

## In-Room Reference Guide for Participants

### Connect Telepresence

Initiate a scheduled meeting

1. Check the display on the IP phone located in the Telepresence room. Your scheduled meeting should be displayed.
2. Press the display banner. This will automatically connect you to the telepresence meeting bridge.

**Note:** The first endpoint to connect to the meeting will see a blank screen with an hour glass on the video display until another endpoint connects to the meeting.

3. If your meeting does not appear on the phone display, follow the troubleshooting steps below.

### Troubleshooting

For all Telepresence video and audio problems:

1. Press the **HOLD** soft key.
2. After five seconds, press the **RESUME** soft key.
3. If the problem persists, end and restart your call.
4. If the problems continue to occur, contact the local Customer Care Manager number shown on the table phone or in the room display.
5. If unable to reach local support, press the **LIVE DESK** soft key on the Telepresence IP Phone or call 1.877.287.4457 (U.S. Toll-Free only).

### For Customer Care Managers only:

- If scheduled meeting does not appear on phone's meeting banner.
  1. Press the **MANUAL** softkey on the IP Phone, then press **NEW CALL**.
  2. Enter **1** then 866-986-3384.
  3. Press the **DIAL** softkey. When prompted, enter the Conference ID for the session.

**Tip:** For faster connection, the 10 digit 866 number may be followed by \*\*\*\* and then Conference ID.

### Ending the Meeting

1. Press the **END CALL** softkey when you are finished with your meeting.
2. Meetings will automatically end precisely at the scheduled end time.
3. You can end a call early by pressing the **END CALL** softkey.
4. All InterOp calls must be disconnected manually.

### Share Content via Laptop

1. Video/Presentations/Web Conferencing and other content via a laptop can be shared between rooms and projected to the Auxiliary Display.
2. Connect the supplied cable to the VGA port of laptop and enable external display (press FN and the designated key for your laptop\*).

\*IBM=F7, HP=F2, Dell=F8
3. Make sure your laptop display is set to a 1024 x 768 resolution setting.
4. If the laptop is connected before the session begins, a Presentation Privacy Alert Screen will appear on the IP phone display.
5. Wait up to 30 seconds for the Auxiliary Display to turn on.
6. To eliminate audio static, connect the audio cable to your laptop if sound is needed.
7. The content of the last participant to connect the VGA cable will display in all local and remote rooms.
8. To regain control, have the remote endpoint unplug or use their function keys to stop sending content to their VGA port.

### Share Content via Document Camera

1. Another way to share documents, images, or three-dimensional objects is through the use of the Document Camera.
2. Verify that the power to the Document Camera is on. The device LED should be lit and showing green.
3. Press the **SHARE** softkey on the IP Phone, then **Doc Cam**.
4. The image from the document camera will be projected as a picture-on-picture on one of the plasma displays.
5. You can control power, zoom in and/out and focus to improve the document image either manually or through the IP Phone.

**Note:** Only one device can be active (either the laptop/auxiliary screen or the document camera).

### Make External Audio-Only Calls (Individual)

Dial out (should be done after the video call is active).

1. Press the **CONFNRN** softkey on the IP Phone.
2. Dial **9** then **1** then dial the U.S.-based phone number.

\*Outside line access numbers may vary based on local phone configuration.
3. Press the **DIAL** softkey. When the call completes, the Telepresence screen will momentarily go black and you will hear music on hold.
4. Press the **CNFR/JOIN** softkey. The video will return combined with the audio.

**Tip:** To control the speaker volume while on a call

  - Press **MORE**, then press **VOLUME**.
  - Press **LOUDER** or **SOFTER** to change the volume.
  - Press **SAVE**, then press **EXIT**.

### Connect With Audio-Only Conference Parties

Dial out to connect with an audio conference bridge (should be done after the video call is active). This joins external audio-only parties with the teleconference bridge.

1. Press the **CONFNRN** softkey.
2. Dial **9** then **1** then dial the **10 digit number**.

\*Outside line access numbers may vary based on local phone settings.
3. Press the **DIAL** softkey. When the call completes, the Telepresence screen will go black and you will hear music on hold.
4. Enter the Meeting Phone Conference number.
5. Press the **SEND** softkey.
6. Enter the Meeting ID Code if requested.
7. Press the **SEND** softkey.
8. Press **EXIT** to return to the Call Control page.
9. Press the **CNFR/JOIN** softkey.

**Note:** This completes the outside call bridging process. The Telepresence session will resume, restoring the displays. Audio at all sites will be normalized and the outside call will be integrated to the Telepresence system audio.