



Cisco TelePresence IX5000 and IX5200

User Guide

User Guide
Cisco TelePresence IX5000 and IX5200
Produced: October 2015
Updated: November 2016
All contents © 2015, 2016
Cisco Systems, Inc. All rights reserved.

What's in this guide

Contents

Introduction to Video Conferencing	
Best practices.....	4
Tour the Home screen.....	5
Placing & Ending	
Video Calls	
Place call using a name, number, or URI.....	7
Answer and end calls.....	8
Add participants to existing call.....	9
Intelligent Proximity	
Use the Intelligent Proximity feature.....	11
Disabling/enabling Intelligent Proximity.....	12
Share Content	
Share tray overview.....	14
Share presentations.....	15
Share whiteboard content.....	16
Scheduled Meetings	
View scheduled meetings.....	18
Join a meeting.....	19
Contacts	
Contacts, Recents, and Favorites.....	21
System Settings	
Accessing the System Information window.....	23
Additional choices in the System Info area.....	24
Additional choices in the System Info area.....	25
Live Support & changing the fill light level.....	26

All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

To go between chapters, you may also click on any of the icons in the sidebar.



Introduction to Video Conferencing

User Guide
Cisco TelePresence IX5000 and IX5200
Produced: October 2015
Updated: November 2016
All contents © 2015, 2016
Cisco Systems, Inc. All rights reserved.

Best practices

General

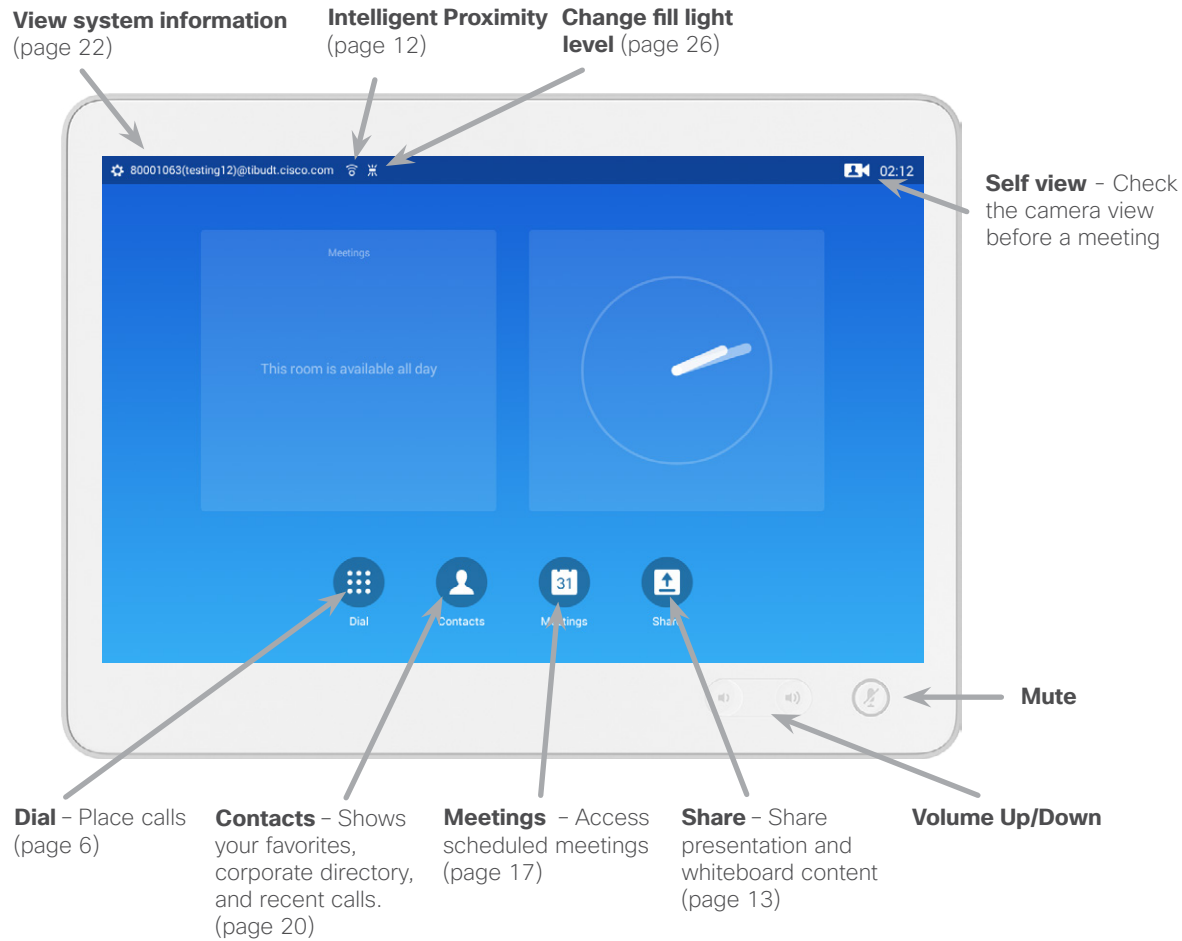
- Immersive TelePresence systems are designed to produce an “in-person” experience. Treat an immersive TelePresence conference as you would a normal face-to-face meeting.
- While the interface is simple, it is a good idea to learn the basics of the IX system before you start a call, such as:
 - Placing and answering a call
 - Creating a video conference call
 - Joining a meeting
 - Sharing presentation or whiteboard content with conference participants
 - Moving presentation or whiteboard content from one screen to another
 - Ending the call

In the meeting room

- To reduce ambient noise, do not place noise sources like computers close to the microphone bars. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- The IX system table surface is made with top-grade natural wood. The table surface is not scratch resistant. Please treat the table surface with care as delicate furniture.
- The room experience is best when viewing the screens straight on. Views from the side may have reduced image quality due to viewing angle limitations of LCD screens.
- When sharing a presentation:
 - Do not yank or pull strongly on the presentation cables when removing them from the recesses in the table.
 - Guide the three-headed adapter carefully when removing or replacing the presentation cable. Do not let the adapter slide across the table top because it can scratch the surface.
 - Make sure the three-headed adapter goes into its recess when you replace the presentation cable.

Introduction to Video Conferencing

Tour the Home screen



Operating tips

The Share button also enables the Layout Control feature, which allows you to:

- share two separate presentation and whiteboard content sources on multiple screens
- share duplicate content on multiple screens.

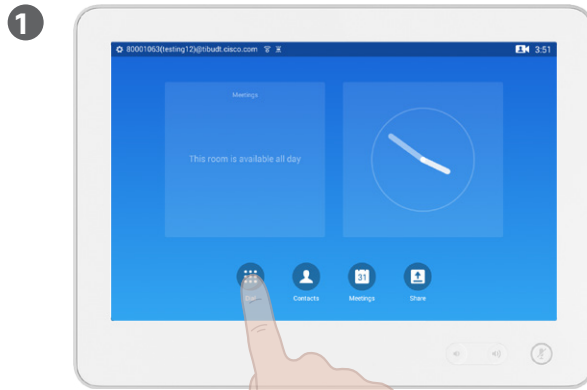
For more information, see “Share Content” on page 13.



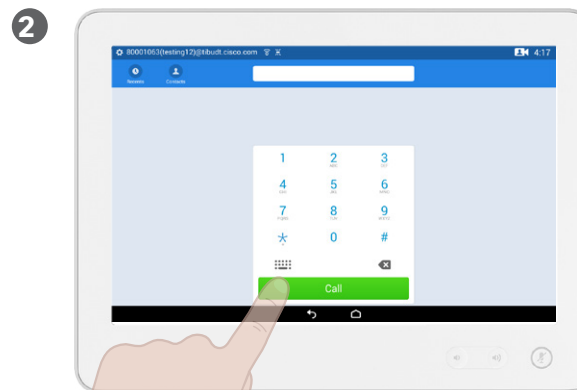
Placing & Ending Video Calls

User Guide
Cisco TelePresence IX5000 and IX5200
Produced: October 2015
Updated: November 2016
All contents © 2015, 2016
Cisco Systems, Inc. All rights reserved.

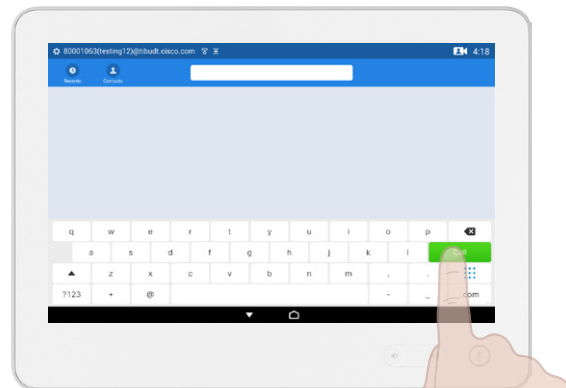
Place call using a name, number, or URI



To place a call, tap **Dial** from the Home screen.



Enter the number and tap **Call**.



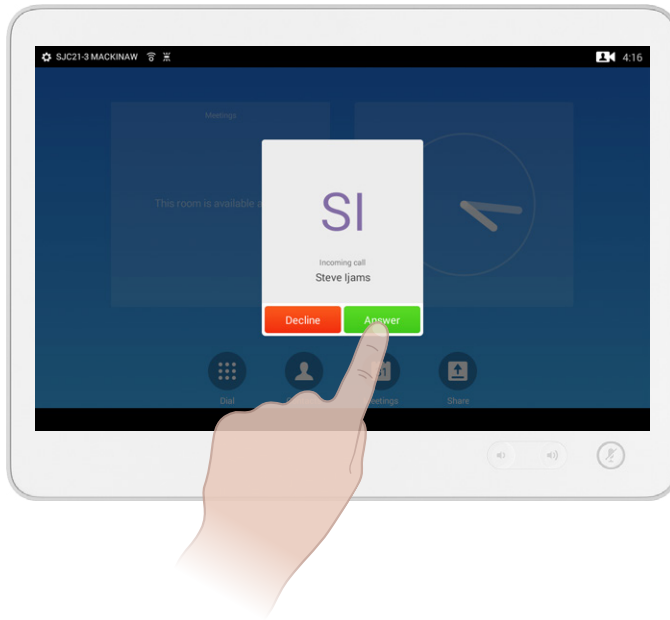
To enter a URI, tap the keyboard icon, enter the URI in the address bar, and tap **Call**.

Notes

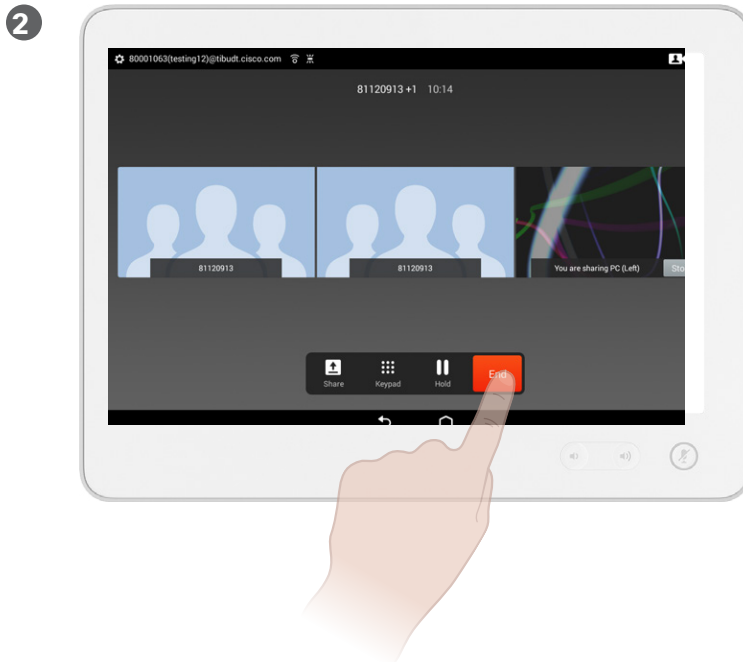
The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.

Answer and end calls



To answer an incoming call, tap **Answer**.



To end a call, tap **End**.

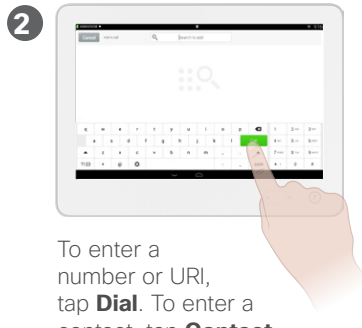
If Someone Calls You

- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy tones are sent to the calling party.

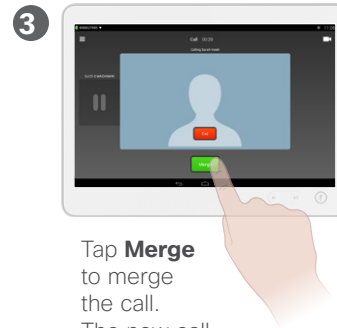
Add participants to an existing call



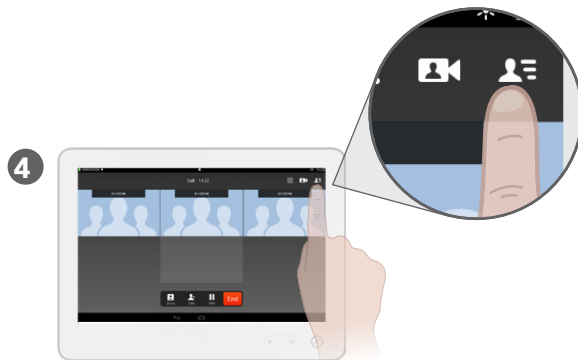
To add a video or audio participant to an existing call, tap **Add**.



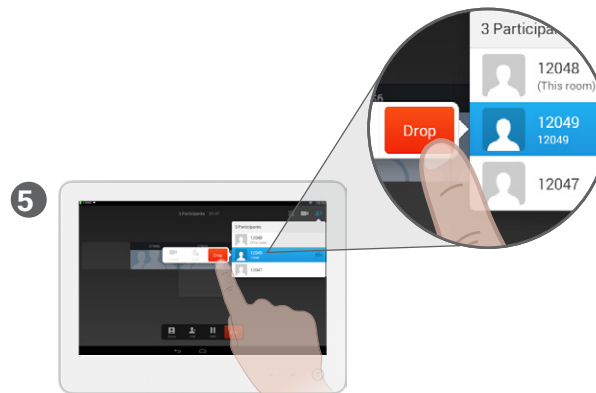
To enter a number or URI, tap **Dial**. To enter a contact, tap **Contact**. Enter the number, URI, or directory entry, and tap **Call**.



Tap **Merge** to merge the call. The new call is added to the existing call, thus creating a conference.



To remove a participant, tap the participant list (not supported for ad hoc conferences).



Select the caller to drop and tap **Drop**.

About video conferences

Your video system may be equipped with the capability to initiate a video conference with multiple participants.

- The maximum number of participants on a call depends on the system configuration and video infrastructure.
- If you want to initiate an ad hoc video conference, you must call each participant one by one. If you are the one who initiated the conference you will be able to terminate the entire conference. The other participants, however, may only disconnect themselves from the conference.
- Depending on their endpoint configuration, some participants may be audio-only.
- Ad hoc video conferencing is not supported if your software version is 8.1.2 or earlier. You can add a maximum of one audio-only participant to an existing call.
- Contact your voice support team for more information on supported conferencing functionality.



Intelligent Proximity

User Guide
Cisco TelePresence IX5000 and IX5200
Produced: October 2015
Updated: November 2016
All contents © 2015, 2016
Cisco Systems, Inc. All rights reserved.

Share and Access Content and Control Your System Wirelessly

Use the Intelligent Proximity feature

If enabled, Intelligent Proximity allows you the following functions from your phone or tablet:

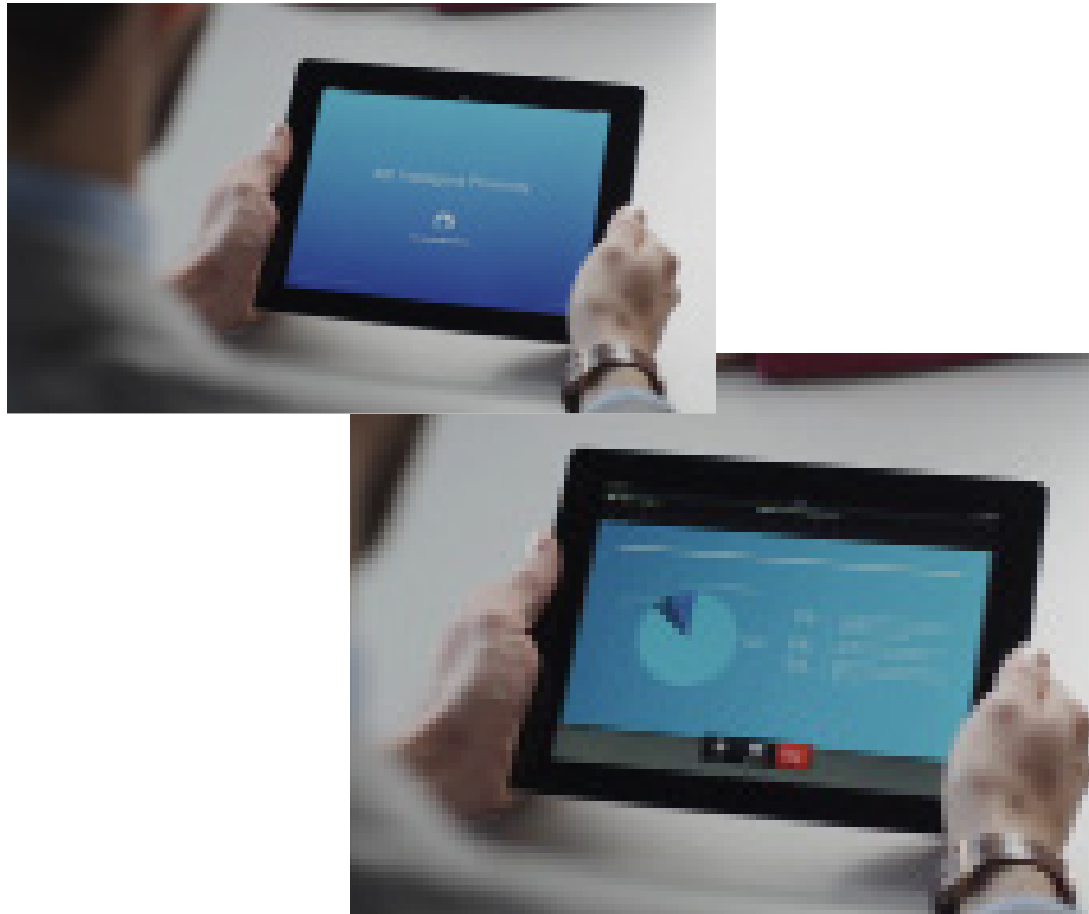
- See and capture presentation content
- View content shared before you joined the meeting (up to 10 previous screen captures, such as slides)
- Place and end calls

In addition, you can share content wirelessly from your laptop or tablet.

To access this feature:

- For Apple or Android users, download the free Cisco Intelligent Proximity app from App Store or the Google Play Store.
- For Windows or OS X users, go to <https://www.cisco.com/go/proximity>.

Open the app or program with your smart phone, tablet, or laptop after the meeting starts.



Notes

- Your video support team may have activated all of the features or just a subset of them.
- Intelligent Proximity uses ultrasound when connecting users. Do not block the microphone of your smart phone or tablet.
- Intelligent Proximity has been designed not to work outside the meeting room. However, when privacy dictates, always keep the meeting room entrance doors closed to avoid possible eavesdropping from adjacent rooms.
- You can also turn Intelligent Proximity on or off from the system information panel.
- Your system administrator might have disabled this feature (it is disabled by default). If this is true, you receive the following error messages:
 - For iOS devices: "Network unreachable, retrying"
 - For Android devices: "System found, reconnecting" or "Searching for video system".

User Guide

Cisco TelePresence IX5000 and IX5200

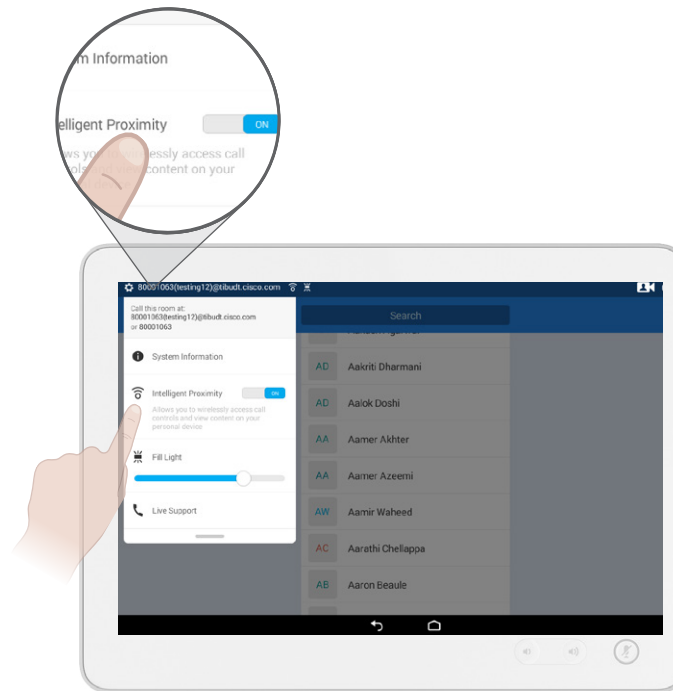
Produced: October 2015

Updated: November 2016

All contents © 2015, 2016

Cisco Systems, Inc. All rights reserved.

Disabling/enabling Intelligent Proximity



When out of a call, enable or disable Proximity on a per-system basis by moving the slider from On to Off, or vice versa.

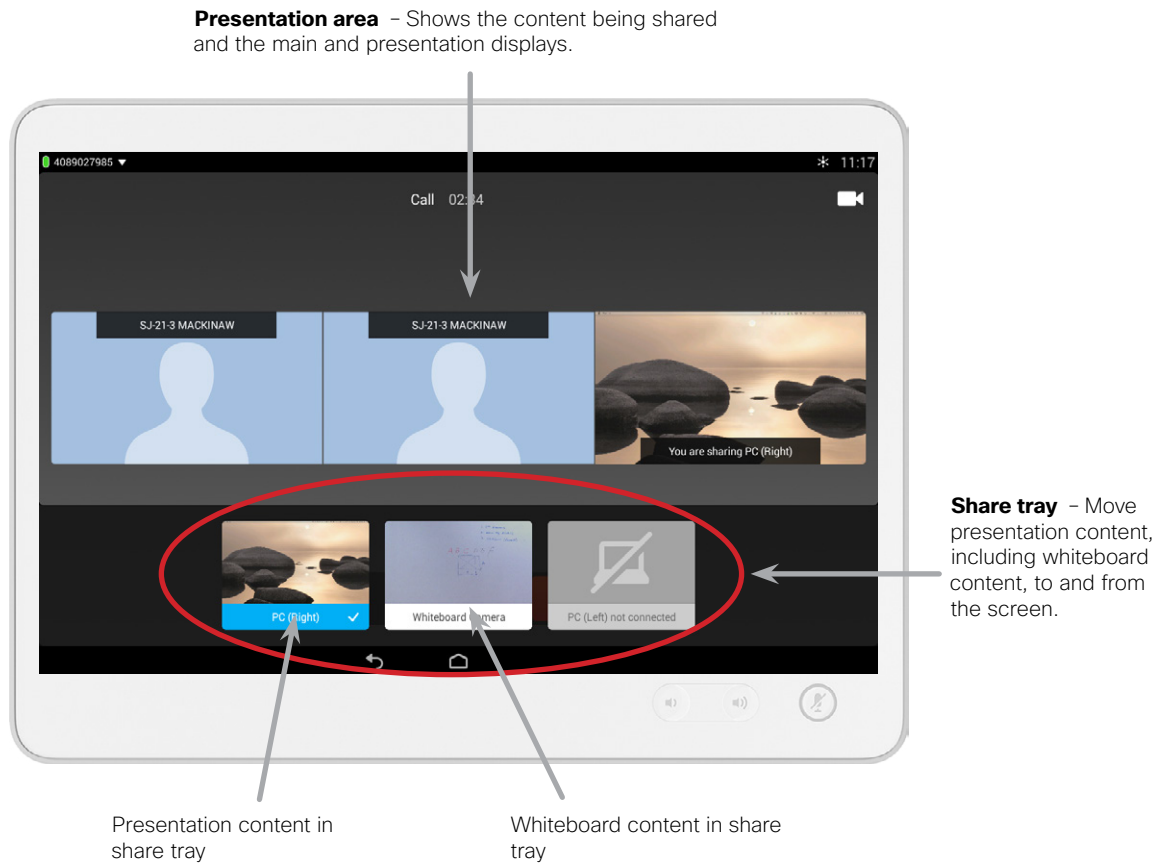
About the Intelligent Proximity window

If your system administrator has disabled the Proximity feature, this choice does not appear in the list.



Share
Content

Share tray overview



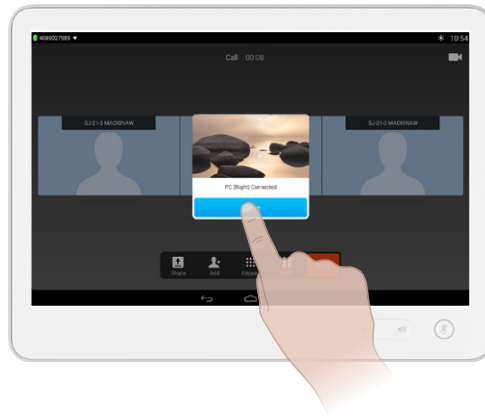
About Content Sharing

The share tray allows you to move and duplicate content to and from the main and presentation displays.

- To show the share tray, **tap Share**.
- To add content to the conference, **drag the content** from the share tray to the presentation area.
- To remove content from the conference, **drag the content** from the presentation area to the share tray.
- To duplicate content, **touch the content in the share tray**, then move the content to an available display in the presentation area.
- To move content, **touch the content in the presentation area**, then move the content from one display to another.

Share Content

Share presentations



Connect your presentation source (for example, a laptop) to the presentation cable. If prompted, tap **Share** to share the content.



To remove the content from sharing, drag the content away from the presentation area.



To view the share tray, tap **Share**.

About Content Sharing

Use this feature to share content from your presentation source (for example, your PC) in a call or outside of a call, sharing locally.

The number of presentations (including the whiteboard, if configured) you can share depends on the type of conference:

- In a point-to-point call, you can move and/or copy up to two presentations using the share tray.
- In a multipoint call using TelePresence Server, you can move and/or copy up to one presentation.
- When using the system outside of a call (sharing locally), you can share up to three presentations.

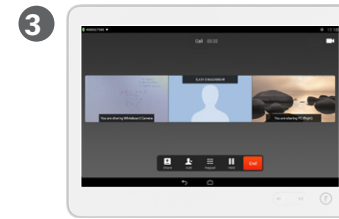
Share whiteboard content



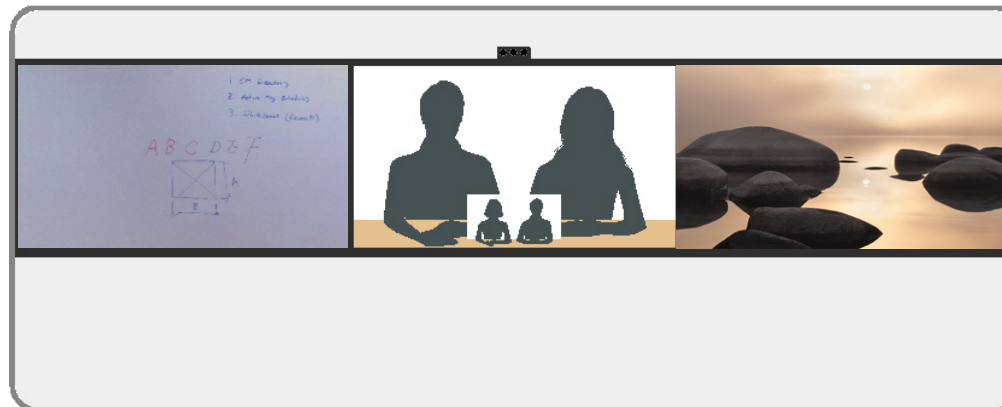
1 Tap **Share** from the In Call screen to show the share tray.



2 Touch and hold the Whiteboard Camera icon in the share tray and drag it up to the displays.



3 On release, the whiteboard shows on the left display.



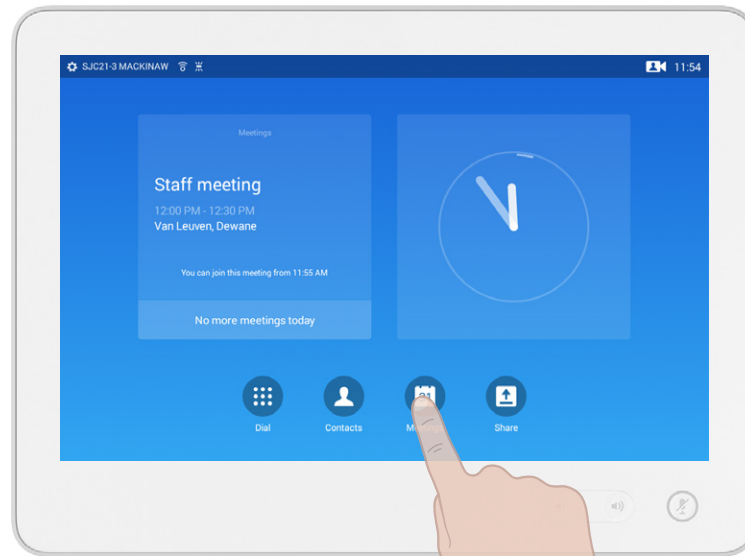
About Sharing whiteboard content

Use the same steps to share whiteboard content as presentation content.

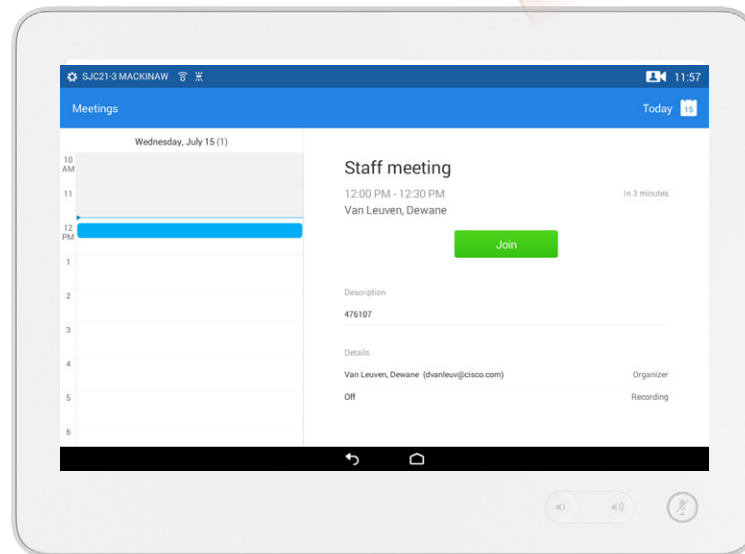


Scheduled Meetings

View scheduled meetings



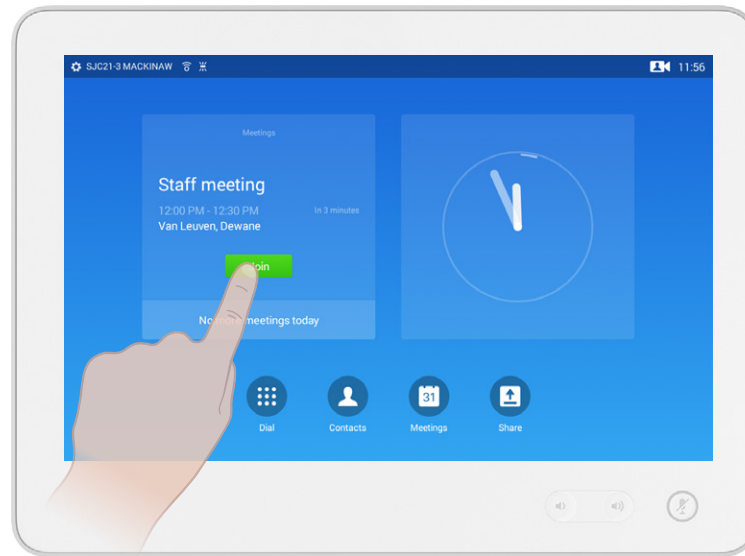
To view the day's meetings, tap the **Meetings** icon.



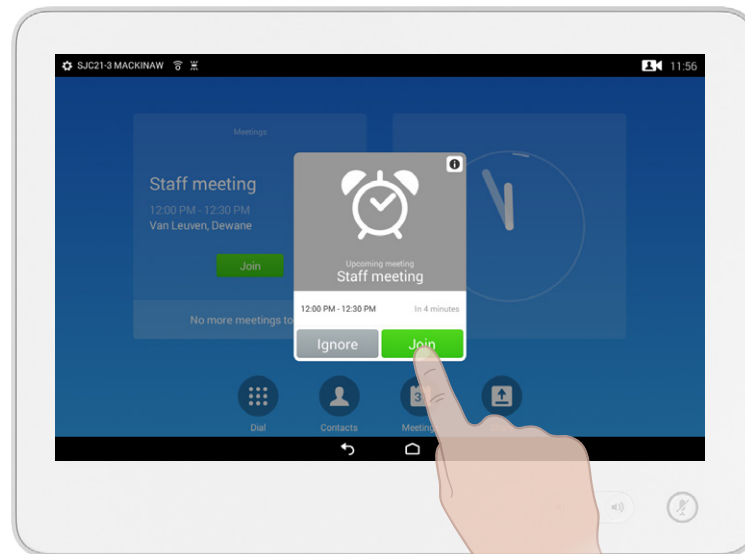
Meeting Basics

If a meeting is starting, the **Join** button appears on the meetings screen as well as the main screen.

Join a meeting



To join a meeting, tap the **Join** icon from either the Home or Meetings screen.

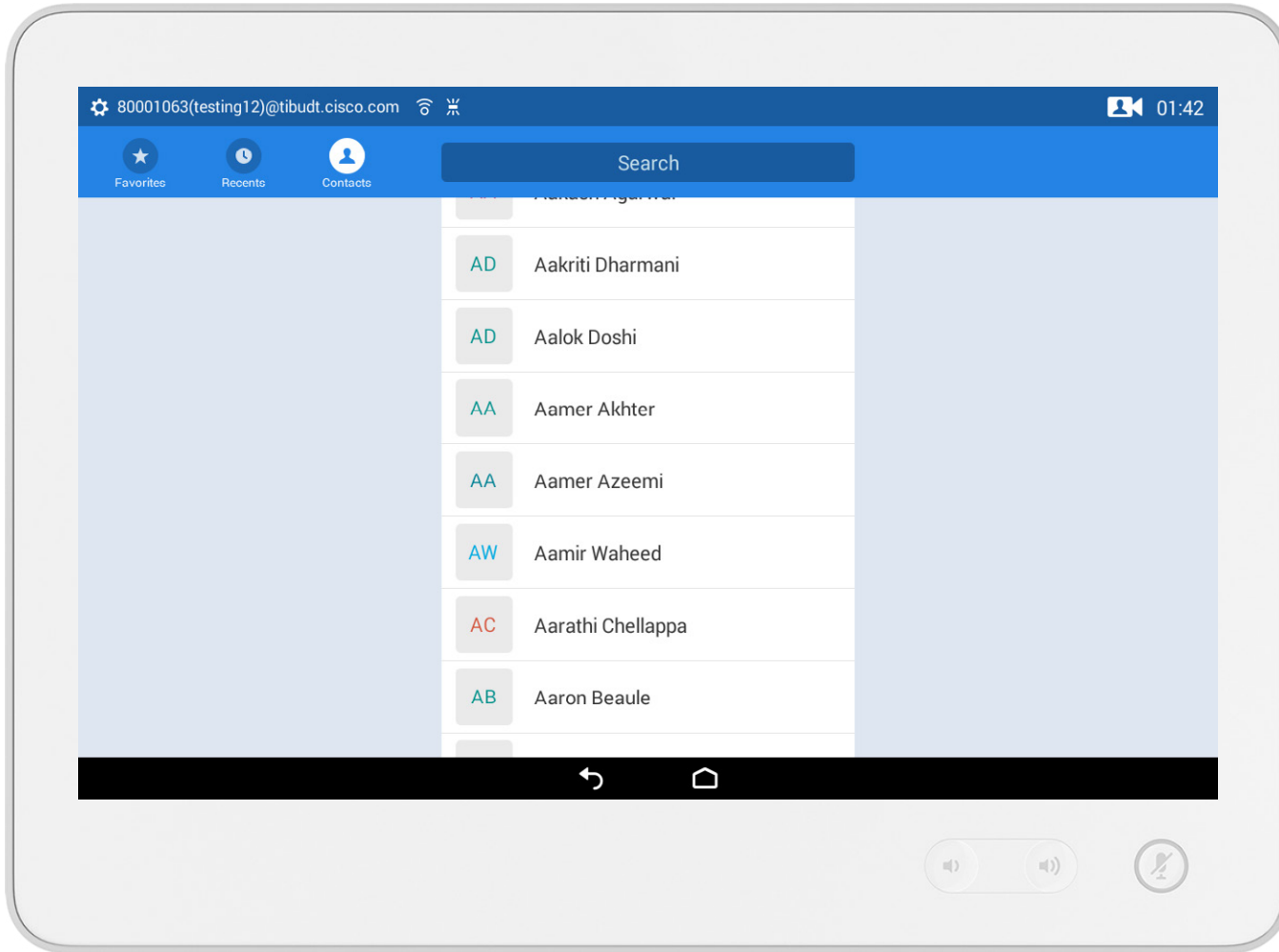


Or tap the **Join** button in the Meeting Alert pop-up.

Meeting Basics

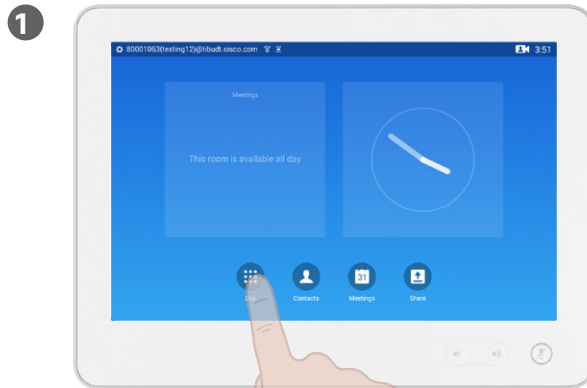
To join a meeting tap the **Join** button. This button appears on the Main screen or on the Meetings screen

If the scheduling system calls you, treat that as an incoming call.

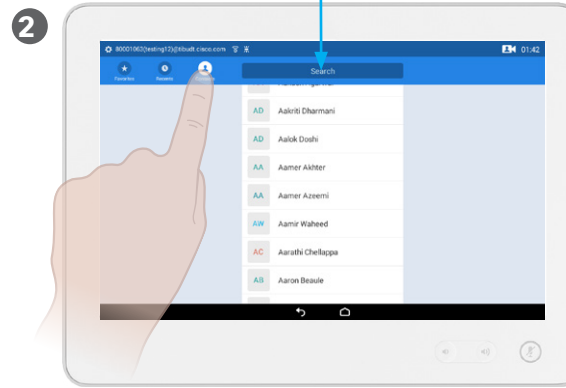


Contacts

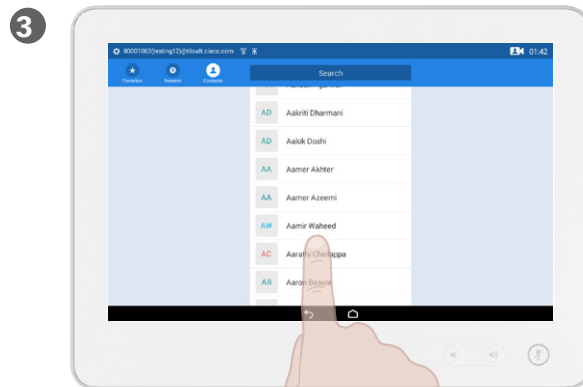
Contacts, Recents, and Favorites



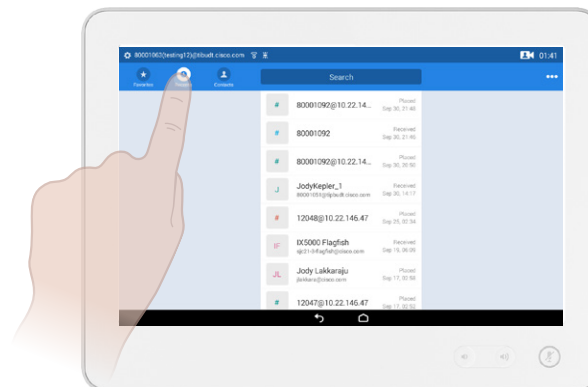
To place a call, tap **Dial** from the Home screen.



To call using a directory contact, tap the **Contacts** icon at the top left of the screen tap the Search bar area, then type the contact's name in the Search bar.



Tap the icon of the contact and tap **Call**.



To call using recently dialed numbers, tap the **Recents** icon, tap the number to dial, then tap **Call**.

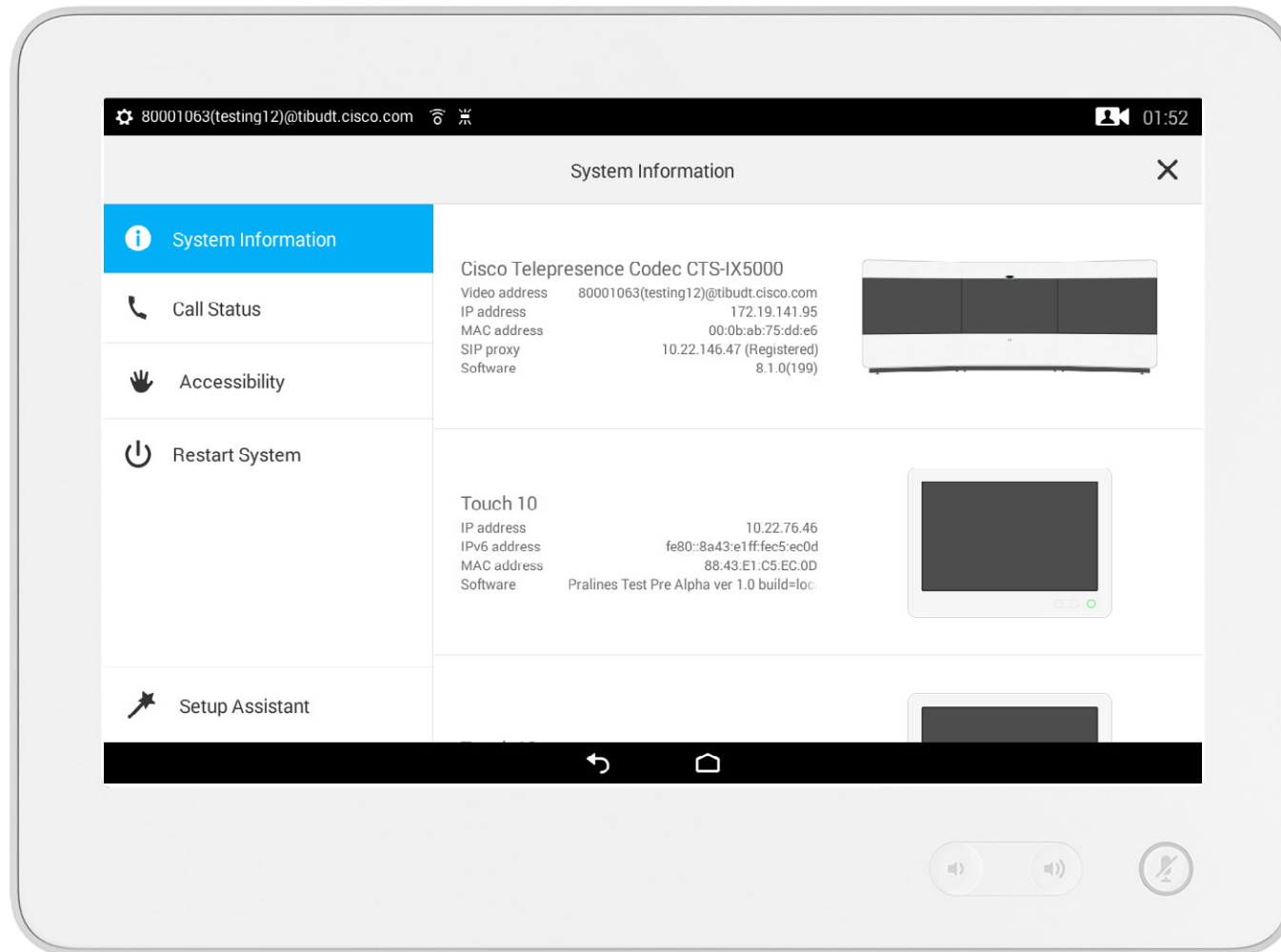
About Contacts, Recents, and Favorites

Your lists of Contacts consist of the following parts:

Favorites have been added for you by your system administrator. These entries will typically be someone you call frequently or otherwise need to access in a swift and convenient manner from time to time.

Directory will typically be a corporate directory installed on your system by your video support team.

Recents is a list of calls you have placed, received or missed earlier.



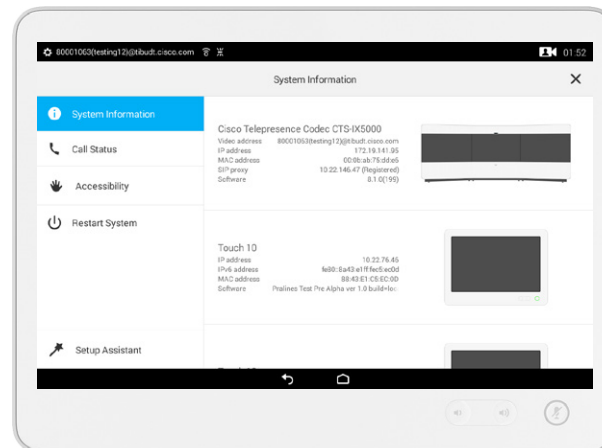
System Settings

Accessing the System Information window



Tap the number on the top left of the screen.

Tap **System Info**.



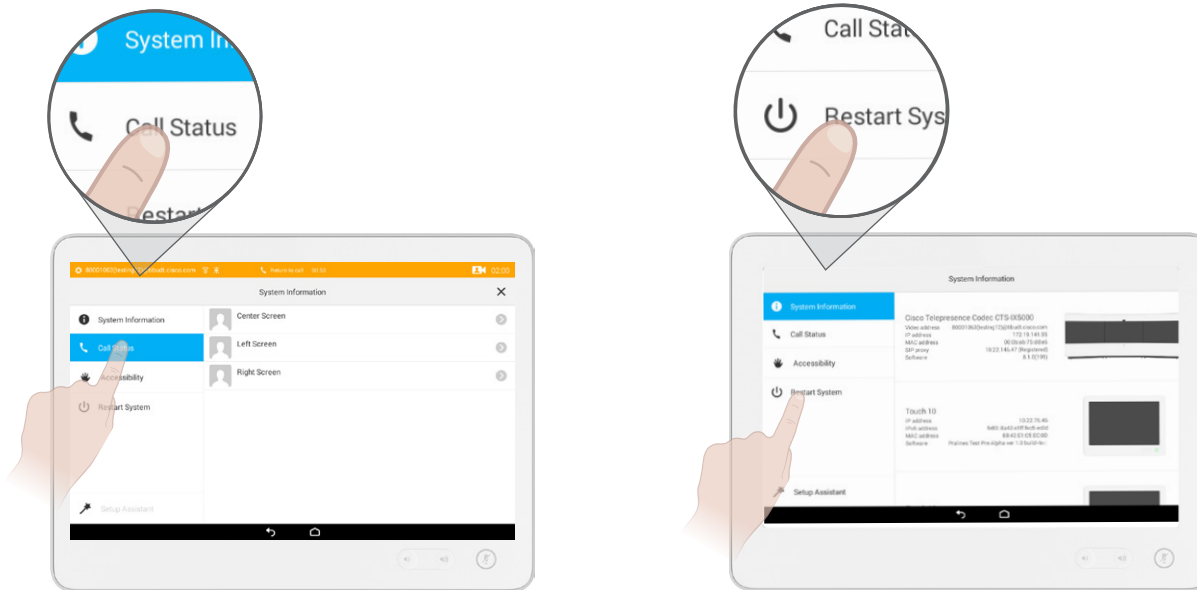
About the System Information window

The System Info page provides information on IP address, MAC address and software version for the system and for the Touch 10 device.

Restart the system from here, and change the font size and other functions using *Accessibility* settings.

Additional settings in this area are described on the following pages.

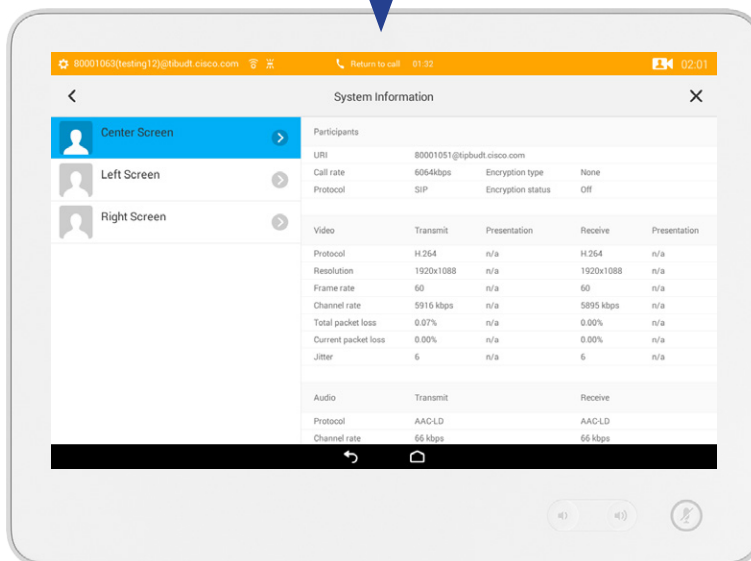
Additional choices in the System Info area



During a call, tap **Call Status** to see real-time call statistics, including protocol, call rate, packet loss, and jitter, for the center, left, and right screens.

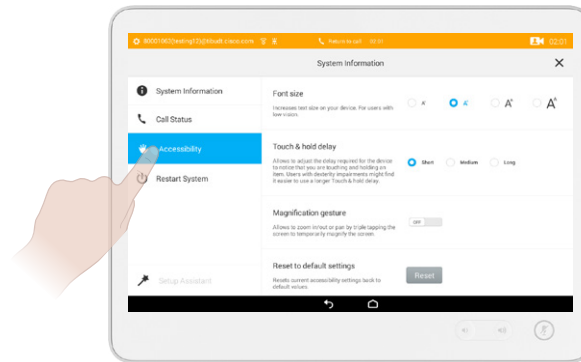
Tap **Restart System** to reboot the system. A system reboot immediately disconnects any calls and makes your system unavailable until the reboot process completes.

CAUTION Do not restart the system without permission from the system administrator.



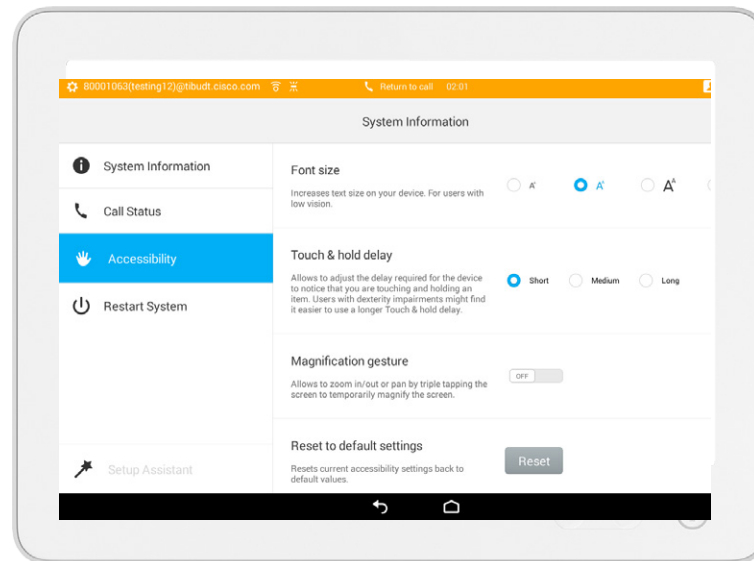
You can only view the call statistics during a call.

Additional choices in the System Info area



Tap the **Accessibility** to

- Change the font size
- Change the time required for the system to detect selection of an item
- Enable or disable the magnification gesture feature



About the Advanced choice

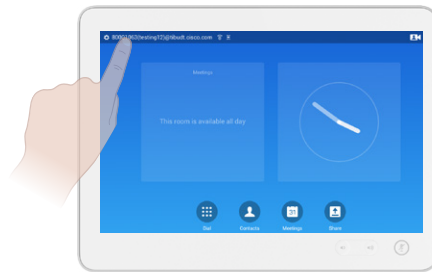
Font size allows you to change the text size for your device.

Touch & hold delay allows you to adjust the delay required for the device to recognize that you are holding and touching an item.

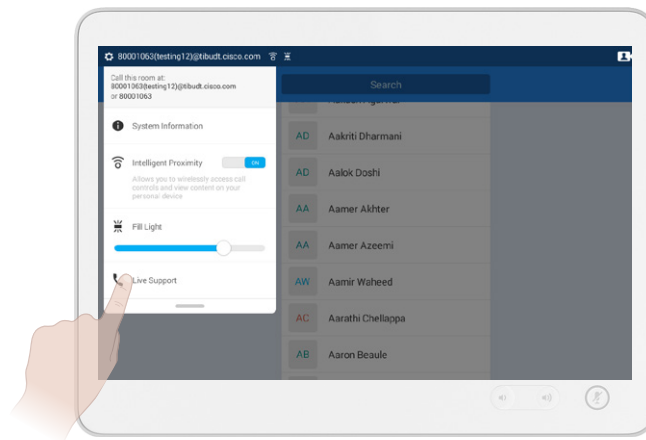
Magnification gesture allows you to magnify the screen by triple-tapping it.

You can also reset the system to its default settings from this area.

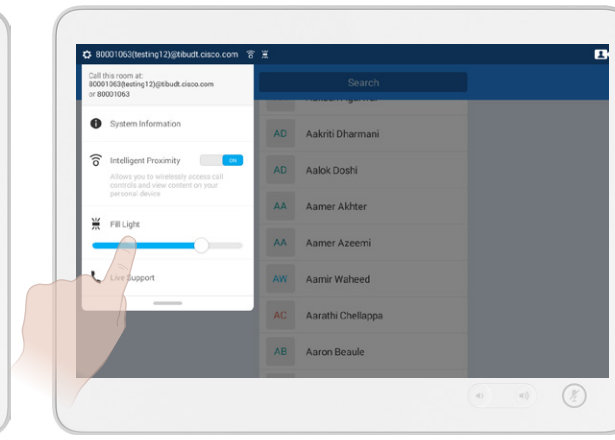
Live Support & changing the fill light level



Tap the number on the top left of the screen.



Tapping **Live Support** connects you to a representative who will assist you with problems that may occur during a meeting.



Change the fill light level of the system (the lights above the displays) by moving the slider in the Fill Level area.

Live Support If configured by your system administrator, Live Support connects you to a representative who will assist you with problems that may occur during a meeting. If you are in an active call, the call will be placed on hold while the system dials the Live Support number.

Fill Light When you change the Fill Light level, the lights dim or become bright to show you the level you have chosen.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>.

Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)