Software version TC4.1
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Cisco TelePresence System EX60

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What's in this guide?

The top menu bar and the entries in the Table of Contents are all hyperlinks. Just click on them to go to the topic.

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Chapter 1

Introduction

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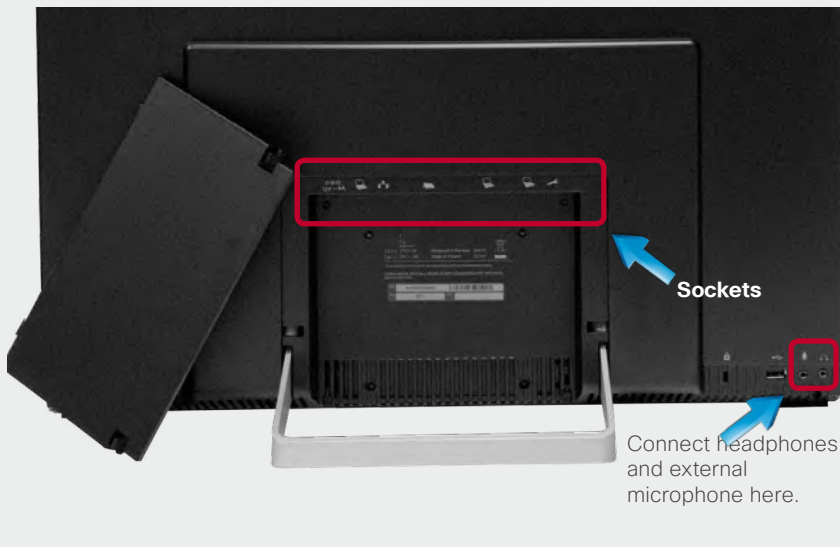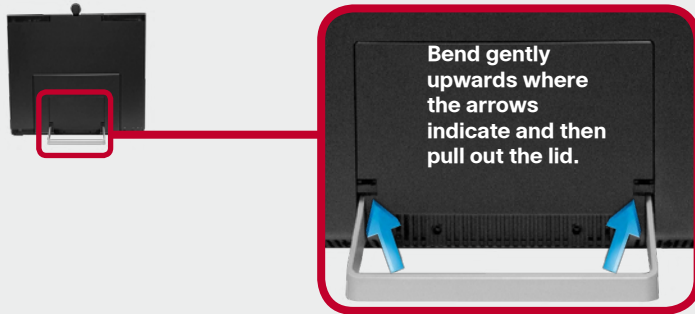Vilnis

Chapter 2

Connecting the EX60

Connecting the EX60

Connect the cables as shown. Sockets are located behind the rear cover. If you have one LAN connection only—and need that for your PC—the EX60 has a built in Gigabit ethernet switch that enables you to connect your PC to the EX60 to access the LAN through the EX60.

Rear sockets access

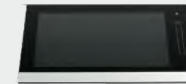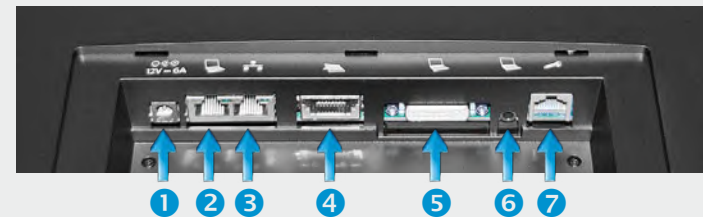Remove cover to get access to the connector sockets.

Bend gently upwards where the arrows indicate and then pull out the lid.

Sockets

Connect headphones and external microphone here.

The EX60 parts

Camera with built-in privacy shutter.
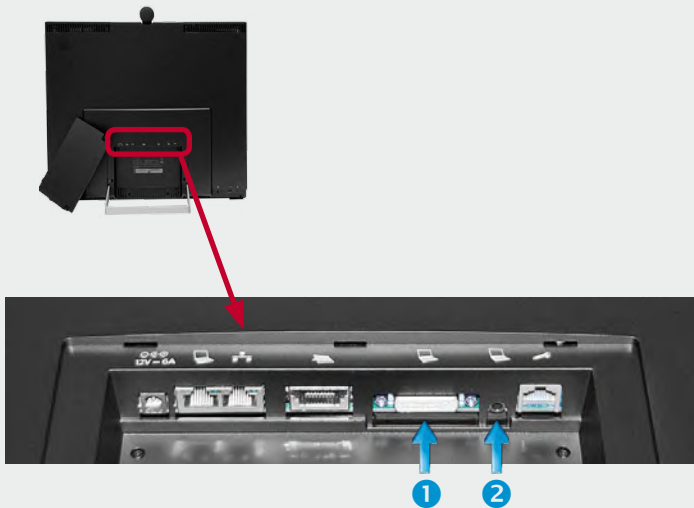
The Cisco Telepresence Touch controller

Connecting

1 Connect power here.

2 Connect your PC here if you need to share a single LAN connection with the EX60.

3 Connect your EX60 to the LAN.

4 Connect the touch screen controller.

5 DVI socket to use the EX60 as a PC screen.

6 Mini-jack socket for PC audio.

7 For service and maintenance.

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Connecting a PC to the unit

Your EX60 has an HD display, which also may serve as your PC screen. Connect your PC to the DVI and Mini-jack sockets on the rear panel as shown below. DVI-D to DVI-I cable is recommended to get a high resolution image.

❶ DVI socket to use the EX60 as a PC screen.

❷ Mini-jack socket for PC audio.

Setting the screen resolution

A resolution of 1920 × 1200 is recommended. However, other resolutions may also be used as shown in the below tables.

Digital input via DVI	Analog input via DVI
1920 × 1200 (recommended)	1920 × 1200 (recommended)
1920 × 1080	
1776 × 1000 (not full screen)	
1680 × 1050	1680 × 1050
1600 × 1200 (not full screen)	1600 × 1200 (not full screen)
1440 × 900	1440 × 900
1400 × 1050 (not full screen)	
1280 × 1024 (not full screen)	1280 × 1024 (not full screen)
1280 × 960 (not full screen)	
1280 × 800	
1280 × 768 (not full screen)	
1280 × 720 (not full screen)	
1152 × 648 (not full screen)	
1024 × 768 (not full screen)	1024 × 768 (not full screen)
960 × 600 (not full screen)	
800 × 600 (not full screen)	800 × 600 (not full screen)

Screen resolution must be set via the web interface, using the Video Output HDMI [1] Resolution setting. For details on this, see the EX60 Administrator Guide, which is available separately for download.

Use as PC screen

If you choose to use your EX60 as your PC screen, connect your PC to the sockets on the rear panel as shown above.

Your EX60 will then serve as your PC screen outside calls. In a call tap **View desktop** to see the desktop.

Your desktop is **not** exposed to the other side.
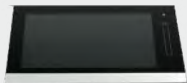
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Chapter 3

Using the EX60

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Camera adjustments

The camera can be tilted mechanically in vertical direction.

Turn the circumference to activate the privacy shutter.

Use as document camera

Tilt the camera as shown to use it as a document camera. Image is automatically turned upside down, so that both parties will see the document correctly.

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The Cisco Telepresence Touch—initial view

Select between
handset, headset
and speaker

Information bar

Do not
disturb

Microphone mute
(on/off)

Available   noroh.dollhouse@company.com   07:17

Volume

Contacts   More

Any messages while you
were away?

Access to keypad
and directories

Access to
selfview,
cameracontrol
and settings

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

Initial settings—before you begin

1

Tap **More** (**1**) followed by **Selfview** (**2**) to see what others will see of you.

2

Tilt the camera to obtain the best view.
The best view wil be the view that positions your face as high up on the screen as possible without cutting off the top of your head.

3

If you need to adjust the focus, tap **Focus camera**.

4

Tap **More** again (or anywhere on the screen outside menus and buttons) to collapse the menu.

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Calling someone by dialing the number or URI

1

Tap **Contacts** as outlined,
if needed ...

2

... then tap **Search or Dial**.

If you need to key in digits
or special characters, press and hold the key
until the character appears.

3
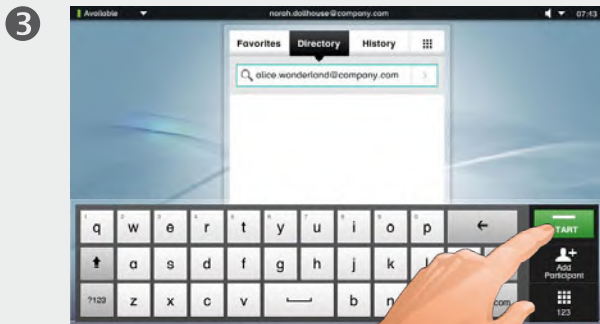
Tap the **CALL** button to
place the call.

4

Terminate the call by tapping **END**.

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Searching for an entry in any of the lists

1

Tap **Contacts** as outlined, if needed ...

2

... then tap **Search or Dial**.

3
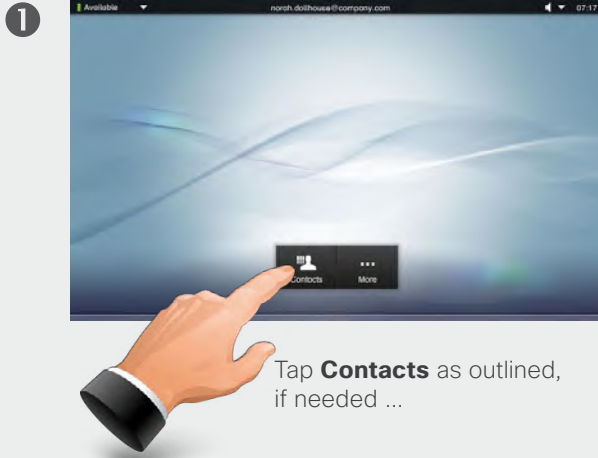
Enter the name, parts of the URI or parts of the number. Matches will appear as you write.

Searching will take place within **Favorites**, **Directory** as well as **History** (see the next page for more on these).

4

Scroll among the matches, if needed ...

5

... then tap the entry to be called (❶) and then tap **START** (❷) to place the call.

6

Tap **END** to terminate the call.

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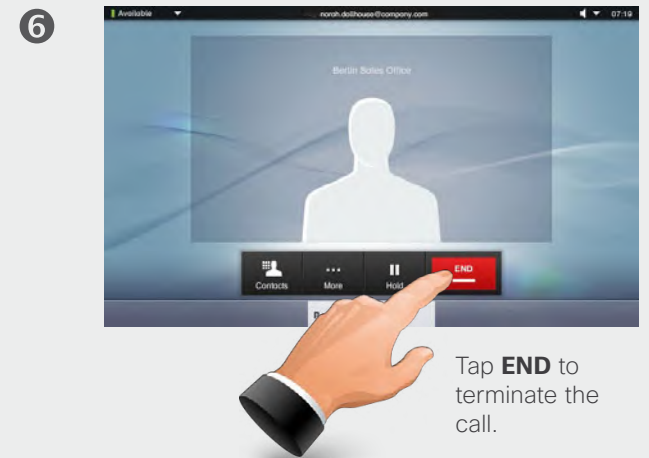
Calling an entry in any of the lists

❶

Tap **Contacts** as outlined, if needed …

❷

… then tap **Favorites**, **Directory**, or **History**.

❸

Scroll among the entries, if needed …

❹

… then tap the entry to be called (❶) and then tap **START** (❷) to place the call.

❺
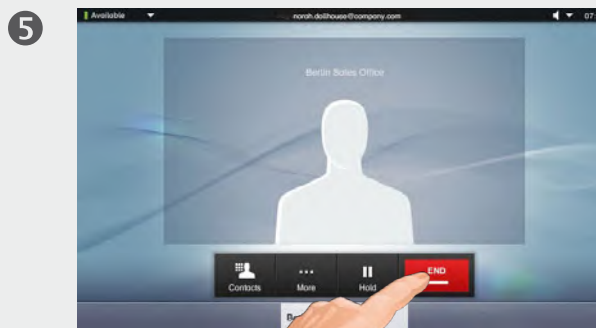
Tap **END** to terminate the call.
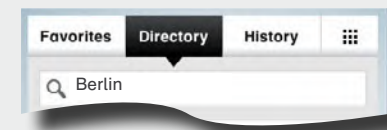
Favorites. The list of favorites is your own shortlist of people and places you frequently call or otherwise want to have easy access to.

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.

History lists the received, placed and missed calls since the last time the list was cleared.

Keypad. Tap the keypad icon ⊞ to produce the keypad to enter a number or URI.
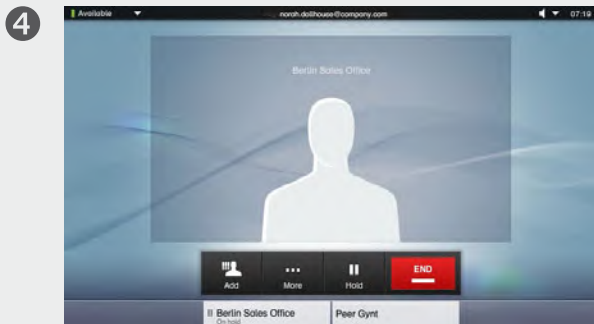
Two calls at the same time

❶
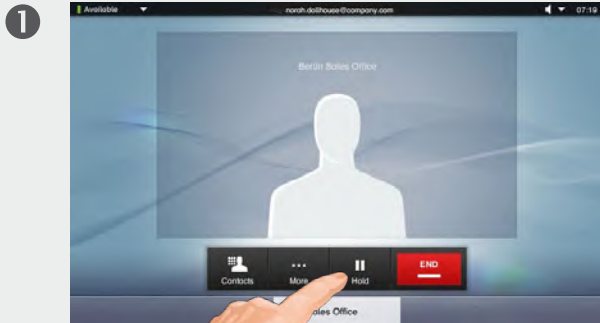

In a call tap **Hold** to put the current call on hold ...

❷
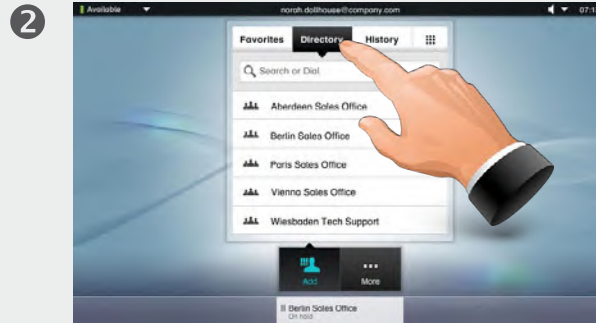
... then tap **Search or Dial**, **Favorites**, **Directory**, or **History** ...

❸
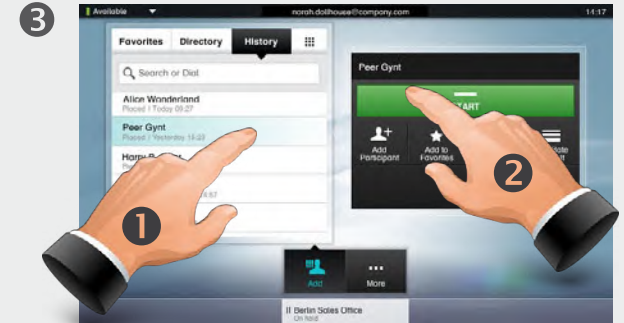
... then place the call in the usual manner (here by means of **History** as an example). See the previous pages for details on this, if needed.

❹

You will now be in a call with the second person, while the first one is on hold.
In this example, you talk to **Peer Gynt**, while **Berlin Sales Office** is on hold.

❺
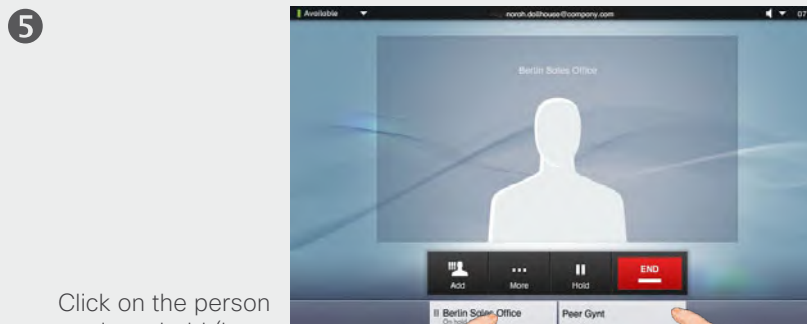
Click on the person currently on hold (here **Berlin Sales Office**) to be offered swapping of the calls or transferring the call on hold to someone else.
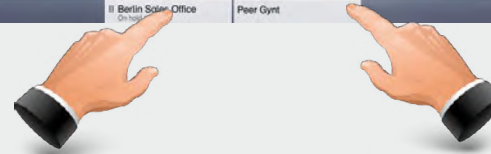
Click on the person you currently talk to (here **Peer Gynt**) to terminate or transfer that call.

Transfer is available to SIP calls only and the procedure is shown on the next page.

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Transferring calls

1
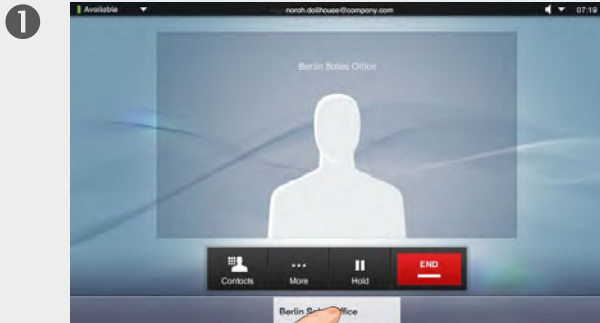
In a SIP call tap the name along the bottom line of the screen.

2

... then tap **Transfer**...

3

Now, tap **Contacts** to gain access to the call lists and dial field.

4

Call the person to whom the current call shall be transfered. When you tap the green call button (not shown), the call will be transferred.

5

The call will now be transferred. This will work irrespective of who initiated the call.

Note that you may combine **Transfer** with the **Hold** and **Swap** features as much as you want.

This means, for example, that in a call you may:

- Put your current call on hold and call a second party.
- Then initiate a transfer of the one on hold to the second party.
- If the second party also has an EX60, the transferred call will pop up on that unit. The second party may now discard you or put you on hold to respond to the new incoming call.
- You may now disengage yourself by tapping **END** on your unit.

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History

History lists the received, placed and missed calls since the last time the list was cleared.

Tap **History** to produce the list...

...then tap the entry.

You will now be able to:

- Call the entry by tapping **Start**.
- Add the entry to the list of favorites.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.

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 **Contacts** (if needed) and then tap **Directory**. The directory is typically organized as folders.

Tap a folder (❶) to show its contents, scroll (❷) 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 history list.

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.

Favorites

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

Adding to Favorites. To add someone to the list of favorites, locate the entry in **Directory** or **History** (as outlined) and tap it (❶). This will produce a dialog box which allows you to tap **Add to Favorites** (❷).

You may now edit the entry, if needed—just tap a field and the keyboard will be produced. Tap **Save** to put changes into effect..

Favorites should be considered as an editable directory and is used in the same way as **History**.

Searching

You may search for entries (numbers or URIs). Searches will be conducted within all the folders, i.e. within the **Favorites**, the **Directory** and the **History**.

Tap in the **Search or Dial** field and key in the name, URI or number. Matches will appear as you search.

Once located, tap the entry to call, edit or add to **Favorites**.


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.

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Do not disturb

When set to **Do Not Disturb** (DND), ringtones are muted and missed calls you get while having DND active, will be presented when you exit DND..

You may, however, place calls as much as you like. To activate this feature, press the icon in the upper left corner. Press again to deactivate.
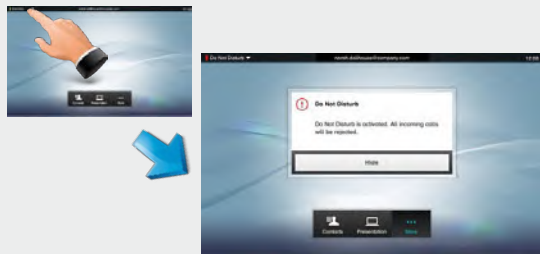
You may also hide the Do Not Disturb poster by tapping **Hide**.

Using Touch Tones (DTMF)

Sometimes you may be urged to enter touch tones (DTMF) during a call, typically to reach extensions or to provide a pin code.

In a call, tap **More** (❶) followed by **Touch Tones** (❷).

Use the touch tone keypad. Tap anywhere outside it to exit.

Far end camera control

If the other end point permits it, you may control their camera. This is known as **Far end camera contro**/.

If the other camera cannot be controlled, nothing happens.

Tap the name along the bottom line (❶) and then tap **Camera Control** (❷)
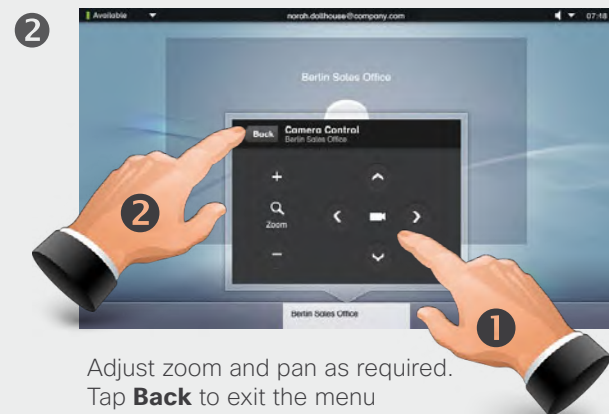
Adjust zoom and pan as required. Tap **Back** to exit the menu

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Sharing contents—conducting presentations

1 You may share contents while in a call.

Note! You must be in a call to be able to share contents. Your presentation source must be powered and active as well as connected. Otherwise the **Presentation** icon (button) will fail to appear.

2 Once you are in a call—and the presentation source is connected, powered and active—the **Presentation** icon (button) will appear.

In a call tap **Presentation** ...

3 ... then tap **Present** to start sharing contents.

4 Tap **Present** followed by **Stop Presenting** to stop sharing contents.

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Chapter 4

The settings—using the Cisco Telepresence Touch

Your EX60 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 screen controller provides access to a limited set of parameters only.

Setting the EX60 in standby

Outside a call, you may have the unit enter standby mode by touching the **Power** button on the main unit (the screen). The *Standby* dialog is displayed and the unit enters standby immediately. This does not work when you are in a call.

Tap the touch pad to wake up the system from standby.
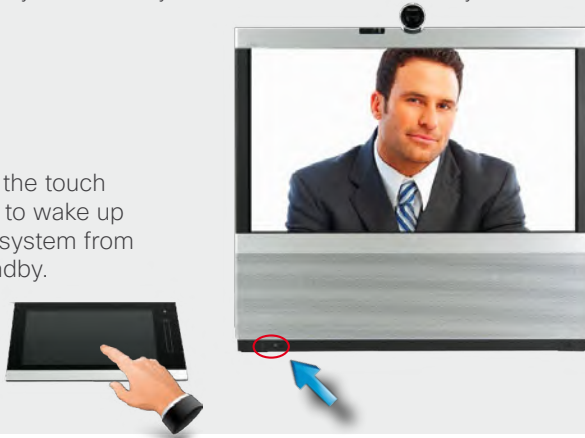
Reverting to factory default settings

To revert to the factory default settings, do as follows:

1. Disconnect the power cord.

2. Reconnect the power cord—a green light will illuminate shortly after.

3. Press the **Power** button as soon as the green light appears. Keep it depressed for 15 seconds or so, until the green light starts flashing.

4. Release the button and press twice within 2 seconds. All settings will now revert to factory default settings.

Shutting down the EX60

Outside a call, press the **Power** button until the *Shutdown progress bar* is filled completely.

Release the button and the unit will go in shutdown in just a few seconds.

To start the system again, press the **Power** button until the LED illuminates (green light).

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Gaining access to the Settings

Access the Settings as follows:

Tap **More** followed by **Settings** ...

... and then you get access to the settings available. Observe that there are several other settings available, but these can be acessed from the web interface only. See the Administrator guide for your Cisco product. This guide is available for download separately.

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System Information

The **System information** provides all the system information at a glance.

Scroll down to also see status on video inputs (DVI and HDMI).

Call Status

The **Call Status** pane provides in-call information on such things as call rate and frame rate, protocols used, packet loss and jitter.

Settings	Call Status				Exit

System Information

Call Status

Camera Control & Settings

Display Settings

Ringtone & Sound Settings

Background

Administrator Settings ⟩

Remote URI: peer.gynt@himself.enough.no
Call Rate: 768   Encryption Type: None
Protocol: sip   Encryption   Off

VIDEO	Transmit	Presentation	Receive	Presentation
Protocol:	H264	Off	H264	Off
Resolution:	768x448	n/a	768x448	n/a
Frame Rate:	30	n/a	29	n/a
Channel Rate:	704 kbps	n/a	664 kbps	n/a
Total Packet Loss	0.0%		0.0%	
Current Packet Loss	0.0%		0.0%	
Jitter:	1 ms		2 ms	

AUDIO	Transmit	Receive
Protocol:	AACLD - Mono	AACLD - Mono
Channel Rate:	63 kbps	63 kbps
Total Packet Loss	0.0%	0.0%
Current Packet Loss	0.0%	0.0%
Jitter:	2 ms	0 ms

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Camera Control and Settings

The **Camera Control & Settings** pane lets you set the whitebalance and exposure of the camera. If you do not want to tweak this yourself, just leave it to the system by selecting **Auto**.

Backlight compensation comes in handy when there is much light behind you. Without compensation you will easily appear very dark to the far end.

Note how the settings chosen are indicated. In the example shown, Backlight compensation is set to Off.

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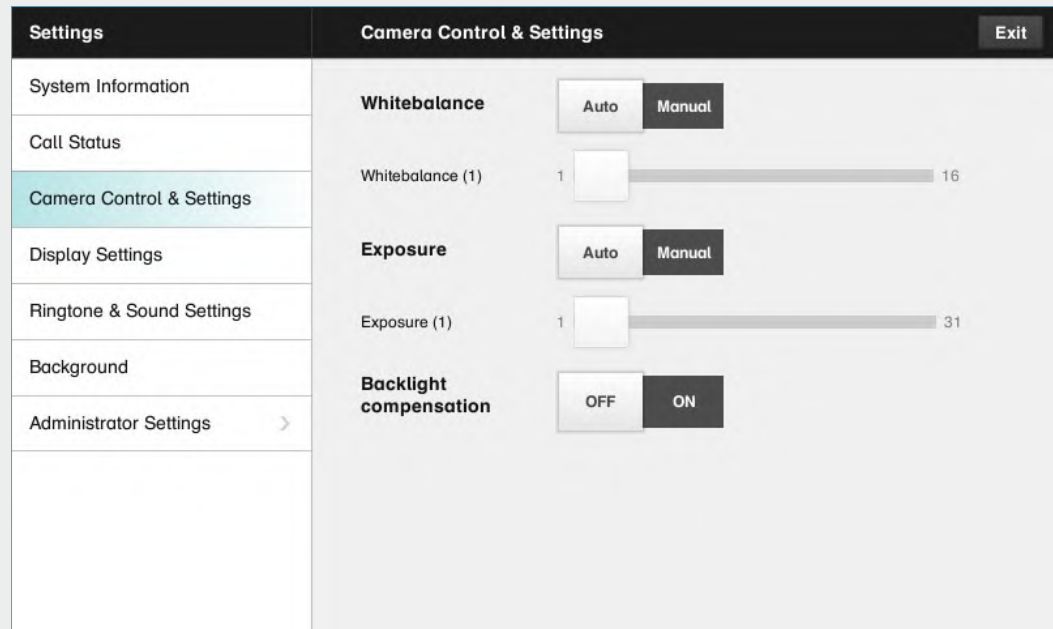
Display Settings

The **Display settings** let you adjust:

Preferred brightness by moving the *Brightness* slider.

The color balance. There are four preset color settings (**Cold**, **Neutral**, **Warm** and your own (**Custom**)) available. When you select **Custom**, you may use the **Red**, **Green** and **Blue** sliders to specify your own setting.

The DVI mode can be set to automatically detect the type of video signal received, or forced to analog or digital. The DVI mode is used when the unit is connected to a PC to serve as a PC monitor.

Settings	Display Settings				Exit
System Information	**Brightness (50)**	0 [────────▢────] 100			
Call Status					
Camera Control & Settings	**Colors**	Cold	Neutral	Warm	Custom
Display Settings	Red (50)	0 [──────▢──────] 100			
Ringtone & Sound Settings					
Background	Green (50)	0 [──────▢──────] 100			
Administrator Settings ›	Blue (50)	0 [──────▢──────] 100			
	DVI Mode	Auto	Digital	Analog	

Ringtone & Sound Settings

The **Ringtone & Sound Settings** pane lets you specify:

Keytones on or off. When set to on you will hear a sound every time you tap a field on the Touch controller.

Ringtone volume. How loud your ringtone shall sound.

Ringtone. Select among several ringtones. You will hear a sample every time you tap a ringtone.

Note how the settings chosen are indicated. In the example shown, Keytones are set to Off.

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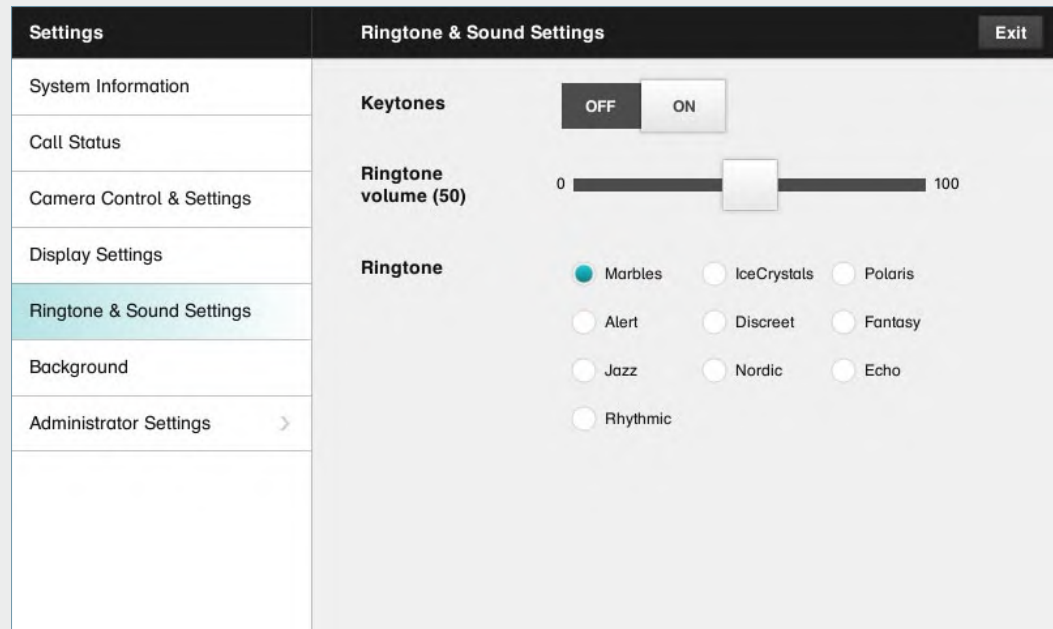
Background

The background image on the touch screen controller can be changed.

Tap one of the small images to use it as background image.
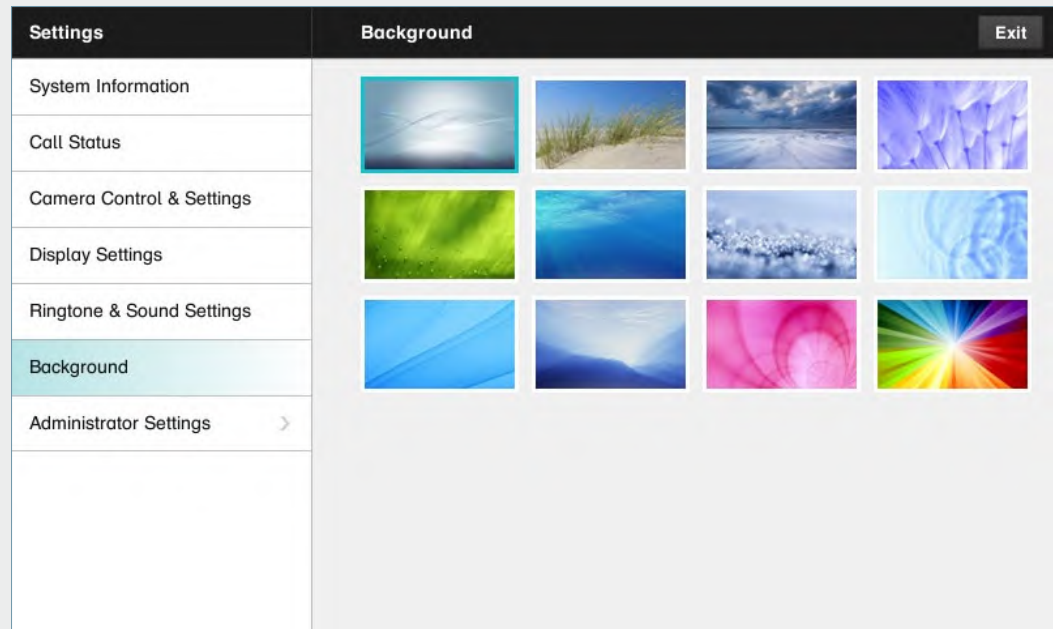
Administrator Settings—Date, Time & Location

The **Date, Time & Location** settings let you specify:

- 24h or 12h time format.
- Your preferred date format.
- Your preferred time zone.
- Whether date and time shall be set automatically or manually.

Note how the settings chosen are indicated. In the example shown, Time format is set to 24h.

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Administrator Settings—Call Settings

The **Call Settings** pane lets you specify:

- **Auto Answer** On or Off. If you set this to **On**, the system will respond automatically to incoming calls. Note that the microphone wil NOT be muted. If risk of eavesdropping is an issue, you may want to set this setting to **Off**.
- **Auto Answer Delay**. Specify the time until your system actually reponds to an incoming call.
- **Default Call Rate**. If your connection has limited capacity you may want to use this setting.
- **Max Incoming/Outgoing Bandwidth**. You may specify these separately. May come in handy if you are on an asymmetric connection.
- **Default Call Protcol**. Specify which protocol to use as default.
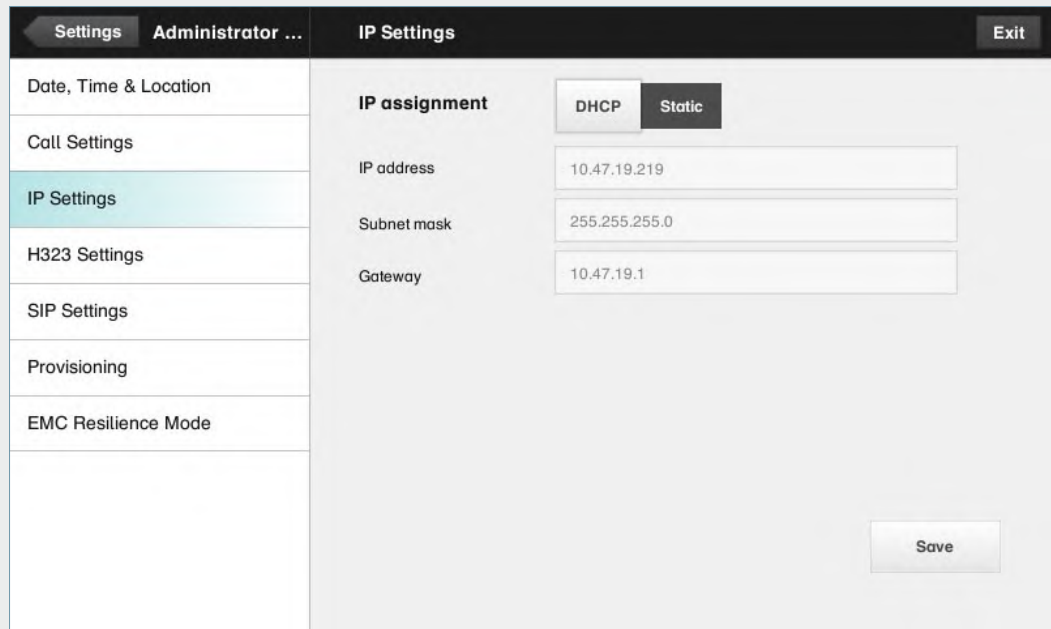
Note how the settings chosen are indicated. In the example shown, Auto Answer is set to Off.
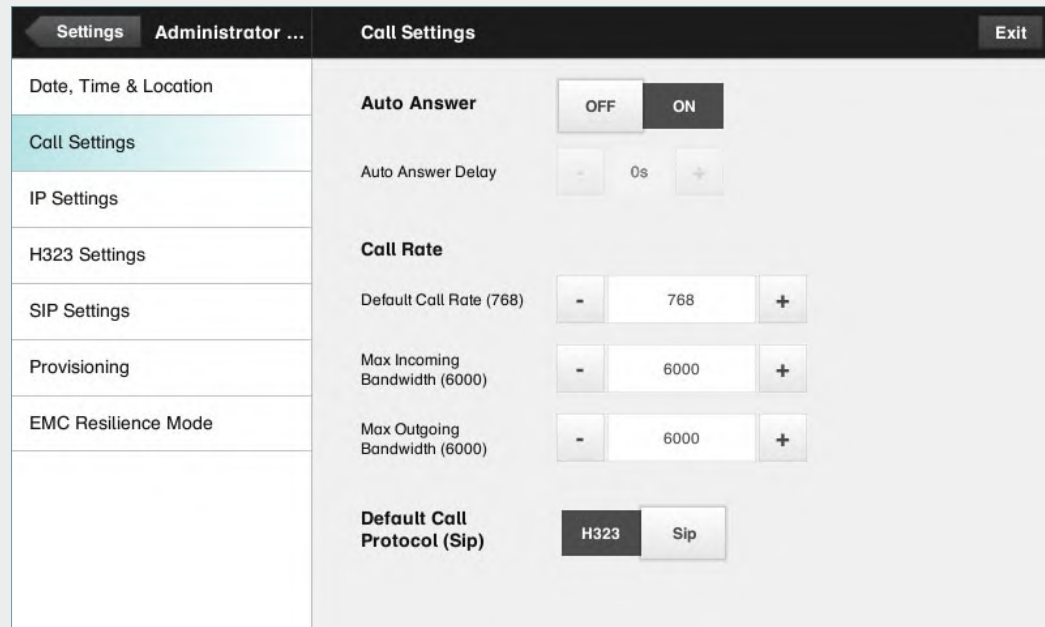
Administrator Settings—IP Settings

The **IP settings** pane f lets you specify:

- The use of **DHCP** or **Static** IP addresses. If you decide to use **Static**, make sure you tap **Save** before leaving the menu.

Administrator Settings—H.323 Settings

The **H.323 Settings** pane lets you specify:

- An **H.323 alias**.
- Your **H.323** id.
- **Gatekeeper discovery** (**Manual** or **Automatic**).
- The **Gatekeeper address** must be specified by you if discovery has been set to manual.
- **Authentication mode On** or **Off**. If set to On, the video system will send **Login name** and Password to the Gatekeeper for authentication.

In addition there are:

- Two fields to enter **Login name** and **Password**. The alphanumeric keyboard will appear whenever needed.

Be sure to:

- Tap **Save** to put changes into effect.

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Administrator Settings—SIP Settings

The **SIP settings** pane lets you specify:

- Your **URI**.
- The **Default transport layer,** this can be set to **TCP**, **UDP**, **TLS** or **Auto**.
- The **Proxy type** can be set to **Standard, Alcatel, Avaya, Cisco, Microsoft, Nortel, Experimental, Siemens**.
  The experimental setting is for testing purposes.
- **Outbound** is not used in this version.
- **Proxy discovery** can automatic or manual. In the case of manual the proxy address must be specified by you.
- **Login name** and **Password** is required by the VCS.

Be sure to:

- Tap **Save** to put settings into effect.

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Administrator Settings—Provisioning

Provisioning connects you to Callway or VCS. When either of these were ordered and received from Cisco you should also have obtained the necessary information and codes. Just follow the wizard.

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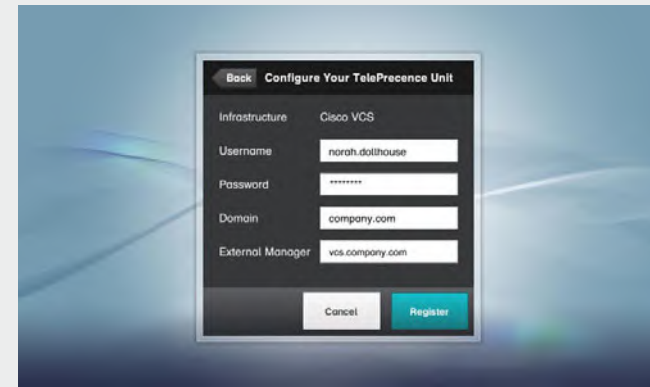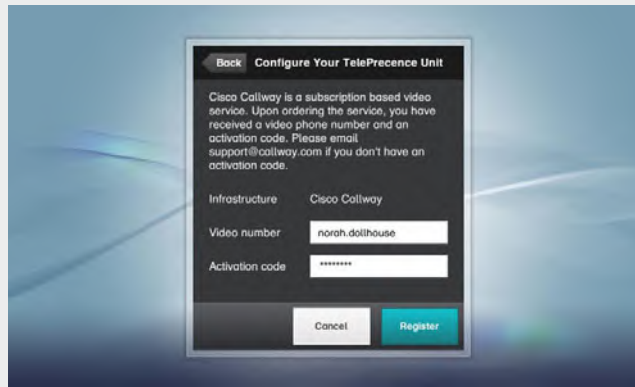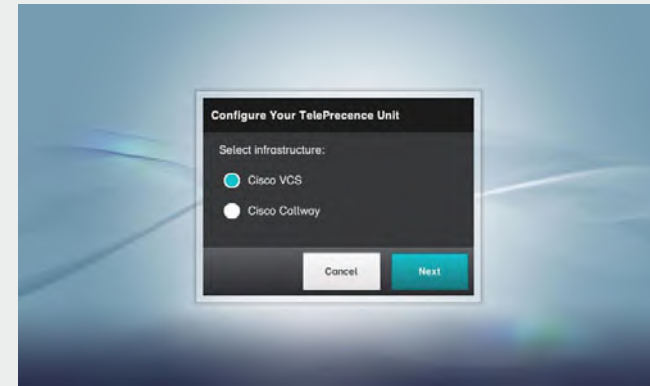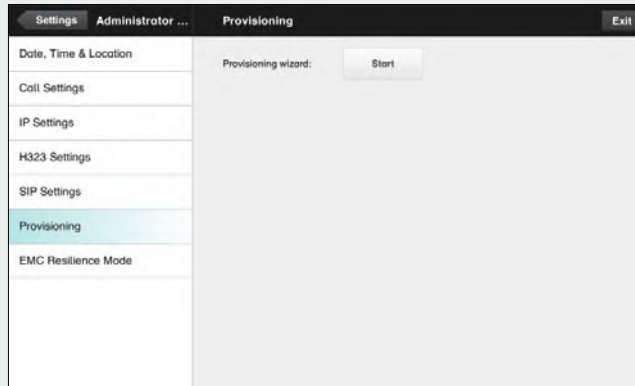
Administrator Settings—EMC Resilience Mode

If the Touch controller is used in environments with considerable amounts of electromagnetic noise present, you may experience an appearance of false signals—as if someone tapped the Touch controller when nobody obviously did so.

To cope with this you may set the **EMC Resilience Mode** to **On**. You must then tap and hold for a little while, rather than just tap, in order to make the system aware of your tapping. This will avoid the appearance of false signals.

Settings	Administrator ...	EMC Resilience Mode		Exit
Date, Time & Location		EMC Resilience Mode:	OFF ON	
Call Settings				
IP Settings				
H323 Settings				
SIP Settings				
Provisioning				
EMC Resilience Mode				
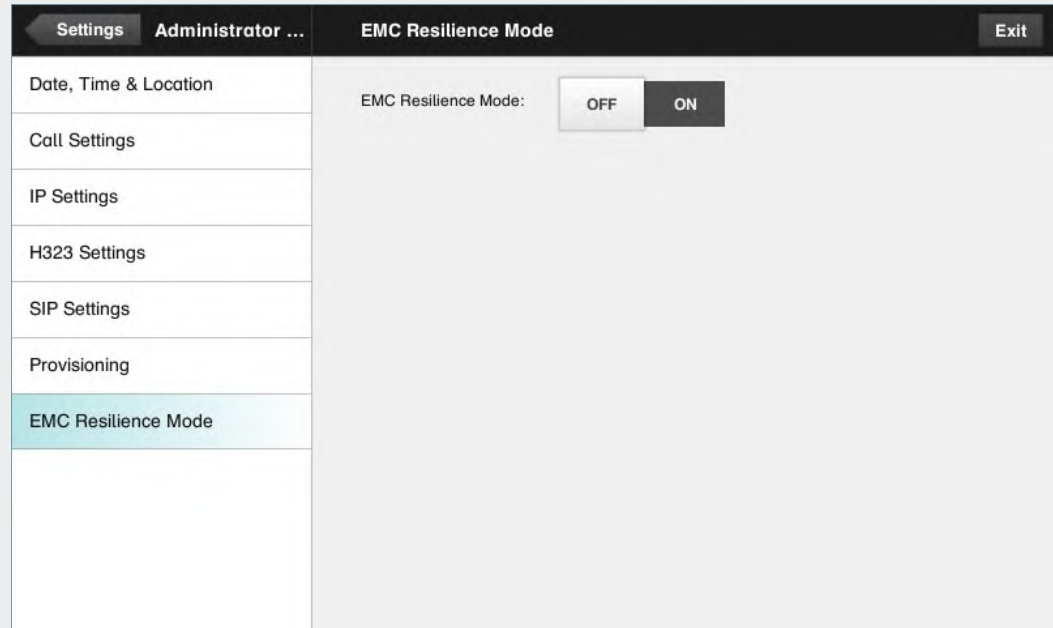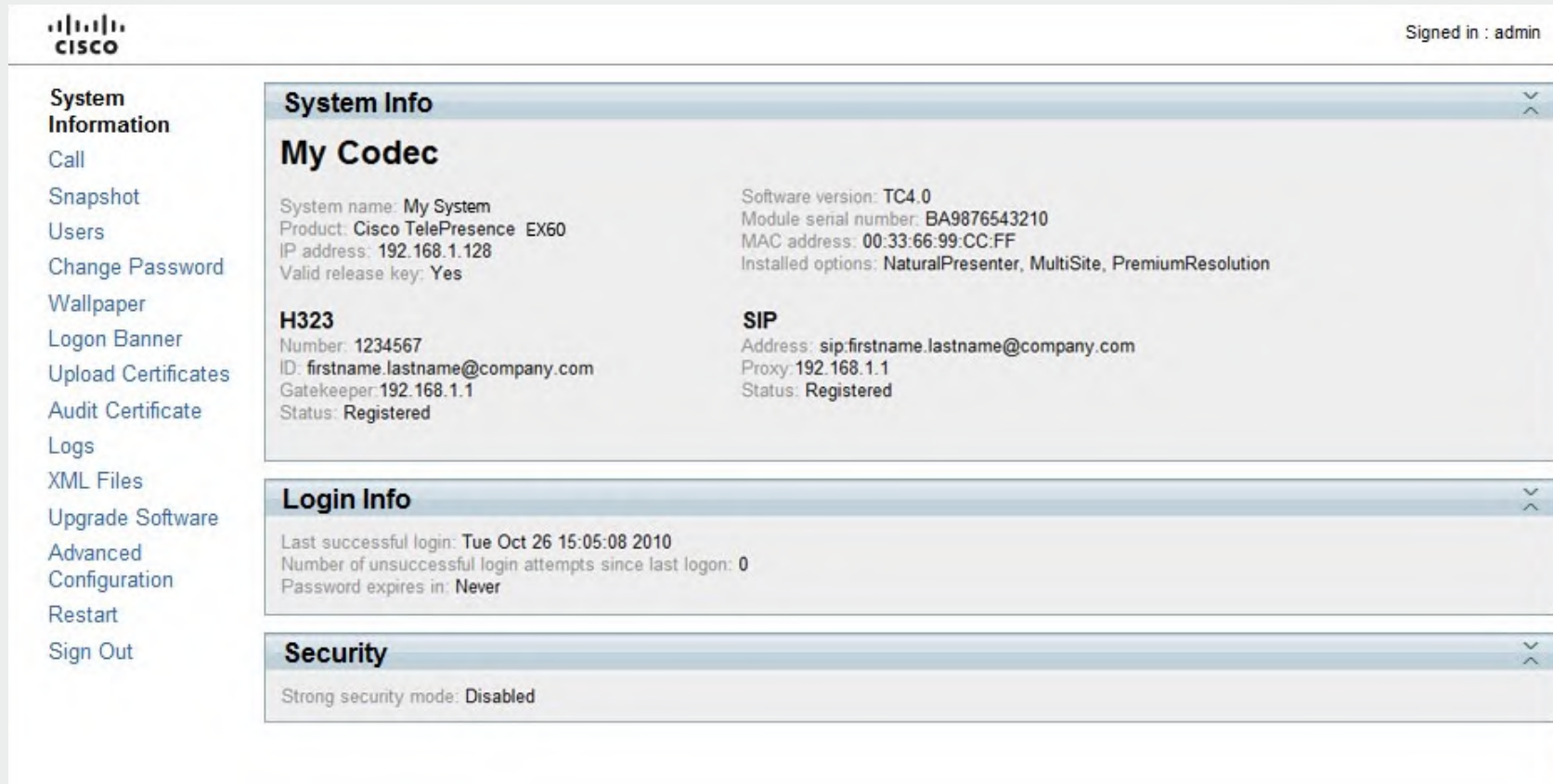
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Chapter 5

The web interface

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Entering the web interface

Key in the IP address of your EX60 in your browser to access its web interface. A detailed description of the options available can be found in the Administrator guide for this product. The Administrator guide is available separately for download.

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On our web site you will find an overview of the worldwide Cisco contacts.

Go to: http://www.cisco.com/web/siteassets/contacts/index.html

Corporate Headquarters

Ciso Systems, Inc.

170 West Tasman Dr.

San Jose, CA 95134 USA