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Cisco TelePresence
SX10
SX20

CE8.0

User
Guide

CISCO

Contents
What's in this guide

All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

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Introduction to Video Conferencing

Introduction to Video Conferencing
Best Practice

A successful video conference provides a face-to-face meeting, even if the participants are miles or continents apart. Keep in mind that it still is a meeting—normal etiquette and dress code apply even here.

General

- Consider setting the unit to *Automatic Answer*, but mute the microphone for privacy reasons, if possible.
- Do not forget to rehearse "the noble art of operating a video system" to the extent needed.

In the meeting room

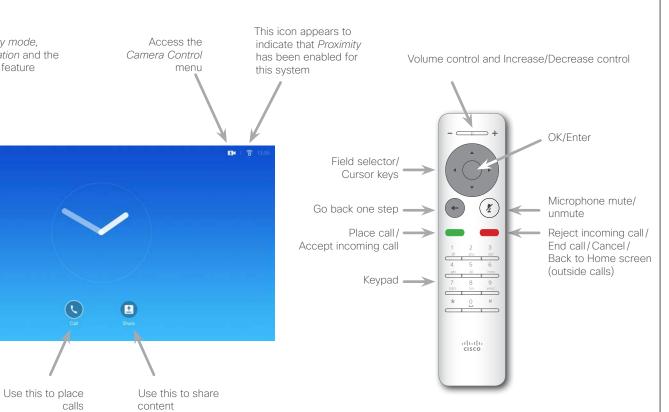- Make sure that you do not experience obstacles blocking the view to the microphone at all times.

- Noise sources like computers placed on the table should always be placed away from the microphone of your unit. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- Pay attention to the background your system will provide to the remote participants. If the camera captures the corridor outside your office, people passing by may distract your remote participants. This applies as well to curtains with a distinct texture pattern and, in particular, to curtains moving due to draft in the room.
- If you are going to share content your system will use two video streams (duo video), one showing the presentation and the other showing the presenter—or the group of presenters. Smaller

systems may force viewers to choose between showing the presentation or the presenter.
- For duo video some attention is needed. Duo video is, on some video systems, shown side–by–side with half the screen showing the presentation and the other half showing the presenter. To avoid appearing like you are sitting with your back towards the presentation look straight into the camera.

Introduction to Video Conferencing

Tour the screen and the remote control

Operating tips

Access *Standby mode, System information* and the *Do Not Disturb* feature

Access the *Camera Control* menu

This icon appears to indicate that *Proximity* has been enabled for this system

Volume control and Increase/Decrease control

Use the **Cursor** controls to move about the screen and press **OK/Enter** to open the selected menu field.

Use the **Cancel** key to exit a menu (and return to the *Home* screen) undoing any changes. Use the **Back** key to go just one step back.

OK/Enter

Field selector/ Cursor keys

Go back one step

Microphone mute/ unmute

Place call / Accept incoming call

Reject incoming call / End call / Cancel / Back to Home screen (outside calls)

Keypad

Use this to place calls

Use this to share content

When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like.

As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.

Video Calls

Place Call
Place Call From Contact List

About the Lists of Contacts

Your lists of Contacts consist of three parts:

Favorites. These contacts have put there by you. These entries will typically be someone you call frequently or otherwise need to access in a swift and convenient manner from time to time.

Directory will typically be a corporate directory installed on your system by your video support team.

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

The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.
- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling and/or change the call rate (the bandwidth applied to the call).

1

Make sure **Call** is selected and press **OK** or press the green **Call** button on the remote control.

2

Use the **Cursor** keys to go between *Favorites, Recents* and *Directory* and then down in one of the lists.

3

Once an entry has been located, press **OK** to invoke the *Call* menu.

4

Press the green **Call** button or press **OK** to place the call.

5

Press the red **End Call** button on the remote control, or use the **Cursor** keys to select *End* and press **OK** to terminate the call.

Place Call
Edit a Contact List Entry Status, then Place the Call

About Entry Edits

1

Make sure **Call** is selected and press **OK** or the green **Call** button.

2

Use the **Cursor** keys to go between *Favorites, Recents* and *Directory* and then down in one of the lists.

3

Once an entry has been located, press **OK** to invoke the *Call* menu.

4

Use the **Cursor** keys to move the cursor down to select the *More* field (•••) and press **OK**.

5

You may now use the **Cursor** keys to move the cursor to select any of the available options. Press **OK** to enter.

Once set, press the green **Call** button to place the call.

You may have to edit an entry in one of the *Contact* lists before you place the call. There may be a need to add a prefix, a suffix or otherwise alter the entry to ensure success.

At the same time, this set of options allow you to change the *Call Rate* (the bandwidth allocated to the call referred to as *Custom call*) as well as the ability to promote the current entry to become a *Favorite*.

Place Call
Place Call Using Name, Number or Video Address

About Placing Calls

❶

Make sure **Call** is selected and press **OK** or the green **Call** button.

❷

Use the **Cursor** keys to select the *Search or Dial* field, as outlined.

❸

To enter numbers just press the corresponding keys on the remote.

To invoke the virtual keyboard, use the left arrow **Cursor** key to move to the **123** field. You may now move about the keyboard and select characters. Press **OK** to select a character.

❹

As soon as you start typing, the green **Call** button will appear to allow you to place the call any time.

Possible matches will appear as you type. If no matches are found, this will also be indicated. Context sensitive settings will be accessible. Just select the *More* field (⋯) as explained on the previous page.

❺

Press the red **End Call** button on the remote control, or use the **Cursor** keys to select *End* and press **OK** to terminate the call.

You may call someone who is not listed in your list of contacts by keying in their name, address or number using the virtual keyboard.

Anyone you have previously called will appear in the *Recents* list and you may then transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.
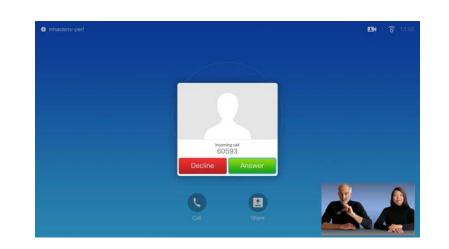
Call Using Video Address

The procedure when using an IP type video address to call someone is similar. Just key in the address and use ✱ as separator. The system will interpret it correctly and convert it for you so that the video address appears as correctly entered.

Receive Call

If Someone Calls You

- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy information will be sent to the calling party.

You may also use the keys on the remote control directly.

Screen layout
Change the Layout of the Screen

About Layout

❶

Navigate to **Layout** (⊡⋯) in the upper right corner and press **OK**. This icon will appear only when relevant.

❷

Use the **Arrow** keys to move horizontally to the new layout you would like to use and press **OK**.

Whenever you share content or you are in video conference, you will be able to change the layout of the video shown on the screen.

Your system cannot initiate video conferences unless certain infrastructure exist in your organization. If in doubt, consult your video support team.

You can, however, be invited to a video conference by others. The ability to change the screen layout will then apply.

Any changes you make here will not affect others than you.

For layouts with picture-in-picture (as shown here), the little image can be moved in case it blocks the view to important parts of the screen, see .

Availability
Enable Do Not Disturb

About Do Not Disturb

1

Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

2

Press the **OK** key.

3

Use the **Cursor** buttons to set *Do Not Disturb* to On or Off (toggling).

4

Press the **OK** key to exit the menu, putting changes into effect.

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

When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like.

As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.

Availability
Enable Standby

About Standby

❶

Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

❷

Press the **OK** key.

❸

Use the **Cursor** buttons to select *Standby*.

Your system can be set to *Standby* to save electrical energy. You will still be able to receive calls as usual.
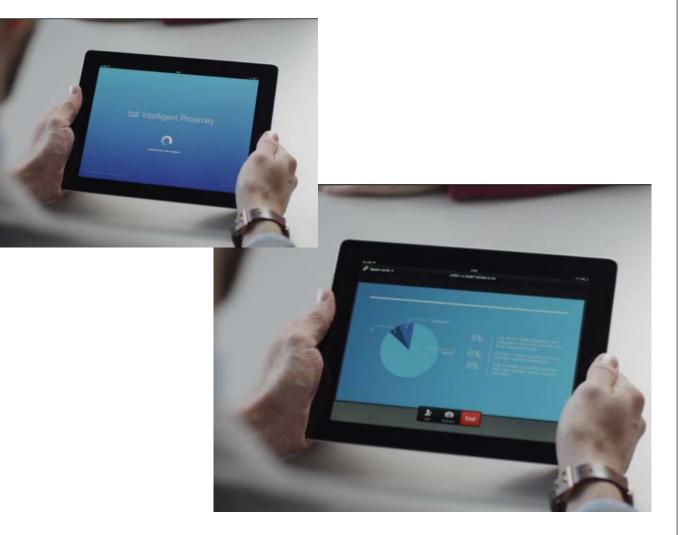
❹

Press the **OK** key to exit the menu, putting changes into effect.

Intelligent
Proximity

Control Your System Wirelessly
Intelligent Proximity

About Intelligent Proximity

The Intelligent Proximity feature allows you to share, see and capture content from a video system wirelessly on your own device. You can also use your own device to control calls on the video system.

Observe the following:

- You will need to download (free of charge) the Cisco Intelligent Proximity app from App Store or Google Play. Windows or OS X users, go to http://www.cisco.com/go/proximity.

- Your video support team may have activated all of the features or just a subset of them.

- Intelligent Proximity makes use of ultrasound when connecting users. Do not block the microphone of your smart phone or tablet.

- Intelligent Proximity has been designed not to work outside the meeting room.

- However, when privacy dictates, always keep the meeting room entrance doors closed to avoid possible eavesdropping from adjacent rooms.

Share
Content

Share Content
Start and Stop Presentation

About Content Sharing

❶

Make sure your presentation source is connected and On. Select *Share* and press **OK** on the remote control.

❷

Select the source to be shared and press **OK** on the remote control.

Use this feature to share content on your PC in a call or outside a call. The procedure is the same, but shown here is the in-call way only.

❸

The size of the shared image is controlled by means of the *Minimize/Maximize* field. Select this and press **OK** on the remote control, if needed.

❹

To stop sharing content, select *Stop sharing* and press **OK** on the remote control.

Upcoming meetings

QA sync with Bangalore ...

15:04   16:19

Join

Diagnostics and Prime Collaboration Manager
17:09 - 17:39

Call   Share

31

Scheduled
Meetings

Scheduled Meetings
View Meeting List

Meeting List Basics

Meeting in progress, use the remote control to move the cursor to the green **Join** and click **OK** on the remote control.

Other meetings scheduled will appear as shown in this example at right.
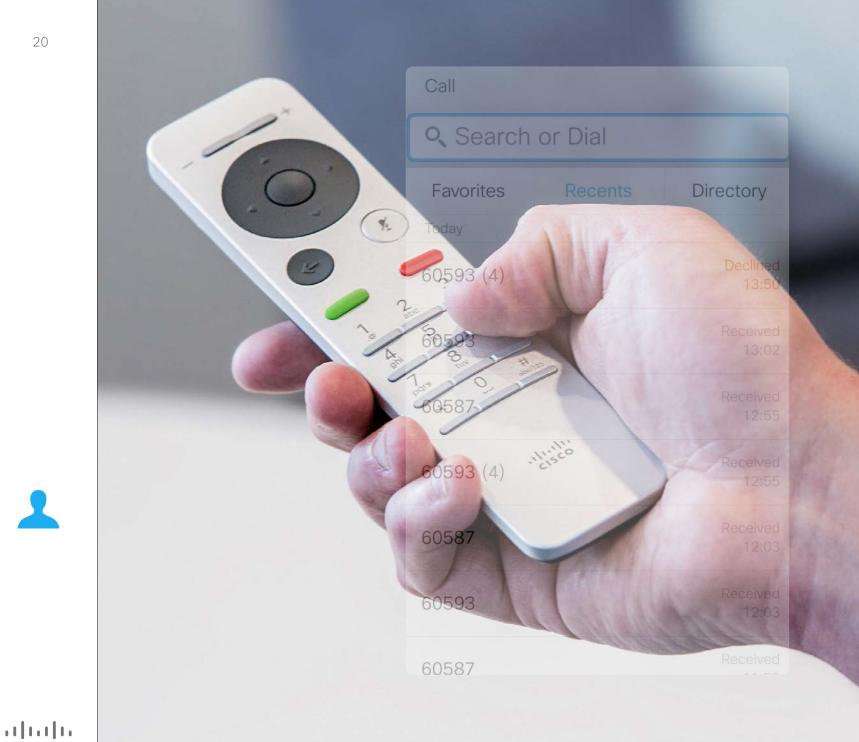

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a *List of Meetings*.

When it is time to join a meeting, use the remote control to click on **Join**, as shown.

If the scheduling system calls you, just treat that as an incoming call.

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Call

🔍 Search or Dial

Favorites   Recents   Directory

Today

60593 (4)   Declined
                                              13:50

60593   Received
                                              13:02

60587   Received
                                              12:55

60593 (4)   Received
                                              12:55

60587   Received
                                              12:03

60593   Received
                                              12:03

60587   Received

Contacts

Contacts
Make Someone a Favorite–Outside a Call

About Directory, Recents
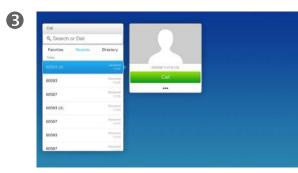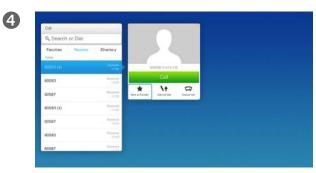and Favorites

❶

Make sure **Call** is selected and press **OK** or the green **Call** button on the remote control.

❷

Use the **Cursor** keys of the remote control to go between *Recents* and *Directory* and then down in one of the lists.

❸

Once an entry has been located, press **OK** on the remote control to invoke the *Call* menu.

❹

Then use the **Cursor** keys of the remote control to move the cursor down to select **Mark as Favorite**. Press **OK** on the remote control to make the selected entry a favorite.

The *Directory* serves as your corporate phone book. This directory cannot be edited by you. You may, however, copy entries to your list of *Favorites* and edit them there.

Tap a folder to show its contents, scroll, if needed, to locate a folder or an entry within a folder.

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

It may happen that an entry copied from the directory to the list of favorites later is updated in the directory. This update will not be reflected in your list of favorites—you must then manually update the entry in the list of favorites. Use **Edit and Call** for this.

Contacts
Make Someone a Favorite–While In a Call

About Favorites

❶

In a call, use the remote control to navigate to the **Participants** icon and press **OK**.

❷

Navigate to the participant to become a favorite and press **OK**.

❸

Then navigate to Favorite and press **OK**. The selected participant has now become a Favorite.

Favorites is your own personal directory. Entries may come from the corporate directory (for more on this, see the previous page) or they may come from someone you call or someone who call you.

Camera
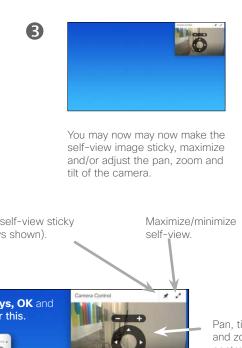
Camera
View Camera Settings

About Camera Settings

❶

In a call or outside a call (as shown here), move cursor up the upper right corner to the **Camera** icon. Press **OK**.

❷

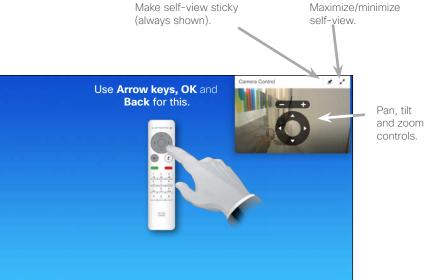The camera icon will now appear. Press **OK**.

❸

You may now may now make the self-view image sticky, maximize and/or adjust the pan, zoom and tilt of the camera.

The camera settings let you control the zoom, pan and tilt of your own camera.

In addition self-view (corresponding to the image that the others see from your system) can be turned on and off as well as be shown minimized or maximized. The self-view image may also be moved to another position on the screen—see the following page for more on moving the self-view.

Make self-view sticky (always shown).

Maximize/minimize self-view.

❹

Press **Back** to exit the menu.

Use **Arrow keys, OK** and **Back** for this.

Camera Control

Pan, tilt and zoom controls.

Camera
Change the Position of a Picture-in-Picture on the Screen

Moving a PiP

1

With self-view activated (see previous page) or a layout involving a picture-in-picture, navigate to **Layout** (▦) in the upper right corner and press **OK**. The **Layout** icon will appear only when relevant.

2

The layout menu appears. Press **Arrow-down** to navigate to the self-view image.

3

The self-view image will now turn blue to show that it has been selected. Click **OK**.

4

Arrows will now appear to indicate that the self-view image can be moved. Possible new locations are indicated.

5

Use **Arrow** keys to move the image. Press **OK** when finished.

6

The image will now assume its original size.

As long as self-view (what others see of you) is not shown full size, it is shown as a PiP (picture-in-picture).

You may also set up a layout showing the other party as a PiP when content is shared. However, in this case we use self-view as example.

You may want to have self-view activated during a presentation to ensure that you always remain visible to the others.

During presentations you may experience that the PiP blocks important parts of the shared content on your screen. This is why your system allows you to move the PiP.

Note that this will not affect how you appear to the other participants. This is a setup affecting your screen only.

Camera
Far end Camera Control

About Far End Camera Control

1

Navigate to **Participants** and press **OK**. A list of the participants will then appear.

2

Select the participant, whose camera you want to control and press **OK**. If you select **Drop** and press **OK**, you will exit the camera control menu.

3

To control the far end camera navigate to **Camera** and click **OK**.

4

Adjust **Pan**, **Tilt** and **Zoom** as per your liking. Use **OK** or **Back** to exit.

Many video systems have a remotely controllable camera. Such systems allow you to use a remote control to change pan, tilt, and zoom.

If the far end (those you are in a meeting with) have such a system, you may control their camera during the call.

IP address
10.47.38.40

MAC address
00:50:60:07:1C:75

SIP proxy
10.47.8.136 (Registered)

Software
ce8.0.0 Beta3 (TEST SW, ce-8.0.0-beta3-179-
gdf4f956)

Devices
Cisco TelePresence SX20

Advanced settings   Restart

The video endpoints whose use is described in this guide can be configured via the Touch screen controller or via its web interface. For full access to all configurable parameters the web interface must be used—the Touch pad provides access to a limited set of parameters only.

The web interface is described in a guide available separately for download.

Settings

Settings
Gain Access to the Settings

About Settings

❶

To gain access to the *Settings* menu, navigate to the upper left corner of the screen and press **OK** on the remote control. Then navigate down to *System Information* and press **OK** again.

❷

The *Settings* shows basic information about the system as well as providing access to the Setup Wizard and the ability to force a restart of the system.

The System information page provides information on IP address, MAC address, SIP Proxy, software version installed and device name.

The system can be restarted from here and setup wizard is available via *Advanced settings*.

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