

Cisco WebEx Telepresence

Quick Start 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 collaboration 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
- Cisco TelePresence System Profile 42-inch
- Cisco TelePresence System EX60 and EX90
- Cisco TelePresence System MX200 and MX300
- Cisco TelePresence VX Clinical Assistant

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.

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.

Activation

2

Activate your device

Before you begin

- Make sure you have your video number and activation code. These were included in the subscription information you received in an email from orders@telepresence.webex.com.
- Make sure that the device has an Internet IP connection, and that Domain Name System (DNS) services are available.

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 control](#)
- [Cisco TelePresence System EX60, EX90, MX200 and MX300 devices](#)

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

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



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 .

4. Enter the subscription video number and activation code in the appropriate fields.
5. 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 devices



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

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, 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, VX Clinical Assistant, and Profile Series using Codec C Series TRC5 remote control

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 contact, and press **✓** again to dial.








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



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 **√** to select the entry, and then press **√** 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, VX Clinical Assistant, and Profile Series using Codec C Series TRC5 remote	Press  .
Quick Set C20, Codec C40, and Profile Series using the Codec C Series touchscreen	Tap Accept .
EX60, EX90, MX200, and MX300	Tap Accept .


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>


- 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.

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> 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.
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. ▪ 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, Profile Series with Codec C40, 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 **Search** 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.

Additional Resources/Support

5

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: <http://support.telepresence.webex.com>
- 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
- Administrator 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 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 your WebEx Telepresence bridge service

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