

# VIDEO SYSTEMS GETTING STARTED GUIDE

- Codec C Series
- MX Series
- EX Series
- Profile Series
- Quick Set C20
- SX Series

Software version TC7.2  
OCTOBER 2014



## Thank you for choosing Cisco!

Your Cisco product has been designed to give you many years of safe, reliable operation.

This part of the product documentation is aimed at administrators working with the setup of the Cisco TelePresence products running TC software.

Our main objective with this Getting started guide is to address your goals and needs. Please let us know how well we succeeded!

Please visit the Cisco web site regularly for updated versions of this guide.

The user documentation can be found on  
[▶ http://www.cisco.com/go/telepresence/docs](http://www.cisco.com/go/telepresence/docs).

## How to use this guide

The top menu bar and the entries in the Table of contents are hyperlinks. You can click them to go to the topic.

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## CHAPTER 1 Introduction

## About this guide

This document goes through the basic configuration of your video conference system. In this guide, we also explain how to use the remote control, the Touch controller, and the web interface.

You can find the information about system assembly and installation in the Installation guide for your product.

### Cisco TelePresence products covered in this guide

- Codec C Series:
  - Codec C40
  - Codec C60
  - Codec C90
- EX Series:
  - EX90
  - EX60
- MX Series:
  - MX200
  - MX300
  - MX200 G2
  - MX300 G2
  - MX700
  - MX800
- Profile Series using Codec C Series:
  - Profile 42"
  - Profile 52"/55"
  - Profile 52" Dual / 55" Dual
  - Profile 65"
  - Profile 65" Dual
- Quick Set C20 / C20 Plus
- SX Series:
  - SX10 Quick Set
  - SX20 Quick Set
  - SX80 Codec

### User documentation

The user documentation for the Cisco TelePresence systems running TC software includes several guides suitable for various systems and user groups.

- Video conference room primer
- Video conference room acoustics guidelines
- Installation guides for the TelePresence systems
- Software release notes for the TC software
- Getting started guide for the TelePresence systems
- User guides for the TelePresence systems
  - With a remote control
  - With a Touch controller
- Quick reference guides for the TelePresence systems
- Administrator guides for the TelePresence systems
- Camera user guide for the PrecisionHD cameras
- API reference guides for the Codec C Series
- TC Console user guide for the Codec C Series
- Physical interfaces guides for the Codec C Series
- Regulatory compliance and safety information guide
- Legal & licensing information for products using TC software

### Downloading the user documentation

You can download the user documentation from the Cisco web site, go to: [▶ http://www.cisco.com/go/telepresence/docs](http://www.cisco.com/go/telepresence/docs)

Guidelines for how to find the documentation on the Cisco web site are included in the [▶User documentation on the Cisco web site](#) appendix.

### Software

You can download the software for your product from the Cisco web site, go to:

[▶ http://www.cisco.com/cisco/software/navigator.html](http://www.cisco.com/cisco/software/navigator.html)

### Cisco contact

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

Go to: [▶ http://www.cisco.com/web/siteassets/contacts](http://www.cisco.com/web/siteassets/contacts)





## CHAPTER 2

# User interfaces

## User interfaces

The principal operating device for your Cisco TelePresence video conference system is either a remote control or a Touch controller. The remote control is not available for the EX Series and MX Series or the SX80.

Additionally, you can configure your system through its web interface, provided that the system is already connected to a network and you know the IP address.

In the appendices we describe how to use the Touch controller and the remote control and the on-screen menu. We also describe how to navigate and use the web interface.



Touch controller



Remote control and on-screen menu



Web interface





## CHAPTER 3 Configuration

## How to configure your system

Before you can start using your video conference system you must set the basic configurations as described in this chapter.

### Using a provisioning system, or configuring each video conference system individually

Provisioning allows video conferencing network administrators to manage many video systems simultaneously. In general, you only have to put in the credentials of the provisioning server to each video system; the rest of the configuration is done automatically.

Without a provisioning system, you must configure each video system individually. As a minimum, you must set the IP and SIP/H.323 parameters. You should also set the correct time and date.

Basic configuration with or without a provisioning system is described in the remainder of this chapter.

### Different user interfaces

We describe how to configure the video system using the Touch controller, the remote control or the web interface.

We also describe how to set the menu password using the command line interface.

The descriptions are marked with the following colors.

Touch controller

TRC5 Remote control

Web interface

Setup assistant

## User roles, user accounts and passwords

### System/codec password

You need ADMIN rights to configure the system via web interface and Touch controller.

**User roles:** A user must possess one or a combination of several [user roles](#). Three user roles exist, representing different rights: ADMIN, USER and AUDIT. It is important to note that these roles have [non-overlapping rights](#).

A complete administrator user account with full access rights, like the default [admin](#) user, must possess all three roles.

You can read more on how to create and manage user accounts in the administrator guide for your product.

**NOTE:** Initially, no password is set for the default [admin](#) user. It is mandatory to set a password for any user with ADMIN rights in order to restrict access to system configuration. This includes the default admin user.

A warning, saying that the system password is not set, is shown on screen until you set a password.

Make sure to keep a copy of the password in a safe place. You have to factory reset the unit if you have forgotten the password.

### On-screen menu password

**NOTE:** Initially, no menu password is set for the Administrator menu. We strongly recommend that you set a menu password to restrict access to the Administrator menu on the on-screen display. The menu password can be set with the remote control or on the web interface.

After setting the menu password, you need to enter it to configure the video system when using a remote control.

The menu password, as from software version TC7.0, applies only to the on-screen Administrator Settings menu. It does not apply to the Administrator menu on the Touch 8 and Touch 10 control panels.



## Configuration tasks

The initial configuration tasks are described on the following pages. Click the [Read more...](#) hyperlink for the method you want to use to find the task description.

Click the [Back...](#) button in the task description to go back to this task overview.

### Getting started

Here you can see how to wake up the system and start using one of the user interfaces:

**Touch controller**  [Read more...](#)

**Remote control and on screen menu**  [Read more...](#)


**Web interface**  [Read more...](#)

**Set up assistant (SX10)**  [Read more...](#)

### Provisioning set-up (when using a provisioning system)

Your system may be configured by an external provisioning system. This way a number of settings are provisioned automatically, and you most likely do not have to set the IP, H.323, SIP and Time and Date settings.

Choose one of the following methods to set-up the provisioning parameters:

**Touch controller**  [Read more...](#)

**Remote control and on screen menu**  [Read more...](#)

**Web interface**  [Read more...](#)

**Set up assistant (SX10)**  [Read more...](#)

### Setting the IP parameters (when not set by a provisioning system)

Your video conference system must be connected to an IP network. Both IP version 4 (IPv4) and IP version 6 (IPv6) are supported. In both cases, the IP parameters can be assigned automatically by the network, or you can set everything manually.

Choose one of the following methods to set the IP parameters:

**Touch controller**  [Read more...](#)

**Remote control and on screen menu**  [Read more...](#)

**Web interface**  [Read more...](#)


**Set up assistant (SX10)**  [Read more...](#)


## Configuration tasks (continued)


### Setting the H.323 and SIP parameters (when not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

Choose one of the following methods to set the H.323 and SIP parameters:

Touch controller  [Read more...](#)


Remote control and on screen menu  [Read more...](#)


Web interface  [Read more...](#)


### Setting date and time (when not set by a provisioning system)

When setting up your video conference system, you should check that the date and time settings are correct. Among other things this information is used to time stamp messages transmitted to gatekeepers and other network elements.

Choose one of the following methods to set the date and time:

Touch controller  [Read more...](#)

Remote control and on screen menu  [Read more...](#)


Web interface  [Read more...](#)


### Setting the menu password

We strongly recommend that you set a password for the Administrator Settings menu.

This menu, which is available on both the Touch controller and the remote control, gives access to settings that affect the behavior of the video conference system.

Choose one of the following methods to set-up the menu password:

Remote control and on screen menu  [Read more...](#)

Web interface  [Read more...](#)



## Configuration tasks (continued)

### Setting the codec/system password

To restrict access to system configuration, we strongly recommend that you set a password for your video conference system.

This password is used when you sign in to the web and command line interfaces for your system.

Use the following method to set-up the system/codec password:

Web interface



[Read more...](#)

## Configuration using the Touch controller

### Waking up the system

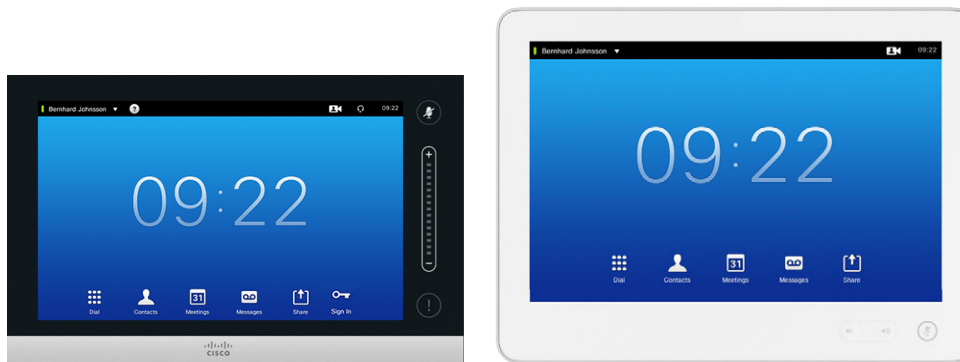
If no menu is displayed on the Touch controller, tap the display to wake up the system.

If the system does not wake up:

- Make sure the Touch controller is connected to the main unit.
- Make sure the main unit is connected to power and switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.

If in doubt, read the installation guide for your product.



Touch controller

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## Provisioning set-up

(When using a provisioning system)

### Start the Provisioning Wizard

Tap the user name in the upper left corner, and tap [Settings](#). Tap [Administrator > Provisioning](#) and then [Start](#).

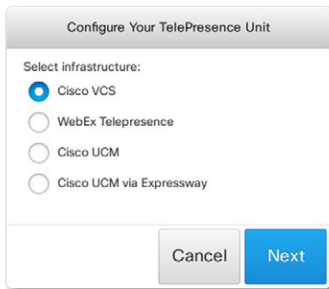
**NOTE:** When you start up a MX or EX system for the first time, the Provisioning Wizard starts automatically.

### Choose provisioning infrastructure

Choose one of the following supported provisioning systems:

- Cisco VCS (Video Communication Server)
- WebEx Telepresence (Not available for SX10)
- Cisco UCM (Unified Communications Manager)
- Cisco UCM via Expressway

Tap [Next](#) to proceed.



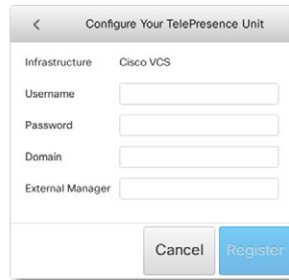
### Enter required parameters

Enter the parameters required for the chosen provisioning infrastructure. Then tap [Register](#) to complete the procedure.

#### Cisco VCS

Contact your VCS provider to get the IP address or DNS name of the Cisco VCS ([External Manager](#)), the SIP [Domain](#), and, if required, the [Username](#) and [Password](#) for authenticating the video system with the provisioning server.

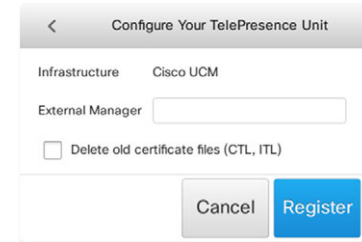
Have a look at the [Cisco VCS provisioning](#) appendix for more information on VCS provisioning.



#### Cisco UCM

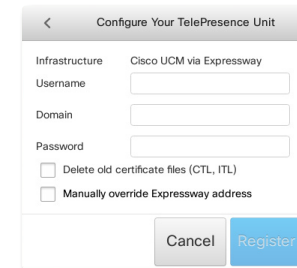
Contact your UCM provider to get the IP address or DNS name of the Cisco UCM ([External Manager](#)).\*

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide



#### Cisco UCM via Expressway

Upon ordering this service, you have received a [Username](#), [Domain](#) and [Password](#). Enter those in the corresponding input fields.



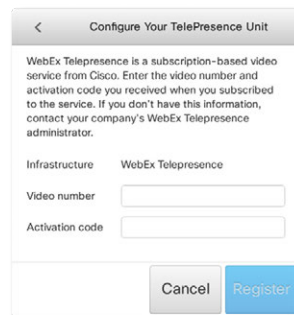
In some cases, you must manually enter the Expressway address. Tick the [Manually override Expressway address](#), and enter the address you have received upon ordering in the [External Manager](#) field.

\* The DHCP server can be set up to provide the External Manager address automatically (DHCP Option 150). Any input set up here overrides the setting provided by DHCP.

#### WebEx TelePresence

Upon ordering the Cisco WebEx Telepresence service, you have received a [Video number](#) and an [Activation code](#).

Please contact your company's WebEx Telepresence administrator, if you do not have a video phone number and an activation code.



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## Configuring IP

(When not set by a provisioning system)

On the Touch controller, you can select the IP settings for the upcoming calls. If you wish to change the IP settings from the default dual stack setting to either IPv4 or IPv6, you can do that on the web interface.

The system's IP configuration is by default set to dual stack. This means that the network interface can operate on both IP versions, and has both an IPv4 and an IPv6 address at the same time. The IP parameters can be assigned automatically by the network, or you can set everything manually.

If you want to set the parameters manually, please contact your network administrator to obtain the required parameters.

If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

To go back to default IP settings tap the user name in the upper left corner and tap [Settings > Administrator > IP & VLAN](#) and [Default](#).

If an IPv4 or IPv6 address is already assigned to the system, you will find it in the NETWORK section on the System Information page: Tap the user name in the upper left corner and tap [Settings > System Information](#).

### To set or change the IPv4 settings

#### 1. Choose IP version

Tap the user name in the upper left corner and tap [Settings > Administrator > IP & VLAN](#). Then tap [Advanced Settings](#). Check the **IPv4** box, if it has not been checked.

#### 2. Choose automatic or manual IP assignment

Tap the arrow (v) beside IPv4. Tap **DHCP** in the [IP Assignment](#) section if you want automatic IP assignment; or **Static** if you want to set the IP addresses manually.

#### 3. If IP Assignment is Static: Set the IP addresses

Enter the [IP Address](#), [Subnet Mask](#), [Gateway](#), and [DNS Server](#) address. A soft keyboard appears when you tap an input field.

#### 4. Save the settings

Tap [Save](#) to confirm the changes, or [Undo](#) to leave without saving.

#### 5. Return to the main menu

Tap [Exit](#) to return to the home menu.

### To set or change the IPv6 settings

#### 1. Choose IP version

Tap the user name in the upper left corner and tap [Settings > Administrator > IP & VLAN](#). Then tap [Advanced Settings](#). Check the **IPv6** box, if it has not been checked.

#### 2. Choose automatic or manual IP assignment

Tap the arrow (v) beside IPv6. Choose **DHCPv6**, **Autoconf** or **Static** in the [IP Assignment](#) section according to your network requirements.\*

#### 3. If IP Assignment is Static: Set the IP addresses

Enter the [IP Address](#) and [Gateway](#). A soft keyboard appears when you tap an input field.

#### 4. If IP Assignment is Static or Autoconf: Set DHCP Options

Tap **On** or **Off** in the [DHCP Options](#) section according to your network requirements.\*\*

If DHCP Options are switched Off, you must set the DNS and NTP server addresses on the web interface.

#### 5. Save the settings

Tap [Save](#) to confirm the changes, or [Undo](#) to leave without saving.

#### 6. Return to the main menu

Tap [Exit](#) to return to the home menu.

\* IP Assignment:

*DHCPv6:* All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.

*Autoconf:* The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

*Static:* The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

\*\* DHCP Options:

*On:* The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.

*Off:* The IP parameters, like the DNS and NTP server addresses, must be set manually.

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## Configuring H.323 and SIP

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

**NOTE:** Contact your system administrator, or service provider, for information about the network settings.

For networks administered through Cisco TMS (TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

You can find information about administering through Cisco UCM in the [▶Administering TC endpoints on CUCM](#) guide.

### H.323

If in doubt about any of the parameters below, contact your system administrator or your service provider.

1. Tap the user name in the upper left corner and tap [Settings > Administrator > H323](#).
2. Enter the [H323 Number](#) and [H323 Id](#) in their respective input fields.
3. To enter the H.323 gatekeeper address manually, tap [Manual](#) in the [Gatekeeper Discovery](#) section, and enter the [Gatekeeper Address](#) in the input field. Otherwise tap [Auto](#).
4. If the H.323 gatekeeper requires authentication and you want your system to authenticate itself to the gatekeeper, tap [ON](#) in the [Authentication Mode](#) section and enter the [Login Name](#) and [Password](#) in their respective input fields. Otherwise, tap [OFF](#).
5. Tap [Save](#) to confirm the changes, or [Undo](#) to leave without saving.
6. Review the System Information page and verify the H323 settings.  
If you have successfully registered to the Gatekeeper, the [Status](#) is shown as [Registered](#) in the H323 section.
7. Tap [Exit](#) to return to the home menu.

### SIP

If in doubt about any of the parameters below, contact your system administrator or your service provider.

1. Tap the user name in the upper left corner and tap [Settings > Administrator > SIP](#).
2. Enter the SIP URI in the [URI](#) input field.
3. Tap the preferred transport protocol in the [Default Transport](#) section. If you select [Auto](#), the system first tries to connect using TLS, then TCP, and finally UDP.
4. Select a [Proxy Type](#). Step through the list of available proxy types by tapping the - or + signs. The default type is [Standard](#).
5. To enter the SIP proxy address manually, tap [Manual](#) in the [Proxy Discovery](#) section and enter the [Proxy Address](#) in the input field. If you want the system to obtain the SIP proxy address automatically (DHCP), tap [Auto](#).
6. If the SIP proxy server requires authentication, you must enter the [Login Name](#) and [Password](#) in their respective input fields to authenticate your system.
7. Tap [Save](#) to confirm the changes, or [Undo](#) to leave without saving.
8. Review the System Information page and verify the SIP settings.  
If you have successfully registered to a SIP server, the [Status](#) is shown as [Registered](#) in the SIP section.
9. Tap [Exit](#) to return to the home menu.

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## Setting date, time and location

(When not set by a provisioning system)

You should check that the date and time settings are correct when you set up your video conference system. The system uses this information for example to time stamp messages transmitted to gatekeepers and other network elements.


You can find the time in the top right corner of the Touch controller display.

1. Tap the user name in the upper left corner and tap *Settings > Date, Time & Location*.
2. Tap *24h* or *12h* to select the *Time Format* you prefer.
3. Tap *dd.mm.yy*, *mm.dd.yy* or *yy.mm.dd* to select the *Date Format* you prefer.
4. Select the *OlsonZone* for your system. Step through the list of available zones by tapping the - or + signs.
5. Set *Date & Time Mode* to *Auto* if you want time and date to be regularly updated; otherwise, select *Manual*.
  - a. If you select *Manual*, enter the correct value for *Hour*, *Minute*, *Year*, *Month*, and *Day*. Tap the - and + signs to increase or decrease a value.
  - b. If you select *Auto*, the NTP server address can be automatically obtained from the network (set the *NTP Mode* to *Auto*) or you can enter the *NTP Server* address yourself (set *NTP Mode* to *Manual*).
6. Tap *Save* to confirm the changes, or *Undo* to leave without saving.
7. Tap *Exit* to return to the home menu.

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## Configuration using TRC5 remote control and on-screen menu\*

### Waking up the system

If there is no menu on screen, press **Home** () on the remote control to show the menu.

If the system does not show a menu on screen:

- Make sure the monitor is connected and has been switched on.
- Make sure the remote control has batteries installed.
- Make sure the system is switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.

If there is still no menu on screen, make sure the monitor cable is connected to the basic video output connector. If in doubt, see the installation guide for your product.



Remote control and on-screen menu

\* This section does not apply for SX10, SX80, EX Series and MX Series.

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## Provisioning set-up

(When using a provisioning system)

If in doubt for any of the parameters below, contact your provisioning system provider.

See the administrator guide for your product to find more information about the provisioning settings.

### Select provisioning infrastructure

Go to [Home > Settings > Administrator settings > Advanced configuration > Provisioning > Mode](#) and select a provisioning infrastructure:

- TMS – Cisco TelePresence Management System
- Callway – WebEx Telepresence
- CUCM – Cisco Unified Communications Manager
- VCS – Cisco Video Communication Server
- Auto – The system starts provisioning by first trying VCS, then TMS and finally CUCM.
- Edge – Cisco UCM via Expressway

If you select *Off*, all configurations must be set manually on the video system.

#### Always save the new value when you change a setting

- Drop down list selection: Navigate to the correct value and press the *OK* (✓) key to save, or press the left arrow key ◀ to leave without saving.
- Text entry in an input field: Enter the text, navigate to *Ok/Save* to save the change, or navigate to *Cancel* to leave without saving; then press the *OK* (✓) key to confirm.

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### Set the required provisioning parameters

Which parameters to set depends on which infrastructure was selected.

#### TMS

1. Go to [ExternalManager](#) and enter the IP address or DNS name of the Cisco TMS server in the [Address](#) input field.\*
2. Enter the [Path](#) to the provisioning service in the corresponding input field.
3. It may be required to authenticate the video system with Cisco TMS. If so, go back to [Provisioning](#), and enter [LoginName](#) and [Password](#) in the respective input fields.

#### WebEx Telepresence (formerly Callway)

Upon ordering the Cisco WebEx Telepresence service, you have received a [Video number](#) and an [Activation code](#).

Please contact your company's WebEx Telepresence administrator, if you do not have a video phone number and an activation code.

1. Enter the Video number in the [LoginName](#) input field.
2. Enter the Activation code in the [Password](#) input field.

#### CUCM

Go to [ExternalManager](#) and enter the IP address or DNS name of the UCM provisioning server in the [Address](#) input field.\*

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide.

**NOTE:** If you wish to use *Secure Mode* for CUCM provisioning, you must set it up on the web interface.

#### VCS

1. It may be required to authenticate the video system with the Cisco VCS. If so, enter [LoginName](#) and [Password](#) in the respective input fields.
2. Go to [ExternalManager](#) and enter the IP address or DNS name of the Cisco VCS in the [Address](#) input field under the heading.
3. Enter the SIP [Domain](#) for the Cisco VCS in the corresponding input field.

Have a look at the [Cisco VCS provisioning](#) appendix for more information about VCS provisioning.

#### Cisco UCM via Expressway

Upon ordering Cisco UCM via Expressway service, you have received a username, password, and domain name.

1. Enter the username in the [LoginName](#) input field.
2. Enter the password in the [Password](#) input field.
3. Navigate to [ExternalManager > Domain](#) and enter your domain name.

In some cases, you must manually enter the Expressway address. Go to [ExternalManager](#), and enter the address you have received upon ordering in the [Address](#) input field.

\* The DHCP server can be set up to provide the External Manager address automatically (Option 242 for TMS; Option 150 for UCM). Any input set up here overrides the setting provided by DHCP.



## Configuring IP

(When not set by a provisioning system)

Your video conference system supports IP version 4 (IPv4), IP version 6 (IPv6) and Dual, which is the default setting. In all three cases, the IP parameters can be assigned automatically by the network, or you can set everything manually. When set to Dual, the network interface can operate on both IP versions, and have both an IPv4 and an IPv6 address.

If you wish to set the parameters manually, contact your network administrator to obtain the required parameters.

If you choose to set the IP settings manually while using the Dual mode, you have to set both the IPv4 and the IPv6 settings. Start from step 2 in the instructions.

If an IP address is already assigned to your system, you find the current IPv4 and/or IPv6 address on the System Information page: Go to [Home > Settings > System information](#).

The IPv4 Address and/or IPv6 Address of the system is shown in the [Network](#) section on the System Information page.

Press [Exit](#) (the right most function key) to exit.

### Always save the new value when you change a setting

- Drop down list selection: Navigate to the correct value and press the [OK](#) (✓) key to save, or press the left arrow key ◀ to leave without saving.
- Text entry in an input field: Enter the text, navigate to [Ok/Save](#) to save the change, or navigate to [Cancel](#) to leave without saving; then press the [OK](#) (✓) key to confirm.

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### To set or change the IPv4 settings

#### 1. Select IP version

Go to [Home > Settings > Administrator settings > Advanced configuration > Network 1](#). Go to [IPStack](#) and select [IPv4](#).

#### 2. Select automatic or manual IP assignment

Go to [IPv4 > Assignment](#). Select [DHCP](#), if you want automatic IP assignment; select [Static](#), if you want to set the IP address manually.

- If you selected [DHCP](#), the IP configuration is complete.
- If you selected [Static](#), enter the [Address](#), [Subnet Mask](#), and [Gateway](#). Go to the [Network 1 > DNS](#) section and enter the DNS server address in the [Server 1 Address](#) input field.

#### 3. Press [Home](#) (🏠) to return to the home menu.

\* IP assignment:

[DHCPv6](#): All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.

[Autoconf](#): The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

[Static](#): The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

### To set or change the IPv6 settings

#### 1. Select IP version

Go to [Home > Settings > Administrator settings > Advanced configuration > Network 1](#). Go to [IPStack](#) and select [IPv6](#).

#### 2. Select automatic or manual IP assignment

Go to [IPv6 > Assignment](#). Select [Autoconf](#) in the [IP assignment](#), if you want automatic IP assignment; select [Static](#), if you want to set the IP address manually; or [DHCPv6](#).\*

- If you selected [Autoconf](#), go to [DHCP Options](#). Set to **On** or **Off** according to your preference.\*\*
- If you selected [Static](#), go to [Address](#) and enter the IP address. Go to [Gateway](#), and enter the gateway address. Set [DHCOptions](#) to **On** or **Off** according to your preference.\*\*

#### 3. Set DNS and NTP server addresses

If DHCP Options are switched off, you must set the DNS and NTP server addresses under [Network 1](#). Go to [DNS > Server 1 > Address](#) section and enter the DNS server address in the input field.

To set the NTP address, go to [Network services > NTP](#) and set the address. Select [save](#) to confirm the address. Set [Mode](#) to [Auto](#).

#### 4. Press [Home](#) (🏠) to return to the home menu.

\*\* DHCP options:

[On](#): The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.

[Off](#): The IP parameters, like the DNS and NTP server addresses, must be set manually.

## Configuring H.323 and SIP

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

**NOTE:** Contact your system administrator, or service provider, for information about the network settings.

For networks administered through Cisco TMS (Cisco TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

You can find information about administering through Cisco UCM in the [Administering TC endpoints on CUCM](#) guide.

### H.323

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to [Home > Settings > Administrator settings > Advanced configuration > H323 > Profile 1](#).
2. Go to [H323Alias](#) and enter the [E164](#) number and [ID](#) in the corresponding input fields.
3. If you want the system to obtain the H.323 gatekeeper address automatically, go to [Gatekeeper](#) and select [Auto](#) in the [Discovery](#) drop down list; if you want to enter the address manually, select [Manual](#).

If set to [Manual](#), enter the gatekeeper address in the [Address](#) input field.

4. If the H.323 gatekeeper requires authentication, and you want your system to authenticate itself to the gatekeeper, go to [Authentication](#) and select [On](#) in the [Mode](#) drop down list. Enter the [LoginName](#) and [Password](#) in the corresponding input fields.

If authentication is not needed, select [Off](#) in the [Mode](#) drop down list.

5. Go to [Home > Settings > System information](#) and verify the H.323 settings.

If you have successfully registered to the Gatekeeper, the [Status](#) is shown as [Registered](#) in the H323 section.

6. Press [Home](#) () to exit.

If you wish to change the other H.323 settings, check the administrator guide for your product.

### SIP

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to [Home > Settings > Administrator settings > Advanced configuration > SIP > Profile 1](#).
2. Go to [URI](#) and enter the SIP URI in the corresponding input field.
3. Select your preferred [DefaultTransport](#) protocol in the drop down list. If you select [Auto](#), the system first tries to connect using Tls, then TCP, and finally UDP.

4. Select your preferred proxy [Type](#) in the drop down list. The default type is [Standard](#).

5. Go to [Proxy 1](#). If you want the system to obtain the SIP proxy address automatically, select [Auto](#) in the [Discovery](#) drop down list; if you want to enter the address manually, select [Manual](#).

If set to [Manual](#), enter the proxy address in the [Address](#) input field.

6. If the SIP proxy requires authentication, you must enter a login name and password to authenticate your system. Go to [Authentication 1](#) and enter the [LoginName](#) and [Password](#) in the corresponding input fields.




7. Go to [Home > Settings > System information](#) and verify the SIP settings.

If you have successfully registered to a SIP server, the [Status](#) is shown as [Registered](#) in the SIP section.

8. Press [Home](#) () to exit.

If you wish to change the other SIP settings, check the administrator guide for your product.

#### Always save the new value when you change a setting

- Drop down list selection: Navigate to the correct value and press the [OK](#) () key to save, or press the left arrow key  to leave without saving.
- Text entry in an input field: Enter the text, navigate to [Ok/Save](#) to save the change, or navigate to [Cancel](#) to leave without saving; then press the [OK](#) () key to confirm.


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## Setting date, time and location

(When not set by a provisioning system)

When setting up your video conference system, you should check that the date and time settings are correct. Among other things this information is used to time stamp messages transmitted to gatekeepers and other network elements.

The time and date is shown in the top right corner of the main display. It takes a few moments before the time on the screen changes after changing the setup.

1. Go to *Home > Settings > Date and time*.
2. Select *24 hours* or *12 hours (am/pm)* in the *Time format* drop down list as you prefer.
3. Select *Day.Month.Year*, *Month.Day.Year* or *Year.Month.Day* in the *Date format* drop down list as you prefer.
4. Select your time zone from the *Time zone* drop down list.
5. Select *Auto*, *Manual* or *Off* in the *NTP mode* drop down list as you prefer.\*
  - a. If you select *Manual*, also enter the *NTP server* address in the corresponding input field.
  - b. If you select *Off*, also select the correct value for *Day*, *Month*, *Year* and *Time* in the corresponding drop down lists.
6. Press *Home* () to exit.

### Always save the new value when you change a setting

- Drop down list selection: Navigate to the correct value and press the *OK* (✓) key to save, or press the left arrow key ◀ to leave without saving.
- Text entry in an input field: Enter the text, navigate to *Ok/Save* to save the change, or navigate to *Cancel* to leave without saving; then press the *OK* (✓) key to confirm.

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#### \* NTP mode:

*Auto*: The time is regularly updated using an NTP server. The NTP server address is automatically obtained from the network (DHCP).

*Manual*: The time is regularly updated using an NTP server. You must manually enter the NTP server address.

*Off*: You must set the time manually. The time is not updated automatically.


## Setting the Administrator settings menu password

When starting up the system for the first time, the Administrator Settings menu password is not set.

**NOTE:** We strongly recommend that you define a password to protect the Administrator Settings menu, because these settings affect the behavior of the video conference system.

1. Go to [Home](#) > [Settings](#) > [Administrator settings](#) > [Set menu password](#).

On the remote control, press the # key to toggle between lower or upper case characters and numbers: abc/ABC/123.

2. Enter the menu password. The password you enter is hidden; each character is replaced with an asterisk (\*).
3. Select [Save](#) to confirm the changes, or [Cancel](#) to leave without saving.
4. Press [Home](#) () to exit.

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## Configuration using the web interface

You have to use the Touch controller or the remote control for the configurations, until you know your system's IP address.

### Finding the IP address

Tap [Settings > System Information](#) on your Touch controller; or navigate to [Home > Settings > System information](#) if you use the remote control and on-screen menu.

In both cases you can find the IPv4 address and/or IPv6 address of the system in the [Network](#) section.

### Signing in to the web interface

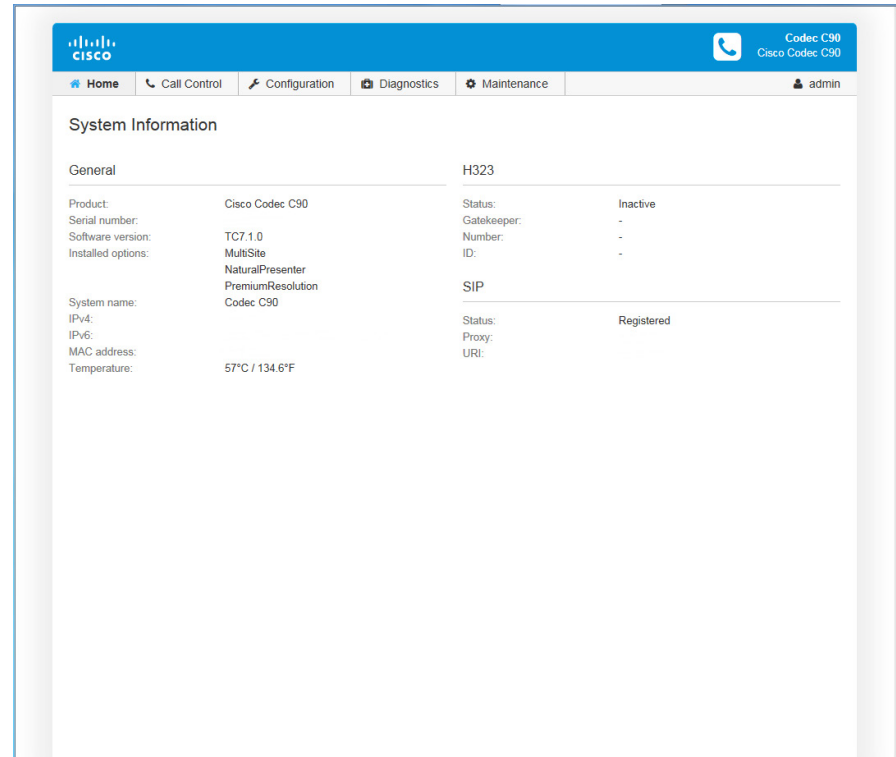
1. Open a web browser and enter the system's IP address in the address bar.
2. Enter your user name and password and click [Sign In](#).

The default user name is [admin](#) with no password set.

If you are not able to connect to the system:

- Make sure the system and computer are connected to the same network.
- Make sure the system is switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.



The web interface

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## Provisioning set-up

(When using a provisioning system)

If in doubt for any of the parameters below, contact your provisioning system provider.

See the administrator guide for your product, to find more information about the provisioning settings.

### Select provisioning infrastructure

1. Go to the [Configuration](#) tab, and click [System Configuration](#).
2. Open the [Provisioning](#) settings from the left column.
3. Select a provisioning infrastructure from the [Mode](#) drop down list:
  - TMS – Cisco TelePresence Management System (Not available for SX10)
  - VCS – Cisco Video Communication Server
  - Callway – WebEx Telepresence (Not available for SX10)
  - CUCM – Cisco Unified Communications Manager
  - Auto – The system starts provisioning by first trying VCS, then TMS and finally CUCM.
  - Edge – Cisco UCM via Expressway

If you select [Off](#), all configurations must be set manually on the video system.

**If you are changing a value setting,** you have to always click [save](#) to confirm the change.

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### Set the required provisioning parameters

Which parameters to set depend on which infrastructure was selected.

#### TMS

1. It may be required to authenticate the video system with Cisco TMS. If so, enter [LoginName](#) and [Password](#) in the respective input fields.
2. Enter the IP address or DNS name of the Cisco TMS server in the [Address](#) input field under the [ExternalManager](#) heading.\*
3. Enter the [Path](#) to the provisioning service in the corresponding input field.

#### VCS

1. It may be required to authenticate the video system with the Cisco VCS. If so, enter [LoginName](#) and [Password](#) in the respective input fields.
2. Enter the IP address or DNS name of the Cisco VCS in the [Address](#) input field under the [ExternalManager](#) heading.
3. Enter the SIP [Domain](#) for the Cisco VCS in the corresponding input field.

Have a look at the [Cisco VCS provisioning](#) appendix for more information about VCS provisioning.

#### CUCM

Enter the IP address or DNS name of the UCM provisioning server in the [Address](#) input field under the [ExternalManager](#) heading.\*

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide.

#### Cisco UCM via Expressway

Upon ordering the Cisco UCM via Expressway service, you have received a username, password, and domain name.

1. Enter the username in the [LoginName](#) input field.
2. Enter the password in the [Password](#) input field.
3. Enter the domain name in the [Domain](#) input field under the [ExternalManager](#) heading.

In some cases, you must manually enter the Expressway address. Enter the address you have received upon ordering in the [Address](#) input field under the [ExternalManager](#) heading.

#### WebEx Telepresence (formerly Callway)

Upon ordering the Cisco WebEx Telepresence service, you have received a [Video number](#) and an [Activation code](#).

If you do not have a video phone number and an activation code, contact your company's WebEx Telepresence administrator.

1. Enter the Video number in the [LoginName](#) input field.
2. Enter the Activation code in the [Password](#) input field.

\* The DHCP server can be set up to provide the External Manager address automatically (Option 242 for TMS; Option 150 for UCM). Any input set up here overrides the setting provided by DHCP.

## Configuring IP

(When not set by a provisioning system)

Your video conference system supports IP version 4 (IPv4), IP version 6 (IPv6) and Dual, which is the default setting. In all three cases, the IP parameters can be assigned automatically by the network, or you can set everything manually. When set to Dual, the network interface can operate on both IP versions, and have both an IPv4 and an IPv6 address.

If you wish to set the parameters manually, contact your network administrator to obtain the required parameters.

If you choose to set the IP settings manually while using the Dual mode, you have to set both the IPv4 and the IPv6 settings. Start from step 2 in the instructions.

If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

If an IPv4 or IPv6 address is already assigned to the system, you can find it on the System Information page. Go to [Configuration](#) tab and choose [System Status](#) and [Network](#).

**NOTE:** It is not recommended to manually change the IP address using the web interface.

If you are changing a value setting, you have to always click [save](#) to confirm the change.

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### To set or change the IPv4 settings

Go to the [Configuration](#) tab and choose [System Configuration](#).

#### 1. Choose IP version

Click the [Network](#) settings in the left sidebar. Choose **IPv4** from the [IPStack](#) drop down list.

#### 2. If you wish to set IP Assignment manually

In the [IPv4](#) section, enter the [Address](#), [Gateway](#) and [SubnetMask](#) in the corresponding input fields.

Scroll up to the [DNS](#) section and enter the DNS server address in the [Server 1 Address](#) input field.

#### 3. Choose automatic or manual IP assignment

Scroll down the page to the [IPv4](#) section and choose **DHCP** from the [Assignment](#) drop down list, if you want automatic IP assignment; or **Static**, if you have set the IP address manually.

\* IP Assignment:

*DHCPv6:* All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.

*Autoconf:* The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

*Static:* The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

### To set or change the IPv6 settings

Go to the [Configuration](#) tab and choose [System Configuration](#).

#### 1. Choose IP version

Click the [Network](#) settings in the left sidebar. Choose **IPv6** from the [IPStack](#) drop down list.

#### 2. Choose automatic or manual IP assignment

Scroll down the page to the [IPv6](#) section and choose **DHCPv6**, **Autoconf** or **Static** from the [Assignment](#) drop down list according to your network requirements.\*

#### 3. If IP Assignment is Static: Set the IP addresses

Enter the system IP address in the [Address](#) input field. Optional: Enter the gateway address in the [Gateway](#) input field.

#### 4. If IP Assignment is Static or Autoconf: DHCPOptions

Choose **On** or **Off** from the [DHCPOptions](#) drop down list according to your network requirements.\*\*

#### 5. If DHCPOptions is Off: Configure DNS and NTP

Scroll up to the [DNS](#) section, and enter the DNS server address in the [Server 1 Address](#) input field.

Open the [NetworkServices](#) settings from the left sidebar, and scroll down to the [NTP](#) section. Enter the NTP server address in the [Address](#) input field. Set *Mode* to *Auto*.

\*\* DHCP Options:

*On:* The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.

*Off:* The IP parameters, like the DNS and NTP server addresses, must be set manually.

## Configuring H.323 and SIP

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

**NOTE:** Contact your system administrator, or service provider, for information about the network settings.

For networks administered through Cisco TMS (Cisco TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

You can find information about administering through Cisco UCM in the [Administering TC endpoints on CUCM](#) guide.

The diagnostics on your system will indicate if there is a problem with the H.323 or SIP registering.

**NOTE:** H.323. is not available for the SX10.

### H.323

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to the [Configuration](#) tab, and select [System Configuration](#).
2. Open the [H323](#) settings from the left sidebar.
3. Under [Profile1](#) heading and the [H323Alias](#) subheading, enter the [E164](#) and the [ID](#) number in their respective input fields.
4. Go to the [Gatekeeper](#) subheading.  
If you want the system to obtain the H.323 gatekeeper address automatically, select [Auto](#) in the [Discovery](#) drop down list; if you want to enter the address manually, select [Manual](#).  
If set to [Manual](#), enter the gatekeeper [Address](#) in the corresponding input field.
5. If the H.323 gatekeeper requires authentication, and you want your system to authenticate itself to the gatekeeper, go to the [Authentication](#) subheading and select [On](#) in the [Mode](#) drop down list. Then enter the [LoginName](#) and [Password](#) in the corresponding input fields.  
Otherwise, select [Off](#) in the [Mode](#) drop down list.
6. Click the [Home](#) tab to see the [System Information](#) and verify the H.323 settings.  
If you have successfully registered to a Gatekeeper, the [Status](#) is shown as [Registered](#) in the H323 section.

If you wish to change the other H.323 settings, check the administrator guide for your product.

### SIP

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to the [Configuration](#) tab, and select [System Configuration](#).
2. Open the [SIP](#) page from the left sidebar.
3. Under the [Profile 1](#) heading, enter the SIP URI in the [URI](#) input field, and optionally a display name in the [DisplayName](#) input field.  
Select the preferred transport protocol from the [DefaultTransport](#) drop down list. If you select [Auto](#), the system first tries to connect using Tls, then TCP, and finally UDP.
4. Select a proxy type in the [Type](#) drop down list. The default type is [Standard](#).
5. Go to the [Proxy 1](#) subheading.  
If you want the system to obtain the SIP proxy address automatically, select [Auto](#) in the [Discovery](#) drop down list; if you want to enter the address manually, select [Manual](#).  
If you select [Manual](#), enter the proxy [Address](#) in the corresponding input field.
6. If the SIP proxy requires authentication, you must enter a login name and password to authenticate your system. Go to the [Authentication 1](#) subheading and enter the [LoginName](#) and [Password](#) in the corresponding input fields.
7. Click the [Home](#) tab to see the [System Information](#) and verify the SIP settings.  
If you have successfully registered to a SIP server, the [Status](#) is shown as [Registered](#) in the SIP section.

If you wish to change the other SIP settings, check the administrator guide for your product.

If you are changing a value setting, you have to always click [save](#) to confirm the change.

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## Setting the date, time and location

(When not set by a provisioning system)

When setting up your video conference system, you should check that the date and time settings are correct. Among other things this information is used to time stamp messages transmitted to gatekeepers and other network elements.

If you operate your system using the Touch controller, the time is shown in the top right corner of the Touch controller display; if you operate your system using a remote control, the time and date is shown in the top right corner of the main display.

1. Go to the [Configuration](#) tab and select [System Configuration](#). Open the [Time](#) settings from the left column.
2. Select your preferred date format in the [DateFormat](#) drop down list.
3. Select your preferred time format in the [TimeFormat](#) drop down list.
4. Select your time zone in the [OlsonZone](#) drop down list.
5. Open the [NetworkServices](#) settings from the left column.

**If you are changing a value setting,**  
you have to always click [save](#) to confirm the change.

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\* NTP mode:

*Auto:* The time is regularly updated using an NTP server. The NTP server address is automatically obtained from the network (DHCP).

*Manual:* The time is regularly updated using an NTP server. You must manually enter the NTP server address.

*Off:* You must set the time manually. The time is not updated automatically.

## Setting the system/codec password

You need a user name and a password to sign in to the web and command line interfaces of your system. You also need the system password to access the administrator settings on the Touch controller.

The video conference system is delivered with a default user account with the user name [admin](#) and no password set. This user has full access rights to the system.

A warning on the screen of your video system indicates if no administrator password is set. To remove the warning, you must set an administrator password.

**NOTE:** We strongly recommend that you set a password for the [admin](#) user to restrict access to system configuration.

Make sure to keep a copy of the password in a safe place. You have to contact your Cisco representative, if you have forgotten the password.

1. Click your user name in the upper right corner, and select [Change password](#).
2. Enter the [Current password](#), the [New password](#), and repeat the new password in the corresponding input fields.  
The password format is a string with 0–64 characters.  
If a password is not currently set, use a blank [Current password](#).
3. Click [Change password](#).

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## Setting the menu password

Initially, no menu password is set to restrict access to the Administrator menu on the on-screen menu. After you set up a menu password, you need to enter it to configure the video system, when using a remote control.

The Administrator Settings menu password cannot be set using the Touch controller.

**NOTE:** We strongly recommend that you define a password to protect the Administrator Settings menu, because these settings affect the behavior of the video conference system.

1. Go to the [Configuration](#) tab and select [System Configuration](#).
2. Click the text [Set Administrator Settings menu password](#) in the upper right corner.
3. Enter the menu password in the [Password](#) field.
4. Click [Save](#) to confirm the change.
5. The link text in the upper right corner should now say [Change Administrator Settings menu password](#).

## Setup assistant for SX10

When you start the system for the first time, the Setup assistant starts automatically.

On first time setup, you will be prompted for a software upgrade. We recommend that you wait for the software upgrade message and upgrade before you continue on the setup assistant.

- If you do decide to upgrade mid setup, changes to the settings will not persist.
- If you choose to postpone the software upgrade, you will be prompted again in six hours.

If your system is automatically provisioned, the IP and provisioning settings are automatically configured. To keep the automatic settings, skip these stages on the Setup assistant.

### Start the Setup assistant

Navigate to the upper left corner on the home screen and press **OK** on the remote control.

Navigate to **Settings** and press **OK**. Navigate to **Setup assistant** and press **OK**. Follow the instructions on screen.

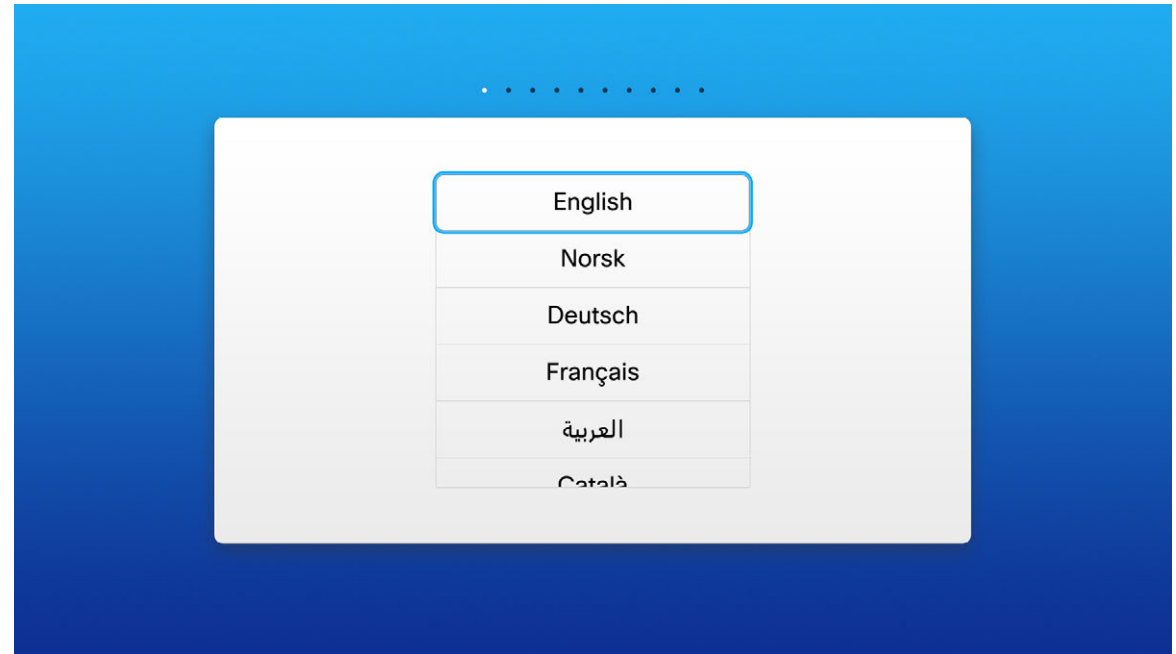
If the system does not show a menu on screen:

- Make sure the monitor is connected and has been switched on.
- Make sure that the correct input is selected on the monitor.
- Make sure the remote control has batteries installed.
- Make sure the system is switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.

If there is still no menu on screen, make sure the monitor cable is connected to the video output connector. If in doubt, see the installation guide for your product.

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On-screen display

## IP settings

(When not set by a provisioning system)

The IP parameters can be assigned automatically by the network, or you can set everything manually. If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

If you want to set the parameters manually, please contact your network administrator to obtain the required parameters.

If an IPv4 address is already assigned to the system, you will find it under [Settings](#): Navigate to the user name in the upper left corner and select [Settings](#).

To change the IPv4 settings, navigate to the user name in the upper left corner and select [Settings](#). Select [Setup Assistant](#), and proceed to the IPv4 section.

If you wish to change the IP settings from the default dual stack setting to either IPv4 or IPv6, this can be done on the web interface.

**NOTE:** When you start up the SX10 for the first time, the Setup assistant starts automatically.

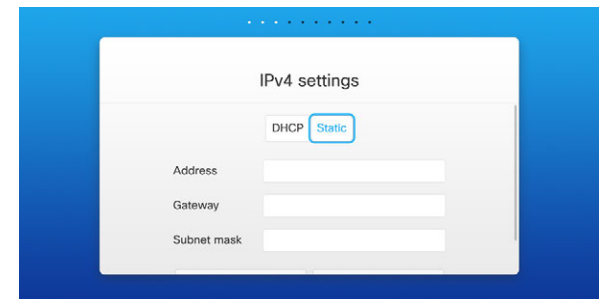
### 1. Choose automatic or manual IP assignment

Select **DHCP** in the [IP Assignment](#) section for automatic IP assignment; or **Static** if you want to set the IP addresses manually.

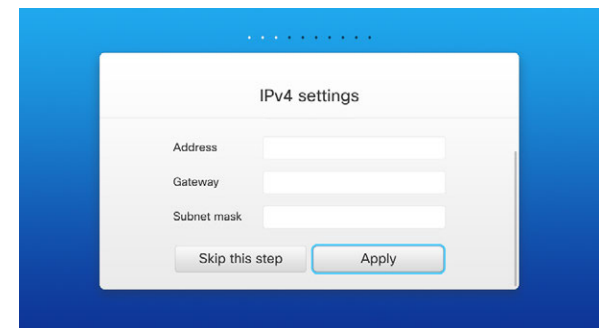


### 2. If IP Assignment is Static: Set the IP addresses

Enter the [IP Address](#), [Subnet Mask](#) and [Gateway](#) address. A soft keyboard appears when you select an input field. Select  to confirm the change.



### 3. Select [Apply](#) to save the changes.



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## Provisioning set-up

(When using a provisioning system)

If your system is automatically provisioned, the IP and provisioning settings are automatically configured. To keep the automatic settings, skip these stages on the Setup assistant.

### Start the Setup assistant

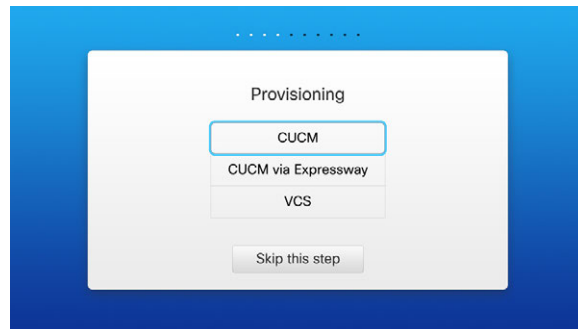
Navigate to the user name in the upper left corner, and select [Settings](#). Select [Setup assistant](#). Navigate to [Provisioning](#) by selecting [Next](#).

**NOTE:** When you start up the SX10 for the first time, the Setup assistant starts automatically.

### Choose provisioning infrastructure

Choose one of the following supported provisioning systems:

- CUCM (Cisco Unified Communications Manager)
- CUCM via Expressway
- VCS (Video Communication Server)

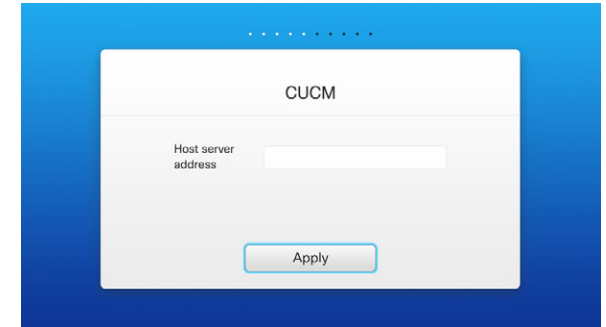


### CUCM

Contact your UCM administrator to get the information needed.

Enter IP address or DNS name in the [Host server address](#) field, and select ✓ to confirm the change\*. Select [Apply](#) to save.

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide.

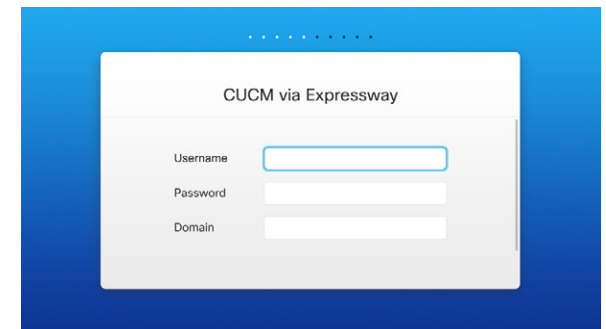


### CUCM via Expressway

Contact your UCM administrator to get the information needed.

Enter [Username](#), [Password](#) and [Domain](#) in the corresponding input fields. Always select ✓ to confirm the changes. Select [Apply](#) to save.

In some cases, you must manually enter the Expressway address. Select [Manually override Expressway address](#), and enter the address you have received upon ordering in the [Host Server Address](#) field.

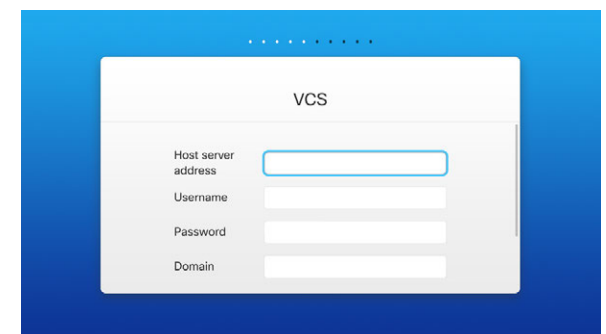


### VCS

Contact your VCS provider to get the information needed.

1. Enter IP address or DNS name of the Cisco VCS and select ✓ to confirm the change.
2. Enter the [Username](#), and [Password](#), if required, for authenticating the video system with the provisioning server. Select ✓ to confirm the change
3. Enter SIP [Domain](#) and select ✓ to confirm the change.
4. Select [Apply](#) to save the changes.

Have a look at the [Cisco VCS provisioning](#) appendix for more information on VCS provisioning.



\* The DHCP server can be set up to provide the Host server address automatically (DHCP Option 150). Any input set up here overrides the setting provided by DHCP.

[Back to task overview](#)





## CHAPTER 4 Appendices

## How to use the Touch controller

The basic functions of the Touch controller are illustrated below.

The Touch controller, and its use, are described in full detail in the user guide for your video conference system.

All settings are not available on all products; therefore the touch buttons shown below may or may not be present on your system.

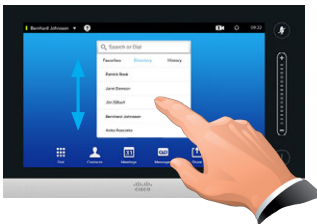
### Basic operating principles



Tap the touch screen to wake up the system, if needed.



Tap a button to activate its function.



Scroll in lists as outlined.

Here you can find:

- Do not disturb
- Standby mode
- Settings menu

Call Helpdesk

Control the camera and adjust self view

Select headset, handset or speaker

Mute your microphone

Adjust the volume

Missed calls indicator

Sign in to a shared device

Share a presentation

Call to your voicemail

See the list of upcoming meetings

Make a call from your directory or call history

Make a call using the dialpad

## The Settings menu on the Touch controller

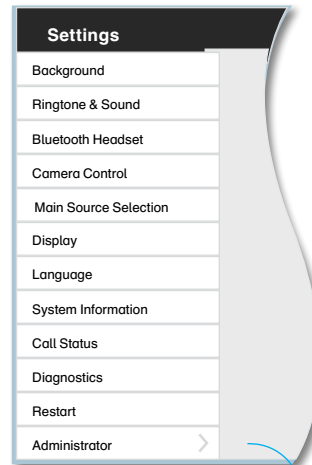
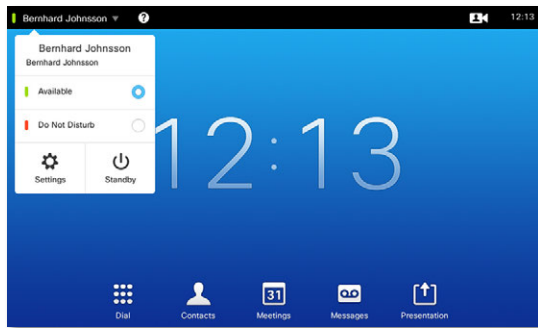
All settings are not available on all products; therefore the menu items shown to the right may or may not be present on your system.

You can find a complete description of the Touch controller menus in the user guide for your video conference system.

The *Administrator Settings* menu is protected with the system password.

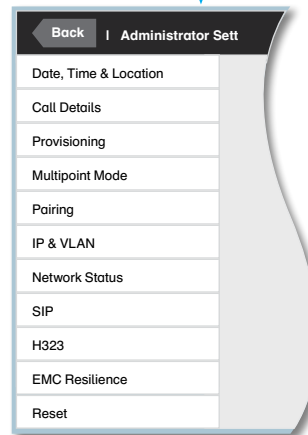
If needed, you can set an added restriction to users' access to the settings. This can be done on the web interface. Go to *Configuration > System Configuration > User Interface* and set *User Preferences* to *Off*. With this restriction, only *System Information*, *Call Status*, *Diagnostics* and *Restart* are available for the users.

To open the *Settings* menu, tap the system or user name in the upper left corner and tap *Settings*.



## The Settings menu

- *Background*: Select a background picture for your Touch controller and main video display.
- *Ringtone & Sound*: Select a ring tone, the ring tone volume and key tone.
- *Bluetooth Headset*: Select a bluetooth headset.
- *Camera Control*: Set the camera parameters.
- *Main Source Selection*: Select the main input source, e.g. camera control.
- *Display*: Select brightness, color temperature and DVI mode for the main video display.
- *Language*: Select the language for the user interface.
- *System Information*: See an overview of the system configurations.
- *Call Status*: See an overview of the call parameters when in call, e.g. protocols, transmit and receive rates, packet loss.
- *Diagnostics*: Set additional system logging on.
- *Restart*: Select this option to restart the system.
- *Administrator*: See below.



## The Administrator Settings menu

- *Date, Time & Location*: Configure date and time settings.
- *Call Details*: Configure the default bit rate and auto answer settings.
- *Provisioning*: Start the provisioning wizard.
- *Multipoint Mode*: Insert the address of the Multiway server.
- *IP & VLAN*: Configure the IP and VLAN settings. If the Touch controller is connected via LAN there are separate entries for the codec and the Touch.
- *Network Status - Codec*: Current network status for the codec.
- *Network Status - Touch*: Current network status for the Touch controller.
- *SIP*: Configure the SIP settings.
- *H323*: Configure the H.323 settings.
- *EMC Resilience*: Select this option to change the Touch controller's resilience to electromagnetic noise present.
- *Reset*: Select this option for a complete factory reset. All your settings are reset.

## How to use TRC5 remote control and on-screen menu

When you pick up the remote control and touch the rubber line sensors along its sides, the system wakes up.

Point the remote control toward the system or camera and press the *Home* key (🏠) to open the top level menu.

### Navigating the menu

Using the remote control to navigate the menu:

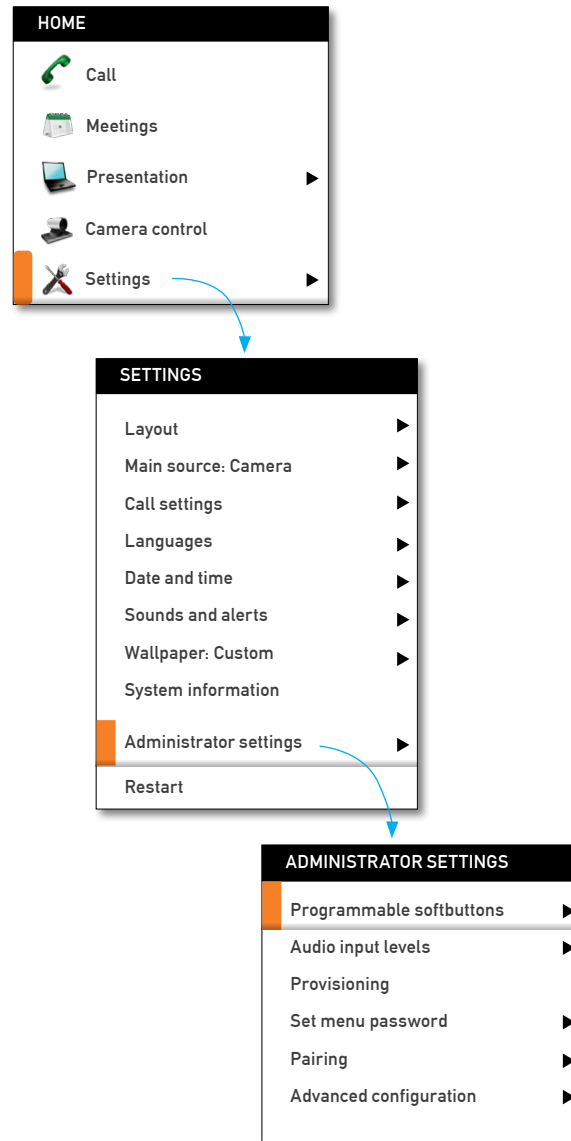
- Use the arrows down/up to select a menu item.
- Use the arrow right to expand the selection.
- Use the arrow left to go back one step.

### Changing settings

Using the remote control to change a value:

- Select a value from a drop down list and press the *OK* (✓) key to save, or press the left arrow key ◀ to leave without saving.
- Enter a value/text in a value/text input field. Navigate to *Save* and press *OK* (✓) to save the change, or navigate to *Cancel* and press *OK* (✓) to leave without saving.

You can find more information about the on-screen menu in the ► [On-screen menu system](#) appendix.



### Arrow up/down

Press the up ▲ and down ▼ arrow keys to navigate in the menu.

### Arrow left

Press the left ◀ arrow key to go one step back in the menu or to move to the left in a text field.

### Arrow right

Press the right ▶ arrow key to expand the selected menu item or to move to the right in a text field.

### OK/Select

Press the *OK/Select* key (✓) to confirm your choice or selection.

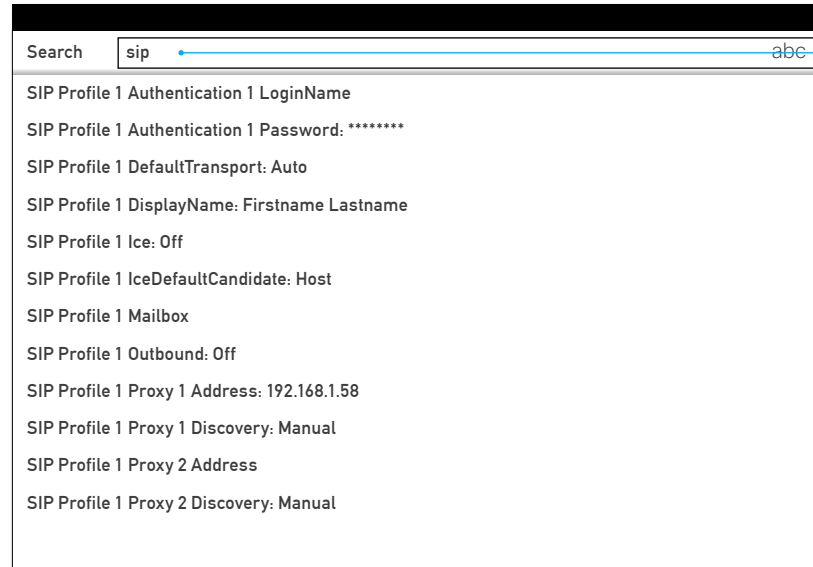


### The search functionality

You can search for system settings in the advanced configuration menu. You can also search for names in the phone book and in the list of recent calls.

- On the remote control, press the # key to toggle between characters and numbers: abc/123.
- Enter as many characters as needed until the name or setting you are searching for is displayed in the list. Add or remove characters until you get the desired result.
- Remove all characters to return to the main view.

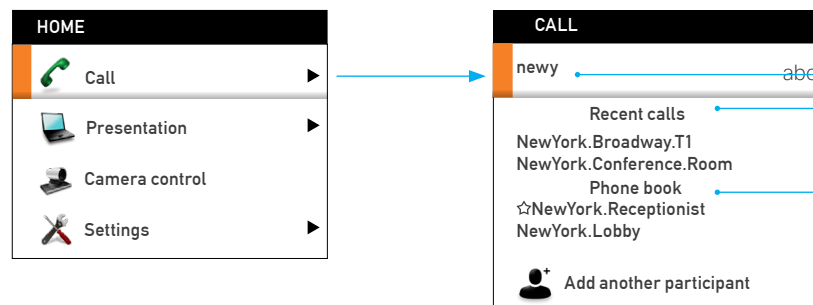
### Searching for system settings



Navigate to the Advanced Configuration menu.

Enter as many characters as needed, until the setting you are searching for is displayed in the list.

### Searching for contacts in the Call menu



Enter as many characters as needed, until the name you are searching for is displayed in the list.

Contacts from the list of recent calls are displayed first.

Contacts from the Phone book follow. Contacts marked with a ☆ (star) are from My contacts, the others are from the corporate phone book.



## Remote control details



The Functions keys in the upper part of the remote control correspond with the softkeys on screen.

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

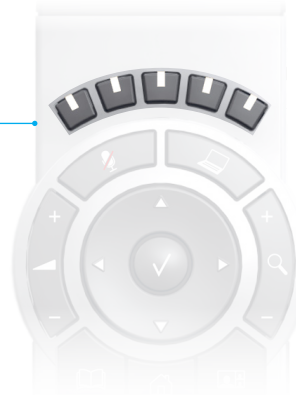
The lower part of the remote control is similar to the keypad on a mobile phone.

Make sure the remote control has working batteries (4 x AAA batteries).



### Function keys

Each Function key corresponds to a softkey on the screen and represents shortcuts and advanced functions.



### Microphone

Press the Microphone key to switch between setting the microphone to on and to off.

### Presentation

Press the Presentation key to show or hide a presentation.

### Volume

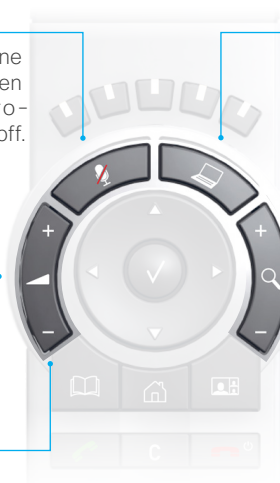
Press + or - on the Volume key to adjust the codec volume.

### Zoom

Press + or - on the Zoom key to zoom the camera in and out.

### Mute

Press and hold the - button to mute an incoming call.



### Arrow up/down

Press the up ▲ and down ▼ arrow keys to navigate in the menu and to move the camera (pan, tilt) when the menu on screen is not displayed.

### Arrow left

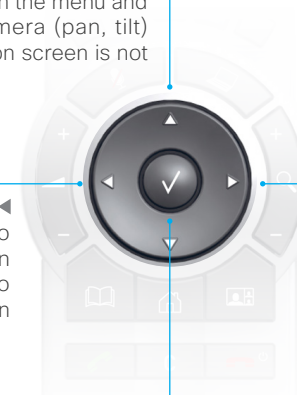
Press the left ◀ arrow key to go one step back in the menu or to move to the left in a text field.

### Arrow right

Press the right ▶ arrow key to expand the selected menu item or to move to the right in a text field.

### OK/Select

Press the OK/Select key to confirm your choice or selection.



### Phone book

Press the Phone Book key to display the phone book.

### Layout

Press the Layout key to display the layout menu, then select a view in the menu.

### Home

Press the Home key to go back to the Home menu.



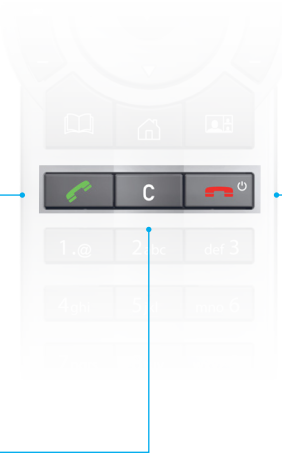
**Call key**

Press the Call key to place a call, and to accept an incoming call.

Use the Call button as a shortcut to Recent Calls when the Call menu is not visible.

**Clear**

Press the Clear key to remove characters in a text field.



**End call / Standby**

Press the End Call key to reject an incoming call, to end an ongoing call or—when idle—to go into standby mode. When navigating in the menu the key is used to exit the menu system.

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

**Alphanumeric keypad**

The keypad behaves in a similar way to the keypad on a mobile phone.

**0-9, a-z, period (.), @, space, \***

Press a key repeatedly to toggle between the options displayed on that key.



**abc/123 #**

Press and hold the # key to toggle between lower and upper case characters and numbers (depending on context).

**Waking up the system**

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



**Home key**

Press the *Home* (🏠) key to open the Home menu on screen.

**Rubber line sensors**

When you pick up the remote control and touch the rubber line sensors along the sides of the remote control, the system wakes up.

**IR sensor range (DIP switch setting)**

The IR sensor has a short and long range. When video conference systems are placed close to each other, you may find it convenient to use the short range to avoid interfering with the other systems.

Open the battery cover and remove the batteries to set the DIP switch.

- Short range (1 m / 3ft): Move the DIP switch down.
- Long range: Move the DIP switch up.

**The DIP switch**



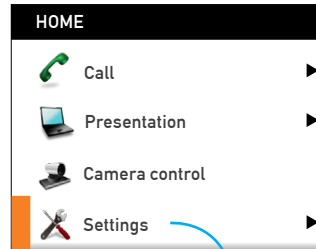
## The on-screen menu system

You can find a complete description of the menus in the user guide and administrator guides.

The *Home*, *Settings* and *Administrator settings* menus are explained in the user guide for your product.

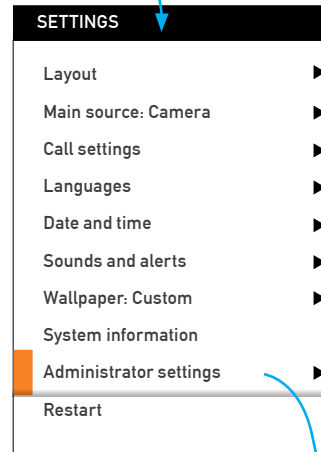
The *Advanced configuration* menu is explained in the administrator guide for your product.

We strongly recommend that you set a password to restrict access to the *Administrator Settings* menu.



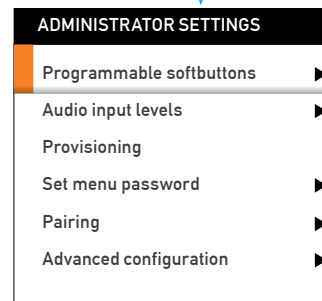
### The Home menu

- *Call*: Menu for making calls.
- *Presentation*: Select a presentation source.
- *Camera control*: Control the camera settings.
- *Settings*: Configure the system.



### The Settings menu

- *Layout*: Select screen layout, including self view.
- *Main source*: Select the main video source.
- *Call settings*: Configure the default bit rate and auto answer settings.
- *Languages*: Select the preferred menu language.
- *Date and time*: Configure date and time settings.
- *Sounds and alerts*: Select a ring tone, the ring tone volume and key tone.
- *Wallpaper*: Select the background picture for the screen.
- *System information*: See an overview of the system configurations.
- *Administrator settings*: Configure the administrative settings.
- *Restart*: Select this option to restart the system.



### The Administrator settings menu

- *Programmable softbuttons*: User defined softbuttons for selecting main video source, camera presets or speed dial.
- *Audio input levels*: Set the audio input levels for the microphones connected to the system.
- *Provisioning*: Connect your system to the WebEx subscription-based service for video calls.
- *Set menu password*: Set or change the menu password.
- *Pairing*: Change the pairing setup.
- *Advanced configuration*: Configure the system settings.

## How to use the web interface

The basic principles of navigating your video conference system's web interface and setting parameters are illustrated below.

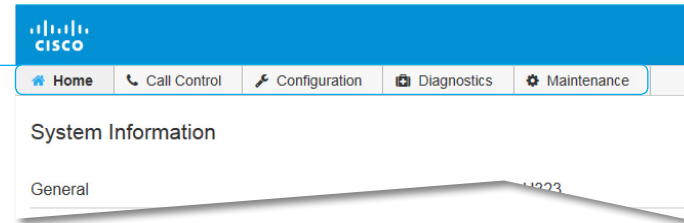
You open the web interface by entering your system's IP address in the address bar of a web browser; then sign in.

Recommended browsers: The latest releases of Internet Explorer, Mozilla Firefox, Opera, Chrome or Safari are recommended.

The administrator guide for your product describes in detail how the web interface is organized, and the settings it provides access to.

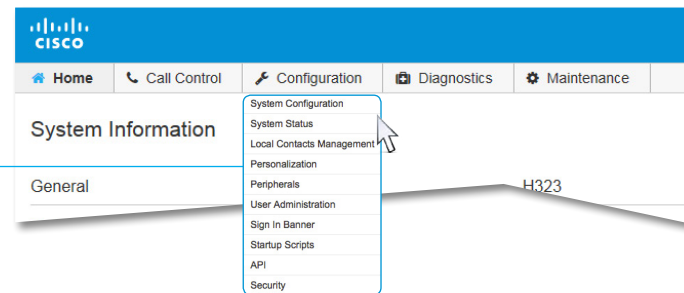
### The main menu

The main menu opens when you have successfully signed in to the system.



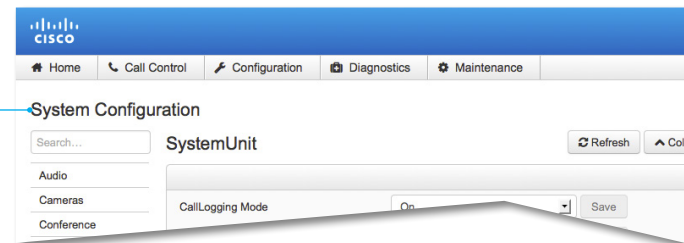
### The Configuration sub-menu

A sub-menu opens when you move the mouse over the main menu item.



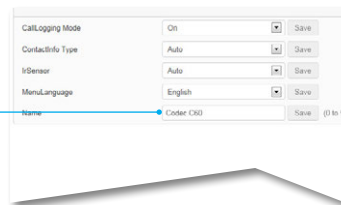
### The System Configuration page

When you click a sub-menu item the corresponding page opens. You can perform different tasks from that page.



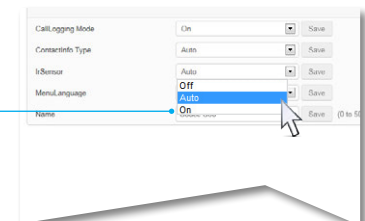
### Input text

Enter text in the input field, and click [Save](#) to confirm the change.



### Select a value

Click the arrow to open the drop down list. Select a value.



## The System Configuration page on the web interface

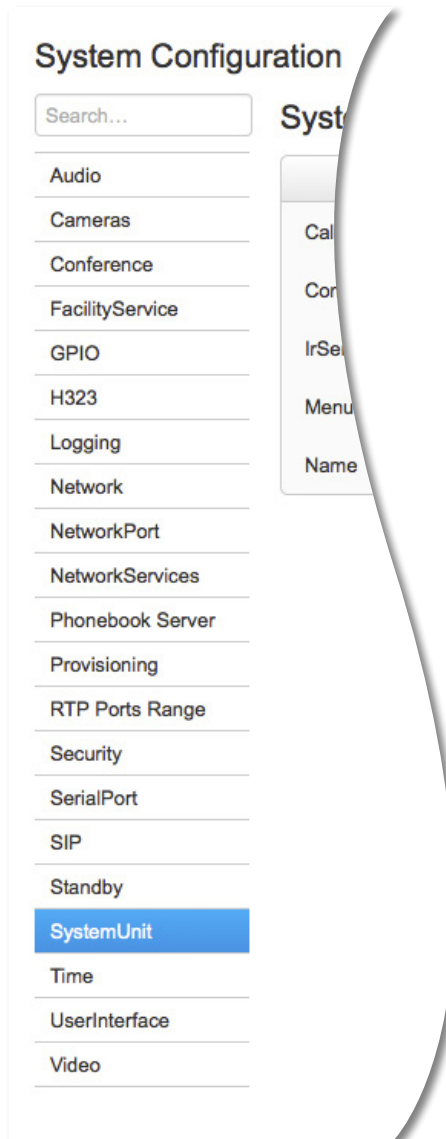
You open the web interface by entering your video conference system's IP address in the address bar of a web browser; then you sign in.

When signed in, you can open the System Configuration page from the Configuration menu.

You can access all configuration settings from this page.

All settings are not available on all products; therefore the folders shown to the right may or may not be present on your system.

You can find a complete description of the web interface and the settings in the administrator guide for your system.



## The System configuration menu

The settings are arranged with the following top level categories:

- **Audio:** Settings for microphones, audio outputs, echo control, volume, sounds, alerts, and more.
- **Cameras:** Settings for focus mode, brightness, whitebalance, backlight compensation, options like flip and mirror, and more.
- **Conference:** Conference settings like transmit and receive bit rates, bandwidth allocation, incoming call handling, encryption, packet loss resilience and far end control.
- **FacilityService:** Setting up speed dial buttons for facility services, e.g. Helpdesk.
- **GPIO:** Definition of the GPIO pins.
- **H323:** All H.323 protocol settings.
- **Logging:** Set logging mode (not applicable in this software version).
- **Network:** IP, VLAN and QoS settings.
- **NetworkPort:** Enable/disable the codec's second Ethernet port.
- **NetworkServices:** Enable/disable the network services: Multiway, Telnet, SSH, HTTP, HTTPS, SNMP, H323, SIP and NTP.
- **Phonebook Server:** Phonebook type and location.
- **Provisioning:** Settings for provisioning mode, manager address and protocols and methods.
- **RTP Port Range:** RTP port numbers.
- **Security:** Settings for an audit server and error logging.
- **SerialPort:** Enable or disable the serial port, and set its baud rate.
- **SIP:** All settings for the SIP protocol.
- **Standby:** Configure when the system should enter standby and how it should behave when entering/leaving standby mode.
- **SystemUnit:** Settings like system name and type, and menu language selection.
- **Time:** Date and time settings.
- **User Interface:** Touch controller settings.
- **Video:** Settings for video sources and monitors, and video display set-up and layout.



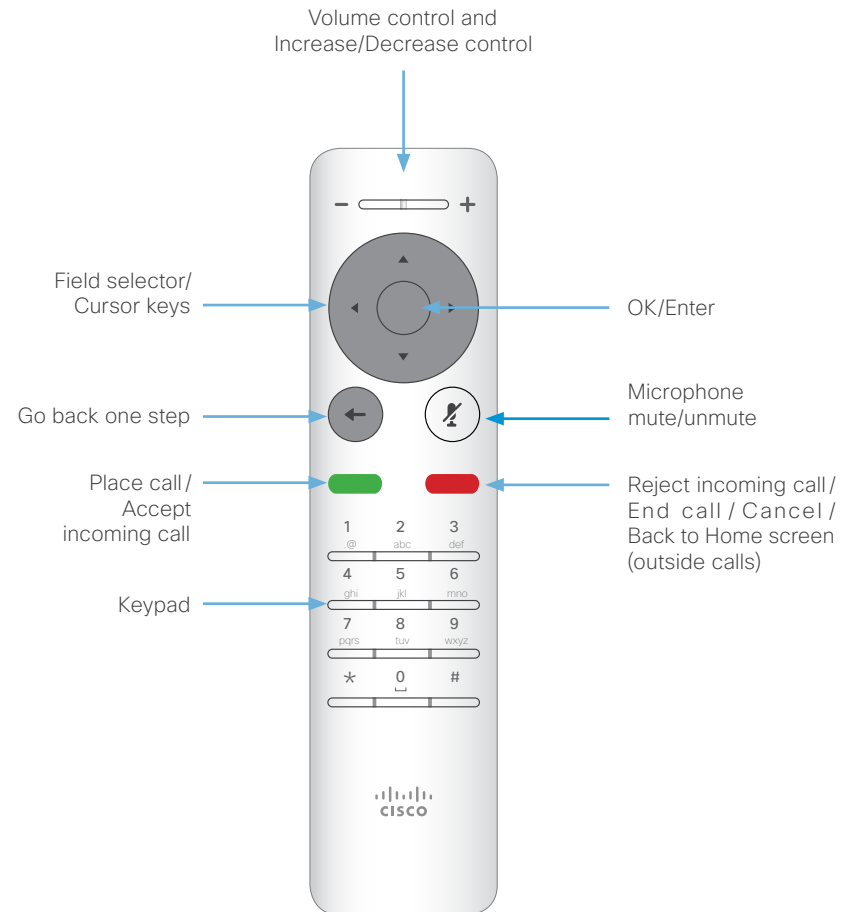
## TRC6 remote control

When you pick up the remote control, the system wakes up.

Use the *Cursor* controls to move about the screen and press *OK/Enter* to open the selected menu field.

Use the *Cancel* key to exit a menu (and return to the *Home* screen) undoing any changes. Use the *Back* key to go just one step back.

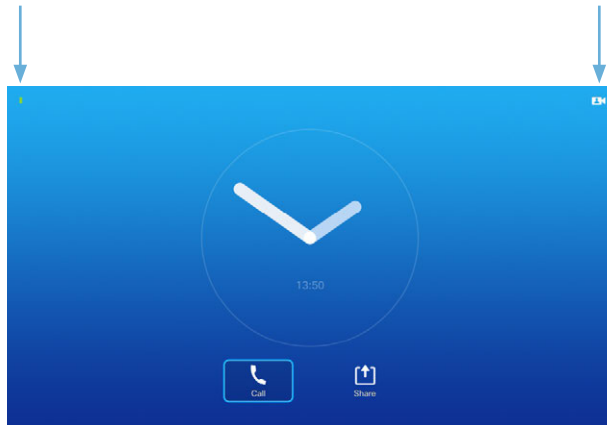
Make sure the remote control has working batteries (2 x AAA batteries).



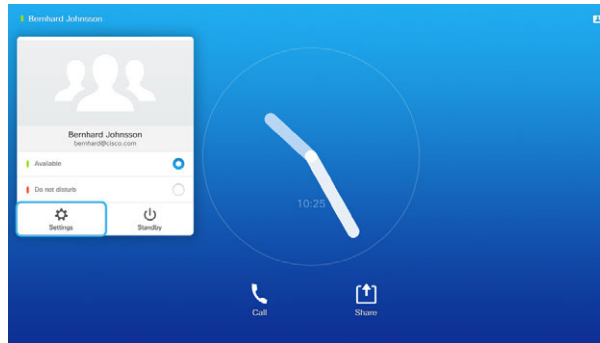
## SX10 on-screen menu

Settings, Standby mode and Do Not Disturb feature

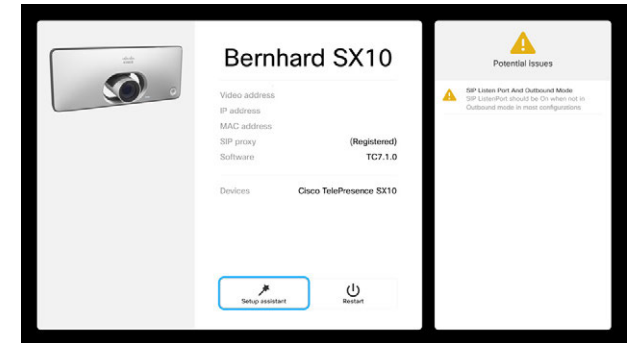
Camera Control



Place calls  
Share content



To gain access to the *Settings* menu, move cursor to upper left corner of the screen and press *OK* on the remote control. Then navigate down to *Settings* and press *OK* again.



The *Settings* shows the basic system information. In addition it provides access to the Setup assistant and to restart the system.

On the Setup assistant you can set the following:

- **Language:** Select a language for the user interface.
- **IP settings:** Change the IPv4 settings, if those have not been configured by autoprovisioning.
- **Provisioning settings:** Change provisioning settings, if those have not been configured by autoprovisioning.
- **Test microphone:** If you are using an external microphone, use this test to adjust its location.
- **Speaker volume:** Set the speaker volume for ring tones and calls. If you cannot hear the test sound, check that the volume on your monitor is switched on, and that the cabling is correct.
- **Default camera position:** Set the default camera position for future calls.
- **Test presentation:** Connect your computer to the SX10, and wait for the icon to change and mirror your computer screen.

## Cisco VCS provisioning

When using the Cisco VCS (Video Communication Server) provisioning, a template containing all the settings that can be provisioned must be uploaded to Cisco TMS (TelePresence Management System). This is called the *Cisco TMS provisioning configuration template*.

All the advanced settings for your video system are included in this template. All settings except *SystemUnit Name* and *SIP Profile [1..1] URI* can be automatically provisioned to the video system.

The advanced settings are described in the administrator guide for your video system. Examples showing either the default value or an example value are included.

Read the *Cisco TMS Provisioning Deployment Guide* to find out how to upload the file to Cisco TMS, and how to set the desired values for the parameters to be provisioned. If not set by Cisco TMS, the default values are used.

## Downloading the provisioning configuration template

You can download the templates here:

C Series: [▶ C Series Release Notes](#)

EX Series: [▶ EX Series Release Notes](#)

MX Series: [▶ MX Series Release Notes](#)

Profile Series: [▶ Profile Series Release Notes](#)

SX Series: [▶ SX Series Release Notes](#)

For each software release there is one provisioning configuration template for every video system model. Make sure to download the correct file.

## User documentation on the Cisco web site

User documentation for Cisco TelePresence products can be found on [▶ http://www.cisco.com/go/telepresence/docs](http://www.cisco.com/go/telepresence/docs).

Depending on which product you have, select the following in the right pane:

### Codec C Series:

*TelePresence Integration Solutions*  
> *Cisco TelePresence Integrator C Series*  
Or go to [▶ www.cisco.com/go/cseries-docs](http://www.cisco.com/go/cseries-docs)

### EX Series:

*Smart Desk Endpoints*  
> *Cisco TelePresence System EX Series*  
Or go to [▶ www.cisco.com/go/ex-docs](http://www.cisco.com/go/ex-docs)

### MX Series:

*Collaboration Room Endpoints*  
> *Cisco TelePresence MX Series*  
Or go to [▶ www.cisco.com/go/mx-docs](http://www.cisco.com/go/mx-docs)

### Profile Series:

*Collaboration Room Endpoints*  
> *Cisco TelePresence Profile Series*  
Or go to [▶ www.cisco.com/go/profile-docs](http://www.cisco.com/go/profile-docs)

### SX Series:

*TelePresence Integration Solutions*  
> *Cisco TelePresence SX Series*  
Or go to [▶ www.cisco.com/go/sx-docs](http://www.cisco.com/go/sx-docs)

## Document categories

For each product you can find the documents under the following categories:

### User guides:

*Maintain and Operate | End-User Guides*

### Quick reference guides:

*Maintain and Operate | End-User Guides*

### Installation guides:

*Install and Upgrade | Install and Upgrade Guides*

### Getting started guide:

*Install and Upgrade | Install and Upgrade Guides*

### Administrator guides:

*Maintain and Operate | Maintain and Operate Guides*

### API reference guides:

*Reference Guides | Command references*

### Physical interface guides:

*Maintain and Operate | End-User Guides*

### Regulatory compliance and safety information:

*Install and Upgrade | Install and Upgrade Guides*

### TC software release notes:

*Release and General Information | Release Notes*

### TC software licensing information:

*Release and General Information | Licensing Information*

### Video conferencing room guidelines:

*Design | Design Guides*

**NOTE:** All products do not have all types of user documentation.

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### Cisco contacts

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

Go to: [▶ http://www.cisco.com/web/siteassets/contacts](http://www.cisco.com/web/siteassets/contacts)

Corporate Headquarters

Cisco Systems, Inc.

170 West Tasman Dr.

San Jose, CA 95134 USA