Poltrona Frau
Cassina
cappellini

Quick Set C20 / C20 Plus

The next generation Cisco TelePresence System team collaboration solution.

The Profile, the Quick Set C20 and Quick Set C20 Plus, as well as solutions based on the Codec C-Series, bring colleagues face-to-face at the touch of a button through a user-friendly interface.

Easily share presentations and multimedia to spark ideas and generate better discussions.

Poltrona Frau Group

User Guide

Cisco TelePresence System Profile Series
Cisco TelePresence System Codec C-Series
Cisco Telepresence System Quick Set C20 / C20 Plus

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Chapter 1

Getting started

Waking up the system

To make a call you need to wake up the system from standby. However, if someone calls you, the system will wake up by itself.

· To wake up the system just pick up the TRCV remote control or press any key. You may have to point the remote control towards the system to make sure it discovers you.

· The system will now display the wallpaper.

· The dial-in address (H.323 Alias ID) or dial-in number (H.323 Alias E164) of your system is displayed in the upper left corner. If you have questions about the dial-in address or number, contact your system administrator.

· The screen will also indicate if there are any calls you have missed.

After wake-up, the screen will typically look like this:

The dial-in address (H.323 Alias ID) or dial-in number (H.323 Alias E164) of your system is displayed in the upper left corner.
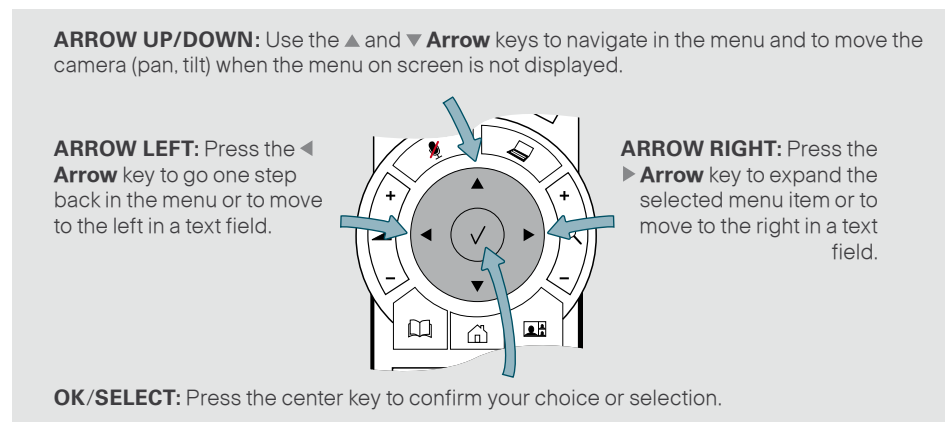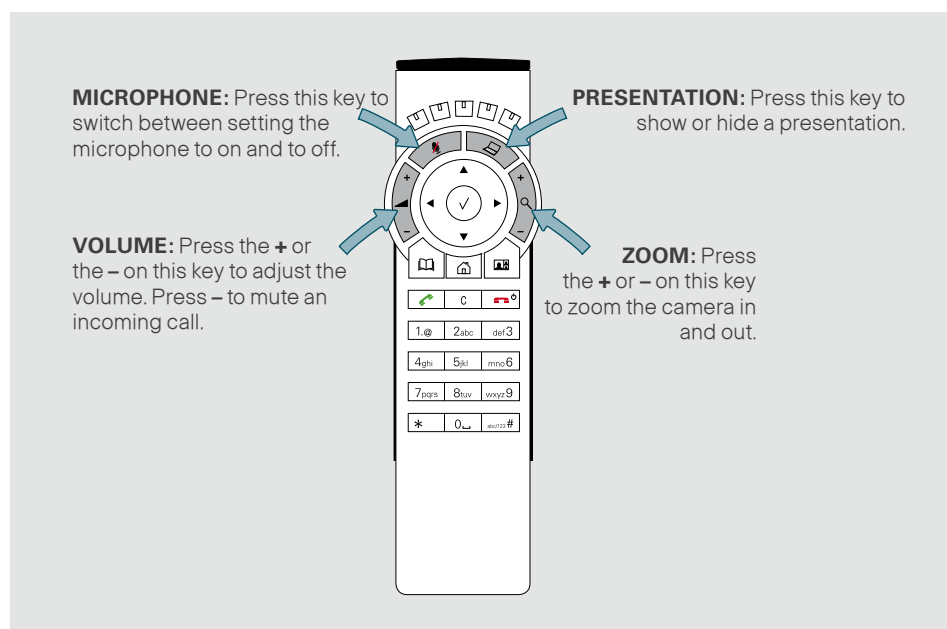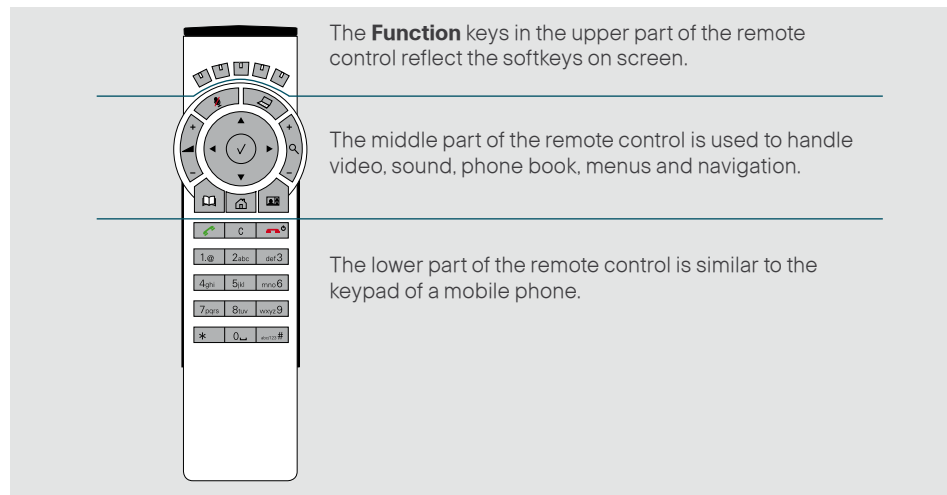
Date and time of day.

norah.dollhouse@somecompany.com
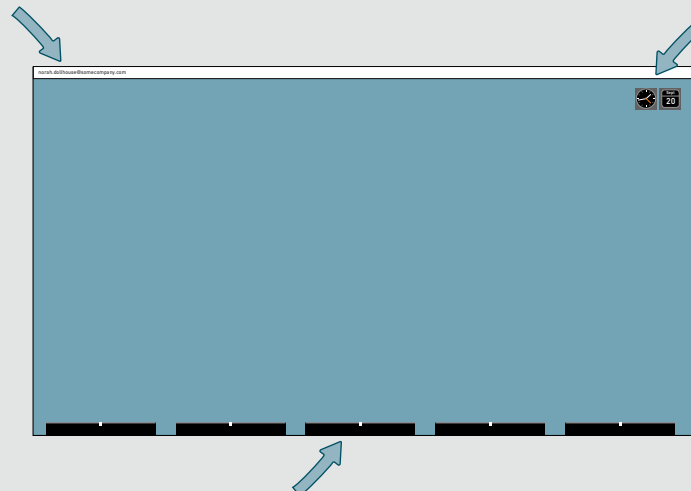
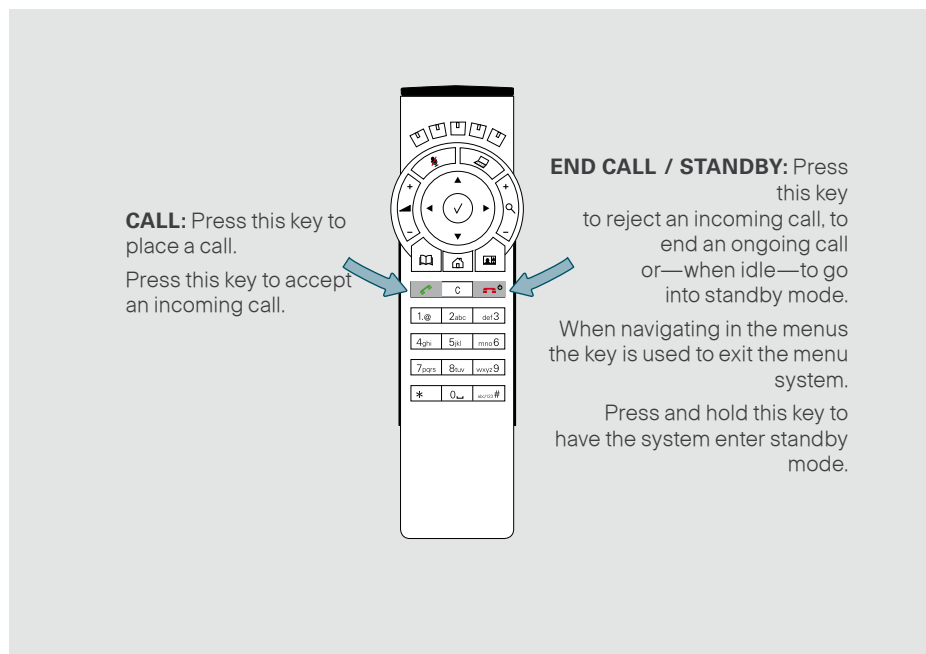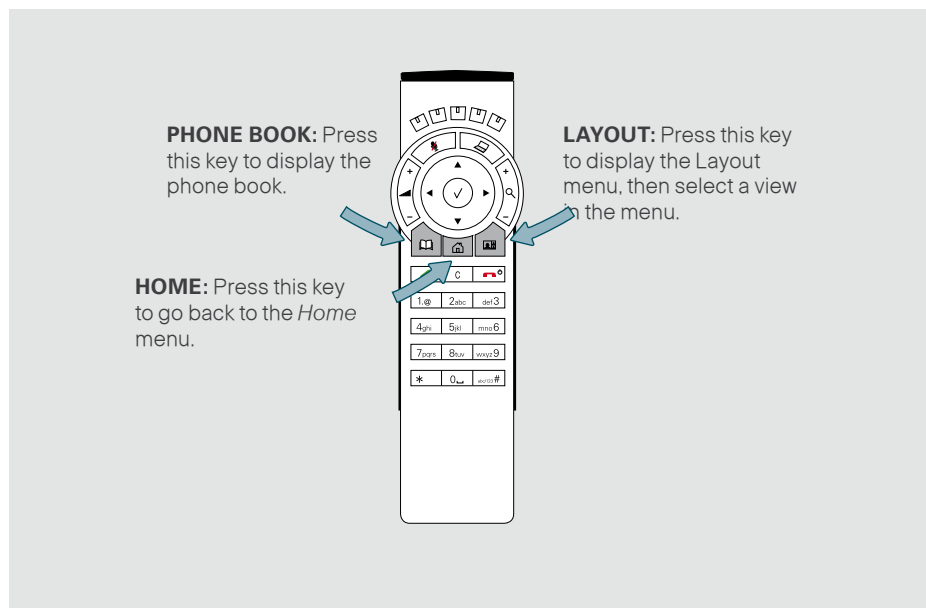Softkeys (described on the following pages).

If the system fails to respond to the remote control or to incoming calls, make sure that:

· The system is connected to line voltage.

· The remote control has working batteries.

· The internal cables, such as the monitor cable and/or the camera cables are properly connected, see the installation sheet for details, if needed.
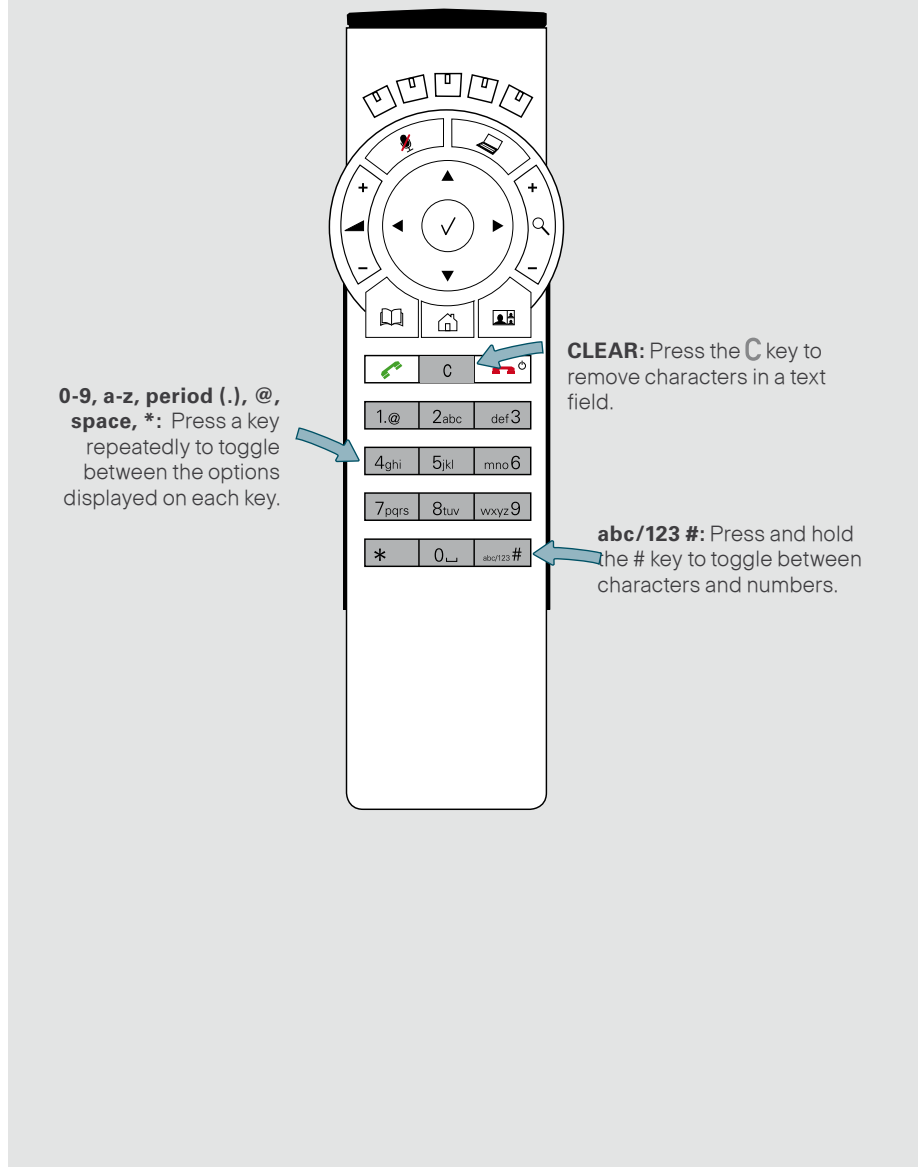
The TRC5 remote control

The **Function** keys in the upper part of the remote control reflect the softkeys on screen.

The middle part of the remote control is used to handle video, sound, phone book, menus and navigation.

The lower part of the remote control is similar to the keypad of a mobile phone.

FUNCTION KEYS: Each key corresponds to a soft key on the screen and represents shortcuts and advanced functions.

MICROPHONE: Press this key to switch between setting the microphone to on and to off.

PRESENTATION: Press this key to show or hide a presentation.

VOLUME: Press the **+** or the **–** on this key to adjust the volume. Press **–** to mute an incoming call.

ZOOM: Press the **+** or **–** on this key to zoom the camera in and out.

ARROW UP/DOWN: Use the ▲ and ▼ **Arrow** keys to navigate in the menu and to move the camera (pan, tilt) when the menu on screen is not displayed.

ARROW LEFT: Press the ◄ **Arrow** key to go one step back in the menu or to move to the left in a text field.

ARROW RIGHT: Press the ► **Arrow** key to expand the selected menu item or to move to the right in a text field.

OK/**SELECT:** Press the center key to confirm your choice or selection.

PHONE BOOK: Press this key to display the phone book.

LAYOUT: Press this key to display the Layout menu, then select a view in the menu.

HOME: Press this key to go back to the *Home* menu.

CALL: Press this key to place a call.

Press this key to accept an incoming call.

END CALL / STANDBY: Press this key to reject an incoming call, to end an ongoing call or—when idle—to go into standby mode.

When navigating in the menus the key is used to exit the menu system.

Press and hold this key to have the system enter standby mode.

Alphanumeric keypad: Use the keypad in the same way as you would use a mobile phone.

CLEAR: Press the C key to remove characters in a text field.

0-9, a-z, period (.), @, space, *: Press a key repeatedly to toggle between the options displayed on each key.

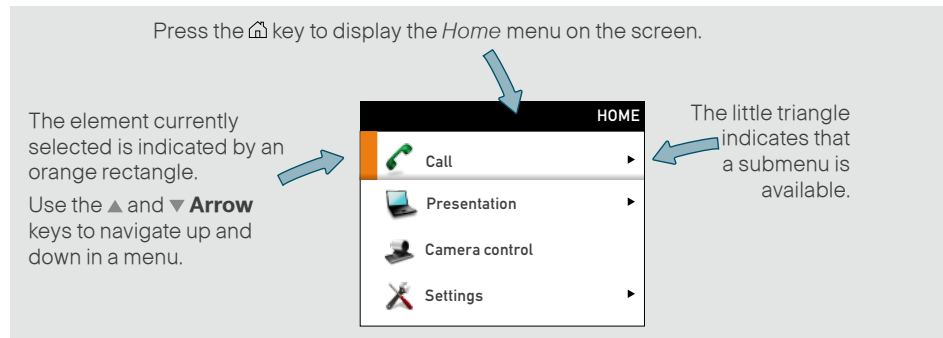**abc/123 #:** Press and hold the # key to toggle between characters and numbers.

Navigating in the menus

Use the remote control to operate your video system. A few basic navigation principles are all you need to know to get started.

- Press the **Home** key (⌂) to show the *Home* menu or wake up the system by lifting the remote control.
- The **Arrow** keys in the center of the upper part of the remote control are used to navigate in the menus.
- When the system shows the *Home* menu only (see the Fig. below), pressing **Home** key (⌂) will hide the menu. To bring it back, press the **Home** key (⌂) again.

- In an input field, pressing C will delete characters/numbers to the left of the cursor position.
- When the system shows the *Home* menu only (see the Fig. below), pressing **Home** key (⌂) will hide the menu. To bring it back, press the **Home** key (⌂) again.
- In an input field, pressing C will delete characters/numbers to the left of the cursor position.

Press the ⌂ key to display the *Home* menu on the screen.

The element currently selected is indicated by an orange rectangle.

Use the ▲ and ▼ **Arrow** keys to navigate up and down in a menu.

The little triangle indicates that a submenu is available.

HOME
📞 Call ▶
💻 Presentation ▶
📷 Camera control
🔧 Settings ▶

Example showing a submenu displayed by pressing the right arrow key.

HOME
📞 Call ▶
💻 Presentation ▶
📷 Camera control
🔧 Settings ▶

HOME	CALL
a	abc
Recent calls	
alice.wonderland@everywhere.co.nl	
norah.dollhouse@somecompany.com	
My contacts	
Dorian Grey	
Hedda Gabler	
Phone book	
Floria Tosca	

Use the ◄ **Arrow** key key to collapse the menu expansion (to go back one level).

Use the **Home** key (⌂) to exit all menus and return to showing the *Home* menu only.

RECENT CALLS
alice.wonderland@company.co.nla
hedda.gabler@somecompany.org
dorian.grey@myself.net
frodo.b.aggins@myshire.org
floria.tosca@somecompany.org

Recent calls   Missed calls   Placed calls   Received calls

Context sensitive softkeys corresponding to the function keys of the remote control.

Softkeys not used in a given context are shown ghosted (grey).

Entering text in text fields

Some menu fields expect text information to be entered. This is used to enter the number or the identity of the person you want to call. It is also used for such things as to search in the phone book and maintain your list of contacts (My contacts).

What happens when you press a number key?

· If you press a number key when you are not in a call, the *Call* menu will be shown.

· The system will automatically switch to text mode (*abc*) inside entry fields expecting text entries. Entering letters is similar to as on a mobile phone.

· The system will automatically switch to number mode (*123*) inside entry fields expecting number entries. Dial with the number keys as usual.

· Press the key that corresponds to the required letter as many times as needed to produce that letter.

· Switch between text mode (*abc*) and number mode (*123*) by keeping the **# abc/123** key depressed for more than a second.

· To insert space, press the **0** _ key.

· To insert the @ sign, press the **1**-key twice, while the keypad is in text mode.

· To insert the . sign, press the **✱ .**-key once, while the keypad is in number mode.

· To write digits and numbers in a text input field, repeatedly press the corresponding key until the digit appears.

· To erase incorrect inputs, use the **C** key.
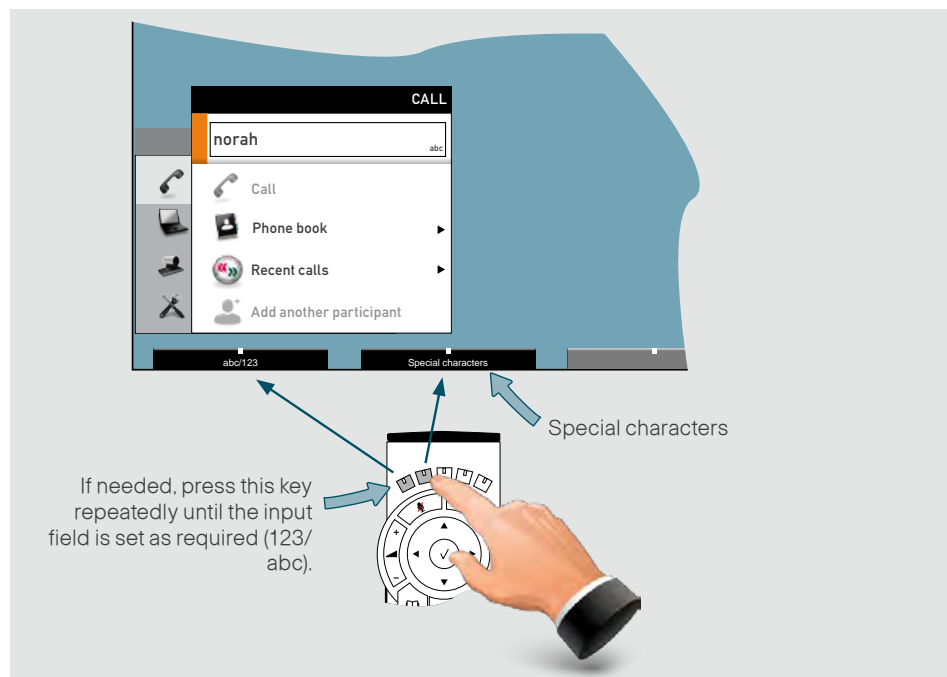
Special characters

Sometimes you will need to use special characters, for example when entering names in *My contacts*.

The softkey **Special characters** will then be displayed. This will give you access to the special characters menu, as shown to the left.

If needed, press this key repeatedly until the input field is set as required (123/abc).

Special characters

The special characters available with Latin language settings

+	,	/	\	?	(	)	&	#
[	]	!	$	'	*	~	à	á
ä	â	ã	å	æ	ç	è	é	ë
ê	ì	í	ï	î	ñ	ò	ó	ö
ô	õ	ø	ß	ù	ú	ü	û	ÿ

Screen layout

The layout of the screen can be changed as shown to the right.

To show the display options screen, press the 🖼 key. Alternatively, you may get to it through *Settings > Layout*.

- Use the **Arrow** keys to move between the alternatives and use √ to select the alternative you want to use.
- You may—or may not—include selfview (to show the outgoing video signal from your own system). This will show you what others will see from your system.
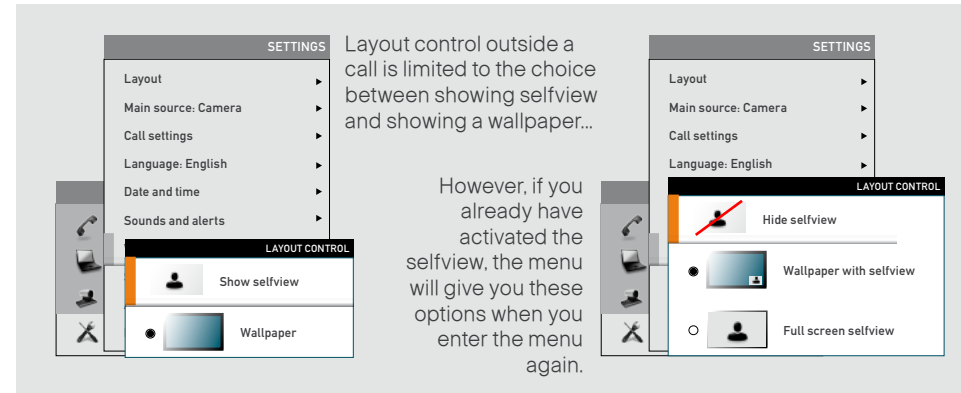
Tip: Adding wallpaper to your screen

In the *Home* menu, navigate down to *Settings* and press the √ key.
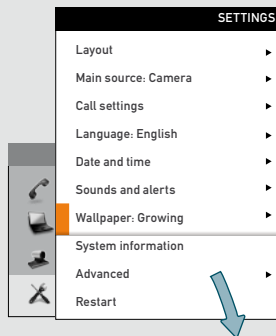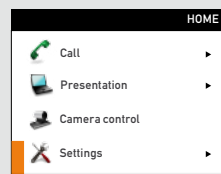
In the *Settings* submenu navigate down to *Wallpaper*. Press √ again.
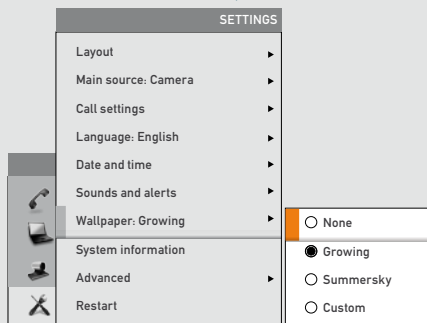
Select between the options available and press the √ key to leave the menu putting your choice into effect. See also ▶ page 18 for more on this.

Layout control outside a call is limited to the choice between showing selfview and showing a wallpaper...

However, if you already have activated the selfview, the menu will give you these options when you enter the menu again.

Layout control used during a call gives you the possibility to include selfview...
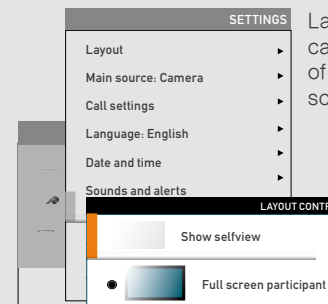
Layout control when in a call provides the choice of showing selfview or full screen participant...

However, if you already have activated the selfview, you may select where the selfview should appear in the image when you enter the menu again.
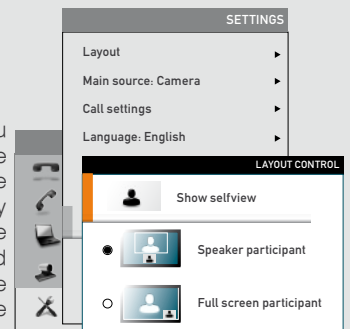
Change remote layout (the outgoing video) when hosting MultiSite Conference...

Pressing **Layout** will produce a softkey letting you choose the layout of the outgoing video. Select among all defined layouts available.. Note that you have no influence on the actual layout on the remote system.

Camera presets

You may create predefined settings of where the camera points and the zoom. This is referred to as *camera presets*. See the next page for more.

Do as follows:

1. Press the 📷 key on the remote control to display the *Layout* menu. Select *Selfview* to be shown as required. In this way you will see what other will see of you in a call.

2. Press the 🏠 key on the remote control to display the *Home* menu and select *Camera control*.

3. Softbuttons will now appear. Press the **Function** key corresponding to **Camera presets** (**Function** key number 2 from the left).

4. To hide the **Camera presets**, use the same **Function** key again.

Where to find camera presets

Using the presets (I)
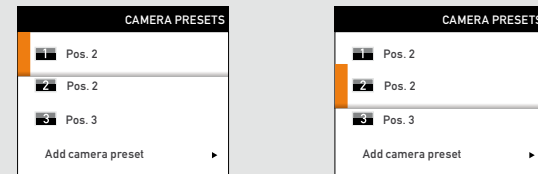
Camera presets must have been defined before you do this.

Press the 🏠 key on the remote control to display the *Home* menu and select *Camera control*. Use the ▲ and ▼ **Arrow** keys to navigate in the menu. Use √ to select a preset. The camera will now move accordingly. Note that this feature may be used any time.

Using the presets (II)

Camera presets must have been defined before you do this.

Press the 🏠 key on the remote control to display the *Home* menu and select *Camera control*. Use the *0~9* keys to select a preset. The camera will now move accordingly. Note that this feature may be used any time.

Adding a camera preset

For more on camera presets, as such, see the previous page.

To add a camera preset, do as follows:

1. Press the ▣ key on the remote control to display the *Layout* menu. Select *Selfview* to be shown. In this way you will see what other will see of you in a call.
2. Adjust where the camera points and the zoom using the four **Arrow** keys and the **Zoom** key.
3. Press the ⌂ key on the remote control to display the *Home* menu and select *Camera control*.
4. This will cause softbuttons to appear. Press the **Function** key corresponding to *Camera presets* (**Function** key number 2 from the left).
5. Follow the procedure shown to the right.

Moving and zooming the camera

Use the **Arrow** keys and the **Zoom** keys.
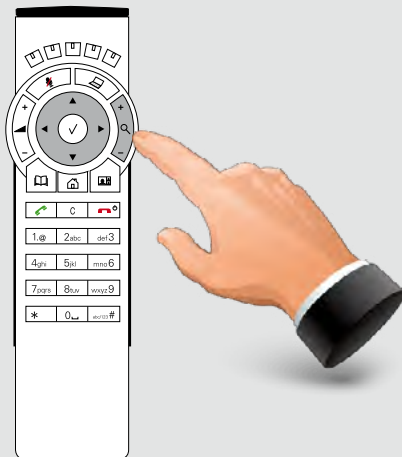
Adding a camera preset

In the *Camera presets* menu navigate to *Add camera preset* and press the √ key.

CAMERA PRESETS
- Pos. 2
- Pos. 2
- Pos. 3
- Add camera preset ▶
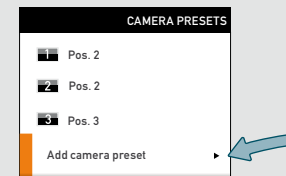
Navigate to the preset to define (or redefine, if it already existed). Press √ to produce the submenu.

Give it a descriptive name, use special characters, if needed.

SET CAMERA PRESETS
- Default
- Zoom out
- Whiteboard
- Not defined
- Not defined
- Not defined
- Not defined
- Not defined
- Not defined

Name   Table end

Save new preset

Cancel

Save the new preset.

SET CAMERA PRESETS
- Default
- Zoom out
- Whiteboard
- Not defined
- Not defined
- Not defined
- Not defined
- Not defined
- Not defined

Name   Table end

Save new preset

Cancel
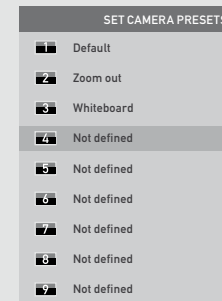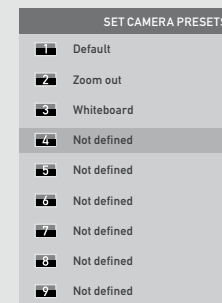
Setting date and time manually

You may specify date and time zone settings along with date and time format and the date and time of day itself.

Do as follows:

1. Start from the *Home* menu and navigate down to *Settings* and press the √ key. Then navigate to *Date and time* and press the √ key.

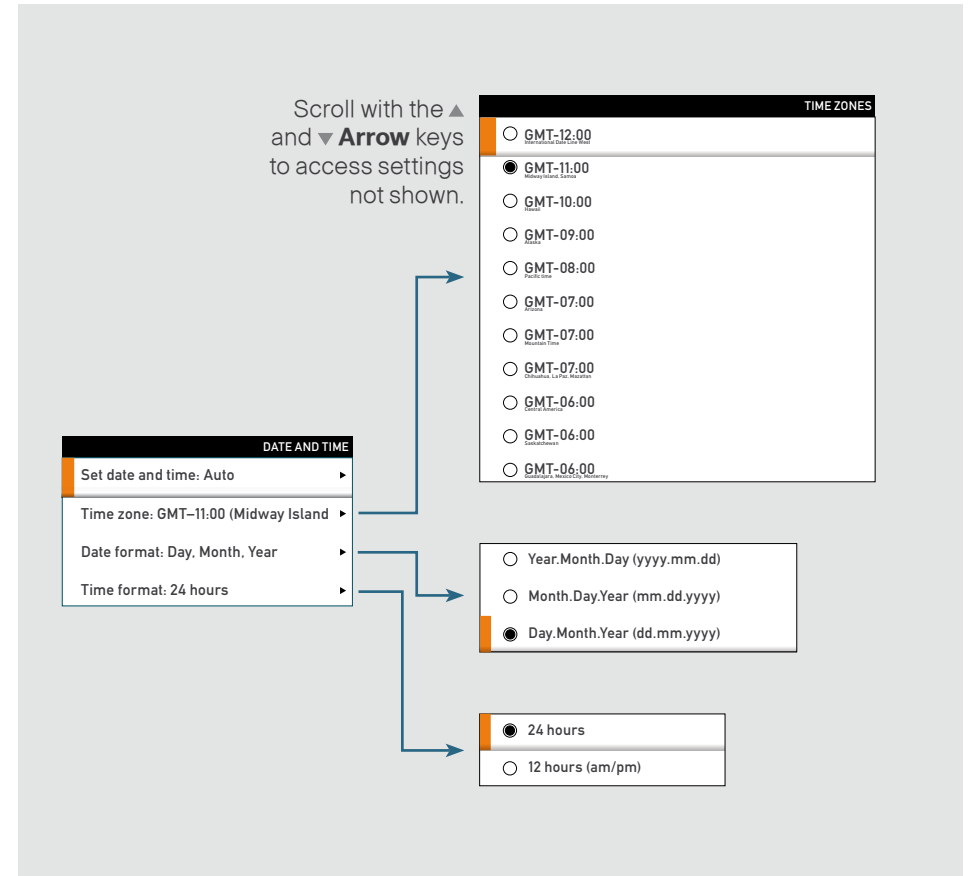2. Use **Arrow** keys and the √ key to set everything as required.
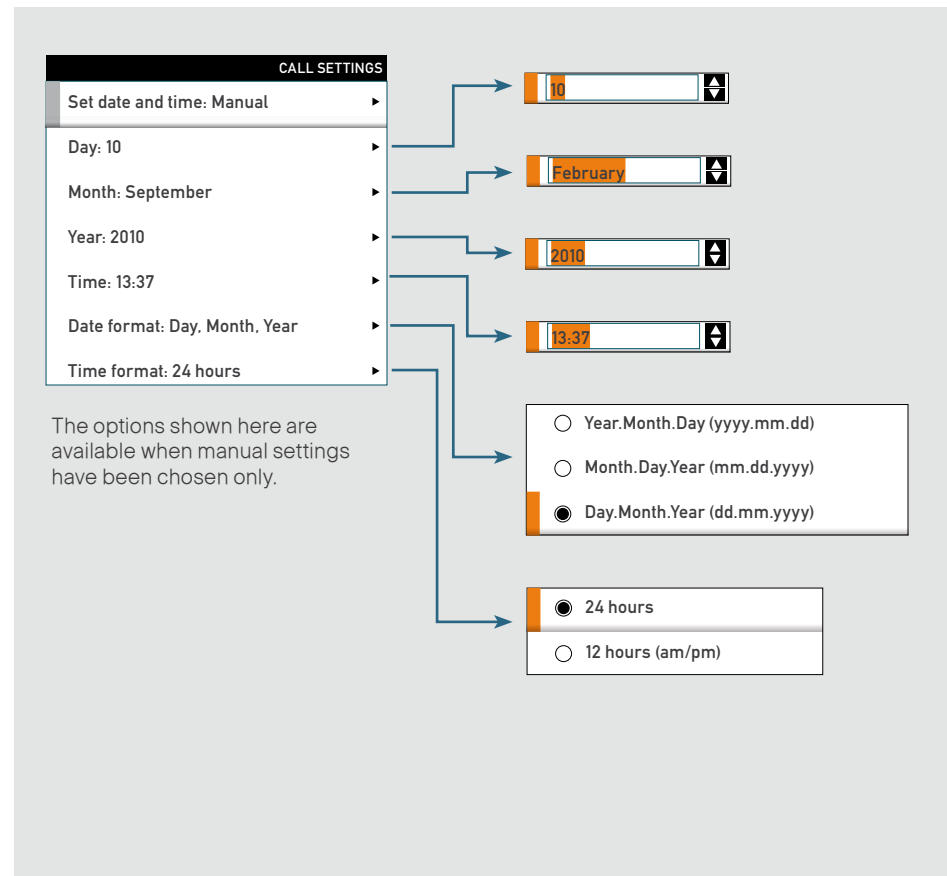
Setting date and time automatically

You may have the date and time of day set automatically. However, you must still specify time and date formats as well as the time zone.

Do as follows:

1. Start from the *Home* menu and navigate down to *Settings* and press the √ key. Then navigate to *Date and time* and press the √ key.

2. Use **Arrow** keys and the √ key to set everything as required.

CALL SETTINGS

Set date and time: Manual	▶
Day: 10	▶
Month: September	▶
Year: 2010	▶
Time: 13:37	▶
Date format: Day, Month, Year	▶
Time format: 24 hours	▶

10

February

2010

13:37

The options shown here are available when manual settings have been chosen only.

○ Year.Month.Day (yyyy.mm.dd)
○ Month.Day.Year (mm.dd.yyyy)
● Day.Month.Year (dd.mm.yyyy)

● 24 hours
○ 12 hours (am/pm)

Scroll with the ▲ and ▼ **Arrow** keys to access settings not shown.

TIME ZONES

○ GMT-12:00
  International Date Line West
● GMT-11:00
  Midway Island, Samoa
○ GMT-10:00
  Hawaii
○ GMT-09:00
  Alaska
○ GMT-08:00
  Pacific time
○ GMT-07:00
  Mountain Time
○ GMT-07:00
  Chihuahua, La Paz, Mazatlan
○ GMT-06:00
  Central America
○ GMT-06:00
  Saskatchewan
○ GMT-06:00
  Guadalajara, Mexico City, Monterrey

DATE AND TIME

Set date and time: Auto	▶
Time zone: GMT-11:00 (Midway Island	▶
Date format: Day, Month, Year	▶
Time format: 24 hours	▶

○ Year.Month.Day (yyyy.mm.dd)
○ Month.Day.Year (mm.dd.yyyy)
● Day.Month.Year (dd.mm.yyyy)

● 24 hours
○ 12 hours (am/pm)

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Selecting ring tone

The system lets you choose between a multitude of ring tones.

Do as follows:

1. Start from the *Home* menu and navigate down to *Settings* and press the √ key.
2. Then navigate to *Sounds and alerts* and press the √ key. Navigate to *Ring tone* and press the √ key. Use the ▲ and ▼ **Arrow** keys to move among the ring tones. Each ring tone will be played when you position the cursor at it.
3. Press the √ key to exit the menu putting changes into effect or the ◄ **Arrow** key to leave the menu going one step back.
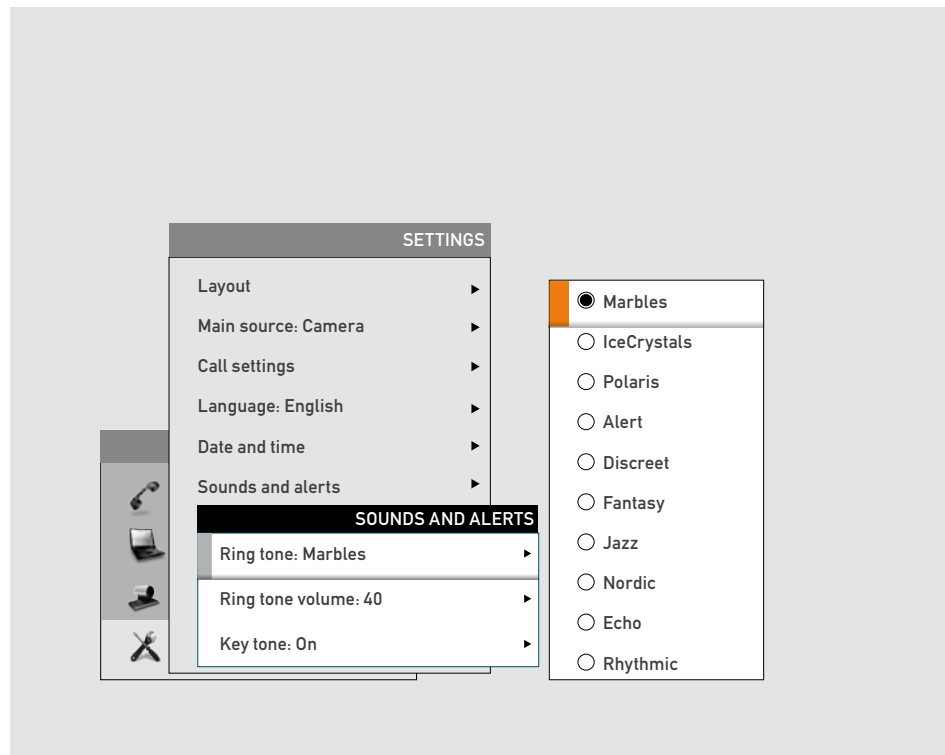
Setting ring tone volume

The system lets you set the ring tone volume.

Do as follows:

1. Start from the *Home* menu and navigate down to *Settings* and press the √ key.
2. Then navigate to *Sounds and alerts* and press the √ key. Navigate to *Ring tone volume* and press the √ key. Use the ◄ and ▶ **Arrow** keys to set the volume.
3. Press the √ key to exit the menu putting changes into effect or the ◄ **Arrow** key to leave the menu going one step back.

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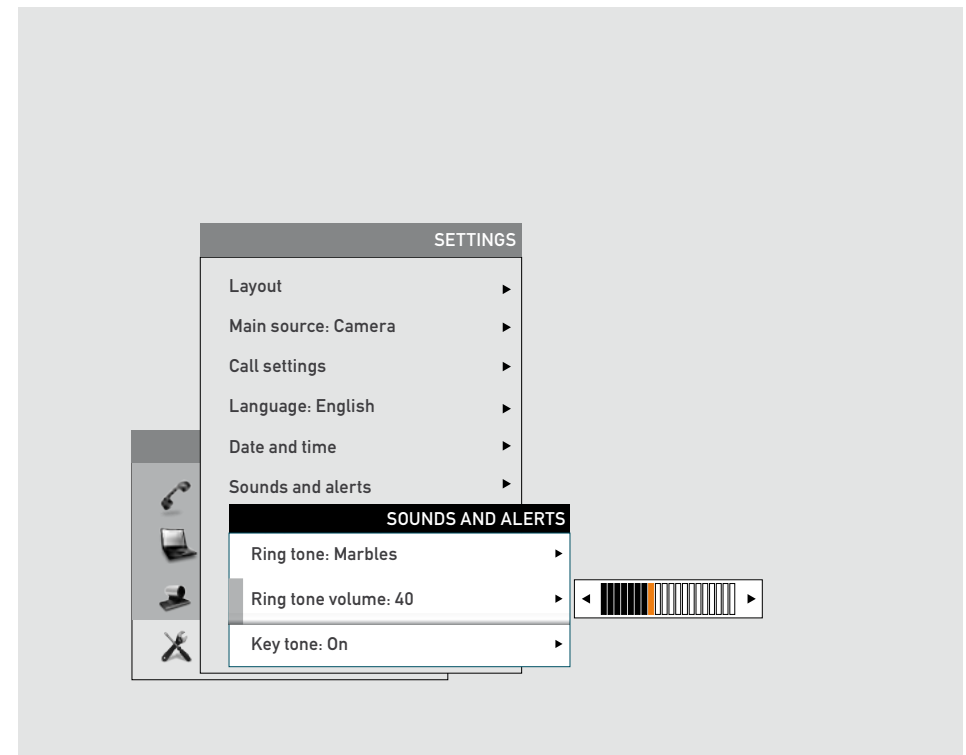
Chapter 2

Making calls

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Making calls by dialing the number

The term "number" has a wide definition here—you may use the procedure outlined on this page to call people by their alphanumeric address as well, for example:

"helen.karr@company.com"

Do as follows:

1. Press the ⌂ key to produce the *Call* menu.
2. Key in the "number" to call. If needed, switch to alphanumeric or numeric setting by means of the **abc/123** softkey.
3. Press the softkey **Special characters** to access non-standard characters, if needed. See ▶ "Special characters" on page 8 for more on this.
4. Press √ followed by 📞 or, press √ twice to start calling.

   The system will search for matches as you write along.

💡 You may alter the call rate setting before you place the call, if needed. Look for **Softkey** number two from the right (Call rate: 6000 kbps). Press the corresponding **Function** key to display the *Call rate setting* menu. Select a new setting, if required.

Press the ⌂ key to produce the *Call* menu, if needed. Position the cursor at 📞 **Call** and press √ to display the submenu.
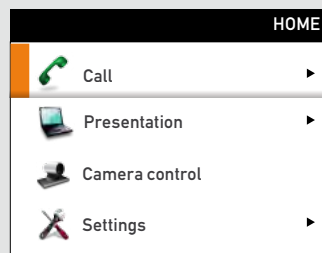
As soon as you start to key in, the system will look for possible matches in the *Recent calls* list, *My contacts*, and the *Phone book*.

HOME

📞 Call ▶

💻 Presentation ▶

📷 Camera control ▶

🔧 Settings ▶

HOME

CALL

a   abc

Recent calls

alice.wonderland@everywhere.co.nl
norah.dollhouse@somecompany.com

My contacts

Dorian Grey
Hedda Gabler

Phone book

Floria Tosca
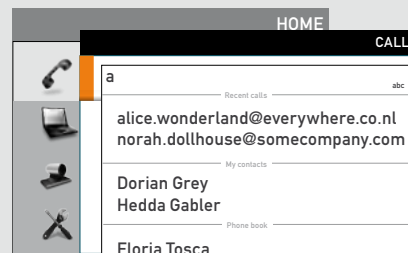
When someone is calling

Respond to an incoming call by pressing the 📞 key on the remote control to *accept* it, or press the ☎ key to *reject* it.

Press the 📞 key on the remote control to answer an incoming call.

Press the ☎ key on the remote control to reject an incoming call.
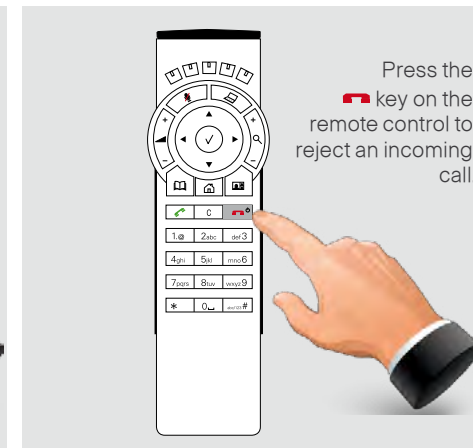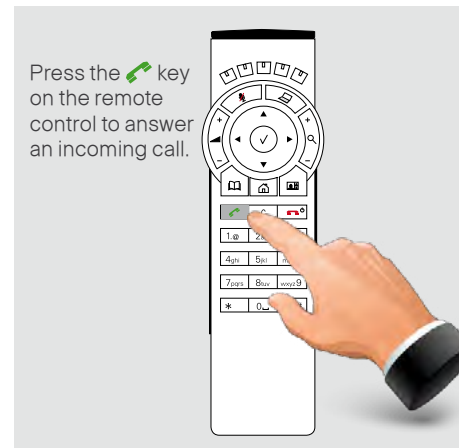
Terminating an ongoing call

Terminating an ongoing call is similar to terminating calls on a cell phone—just press the ☎ key on the remote control.

Press the ☎ key on the remote control to terminate an ongoing call.
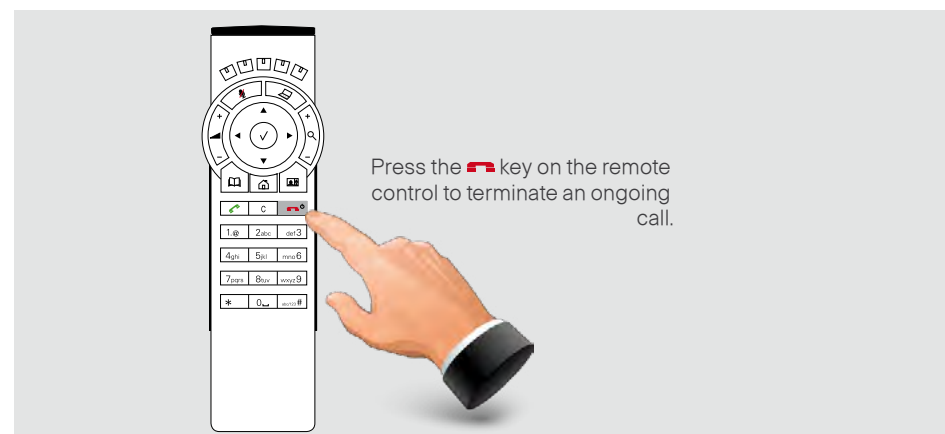
Making calls using phone book

Using the phone book is time saving and prevents you from calling the wrong number by accident.
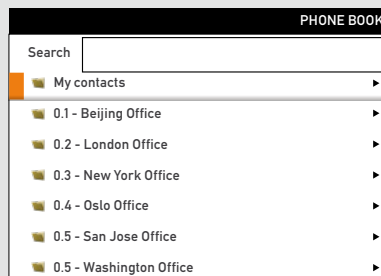
The phone book entries are sorted alphabetically.

Phone book entries are also called *contacts*.

Method 1:

Press the **Phone book** key...

... to show the Phone book.

PHONE BOOK

Search

📁 My contacts ▸
📁 0.1 - Beijing Office ▸
📁 0.2 - London Office ▸
📁 0.3 - New York Office ▸
📁 0.4 - Oslo Office ▸
📁 0.5 - San Jose Office ▸
📁 0.5 - Washington Office ▸

If you know your way, then navigate down to the folder required and press √ to produce the contents of that folder. Use the **Arrow** keys to locate whom to call. Press 📞 to place the call.

As you key in someone's "number", the system will immediately search for matches.

Alternatively, you may search for an entry in the phone book. This is described in ▶ "Searching in the phone book" on page 31.

Method 2:

Press the 🏠 key to produce the *Call* menu, if needed.

Position the cursor at *Call* and press √ to produce the submenu...

HOME

📞 Call ▸
💻 Presentation ▸
📷 Camera control
🔧 Settings ▸
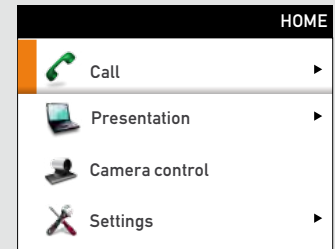
...then navigate down to *Phone book*.

Press √ to display the phone book.

CALL

📞 Call ▸
📖 Phone book ▸
《》 Recent calls ▸
👤 Add another participant
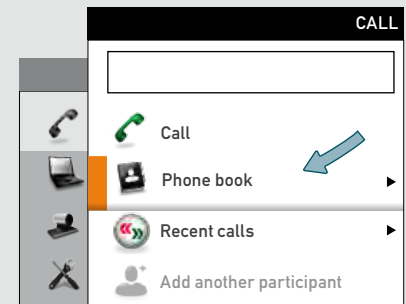
If you know your way, navigate down to the folder required and press √ to produce the contents of that folder.

Use the **Arrow** keys to locate whom to call and press 📞 to place the call.

Alternatively, you may search for an entry in the phone book. This is described in ▶ "Searching in the phone book" on page 31.

PHONE BOOK

Search

📁 My contacts ▸
📁 0.1 - Beijing Office ▸
📁 0.2 - London Office ▸
📁 0.3 - New York Office ▸
📁 0.4 - Oslo Office ▸
📁 0.5 - San Jose Office ▸
📁 0.5 - Washington Office ▸
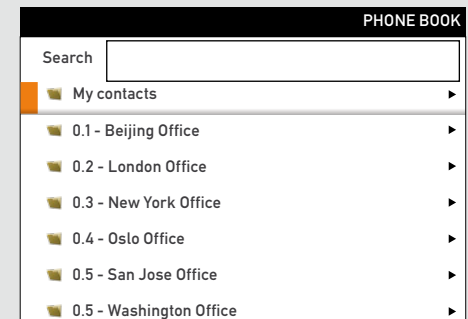
Making calls using the recent calls list

If you have called somebody, or somebody has called you, this will be listed in the list of recent calls.

To gain access to the recent calls list, press the 🎧 key on the remote control.

You may also copy entries in the recent calls list to your personal phone book (My contacts)—see ▶"Phone book usage" on page 29 for details.

When you have selected whom to call press the 🎧 key again to call the selected entry.
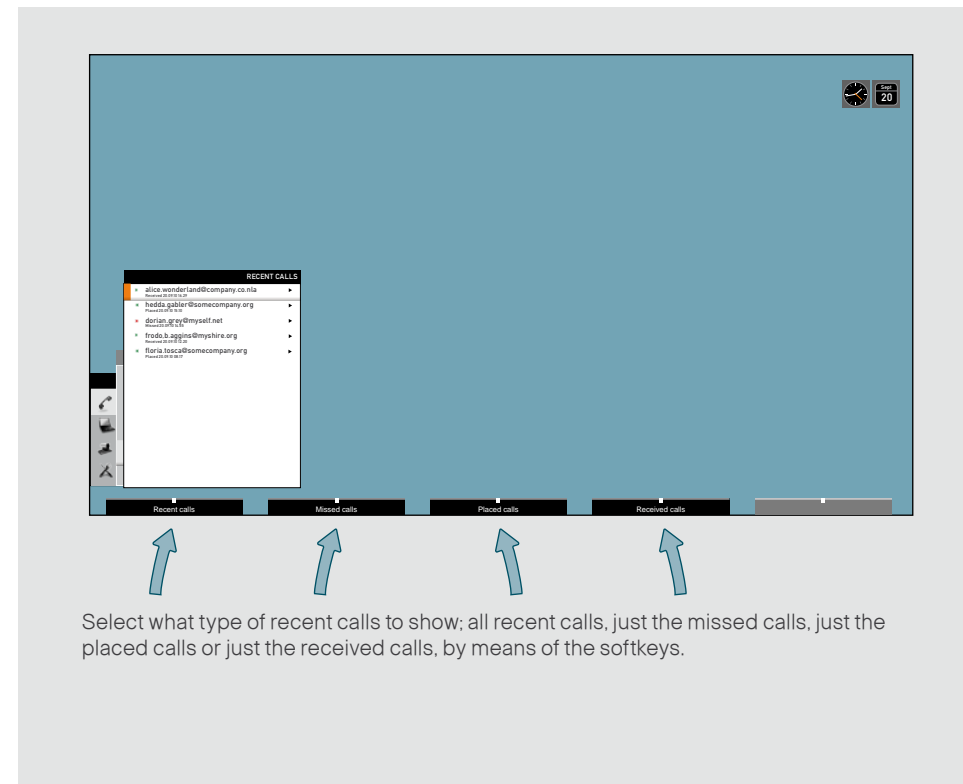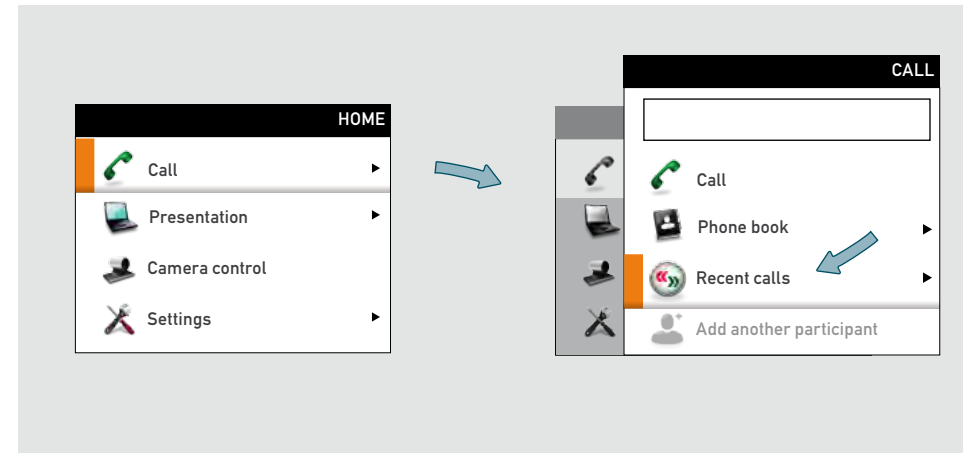
The icons used

The icon ≫ is used for calls made by you.

The icon ≪ is used for calls received.

The icon ≪ is used for calls you have missed.

Select what type of recent calls to show; all recent calls, just the missed calls, just the placed calls or just the received calls, by means of the softkeys.

Management systems booking list

If your video network makes use of the Cisco Telepresence Management System (TMS), your video system may be set up for scheduled meetings from remote.

Typically, the TMS works with tools like Microsoft Outlook, permitting employees to book and schedule video calls and conferences.

Any bookings applicable to your system will appear on the screen as shown in the below example.

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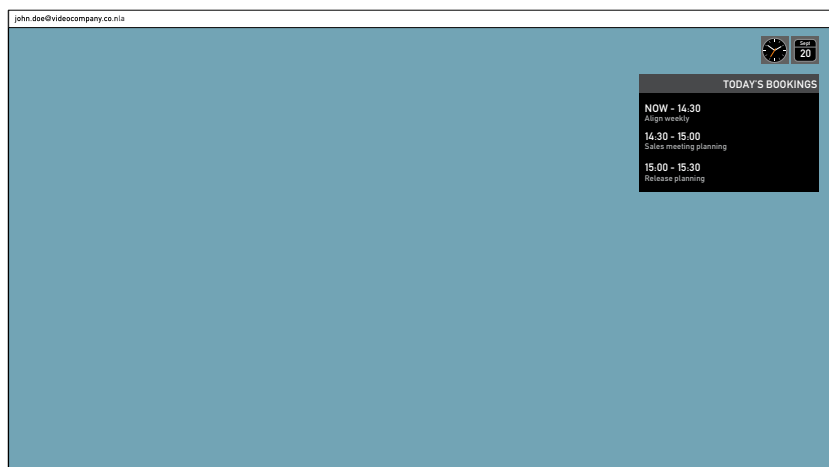
Chapter 3

Phone book usage

Basic phone book features

Your video system contains a phone book. The phone book is organized in a way very similar to what you find in a mobile phone.

It contains a section where you can add your own list of contacts, and most corporate solutions will also include a corporate phone list.

This corporate phone list is normally installed and maintained from remote by your system administrator through a management system like the Cisco Telepresence Management Suite (TMS), which is available separately.

You cannot edit the corporate list yourself, but you may add entries to *My Contacts*. These may be edited as much as you want.

Navigating in the phone book

- Navigate in the phone book with the **Arrow** and √ keys.
- A folder icon indicates that there is a folder here. Press the ▶ **Arrow** key to display the contents of this folder. Repeat, if needed, if there are more levels.
- Whenever you are at a lower level, use the ◀ **Arrow** key to move one level back.

Calling an entry in the phone book

When an entry is located, just press the 📞 key to place the call.

You can also open the phone book via the menu system, ▶ see "Making calls using phone book" on page 23.

Need to search for an entry in the phone book? ▶ See "Searching in the phone book" on page 31.

Opening the phone book:

Press the 📖 key...

... the *Phone book* menu will now open...

Folders contain phone book entries (and they may even contain subfolders).

PHONE BOOK
Search
📁 My contacts ▶
📁 0.1 - Beijing Office ▶
📁 0.2 - London Office ▶
📁 0.3 - New York Office ▶
📁 0.4 - Oslo Office ▶
📁 0.5 - San Jose Office ▶
📁 0.5 - Washington Office ▶
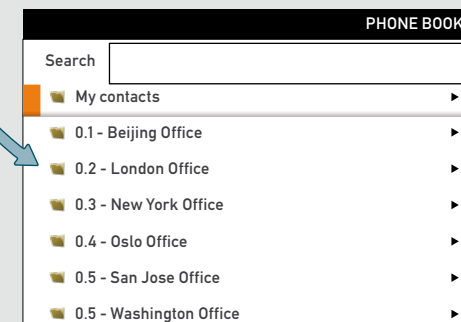
The phone book typically contains your own *My contacts* and a corporate phone book.

You may create your own list of contacts in *My contacts*.

Searching in the phone book

The *My contacts* may contain up to 200 entries, but the entire phone book can be virtually unlimited in size. Consequently, using the arrow keys as the only navigation device can easily mean a lot of work. What to do?

You may then use *Quick Search by Letters*. Whenever you are inside the phone book, navigating in the list of entries, the numerical keypad automatically switches from *123* mode to *abc* mode. To locate a specific entry, just type in the first letter as with a mobile phone. The system will then display all matches. Add more letters to refine your search.

Entering text in the search field

Example: How do I write "**alice 123**" in the *Search* input field in the phone book?

Do as follows:

1. Press the **2**-key once to get an **a**
2. Press the **5**-key three times to get an **l**
3. Press the **4**-key three times to get an **i**
4. Press the **2**-key three times to get a **c**
5. Press the **3**-key twice to get an **e**
6. Press the **0**-key once to get **space**
7. Press the **1**-key ten times to get a **1**
8. Press the **2**-key four times to get a **2**
9. Press the **3**-key four times to get a **3**

💡 How to open the phone book is described in ▶ "Basic phone book features" on page 30.

Quick search by letters

Just type the letter (or switch to **123** mode by pressing the **#** key to key in digits) and the **Search** field will be activated immediately. The phone book will then look something like this:

PHONE BOOK
Search da   abc
📁 **My contacts** ▶
📁 0.1 – Beijing Office ▶
📁 0.2 – London Office ▶
📁 0.3 – New York Office ▶
📁 0.4 – Oslo Office ▶
📁 0.5 – San Jose Office ▶
📁 0.5 – Washington Office ▶
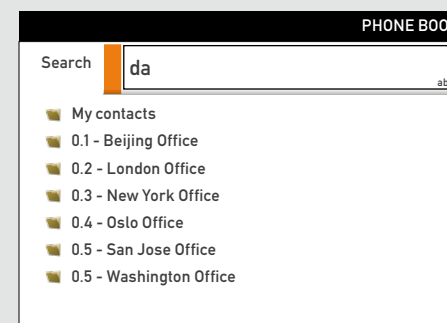
The search will begin immediately. Add more letters to narrow and refine your search.

Example: Keying in **da**, will return entries like **Da**ve Olson and **Da**vid Jones, but also John **Da**hl and Vittorio **Da**lmazzino. There is no case sensitivity.

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Chapter 4

In-call features

D14582.04 User guide Cisco TelePresence Profile, C-series codecs, Quick Set C20, Nov. 2010.

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www.cisco.com

Sharing a PC presentation

General recommendations tips for making your video meeting room as good as possible are described in the Administrator guide for this product. The Administrator guide may be downloaded from www.tandberg.com or www.cisco.com/go/telepresence/docs.

Dual video stream

With dual video stream you can view two different live video streams simultaneously—the main video and one additional source. This could for example be both a PC presentation and the person who gives the presentation.

If one of the video systems does not support dual video stream, no second video stream will be established and the PC presentation will be shown as the main video.

Sharing a presentation

To share a presentation, do as follows:

1. Make sure the PC does not cover any of the microphones. This will reduce the audio quality at the far end.
2. Locate the DVI cable and connect the PC to the video system. Connect the audio mini-jack output from the PC, or any other source—including Ipod—to the mini-jack socket of the cable to get sound. Connect the RCA connectors to the corresponding sockets on the codec/endpoint.
3. When pressing the **Presentation** button on the remote control the default presentation source is activated.

The DVI/VGA input is compliant with VESA Extended Display Identification Data (EDID) and will be able to notify the PC of the supported output formats.

If the presentation fails to show

- Normally you must press a special key combination to switch the PC image from the PC screen to the video screen.
- Check that the presentation source is correctly defined. Access to this setting may be password protected by your system administrator. The procedure is described in the Administrator guide for this product.
- Make sure your PC is set to activate your VGA output.

Other presentation sources

You can also connect other presentation sources like:

- DVD
- Document camera

To specify which source to serve as presentation source select it as shown here. Note that the name of each source can be changed, consult your administrator for details on this.
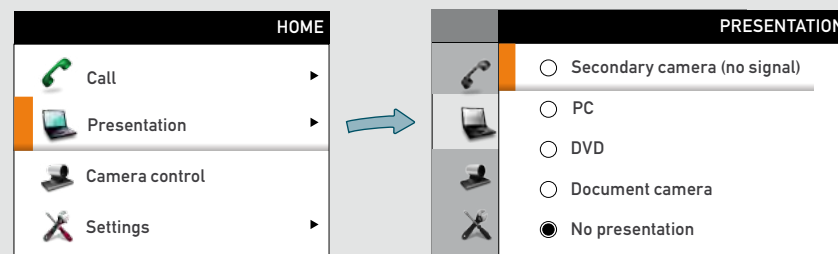
Controlling the cameras

During a call, you may control where your own camera is pointing and the zoom. However, far end systems with remotely controllable cameras may also permit you to control their camera's panning and zooming. This is called *Far end camera control*.

For video conferences with more than two participants, *far end* is an ambiguous term. Consequently, far end camera control is not accessible unless you are in a point-to-point call.

Controlling your own camera (near side)

1. During a call, enter camera control mode by means of either of the ▲ and ▼ **Arrow** keys.

   The display will now typically look like below, note that selfview has been activated by the system (even if it was not in advance).

Access to far end camera (if far end camera is remotely controllable).

Access to your own camera presets, if defined.

Access to your own camera's settings.

Access to your own system's main source setting.

Exit this mode.
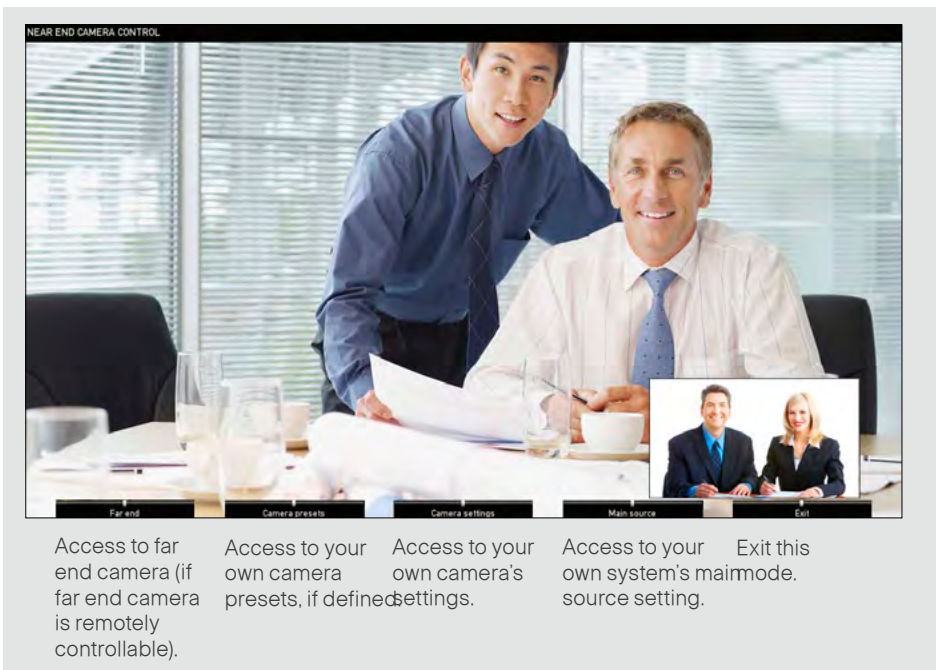
· Use the **Arrow** keys to change where the camera points and use the **Zoom** keys to adjust the zoom.

   Camera Presets, *Camera settings* and *Main source* are all explained in the section *Getting started*.

Controlling the far end camera

1. During a call, enter camera control mode by means of either of the ▲ and ▼ **Arrow** keys.

2. Press the leftmost **Function** key to access the far end camera.

Back to near end camera control.

Exit this mode.
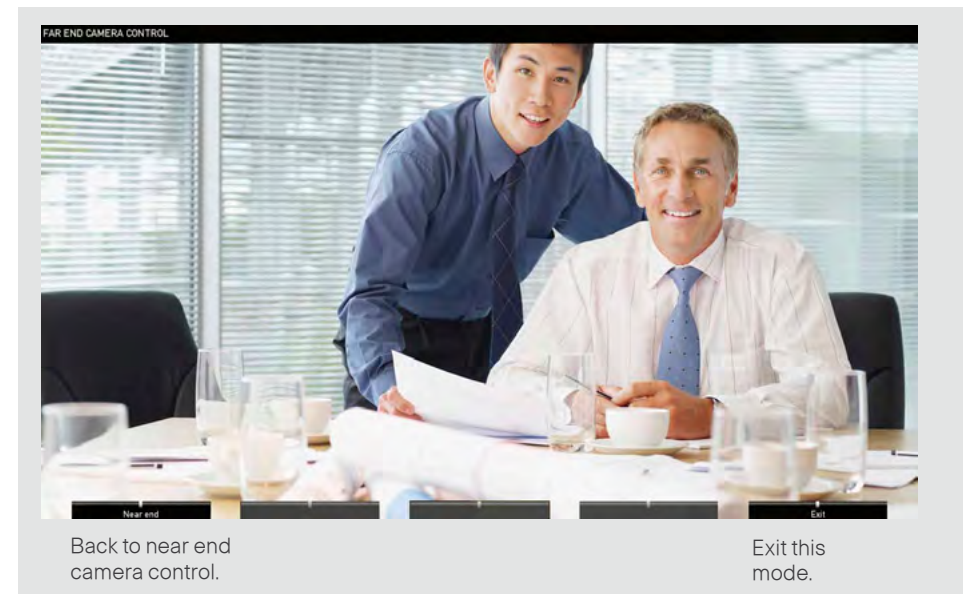
3. Far end camera control is restricted to controlling where the camera points and to zooming. Nothing else. Use the arrow keys to change where the camera points and the zoom keys to set the far end camera zoom.

On our web site you will find an overview of the worldwide Cisco contacts.

Go to: http://www.cisco.com/web/siteassets/contacts/index.html

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