Cisco TelePresence MCU
Accessing Conferences
Getting started

14523.02

Contents

Introduction

This guide provides information on Accessing Conferences using Cisco TelePresence MCU 4500 series, MCU 4200 series and MCU MSE series products with software release 4.0 onwards. Throughout this guide, the term MCU refers to all MCU series.

Calling in to conferences

When you dial into a conference you can connect directly to your conference or into a menu that presents you with a series of options (called an auto attendant). From the auto attendant you can select the conference you want to join.

You can join a conference/auto attendant in three ways. Using a:

‣ hardware video endpoint

‣ software video endpoint

‣ audio-only telephone

Dialing in using a hardware video endpoint

Your system administrator will provide you with a number that will either connect you to the auto attendant or connect you directly to your conference. If there is a PIN you will be prompted to enter it.

⚠ On all endpoints you must always press the pound/hash key (#) after entering a conference PIN.

Dialing in using a software video endpoint

If you have a webcam and microphone you can dial into a conference using a software video endpoint from your computer.

You can dial into a conference using one of two software video endpoints: Cisco TelePresence Movi and Cisco TelePresence ConferenceMe.

Dialing into a conference using Movi

⚠ This guide assumes that Movi and/or ConferenceMe are already installed. See the individual products documentation for information on how to install Movi and/or ConferenceMe.

Your system adminstrator will provide you with an address to use with Movi. The address will take the format <e164_number>@domain.name or, <conference_name>@domain.com.

To join the conference using Movi, type the address into the address bar of Movi and press Enter. To enter a PIN, click the keypad icon and enter the PIN followed by a '#'. Press Enter.

Dialing into a conference using ConferenceMe

Your system adminstrator will email you a HTTP link to use with ConferenceMe. The link will take the format

```
http://domain.name/conferencename
```

To join the conference using ConferenceMe, click the link in the email. If you are set up to automatically join conferences, ConferenceMe will load and you will be connected to your conference. Alternatively, a web browser will open; select *Click here to join the conference using ConferenceMe*. ConferenceMe will load and you will be connected to your conference.

To enter a PIN, use the number keys on your keyboard and press Enter.

Dialing in using an audio-only telephone

If your telephone system allows calls to the MCU, you can use your regular telephone to join conferences as an audio-only participant. Dial the telephone number provided by your system administrator followed by a '#'. This will either connect you to an auto attendant (where you will need to enter the conference ID) or directly into your conference. If a PIN is required, you will be prompted to enter it.

The conference welcome message

Your conference administrator can configure a welcome message on the MCU and a duration for that message. If there is a welcome message, you will see it at the bottom of your endpoint's display when you join a conference.

Using an auto attendant

Your system administrator may have set up an auto attendant for you to use to join conferences. Auto attendants simplify the way you can join conferences. An auto attendant presents you with a series of menus from which you can choose to:

‣ join a conference

‣ create a new conference

‣ access other auto attendant menus

Calling an auto attendant

Your system administrator should provide you with information about which method you should use to call an auto attendant. There are typically three ways to call an auto attendant using your video endpoint. Using an:

‣ IP address (for example, 10.2.123.123)

‣ Host name (for example, hostname.companyname.com)

‣ Standard E.164 number

Navigating the auto attendant menu

When you connect to the MCU, the main menu will display on your video screen, and you will hear the audio instructions.

You can navigate the auto attendant menu in two ways. Using:

‣ Far-End Camera Controls (FECC)

‣ Dual Tone Multi Frequency (DTMF)

Navigating the auto attendant using FECC

The remote control of your video endpoint will provide Far-End Camera Control (FECC) as arrow buttons (that is up, down, left and right arrows).

Use the Up and Down arrows to highlight the option or item you require; use Right to make your selection. To return from a previous menu from a sub-menu, use Left.

To jump to the end of the menu if you are at the start, press Up. Similarly to jump to the start if you are at the end, press Down. A scroll bar in the bottom right of the auto attendant screen indicates where you are in the menu (the scroll bar only appears if the list of conferences is too long for the video screen). You can jump to the start from any point in the menu by pressing #2. Similarly, you can jump to the end from any point in the menu by pressing #8.

By default, the number keys on your endpoint are used to join a conference by dialing its numeric ID, followed by a '#'. If a conference has both a Numeric ID and a Guest numeric ID set, you may enter either ID, and will join the conference as either a chairperson or guest as appropriate. As you start to enter a numeric ID, the sequence you have typed will be shown at the base of the auto attendant screen. You may cancel the numeric ID entry (for instance to correct an error) by pressing '*'.

Navigating the auto attendant using DTMF

In an auto attendant, you can use the number keys on your endpoint to navigate through the menus; this is called 'DTMF navigation mode'.

DTMF navigation mode enables you to use the number keys 2, 4, 6, and 8 in the place of up, left, right, and down respectively.

To enter DTMF navigation mode, press the pound/hash key twice as follows:

##

The message 'DTMF menu navigation enabled' appears briefly at the bottom of the auto attendant display.

To exit DTMF navigation mode, press the pound/hash key twice as follows:

##

The message 'DTMF menu navigation disabled' appears briefly at the bottom of the auto attendant display.

When in DTMF navigation mode, you will not be able to use the number keys to enter the numeric ID of a conference.

Joining a conference

The auto attendant's menu displays a list of all permanent conferences and any conference that is scheduled to take place at this time. Conferences are listed alphabetically by name.

Select your conference using either FECC or DTMF navigation.

If you do not see the conference that you want to join, verify the conference name, start time, and that your system adminstrator has enabled the conference on the auto attendant. If your conference does not appear on the auto attendant and you know the conference ID, you can type in the conference ID followed by hash/pound (#) to join the conference.

Creating a new conference

If you system adminstrator allows it, you may be able to start a new conference that takes place immediately, known as an ad-hoc conference.

To create a new conference, select **Create new conference** from the auto attendant menu. You will need to assign a conference ID and optional PIN (to restrict access to the conference). If you do not want to enter a PIN, press the pound/hash key (#) at the enter PIN voice prompt.

When you have created the conference, other participants can join (refer to Calling in to conferences on page 3).

Accessing other auto attendant menus

The auto attendant may have links to one or more auto attendants giving you access to additional conferences.

Leaving a conference

When the conference ends, you will be automatically disconnected from the conference. If you want to leave the conference before it's scheduled end time, you can simply hang up/disconnect the call using the disconnect button on your endpoint.

To disconnect a call when using ConferenceMe, simply close the application using the Close button in the top right corner of the window.

To disconnect a call when using Movi, either click the Close button in the top right corner of the window, or click the **Disconnect** button.

Returning to the auto attendant

If you joined the conference from an auto attendant and want to return to the auto attendant:

▸ if you are using FECC, press zoom out. A menu is displayed; choose **Return to auto attendant**

▸ if you are using DTMF tones, press 7. The zoom out menu is displayed. Press 8 to navigate down through the options until you select **Return to auto attendant**. Press 6 to choose that option

It is not possible to access the auto attendant menu using ConferenceMe or Movi.

8

Using in-conference features

After you join a conference, you can control many conference features directly from your video endpoint. Using FECC or DTMF navigation you can:

‣ Control conference views

‣ Select participants

‣ Control a participant's camera

Controlling conference views

The default behavior of the Cisco TelePresence MCU is to display the "loudest" participants in the most prominent layout panes. If there are more contributors than there are panes available, then the "quietest" participants are not shown.

When you join a conference, it is possible to control the way participants display on the video screen. Typically you can choose from two primary groupings of layouts:

‣ **Same-size panes** — in these formats, all conference participants display in the same size pane on the video screen and thus have the same level of focus or importance. For example, a conference with four participants might display each in a pane sized to be a quarter (1/4) the size of your video screen.

‣ **Variable-size panes** — in these formats, conference participants display in various pane sizes on the video screen depending on their "importance". For example, a layout might display the participant who is speaking in a pane larger than the other conference participants. Or, you might choose to focus on a particular participant

Typically, you will use the navigation keys on your endpoint to scroll through the available conference views.

When you are scrolling through the available conference views, icons will appear on the screen. The table below describes the icons that appear on-screen:

Icon	Meaning
	You have stopped scrolling through the layout views
	You are scrolling up/down through the layout views

Controlling conference views using a hardware endpoint

You can control the conference view using FECC. If FECC is not available on your endpoint, DTMF navigation is automatically enabled.

If you are using FECC use the Up/Down keys to scroll through the available conference views.

If you are using DTMF navigation use the 2/8 keys to scroll through the available conference views.

Controlling conference views using ConferenceMe

When using ConferenceMe you can control the conference view in the same way as you would using a hardware endpoint.

Use the Up/Down keys on your keyboard to scroll through the available conference views.

Alternatively, you can select *Next MCU layout* from the right-click menu.

Controlling conference views using Movi

When using Movi you can use the DTMF keypad to control conference views.

Use the 2/8 keys on the keypad to scroll through the available conference views.

Selecting participants

When viewing a conference with variable-size panes, you can choose which participant to display in the larger panes on the video screen; when viewing a conference with equal-sized panes, you can choose which participant displays in the top left pane.

When you are scrolling through participants, icons will appear on the screen. The table below describes the icons that appear on-screen:

Icon	Meaning
	Speaking participant has the focus
	You are scrolling through the participants

Selecting participants using a hardware endpoint

You can select participants using FECC. If FECC is not available on your endpoint, DTMF navigation is automatically enabled.

If you are using FECC use the Left/Right keys to scroll through participants.

If you are using DTMF navigation use the 4/6 keys to scroll through participants.

Selecting participants using ConferenceMe

When using ConferenceMe you can scroll through participants in the same way as you would using a hardware endpoint.

Use the Left/Right keys on your keyboard to scroll through participants.

Alternatively, you can select *Next participant* from the right-click menu.

Selecting participants using Movi

When using Movi you can use the DTMF keypad to scroll through participants.

Use the 4/6 keys on the keypad to scroll through participants.

Controlling another participant's camera

During a conference, you might need to change the camera settings for one of the conference participants. To do this, use FECC or DTMF tones.

1   Enable FECC or DTMF tones, depending on your video endpoint.
2   Select the participant whose camera you want to control. Refer to Selecting participants earlier in this document.
3   Press zoom in (or 1 if using DTMF tones) to enter the mode which passes the navigation and zoom controls through to the participant's camera.
4   Use FECC or DTMF tones to control the participant's camera.
5   To stop controlling the participant's camera, wait five seconds.

The table below describes the icons that appear on-screen.

Icon	Meaning
	You are now controlling the far-end video camera
	You are moving the far-end video camera to the left or right. (If you are using the numeric keypad to navigate, use 4 for left and 6 for right)
	You are moving the far-end video camera up and down. (If you are using the numeric keypad to navigate, use 2 for up and 8 for down)

Icon		Meaning
		You are zooming in and out with the far-end video camera. (If you are using the numeric keypad to navigate, use 1 to zoom in and 7 to zoom out)

Controlling another participant's camera is not possible when using ConferenceMe or Movi.

The zoom out menu

Access the following options by pressing zoom out if you are using FECC, or 7 on a DTMF keyboard:

‣ border width: this controls the width of the border added to the video stream sent to the endpoint (to prevent loss of conference video if the endpoint's display is clipping the video stream)

‣ mute audio: if you mute your audio, no conference participants will be able to hear you

‣ mute video: if you mute your video, no conference participants will be able to see you

‣ clear text chat: this option is only available where there is text chat on screen. If you are finding text chat distracting, use this option to remove it

‣ return to auto attendant: this option only appears if you joined the conference from the auto attendant

widescreen mode: the presence of this option depends on the settings of the MCU and the capabilities of your endpoint. The use of this option can, in some circumstances where an endpoint is distorting the conference video, improve the display.

Muting your endpoint

You can mute your endpoint so that it will no longer be contributing audio to the conference.

‣ If you are using FECC, press the mute button on your remote control

▸ If you are using DTMF tones, press *6. The endpoint can be unmuted by pressing *6 again

There are two ways of muting ConferenceMe. Either by right-clicking and selecting *Mute outgoing audio*, or by clicking the mute icon on the toolbar.

Understanding in-conference status icons

During the conference, messages and icons appear on the screen to let you know thing about both the conference and the other participants.

Participant's status icons

During the conference, messages and icons appear in the pane of specific participants. The table below describes these icons.

Icon	Meaning
	The participant has been designated as 'important', which gives the participant priority in the conference views
	The video quality from this participant is poor/good
	The audio quality from this participant is poor/good

Conference status icons

During the conference, various icons might appear in the top left of the conference display. The table below describes these icons.

Icon	Meaning
	There are both encrypted and unencrypted participants in this conference or there are streaming viewers of this encrypted conference
	This conference is being recorded
	There are audio-only participants in this conference. The number of audio-only participants is displayed next to the icon
	There are streaming participants in the conference. This indicates the presence of participants who are viewing and listening to the conference via a web browser but are unable to contribute

Disclaimers and notices