

# Cisco WebEx Telepresence

Quick Start Guide

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# Overview

# 1

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. Offered at standard and premium service levels, 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 endpoints, and Voice over IP (VoIP) (also known as Public Switched Telephone Network, or 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 Jabber Video
- 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

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.

# Activation

# 2

## Activate your Cisco WebEx Telepresence device

### Before you begin

- Make sure that the device has an Internet IP connection, and that Domain Name System (DNS) services are available.
- 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](mailto:orders@telepresence.webex.com).

Then follow the activation steps for your device:

- [Cisco IP Video Phone E20](#)
- [C series device 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](#)

## 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 device with Cisco TelePresence Touch



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

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



1. Press **Home**, and then press **▲** or **▼** to highlight **Settings**. Press **√**.

2. Press ▲ or ▼ to highlight **Admin Settings**, and then press √.
3. Press ▲ or ▼ to highlight **Connect to Cisco TelePresence Callway**, and then press √.
4. Enter the subscription video number and activation code in the appropriate fields.
5. Select **Continue**.
6. Highlight **Finish** and press √.

### Cisco TelePresence System EX60, EX90, MX200 and MX300 devices



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



# 3

## Video and audio calls

### Make a video call

#### Cisco IP Video Phone E20



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

You can also use the keyboard to enter the contact video number or video address:

1. Press **Home**.
2. In the **Search or dial** field, enter the contact video number or video address.
3. Press **▼** to highlight the number or address you just entered.
4. Press **✓** to select the contact, and press **✓** again to dial.

## Cisco TelePresence System Quick Set C20, Codec C40, and Profile Series using the Codec C Series touchscreen



1. Tap **Contacts**, and then tap the **Directory** or the **Favorites** tab.
2. Scroll in either direction to highlight the contact.
3. Tap the contact, and then tap **Start**.

## 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 **Home**, and then press  $\checkmark$ .
2. Scroll to **Phone book** and press  $\checkmark$ .
3. Scroll in either direction to highlight the contact.
4. Press  $\checkmark$  to select the contact, and press  $\checkmark$  again to dial.

## Cisco TelePresence System EX60, EX90, MX200, and MX300



1. Tap **Contacts**, and then tap the **Directory** or the **Favorites** tab.
2. Scroll in either direction to highlight the contact.
3. Tap the contact, and then tap **Start**.

## Answer a video or audio call

Device	How to answer a call
E20	Press  or tap <b>Accept</b> 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 <b>Accept</b> .
EX60, EX90, MX200, and MX300	Tap <b>Accept</b> .


## Cisco WebEx Telepresence video and audio calling scenarios

Calling scenario	Tasks to complete the video or audio call
Make a video call to another WebEx Telepresence user in your company	Select <b>Phone Book</b> or <b>Directory</b> , highlight the applicable user or room, and select <b>Call</b> .
Make a video call to another WebEx Telepresence user	Enter the 10-digit WebEx Telepresence video number or the video address, and select <b>Call</b> .
Make a video call to a standards-based SIP- or H.323-compliant device using a video address	In the address box, enter the video address as <b>[device name]@[company domain].[extension]</b> . You must include the extension (such as .com or .net) as part of the address—for example, <b>9168765430@companyabc.com</b> . You must be able to reach the device from the Internet.
Make a video call to a standards-based H.323-complaint device using an IP address	Dial <b>IP</b> . Follow the IVR prompts (select option <b>1</b> for IP dialing). Enter the IP address (using * for periods) and press <b>#</b> . Press <b>#</b> again to dial.  You must be able to reach the H.323 device from the Internet.
	<b>i</b> WebEx Telepresence devices cannot be uniquely identified by an IP address. You need to use a video number or a video address to call a WebEx Telepresence device.

Calling scenario	Tasks to complete the video or audio call
Call a North America-based landline or mobile phone number	Enter the 10-digit phone number and select <b>Call</b> .
Call a toll-free North America-based phone number	Enter the 10-digit phone number and select <b>Call</b> . You do not need to prefix the number with a 1.
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	WebEx Telepresence does not support outbound international calls. Only US and Canada numbers are supported at this time.  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.
Make a video call to a Cisco WebEx Telepresence bridge for your company	Dial the pre-assigned WebEx Telepresence bridge video address (for example, <b>companyx.bridge@webex.com</b> ).

Calling scenario	Tasks to complete the video or audio call
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 multiparty video call using multiway	WebEx Telepresence does not currently support the multiway feature for multiparty video. However, 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. An alternative solution is the optional, hosted 6- or 12-port WebEx Telepresence bridge.

Calling scenario	Tasks to complete the video or audio call
Make a video or audio call from a standards-based SIP-compliant device to your WebEx Telepresence device	<p data-bbox="401 199 911 261">Enter the full video address. You can enter either of the following:</p> <ul data-bbox="401 302 951 699" style="list-style-type: none"> <li data-bbox="401 302 951 505">▪ The assigned video address in the format of <b>[video number]@webex.com</b>, where <b>video number</b> is the 10-digit video number that was assigned to you as part of your WebEx Telepresence subscription (for example, <b>7035551234</b>).</li> <li data-bbox="401 532 951 699">▪ A custom video address (if the WebEx Telepresence user created one) in the format <b>[display name]@webex.com</b>, where <b>display name</b> is a name the WebEx Telepresence user made up.</li> </ul>
Call from an international number to your WebEx Telepresence device	<p data-bbox="401 886 951 1052">Dial the country international access prefix (for example, <b>00</b>), the U.S. country code (<b>1</b>), and the 10-digit video number. For example, to call from the UK to a WebEx Telepresence device in the U.S., dial <b>00 1 571 482 1000</b>.</p>

 Standards-based SIP compliant users who call your WebEx Telepresence device should make sure that they choose the SIP protocol.

# 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 VoIP (PSTN) landline or mobile phones, Cisco WebEx Telepresence allows you to expand your personal network of video contacts.

## Find a directory or phone book entry

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.

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

## 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 System 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 **Start** 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 **Home**.
2. Highlight **Call** and press **√**.
3. Scroll down to **Phone book** and press **√**.
4. Scroll to and highlight the contact you want, and then press **√**.
5. 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 **Start** to dial.

# 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](http://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 information
- 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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