



Cisco TelePresence
SX10
TC 7.3



User Guide

D1509704 User Guide
Cisco TelePresence SX10
Produced: December 2014 for TC7.3
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Introduction to Video Conferencing

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Best Practice



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

General

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

In the meeting room

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

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

systems may force viewers to choose between showing the presentation or the presenter.

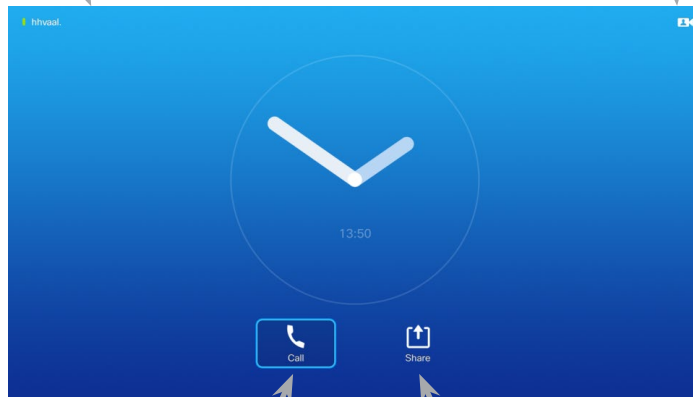
- For duo video some attention is needed. Duo video is, on some video systems, shown side-by-side with half the screen showing the presentation and the other half showing the presenter. To avoid appearing like you are sitting with your back towards the presentation look straight into the camera.

Tour the screen and the remote control



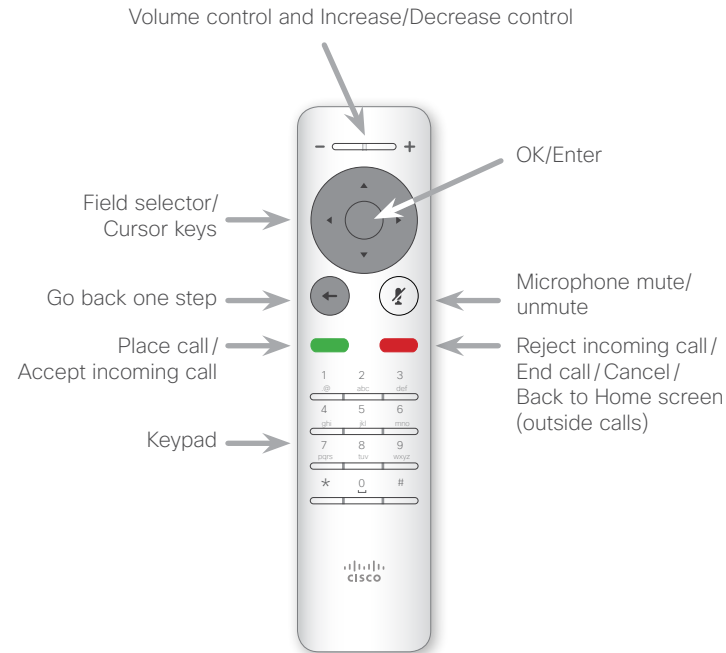
Access Settings, Standby mode and the Do Not Disturb feature.

Access the Camera Control menu.



Use this to place calls.

Use this to share content.



Operating tips

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

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

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

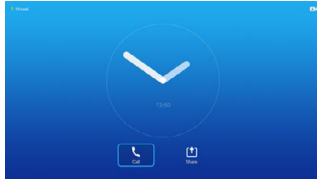
As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.



Video Calls

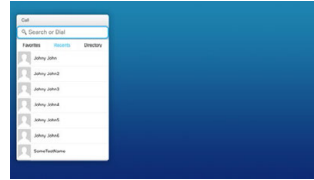
Place Call Place Call From Contact List

1



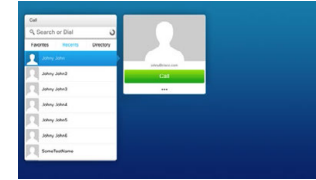
Make sure **Call** is selected and press **OK** or the green **Call** button on the remote control.

2



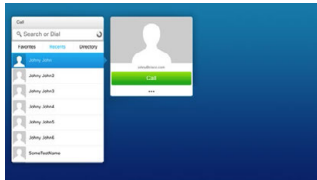
Use the **Cursor** keys to go between *Favorites*, *Recents* and *Directory* and then down in one of the lists.

3



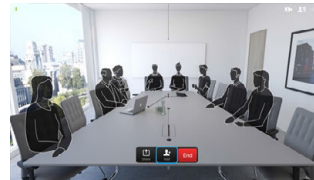
Once an entry has been located, press **OK** to invoke the *Call* menu.

4



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

5



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

About the Lists of Contacts

Your lists of Contacts consist of three parts:

Favorites. These contacts have been 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.

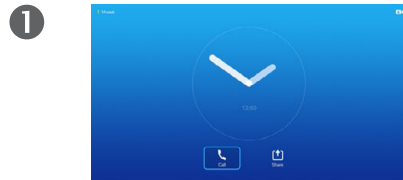
Recents is a list of calls you have placed, received or missed earlier.

The following options apply:

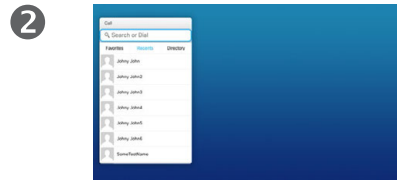
- You may key in a name, number or an IP (video) address and the system will look in all lists for you.
- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling; change the call rate and remove the entry from *Recents*.



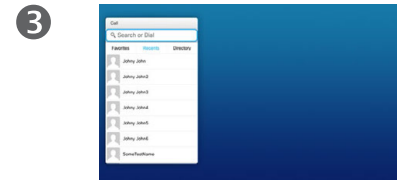
Edit a Contact List Entry Status, then Place the Call



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



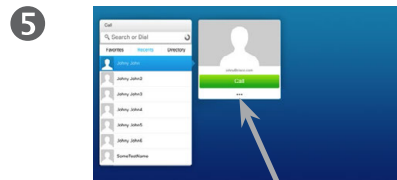
2 Use the **Cursor** keys to go between *Favorites*, *Recents* and *Directory* and then down in one of the lists.



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



4 Use the **Cursor** keys to move the cursor to the right so that the green *Call* field is selected.



5 Use the **Cursor** keys to move the cursor down to select the *More* field (**).



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

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

About Entry Edits

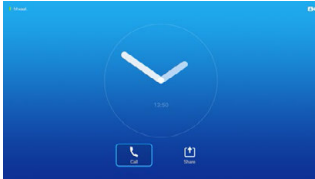
You may have to edit an entry in one of the *Contact* lists before you place the call. There may be a need to add a prefix, a suffix or otherwise alter the entry to ensure success.

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



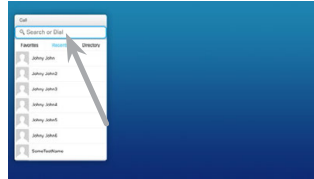
Place Call Using Name, Number or Video Address

1



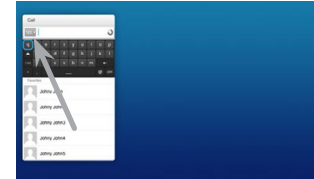
Make sure **Call** is selected and press **OK** or the green **Call** button.

2



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

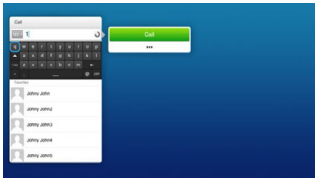
3



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

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

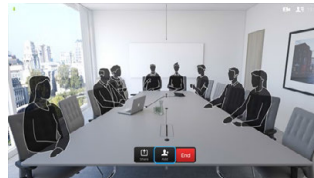
4



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

Possible matches will appear as you type. If no matches are found, this will also be indicated.

5



Press the red **End Call** button or use the **Cursor** keys to select *End* and press **OK** to terminate 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.

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*.

Call Using Video Address

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



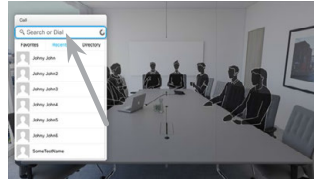
Add Someone to an Ongoing Call

1



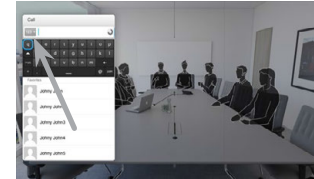
In a call, navigate to **Add**.

2



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

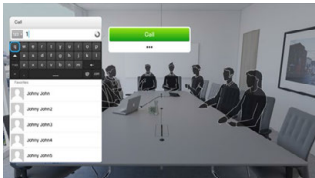
3



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

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

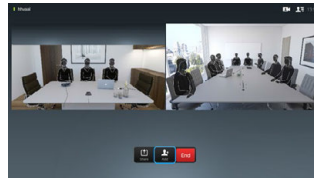
4



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

Possible matches will appear as you type. If no matches are found, this will also be indicated.

5



Repeat to add more participants.

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

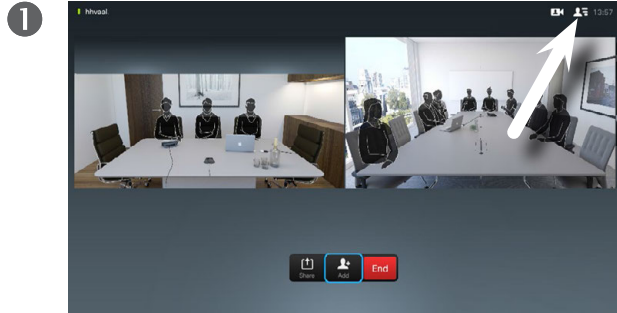
About Adding Participants

If your system permits it, you may add participants to an existing call to turn a point-to-point call into a video conference.

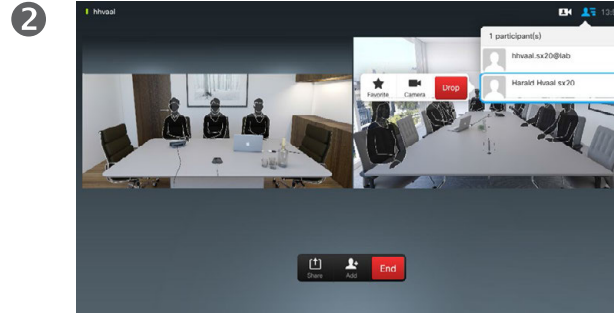
The maximum number of simultaneous participants in a video conference will depend on the infrastructure of your organization. If in doubt, contact your video support team.



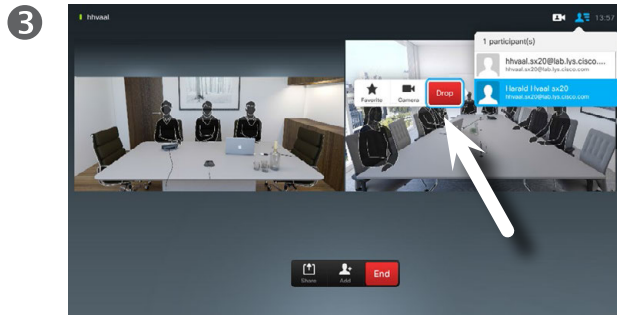
Drop Someone From a Call



In a conference, use the remote control to navigate to the *Participant list* icon (three people) in the upper right corner and press **OK**.



A list of all the participants will now be shown. Use the remote control to navigate in this list and press **OK** to select someone.



To drop someone from the call use the remote control to navigate to *Drop* and the press **OK**.

About Dropping

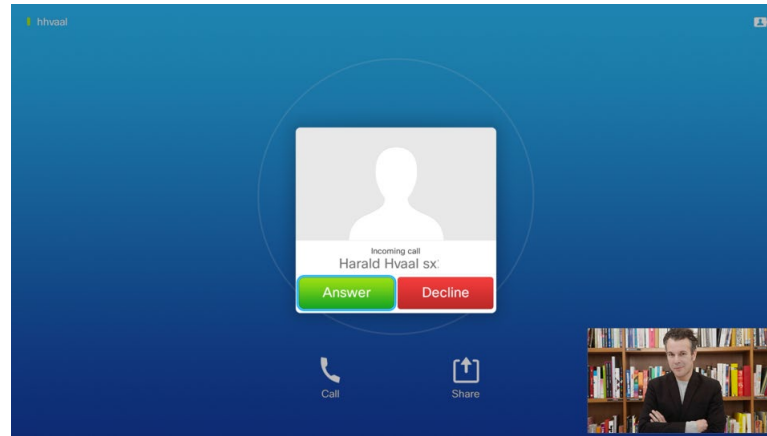
If your system permits it, you may drop any of the other participants from a video conference any time without ending the entire conference.

To leave an ongoing conference press the **End** button. This will not affect other conference participants.



Receive Call

Receive Call



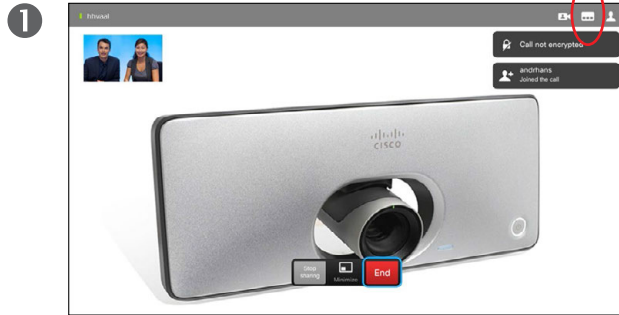
You may also use the keys on the remote control directly.

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.



Change the Layout of the Screen



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



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

About Layout

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

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

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

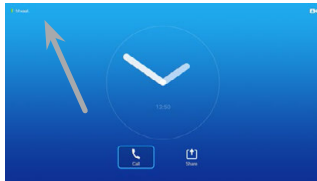
Any changes you make here will not affect others than you.

For layouts with picture-in-picture (as shown here), the little image can be moved in case it blocks the view to important parts of the screen, see [“Change the Position of a Picture-in-Picture on the Screen”](#) on page 25.



Enable Do Not Disturb

1



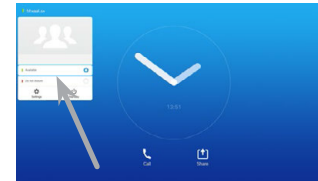
Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

2



Press the **OK** key.

3



Use the **Cursor** buttons to select *Available* or *Do Not Disturb*.

4



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

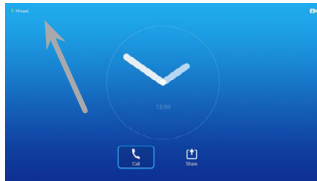
About Do Not Disturb

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



Enable Standby

1



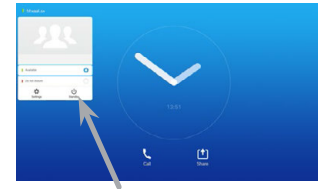
Starting from *Home* screen, use the **Cursor** keys to select the field in the upper left corner of the screen.

2



Press the **OK** key.

3



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

4



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

About Standby

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

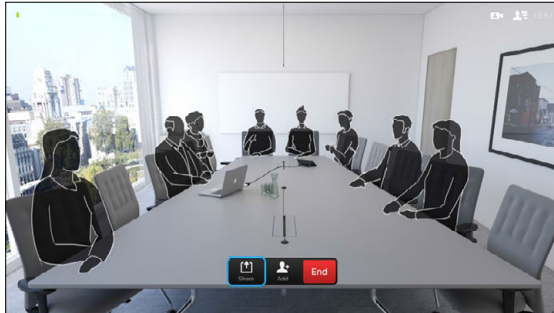




Share
Content

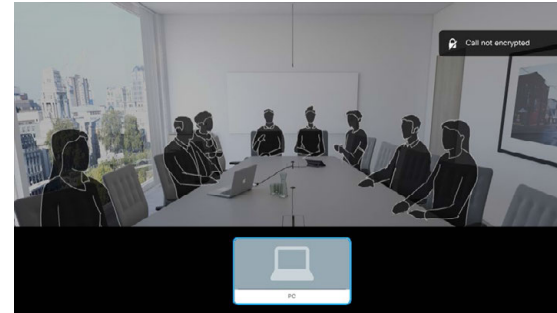
Start and Stop Presentation

1



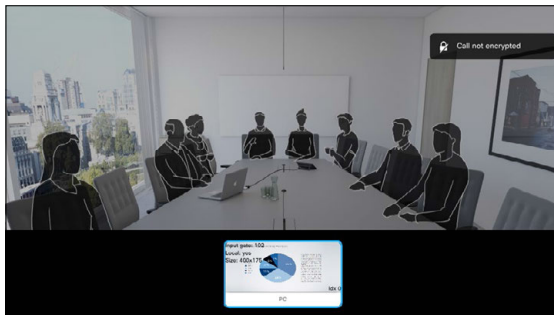
Make sure your presentation source is connected and switched on. Select *Share* and press **OK** on the remote control.

2



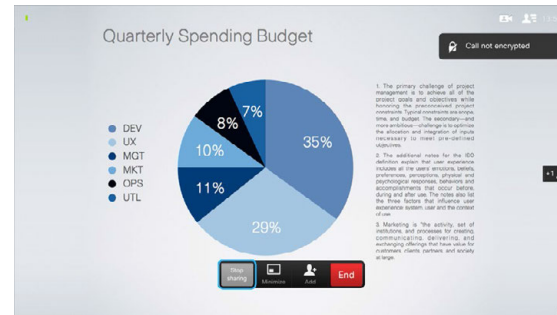
Navigate to the source to be shared.

3



You will now see a preview of the content of the source to be shared. No sharing has taken place yet. Press **OK** on the remote control to start sharing.

4



To stop sharing content, select *Stop sharing* and press **OK** on the remote control. You may maximize or minimize the shared content image by means of the button number two from the left.



About Content Sharing

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

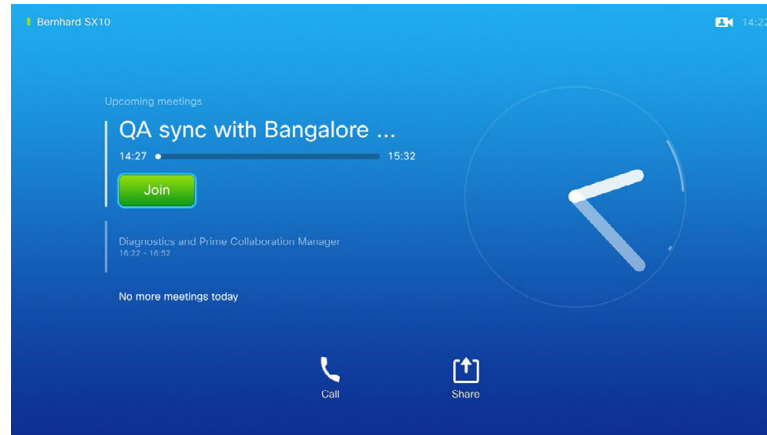


Your video system may be connected to a management system capable of scheduling video meetings for you. Any meetings scheduled will then appear in a *List of Meetings* on your Touch device.



Scheduled Meetings

View Meeting List



31

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*.

Navigate to *Join* to enter the meeting.

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



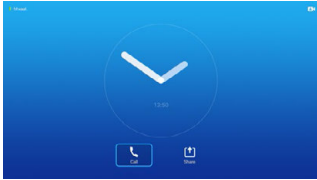
Contacts consists of three parts; a *Directory*, which typically is your corporate phone book; *Recents* which is a list of recent calls and finally *Favorites*, which is your personalized list of people you call frequently or otherwise need to get easy access to.



Contacts

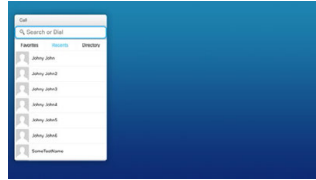
Make Someone a Favorite

1



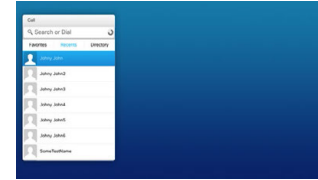
Make sure **Call** is selected and press **OK** or the green **Call** button.

2



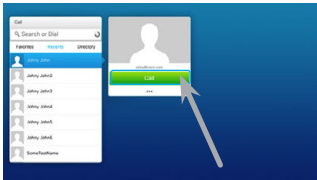
Use the **Cursor** keys to go between *Recents* and *Directory* and then down in one of the lists.

3



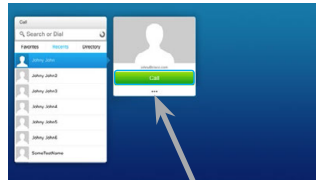
Once an entry has been located, press **OK** to invoke the *Call* menu.

4



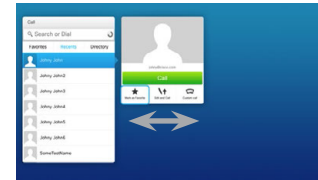
Use the **Cursor** keys to move the cursor to the right so that the green *Call* field is selected.

5



Then use the **Cursor** keys to move the cursor down to select the *More* field (**).

6



You may now use the **Cursor** keys to move the cursor to select **Mark as Favorite**. Press **OK** to enter.

About Directory, Recents and Favorites

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

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

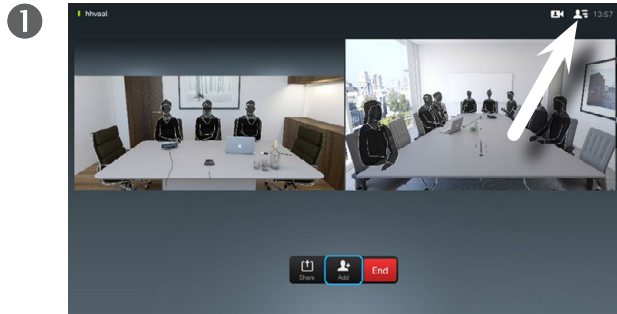
When searching within the corporate Directory, the search will apply to the current directory folder and its subfolders only. To go one level up, tap Back. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.

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

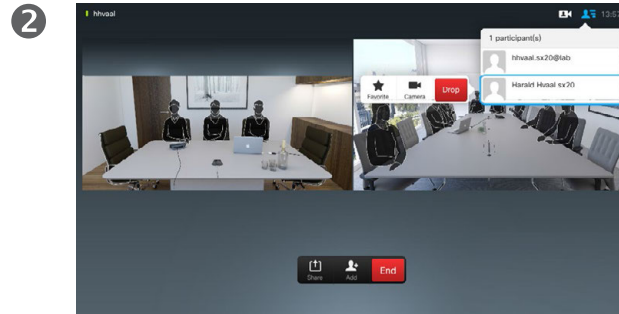


Make Someone a Favorite In a Call

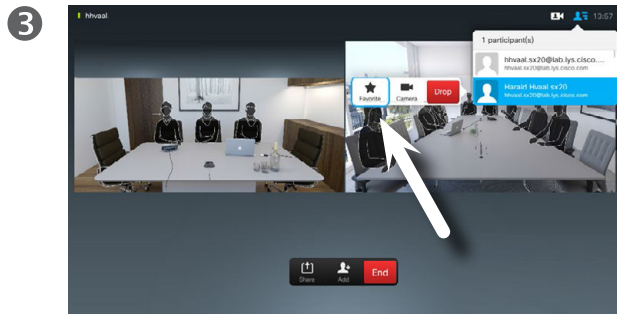
Creating Favorites On the Fly



In a call, use the remote control to navigate to the *Participant list* icon (👤+) in the upper right corner and press **OK**.



A list of all the participants will now be shown. Use the remote control to navigate in this list and press **OK** to select someone.



To turn someone from the call instantly into a favorite use the remote control to navigate to *Favorite* and then press **OK**.



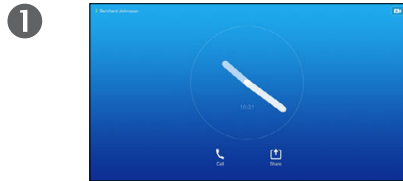
You may turn anyone you talk to into a favorite while you are in a call with them.

More about favorites, as such, can be found on the previous page.



Camera

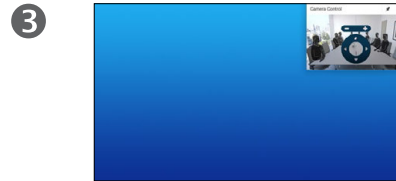
Camera View Camera Settings



1 In a call or outside a call, move cursor up the upper right corner to the **Camera** icon. Press **OK**.



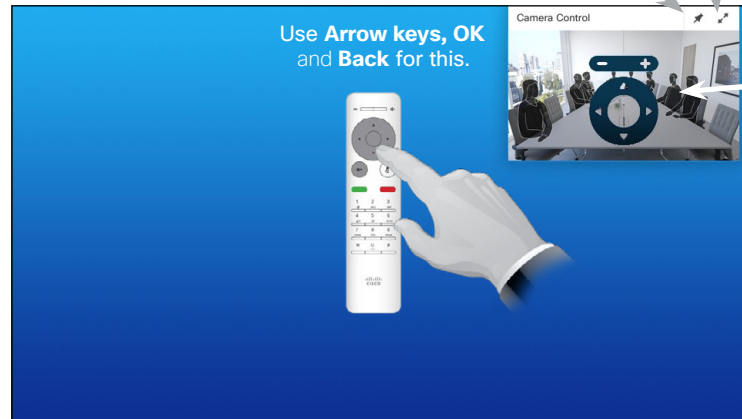
2 The camera icon appears. Press **OK**.



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



4 Press **Back** to exit the menu.



About Camera Settings

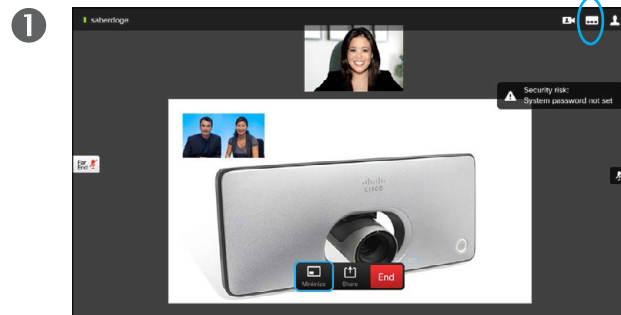
The camera settings let you control the zoom, pan and tilt of the camera.

In addition self-view (the image that the others see from your system) can be turned on and off.

The self-view image may also be moved to another position on the screen—see the following page for more on moving the self-view.



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



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



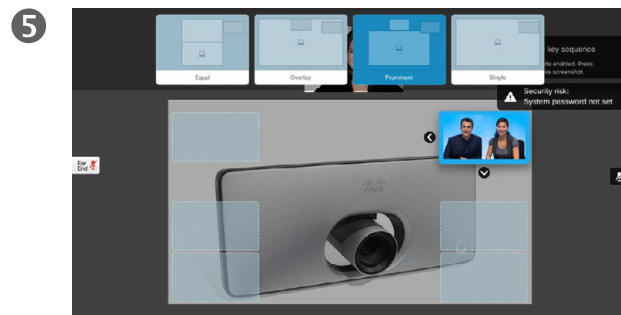
The layout menu appears. Press **Arrow-down** to navigate to the self-view image.



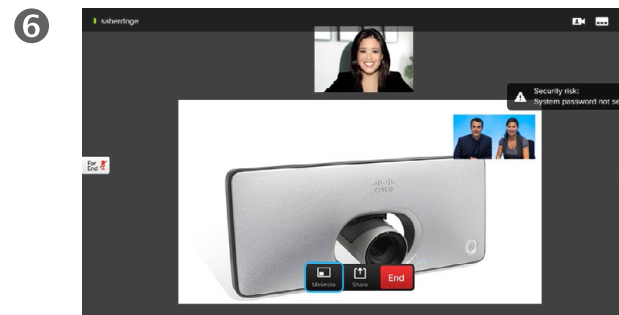
The self-view image will now turn blue to show that it has been selected. Click **OK**.



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



Use **Arrow** keys to move the image.



Press **OK** when finished.

Moving a PiP

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

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

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

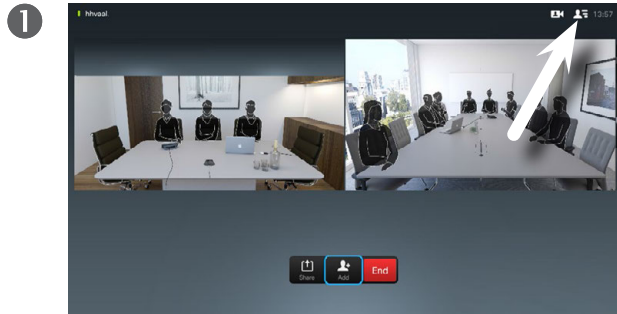
During presentations you may experience that the PiP blocks important parts of the shared content on your screen. This is why your system allows you to move the PiP.

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

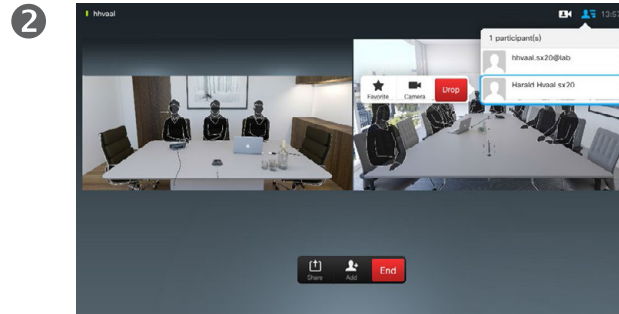


Far end Camera Control

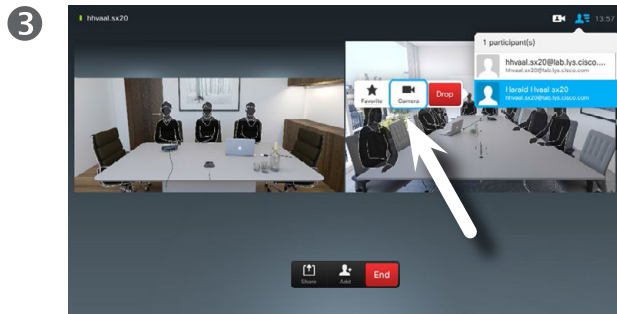
About Far End Camera Control



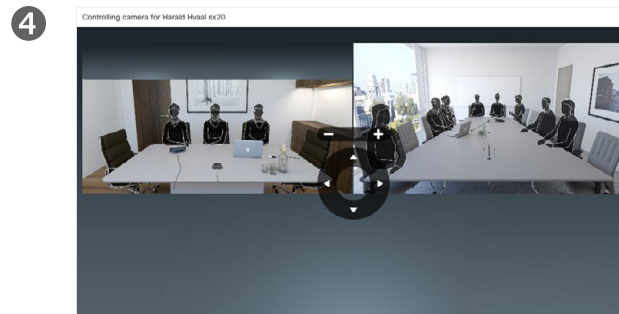
In a call, use the remote control to navigate to the *Participant list* icon (👤+) in the upper right corner and press **OK**.



A list of all the participants will now be shown. Use the remote control to navigate in this list and press **OK** to select someone.



Use the remote control to navigate to *Camera* and then press **OK**.



Use the remote control to adjust pan, tilt and zoom of the far end camera. Press **OK** when finished to exit the menu.

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

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

This feature may or may not be available in video conference calls, depending on your infrastructure. If in doubt consult your video support team.





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

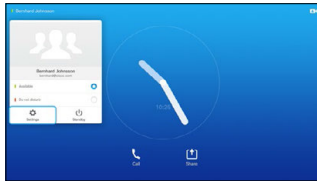
The web interface is described in a guide available separately for download.



Settings

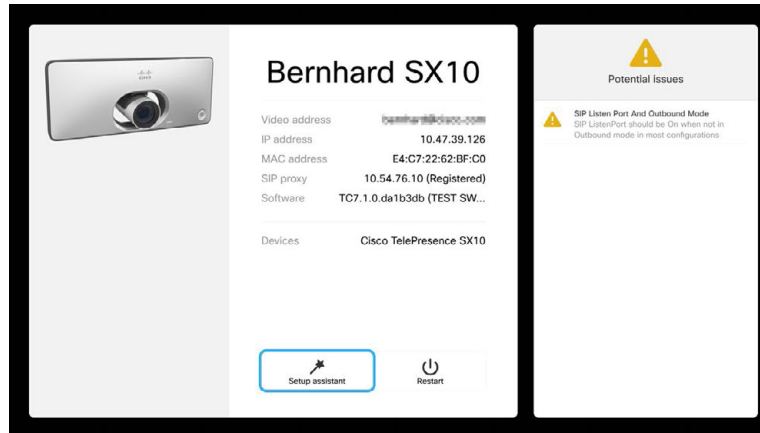
Gain Access to the Settings

1



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

2



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

About Settings

Care must be taken when altering the *Settings* to avoid that the system stops working. If in doubt, contact your video support team.

For security reasons, access to the Administrator Settings may have been password protected by your video support team.

To enter the *Settings*, tap the **Settings** icon in the upper left corner of the touchpad, as outlined.





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