

Cisco WebEx Telepresence

User Guide

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Overview

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Cisco WebEx Telepresence is a cost-effective, easy-to-use, subscription-based service that provides high-definition video and voice communications across the Internet, making video collaboration both affordable and accessible. WebEx Telepresence enhances communications within your organization and across company boundaries by enabling connection to other WebEx Telepresence users, compatible H.323/SIP-based video devices, and Public Switched Telephone Network (PSTN) landline and mobile phone users.

With its low monthly subscription cost, usability features, and expert technical support, WebEx Telepresence is the ideal solution to help enable businesses to take advantage of the benefits of visual collaboration.

Supported devices

You can use the following Cisco devices with a WebEx Telepresence subscription:

- Cisco IP Video Phone E20
- Cisco TelePresence Quick Set SX20
- Cisco TelePresence System Quick Set C20
- Cisco TelePresence System Codec C40, C60, and C90
- Cisco TelePresence System Profile 42-inch, 52-inch, 55-inch, and 65-inch
- Cisco TelePresence System EX60 and EX90
- Cisco TelePresence System MX200 and MX300
- Cisco TelePresence VX Clinical Assistant

i The Profile series 52-inch is no longer being offered for sale.

You can also use the Cisco Jabber Video service to make and receive WebEx Telepresence video and audio calls directly from your Windows or Mac computer.

For information on using Jabber Video, see the Jabber Video User Guide for [Windows](#) or [Mac](#). This guide contains information on using the other devices listed here.

Key terms

Video number/video address (assigned and custom)

Every bridge and device (whether assigned to a room or a user) in your WebEx Telepresence subscription is automatically assigned a video number. A video number is a 10-digit number in the format **1234567890**. You use the video number in the following circumstances:

- **Device activation.** When you activate a WebEx Telepresence device, you enter the video number and an activation code.
- **Inbound audio-only calls.** Every WebEx Telepresence subscription includes the ability to receive inbound audio calls from landline or mobile phones, as well as other video devices that have outbound audio calling enabled. These phones and devices dial a device's 10-digit video number to call it.
- **Outbound audio-only calls.** If your WebEx Telepresence subscription includes the optional VoIP out feature, you can make outbound audio calls to other devices by dialing that device's 10-digit video number.

i If your subscription includes the VoIP out feature, you can also make audio calls to VoIP landline and mobile phones by dialing a 10-digit phone number from your device.

For WebEx Telepresence Premium subscriptions, each device also receives an assigned video address. You dial a video address to make a video call to another device or to join a bridge. The assigned video address format for a device is the 10-digit video number followed by @webex.com: **[video number]@webex.com**. For example, if the device's video number is **1234567890**, the assigned video address is **1234567890@webex.com**.

You cannot change a device's assigned video address. However, for any device, you can create a custom video address in the format **[display name]@webex.com**, where **[display name]** is any name you choose that is not already in use. A custom video address lets you create a way to make a video call that is easier to dial and/or remember than the assigned video address.

i Unlike devices, personal bridges and WebEx Telepresence bridges use a single video address only. Although this video address is assigned, it is not based on the video number.

Cisco WebEx Telepresence bridge/personal bridge

As part of your WebEx Telepresence subscription, each user receives a unique personal bridge. This feature enables users to set up a bridge that other WebEx Telepresence devices and Jabber Video users can join for a conference call. See [Use your personal bridge](#) for information.

Your company can also purchase a separate, optional WebEx Telepresence bridge subscription that enables conference participation with both other WebEx Telepresence devices and Jabber Video users, as well as all standards-based SIP or H.323 video devices and standard PSTN landline or mobile telephones (for audio

only). See the [Cisco WebEx Telepresence bridge Quick Reference Guide](#) for information.

Activate your device

Before you begin

- Make sure you have your video number and activation code. These were included in the Cisco WebEx Telepresence subscription information you received from orders@telepresence.webex.com.
 - Make sure that the device has an Internet IP connection, and that Domain Name System (DNS) services are available.
 - Check the software version for your device:
 - Cisco IP Video Phone E20: Press **Home** > navigate to the **Menu** tab > **System information**.
 - Cisco TelePresence System Codec C series and SX series devices with Cisco TelePresence Touch: Tap **More** > **Settings** > **System Information**.
 - Cisco TelePresence System Codec C series, SX series, and VX series devices with TRC5 remote: Press **Home** > **Settings** > **System Information**.
 - Cisco TelePresence System EX60, EX90, MX200, and MX300: Tap **More** > **Settings** > **System Information**.
- i** Currently, the minimum required software version for the E20 is TE4.1.1. For all other devices, the minimum required software version is TC5.1.0.

If the software version is current, continue with the following procedure. If the version is not current, see [Upgrade your device software](#) for instructions.

Then follow the activation steps for your device:

- [Cisco IP Video Phone E20](#)
- [C series and SX series devices with Cisco TelePresence Touch](#)
- [C series, SX series, and VX series device with the TRC5 remote](#)
- [Cisco TelePresence System EX60, EX90, MX200, and MX300](#)

i During activation, your device screen displays the term **Cisco TelePresence Callway**. This is the former name of the WebEx Telepresence service.

Cisco IP Video Phone E20



1. Press **Home**, and then press **▶** or **◀** to highlight the **Menu** tab.
2. Press **▲** or **▼** to scroll to and highlight **Startup wizard**. Press **√**.
3. Press **▲** or **▼** to highlight the **Video Infrastructure** field.
4. Highlight **Cisco TelePresence Callway** and press **√**.
5. Use the keyboard to enter the subscription video number and activation code in the appropriate fields.
6. Highlight **Continue** and press **√**.

7. Highlight **Finish** and press **√**.


C series and SX series devices with Cisco TelePresence Touch



1. Tap **More** and navigate to **Settings > Administrator Settings > Network Settings > Provisioning**.
2. Tap **Start** and select **Cisco TelePresence Callway**.
3. Enter the subscription video number and activation code in the appropriate fields.
4. Tap **Register**, and then tap **OK**.

C series, SX series, and VX series device with the TRC5 remote



1. Press , and then press **▲** or **▼** to highlight **Settings**. Press **√**.
2. Press **▲** or **▼** to highlight **Administrator settings**, and then press **√**.
3. Press **▲** or **▼** to highlight **Advanced configuration**, and then press **√**.
4. Press **▲** or **▼** to highlight **Provisioning**, and then press **√**.
5. Press **▲** or **▼** to highlight **Mode**, and then press **√**.
6. Press **▲** or **▼** to highlight **Callway**, and then press **√**.
7. Enter the subscription video number and activation code in the appropriate fields.
8. Select **Continue**.
9. Highlight **Finish** and press **√**.

3. Enter the subscription video number and activation code in the appropriate fields.
4. Tap **Register**, and then tap **OK**.

Make a test video call

- To verify two-way audio and video connectivity, dial **test@webex.com**. This connects you to a mirroring service that lets you see video and hear audio of yourself with a three-second delay.

Cisco TelePresence System EX60, EX90, MX200, and MX300



1. Tap **More** and navigate to **Settings > Administrator Settings > Network Settings > Provisioning**.
2. Tap **Start** and select **Cisco TelePresence Callway**.

Video and audio calls

Make a video call to a contact

Cisco IP Video Phone E20


1. Press **Home**, and then press **▶** or **◀** to highlight the **Directory** menu.
2. Press **▲** or **▼** to scroll to and highlight the contact, and then press **√**.
3. Press **√** again to dial.

Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec 60, Codec C90, and Profile Series using Codec C Series touchscreen

1. Tap **Contacts**.
2. Tap **Directory** or **Favorites**.

3. Scroll to the contact and tap the contact name.
4. Tap **Call** to dial.

Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, VX Clinical Assistant, and Profile Series using Codec C Series TRC5 remote

1. Press .
2. Scroll to and highlight the contact you want, and then press **√**.
3. Press **√** again to dial.

Cisco TelePresence System EX60, EX90, MX200, and MX300

1. Tap **Contacts**.
2. Tap **Directory** or **Favorites**.

3. Scroll to the contact and tap the contact name.
4. Tap **Call** to dial.

Make a video or audio call to a video address or number

Follow the procedures below to make a video or audio call to a Cisco WebEx Telepresence device, a standards-based SIP or H.323 video device, or PSTN landline or mobile phone by dialing a video address, video number, or 10-digit phone number.

- i** To make an audio call to a landline or mobile phone, your WebEx Telepresence subscription must include the optional VoIP out feature.

For instructions on making a call to a contact from your contact list, see [Make a video call to a contact](#).

Cisco IP Video Phone E20



1. Press **Home**.
2. In the **Search or Dial** field, enter one of the following:
 - To make a video call to another WebEx Telepresence device: Enter the 10-digit video number or the video address. For the video address, you do not need to include “@webex.com” or “@jabber.com.”
 - To make a video call to a SIP or H.323 video device: Enter the full video address, including “@company.com.”
 - To make an audio call to a landline or mobile phone: Enter the 10-digit phone number. You do not need to enter **1**.
3. Press **▼** to highlight the number or address you just entered.
4. Press **✓** to select the highlighted entry, and press **✓** again to dial.

Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, and Profile Series using the Codec C Series touchscreen










1. Tap **Call**.
2. In the **Search or Dial** field, enter one of the following:
 - To make a video call to another WebEx Telepresence device: Enter the 10-digit video number or the video address. For the video address, you do not need to include “@webex.com” or “@jabber.com.”
 - To make a video call to a SIP or H.323 video device: Enter the full video address, including “@company.com.”
 - To make an audio call to a landline or mobile phone: Enter the 10-digit phone number. You do not need to enter **1**.
3. Tap **Call**.

Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, VX Clinical

Assistant, and Profile Series using Codec C Series TRC5 remote



1. Press , and then select the **Turn keyboard on** softkey by pressing the second function button from the left.
2. Press  to highlight the **Enter contact** field.
3. In the **Enter contact** field, enter one of the following. To enter characters, press , , , or  to move the highlight on the keyboard, and then press  to select the highlighted character.
 - To make a video call to another WebEx Telepresence device: Enter the 10-digit video number or the video address. For the video address, you do not need to include “@webex.com” or “@jabber.com.”
 - To make a video call to a SIP or H.323 video device: Enter the full video address, including “@company.com.”
 - To make an audio call to a landline or mobile phone: Enter the 10-digit phone number. You do not need to enter **1**.



- After you have completed entering all the characters, press \checkmark to select the entry, and then press \checkmark or  to dial.


Cisco TelePresence System EX60, EX90, MX200, and MX300



- Tap **Call**.
- In the **Search or Dial** field, enter one of the following:
 - To make a video call to another WebEx Telepresence device: Enter the 10-digit video number or the video address. For the video address, you do not need to include “@webex.com” or “@jabber.com.”
 - To make a video call to a SIP or H.323 video device: Enter the full video address, including “@company.com.”
 - To make an audio call to a landline or mobile phone: Enter the 10-digit phone number. You do not need to enter **1**.
- Tap **Call**.

Answer a video or audio call

Device	How to answer a call
E20	Press  or tap Accept onscreen.
Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, VX Clinical Assistant, and Profile Series using Codec C Series TRC5 remote	Press  .
Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, and Profile Series using the Codec C Series touchscreen	Tap Accept .
EX60, EX90, MX200, and MX300	Tap Accept .

-  For information on tasks you can complete while on a call, such as muting the microphone or turning the camera on or off, see [Other tasks available for your device](#) and look for the section about your device.

Use your personal bridge

Your WebEx Telepresence subscription includes the personal bridge feature, which enables you to set up a bridge that other WebEx Telepresence users can join for a conference call. Note the following regarding the personal bridge feature:

- You can use your personal bridge to set up a conference with other WebEx Telepresence devices and Cisco Jabber Video users only. Other standards-based SIP or H.323 devices, as well as landline and mobile phones, cannot join a personal bridge conference.

i If your company purchases an optional WebEx Telepresence bridge subscription, you can use a WebEx Telepresence bridge to set up a conference with standards-based SIP and H.323 devices and landline and mobile phones, as well as other WebEx Telepresence devices and Jabber Video users. See the [Cisco WebEx Telepresence bridge Quick Reference Guide](#) for information.

- For Jabber Video subscriptions, a personal bridge conference can include up to 6 participants. For WebEx Telepresence Premium subscriptions, a personal bridge conference can include up to 9 participants. This number includes the host.
 - Each device is assigned a unique personal bridge address in the format **[display name].mybridge@webex.com**, which appears as the first entry (**My bridge: XXX**) in the device's contact list. To start the conference, the host dials his or her own personal bridge address.
 - Each other party must dial the host's personal bridge address to join the conference.
 - If the host leaves the conference, the call continues, but other users cannot join the call unless the host rejoins.
1. If you are the host, create and send an invitation to the devices you want to join the conference. Be sure to include your personal bridge address.
 2. To start the conference, the host selects the **My bridge: XXX** entry from his or her device contact list.
 3. After the host has started the conference, other WebEx Telepresence and Jabber Video users can join the conference by dialing the host's personal bridge address.

i If other users attempt to join the conference before the host has started it, these users hear a message that they cannot join the bridge without the host present, and the call disconnects.

Use the IP Dialing IVR

WebEx Telepresence is based on the SIP signaling protocol and uses Uniform Resource Identifier (URI)-style addressing for video calls. When a WebEx Telepresence device initiates a video call to another device, it addresses the second device with a unique identifier in the form [display name]@domain.com.

Some video devices do not use the SIP signaling protocol, however, and others do not use URI addressing. One class of such video devices uses the H.323 signaling protocol and can be identified by a unique IP address in the form A.B.C.D.

The IP Dialing Interactive Voice Response (IVR) tool allows you to call an H.323 video device by IP address.

i The IVR tool is available to WebEx Telepresence users only.

1. Dial **ip** to connect to the IP Dialing IVR.
2. Follow the audio and text prompts.
3. Select **1** to begin the IP dialing process.
4. Enter the IP address. Enter the * character in place of a period; for example, for the IP address 203.174.20.80, enter **203*174*20*80**.



i If you enter the IP address incorrectly, you need to start the dialing process over at step 1. You can't fix errors in the IP address.



5. When you finish entering the IP address, select #.
6. Select # again to dial.

Cisco WebEx Telepresence video and audio calling scenarios

Calling scenario	Tasks to complete the call
Make a video call to another WebEx Telepresence user on your contact list	<p>E20: Home > Directory > ▲ or ▼ to highlight the contact > ✓ to select > ✓ to dial.</p> <p>Touchscreen: Call > Directory or Favorites > scroll to the contact > tap the contact > Call.</p> <p>Remote: 📖 > scroll to the contact > ✓ to select > ✓ to dial.</p> <p>i To call a room in your company, follow the instructions for calling a contact, but select a Room: [name] entry in your directory/phone book.</p>


Calling scenario	Tasks to complete the call
Make a video call to another WebEx Telepresence user	<p>E20: Home > Search or Dial > enter the 10-digit WebEx Telepresence video number or the custom video address (with or without @webex.com) > ▼ to highlight the number or address > ✓ to select the number or address > ✓ to dial.</p> <p>Touchscreen: Call > Search or Dial > enter the 10-digit WebEx Telepresence video number or the video address (with or without @webex.com) > Call.</p> <p>Remote: 🏠 > Turn keyboard on > navigate to the Enter contact field > enter the 10-digit WebEx Telepresence video number or the video address (with or without @webex.com) > ✓ to select the item you entered > ✓ to dial.</p>
Make a video call to a standards-based SIP- or H.323-compliant device using a video address	<p>E20: Home > Search or Dial > enter the full video address (including "@company.com") > ▼ to highlight the number or address > ✓ to select the address > ✓ to dial.</p> <p>Touchscreen: Call > Search or Dial > enter the full video address (including "@company.com") > Call.</p> <p>Remote: 🏠 > Turn keyboard on > navigate to the Enter contact field > enter the full video address (including "@company.com") > ✓ to select the address > ✓ to dial.</p> <p>i You must be able to reach the device from the Internet.</p>

Calling scenario	Tasks to complete the call
Make a video call to a standards-based H.323-complaint device using an IP address	<p>Dial ip.</p> <p>Follow the IVR prompts (select option 1 for IP dialing).</p> <p>Enter the IP address (using * for periods) and press #</p> <p>Press # again to dial.</p> <p>You must be able to reach the H.323 device from the Internet.</p> <p> WebEx Telepresence devices cannot be uniquely identified by an IP address. You need to use a video address to call a WebEx Telepresence device.</p>
Call a North America-based landline or mobile phone number	<p>E20: Home > Search or Dial > enter the 10-digit number > ▼ to highlight the number > ✓ to select the number > ✓ to dial.</p> <p>Touchscreen: Call > Search or Dial > enter the 10-digit number > Call.</p> <p>Remote:  > Turn keyboard on > navigate to the Enter contact field > enter the 10-digit number > ✓ to select the number > ✓ to dial.</p>

Calling scenario	Tasks to complete the call
Call a toll-free North America-based phone number	<p>E20: Home > Search or Dial > enter the 10-digit number > ▼ to highlight the number > ✓ to select the number > ✓ to dial.</p> <p>Touchscreen: Call > Search or Dial > enter the 10-digit number > Call.</p> <p>Remote:  > Turn keyboard on > navigate to the Enter contact field > enter the 10-digit number > ✓ to select the number > ✓ to dial.</p> <p> You do not need to prefix the number with a 1.</p>
Call the 911 emergency number	WebEx Telepresence does not support 911 emergency calling.
Call a special phone number (premium services, collect calls, operator service)	WebEx Telepresence does not support special phone numbers, such as operator service calls, 411 (directory service) calls, 9xx (premium service) calls, or collect calls.
Call an international number	<p>WebEx Telepresence does not support outbound international calls. Only US and Canada landline or mobile numbers are supported at this time.</p> <p>However, if you purchased an international calling card service from another service provider, you can dial its toll-free phone number from your WebEx Telepresence device. Follow the instructions provided by your international service provider to make a call once you are on the IVR.</p>

Calling scenario	Tasks to complete the call
Join a Cisco WebEx Telepresence bridge for your company	Dial the pre-assigned custom WebEx Telepresence bridge video address (for example, companyx.bridge@webex.com). See the Cisco WebEx Telepresence bridge Quick Reference Guide for information.
Call in to a Cisco WebEx conference	There is currently no interworking between WebEx Telepresence and Cisco WebEx. Therefore, if a WebEx Telepresence device calls in to a Cisco WebEx conference, other users can hear the WebEx Telepresence participant as audio-only; they cannot see video.

Calling scenario	Tasks to complete the call
Call into a multi-party video call using multiway	<p>WebEx Telepresence does not currently support the multiway feature for multiparty video. Instead, the following options are available for multiparty video calls:</p> <ul style="list-style-type: none"> ▪ Each WebEx Telepresence subscription includes the personal bridge feature, which allows up to 6 or 9 participants (including the host) to join in a conference (see Use your personal bridge). ▪ If your company purchases an optional WebEx Telepresence bridge subscription, up to 6 or 12 participants can join in a conference. See the Cisco WebEx Telepresence bridge Quick Reference Guide for information. ▪ The Cisco TelePresence System Codec C40, Codec C 60, Codec C90, Profile Series, and Cisco TelePresence System EX90 devices have the capability to use the optional MultiSite feature to host multiparty video calls on the device itself.

Calling scenario	Tasks to complete the call
Make a video call from a standards-based SIP-compliant device to your WebEx Telepresence device	<p>Enter the full video address. This can be either of the following:</p> <ul style="list-style-type: none"> ▪ The assigned video address in the format of [video number]@webex.com, where video number is the 10-digit video number that was assigned to you as part of your WebEx Telepresence subscription (for example, 7035551234). ▪ A custom video address (if the WebEx Telepresence user created one) in the format [display name]@webex.com, where display name is a name the WebEx Telepresence user made up. <p> Standards-based SIP compliant users who call your WebEx Telepresence device should make sure that they choose the SIP protocol.</p>
Call from an international number to your WebEx Telepresence device	Dial the country international access prefix (for example, 00), the U.S. country code (1), and the 10-digit video number. For example, to call from the UK to a WebEx Telepresence device in the U.S., dial 00 1 555 123 1000 .

Contacts


4

With its support for placing and receiving video calls to and from standards-based H.323 and SIP video devices, or incoming audio calls from PSTN landline or mobile phones, Cisco WebEx Telepresence allows you to expand your personal network of video contacts.

For instructions on making a video call to a contact, see [Make a video call to a contact](#).

Find a contact

1. On your device, open the directory or phone book.
2. In the **Enter contact** or **Search or Dial** field, begin entering the name of the entry.
3. When the entry appears in the search results, select it.

-  The system searches within the current folder and within any existing subfolders, but not within folders that are higher up than your current location.

Add a contact

Cisco IP Video Phone E20

1. Press **Home**, and then press **▶** or **◀** to highlight the **Directory** menu.
2. Press **▼** to highlight **Add new contact**, and then press **√**.
3. Enter the name and the video number or video address in the appropriate fields.
4. (Optional) To add the new contact to the Favorites list, make sure **Favorite** is set to **Yes**.
5. Highlight **Save** and press **√**.


Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, and Profile Series using Codec C Series touchscreen

You cannot add a contact directly to any device using the touchscreen. You can, however, assign a directory or call history entry as a favorite.


1. Tap **Contacts**.
2. Tap **Directory** or **History**.
3. Scroll to the contact and tap the contact name.
4. Tap **Add to favorites**.
5. Edit the entry as needed and tap **Save**.

Cisco TelePresence Quick Set SX20, Quick Set C20, Codec C40, Codec C60, Codec C90, VX Clinical Assistant, and Profile Series using Codec C Series TRC5 remote

You can use the remote to add a contact to **My contacts**.

1. Press , and then press **√** to display **My contacts**.
2. Press **▼** to highlight **Add new contact**, and then press **√**.
3. In the **Name** field, enter a name for the contact.
4. In the **Number/URI** field, enter either of the following:
 - The assigned video address in the format **[video number]@webex.com**.
 - The custom video address (if the WebEx Telepresence user created one) in the format **[display name]@webex.com**.
5. Highlight **Save** and press **√**.

You can also add a contact to **My contacts** from your call history list or your phone book.

1. Press  or **Call history**.
2. Press **▼** to highlight the entry you want, and then press **√**.
3. Press **▼** to highlight **Save to my contacts**, and then press **√**.
4. The contact appears with the name and video address already entered. Edit either or both if needed.
5. Highlight **Save** and press **√**.

Cisco TelePresence System EX60, EX90, MX200, and MX300











You cannot add a contact directly to an EX60, EX90, MX200, or MX300. You can, however, assign a directory or call history entry as a favorite.




1. Tap **Contacts**.
2. Tap **Directory** or **History**.
3. Scroll to the contact and tap the contact name.
4. Tap **Add to favorites**.
5. Edit the entry as needed and tap **Save**.

5

Other tasks available for your device









Keyboard and navigation tasks on the Cisco IP Video Phone E20


Task	Steps to complete
Display device submenus	Scroll through options by pressing  ,  ,  , or  . Press  to select.
Display or hide the main menu	Press  .
Receive a video or audio call	Press  or tap Accept onscreen.
Display or hide a self-view image	Press  .
Switch the microphone on and off	Press  .
Switch the camera on and off	Press  .

Task	Steps to complete
Switch the speakerphone on and off	Press  .
Adjust volume settings	Press + or - on the  button.
Use the headset	Press  .
Use softkeys	Press the button on the keypad that corresponds to the softkey choice displayed on the screen.
Switch between numeric and alphanumeric characters	Press abc/123 # .
Delete numbers and alphanumeric characters in the text or number field.	Press C . Characters to the left of the current cursor position are deleted.


Remote tasks on Cisco TelePresence System C series, SX series, and VX series devices with the TRC5 remote





i The Cisco TelePresence System C series, SX series, Profile series with Codec C series devices can use either the TRC5 remote or the touchscreen for user input, but they cannot use both devices at the same time.

Task	Steps to complete
Wake up the system	Press any key on the remote.
Toggle between text mode (abc) and number mode (123)	Press abc/123 # for more than one second.
Display the home menu	Press  .
Display the phone book	Press  .
Make a video or audio call, or accept an incoming call	Press  .
Ignore a video or audio call, end a call, or place a call in standby mode	Press  to ignore an incoming video or audio call, end a call, or go into standby mode (when idle).
Remove incorrect entries	Press C . Characters to the left of the current cursor position are deleted.
Switch the microphone on and off	Press  .
Show or hide a presentation	Press  .
Adjust volume settings	Press + or - on the  button.
Zoom the camera in and out	Press + or - on the  button.

Task	Steps to complete
Change the layout	Press  and select a view.
Activate softkeys	Use the function keys that appear in the upper part of the remote.
Navigate menus and options	Scroll through options by pressing ▶ , ◀ , ▲ , or ▼ . Press √ to select.

Touchscreen tasks on Cisco TelePresence System C series, EX series, MX series, and SX series devices

Task	Steps to complete
Wake up the system	Tap the touchscreen.
Make a video or audio call	Tap Call > Search or Dial . Enter the name, number, or video address. Tap Call to dial.
Receive or ignore a video or audio call	Tap Accept . To ignore a call, tap Decline .
End a video or audio call	Tap End .
Display the keypad	Tap the keypad icon.
Display or hide a self-view image	Press  .
Use the directory to make a video call	Tap Call > Directory . Scroll up and down to find the entry, or begin typing characters to narrow the search.
Switch between two video or audio calls	Tap the softkey of the video or audio call on hold to switch to that call. The other call is put on hold.

Task	Steps to complete
Display a list of recent video or audio calls	Tap Call > History .
Share a presentation while in a video call	Tap Presentation . When the green Present button appears, tap Present . To stop presentation sharing, tap Stop Presenting .
Adjust the self-view display	To open the self-view display, tap  . To adjust the self-view focus, tap  > Focus . To close the self-view display, tap  .
Zoom the camera in and out	Tap  > + or -.
Put a video or audio call on hold or make a video call to a second number	Tap Hold . To make a call to a second number, tap Add > Favorites , Directory , or History . Tap the entry you want to call.
Change the video call rate setting	Tap an entry in Directory , History , or Favorites . A screen appears with a green Start button. Tap Call Rate Default . Tap Back to go back to the main screen.
Mute the ringtone	Tap Available > Do not disturb .

Advanced Setup/Troubleshooting

For most customers, the steps described in the [Setup](#) chapter provide all the information you need to activate your Cisco WebEx Telepresence service. However, in some rare situations you may need to upgrade your device software before you can activate your WebEx Telepresence service. This chapter describes that process.

This chapter also describes troubleshooting steps, including performing a factory reset and running the Line Quality Test tool, that you can try if your WebEx Telepresence service does not work properly after activation.

Upgrade your device software

Before you begin


- Make sure you have your WebEx Telepresence device video number and activation code.

- Depending on your IP address type (DHCP or static) implementation and your service activation method, you may also need a terminal client that supports Secure Shell (SSH2) connectivity. Windows users can download a clients such as PuTTY (available from chiark.greenend.org.uk/~sgtatham/putty) Mac users can use the default terminal emulator included on their computer.

Download and install the software

1. Turn on your device and connect it to the network.
2. Do one of the following:
 - If your device uses DHCP (that is, if it obtains an IP address automatically), the device obtains an IP address.
 - If your device requires a static IP address, navigate to the settings and enter the appropriate IP address, subnet mask, default gateway, and DNS server. The settings menu varies according to the device.

 Be sure to write down the IP address of the device.

3. If your device uses DHCP, locate the IP address for your device by doing one of the following:
 - Cisco IP Video Phone E20: Press **Home** > navigate to the **Menu** tab > **System information**.
 - Cisco TelePresence System Codec C series and SX series devices with Cisco TelePresence Touch: Tap **More** > **Settings** > **System Information**.
 - Cisco TelePresence System Codec C series, SX series, and VX series devices with TRC5 remote: Press **Home** > **Settings** > **System Information**.
 - Cisco TelePresence System EX60, EX90, MX200, and MX300: Tap **More** > **Settings** > **System Information**.
 4. From a computer on the same network as your device, open a web browser and enter **http://[device IP address]**. This opens a web page displaying information about your software version.
 5. If you are prompted for a username, enter **admin**.
 6. By default, the password is blank. If you created a password, enter it.
 7. Make a note of the currently installed software version.
 8. If your device software does not meet the minimum required version, or if you need to change the installed software version for any reason, go to <http://www.cisco.com/cisco/software/navigator.html?mdfid=280789323&flowid=22081>.
 9. Click your device at the top of the screen.
-  For the Cisco TelePresence System EX60, click the EX90 entry.
10. Click **Download** and follow the onscreen instructions.
 11. On your device system information page, click **Upgrade Software**.

12. Click **Browse** and navigate to the folder where you downloaded the software.
13. Highlight the software file and click **Install Software** or **Upgrade**.

 Please wait while the device restarts. This may take up to 5 minutes.

Perform a factory reset

If the WebEx Telepresence service does not work as expected after activation, you can perform a factory reset on your device, as described in the appropriate section:

 Performing a factory reset deletes any contacts you entered.

- [Perform a factory reset: Cisco IP Video Phone E20](#)
- [Perform a factory reset: Cisco TelePresence System Codec C series, SX series, and VX series devices](#)
- [Perform a factory reset: Cisco TelePresence System EX60, EX90, MX200, and MX300](#)

Perform a factory reset: Cisco IP Video Phone E20

You can perform a factory reset directly from your device:

1. Navigate to the **Home** menu.
2. Press ******, press **Presentation**, and then press **##**.

You can also perform a factory reset using your ssh-capable terminal client:

1. Using ssh, log in to your device as **admin**.

2. By default, the password is blank. If you created a password, enter it.
3. Enter **xCommand SystemUnit Configuration ResetToFactoryDefaults Settings: All**.

Perform a factory reset: Cisco TelePresence System Codec C series, SX series, and VX series devices

You can perform a factory reset using your ssh-capable terminal client:

1. Using ssh, log in to your device as **admin**.
2. By default, the password is blank. If you created a password, enter it.
3. Enter **xCommand SystemUnit FactoryReset Confirm: Yes**.

For the Quick Set C20 device, you can perform the factory reset directly from the device:

1. Turn off the device.
2. Press and hold the **power** button on the back of the device until the power indicator turns red.
3. Release the **power** button, and then press it twice within five seconds.

Perform a factory reset: Cisco TelePresence System EX60, EX90, MX200, and MX300

You can perform a factory reset using your ssh-capable terminal client:

1. Using ssh, log in to your device as **admin**.

2. By default, the password is blank. If you created a password, enter it.
3. Enter **xCommand SystemUnit FactoryReset Confirm: Yes**.

Use the Cisco WebEx Telepresence Line Quality Test Tool

If the WebEx Telepresence service does not work as expected after activation, you can run the Line Quality Test Tool: The tool verifies that your Internet connection supports the WebEx Telepresence service.

Before you begin

Make sure that your web browser is Java-enabled and has Java Runtime Environment (JRE) 1.5 or above installed. To run the Line Quality Test tool using Internet Explorer (IE) on a 64-bit Windows machine, make sure that you select the 32-bit version of IE and 32-bit Java Runtime Environment. On a typical Windows 7 64-bit machine, IE displays two entries in the Start menu. Select **Internet Explorer**, not Internet Explorer (64-bit).

Run the tool

1. Access the test tool at <http://videotest.webex.com>.

i The first time that you run this tool, you may see a popup message that prompts you to run the application. Click **Run** to enable the Cisco-provided Java applet to run on your PC.

2. Click **Start**. The tool performs a series of tests to determine available bandwidth, ability to connect to the WebEx Telepresence data center, and firewall compatibility, and conducts a test simulation.

i To run more comprehensive tests, click **Additional options** and check the **Run comprehensive tests** box.

3. The tool displays each step of the test and shows green checkmarks to indicate successful tests. To see detailed test progress information, click **Show details**.

For tests that are not successful, the tool displays the issues that were discovered and actions to take to resolve these issues. After you take action to resolve the issues, run the tool again.

4. After the test has completed, the tool displays the results, including the expected video quality. If the tool finds issues related to the network connection, it displays a notification that you can click to get additional details.
5. (Optional) Do one of the following:
 - To run the test using an alternate data center, or to run a comprehensive test, click **Run again**.
 - To provide more information and submit the results for support review, click **Submit additional information**. Enter the required information, including your name, contact phone number, contact email, and company name, and then click **Send**.

i If you need to contact support, please include the reference number shown in the lower-left corner of the screen (for example, **Test reference: XHK8QI**).

Additional Resources/Support

7

Additional resources about devices

For additional device resources, including User Guides and Administrator Guides, do the following:

1. Go to www.cisco.com and click **Support**.
2. In the **Enter Product Name** field, enter your device name and click **Find**.
3. In the search results list, click the link for your device.
4. A list of documents available for your device appears on the screen. Click the document you want.

Contacting Cisco WebEx Telepresence Support

Cisco WebEx Telepresence offers both web-based and phone support to help answer your questions or resolve an issue. You can access support resources in the following ways:

- Website: <https://supportforums.cisco.com/community/netpro/small-business/webextelepresence>
- Phone: 1-877-533-4246 (US toll-free)

You can also engage in interactive, ongoing discussions with the WebEx Telepresence experts, and obtain additional information about the WebEx Telepresence service, by visiting the WebEx Telepresence Support Community website at <https://supportforums.cisco.com/community/netpro/small-business/webextelepresence>.

With a Cisco.com user ID, you can post your own questions or respond to questions that other users have posted. For additional help, see our

library of documents that include answers to your most frequently asked questions and troubleshooting information. Come back often as we continue to update our library with the latest information.


Before you contact support, please make sure you have the following information:

For all support requests

- Subscription number
- Administrative contact name and email address
- Company name as registered with the WebEx Telepresence service

For billing and account management requests

- Company support passcode (required)

 Never send your passcode in email.

- Company address as registered with the WebEx Telepresence service

For issues with placing or receiving video or audio calls

- Date and time of the video or audio call (if you cannot remember the exact date and time, please make a new call and make a note of this information)
- Calling number (specify whether it is on WebEx Telepresence)
- Called number (specify whether it is on WebEx Telepresence)
- Cisco WebEx Telepresence bridge number, if the issue is related to WebEx Telepresence bridge service