Cisco TelePresence DX70, DX80 User Guide

D1510413 User Guide
Cisco TelePresence DX70, DX80
Produced: July 2016 for CE8.2
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CE 8.2

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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.

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Introduction

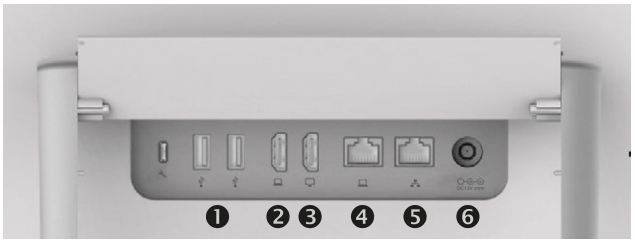
Introduction

Tour the Cisco DX70

Use as PC monitor. Use an HDMI cable to connect your computer to the HDMI socket PC (see below).

To switch between PC monitor and Video screen, just tap the screen.

Incoming calls will appear as usual, irrespective of mode (PC or video) unless Do not disturb is active, see "Activate Do Not Disturb" on page 15.



1. USB ports
2. HDMI socket PC
3. HDMI socket External Monitor (not in use)
4. LAN expansion connection. Connect your PC LAN here to let your Cisco DX70 and PC share a common LAN connection
5. LAN connection
6. Power supply socket

1. Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
2. Microphone mute button and loudspeaker volume controls
3. Loudspeaker
4. SD card slot and connectors for headset and USB.
5. Power On/Off
6. Microphone

The DX70 supports USB head sets as well as headsets using minijack. For more on USB head sets, see the following page.

About This User Guide

This user guide applies to both DX70 and DX80. The display of the two are of different sizes, but the images displayed on the screens are identical apart from the size.

For practical purposes, the screen-shots used in this guide have been inserted into a drawing of the DX80.

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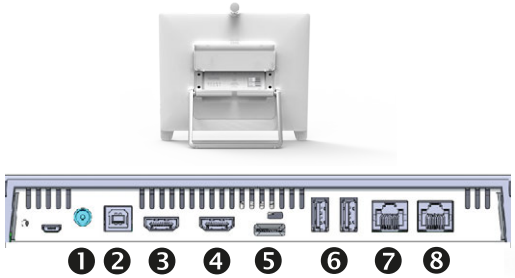
Tour the Cisco DX80

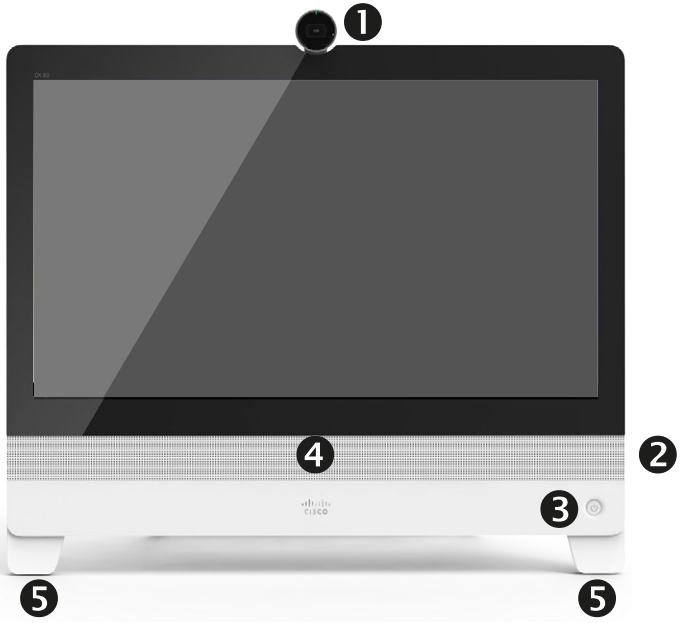
Use as PC monitor. Use an HDMI cable to connect your computer to the HDMI socket PC (see below).

To switch between PC monitor and Video screen, just tap the screen.

Incoming calls will appear as usual, irrespective of mode (PC or video) unless Do not disturb is active, see "Activate Do Not Disturb" on page 15.



1. Power supply socket
2. USB computer connection
3. HDMI computer connection
4. HDMI external monitor connection (not in use)
5. SD card slot and Kensington lock
6. USB ports
7. LAN expansion connection. Connect your computer LAN here to let your Cisco DX80 and computer share a common LAN connection
8. LAN connection



1. Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
2. Microphone mute button, loudspeaker volume controls and USB socket on the right side of the unit.
3. Power On/Off
4. Loudspeaker
5. Microphone in each leg

DX80 and USB Headsets

The DX80 implements the standard protocol for USB wired audio devices.

Manufacturers can implement the standard differently (called HID protocol).

Consequently, different models of from the same manufacturer can behave differently and we cannot guarantee that all headsets and handsets will work.

For CE 8.2 we have only tested wired headsets or headsets working with a dongle. Note that Bluetooth wireless headsets are not supported.

The provided list of headsets is by no means exhaustive, many other headsets should work. We recommend that you check with Jabra, Plantronics and Sennheiser, as they are also doing their own testing and can provide their own list of headsets supporting DX80.

The following headsets have been tested by Cisco:

- Jabra Evolve 40
- Jabra Evolve 65
- Jabra Pro 9450
- Jabra Pro 9470
- Sennheiser MB Pro 2

About This User Guide

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Video Calls

Place Call

Place Call From Contact List

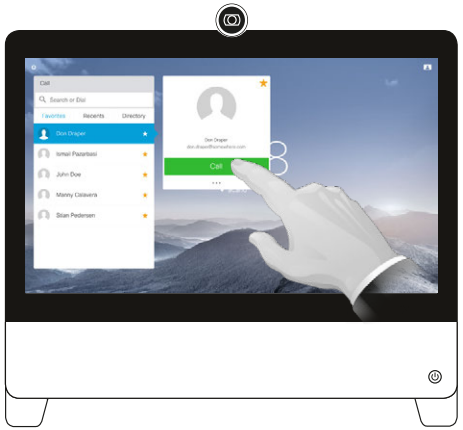
1

Tap the **Call** button.

2

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

3



Tap that entry to produce the green **Call** button.

4

The call will now be placed. To end the call, tap the red **End** icon.

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 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*.

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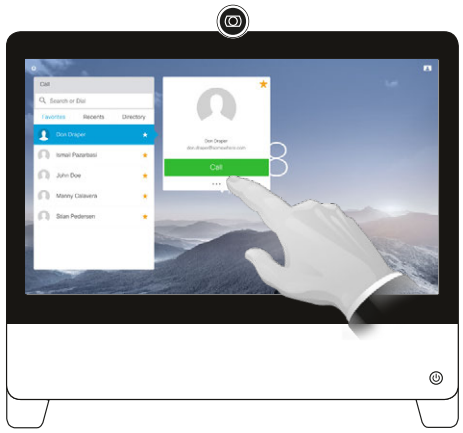
Place Call

Edit a Contacts List Entry, then Place the Call

1

Locate the entry to be edited before a call is placed. Tap that entry. This will produce the *Call* menu.

2



Tap the **More** (•••) icon just below the green **Call** button.

3

Tap **Edit and Call**.

4

Use the keyboard to edit and then tap either of the green **Call** buttons to place the call.

About Entry Edits

For how to enter the *Contacts* 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.

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Place Call

Place Call Using Name, Number or Address

1

Tap the **Call** button.

2

Tap the *Search or Dial* field. This will invoke the keyboard

3

Key in a name, number or address. Possible matches and/or suggestions will appear as you type. If the correct match appears in the list tap that match, otherwise keep typing.

4

When you have typed or located whom to call, tap either of the green **Call** buttons to place the call.

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*.

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

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

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Receive Call

Tap accordingly to accept (answer) or decline an incoming 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.
- If you ignore the call, the calling party will perceive this as if you were absent (you did not pick up the call.

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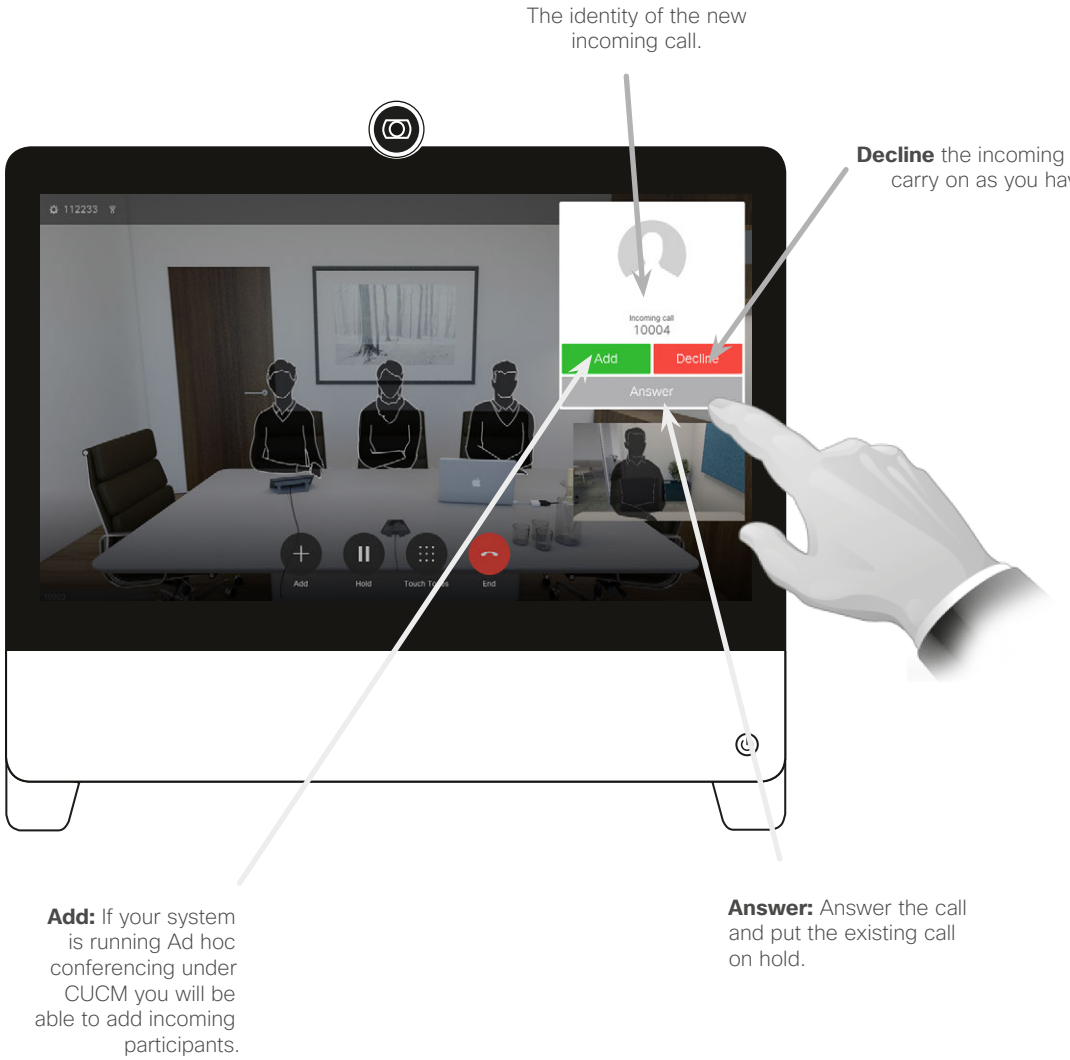
Receive Call

Receive Call While in Another Call



About the Options

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

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End 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.

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Hold

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.

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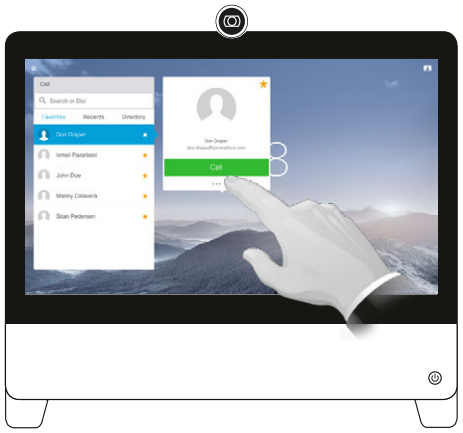
Call Rate

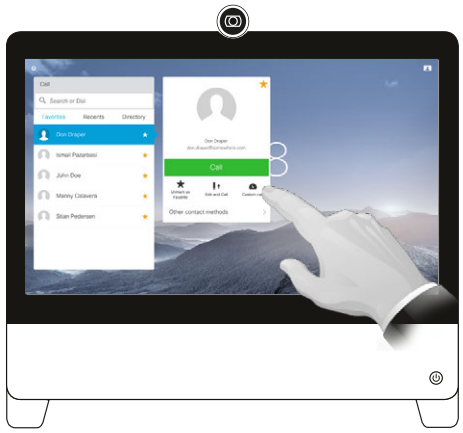
Change Call Rate

1



Tap the **Call** button, then locate the entry whose call rate you want to alter. Tap this entry to produce the *Call* menu and then tap the **More** (•••) icon below the green **Call** button, as shown.

2



Tap **Custom call**.

3

Move the slider to the required setting.

4

Tap the green **Call** button to place the call.

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 actually support.

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

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Availability

Activate Do Not Disturb

1

Tap in the upper left corner, as shown.

2

Tap **Do not disturb** to activate the feature. Tap again to deactivate.

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.

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View Keypad While in a Call

In a call, tap **Touch Tones** to invoke the dial pad.

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.

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Conference Calls with Multiple Participants

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). Tap **Add**.

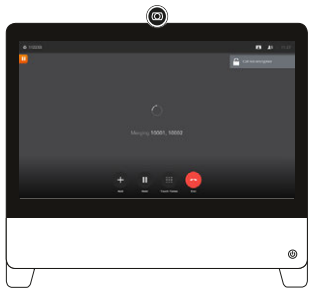
2

Locate whom to call, in the usual way.

3

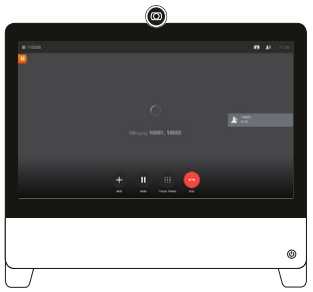
Place the call, in the usual way. You may alter the *Call settings* of that call before you place it–see side bar for more.

4



This new call will now be added to the existing.

5



You have now established a conference.

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

This is an optional feature that may, or may not, be available for your system.

About Video Conferences

Your video system network 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 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 14.

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Add Incoming Call(s) to Existing Call

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 (**Add**). This applies to MultiSite equipped systems only.

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Sharing Content

Share content

Start and Stop Presentation in a Call

1

In a call, connect your source and make sure it is switched on. Tap **Show PC** to display the screen of your PC locally on your DX70/80. What you see on the screen when you do this is **not** shown to the other participants.

2

If you do not want to share your PC screen with the others tap **Hide PC** to return to the previous state. Otherwise, tap **Share**, as shown to proceed to sharing content.

3

The content of your PC screen will now be shared with the other participants.

4

To stop sharing, tap **Stop sharing**, as shown.

About Content Sharing

Your video system supports the ability to show presentations in a video call or video conference .

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

Tip Your system camera can work as a document camera. Just tilt it, as shown, to present a document or any other physical object that lies on your table in front of the system.

The camera senses what you do to it and automatically flips the image vertically. Thus, the image appears as expected to the far end.

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Share content

Change Presentation Layout In a Call

1

Tap the **Layout** to invoke the layout options, as shown.

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.

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Scheduled Meetings

Join a Scheduled Meeting

Joining a Meeting

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear as shown at left.

Tap **Join** to become a participant in the meeting.

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Contacts

Contacts

Favorites, Recents and Directory

About the Contacts Lists

The Contacts list consists of three parts; *Directory, Recents* and *Favorites*

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, and 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.

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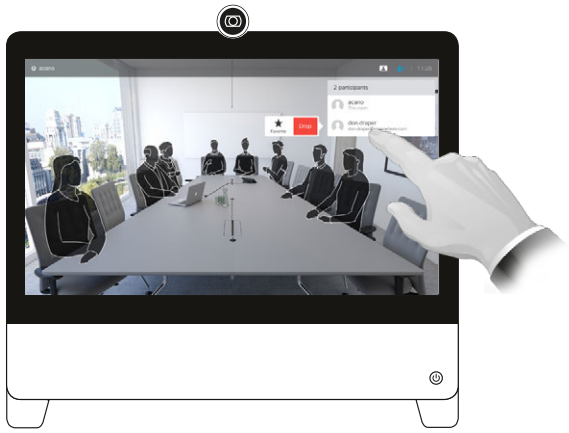
Contacts

Add Someone to Favorites, While in a Call

1

In a call, tap the **Participants** icon in the upper right corner, as shown, to invoke the list of participants.

2



Tap the participant to be turned into a Favorite. A small menu allowing you to drop that participant (terminate that participation) or to add the participant to the list of favorites.

3

Tap **Favorite**.

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.

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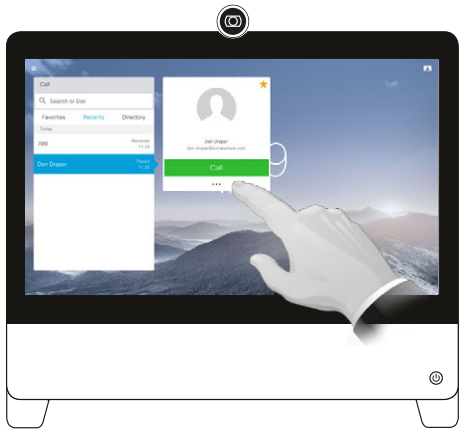
Contacts

Add Someone to Favorites, Outside a Call

1

While not in a call, tap **Call** (not shown) to invoke the *Contacts* list, as shown. Tap **Recents** or **Directory** and search for the entry to become a Favorite.

2



Tap the participant to be turned into a Favorite. Tap the **More** (•••) icon below the green **Call** button.

3

Tap **Mark as Favorite**. The entry has now become a Favorite. Tap anywhere outside the menu to exit.

4

To remove an entry from the list of Favorites, go to **Favorites** in the *Contact* lists and repeat the procedure.

The **Mark as Favorite** button will now read **Unmark as Favorite**.

About this feature

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.

To add a manual entry to the list of Favorites, type the name or address in the *Search or Dial* field as explained in "Place Call Using Name, Number or Address" on page 9.

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Camera Control

Camera

Move the Selfview PiP

1

Tap and hold the selfview image.

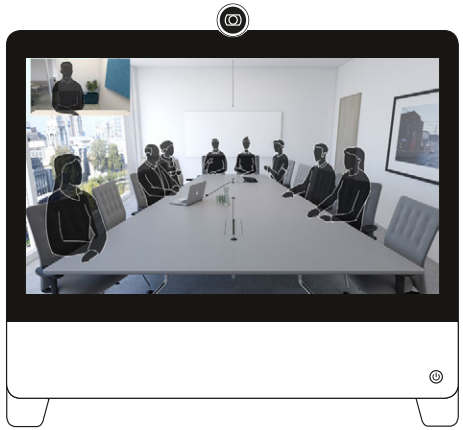
2

You will now see the alternate positions available for the selfview image. Keep holding the image

3

Drag the image to a new position, shown here is the upper left corner.

4



Release the image by lifting your finger from the screen. The selfview image has now assumed its new position.

Why Move the Selfview?

Selfview shows what others see from your video system. You will normally use it to confirm that they see what you want them to see.

The selfview appears as a PiP (Picture-in-Picture).

From time to time you may want to have the selfview activated during the meeting. This could, for example, be to ensure that you remain seen on the screen.

It may happen that the current position of the selfview blocks important parts of the image on your screen. You may therefore want to move it.

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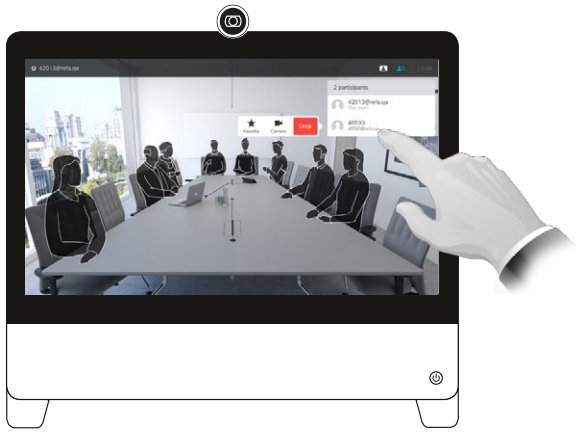
Camera

Far End Camera Control

1

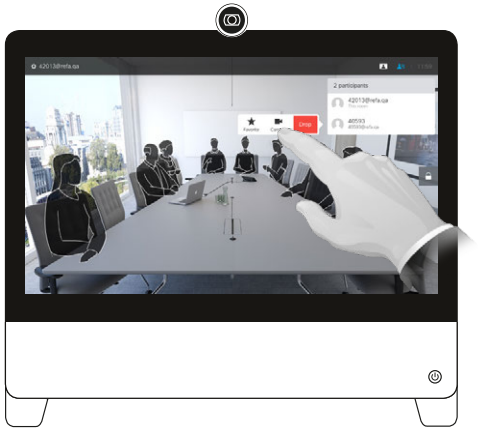
Tap as shown to invoke the list of participants.

2



Tap the participant whose camera you would like to control. Non-controllable cameras will not provide the option to be controlled.

3



Tap **Camera** of the selected participant.

4

Adjust camera to your liking. Tap anywhere outside the camera controls to exit the Far End Camera Control.

About Camera Control

You may be in a video call in which one or more of the other video systems have a remotely controllable camera.

You will then be able to control those cameras from your own video system. This is referred to as Far End Camera Control (FECC).

If the far end system has activated camera tracking (which takes place when the camera tracks and shows who is speaking) you will not be offered the option of FECC.

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Cisco TelePresence DX70, DX80
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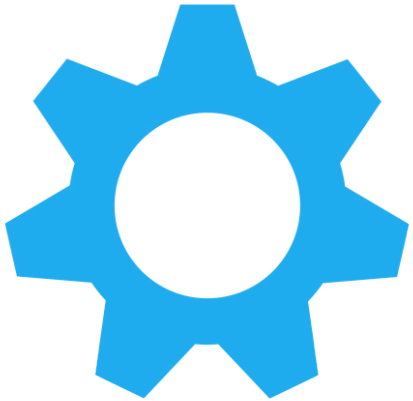
Settings



Overview of the Settings

About Settings

This menu is accessed by tapping the little icon in the upper left corner followed by tapping **System Information**. It provides an overview of the well-being of your DX70/DX80. You may also tap **Settings** in this view to go one level deeper.

You will then get access to:

- Language settings
- Time zone settings
- Network connection settings
- Service activation settings
- Factory reset
- Extended logging

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