

Cisco TelePresence Callway

Quick Start Guide



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

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

Activate your Cisco TelePresence Callway endpoint

Before you begin

- Make sure that the endpoint 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.

Then follow the activation steps for your endpoint:

- [Cisco IP Video Phone E20](#)
- [C-Series Endpoint with Cisco TelePresence Touch](#)
- [C-Series Endpoint with the TRC5 remote control](#)
- [Cisco TelePresence System EX60 and EX90 endpoints](#)

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 \checkmark .



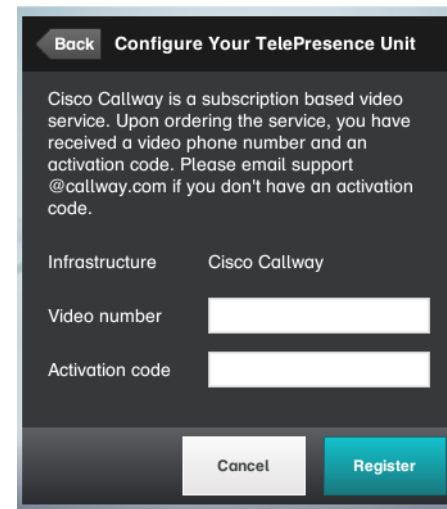
5. Use the keyboard to enter the subscription video number and activation code in the appropriate fields.
6. Highlight **Continue** and press \checkmark .
7. Highlight **Finish** and press \checkmark .

C-Series Endpoint with Cisco TelePresence Touch



1. Press **More** and navigate to **Settings > Administrator 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 Endpoint with the TRC5 remote control



1. Press **Home**, and then press \blacktriangle or \blacktriangledown to highlight **Settings**. Press \checkmark .
2. Press \blacktriangle or \blacktriangledown to highlight **Admin Settings**, and then press \checkmark .

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 and EX90 endpoints



1. Press **More** and navigate to **Settings > Administrator 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 call

- To verify two-way audio and video connectivity, dial **test@callway.com**. You will experience a three-second delay while the call connects.

Make a 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 contact 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 System Quick Set C20, Codec C40, and Profile Series using Codec C Series TRC5 remote control



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


Cisco TelePresence System EX60 and EX90



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 Callway calling scenarios

Calling scenario	Tasks to complete the call
Call another Cisco TelePresence Callway user in your company	Select Phone Book or Directory , highlight the applicable user or room, and select Call .
Call another Cisco Callway user	Enter the 10-digit Cisco Callway video number or the custom video address, and select Call .

Calling scenario	Tasks to complete the call
Call a standards-based SIP- or H.323-compliant video endpoint using a video address	In the address box, enter the video address as [endpoint name]@[company domain].[extension] . You must include the extension (such as .com or .net) as part of the address—for example, 9168765430@companyabc.com . You must be able to reach the video endpoint from the Internet.
Call a standards-based H.323-complaint video endpoint using an IP address	<p>Call from a Cisco Callway endpoint by dialing IP@callway.com.</p> <p>Follow the IVR prompts (select option 1 for IP dialing).</p> <p>Enter the IP address (using * for periods) and select #.</p> <p>Select # again to dial.</p> <p>You must be able to reach the H.323 video endpoint from the Internet.</p> <hr/> <p> Callway endpoints cannot be uniquely identified by an IP address. You need to use a video address to call a Callway endpoint.</p> <hr/>
Call a North America-based landline or mobile phone number	Enter the 10-digit phone number and select Call .
Call a toll-free North America-based phone number	Enter the 10-digit phone number and select Call . You do not need to prefix the number with a 1.
Call the 911 emergency number	Cisco Callway does not support 911 emergency calling.

Calling scenario	Tasks to complete the call
Call a special phone number (premium services, collect calls, operator service)	Cisco Callway 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>Cisco Callway does not support outbound international calls. Only US and Canada PSTN 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 Cisco TelePresence Callway endpoint. Follow the instructions provided by your international service provider to make a call once you are on the IVR.</p>
Call a MeetMe bridge for your company	<p>Dial m, meetme, or 6509630030.</p> <p>Enter your 8-digit conference ID when prompted.</p> <p>-OR-</p> <p>Dial the pre-assigned MeetMe video address (for example, companyx.meetme@callway.com).</p>
Call in to a Cisco WebEx conference	There is currently no interworking between Cisco Callway and Cisco WebEx, which uses a proprietary protocol, other than PSTN voice. Therefore, if a Cisco Callway endpoint calls in to a Cisco WebEx conference, other users can hear the Callway participant as audio-only; they cannot see video.

Calling scenario	Tasks to complete the call
Call into a multiparty video call using multiway	Cisco Callway does not currently support the multiway feature for multiparty video. However, the Cisco TelePresence System Codec C40, Profile Series with C40 Codec, and Cisco TelePresence System EX90 endpoints have the capability to use the optional MultiSite feature to host multiparty video calls on the endpoint itself. An alternative solution is the optional, hosted 6- or 12-port MeetMe conference bridge.
Call from a standards-based SIP-compliant video endpoint to your Cisco Callway endpoint	<p>Enter the full assigned video address in the format of [videonumber]@callway.com, where videonumber is the 10-digit video number that was assigned to you as part of your Cisco Callway subscription (for example, 7035551234).</p> <hr/> <p>i Standards-based SIP compliant users who call your Cisco Callway endpoint should make sure that they choose the SIP protocol.</p> <hr/>
Call from an international number to your Callway endpoint	Dial the country international access prefix (for example, 00), the US country code (1), and the 10-digit video number. For example, to call from the UK to a Cisco Callway endpoint in the US, dial 00 1 571 482 1000 .

With its support for placing and receiving video and PSTN (audio-only) calls to and from standards-based H.323 and SIP video devices, Cisco TelePresence Callway allows you to expand your personal network of video contacts.

Find a directory or phone book entry

1. On your endpoint, 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.

Call 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 System Quick Set C20, Codec C40, 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 and EX90

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

Additional resources about endpoints

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

1. Go to tandberg.com/support/video-conferencing/documentation.jsp.
2. In the first field, click **Select a product**, and then select your endpoint type.

i You can leave the other fields blank.

3. Click **Search**.
4. A list of documents available for your endpoint appears at the bottom of the screen. Click the document you want.

i Be sure to select the document that corresponds to the software version on your endpoint.

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:

- Website: <http://support.callway.com>
- Phone: +1 (877) 533-4246 (US toll-free)
- Email: 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 website 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 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 Cisco TelePresence Callway service

For billing and account management requests

- Company support passcode (required)

 Never send your passcode in email.

- Company address as registered with the Cisco TelePresence Callway service

For issues with placing or receiving calls

- Date and time of the 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 Cisco TelePresence Callway)
- Called number (specify whether it is on Cisco TelePresence Callway)
- MeetMe bridge number, if the issue is related to MeetMe

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