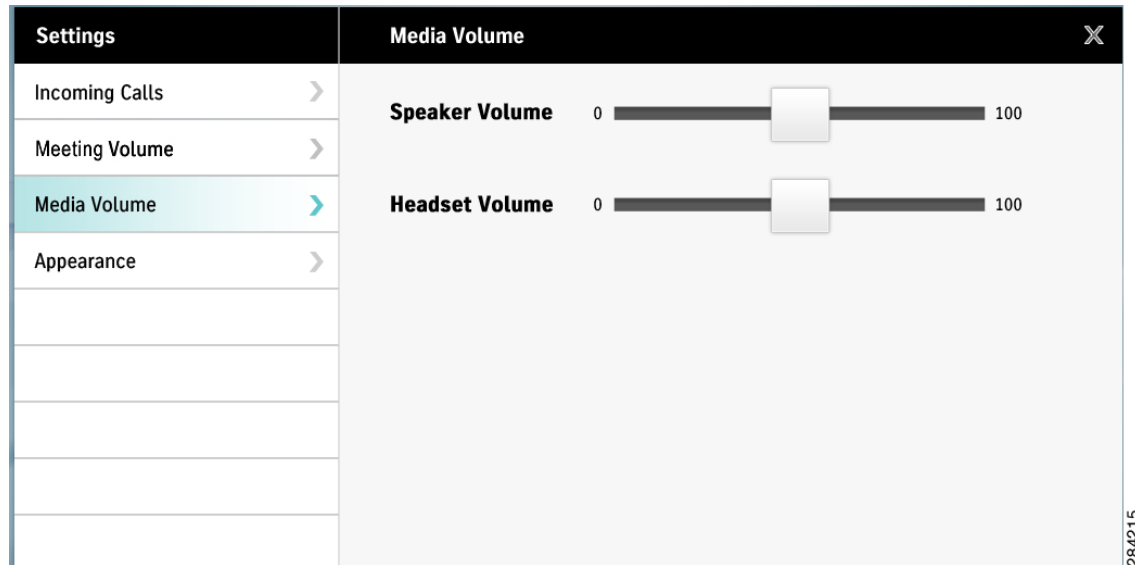
- Step 1** Tap the **More** button. The secondary button bar appears.
- Step 2** Tap **Settings** in the secondary button bar.



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- Step 3** Tap **Media Volume**. The Media Volume window appears, as shown in [Figure 3-51](#).

Figure 3-54 Setting Media Volume

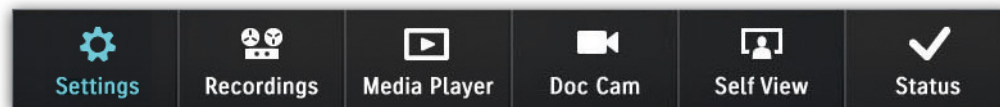


- Step 4** Adjust **Speaker Volume** by tapping and dragging the slider to the desired position. No sample audio tone is played but the volume indicator is displayed, as shown in [Figure 3-50](#).
- Step 5** Adjust **Headset Volume** by tapping and dragging the slider to the desired position. No sample 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

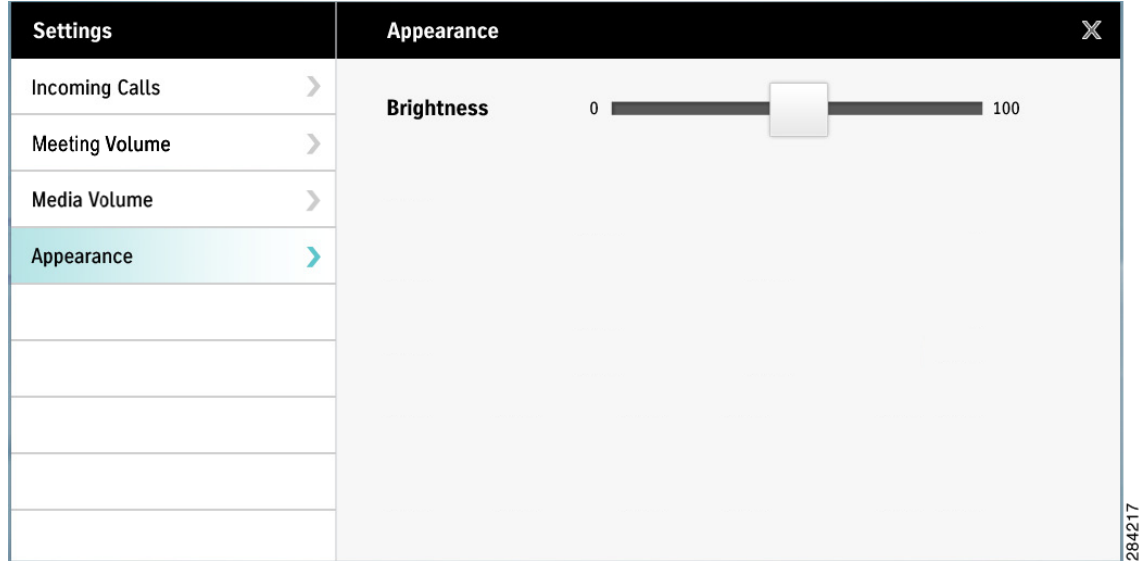
To control the screen brightness of your Cisco TelePresence Touch 12:

- 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 3-51](#).

Figure 3-55 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.

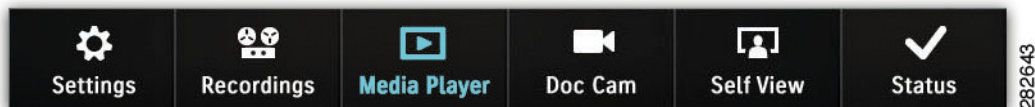


Tip

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

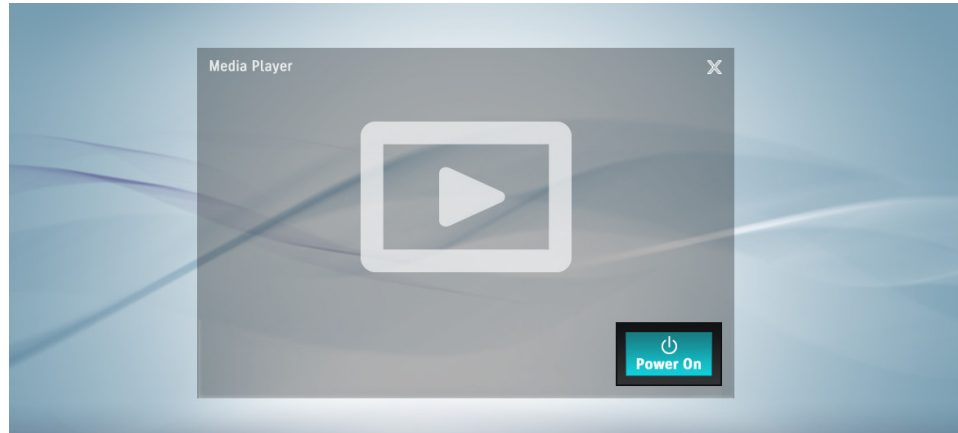
To turn on the DMP from the Cisco TelePresence Touch 12:

- 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 3-56](#).

Figure 3-56 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 3-30](#).

Figure 3-57 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 3-58](#).

Figure 3-58 DMP / Presentation Volume Indicator





Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages

Revised: February 26, 2015, OL-28618-01

This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen and contains the following sections:

- [Screen On-Screen Icons and Animations, page 4-1](#)
- [On-Screen Messages, page 4-7](#)



Note

You see the meeting alerts and meeting timers only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

Screen On-Screen Icons and Animations

This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen and contains the following sections:

- [Meeting Timer Icons, page 4-1](#)
- [Call Connection Status Bars, page 4-2](#)
- [System Information Icons, page 4-4](#)
- [Main Display Screen Animations, page 4-6](#)
- [Maintenance Icons, page 4-7](#)

Meeting Timer Icons







Note

You see the meeting timers only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

A meeting alert is displayed on the main display screen to help participants end meetings on time. [Table 4-1](#) describes display screen meeting alert icons.

Table 4-1 Meeting Timer Icons

Icon	Description
<p>2-Minute Alert</p> 	<p>Amount of time left in the scheduled meeting. Appears two minutes before the end of a meeting. A red slash appears across the stopwatch icon to indicate that the meeting is ending.</p>
<p>10-Minute Alert</p> 	<p>Amount of time left in the scheduled meeting. Appears ten minutes before the end of a meeting.</p>
<p>30-Minute Meeting Extension</p> 	<p>Appears when the Meeting Extension feature is used. Indicates that the meeting has been extended for an extra 30 minutes. See Extending Your Meeting for more information.</p>
<p>60-Minute Meeting Extension</p> 	<p>Appears when the Meeting Extension feature is used. Indicates that the meeting has been extended for an extra 60 minutes. See Extending Your Meeting for more information.</p>

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 4-2](#) describes main display screen call connection status icons.

Table 4-2 Call Connection Network Status Bars

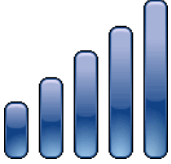
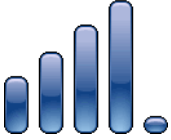
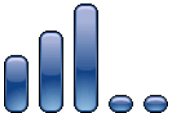


Status Bars	Description
<p>Five Bars—Lowest Resolution of Received HD Streams is 1080p and the received presentation has no loss above 2%.</p> 	<p>Describes the lowest resolution of all received high-definition (HD) streams and the highest percentage of packet loss of all received HD streams, affecting how the received presentation is rendered. Also indicates the quality of the presentation display. Range is 1 to 5 bars.</p> <p>Connection Quality</p> <p>The receiving video quality is either:</p> <ul style="list-style-type: none"> • Poor—Call will be dropped • Good—Call is connected <p>The call connection status bars appear in the top right corner of the center main display screen.</p>
<p>Four Bars—Lowest Resolution of Received HD Streams is 720p and the received presentation has no loss above 2%.</p> 	<p>When a call is terminated due to network issues such as packet loss, a text message is displayed on the phone instead on the main display, indicating what the problem is, what the system is doing to correct the problem, and what you can do.</p>
<p>Three Bars—Lowest Resolution of Received HD Streams is Common Intermediate Format (CIF) and the received presentation has no loss above 2%.</p> 	

Table 4-2 Call Connection Network Status Bars (continued)

Status Bars	Description
<p>Two Bars—Highest Percentage Packet Loss is above the 1% Warning Threshold.</p> <p>Or</p> <p>The received presentation has loss between 2% and 10%.</p> 	
<p>One Bar—Highest Percentage Packet Loss is above the 10% Error Threshold</p> <p>Or</p> <p>The received presentation has loss above 10%.</p> 	

System Information Icons

[Table 4-3](#) describes system information icons.

Table 4-3 System Information Icons







Icon	Description
Satellite 	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.
Non-Secure Call 	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. Also displayed after a Hold/Resume regardless whether the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.
Secured Call 	Displays at the start of a call or after a Hold/Resume if the security level is secured.
Call on Hold 	Displays when no video is shown.

Table 4-3 System Information Icons (continued)

Icon	Description
	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 4-4 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 4-4 Main Display Screen Animations






Animation	Description
Microphone Unmuted 	Microphone Muted 
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"> 1. Touch Share to share VGA or document camera input (Sharing On). 2. Touch Dismiss to turn off sharing (Sharing Off).


Table 4-4 Main Display Screen Animations (continued)

Animation	Description
Projector warming up 	Projector for your CTS 3x00 Series transitions from off to on to indicate when the projector is warming up (off or on state).
Call on Hold 	Hold icon transitions from solid color as the user goes on hold.

Maintenance Icons

Table 4-5 describes main display screen icons that may appear if your system requires maintenance.

Table 4-5 Maintenance Icons

Icon	Description
Bulb Icon 	Indicates that the projector lamp on your CTS 3x00 Series needs to be replaced.

On-Screen Messages

Table 4-6 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 4-6 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.
Please wait for meeting host to join	The meeting host has not yet joined the meeting. This only applies to static meeting instances. 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).
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	All participants are on hold except this endpoint. Only this endpoint sees the “hold” message. 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.
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.



Cisco TelePresence System Meeting Controls—Systems That Use an IP Phone for Call Control Only)

Revised: February 26, 2015, OL-28618-01

Contents

- [Using Meeting Controls, page 5-1](#)
- [Controlling Presentations, page 5-5](#)
- [CTS 500-32 Presentation Features, page 5-7](#)
- [Positioning Presentation-in-Picture, page 5-10](#)
- [Controlling the Document Camera, page 5-13](#)
- [Checking Peripheral Status, page 5-14](#)
- [Using the Digital Media Player, page 5-14](#)

Using Meeting Controls

The Meetings screen shows upcoming meetings that have been scheduled on your Cisco TelePresence System (CTS) [endpoint](#).



Note

You see the meeting alerts only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts are not used when using the Cisco TelePresence Management Suite (TMS).

Figure 5-1 Meetings Screen



Manage Cisco TelePresence meetings by using the Meeting Controls function. The Meetings screen displays several options:

- [View Control](#), page 5-2
- [Meeting Access - Mtng Ctrl Softkey](#), page 5-3
- [Participant List](#), page 5-3

View Control

During Cisco TelePresence meetings, you can select the way you see speaking participants by choosing one of the following options:

- **Speaker**—When a participant is speaking, that participant is displayed. Only the screen on which that speaker is displayed changes.
- **Room**—When a participant is speaking, all participants from the active speaker's site is displayed.



To change the way you view participants during a Cisco TelePresence conference:

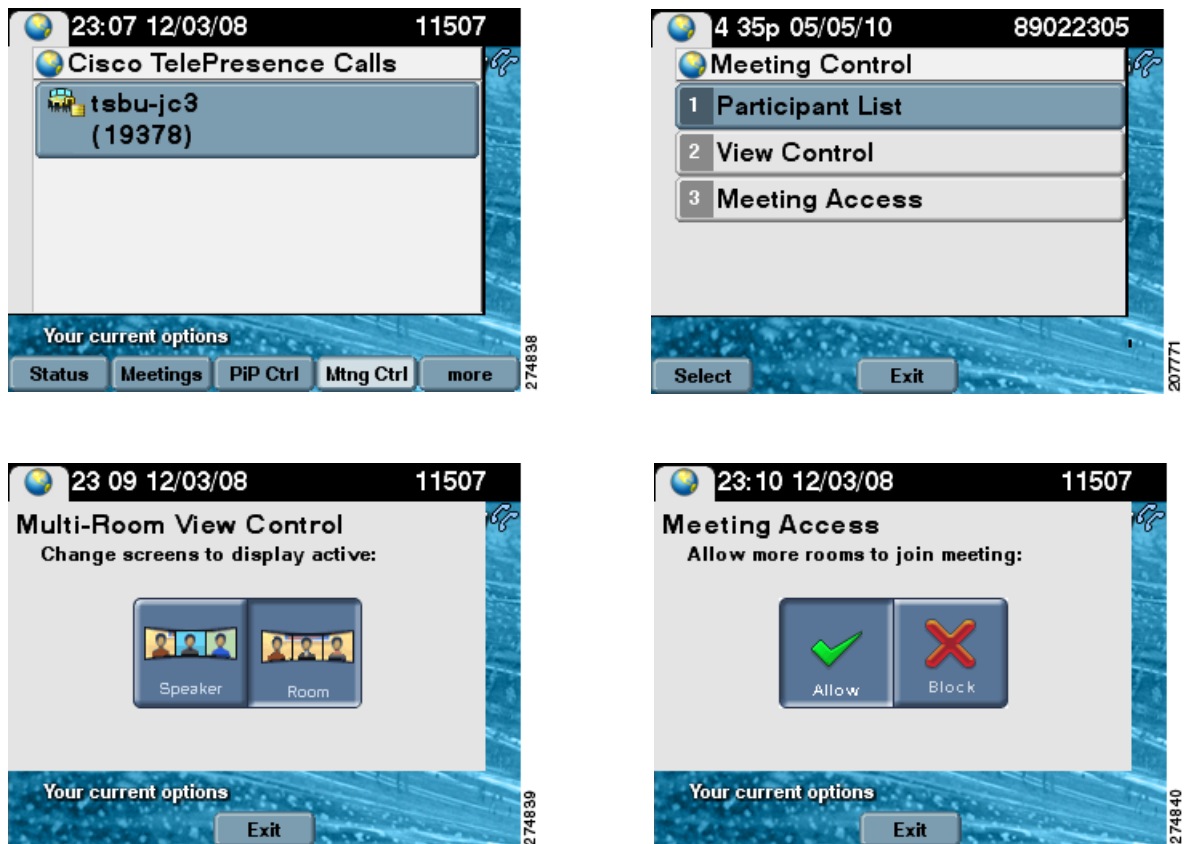
-
- Step 1** Touch the **ViewCtrl** softkey, as shown in [Figure 5-2](#).
 - Step 2** Touch the **Speaker** or the **Room** softkeys to change the view.

Step 3 Touch the **Exit** softkey to exit the Multi-Room View Control screen.

Meeting Access - Mtng Ctrl Softkey

Use the Meeting Access control to control additional Cisco TelePresence [endpoints](#) that join a Cisco TelePresence meeting, as shown in [Figure 5-2](#).

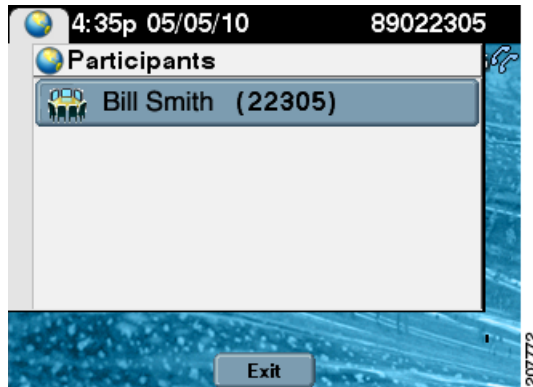
Figure 5-2 View Controls and Meeting Access Controls



Participant List

Participant List (conference roster list and roster list with audio add-in), as shown in [Figure 5-3](#)—Provides users with a list of participants in a meeting. For scheduled meetings, the list also includes invited but yet to attend participants. The participant list is read-only and can be found on the control device of the CTS endpoint only in multipoint calls.

Figure 5-3 Participant List



Participant List Features and Functions

Type of Call	Features and Functions
Scheduled Multi-Point Meeting	<p>The Participant List is read only:</p> <ul style="list-style-type: none"> • Lists all endpoints that have been invited to the multi-point meeting, including rooms that have joined the call and rooms that have not yet joined the call. • View rooms that have been invited to join the multi-point meeting but have not yet joined. • When a CTS endpoint dials an audio add-in call and adds that call in to a multi-point call, the CTS endpoint automatically passes the CLID and name (if known) up to the CTMS so that it can be passed to and displayed on all CTS endpoint in the multi-point call. • When a CTS endpoint drops an audio add-in call while in to a multi-point call, the CTS endpoint automatically alerts the system that the audio call has been dropped so that the CTMS can update the call roster on every CTS endpoint that is included in the call. • The conference list/room roster on the CTS Cisco Unified IP phone is updated automatically when a new endpoint has been added to the multi-point call; you do not have to take any action.
Unscheduled (Static) Multi-Point Meetings	Lists all endpoints that have joined the call.

Meeting Call Volume

To change the meeting call volume:

-
- Step 1** Press the telephone **Volume** toggle (Softer or Louder) when a call is in progress.

Step 2 Touch the **Save** soft key to save the settings for the current and subsequent calls.

Controlling Presentations

- [Connecting a Laptop, page 5-5](#)
- [Using Presentation Privacy, page 5-5](#)
- [Positioning Presentation-in-Picture, page 5-10](#)
- [Using Swap PiP, page 5-12](#)

Connecting a Laptop



Tip

Make sure that you have set your laptop resolution to 1024 x 768.

To share data or video content onto the white façade below Cisco TelePresence room displays or as [PiP](#):

Step 1

Connect the supplied cable to the VGA port of your laptop (PC) and enable external display by pressing **Fn+F7** ([Mac](#) users do not need to press **Fn+F7**.)



Tip

To eliminate audio static, connect the audio cable to your laptop's headset port.

Step 2

Wait up to 30 seconds for the projector to turn on. The content of the last participant to connect the VGA cable will display on all local and remote rooms.

Step 3

To end your presentation, simply unplug your laptop.



Tip

The projector automatically shuts off when the CTS shroud light turns off at the end of your meeting, even if your laptop is still plugged in. If you need to turn on the projector again, simply unplug the laptop and plug it back in again.

Using Presentation Privacy

Because you can use your CTS as a data display when not in a Cisco TelePresence call, it is possible to have data displayed before the start of a call that you do not want to share.

To prevent your presentation device input from being shared automatically if that input is active prior to the beginning of a Cisco TelePresence call, a Presentation Privacy alert is displayed at the beginning of a call, and you can select whether to share or dismiss the presentation.

**Tip**

Presentation device input is automatically shared if you plug in a presentation device during an active call.

Step 1 To share the presentation, touch the **Share** softkey, as shown in [Figure 5-4](#).

Step 2 To block the presentation from being shared, touch the **Dismiss** softkey.

Figure 5-4 *Sharing or Blocking Presentations*

**Tip**

If you have multiple Cisco TelePresence calls and you choose to **Share** your presentation with at least one of them, you will be prompted to **Share** or **Block** the presentation each time you switch between calls.

If you choose to **Block** your presentation from all the calls, you must unplug and then plug your **VGA** cable back in to display the Presentation Privacy screen.

When presentation sharing has been turned off, the following icon is displayed on the main display screen:

Figure 5-5 *Presentation Not Shared Main Display Icon*



For more on-screen icons, see [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

CTS 500-32 Presentation Features

The CTS 500-32 is the next generation of personal Cisco TelePresence endpoints, which are intended to be used in enterprise personal offices, commercial businesses, and for telecommuters. The CTS 500-32 is controlled by the CTS Cisco Unified IP Phone 7900 Series while the receiver is on-hook and is interoperable with all other CTS endpoint. Supported features include:

- [Presentation Options, page 5-7](#)
- [Video Input Options, page 5-7](#)
- [Using the CTS 500-32 as a Secondary Display, page 5-10](#)
- [Understanding Presentation Screen Resolution, page 5-10](#)

Presentation Options

Laptop collaboration is supported with Presentation-in-Picture (PiP) and you can easily toggle between sharing and not sharing. When the CTS 500-32 is in a Cisco TelePresence call, you can use the system as a full screen PC monitor with capability to toggle back to video. When the CTS 500-32 is not being used for a Cisco TelePresence call, you can display PC graphics such as a PowerPoint presentation at full resolution. For privacy, LED indicator lights indicate that video is being transmitted, and muting and headphone options are available. Additional features include:

- A new VGA input option is introduced and presentation source changes can be made through the phone user interface. See [Video Input Options](#).
- Support for private and public share settings and Swap PiP. See [Using Swap PiP](#).
- Presentation privacy alert options have been upgraded from **Share/Dismiss** to **No One/Just Me/Everyone** so that you can quickly choose what to do with the presentation. The Video Input screen allows you to go back and change your presentation privacy choice. See [Video Input Options](#) for more information.



Tip

If you are in a Cisco TelePresence meeting and you connect your PC to the VGA cable, you have to press the “share with everyone” button before the data shares.

Video Input Options

To share presentations on the CTS 500-32, a new DVI input option is available and presentation video source changes can be made using the phone. Touch the **Video Input** softkey to begin (see [Figure 5-6](#)).

- Before you start a call, you can view or hide presentation sources. See [Presentation Privacy Options](#).
- Presentations are automatically shared when you plug in your laptop via the VGA port. Select the **Unshare** softkey in the Video Input screen to stop presentation sharing. See [Figure 5-7](#)
- Once in a call, you can choose to hide the presentation, view it locally only, or share the presentation with the remote side using the DVI input option. See [Presentation Privacy Options](#).

Figure 5-6 Video Input Softkey

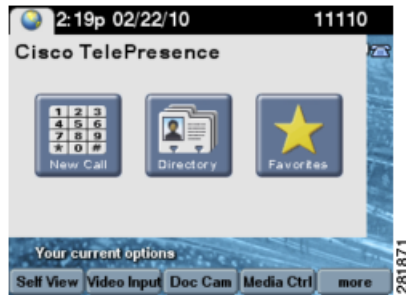


Figure 5-7 Select Video Input

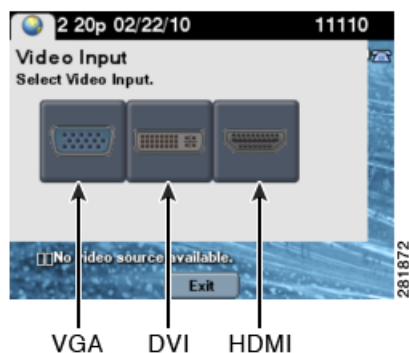


Table 5-1 shows available Video Input screen buttons and softkeys

Table 5-1 Video Input Screen Buttons and Softkeys

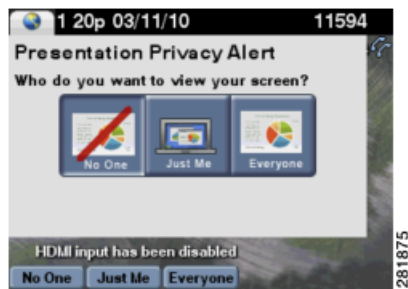
Navigation Type	Description
Button	
VGA	Last participant to plug in shares. See Table 5-2 for presentation privacy options.
DVI	Plugs into desktop, PC, or laptop docking station. See Table 5-2 for presentation privacy options.
HDMI	Document camera input. See Controlling the Document Camera .
Softkey	
Not in a Call - Local View (VGA not plugged in)	
Hide	Touch the Hide softkey to hide your presentation. You are returned to the main idle screen.
Exit	Exits the Video Input screen without making any changes.
View	Touch the View softkey to view your presentation locally. You are returned to the main idle screen.
During a Call - Automatic Sharing (VGA plugged in)	

Table 5-1 Video Input Screen Buttons and Softkeys

Navigation Type	Description
Button	
VGA	Last participant to plug in shares. See Table 5-2 for presentation privacy options.
DVI	Plugs into desktop, PC, or laptop docking station. See Table 5-2 for presentation privacy options.
HDMI	Document camera input. See Controlling the Document Camera .
Softkey	
Unshare	The system automatically shares when the VGA cable is plugged in during an active call. Touch Unshare in the Video Input screen to stop sharing.
Share	Touch Share to resume sharing during an active call.

Presentation Privacy Options

[Figure 5-8](#) shows presentation privacy options.

Figure 5-8 Presentation Privacy Alert Options

[Table 5-2](#) shows presentation sharing options that are available depending on whether you selected VGA or DVI for your video input source. See [Video Input Options](#).

Table 5-2 Presentation Sharing Options

Input Type	Private	Public
VGA	Just Me	Everyone. The Just Me option is not available.
	Display can be used for Cisco TelePresence calls and as a main computer monitor. See Using the CTS 500-32 as a Secondary Display .	Display is for Cisco TelePresence calls only.
DVI	Remote sharing always overrides current presentation.	Remote sharing always overrides current presentation.
Note	Any presentation that plugs in mid-call via DVI, VGA, or HDMI is automatically shared.	

Using the CTS 500-32 as a Secondary Display

The CTS 500-32 screen is available for use as a secondary monitor for your laptop when not in a call. The following are tips for using the CTS 500-32 as a secondary display for your laptop:

- If you have a document camera and a Cisco Digital Media Player (DMP) connected to the CTS 500-32 and the document camera video does not display during a conference, use the **View** softkey on the Cisco Unified IP Phone to view the document camera video.
- For sharing presentations when not in a conference, set your resolution to 1024 x 768 @ 60 Hz.
- For using the CTS 500-32 as a computer monitor (local viewing) when not in a conference, you can choose from the following resolutions:
 - 800 x 600 @ 60 Hz
 - 1024 x 640 @ 60 Hz
 - 1024 x 768 @ 60 Hz
 - 1280 x 800 @ 60 Hz
 - 1280 x 720 @ 60 Hz
 - 1920 x 1080 @ 30 Hz

If you view presentations that are in an aspect ratio of 4:3 or 16:10, the presentation fits inside of the presentation display in a widescreen format, with black bars framing the presentation on the top and bottom of the screen.

Understanding Presentation Screen Resolution

You must set your laptop screen resolution to 1024x768 to request presentation privileges, and it is recommended that all users who plan to present set their laptop screen resolutions similarly. If the system determines that your resolution is not set to 1024x768, the presentation will not be seen locally or remotely and one of the following messages will appear on the presenter's screen:

- If you have plugged in the HDMI cable to share using a document camera: “Cannot display Document Camera. Confirm that the document camera is powered on.”
- If you have plugged in either the DVI or VGA cable to present: “Cannot display DVI. Enable presentation on your laptop and set resolution to 1024x768.”

In both cases, once you have set your resolution to the recommended value, the presentation will show on the screen. If the presentation does not show automatically, navigate to the Video Input screen to manually select your presentation option to resume or begin sharing. See [Video Input Options](#).

Positioning Presentation-in-Picture

Presentation-in-Picture (PiP) is displayed with the presentation output if no external data display (such as an LCD or projector) is connected. To control the position of the PiP:

Step 1 Touch the **PiPCtrl** softkey. A screen showing the current PiP position appears, as shown in [Figure 5-9](#).



Tip

If your system has three main display screens, the PiP appears only on the center screen.

Figure 5-9 Presentation-in-Picture Softkey



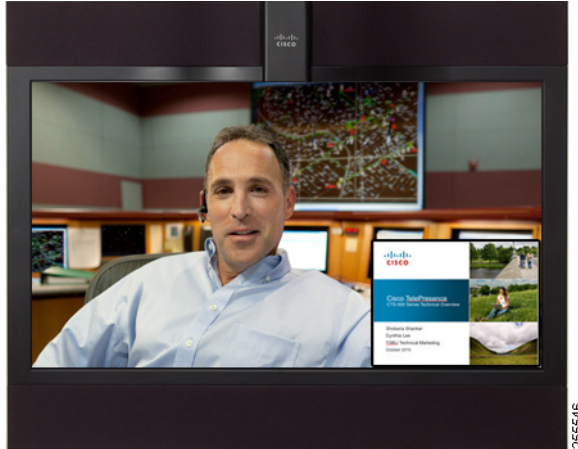
- Step 2** To select a new PiP position for the current call, tap a new position using the information in [Table 5-3](#).
- Step 3** If you want to save this PiP position for future calls, touch the **Save** softkey.
- Step 4** If you do not want to see PiP for the current call, tap the **None** position. The PiP is not displayed for the active call, but will be displayed in the previously saved position when you place a new call. The **Save** softkey is disabled if you select **None**.

Table 5-3 PiP Control Screen Buttons and Softkeys

Button	Description
Left	Touch to display the PiP on the bottom left side of the main display screen.
Center	Touch to display the PiP in the bottom center of the main display screen.
Right	Touch to display the PiP on the bottom right side of the main display screen.
None	Removes the PiP from the main display screen. This setting cannot be saved.

[Figure 5-10](#) shows an example of Presentation-in-Picture on the right side of the CTS main screen.

Figure 5-10 PiP Right



Using Swap PiP

You can choose to have your Presentation-in-Picture (PiP) display appear larger on-screen than the video image of the meeting attendees by touching the **Swap** softkey in the Presentation-in-Picture Control screen of the CTS phone (Figure 5-11). You can easily toggle back to a larger video image with a smaller display.

Figure 5-11 Swap PiP Softkey



Figure 5-12 shows the CTS screen in swap PiP mode.

Figure 5-12 CTS in Swap PiP Mode

Controlling the Document Camera

The Document Camera screen allows you to manage document camera functionality and fine tuning. Touch the **Doc Cam** softkey to begin.



Tip

There is no document camera on the CTS 1300.

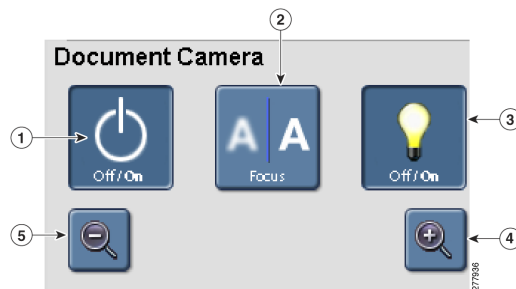
Figure 5-13 Document Camera Screen

Table 5-4 shows available Document Camera buttons if your system uses MIDlets.

Table 5-4 Document Camera Continuous Zoom Buttons

Navigation Type	Description
Buttons	
1. Off/On	Turns the document camera on and off.
2. Auto-Focus	Activates one-push auto-focus.
3. Light Switch	Turns the document camera light on or off.
4. Zoom In	Zooms in until you release your finger or until maximum zoom level is reached.

Table 5-4 Document Camera Continuous Zoom Buttons

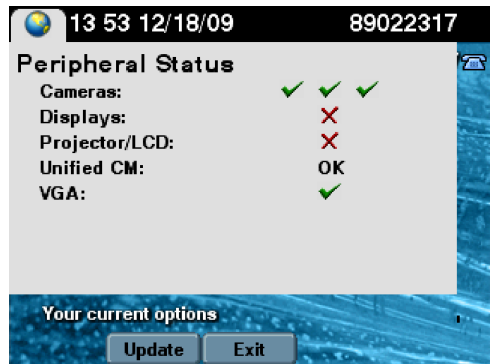
Navigation Type	Description
5. Zoom Out	Zooms in until you release your finger or until minimum zoom level is reached.
Tip	Zoom Bar—Some CTS systems have a Zoom Bar instead of individual Zoom In and Zoom Out functions. Touching or tapping on any of the markings on the Zoom Bar will zoom the document camera to the corresponding marking on the zoom bar.

**Tip**

The document camera shuts off automatically when the CTS system shroud lights turn off at the end of your meeting.

Checking Peripheral Status

The Peripheral Status screen shows the status of peripheral devices that are set up on the Cisco Telepresence System (CTS). Touch the **Status** softkey to begin.

Figure 5-14 Peripheral Status Screen

Using the Digital Media Player

To enable or disable the audio from your DMP, touch the **Media Ctrl** softkey. The Media Control screen is displayed, as shown in [Figure 5-15](#). The **Media Ctrl** softkey is displayed whenever the CTS detects that a secondary audio device is connected.

**Note**

Placing a call will cause DMP video to be stopped momentarily; the CTS main display screen goes blank for a few seconds when you toggle the DMP audio on and off with the **Media Ctrl** softkey.

Figure 5-15 Using Media Controls



For more information about the DMP, see the [Cisco Digital Media Players](#) home page on Cisco.com.



Tips for Troubleshooting Your Cisco TelePresence Meeting

Revised: April 2013, OL-28618-01

Contents

This chapter contains tips to help you manage and troubleshoot your Cisco TelePresence System (CTS):

- [Improving Call Quality](#), page 6-1
- [Reconnecting Dropped Calls](#), page 6-1
- [Reporting a Problem During a CTS Meeting](#), page 6-2
- [Contacting the Live Desk](#), page 6-2
- [Configuring Favorites and the Directory](#), page 6-3

Improving Call Quality

If you notice that the audio or video quality of your CTS call is not what you expected:

-
- Step 1** Touch the **Hold** button, wait a few moments, and then touch **Resume**.
- Step 2** If this does not improve the audio or video, or if you have any other problem during the meeting, contact [Live Desk](#) for more help. See [Reporting a Problem During a CTS Meeting](#).
-

Reconnecting Dropped Calls

If your call is dropped, initiate the meeting again by locating and touching the name of your meeting on the CTS Cisco Unified IP phone.

If your meeting is no longer listed on the CTS Cisco Unified IP phone, reconnect using one of the following methods:

1. Dial the Cisco TelePresence room phone number with which you wish to connect.

2. Touch **SpdDial** or touch the directory icon to dial from a directory.
3. Touch **Redial** to dial the last dialed number.

The Cisco TelePresence phone screen changes to indicate that a call is being placed. Touch **End Call** to hang up.

Reporting a Problem During a CTS Meeting



Tip

Cisco supports single and multiple problem requests without negatively affecting system performance but we recommend that you end all calls reporting a problem.

To report a problem, follow these steps from the Cisco TelePresence System home screen on the Cisco Unified IP Phone:

-
- Step 1** If you have a Cisco Unified IP phone, complete the following steps:
- a. Touch the **more** softkey.
 - b. Touch the **Info** softkey.
 - c. Touch the **Problem** softkey.
 - d. Touch the **Report** softkey to display the Report types.
 - e. Choose a Report type from the list and touch **Submit**.
 - f. Touch the **Exit** softkey while the report is being submitted.
- Step 2** If you have a Cisco Touch device for call, complete the following steps:
- a. Tap the **More** button.
 - b. Tap **Status**.
 - c. Tap **Report Problem**.
 - d. Select the problems type from the drop-down list.
 - e. Tap **Submit**.

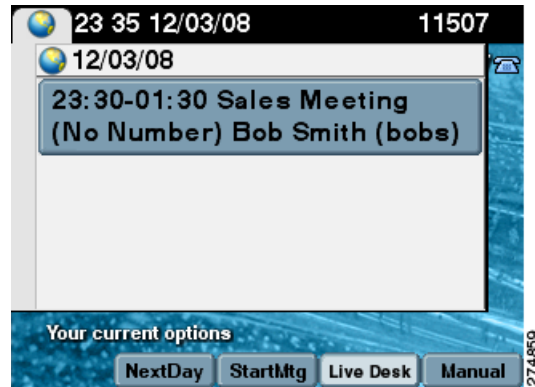
Contacting the Live Desk

The Live Desk is a person who is assigned to a Cisco TelePresence [endpoint](#) to assist you with problems that may occur during a meeting.

To connect to the Live Desk:

-
- Step 1** If you have a Cisco Unified IP phone, touch the **Live Desk** softkey. Your call is immediately connected.

Figure 6-1 Calling the Live Desk



Step 2 If you have a Cisco Touch device, press the **Help Desk** key on the Touch device.



Configuring Favorites and the Directory

You configure favorites and the directory Cisco Unified Communications Manager (Unified CM). For information about configuring favorites and the Corporate and Personal Directories (Directory) from Unified CM, refer to the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).



OL-28618-01

A

ad hoc meeting Non-scheduled, administrator-initiated, dial-out meeting. A meeting scheduler or administrator initiates the meeting through the Cisco TelePresence Multipoint Switch (CTMS) administration interface by listing the telephone number of the rooms which will participate in the multipoint meeting. See [static meeting](#).

Auto Answer A phone set to automatically answer an inbound call. Use the Auto Answer feature in Cisco Unified Communications Manager. Activating this option or button causes the speaker phone to go off hook automatically when an incoming call is received.

Auto Collaborate Cisco TelePresence supports simple information sharing that allows any object, document, or PC application to be displayed in a plug-and-play fashion. Auto Collaborate enables you to share images instantly in multiple locations by plugging in a laptop computer or high-definition ceiling document camera. The Cisco TelePresence 3000 Series built-in projector automatically displays images from the most recently activated device.

Ceiling cameras are perfect for capturing images of objects that are too valuable to ship, or cannot easily be copied or sent electronically. Cisco recommends and supports document cameras made by WolfVision, specifically the WolfVision Visualizer. This is a special live-camera system designed for picking up any object on a working surface with perfect illumination and depth of focus. All types of objects (e.g., photos, books, brochures, transparencies, slides, or three-dimensional objects) can be picked up quickly and easily, and meeting participants can use a wireless remote to control light, zoom, or focus.

Cisco TelePresence 3000 and 1000 systems support the Auto Collaborate capability, and meeting organizers can project content in multiple locations, including above or below displays, or on the side of a room.

B

black screen codes System status information messages that appear on the main display screen before your meeting starts and while the screen is still black. For example, “Please wait, you are the first meeting participant.”

For more information, see [On-Screen Messages](#).

C

Cisco TelePresence T Series	The Cisco TelePresence T Series high-definition presentation capabilities and simple controls on a touch display help make your meeting as immersive and natural as possible. See Immersive Telepresence Endpoints .
Cisco Unified CM	Cisco Unified Communications Manager . Application that extends telephony features and capabilities to network devices such as IP phones and multimedia applications. Open telephony application interfaces make possible services such as multimedia conferencing and interactive multimedia response systems. Cisco Unified CM controls which features are available on your system.
codec	The “brain” of the CTS. The primary codec connects with the network and Cisco Unified Communications Manager (Cisco Unified CM) to perform call management functions for the system. The secondary codec performs processing for the system elements that are attached to them. The optional presentation codec supports the document camera (if present), auxiliary displays, and works with an auxiliary control unit and audio extension unit for additional audio/video applications. The number and type of codecs your system uses depends on which CTS device you are using.
CTMS	Cisco TelePresence Multipoint Switch . Support for voice-activated switching in up to 48 locations in a single meeting across many endpoints .
CTRS	Cisco TelePresence Recording Server . Providing HD studio recording capabilities in existing Cisco TelePresence rooms. Recordings can be archived automatically on a schedule or transferred to a digital content management system. The CTRS can deliver Cisco TelePresence recordings to any video-enabled device including PCs, smartphones, and digital signs. CTRS runs on the same reliable Media Convergence Server platform as Cisco TelePresence Multipoint Switch and Cisco TelePresence Manager.
CTS device	Cisco TelePresence System (CTS) device: CTS 500, CTS 1000, CTS 1100, CTS 1300, CTS 3000, and CTS 3200, CTS 3010, and CTS 3210.
CTS-Manager	Cisco TelePresence Manager . Software application that schedules and manages Cisco TelePresence calls using common enterprise groupware such as Microsoft Exchange and Lotus Notes.
CTS Manager PreQualification Assistant	The CTS-Man PreQualification Assistant ensures that your pre-configuration set-up is performed correctly. The data that is entered into the Tool Test Configuration forms that are used to verify connections to the servers and to get data from them to be used to configure CTS-Man.
CUCM	Cisco Unified Communications Manager . This acronym is obsolete and is replaced with Cisco Unified CM .

D

Directory	The Directory softkey and screen on the CTS Cisco Unified IP Phone. For information about configuring Speed-Dials (Favorites) and Corporate and Personal Directories (Directory), see Configuring Favorites and the Directory .
display screen animation	System information icons that may be displayed on the Cisco TelePresence System (CTS) display screen. System information includes call connection status alerts, meeting alerts, and maintenance alerts. These alerts fade from one state to another to show the status of the system.

- display screen icon** System information icons that may be displayed on the Cisco TelePresence System (CTS) display screen. System information includes call connection status alerts, meeting alerts, and maintenance alerts. Also known as a plasma screen icon.
- DMP** Digital Media Player. Cisco Digital Media Players are highly-reliable, IP-based endpoints that can play high-definition live and on-demand video, motion graphics, web pages, and dynamic content on digital displays, usually an LCD Professional Series display or any other directly attached television screen, monitor, or projector (analog or digital, standard-definition or high-definition) that shows media to an audience. There is an extra input connector for the Digital Media Player (DMP) on your Cisco TelePresence device. See the [Cisco Digital Media Players](#) home page on Cisco.com.
- See also [LCD](#).
- document camera** The Cisco TelePresence ceiling document camera is a high-resolution, high-magnification imaging solution that enables users to view objects and documents in precise detail and share those images while collaborating with colleagues and customers across town or across the globe. See [Controlling the Document Camera](#).
- DVI** DVI cables are used for direct digital connections between source video (namely, video cards) and [LCD](#) monitors. Plugs into desktop, PC, or laptop docking station. See also [VGA](#).

E

- endpoint** Cisco TelePresence System (CTS) endpoint. The combination of hardware and software that comprise a Cisco TelePresence System. The hardware for an endpoint includes a Cisco Unified IP 7900 Series telephone, one or more large-screen meeting displays, plus presentation devices, cameras, microphones, speakers, and in some models, lighting systems.

F

- Favorites** The Favorites softkey and screen on the CTS Cisco Unified IP Phone. For information about configuring Speed-Dials (Favorites) and Corporate and Personal Directories (Directory), see [Configuring Favorites and the Directory](#).

H

- HD** High-definition display. Part of the Cisco TelePresence HD Interoperability solution, which allows high-definition interoperability with third-party endpoints to negotiate higher bandwidths for enhanced video quality while supporting standard (SD) quality devices in the same meeting and support for multiple (identical) interop devices. High-definition video or HD video refers to any video system of higher resolution than SD video, and most commonly involves display resolutions of 1280×720 pixels (720p) or 1920×1080 pixels (1080i/1080p).
- HDMI** Input port and cable for the [document camera](#). See [Controlling the Document Camera](#).

I**Immersive Telepresence Endpoints**

CTS 3210, CTS 1300, Cisco TelePresence T3. Provides an immersive, interactive in-person experience. See also [personal system](#).

IP address

A device identifier on a TCP/IP network.

L**LCD**

Liquid crystal display. The LCD display is an accessory for the Cisco Digital Media Player (DMP) for use in your digital signage network or your enterprise TV network. It is used for displaying video, images, or computer data during a Cisco TelePresence meeting. See the [Cisco LCD Professional Series Displays](#) home page on Cisco.com for more information.

See also [DMP](#).

LED

Light-emitting diode. Indicators on the CTS that determine whether the user is sitting within camera range.

Live Desk

The Live Desk is a person who has been assigned to a Cisco TelePresence [endpoint](#) to assist you with problems that may occur during a meeting. To connect to Live Desk, press the **Live Desk** softkey. If a Live Desk has not been assigned to your Cisco TelePresence [endpoint](#), the following message is displayed on your phone screen: “There is no Live Desk number configured”

Live Desk is configured in the CTS-Manager Administration interface.

M**Mac**

Apple Macintosh laptop. Apple is the sole owner of the “Mac” trademark.

When using a MacBook Pro to present during a CTS meeting, set your screen resolution to 1024x768 before plugging in the [VGA](#) cable to avoid a “resolution not supported message” on the CTS Cisco Unified IP Phone.

MAC address

Media Access Control. A hardware address that uniquely identifies each node of a network.

Meeting Extension

Meeting Extension feature that can be used from the CTS Cisco Unified IP phone when MIDlets are configured. This feature provides an option on the CTS Cisco Unified IP phone to extend Cisco TelePresence meetings past their scheduled end time. Meeting participants may request to extend the scheduled meeting using the phone softkey options. CTS Manager Administrators can configure Meeting Extension settings using the Meeting Options tab on the **CTS Manager System Configuration > Application Settings** page.

- multipoint meeting** Multipoint is where you are able to connect more than two sites in one video conference. This normally requires a bridge, although some video conference units are also able to connect multiple sites.
- MXE** Media eXperience Engine. The Cisco Media Experience Engine is a modular media processing system that provides interoperability between Cisco TelePresence and video conferencing devices, extending the reach of collaboration and communication within organizations. MXE provides 720p interoperability with video conferencing.
- Administrators configure MXE in [CTS-Manager](#). See also [Cisco TelePresence Firewall and Access List Considerations](#) for support information for Cisco TelePresence.

N

- Non-permitted User** Cisco WebEx user role configured in the CTS Manager Administration interface. These users are not permitted to request Cisco WebEx; no Cisco WebEx meeting options are available to these users. See [Permitted User](#).

O

- One-Button-to-Push** Launches a call with Cisco TelePresence Manager. Cisco TelePresence Manager works with enterprise groupware software such as Microsoft Exchange and Lotus Notes to allow you to schedule Cisco TelePresence meetings just as you would a regular meeting. Enterprise groupware sends Cisco TelePresence Manager the meeting schedule, and the software pushes that information to the in-room phone for call launch. The “One-Button-to-Push” feature allows you to simply touch the meeting that is listed on the in-room IP phone to start a Cisco TelePresence meeting.

P

- Participant List** A list of Cisco WebEx meeting participants displayed on the phone that are visible when you touch the **Participant List** softkey or the phone screen touch button on the fully configured CTS Cisco Unified Phone. This list is configured in Cisco Unified CM Display (Internal Caller ID) fields.
- Permitted User** Cisco WebEx user role configured in the CTS Manager Administration interface. These users are permitted to request Cisco WebEx for specific meetings using CTS Manager. See [Non-permitted User](#).
- PiP** Presentation-in-Picture. Allows data or graphics content sharing in a window that appears within the main display screen while a meeting is in progress. You can control where the PiP window will appear within the main display screen by using the **PiPCtrl** softkey on your Cisco Unified IP phone. PiP is available on all CTS models. See [Positioning Presentation-in-Picture](#).
- personal system** Personal Cisco TelePresence System. The virtual, in-person experience of Cisco TelePresence directly into the private office. The CTS 500 and CTS 1000 are considered to be personal systems. See also [Immersive Telepresence Endpoints](#).
- point-to-point meeting** The direct connection of two sites in a video conference. This only works if both sites use the same type of connection (either IP or ISDN).

Premium User	Cisco WebEx user role configured in the CTS Manager Administration interface: Cisco WebEx is always on. Controlled on the CTS Manager LDAP configuration page.
presentation codec	The presentation codec provides 30 frames per second to support full-motion video presentations between Cisco TelePresence endpoints. See primary codec and secondary codec .
Presenter	Cisco WebEx user role configured in the CTS Manager Administration interface: A Presenter shares presentations, specific applications, or the entire desktop. The Presenter controls the annotation tools and can grant and revoke remote control over the shared applications and desktop to individual Attendees.
primary codec	The primary codec is the primary unit; it communicates with secondary units, sends and receives packets on the uplink network. It contains an onboard Gigabit Ethernet switch. For example, in a CTS 3000 or CTS 3200 system, the primary codec controls two secondary codecs as well as many system components and the graphical user interfaces. In a Cisco TelePresence 1000, it controls all system functions. See presentation codec and secondary codec .
<hr/>	
S	
scheduled meeting	Multipoint TelePresence meetings are scheduled by end users using Microsoft Exchange or IBM Domino clients in the same manner that a point-to-point meeting is scheduled. Scheduled meetings require no CTMS administrator interaction. CTS Manager is a required component for scheduled meetings. It provides the interface between Microsoft Exchange or Lotus Domino and the CTMS, allowing the appropriate resources on the CTMS to be reserved for the multipoint meeting .
screen resolution	The fineness of detail that can be presented in the image on the main display screen. Recommended screen resolution for Cisco TelePresence is 1024 x 768.
SD	Standard definition display. See HD .
secondary codec	Codecs that assist the primary codec in the large Cisco TelePresence 3000/3200 systems. Secondary codecs process audio and video signals and send them to the primary codec, which multiplexes the signals into separate, single RTP streams. See presentation codec and primary codec .
Show and Share	If your Cisco TelePresence network administrator has configured Cisco Show and Share as your enterprise video portal, you can immediately publish your recording or save a draft to Cisco Show and Share from the CTS Cisco Unified IP phone.
single system	A Cisco TelePresence system featuring a single main screen display.

static meeting Non-scheduled meetings configured on the Cisco TelePresence Multipoint Switch (CTMS) through the administration interface. A meeting scheduler or administrator, who sets up the static meeting, manually assigns a meeting access number that is used to access the meeting. See [ad hoc meeting](#).

switching mode CTS Manager configuration. CTS 3000 and CTS 3200 endpoints only.

Auto-Assign—Switching mode is determined by the default CTMS policy, which is configured in System **Configuration > Policy Management** page of your CTMS setup.

Room—All the participant displays of the endpoint are switched each time the meeting participant who is speaking changes to a meeting participant at a different endpoint.

Speaker—Only the corresponding participant display (left, center, or right) is switched; the remaining participant displays are not switched. Using the speaker switching mode provides the ability to view up to three different remote endpoints at the same time.

T

triple system A Cisco TelePresence (CTS) 3000 or CTS 3200 system featuring three main screen displays.

V

VGA Video Graphics Array port and cable for Cisco TelePresence. A CTS [endpoint](#) initiates a presentation at any point by plugging the VGA Auxiliary cable into the CTS endpoint presenter's laptop, which automatically shares from the presenter's laptop. The last participant in the meeting to plug in their laptop with the VGA cable shares their presentation using [PiP](#). See also [DVI](#).

W

WebEx Cisco WebEx collaboration tools combine real-time desktop sharing with phone conferencing. See the [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#) for first-time setup information.



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