



Cisco TelePresence Callway



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Quick Start Guide: Activating and Using Cisco TelePresence Movi on Macintosh Systems

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Overview

Cisco TelePresence Callway 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. Offered in standard and premium service levels, Cisco TelePresence Callway enhances communications within your organization and across company boundaries by enabling connection to other Cisco TelePresence Callway subscribers, compatible H.323/SIP-based video collaboration endpoints, as well as Public Switched Telephone Network (PSTN) users.

The Cisco TelePresence Callway MeetMe bridge, which is an available option for subscribers, further enhances the Cisco TelePresence Callway service by enabling connection of multiple video and audio users on the same call.

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

Setting up Cisco TelePresence Movi is quick and easy. Follow the step-by-step instructions below to activate Movi on the Cisco TelePresence Callway service network and begin making calls immediately!

Getting Started

Before you begin, locate the subscription information that you received. The subscription activation credentials include your video number and activation code. When you log in to the Movi client, use the video number for your user name and the activation code for your password.

Installing and Activating the Movi Client

Follow these steps to install and activate the Movi client:

Step 1. Download the Apple Macintosh Movi client by clicking the link that is included in your email.

Note: To download the client, you must first read and accept the license agreement.

Step 2. Double-click the Macintosh.pkg file for Movi.

The Installation Utility displays.

Step 3. Click **Continue**.

Step 4. On the End User License Agreement window, click **Continue**; then, click **Agree** to accept the agreement.

Step 5. On the Select a Destination window, choose **Install for all users of this computer**; then, click **Continue**.

Step 6. To accept the default path for the install directory and begin the installation, click **Install**. To modify the path, click **Change Install Location** and follow the prompts.

Step 7. After the installation has completed, the success window displays. To complete the installation, click **Close**.

Step 8. Navigate to the **Applications** folder (or another folder if you modified the path during installation), and launch the application.

Step 9. From the email that you received, enter your login credentials:

- In the Username field, enter the Movi **video number**.
- In the Password field, enter the **activation code**.

See the below illustration for an example of the Movi login screen:



Congratulations! Movi is now registered and ready to use.

Placing Your First Call

You can use your Movi client to quickly and easily place calls to other telepresence or video users, and to manage calls or share content by using intuitive controls.

Follow these steps to place a call from your Movi client:

Step 1. In the search field, enter the name of the person or endpoint that you want to call. Movi displays matches from your company directory based on your search criteria.

Note: In this field, you can search by contact name but not by number or video address.

Step 2. From the search results, select the desired entry by using the mouse or arrow keys.

Step 3. To initiate the call, take one of the following actions:

- Click **Start**
- Press **Enter**
- Double-click an entry

Building and Expanding Your Video Contact List

With its support for placing and receiving video and PSTN calls to and from standards-based H.323 and SIP video devices, Movi allows you to expand your personal network of video contacts.

You can connect to your contacts by using any one of the following methods:

- In the search or dial field, enter the full Uniform Resource Identifier (URI), which uses the format of *phonenumber@callway.net* and press **Enter**.
- To contact someone who has previously called you, select the **History** tab, choose a name from the list that displays and click **Start**.
- To add a new favorite to your contact list, select the **Favorites** tab, click the **plus sign** in the lower left corner, enter the name, URI or number, and click **Save**.
- To contact a user in your **Favorites** tab, click **Favorites**, select a name from the list that displays

and click **Start**.

Cisco TelePresence Movi System Requirements

To ensure expected behavior and a high quality user experience, make sure that your system meets the following minimum hardware and software requirements:

Minimum Software Requirements

Operating System

- Apple Macintosh OS X 10.6 with the latest security updates

Minimum Hardware Requirements

Processor

- Intel x86 processor, Core 2 Duo @ 2GHz with 2 MB L2 cache per core with SSE extensions

Memory

- 512 MB of RAM

Graphics, Sound Cards, and Cameras

- OpenGL version 1.2
- Any standard sound card (full-duplex, 16-bit minimum)
- Cisco TelePresence PrecisionHD USB Camera (recommended for business-quality high definition video)
- Built-in iSight camera or any other USB web camera

Additional Resources

Access the following resources to obtain additional information:

Understanding Cisco TelePresence Callway Call Scenarios

For additional information about supported Cisco TelePresence Callway call scenarios, refer to the following documents:

- [Service: Using Cisco TelePresence Callway Endpoints to Make Calls FAQs](#)
- [Cisco TelePresence Callway Calling Scenarios](#)

Creating New Cisco TelePresence Callway Phone Book Entries

For detailed information about how to place calls, including calls to parties that are not listed in your phone book directory, refer to the following document:

- [Quick Reference Card: Using Advanced Features with Cisco TelePresence Movi on Windows and Macintosh Systems](#)

Contacting Cisco TelePresence Callway Support

Cisco TelePresence Callway offers both phone and email support to help answer your questions or resolve an issue. You can access support resources in the following ways:

- Web Site: <http://support.callway.com>
- Phone Support: US Toll-free: 1-877-533-4246

- Email Support: support@callway.com

You can also engage in interactive, ongoing discussions with the Cisco TelePresence Callway experts, and obtain additional information about the Cisco TelePresence Callway service, by visiting the Cisco TelePresence Callway Support Community web site at <https://supportforums.cisco.com/community/netpro/small-business/callway?view=overview>.

With a Cisco.com user ID, you can post your own questions or respond to questions that have already been posted. For additional help, see our library of documents that include answers to your most frequently asked questions and procedures for installing and activating endpoints. Come back often as we continue to update our library with the latest information.

For details about the information that you need to gather when calling support, review the following document:

- [Support: Cisco TelePresence Callway Support FAQs](#)