RADVISION
Delivering the Visual Experience ®

SCOPIA
ENDPOINTS

SCOPIA XT1000

User Guide
Version 2.0

User Guide for SCOPIA XT1000 Version 2.0, September 2010

http://www.radvision.com

Table of Contents

1   Getting Started

2   Making Calls

3   Managing Calls

4   Making Multiconference Calls

5   Troubleshooting

1 Getting Started

System Installation and Product Activation

For installation and product activation of the SCOPIA XT1000, consult the documentation enclosed in the delivery package:

- SCOPIA XT1000 Quick Setup Guide
- SCOPIA XT1000 Safety Instructions leaflet

The Quick Setup section covered in the Quick Setup Guide explains the minimal required setting necessary to enjoy a proper working of the system.

Your system administrator may have customized certain features described in this guide to suit the environment of your company. Please ask your service administrator for details on your system's customization.

Once you have completed the installation, you are ready to use the system's Graphical User Interface (GUI).

Accessing the Main Menu Page

The Main Menu page displays the buttons that you must select to activate the features and capabilities of the SCOPIA XT1000.

Procedure

Step 1   Turn on the TV monitors.

Step 2   Make sure the XT1000 Remote Control Unit has batteries installed.

Step 3   Verify that the LED on the front panel of the XT1000 Codec Unit is blinking.

Step 4   Turn on the XT1000 Codec Unit by pressing the ⏻ button on the XT1000 Remote Control Unit or the Power button on the back of the XT1000 Codec Unit.

Step 5   The RADVISION welcome screen appears on the monitors, followed by the Main Menu page.

Figure 1-1 Main Menu Page

Note: All the pages are partitioned into areas: system area (top bar); action area (right bar); local info area and function keys area (bottom bar corresponding to colored buttons on the XT1000 Remote Control Unit).

Step 6   Using the arrow keys of the XT1000 Remote Control Unit, select the action to perform in the rightmost section of the page (e.g. **Make your call** or **Settings**).

According to the selected action, the content of the function key bar changes dynamically in color and presents further options. In this way, you can access all major system functions by simply pressing the arrows and color keys of the XT1000 Remote Control Unit.

For example, scroll to **Settings**. The function keys allow you to choose among ⬤ **Administrator settings**, ⬤ **User settings**, and ⬤ **Quick setup**.

Using the Quick Setup Wizard

A quick setup wizard will assist you in this first approach to the system.

The quick setup will show more pages, allowing you to set some useful parameters for basic system management. Your system administrator might already have set these parameters for you.

You might also use the quick setup wizard after:

- Restoring default settings
- Re-installing software

Setting the Country and Language

You can change the country and language setting of your terminal by accessing the relevant screen in the Quick Setup.

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⭐ **Quick setup** on the XT1000 Remote Control Unit.

Step 3   Use the arrow keys to select the **Country** and preferred **Language**.

Step 4   Press ⬤ **Close** to save the new settings.

Adjusting the Image Size

If the display appears cropped on your monitor, you may need to adjust the image size the system sends you.

Some HD monitors can crop the XT1000 Codec Unit output. If the borders of the graphical pages are not fully visible, use **Quick setup** to make the graphic page fully visible.

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⭐ **Quick setup** on the XT1000 Remote Control Unit.

Step 3   Navigate to Page 2/6 for graphic resizing.

Step 4   If all the sides of the orange frame are visible on your monitor, select ⬤ **Yes**, otherwise select ⭐ **No**. Press **Ok**. The first slider is highlighted in orange. Use the right and left arrow keys to move the slider until the **Top** orange frame is fully visible on your monitor and press **Ok** Move to a different slider with the up and down arrow keys. Repeat the procedure for the **Left**, **Bottom**, and **Right** side.

Step 5   Press ⭐ **Close** to save the new settings.

Setting Date and Time

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⭐ **Quick setup** on the XT1000 Remote Control Unit.

Step 3   Navigate to Page 4/6 for date and time setting.

Step 4   Use the up and down arrow keys to navigate to the **Day** field. Press ⓒ on the XT1000 Remote Control Unit to delete the date. Enter today's date. Use the up and down arrow keys to move to the next field. Repeat the procedure for the **Month**, **Year**, **Hour**, and **Minutes**.

Step 5   (Recommended) To synchronize the system with the network time, set **Internet Time** to **Yes**.

Step 6   (Recommended) Select the relevant time zone from the drop-down list. The **Day**, **Month**, **Year**, **Hour**, and **Minutes** will show the new time zone.

Step 7   (Optional) Set the **Enable daylight time** field to **Yes**.

Step 8   Set the **Start (dd/mm)** and **Stop (dd/mm)** fields to indicate when daylight saving times start and end.

Step 9   Press ⭐ **Close** to save the new settings.

Setting the Codec Unit Display Name

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⭐ **Quick setup** on the XT1000 Remote Control Unit.

Step 3   Navigate to Page 5/6.

Step 4   The System Name field displays the name of this Codec Unit as displayed in a video conference, (e.g.: **Hong Kong**, or **9th Floor Conf Rm**, , or **NY Office**). Use the XT1000 Remote Control Unit keypad to type the name. Spaces used in the name will be automatically converted to "_".

Step 5   Press ⬤ **Next**.

Network Settings

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⭐ **Quick setup** on the XT1000 Remote Control Unit.
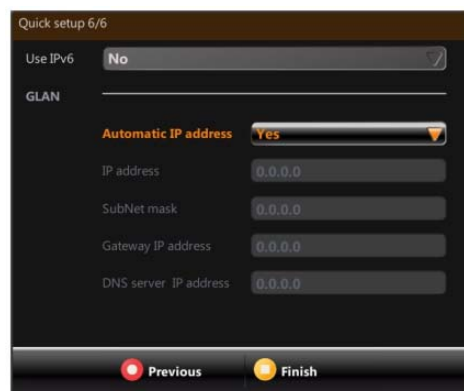
Step 3   Navigate to Page 6/6.

Step 4   Enter your network settings. For questions about this information, consult your system administrator.

Step 5   Press ⬤ **Finish** to save the new settings.

Setting the Language Interface

You may set the language interface in the Quick Setup Wizard or from the Main Menu page.

Procedure

Step 1   In the Main Menu page, select **Settings**, then press ⬤ **User settings**.

Step 2   The **General** page appears. Use the arrow keys to select the required language interface from the drop-down list.

Step 3   Press ⬤ **Save** to save the new setting.

Activating the Screen Saver

Press ⬤ on the XT1000 Remote Control Unit and press ⬤ **Shutdown no**.

Note: The screen saver automatically starts after the period of time set in **User settings** > **User preferences** > **General**.

Entering Alphanumeric Characters

Use the XT1000 Remote Control Unit keypad or the virtual keyboard to type letters and digits.

Procedure

Step 1   Position the cursor in the input field.

Step 2   Press ⬤**ok** on the XT1000 Remote Control Unit to change the input mode in the input field. The available modes are: abc1 (letters, then digit); 1abc (digit, then letters); 123 (digits only); virtual keyboard.

Step 3   When using the keypad of the XT1000 Remote Control Unit, press the relevant key to enter the required letter or digit.

Step 4   When using the virtual keyboard, move the cursor over the required letter or digit and press ⬤**ok**. Press ⬤ to delete the last entered character. Press ⬤ to close the virtual keyboard.

Pairing a XT1000 Remote Control Unit with a Codec Unit

You can use the Remote Control Unit to control one or more systems in a same room, thus avoiding interferences with other Remote Control Units. To do so, enter the same code in your Remote Control Unit and in your system software. All Remote Control Units are supplied with a default code (01).

Procedure

Step 1   On the Main Menu page, scroll to **Settings**.

Step 2   Press ⬭ **User settings**. The **General** page appears on the display.

Step 3   Using the arrow keys, scroll to **Remote control code** and type a two-digit code in the field. The allowed range of code is between 01 and 99.

Step 4   Press ⬤ **Save**.

Step 5   Simultaneously press ⬤ and ⬆. The ⏻ button becomes red.

Step 6   Using the keypad, type the two-digit code you just entered in the **Remote control code** field.

Step 7   Press ✪ **Finish**.

2 Making Calls

Making a Video Call

Dialing a New Number

Before calling, take necessary measures to optimize your virtual meeting:

- Verify that all you need is ready: addresses or numbers to call, lighting, XT1000 Digital Microphone Array Pods.
- Connect and test the required peripherals (additional HD camera, DVD player or recorder, PC/laptop). Make sure all units are switched off whenever connecting or disconnecting devices.
- Use natural gestures as in a real meeting.
- Try to fill the screen as much as possible with persons, not backgrounds.
- Place the XT1000 Digital Microphone Array Pod on the table in front of people.
- Use 2 XT1000 Digital Microphone Array Pods in case of large conference tables.
- Do not place papers or other objects in front of the XT1000 Digital Microphone Array Pod.
- Do not rustle papers or tap on the conference table or the XT1000 Digital Microphone Array Pod.
- Mute the XT1000 Digital Microphone Array Pod before moving it.
- Speak in a normal voice.

Procedure

Step 1   In the Main Menu page, select **Make your call**. You can also press either ● or ● **Direct call** on the XT1000 Remote Control Unit

Step 2   The **Direct call** page appears. Enter the contact number using the XT1000 Remote Control Unit or the virtual keyboard. You may also insert the name of the contact you wish to call, if it exists in your phonebook.

> Note: For information on how to open the virtual keyboard, see Entering Alphanumeric Characters page 7.

Step 3   Select **Basic options**. Use the arrow keys to select the contact's call protocol.

Step 4   (Optional) To change the contact's communication settings, select **Advanced options**. Under **Rate (K)** select the maximum bandwidth to use for this call. By default, the system will use the maximum available bandwidth. In the **Call type** dropdown menu, select the type of call: **Audio-Video** or **Audio**.

Step 5   To call, press ● or ●.

Redialing the Number

Procedure

Step 1   In the Main Menu page, scroll to **Make your call**.

Step 2   Press ● **Recall** on the XT1000 Remote Control Unit. The **Recall** list will appear, showing the list of the last dialed, received, and missed calls. Icons appear next to a contact number or name.

Icon	Indicates
←	Received call
→	Dialed call
↵	Missed call

> Note: The system allows you to store up to 25 recent calls.

Step 3   Select the relevant call using the arrow keys.

Step 4   Press ● or ● **Call** to place the call.

Dialing from the Phonebook

Use the phonebook to dial terminals that are frequently called.

Procedure

Step 1   Press 📖 on the XT1000 Remote Control Unit. Or select **Make your call** in the Main Menu page, and press ⭐ **Contacts**.

Step 2   The **Contacts** page appears on the display. Select the contact you wish to dial.

Step 3   Press 🔵 or 🔴 **Call**.

Making an ISDN Call

Your system administrator must enable the ISDN call feature in your terminal.

Procedure

Step 1   Select the ISDN number from the **Recall list** or from the phonebook. Or dial the ISDN number in the **Direct call** page and select the **ISDN Call profile**.

Figure 2-1 Direct Call Dialing

Step 2   Press 🔴 **Call** to place your call.

Making an Audio-only Call

You may also use the SCOPIA XT1000 to place audio-only calls.

Procedure

Step 1   In the Main Menu page, select **Make your call**. (Or press ⟲ or ◯ **Direct call**.)

Step 2   The **Direct call** page appears on the display.

Step 3   Select **Advanced options**.

Step 4   Enter the contact number using the XT1000 Remote Control Unit or the virtual keyboard. You may also use the **Recent calls** list, or insert the name of the contact you wish to call if it exists in your phonebook.

Step 5   Select **Audio** in the drop-down list.

Step 6   To call, press ⟲ or ⬤ **Call** on the XT1000 Remote Control Unit.

Answering Calls

Answering a Video Call

Note: You can set the system to let you answer the call automatically or manually. See Using Automatic Answering page 13.

When receiving a call, the SCOPIA XT1000 reacts with a ringing sound and a message on the screen with the calling number/name.

If you set your system to automatic answering, the terminal will answer after the predefined number of rings.

In automatic or manual answering, during the ringing, you may answer by pressing ⟲ on the Remote Control Unit. To reject the call, press ◯ **Reject**.

If you set your system to manual answering, you can either accept or reject the incoming call:

- To accept the call, press ⬤ **Accept** on the XT1000 Remote Control Unit.
- To reject the call, press ◯ **Reject** on the XT1000 Remote Control Unit.
- To reject the call and set the system to automatically reject all further incoming calls without asking any more, press ✪ **Do not disturb**.

Using Automatic Answering

You can enable/disable automatic answering to an incoming call. You may select among a number of settings: **Always**, **Never**, **Never if a call is active**. You can also set the number of alert rings the system will sound until you answer the call.

Procedure

Step 1   Navigate to **Settings**.

Step 2   Press ⬤ **User settings**.

Step 3   Select **Call-Answer Mode**.

Step 4   Select **Automatic answer**.

Step 5   Open the drop-down list and select the required setting:

- **Always**: this setting enables automatic answer to an incoming call. The system will not prompt you to accept a call if the display shows the Home page.
- **Never**: this setting disables automatic answer to an incoming call. The system will alsways prompt you to accept a call.
- **Never if a call is active**: this setting disables automatic answer during an ongoing call.

Step 6   (Optional) Navigate to the **After Num. Rings** field.

Step 7   (Optional) Move the slider until the requested value appears on the display.

Step 8   At each step, press the relevant function key of the remote control to save and undo the settings, or return to the previous screen.

Ending a Call

Ending a Video Call

To end an ongoing call:

- Press 🔴 on the XT1000 Remote Control Unit, or
- Select the [Disconnect] button, then press ⬤ **Disconnect call** on the XT1000 Remote Control Unit.

If you have set your system to **Confirm disconnection**, a message will appear on your display. Press ⬤ **Yes** to confirm that you want to end the call.

Ending an Audio-only Call

To disconnect a terminal in an audio-only call, press 🔴 on the XT1000 Remote Control Unit.

If you have set your system to **Confirm disconnection**, a message will appear on your display. Press **Yes** to confirm that you want to end the call.

Confirming Call Disconnection

Set the system to request a confirmation upon call disconnection.

Procedure

Step 1	Press ⭐ **User settings**.
Step 2	Select **Call-Answer Mode**.
Step 3	Select **Confirm disconnection**.
Step 4	Select **Yes**.

3 Managing Calls

Managing the Video

Controlling the Camera

Using the Camera

You can control the local video camera zoom and panning functions and also those of the remote camera. To select between the remote and local camera, press 🧑 or 🧑.

You can control the remote camera when the connection with the remote terminal is established and the remote camera is configured to be remotely managed.

You can use the arrow keys to move the camera when the graphic menu is hidden.When the menu is visible, you can move the camera by using menu commands: scroll to **Cameras** using the arrow keys, and select 🔴 **Move camera**. Move the selected camera to the preferred position. Zoom in or out as desired. You can always zoom in or out without selecting **Move camera**. Select 🔴 **Stop moving camera**. To switch to another camera, press 📷.

Procedure

Step 1   While in a call, press 🅖 to hide the graphics in the Main Menu page.

Step 2   Use the arrow keys to move the selected camera to the preferred position.

Step 3   Press 🔍 + or - to zoom in or out.

Step 4   To switch to another camera, press 📷. Press 🅖 or ↩ to bring back the graphics.

Note: You can control the second camera either with its stand-alone remote control or the XT1000 Remote Control Unit. For this option connect a cascade control cable between the first and second camera. Ask your system administrator for the availability of such a cable.

Note: If you connect a camera to the DVI-I input, the system will manage it as PC content.

Setting Camera Presets

Use camera presets to save camera positions (up to a maximum of 99 positions) at your local terminal. This feature allows you to select quickly a preferred camera frame of a location or a video source. You can create these presets before or during a call.

Procedure

Step 1   Move the camera as described in Using the Camera page 15 and set to the desired position.

Step 2   Press **memo** on the XT1000 Remote Control Unit, and enter a two-digit number (from 01 to 99) for the current display setting.

Note: Upon completion of the preset, the display notifies you of the stored position.

Retrieving Camera Presets

Use this feature to move the camera to a stored preset.

Procedure

Step 1   Press **select** on the XT1000 Remote Control Unit.

Step 2   Enter the memory location number corresponding to the desired preset.

Configuring the Monitor

Setting the Monitor Resolution

The rear panel of the XT1000 Codec Unit features 2 HDMI input for connecting a main and auxiliary screen. For cabling, see the cabling diagram in the Quick Setup Guide.

Your system administrator must configure the system for correct video resolution.

Changing One Monitor Layout

You can connect one monitor to the HD1 output of the XT1000 Codec Unit. Depending on the configuration, the system is capable of automatically recognizing the presence of one monitor.

When you're not in a call, you'll see the local camera image on the display.

Once in a call, and depending on the system configuration, you may see the remote image in full-screen format, and the local image in a smaller, overlapping window. This is called a Picture In Picture (PIP) view. PIP default position is bottom left on the screen.

Figure 3-1 PIP View, Remote and Local Images

To switch the contents of the windows while staying in PIP view, press ▣ on the XT1000 Remote Control Unit: you'll see the local image in full-screen format, and the remote image in a smaller, overlapping window.

To see the local and remote image side by side and at the same size, press ▣. This is called a PaP (Picture and Picture) or Dual Emulation view.

Figure 3-2 PaP View, Remote and Local Images

To see only the remote view, press ⬤.

To scroll between PIP, PaP, and remote only view, press ⬤ repeatedly.

If the remote terminal shares a presentation, you'll see it in full-screen format, with the remote image in a smaller, overlapping window.

Figure 3-3 Presentation with Overlapped Remote View (PIP)

Press ⬤ repeatedly to change the contents of the windows, choosing to see the presentation, remote video, or local video in full-screen format.

Press ⬤ repeatedly to change between 3 viewing options: presentation with overlapped remote view (PIP), presentation and remote view (PaP), and presentation only full screen.

Figure 3-4 Presentation and Remote View (PaP)

You can connect one monitor (main) to the HD1 output of the XT1000 Codec Unit, and the second (auxiliary) monitor to the HD2 output. Depending on the configuration, the system is capable of automatically recognizing the presence of two monitors.

When you're not in a call, you'll see the GUI and the local camera image on the main monitor, and the local image on the auxiliary monitor.

Once in a call, you'll see the GUI and the local camera image on the main monitor and the remote image on the auxiliary monitor. The GUI disappears after a few seconds.

Figure 3-5 Two Monitor Configuration

Main Monitor (with Menu)   Auxiliary Monitor

If the remote terminal shares a presentation with you, you'll see it in full screen on the main monitor. You'll also see the local image in a smaller overlapping window. This is called a PIP view. On the auxiliary monitor you'll see the full-screen remote image.

Figure 3-6 Presentation and PIP View

Main Monitor (with Menu)   Auxiliary Monitor

To switch the contents of the windows in the main monitor while staying in PIP view, press ⬛ on the XT1000 Remote Control Unit: you'll see the local image in full-screen format, and the presentation in a smaller, overlapping window.

To see the local and remote image side by side and at the same size on the main monitor, press ⬛. This is called a PaP (Picture and Picture) or Dual Emulation view.
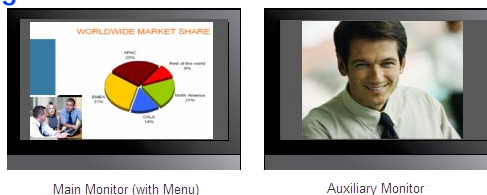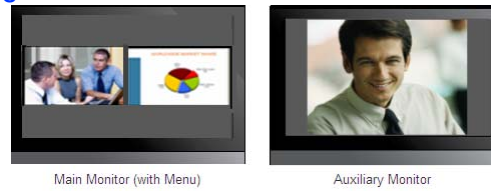
Figure 3-7 Presentation and PaP View

Main Monitor (with Menu)　　　Auxiliary Monitor

To see only the presentation on the main monitor, press ⬛.

To scroll between PIP, PaP, and full screen view on the main monitor, press ⬛ repeatedly.

Note: You will hear the audio at the monitor connected to the HD1 output of the XT1000 Codec Unit. If you do not hear the audio, perform the local tone test described in Testing the Tones page 37. To reset the XT1000 Codec Unit to automatic monitor configuration, press ⬛ and then 0 on the XT1000 Remote Control Unit.

Sharing Contents during a Call

Setting the Computer Display

Configure the computer display to one of the supported picture resolutions and refresh frequencies.

Procedure

Step 1　　Right-click on your computer desktop. The **Display Properties** page appears.

Step 2　　Select **Settings**.

Step 3　　Select one of the relevant resolution and refresh frequencies.

Table 3-1   Resolution and Refresh Frequencies

DVI-I	Resolution	Refresh Frequency (Hz)
VGA	640 x 480	60, 72, 75, 85
SVGA	800 x 600	56, 60, 72, 75, 85
XGA	1024 x 768	60, 70, 72, 75, 85
WXGA	1280 x 768	60, 75
SXGA	1280 x 1024	60, 67, 70, 72, 75, 76, 85
WSGA	1440 x 900	60
UXGA	1600 x 1200	60
WUXGA	1920 x 1200	60

Note: If you connect a camera to the DVI-I input, the system will manage it as PC content.

Showing Contents from your Computer

Once a call has been established, you can show the contents of your computer to the remote terminal.

Before showing contents, proceed as follows:

- Configure your computer to the resolution and refresh rates supported by the system. See Setting the Computer Display page 20 for detailed information.
- Connect your computer to the DVI-I input of the Codec Unit. See the Quick Setup Guide for installation instructions.
- Check that the remote terminal supports Presentation mode. Otherwise, once the call has been established, the system will send automatically the computer content instead of the live camera video.

Procedure

Step 1   In the Main Menu page select **Make your call**.

Step 2   Press 🖳 to start the presentation.

Note: If you are not in a call, the presentation starts only on your computer. If you are in a call, the system will automatically enter Presentation mode and send the live camera video and your presentation to the remote terminal.

Step 3   To end the presentation, press the 🖳 key.

Setting Privacy

Setting Privacy during a Call

While in a call, you can block video transmission from your local terminal.

- Press on the XT1000 Remote Control Unit.
- The system will send a pre-defined image to the remote terminal. The icon appears on your display, indicating that the remote terminal no longer receives video from your local terminal.

You can also set up the feature for activation at system startup.

Setting Privacy at System Startup

You can block video transmission from your local terminal at system startup.

Procedure

Step 1   Press ⭐ **User settings**.
Step 2   Select **Call-Answer Mode**.
Step 3   Select **Video Privacy**.
Step 4   Select **Yes**.

Monitoring the Audio

Adjusting the System Volume

Press ⬤ + or - on the XT1000 Remote Control Unit to adjust the sound you hear at your site.

You can also adjust the sound from the Main Menu page.

Procedure

Step 1   Press ⭐ **User settings**.
Step 2   Select **Call-Answer Mode**.
Step 3   Select **Volume**.
Step 4   Use the down arrow key to scroll to the **Volume** setting.
Step 5   Use the left and right arrow keys to move the slider until the requested value appears on the screen.

Adjusting the Ringing Volume

Set the ringing tone of the incoming call to a comfortable hearing level.

Press ⊖ + or - on the XT1000 Remote Control Unit to adjust the sound you are hear when receiving a call from the Main Menu page.

Procedure

Step 1	Press ⭐ **User settings**.
Step 2	Select **Call-Answer Mode**.
Step 3	Select **Ringing Volume**.
Step 4	Use the down arrow key to navigate to the **Ringing Volume** setting.
Step 5	Use the left and right arrow keys to move the slider until the requested value appears on the screen.

Muting/Unmuting the XT1000 Digital Microphone Array Pod

Use the Mute function if you want to prevent the remote site from hearing you.

Procedure

Step 1	Press 🔲 on the XT1000 Remote Control Unit to mute the XT1000 Digital Microphone Array Pod.
	The 🔲 icon appears on the display.
	Or press the Mute button on the XT1000 Digital Microphone Array Pod.
Step 2	Press 🔲 again to unmute the XT1000 Digital Microphone Array Pod. Or press again the Mute button on the XT1000 Digital Microphone Array Pod

Note: if the 🔲 icon appears on your display, the XT1000 Digital Microphone Array Pod of the remote site is muted. Mute is also the starting mode for all conferences.

Blocking Incoming Calls

Using the Do Not Disturb Feature

Use the **Do Not Disturb** feature if you do not want to answer incoming calls.

Procedure

Step 1   In the Main Menu page, select **Options**.

Step 2   Press ⬤ **Do not disturb**. The system will not answer incoming calls and will sound a busy tone when the remote terminal calls.

The 🔴 icon appears in the system information area of the display.

To activate the feature at system startup, see Setting the Do Not Disturb Feature at System Startup page 24.

Setting the Do Not Disturb Feature at System Startup

Set the **Do Not Disturb** feature at system startup if you do not want to receive notifications for incoming calls.

Procedure

Step 1   Press ⭐ **User settings**.

Step 2   Select **Call-Answer Mode**.

Step 3   Select **Do Not Disturb**.

Step 4   Select **Yes**.

Securing Your Calls

The system can manage secure videoconference sessions via encrypted connections, in both point-to-point and multipoint sessions. The multipoint videoconference supports up to three remote encrypted participants.

If your system administrator enabled encryption in your system, an icon showing a padlock appears on your display. The padlock icon means:

- 🔓 The call is unencrypted.
- 🔒 The call is encrypted.
- 🔒 The call is encrypted only during transmission.

Managing the Phonebook

Adding a Contact to the Phonebook

Create a new entry or add a contact from the **Recents calls** list.

Procedure

Step 1   Open the **Contacts** list.

Step 2   Press ⚪ **Edit**.

Step 3   The **Add contact** page appears on the display.

Figure 3-8 Add Contact Page

Step 4   Enter the contact **Last Name**, **First Name** and **Company Name**.

Step 5   Enter terminal data (one contact may be associated to many terminals) : name, number (or alias), call type (H.323, SIP).

Step 6   Press 🔴 **Save**.

Modifying a Contact in the Phonebook

Procedure

Step 1   Select the contact.

Step 2   Press 🔵 **Modify contact** and modify the contact's information.

Step 3   Press 🔴 **Save** to save the modified contact.

Deleting a Contact from the Phonebook

Procedure

Step 1   Select the contact.

Step 2   Press ⬆️ **Delete contact**.

Step 3   Press 🔘 **Yes** to confirm.

4 Making Multiconference Calls

Initiating a Multiconference

To host a conference with more than two participants, you must purchase a system providing the optional MCU (Multi Conference Unit) license. Depending on your licence, you may manage from 4 to 9 participants.

In addition, it is possible to integrate an external MCU that provides additional capabilities. Consult your system administrator to enjoy the MCU capabilities, as well as to get more details about the dial plan.

Set up the system's components as explained in Managing Calls page 15.

Procedure

Step 1   Call the first participant as explained in Making a Video Call page 9.

Step 2   Call the other participants by pressing ⌣ on the XT1000 Remote Control Unit, answering a call, or adding a site.

Step 3   Repeat steps according to the number of participants allowed in your system.

Step 4   Press ⬤ **Manage conference** to enter the menu allowing to manage the Multiconference (see Managing the Multiconference - MCU Site page 31).
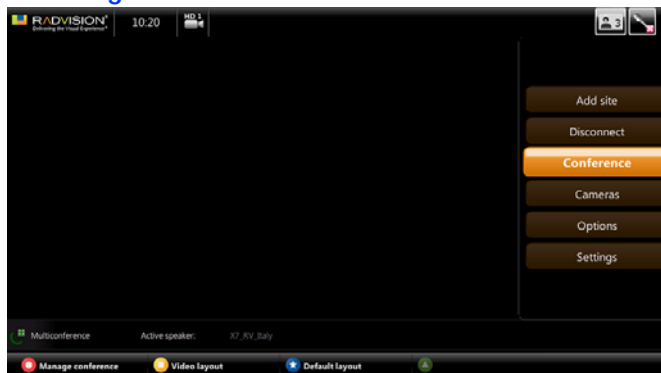
Step 5   (Optional) While in Multiconference, you may set up the **Video Layout**. Scroll to the **Conference** button and press ⬤ **Video layout** or select the **Settings** button (see Changing the Video Layout page 29). Press ⭐ **Default layout** to return the default Multiconference layout.

Figure 4-1 Multiconference Screen

Step 6   (Optional) While in Multiconference, you may set up the Multiconference schedule (see Setting Multiconference Date and Time page 30).

When using the embedded MCU, the available video layouts are: full screen, Continuous Presence (CP) 2, CP3, CP4, CP7, CP8, and CP9.

Figure 4-2 Video Layouts

The embedded MCU sends the same video layout to all the participants.

By default, the embedded MCU chooses the best video layout based on the number of participants in the call. You can change the video layout from the embedded MCU. The change will affect all participants in the call.

Procedure

Step 1   While in Multiconference, select the **Conference** button, then select **Settings**.

Step 2   The **Display** page appears on the display. Use the arrow keys to change the **Video layout** setting.

Figure 4-3   Changing the Video Layout
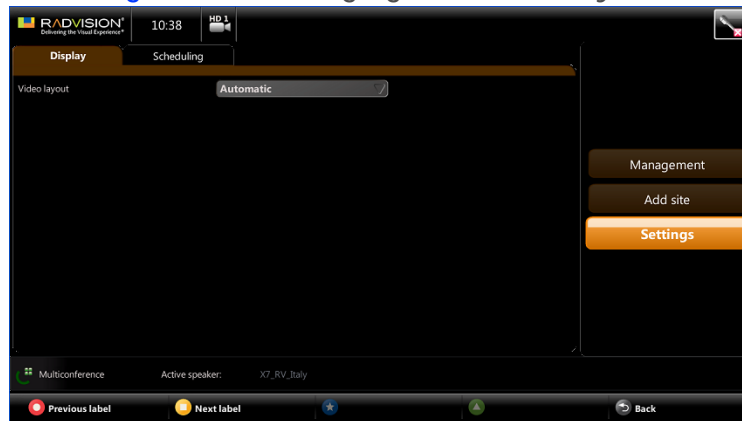
Step 3   Press ⭐ **Save** to save the selected layout. Press 🔺 **Undo** to return to the default Multiconference layout.

> **Note:**   You can also dynamically change a Conference layout: select the **Conference** button, press 🟡 **Video layout** on the Remote Control Unit or ⭐ **Default layout** to return to the default Multiconference layout.

Setting Multiconference Date and Time

Procedure

Step 1   While in Multiconference, select the **Conference** button. Then select **Settings**.

Step 2   Press 🟡 **Next label**.

Step 3   The **Scheduling** page appears on the display. Use the arrow keys to set a time for ending the Multiconference.

Figure 4-4 Setting Date and Time

Step 4   Press ⟲ to return to the previous page.

Managing the Multiconference - MCU Site

As a chair, you can control terminals participating in the Multiconference.

Procedure

Step 1   Once in Multiconference, scroll to the **Conference** button.

Step 2   Press ⭕ **Manage conference** on the XT1000 Remote Control Unit. The **Conference** page appears on the display allowing you to manage the Multiconference.

Figure 4-5 Managing the Conference

Various icons describe the MCU, terminal, and call status:

Table 4-1   Call Management Icons at the MCU Site

Icon Type	Icon	Indicates
Audio		MCU muted the audio
		Audio On
		Audio Off due to failed connection
Call		MCU
		Incoming call
		Outgoing call
		Lost incoming call
MCU Control		Chair
		On floor
		On air
Encryption		Encrypted communication
Video		Video On
		Video error
		Video Off (audio only)
		Previous speaker
		Active speaker
		Send video to all participants

Step 3   Select the terminal you wish to manage.

Step 4   Press the relevant function key on the XT1000 Remote Control Unit:

- Press 🔴 **Disconnect** to disconnect the selected terminal.
- Press 🟡 **Mute** to mute the selected terminal
- Press ⭐ **Send video to all** to send video to all the terminals. All the participants will see only the selected terminal.

Joining a Multiconference

Procedure

Step 1   Dial the conference number. Your MCU will connect you directly, or via a Video Interactive Voice Response (VIVR). The VIVR shows all conferences currently runnning.

Step 2   Select the conference you wish to join.

Procedure

Step 1   While in Multiconference, select the **Options** button. Then press ⭐ **Manage conference**.

Figure 4-6 Conference GUI
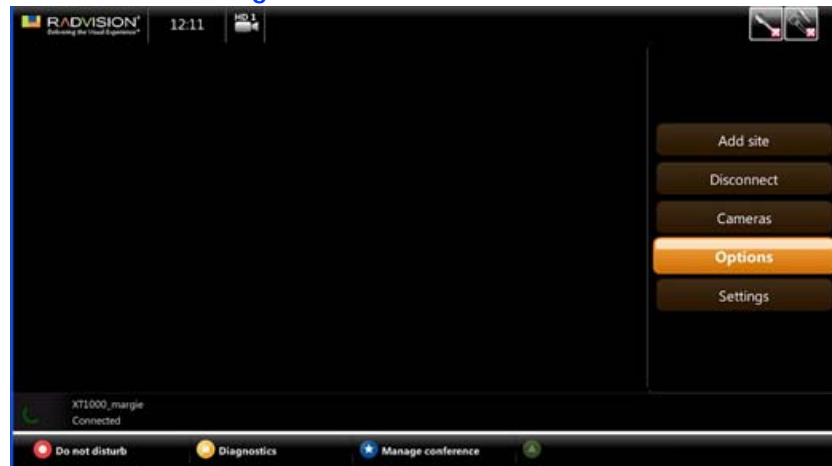
Step 2   The **Conference** page appears on the display. Press the relevant function key on the Remote Control Unit:

- Press 🟡 **End chair control** to request the chair.
- Press ⭐ **Send on air** to broadcast the video of a terminal. All the participants will see only the video of the selected terminal.
- Press 🔺 **Close conference** to end the Multiconference.

Figure 4-7 Managing the Conference

Ending a Multiconference

Press ⌒. Or, select the **Disconnect** button in the Multiconference Main Menu page.

If you are at the MCU site, you can disconnect one terminal or all terminals participating to the conference. Select the terminal(s) in the **Conference** page and press ◯ **Disconnect**.

If you are at the terminal site, disconnect as in a normal call.

5 Troubleshooting

Using the Diagnostics Feature

Verifying the Software Version

Use this feature to find information about the version of the software modules.

You may also press ⑦ in the Main Menu page to have have quick access to system information.

Procedure

Step 1   From the Main Menu page scroll to **Settings** and press ⭕ **User settings** on the XT1000 Remote Control Unit.

Step 2   Scroll to **Diagnostics**. (You may also select **Diagnostics** and enter the **Software version** page.)

Step 3   Select **Software version**. The display shows software information.

Testing the Audio

Testing the Audio Inputs

Use this test to check whether the audio input interfaces are properly working.

To return to the previous page, press ↩ on the XT1000 Remote Control Unit.

Procedure

Step 1   From the Main Menu page scroll to **Settings** and press ⭕ User settings on the XT1000 Remote Control Unit.

Step 2   Scroll to **Diagnostics**.

Step 3   Select **Audio**. The **Inputs** page appears on the display and shows the values for **POD1**, the first XT1000 Digital Microphone Array Pod.

Step 4   (Optional) Press 🆗 to open the drop-down list. Scroll to **POD2** and press 🆗. The display shows the audio input values for the second XT1000 Digital Microphone Array Pod.

Step 5   (Optional) Press 🆗 to return to the drop-down list. Select **SPDIF**.

This mode is used when a DVD, DVR, or PC is connected to the XT1000 Codec Unit.

Step 6   To navigate to the previous label, press ⭕ **Previous**. To navigate to the next label, press 🟡 **Next**.

Testing the Audio Outputs

Use this test to check whether the audio output interfaces are properly working.

The Audio page includes two tests, one for tone generation at the local terminal, and one for tone transmission from the local terminal to the remote terminal.

To return to the previous page, press ↩ on the XT1000 Remote Control Unit.

Procedure

Step 1   From the Main Menu page scroll to **Settings** and press 🟡 **User settings** on the XT1000 Remote Control Unit.

Step 2   Scroll to **Diagnostics**.

Step 3   Select **Audio**. The **Inputs** page appears on the display.

Step 4   Press 🟡 **Next label** to navigate to the **Outputs** label. The display shows the peak value of the **Monitor** audio output.

Step 5   (Optional) Press 🆗 to open the drop-down list. Scroll to the relevant value and press 🆗. The display shows the peak value of the audio output.

Testing Audio Streaming

Use this test to check whether the streaming interface is properly working.

Procedure

Step 1   From the Main Menu scroll to **Settings** and press ⬤ User settings on the XT1000 Remote Control Unit.

Step 2   Scroll to **Diagnostics**.

Step 3   Select **Audio**. The **Inputs** page appears on the display.

Step 4   Press ⬤ **Next label** to navigate to the **Streams** page. The display shows the stream values for transmission.

Step 5   (Optional) Press **Ok** to open the drop-down list. Scroll to the relevant value and press **Ok**. The display shows the values for the streaming interface.

Testing the Tones

Use this test to check tone generation at the local terminal and tone transmission from the local terminal to the remote terminal.

Procedure

Step 1   From the Main Menu page scroll to **Settings** and press ⬤ User Settings on the XT1000 Remote Control Unit.

Step 2   Scroll to **Diagnostics**.

Step 3   Select **Audio**. The **Inputs** page appears on the display.

Step 4   Press ⬤ **Next label** to navigate to the **Tests** page.

Step 5   Activate the tests.

Note: If the local tone's amplitude is modulated, and the level is not constant but increases and decreases, the HDMI monitor is incompatible or not set properly. Contact your system administrator to get proper settings.

Restoring Default Settings

You may restore default values of user settings at any time.

All "Load default value" operations cause system restart.

Procedure

Step 1   From the Main Menu page scroll to **Settings** and press ⭕ on the XT1000 Remote Control Unit to enter the **User Settings** page.

Step 2   Select **Load default values**.

Step 3   Select **Yes** to confirm.

Getting Help

For help during a call, press 🔘 on the XT1000 Remote Control Unit. The call status and diagnostics will appear on the display. Press 🔘 again and system information will appear on the display.

For context-sensitive help on the selected item or current menu, press and hold 🔘 for a few seconds.

Before contacting your system administrator for further help, write down the Serial Number that identifies your video conferencing system. The number is printed on a label affixed at the rear of the XT1000 Codec Unit. The Serial Number starts with AE followed by 9 digits, space, 4 digits, space, 1 digit, space, 6 digits.

To find the Software Version (XX.YY.ZZ) and User Code (AA:BB:CC) of your system, press 🔘. The page displays the required information.

www.radvision.com

About RADVISION
RADVISION (NASDAQ: RVSN) is the industry's leading provider of market-proven products and technologies for unified visual communications over IP and 3G networks. With its complete set of standards based video networking infrastructure and developer toolkits for voice, video, data and wireless communications, RADVISION is driving the unified communications evolution by combining the power of video, voice, data and wireless – for high definition video conferencing systems, innovative converged mobile services, and highly scalable video-enabled desktop platforms on IP, 3G and emerging next generation networks. For more information about RADVISION, visit www.radvision.com

USA/Americas	EMEA	APAC
T +1 201 689 6300	T +44 20 3178 8685	T +852 3472 4388
F +1 201 689 6301	F +44 20 3178 5717	F +852 2801 4071
infoUSA@radvision.com	infoUK@radvision.com	infoAPAC@radvision.com

RADVISION®

Delivering the Visual Experience ®