

Cisco TelePresence

SX10, SX 20, SX 80
MX 200 G2, MX 300 G2
MX 700, MX 800,
Spark Room 55

User Guide

D1534503B User Guide Cisco TelePresence Touch 10”
Produced March 2017 for CE8.2
All contents © 2010-2017 Cisco Systems, Inc.
All rights reserved





What's in this guide (I)

Introduction to Video Conferencing

Best Practice	5
Tour the Touch Screen	6
Log Onto a System with Your Own Credentials	7
Room Control Using Touch10	8

Video Calls

Place Call From Contact List	10
Edit a Contact List Entry, then Place the Call	11
Place Call Using Name	12
Place Call Using an IP Address	13
Place Call Using Number	14
Receive Call	15
Receive Call While in Another Call	16
Transfer	17
Consult and Transfer	18
Disconnect Yourself From Call	19
A few words on microphone behavior and privacy	20
Put Call on Hold and Resume a Call on Hold	21
Change Call Rate	22
Enable Do Not Disturb	23
Enable Standby	24
View Keypad While in a Call	25
Add Additional Participants to Existing Call	26
Add Incoming Call to Existing Call	27
View Meeting Participant List	28
Manage Conference Call Layout	29
Lock Speaker	30
Disconnect Participant from Call	31

Intelligent Proximity

Intelligent Proximity	33
Activate and Deactivate Intelligent Proximity	34

Sharing Content

Start and Stop Presentation in a Call	36
Change Presentation Layout In a Call	37
Presentation Outside Calls	38

Scheduled Meetings

View Meeting List	40
Join Scheduled Meeting	41
Parallel Meetings	42

Contacts

Directory	44
Call Recents	45
Favorites	46
Add Someone to Favorites, While in a Call	47

Camera Control

View Camera Settings	49
Add Camera Position Preset	50
Edit Existing Camera Position Preset	51
Speaker Tracking	52
Snap to Whiteboard	53
PresenterTrack	54
Control Own Camera	55
Manage Selfview	56
Resize the Selfview PiP	57
Move the Selfview PiP	58
Control the Camera of the Other Participant	59

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

To go between chapters, you may also click on the icons in the sidebar.

Note! Some of the features described in this user guide are optional and they may therefore not apply to your system.



Contents

What’s in this guide (II)

Settings

Gain Access to the Settings61

Ringtone & Sound..... 62

Camera Control 63

Main Source Selection 64

Display 65

Select Language 66

System Information..... 67

Call Status 68

Diagnostic Mode..... 69

Restart System 70

Administrator71

Administrator Settings–Tracking..... 72

Administrator Settings–Set Date and Time 73

Administrator Settings–Call Details 74

Administrator Settings–Provisioning Wizard 75

Administrator Settings–Multipoint Mode 76

Administrator Settings–Pairing 77

Administrator Settings–IP & VLAN, Codec 78

Administrator Settings–Network Status Codec 79

Administrator Settings–IP & VLAN, Touch..... 80

Administrator Settings–Network Status Touch 81

Administrator Settings–SIP 82

Administrator Settings–H323 83

Administrator Settings–EMC Resilience Mode..... 84

Administrator Settings–Factory Reset..... 85



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*.
- Do not forget to rehearse to the extent needed.

In the Meeting Room

- Make sure the microphone is placed at the front of the table to ensure that all speech will be detected. The best position is at least 2m (6.5') in front of the system, on a flat surface with at least 0.3m (1') of table in front.
- Directive microphones should point away from the video system.
- Make sure that no obstacles block the view to the microphone at all times.
- Microphones should always be placed away from noise sources like computer and projector fans placed on the table.

The noise from such sources is often perceived as surprisingly loud by the remote participants.

- If you use a document or whiteboard camera try to arrange the participants so that the camera is close to the leader of the meeting, or alternatively, close to a designated controller.
- When a whiteboard is used, the meeting will be perceived as better to the remote participants if the whiteboard is visible through the main camera, as well as through a dedicated whiteboard camera. Broadcasting companies normally do this to let viewers see that the presenter actually is in the same room.
- Remember to arrange all the peripherals so that one participant can reach each of them to point, change the display, record or perform other functions during the conference.
- To help ensure the most natural meeting environment, position the camera on the top center of the receiving monitor, if possible. The camera should point directly at the meeting participants to guarantee eye contact with those at the far end. Check this out by means of the Selfview feature of your video system. The Selfview shows what the remote

party can see from your system (the outgoing video).

- If you are going to share content you will normally make use of duo video. That implies the use of two video streams, one showing the presentation and the other showing the presenter—or the group of presenters. Smaller systems may force you to choose between watching the presentation or the presenter.
- For duo video some attention is needed. Duo video is sometimes shown side-by-side with half the screen showing the presentation and the other half showing the presenter. Provide the impression that you seem to look towards the presentation instead of the impression that you sit with your back towards it, when all is viewed on the remote monitor. If in doubt, look straight into the camera to avoid this situation.

Ease of Use

- To help meeting participants dial, add presentations and use other functionality during a call, consider stationing a poster, table tent or other quick-reference guide in the room.

Other Tips

Use Camera Presets

Cisco TelePresence systems let you create predefined zoom and camera pointing directions (pan and tilt). Use these to zoom into the person speaking, if appropriate. Do not forget to zoom out again afterwards.

Loudspeaker Volume

The audio system will use the loudspeakers built into the monitor or the Cisco Digital Natural Audio Module.

For some systems you can set the default volume level by adjusting the volume on the monitor with the monitor remote.

Brightness Control

To adjust brightness, colors or other settings of the monitor, use the monitor's own remote control. Adjust the monitor to suit the conditions of the conference room. The monitors supplied by Cisco have on-screen menus that are very easy to use. For more information on configuring the monitor as such, see the corresponding user guides and administration manuals.

Introduction to Video Conferencing

Tour the Touch Screen

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

Room control (see page 8)

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

Tap **Camera** to activate selfview and camera settings.

Time of day is indicated in the upper right corner.



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

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

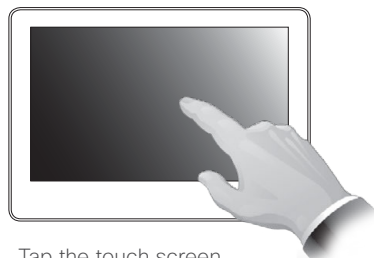
Tap **Meetings** to invoke a list of upcoming scheduled meetings.

Tap **Messages** to invoke the voice mail system, if applicable.

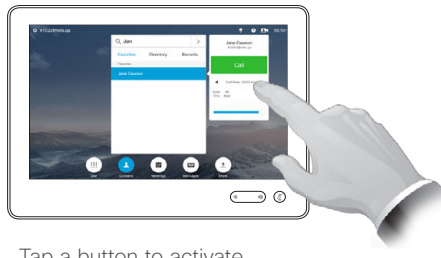
Press and hold the left side of the **Volume** button to decrease the loudspeaker volume and the right side to increase the volume.

Tap **Share** to start sharing content and to conduct presentations.

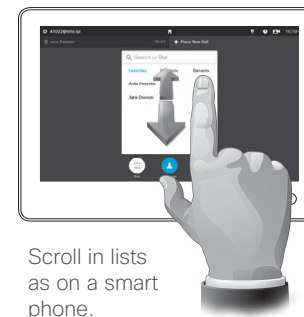
Press the **Microphone** button to mute / unmute microphone.



Tap the touch screen to wake up the system, if needed.



Tap a button to activate its function.



Scroll in lists as on a smart phone.

About Do Not Disturb

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.

Note! Your video system may, or may not, display all the icons shown here. Some of the features described in this user guide are optional in certain markets and they may therefore not apply to your system.

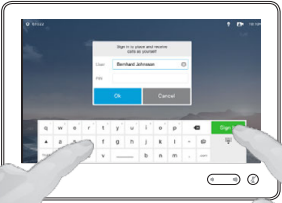
Log Onto a System with Your Own Credentials

About Hot-desking

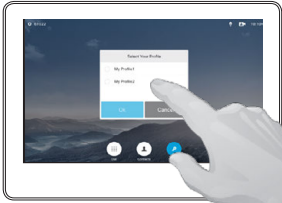
- 1



Tap **Sign In**.
- 2

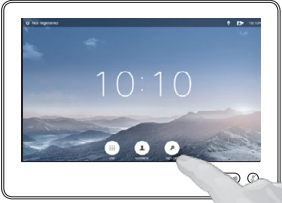


Type in your credentials and tap **Sign In**.
- 3

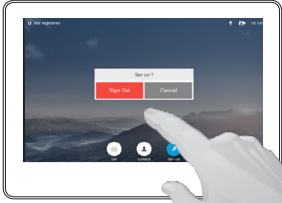


Select your profile among those you may choose between.
- 4

The system will confirm a successful sign-in. You will now receive calls destined for you.
- 5



To sign out tap **Sign-out**.
- 6



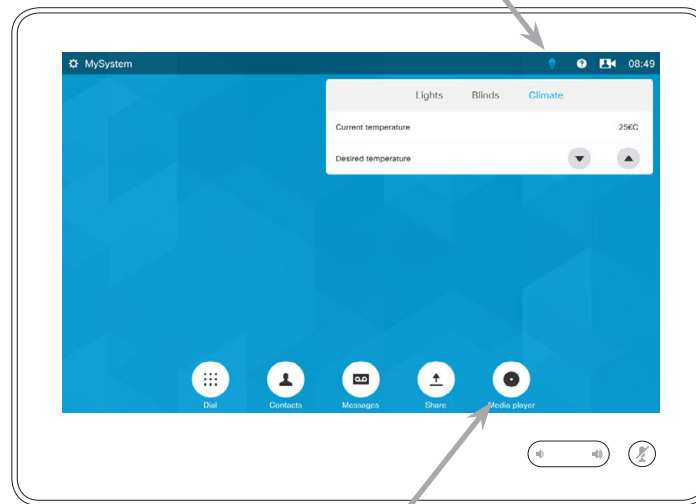
You will be prompted to confirm your intentions.

Video systems located in meeting rooms and quiet rooms and running under CUCM (Cisco Unified Communications Manager) may allow you to log in to the video system with your own personal credentials.

CUCM will then route all incoming calls destined for you to that specific video system.

Room Control Using Touch10

Use this icon to access global in-room settings, which need to be accessible at all times. This typically includes light, curtains, temperature etc. The icon itself may look different, but the location of the icon is always as shown, when applicable.



In addition you may have settings appearing only when in a call or only when outside a call. At any rate, the access icon for this will always be located here, when applicable.

About Room Control

Your video system may have the optional ability to control certain room settings, like temperature, blinds, curtains and light directly from the Touch 10 control.

These optional settings are either always available or context sensitive (appearing only in a call or only outside a call).

Exactly which settings that are available depends on the configuration created by your video support team. The screen-shot shown at left is just one example of how it could be.



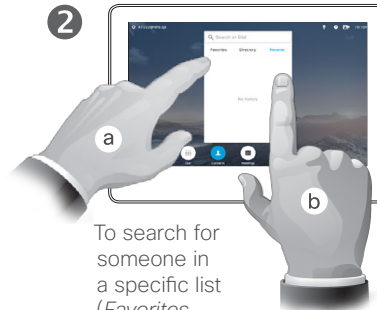
Video Calls



Place Call From Contact List



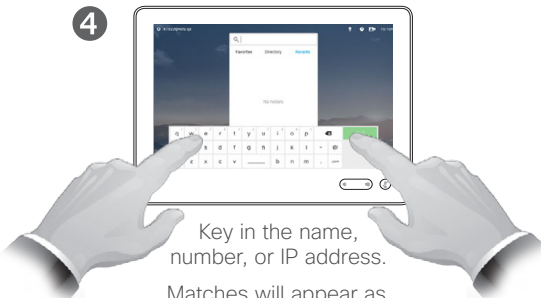
Tap **Contacts**.



To search for someone in a specific list (*Favorites*, *Directory* or *Recents*), tap that list (a) and then scroll down (b) to locate the entry.

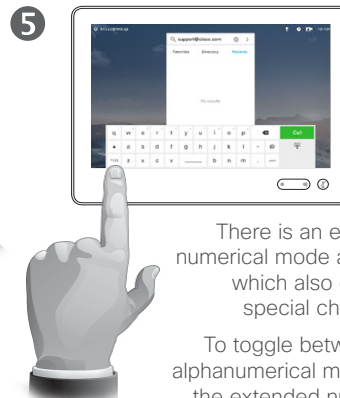


Alternatively, tap the **Search or Dial** field. This will invoke the virtual keyboard.



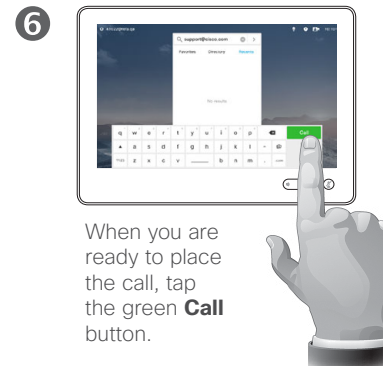
Key in the name, number, or IP address. Matches will appear as you type.

Tap and hold * to type the point sign used in IP-addresses.



There is an extended numerical mode available, which also contains special characters.

To toggle between the alphanumeric mode and the extended numerical mode tap the key in the lower left corner of the keyboard.



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

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.

You may clear the *Recents* list for privacy reasons, see [“Call Recents” on page 47](#).

The following options apply:

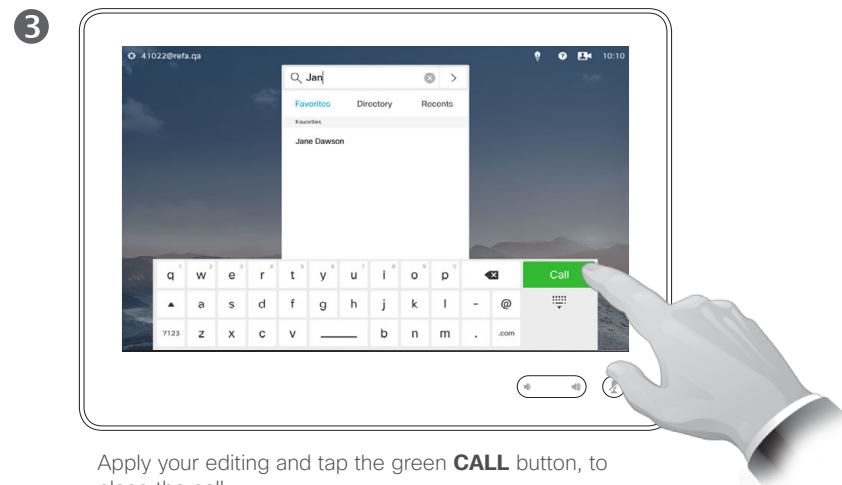
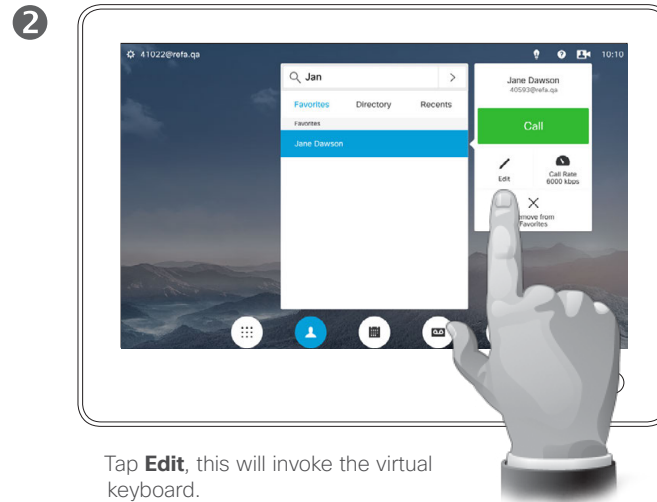
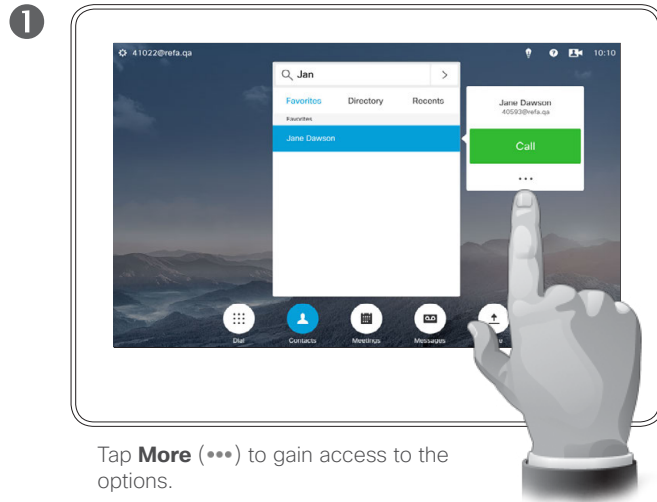
- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling; change the call rate and remove the entry from *Recents*.

Edit a Contact List Entry, then Place the Call

About Entry Edits

For how to enter the Contact list, see the previous page.

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.



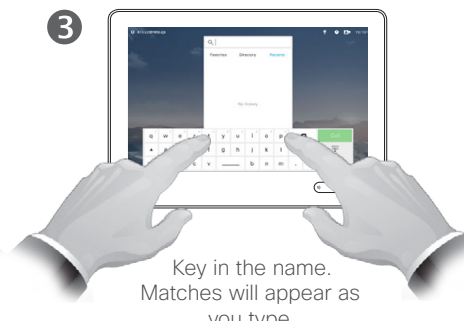
Place Call Using Name



Tap **Dial** to invoke the numerical dialpad.



Tap **Keyboard** (⌨) to invoke the virtual keyboard.

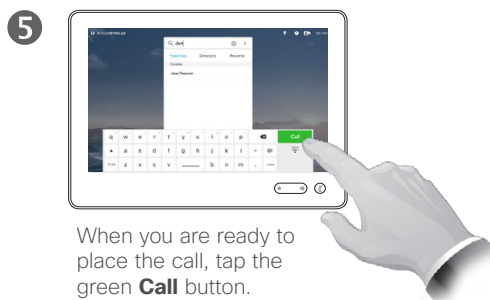


Key in the name. Matches will appear as you type.



There is an extended numerical mode available, which also contains special characters.

To toggle between the alphanumeric mode and the extended numerical mode tap the key in the lower left corner of the keyboard.



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

About Placing Calls

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

Anyone you have previously called will appear in the *Recents* list (until you clear that list) and you may then transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.

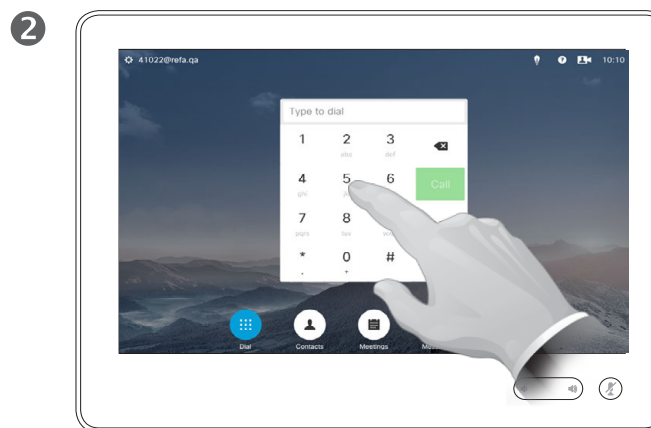
Calling extensions. Sometimes you may be urged to enter numbers during a call, typically to reach extensions or to provide a pin code.

Tap **Keypad** (this button appears as soon as the call is placed) to invoke the keypad needed for this.

Place Call Using an IP Address

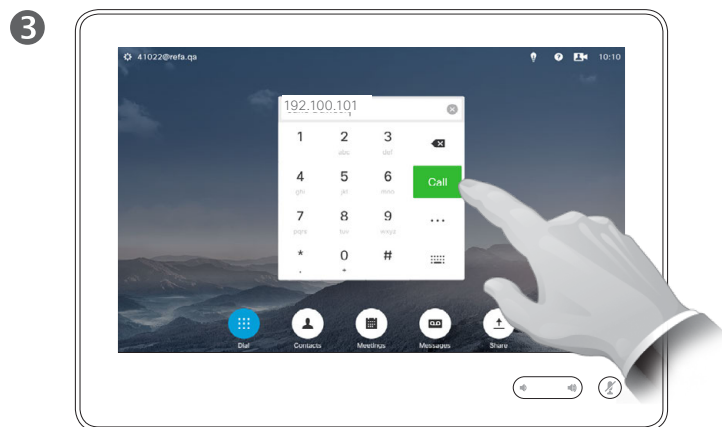


Tap **Dial** to invoke the numerical dialpad.



Type the IP address.

Tap and hold * to type the point sign used in IP-addresses.



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

About Placing Calls

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

Anyone you have previously called will appear in the *Recents* list (until you clear that list) and you may then transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.

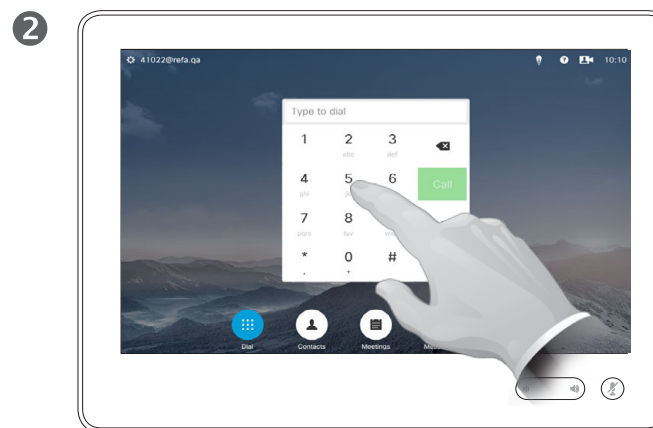
Calling extensions. Sometimes you may be urged to enter numbers during a call, typically to reach extensions or to provide a pin code.

Tap **Keypad** (this button appears as soon as the call is placed) to invoke the keypad needed for this.

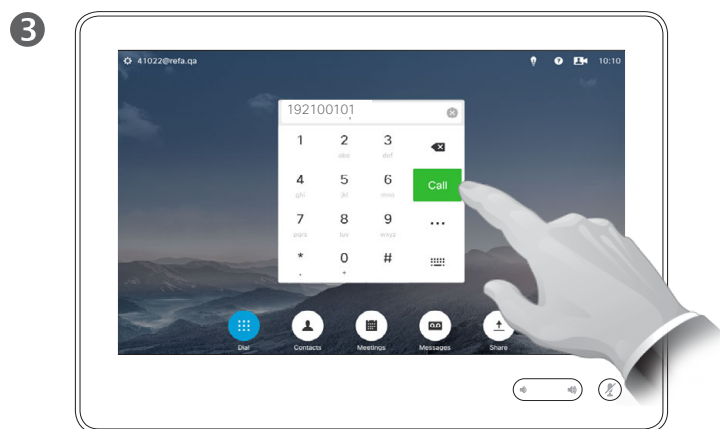
Place Call Using Number



Tap **Dial** to invoke the numerical dialpad.



Type the number.



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

About Placing Calls

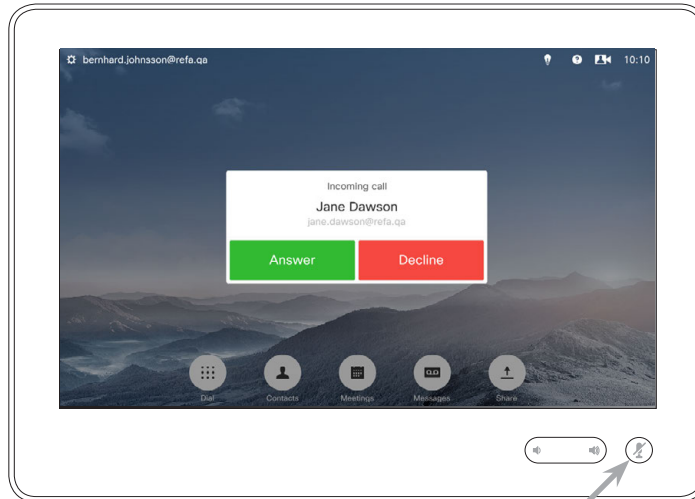
You may call someone who is not listed in your list of contacts by keying in their name, address or number using the virtual keyboard of the Touch pad.

Anyone you have previously called will appear in the *Recents* list (until you clear that list) and you may then transfer any of them to your list of *Favorites*. This is described in the section *Contacts*.

Calling extensions. Sometimes you may be urged to enter numbers during a call, typically to reach extensions or to provide a pin code.

Tap **Keypad** (this button appears as soon as the call is placed) to invoke the keypad needed for this.

Receive Call



If your system permits automatic response to incoming calls (*Auto Answer*) you may want to mute the system microphone(s), to preserve privacy.

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

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.
- If you ignore the call, the calling party will perceive this as if you were absent (you did not pick up the call).
- You may want to set your system to respond automatically to an incoming call (*Auto Answer*). This is described in [“Administrator Settings–Call Details” on page 76](#). Observe that your video support team may have password protected this menu.
- If you choose to activate *Auto Answer* you may want to mute the microphone to preserve privacy. This must be set up manually every time.

Receive Call While in Another Call

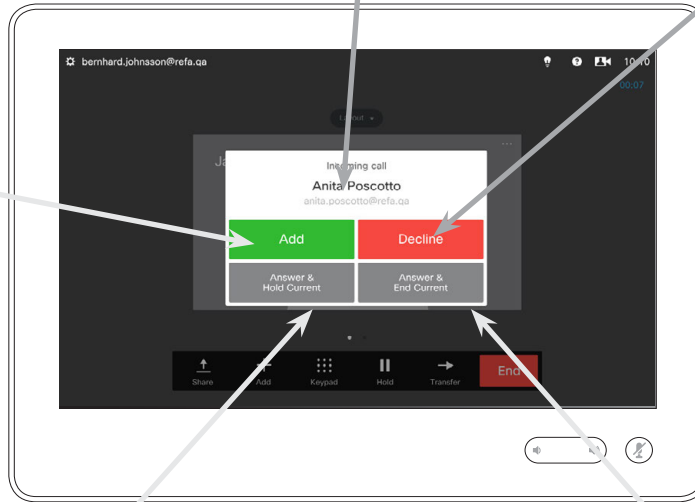
About the Options

Add: If your system is equipped with the MultiSite option you may merge the incoming call with the existing.

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

The identity of the new incoming call.

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



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

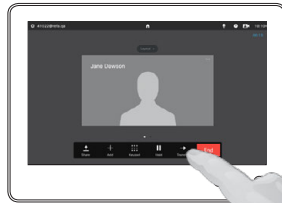
Accept the incoming call, while ending the current call or group of calls.

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

Transfer Call

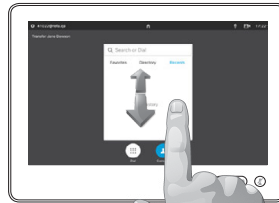
Transfer

1



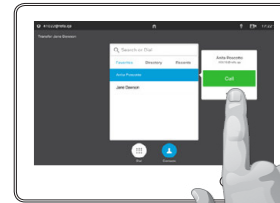
In a call tap **Transfer**.

2



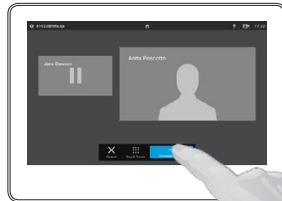
Locate whom to call in the usual way.

3



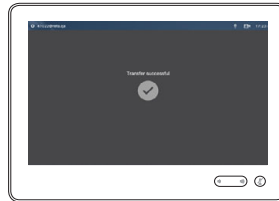
Place the call in the usual way.

4



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

5



The call will be transferred.

About Transfer

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

The scenario described on this page is the unattended transfer, where you transfer the call to someone else without consulting that person before the transfer is carried out.

If you consult the person first, you will transfer after having used the swap feature—see the next page for more on this.

Transfer Call

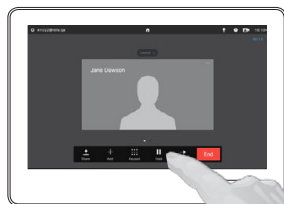
Consult and Transfer

About Consult and Transfer

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

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

1



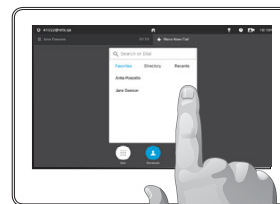
Assume that you are in a call. Tap **Hold**.

2



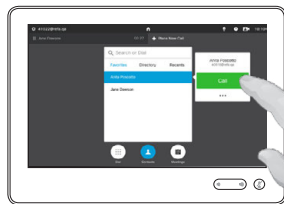
Tap **+ Place New Call** or tap **Resume** to go back to the one you were in call with (to undo your action).

3



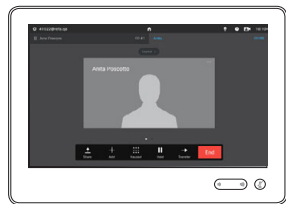
Locate whom to call in the usual way.

4



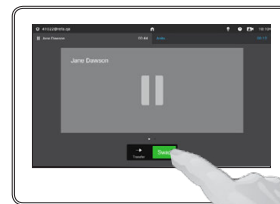
Place the call in the usual way.

5



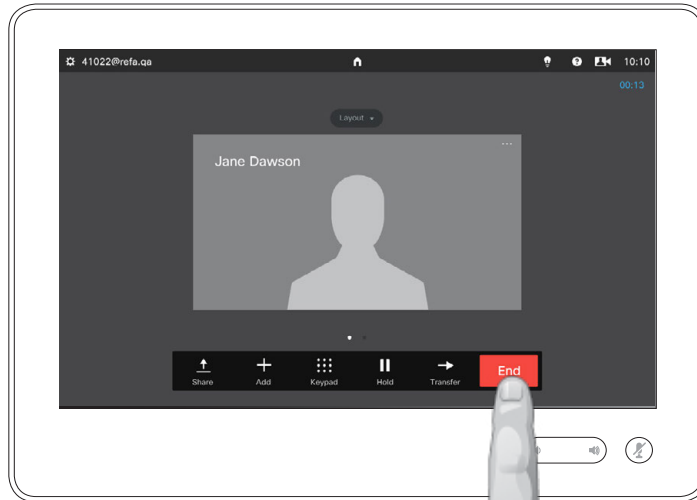
You are now in the new call while the one you were in call with still is on hold.

6



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

Disconnect Yourself From Call



To disconnect yourself from a call, tap **End**.

About Disconnecting Yourself

Tapping **End** in a call will disconnect yourself from a call. In a call with two parties only, this will then terminate the call.

In a conference call with multiple participants tapping **End** will terminate your participation only if you are a regular participant.

However, if you are the host of such a conference, i.e. the one who initiated it, tapping **End** will cause the entire conference to terminate.

A few words on microphone behavior and privacy

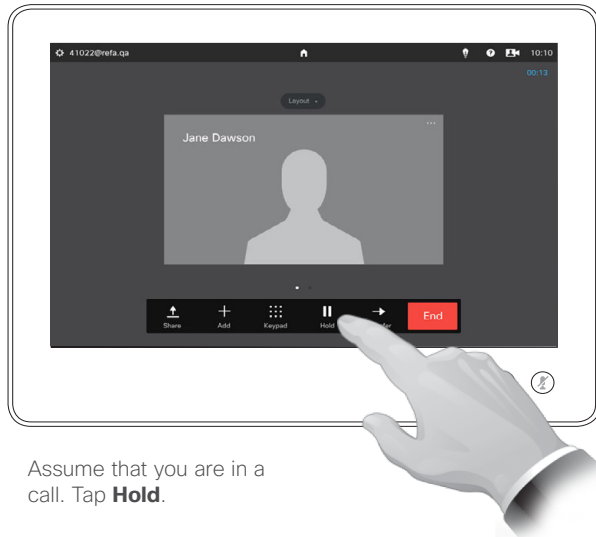
The **Mute** button has an LED indicating whether the microphone is transmitting or muted.



The microphone will transmit only when the green LED is illuminated!

Put Call on Hold and Resume a Call on Hold

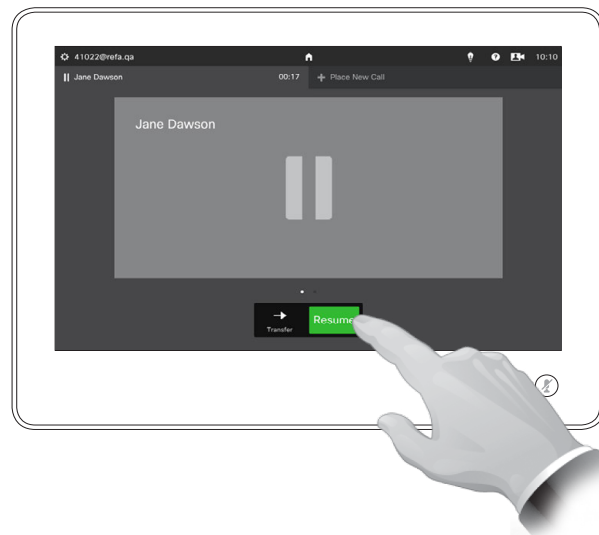
1



Assume that you are in a call. Tap **Hold**.

2

Tap **Resume** to go back to the one you were in call with (to undo your action).



About Putting on Hold

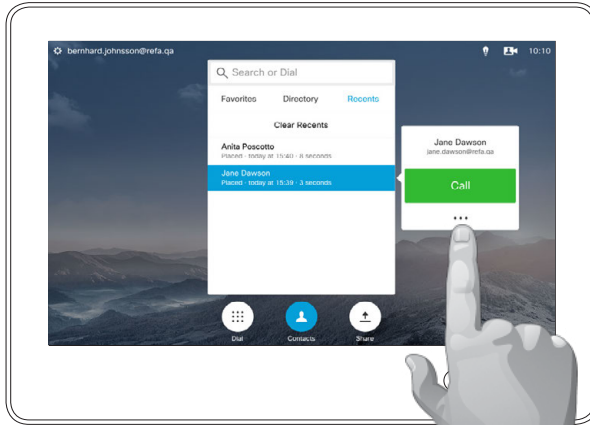
Putting someone on hold is typically something you do as an initial step when transferring someone to another person, but it may also be used when you need to consult a person or as an alternative to muting also including stopping the video transmission.



Call Rate

Change Call Rate

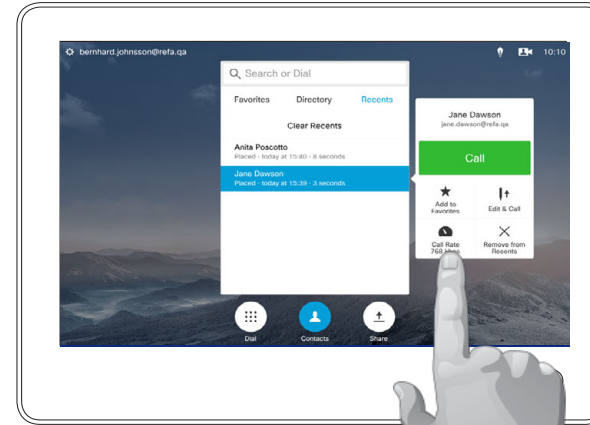
1



This can only be done before you call someone.

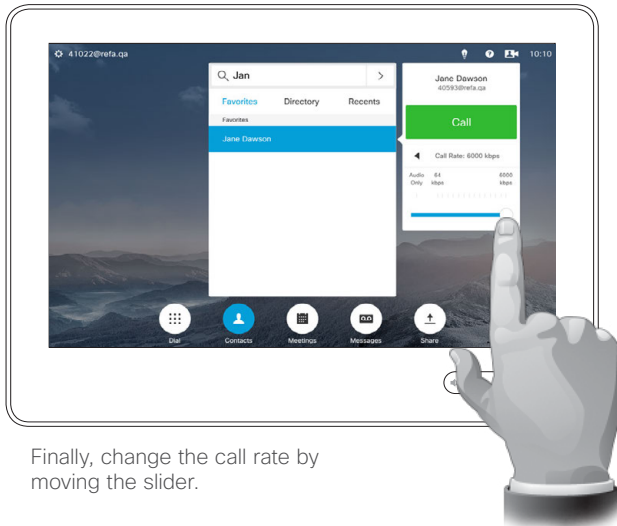
Tap **More** (•••) to gain access to the options.

2



Then tap **Call Rate**.

3



Finally, change the call rate by moving the slider.

About Call Rate

Call rate is the term used to express the amount of bandwidth allocated to the call and is measured in kbps (kilobits per second).

The higher the call rate is, the better the quality will be, but on the expense of higher bandwidth consumption.

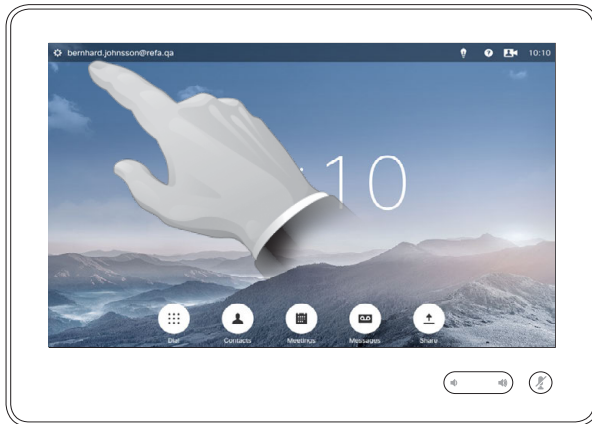
The system comes with a default call rate. This is set by your video support team as a part of the *Administrator Settings* (password protected).

Why would you like to temporarily change this setting? In most cases you will use it to avoid choking the video call when you try to call someone at a higher rate than their system and connection support.

Call rate cannot be changed during a call, but you may change it just before you place a call, as outlined here.

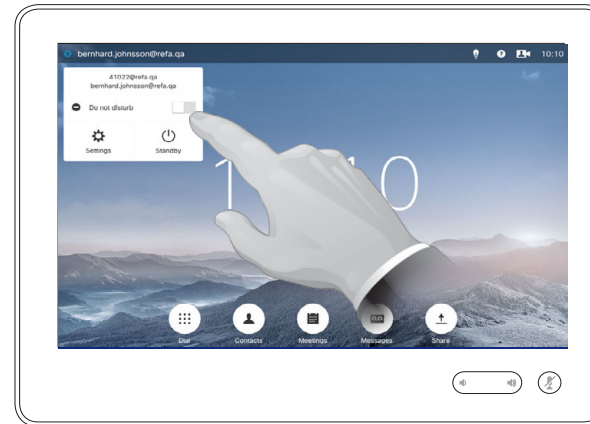
Enable Do Not Disturb

1



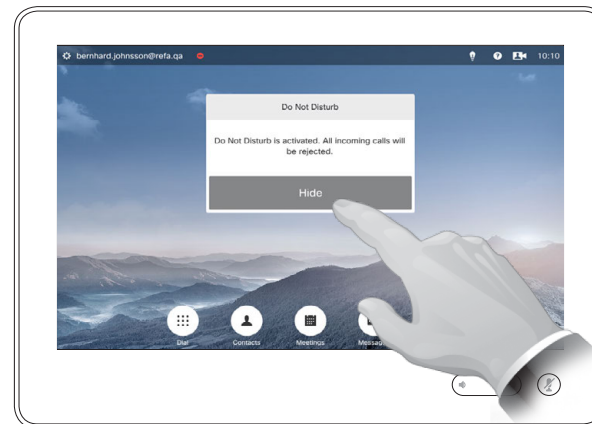
Tap the field in the upper left corner.

2



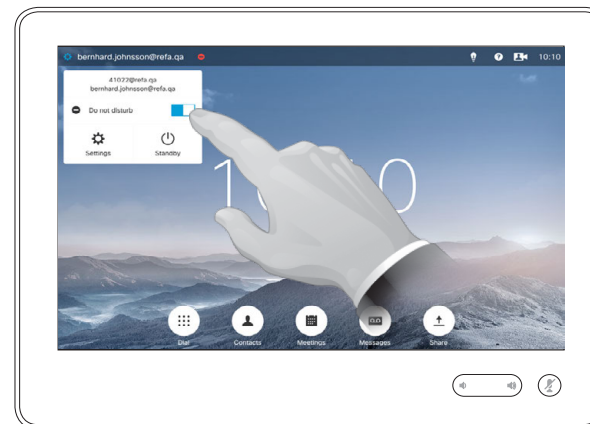
Tap **Do not Disturb**, as shown. The feature will now be active.

3



Tap **Hide** to remove the message that appears, telling you that *Do not disturb* has been activated.

4



To deactivate the feature, repeat the procedure.

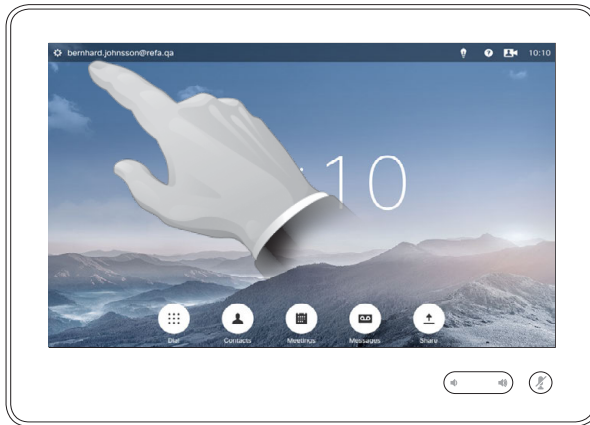
About Do Not Disturb

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

Your video support team may have set a time-out on this feature, after which the system will return to respond to incoming calls as usual. Default time-out setting is 60 minutes.

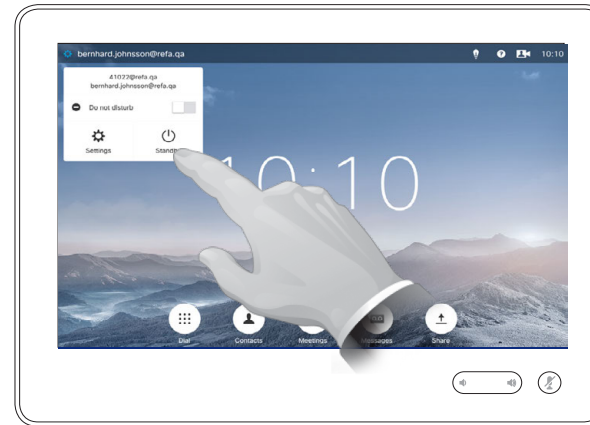
Enable Standby

1



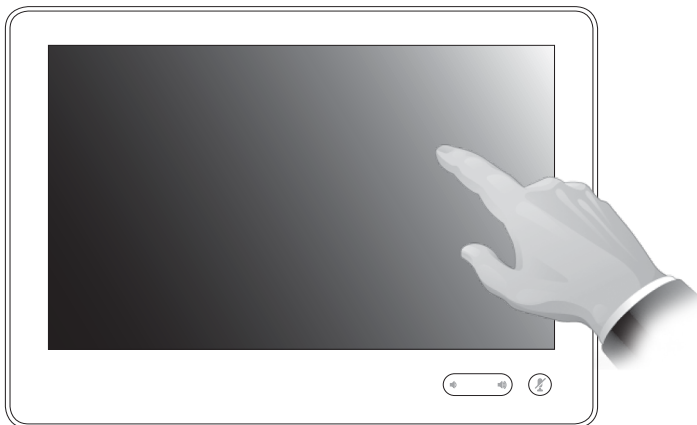
Tap the field in the upper left corner.

2



Tap **Standby**.

3

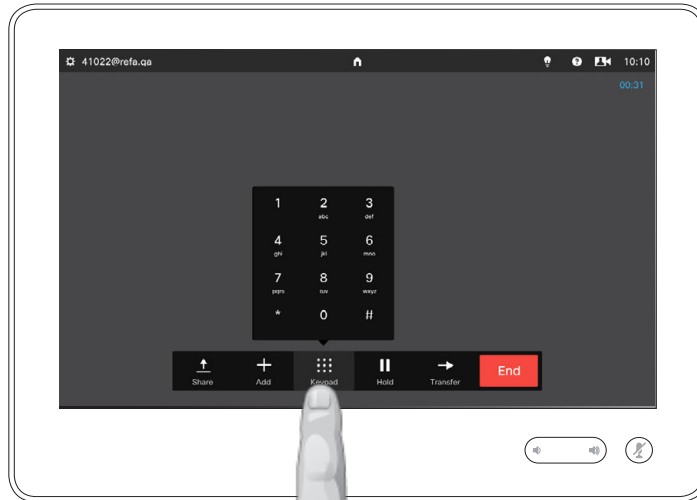


The screen will turn itself off after a few seconds. Tap the screen to wake it up.

About Standby

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

View Keypad While in a Call



In a call, tap **Keypad**.



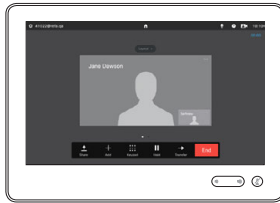
Using Keypad in a Call

In a call you may get prompted to submit numbers to be able to reach an extension or otherwise gain entrance to something (for example by means of a PIN-code).

To be able to submit this you will need to invoke the keypad on the touch screen.

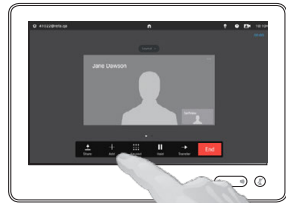
Add Additional Participants to Existing Call

1



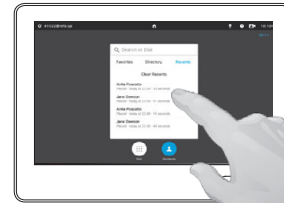
Assume that you already are in a call. This call may have been initiated by you or by someone else (someone called you).

2



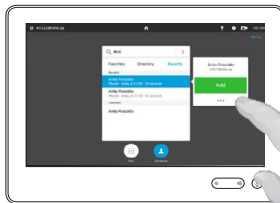
Tap **Add**.

3



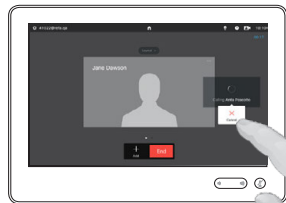
Locate whom to call, in the usual way.

4



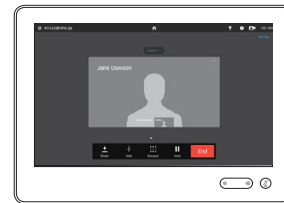
Place the call, in the usual way. You may alter the *Call settings* of that call before you place it—see side bar for more.

5



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

6



You have now established a conference.

You may repeat this procedure to the extent permitted by your video infrastructure.

About Video Conferences

Your video system may be equipped with the capability to initiate a video conference with several participants.

The maximum number of participants supported by your video system will depend on system configuration and the video infrastructure. If in doubt, contact your video support team.

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

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

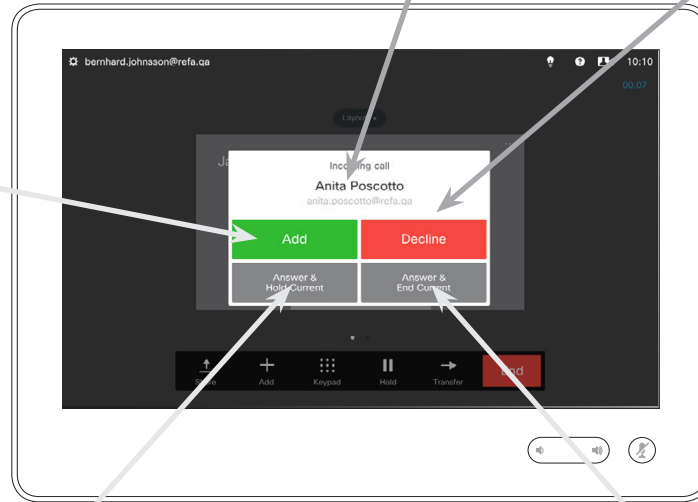
Call settings. Those you call may have video systems with different bandwidths. You are not constrained to set all participants to a bandwidth that all systems support. The *Call rate* may be set individually for all participants in order to provide everyone with the best quality available for their system. See [“Change Call Rate” on page 22](#).

Add Incoming Call to Existing Call

Add: Provided that your system supports it: Accept the incoming call and merge it with the ongoing call.

Some systems may accept that you merge the incoming call with the existing, but as an audio-only call.

You may be prompted to put the current call (or group of calls) on hold before merging can take place.



The identity of the new incoming call is stated here.

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

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

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

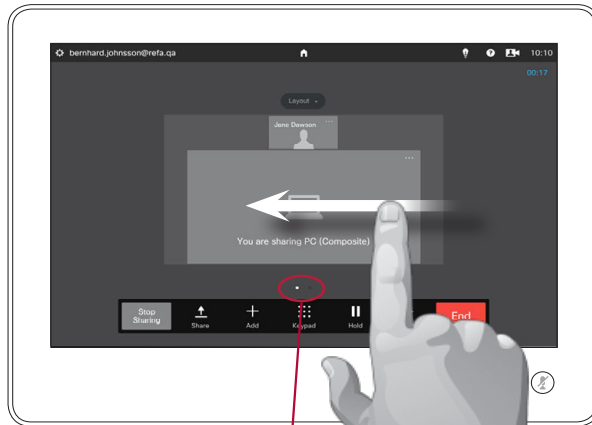
About Adding Incoming Calls

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

- You may decline the call and continue with what you were doing.
- You may put the current call on hold and accept the new call. At any time you may swap between the two.
- You may transfer the incoming call to someone else, including the one you were talking to.
- You may, after putting the incoming call on hold, later decide to merge this call with the existing (optional feature).
- You may merge the incoming call directly with the ongoing call (**ACCEPT & MERGE**). This applies to MultiSite equipped systems only.

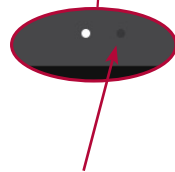
View Meeting Participant List

1

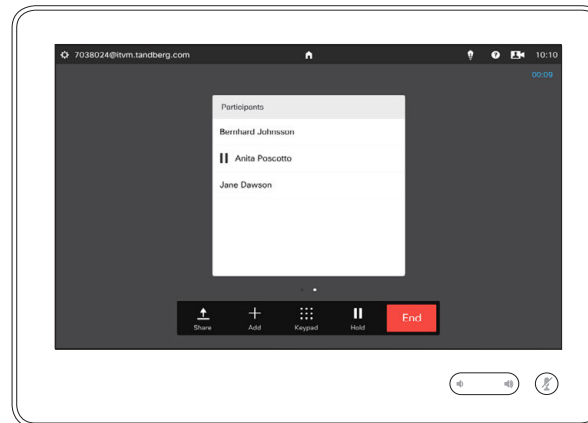


In a call, swipe your finger horizontally to the left...

...or tap the little dot not shown in white.



2



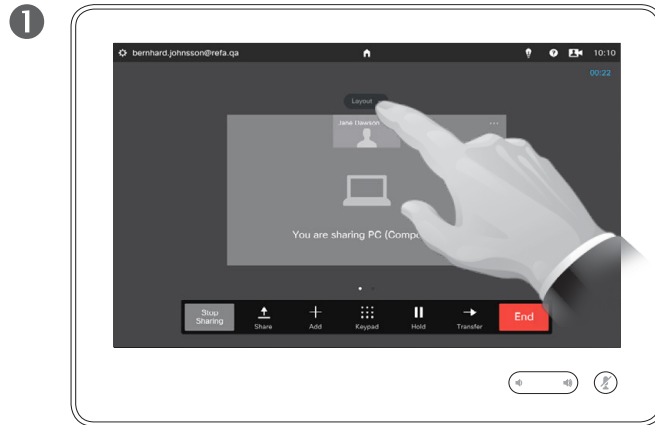
The list will show all the participants, who is speaking for the time being, who is sharing content (if applicable), as well as who has been put on hold (if applicable).

Using Participant List

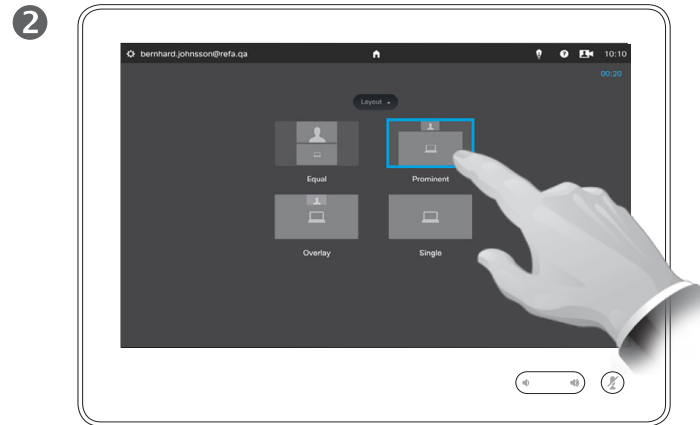
This is a convenient way to obtain information about all the participants and their current status.

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

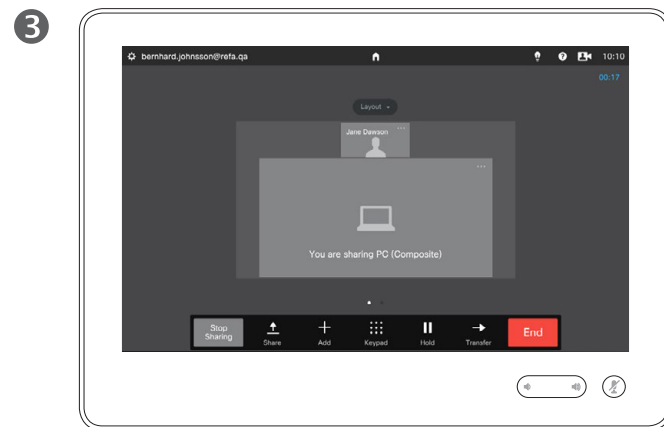
Conference Calls with Multiple Participants Manage Conference Call Layout



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



Tap the new preferred layout.



The new layout will now be put in effect.

About Layout Options

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

The WYSIWYG (what you see is what you get) principle applies even here.

Including a Selfview

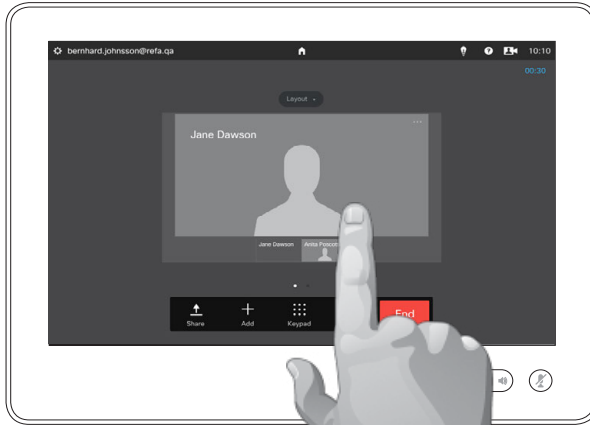
Selfview (what the others see from your video system) may be added to any layout in the usual way. To invoke the selfview See [“Manage Selfview” on page 58](#).

If needed, you may also move the selfview to a different location.

See [“Move the Selfview PiP” on page 60](#).

Lock Speaker

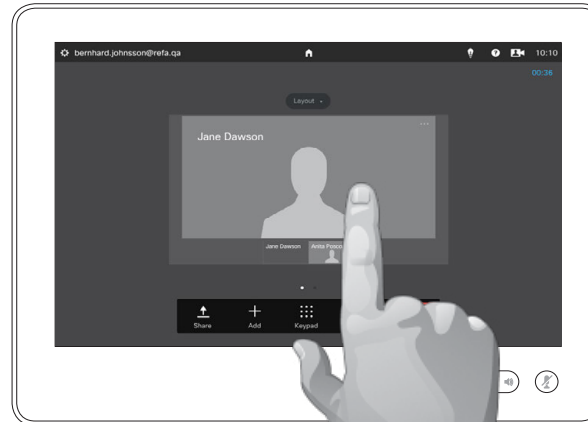
1



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

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

2



Tap **Lock as speaker**.

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

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

About Lock speaker

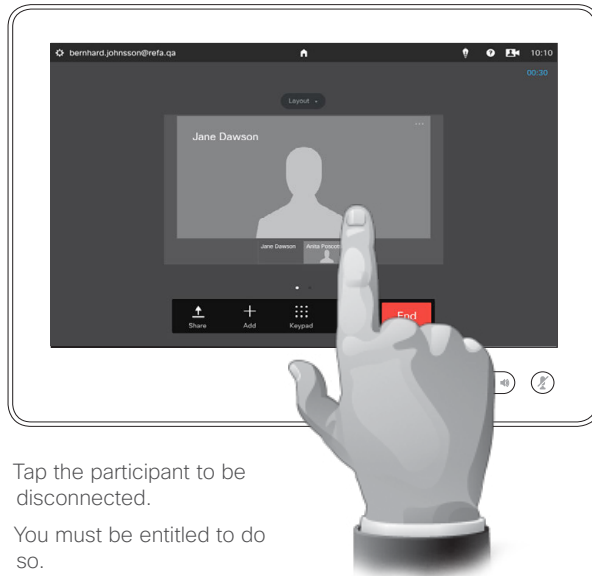
In a video conference with several participants the one who speaks will, as default, be shown as the large image (provided you haven't set up the layout otherwise). This is referred to as *voice switching*.

However, you may want to keep showing one of the participants as the prominent speaker, typically shown larger than the others.

To make this happen activate the function *Lock as speaker*, as shown on this page.

Disconnect Participant from Call

1

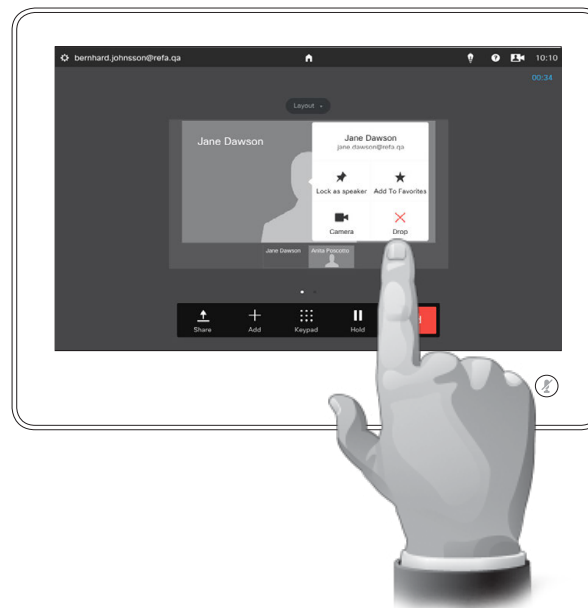


Tap the participant to be disconnected.
You must be entitled to do so.

You may also invoke the list of participants and tap a participant in that list.

2

Tap **Drop** to disconnect the selected participant.



About Disconnect

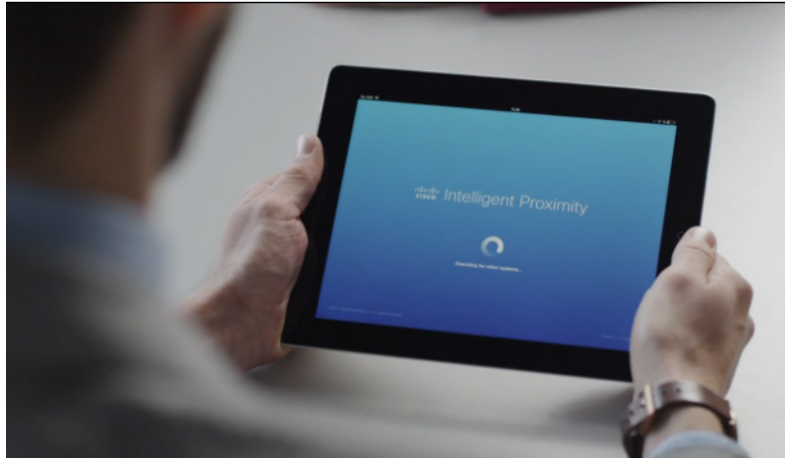
Any participant entitled to it may disconnect any of the other participants. Tap the participant, either in the view as shown, or in the list of participants (see [“View Meeting Participant List” on page 28](#)). Then tap **Drop**.



Intelligent Proximity



Control Your System Wirelessly Intelligent Proximity



About Intelligent Proximity

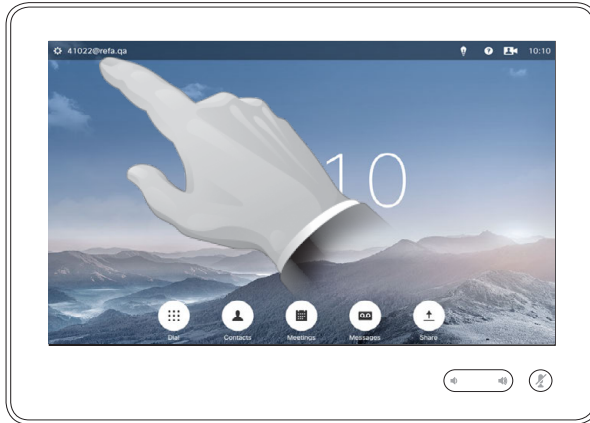
The Intelligent Proximity feature allows you to share, see and capture content from a video system wirelessly on your own device. You can also use your own device to control calls on the video system.

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.

Activate and Deactivate Intelligent Proximity

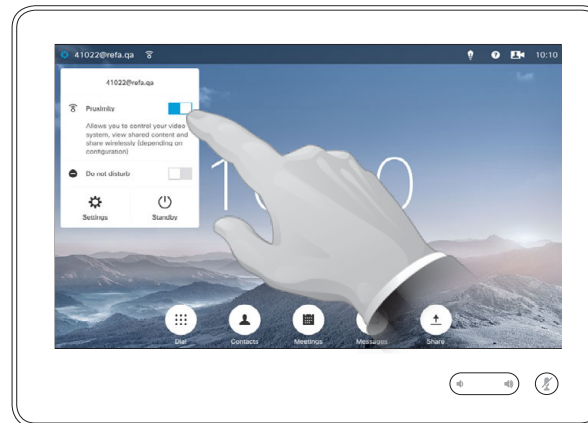
1



Tap in the upper left corner of the display.

2

Set **Proximity** to *On* or *Off* to activate or deactivate Intelligent Proximity.



About Activation

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.

To activate the feature, do as shown at left.

Observe that your video support team may have activated all of the features or just a subset of them.



Spark Connected Systems



Spark Connected Systems

Getting Started

Anyone can start using the Cisco Spark app for free.

- Create private 1-to-1 rooms and team rooms.
- Have group conversations that include people from within your organization as well as those who aren't. You can use Cisco Spark to chat with anyone in the app.
- Easily invite others to join up.
- Participate from a mobile device, computer, or web browser for anywhere, anytime collaboration.
- Have 1-to-1 video calls with people or start a 3-party video call from team rooms.
- 5GB of free content storage per user.
- Choose to be notified when new messages or files are posted.
- @mention people so they'll be notified of your message even if they've turned off notifications for a room.
- Review a history of messages and files so that everyone stays up-to-date regardless of time zone or location.
- Share content from other services, such as Box, or grab content from your desktop. Simply drag and drop the files that you want to share in to the room. All file formats are supported.
- Preview images and PDF, Microsoft Word, and PowerPoint documents instantly inside the room.
- Search for people, messages, and content.

- Add easy-to-use integrations to your rooms and webhooks to your favorite software tools.
- Integrate your mobile calendar and contacts.
- Join WebEx powered CMRs from the app.
- Dial SIP conference bridges and standards-based SIP video endpoints.
- Work confidently with end-to-end content encryption so that only the intended recipients can read shared messages and files.
- To get started check out:
 - <https://help.webex.com/community/spark>
 - <https://help.webex.com/community/spark/content>

About Using Spark

The Cisco Spark app is the place where teams work together, where their work lives, and how they stay connected to it all. Post messages, share content, and meet face-to-face using your favorite desktop and mobile devices.

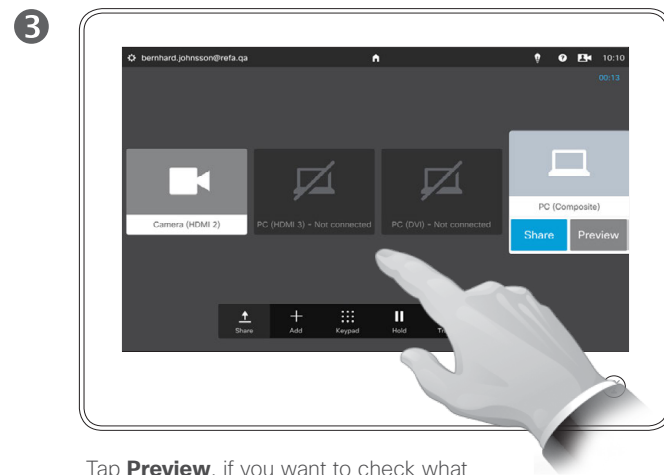
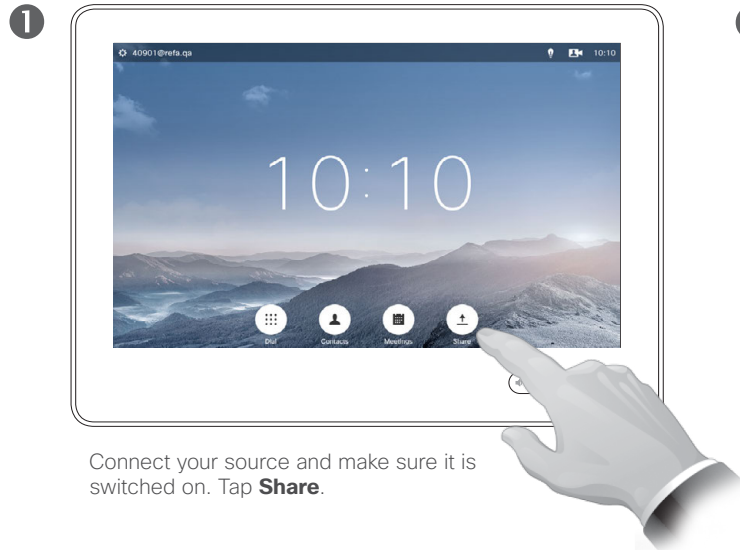
Everything is safely stored in the cloud. And you can access your content at any time. No more worrying if you have the latest version of a document or the most up-to-date information anymore. It's all right there in the Cisco Collaboration Cloud.



Sharing Content



Start and Stop Presentation in a Call



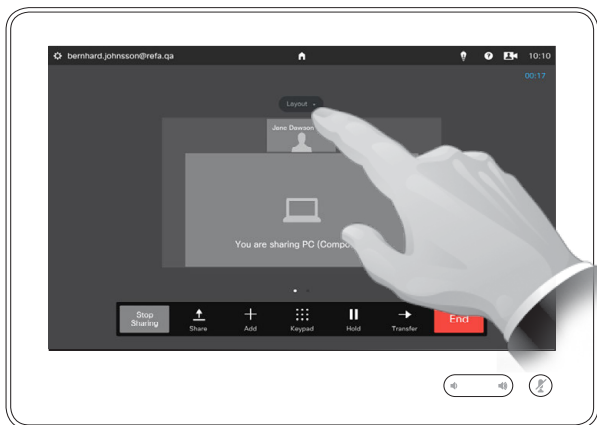
About Content Sharing

Your video system supports the ability to show presentations in a video call or video conference as well as outside a call (for more on this, see "Presentation Outside Calls" on page 40). The latter ability allows the system to be used for local presentations in a meeting room, thus extending the use of the video system and the room itself.

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

Change Presentation Layout In a Call

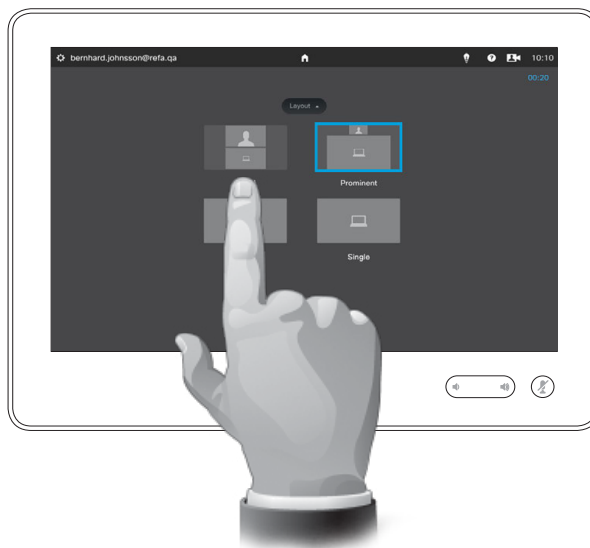
1



Tap **Layout** to invoke the layout options.

2

Select your preferred layout by tapping it.



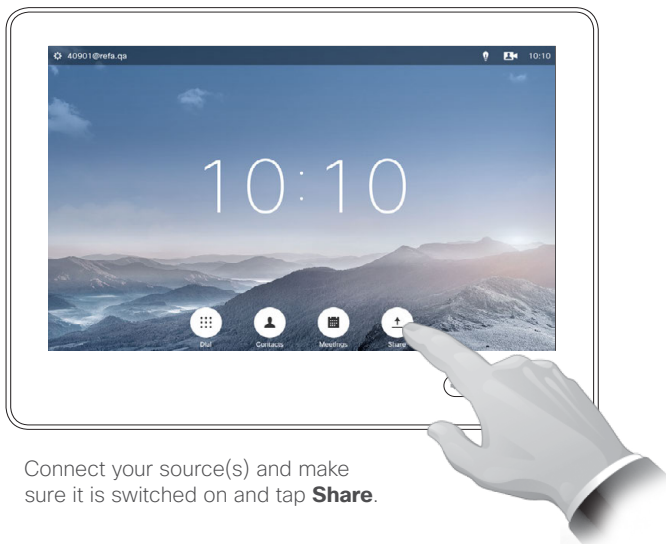
About Presentation Layout

You may change the layout of the screen during presentations. Typical options available will be with or without showing the presenter and showing the presenter as either a PiP (Picture in Picture) or PoP (Picture outside Picture).

The layout options available on your system may differ from those shown here, but the layouts shown are always those you may choose between.

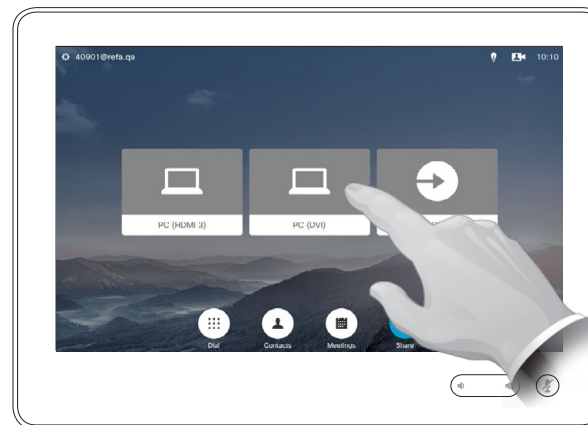
Presentation Outside Calls

1



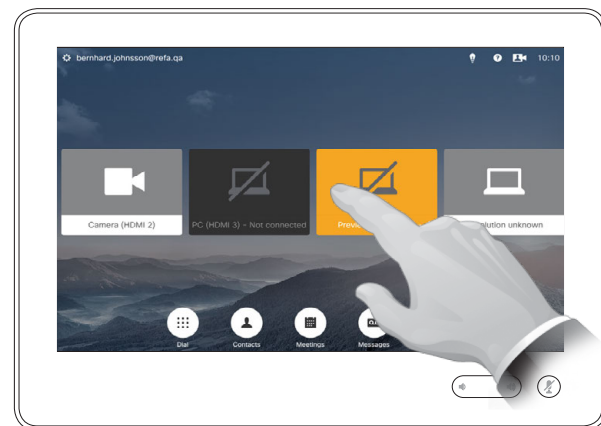
Connect your source(s) and make sure it is switched on and tap **Share**.

2



Tap the source avatar to display this source on you video system's display. For a dual screen system tap another source avatar (if applicable) to display that one as well.

3



Tap again to stop displaying the corresponding source, as shown.

About Local Sharing

You may show content on the system's screen(s), even if the system is not in a call.

What you then do is to utilize the Preview function (see also "Start and Stop Presentation in a Call" on page 38).

On video systems with dual screens you may share contents from two independent sources simultaneously. This can be done outside calls only. The option is not available in a call.

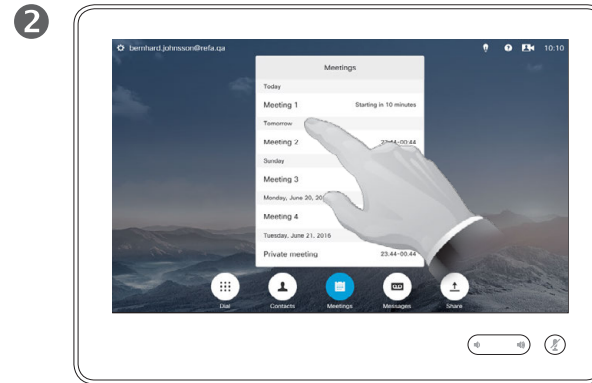
At left we use the dual display as example, but the principle applies to single screen systems as well.



Scheduled Meetings

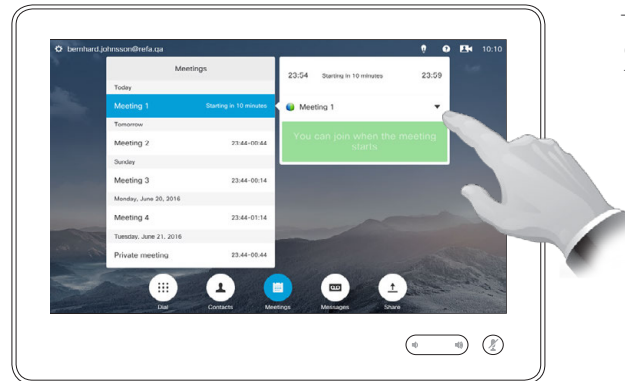


Scheduled Meetings View Meeting List

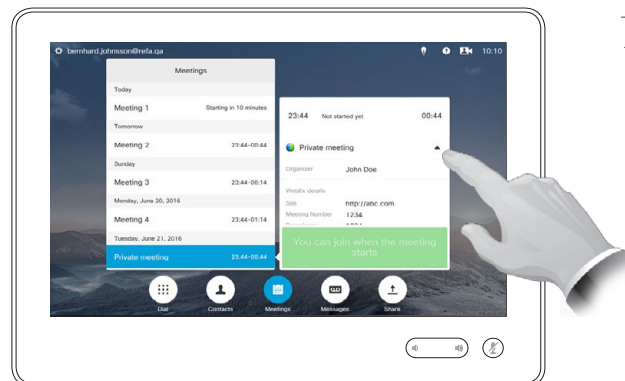


The meeting list will typically look like shown here.

Tap an entry in the list to obtain more information about the meeting.



Tap on the little expansion symbol to get even more information.



Tap again to collapse the information box.

Meeting List Basics

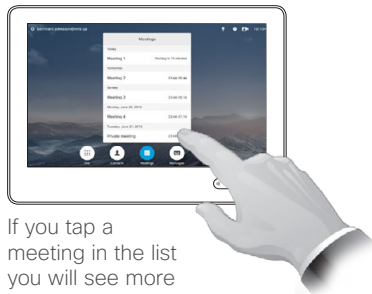
Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a *List of Meetings*.

The List of Meetings contains a list of upcoming, meetings scheduled to take place during the next 14 days (this setting may have been changed by your video support team). The list is sorted using grouping headers. The main grouping category is by day (e.g.: TODAY, TOMORROW, then WEDNESDAY, JUNE 20, 2014 etc).

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

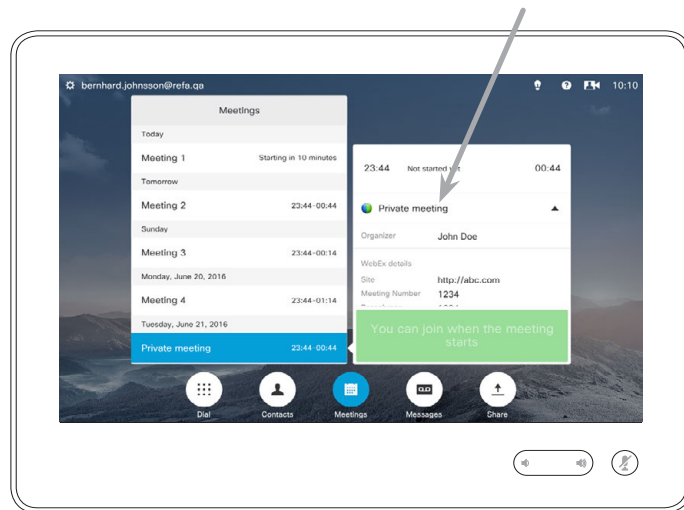
When a scheduled meeting appears as *Private meeting* it will contain information about the organizer only. There will be no title, no expandable meeting outline as well as no dial-in information.

Join Scheduled Meeting



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

When a meeting is tagged as private, no other meeting title is provided.



Extending an ongoing meeting

Scheduled meetings have a fixed start and end time. You may want to extend an ongoing meeting. This will be accepted by the system if no other meeting is scheduled for any of the video systems involved, during the period of possible extension.

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

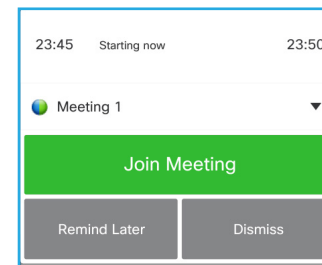
To extend a meeting, tap the **Extend** button.

You can join when the meeting starts

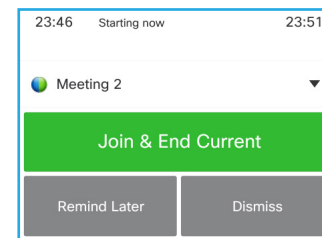
Although the default setting lets you join in up to 10 minutes in advance, your video support team may have implemented a different setting.

Join Meeting

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



When the meeting starts you will be offered to join in, to postpone the offer to join in for 5 minutes, or to just dismiss the offer.



If you are in a call when the meeting starts you will also be offered to join in while at the same time end the current call, just like any other situation where someone calls you while you already are in a call.

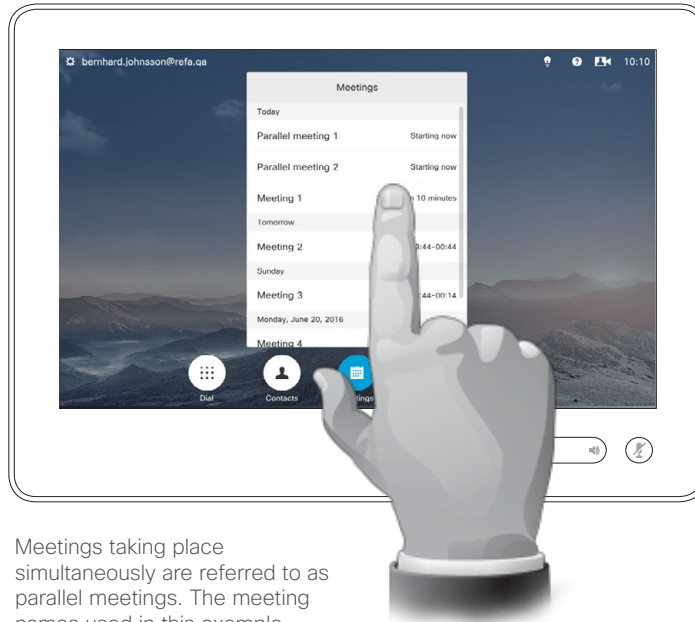
About Joining

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

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

The text *Starting now* will be shown during a time interval spanning from 30 seconds before to 30 seconds after the scheduled start time of the meeting.

Parallel Meetings



Meetings taking place simultaneously are referred to as parallel meetings. The meeting names used in this example solely appear to illustrate that the meetings are parallel meetings.

Choose Your Meeting

Whenever *Parallel meetings* occur (two or more meetings taking place simultaneously), the reminder will be displayed in context of the meeting list, displaying all upcoming meetings. Choose which meeting to join and then join the selected meeting.

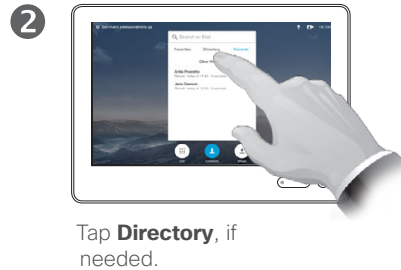
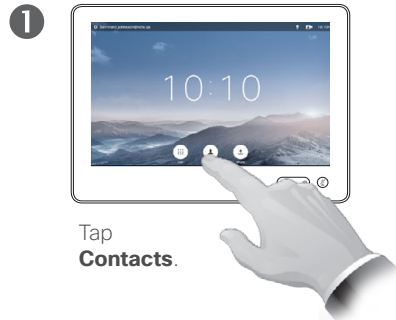


Contacts

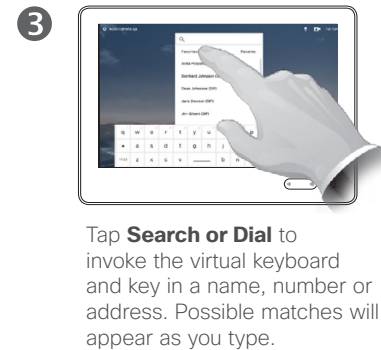
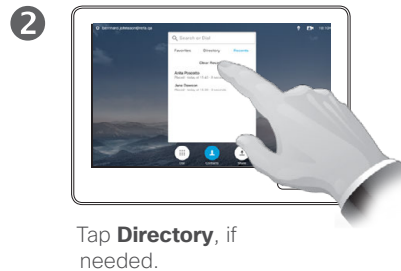


Contacts Directory

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



Finding an entry in the Directory by searching for it:



About Directory

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.

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

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

It may happen that an entry 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.

Call Recents

Gaining access to the Recents list:

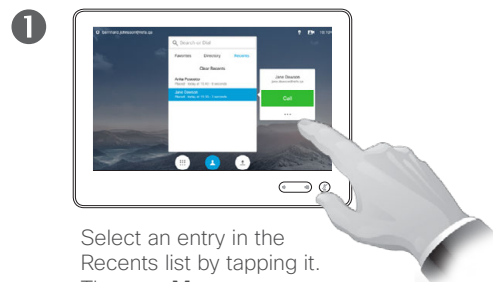


Tap **Contacts**.

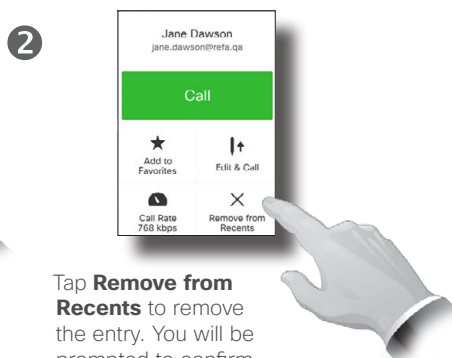


Tap **Recents**.

Removing a single entry:



Select an entry in the Recents list by tapping it. Then tap **More** (•••).



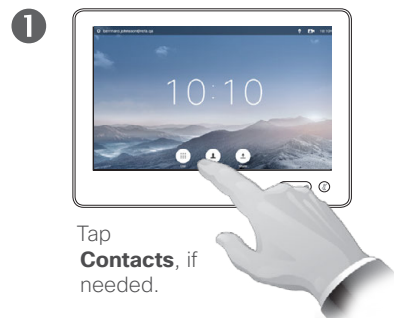
Tap **Remove from Recents** to remove the entry. You will be prompted to confirm your intentions.

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

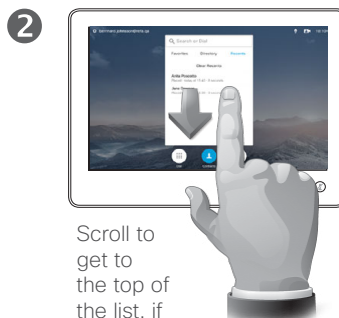
The same persons may have called you (or you called them) several times. Each such call will create an entry in the *Recents* list.

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

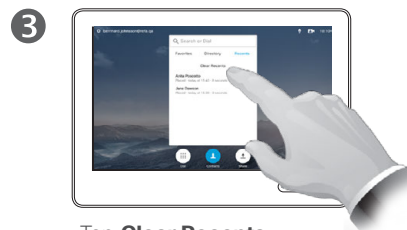
Clearing the entire Recents list:



Tap **Contacts**, if needed.



Scroll to get to the top of the list, if needed.



Tap **Clear Recents**.

About Recents

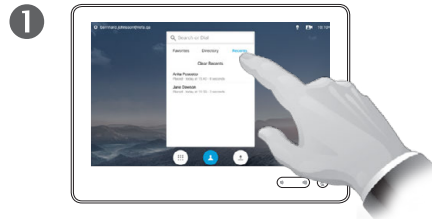
The *Recents* lists the received, placed and missed calls since the last time the list was cleared.

Tap an entry and you may:

- Call the entry by tapping **CALL**.
- Add the entry to an ongoing call (optional).
- Add the entry to *Favorites*.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list.

Contacts Favorites

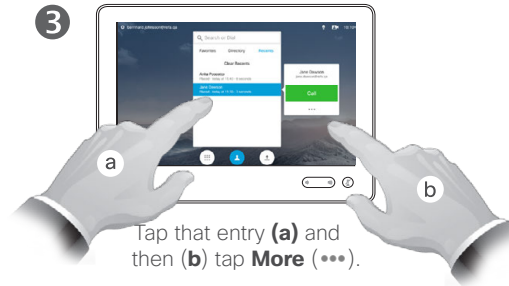
Adding someone from Directory or Recents to the list of Favorites:



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



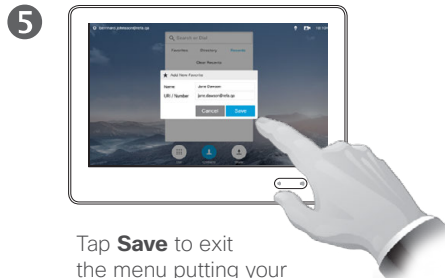
Scroll through the list to locate the entry.



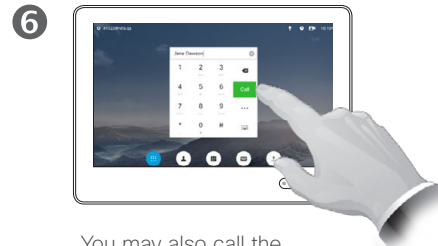
Tap that entry **(a)** and then **(b)** tap **More (⋮)**.



Tap **Add to Favorites**.

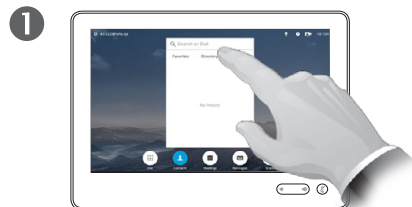


Tap **Save** to exit the menu putting your changes into effect. If you tap the name and/or URI, you may edit the entry.

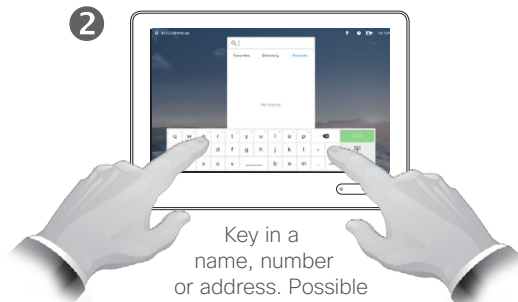


You may also call the person you just made a favorite.

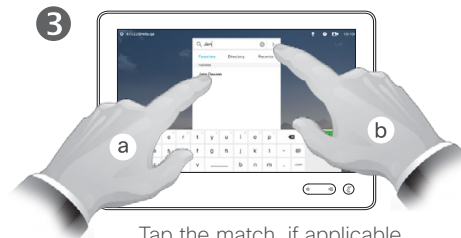
Manually adding someone to the list of Favorites:



Tap **Search or Dial** to invoke the virtual keyboard.



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



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

About Favorites

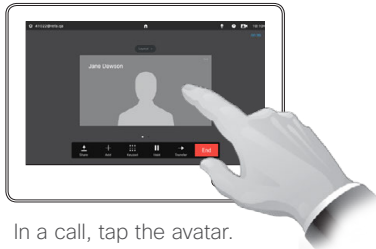
The *Favorites* is your own shortlist of contacts you frequently call or otherwise want to have easy access to.

Favorites may be populated from the *Recents* or *Directory* lists as well as from manual entries.

Add Someone to Favorites, While in a Call

About this feature

1



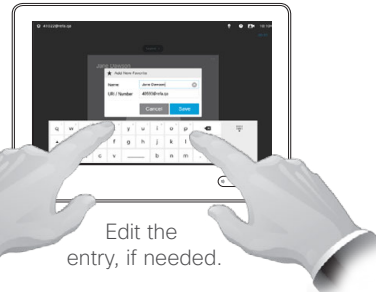
In a call, tap the avatar.
In a video conference with several participants, tap the avatar that you want to add to Favorites.

2



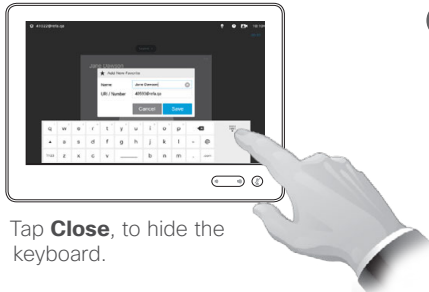
Tap **Add To Favorites**.

3



Edit the entry, if needed.

4



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

5



Tap **Save** to add new Favorite.

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

You may, after a call, realize that you should have added the one you were in call with to the list of Favorites. To do this use *Recents* and *Add To Favorites* from there, see [“Call Recents” on page 47](#).



Camera Control

