



Cisco C Series Video Conferencing User Guide

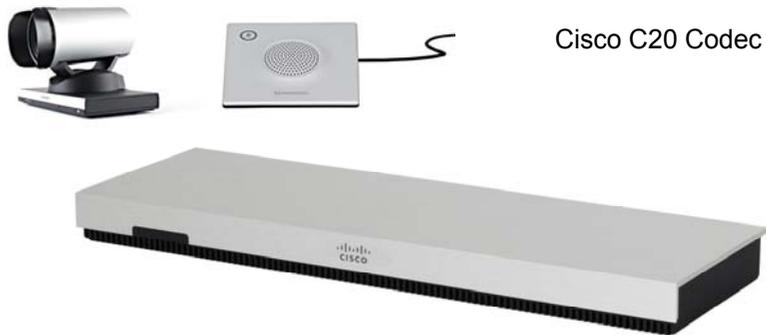
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Getting Started

The Cisco C Series (formerly Tandberg) units provide high definition video conferencing facilities. They can be used in a number of different configurations including mobile carts, large TV systems or room based projector systems. Although the control of the televisions or projectors will vary from system to system, the basic control of the video conferencing unit will be the same.



On fixed systems, it is likely that the unit is fully connected, switched on and left in a standby mode.

On system using a projector, there may be a room control panel that is used to turn on the projectors.

If you are unsure how to turn on the system please refer to site specific documentation, or contact your support team.



Mobile Systems

If using a mobile system, it may be necessary to connect the system to the power supply and computer network.

Simply connect the power cord to a socket and connect the data cable to the appropriate data point.

In general, systems used for video conferencing need to be plugged into specially configured data points. If you need to connect the system in an areas not previously set-up please contact a member of your support team.



Having connected the power supply, it may be necessary to switch on the codec and the display. The power switch for the video conferencing unit is normally located at the back left of the unit. Depending on the model this is either a push button or a rocker switch.

You may also need to turn on the TV. Use the button on the remote control. Please note that some displays also have a power switch tucked away on the rear of the unit.

Rear of the C20 Codec



Power Switch

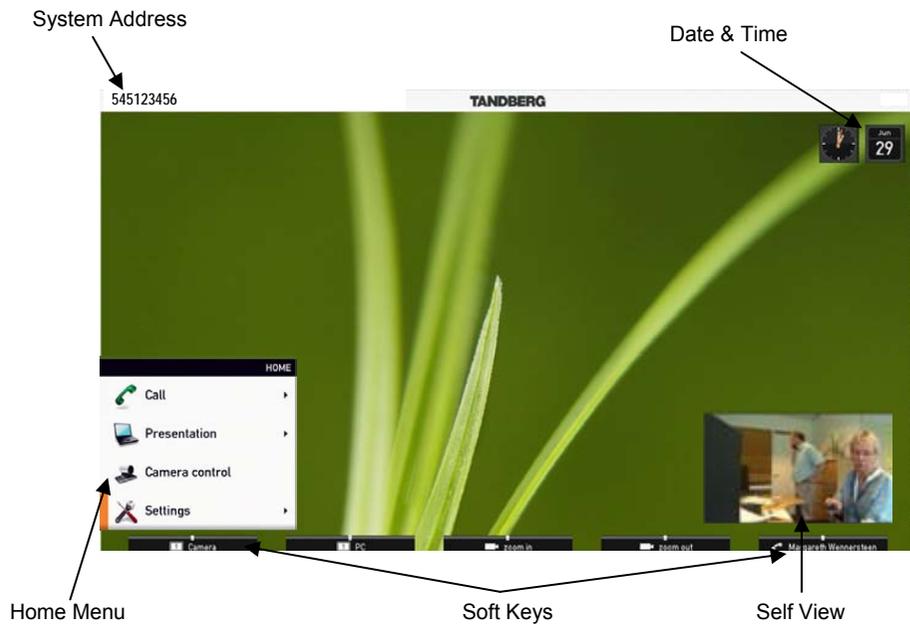
System Basics

Video conferencing functions are carried out using the remote control. When the system is not in use, it is in standby mode. The screens are black. To wake up the system pick up the remote or press any key.



When the system is woken up, you will see the system wallpaper along with a number of information boxes and menus. The 'phone number' of the system should be displayed in the top left corner. If this is not displayed it is likely that your system is not properly connected. Please consult the troubleshooting section or contact your local support team.

The menu is the interface you will use to control the system. Use the arrow keys to select the menu item you want then press the OK button to select it.



The Remote Control



The function keys in the upper part of the remote control reflect the softkeys on screen

The middle part of the remote control is used to handle video, sound, phone book, menus and navigation

The lower part of the remote control is similar to the keypad of a mobile phone

Navigating the Menus

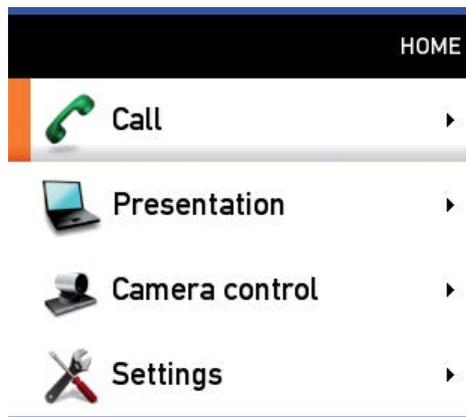
Use the remote control to operate your TANDBERG video system. A few basic navigation principles are all you need to know to get started.

- Press the home  key to show the Home menu.
- The arrow keys in the centre of the upper part of the remote control are used to navigate in the menus.
- When the system shows the Home menu only (see below), pressing home key again will hide the menu. To bring it back, press the home key again.
- In an input field, pressing the C key will delete characters/numbers to the left of the cursor position.

 Press the home key to display the Home menu

The element currently selected is indicated by an orange rectangle.

Use up and down arrow keys to navigate up and down in a menu.

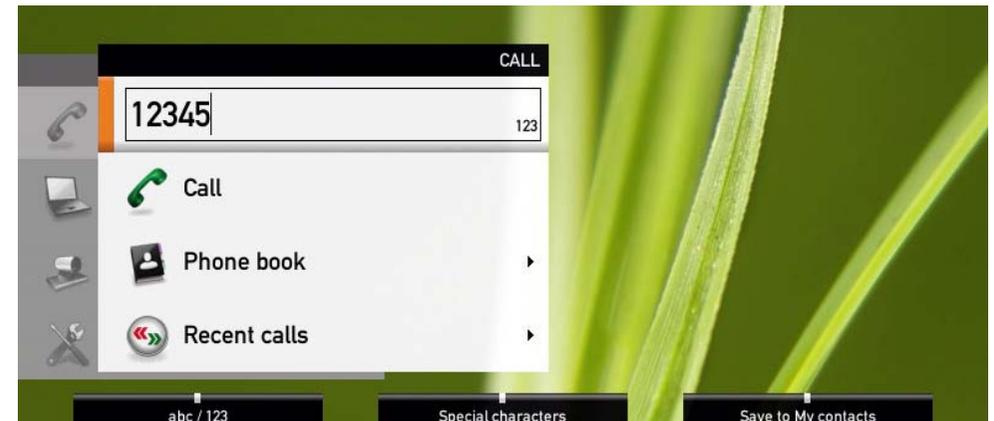


← The little triangle indicates that a submenu is available.

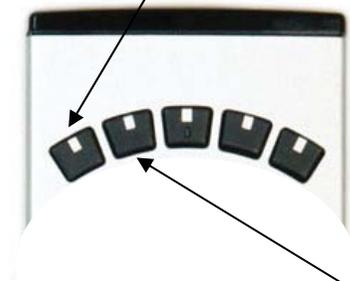
Changing from Text to Numbers

Entry fields that expect a numeric entry will by default use the numbers from the numeric pad. The default value for a field is shown on the right as either 123 for a numeric field or abc for a text field. When entering values into a text field the system works like the keypad on a mobile phone.

However, it is sometimes necessary to change between text and numbers, for example when searching for a number in the phonebook or when entering a dialling address of the form joe.bloggs@vc.scot.nhs.uk.



To change from text to numeric values press the corresponding softkey, as displayed at the bottom of the screen.



To enter a special character, press the corresponding softkey and use the arrows and tick button to select the appropriate character.

Making Calls

To Make a Call by Dialling the Number

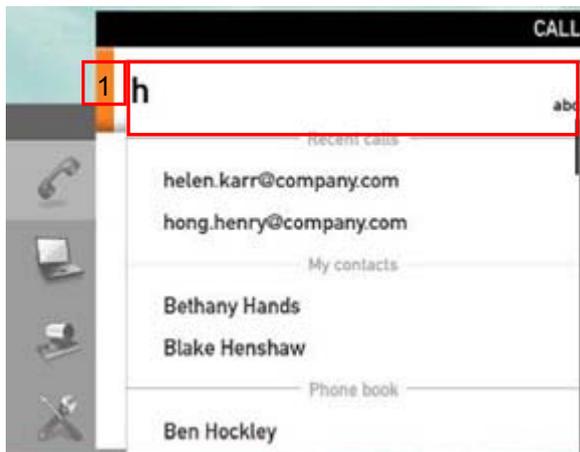
The term “number” has a wide definition here—you may use the procedure outlined on this page to call people by their alphanumeric address as well, for example: “helen.karr@company.com”. However most addresses in NHS Scotland take the form of a 9 digit number where the first three digits signify the Health Board and the remaining 6 digits the extension number. The last 6 digits often correspond to an ISDN telephone number, however the use of ISDN when making calls within NHS Scotland is being phased out.

To make a call

- 1 Key in the “number” to call. If needed, switch to alphanumeric or numeric setting by means of the abc/123 softkey. Starting to enter the number automatically opens the dialling dialogue box. Note that the system will search for matches as you write along.

Where possible, remember to type in the 9 digit IP number (eg 545123456) rather than an ISDN telephone number (eg 0131 123 4567). This will give you better call quality.

- 2 Press the green call button.



Receiving a Call

When someone calls you, the system sounds an alert and a message will appear on the screen (assuming the television / sound system is switched on).

To accept the incoming call, press the green connect button. 

To reject the call, press the red disconnect button. 

Please note that many systems will automatically answer the call, but mute the microphone. To unmute the microphone press the microphone button on the remote control.



Dial Using the Phone Book

To make a call using the phone book, press the directory button or select phone book from the ‘CALL’ menu.

Use the arrow keys to navigate the directory and select the number you want.



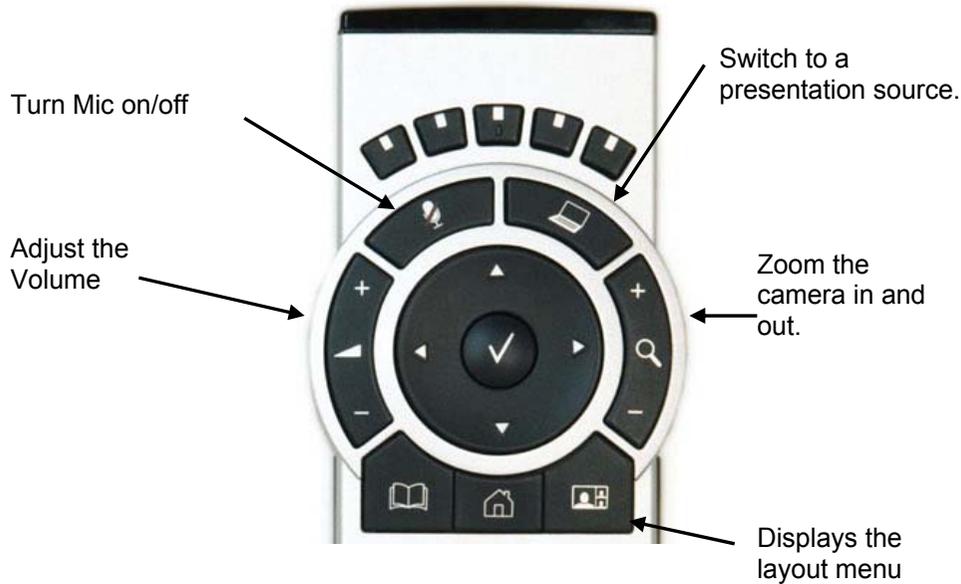
Dial Using Recent Calls

Select ‘Recent calls’ from the ‘CALL’ menu then use the arrows to select the number you want. Outgoing calls are signified by '>>' and incoming calls by '<<'. If the call was missed, this is displayed in red '<<'.



During a Call

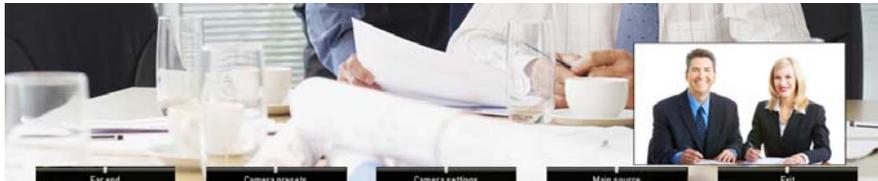
Basic Functions



Camera Control

During a call it is possible to change the position of your camera. If you are in a point to point call with a compatible system, it is also possible to move the remote camera. This is called far end camera control.

To access the camera controls, press one of the arrow buttons. Pressing an arrow key again will start moving the camera. In addition, a range of softkeys will be displayed at the bottom of the screen.



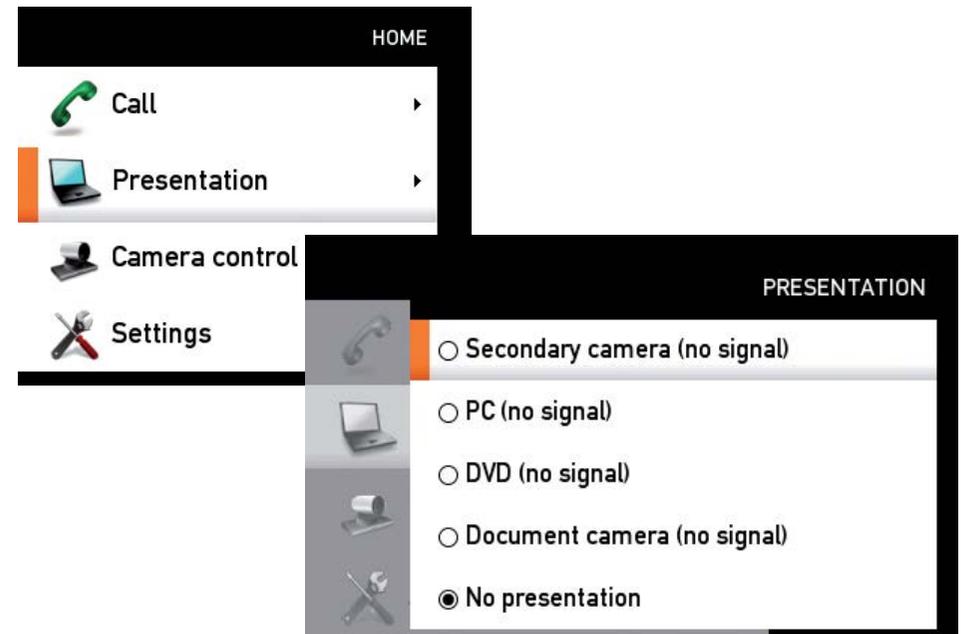
Camera Softkeys

Sharing Presentation

To share a presentation

- Locate the computer cable and connect the PC to the video system. Connect the audio mini-jack output from the PC (or any other source) to the mini-jack socket of the cable to get sound.
- Press the presentation button on the remote control, the default presentation source is activated.
- If the presentation fails to show, remember that most laptops require you to press a special key combination to switch the PC image from the PC screen to the video screen.

If you want to send an image that is different from the default source, this can be accomplished by selecting the presentation menu and selecting the source from the list displayed.



Troubleshooting

Remote site can't hear you

- Check that your microphone is not muted.
- Check the location of the microphone. In some cases it may be possible to move the microphone closer to those speaking.
- Turn off background noises such as fans and air conditioning.
- Ensure people are not speaking in the background.
- Speak up a bit.

I can't hear the remote sites

- Ask them to do the above.
- Check the volume of the system by using the remote control.
- Check the volume on the television.

PC image does not display

- Check the PC screen resolution. Try setting the resolution to 1024x768.
- Use the function keys on the laptop to change the video outputs.

The remote site can't see me

- Check to make sure you are not in presentation mode by pressing the presentation button. That should bring up a screen that says 'no signal'. Press the presentation button again to go back to the main camera.

System does not connect

- For systems connection to the computer network, ensure the IP number is displayed. If it is not displayed check the computer connection. If necessary check with your local support team to ensure the data point is activated.
- To dial an outside ISDN line when connected to the computer network you will need to dial the appropriate prefix. Try using 9 or 3 or ask your local support team.