

# QUICK REFERENCE GUIDE: CTS 1300 TELEPRESENCE ROOM

TelePresence is a form of advanced videoconferencing technology that enables people to meet face-to-face without actually being in the same room. Clear, high-definition video enables individuals from around the globe to meet for important interviews, discussions and collaborations while saving time, resources, and reducing the carbon footprint.

## TELEPRESENCE NUMBERS

Kelvin Smith Library 215 (ACR):	216.754.1401
Tomlinson 134:	216.754.1402
Nord 516:	216.754.1403
Mandel 112:	216.754.1404
Bellflower ITS CARE Ctr Conference Room:	216.754.1405
Adelbert Castele Room:	216.754.1406

## PREPARING FOR A MEETING

### RESERVING A TELEPRESENCE ROOM

Fill out the Videoconference Request Form at [case.edu/its/videoconference](http://case.edu/its/videoconference)

### PLANNING FOR A TELEPRESENCE MEETING

- Work with participant institutions to schedule the meeting. Identify a technical contact for each institution and set up a test call.
- Reserve the TelePresence room (for the meeting and test call, if necessary) through the Videoconference Request Form at [case.edu/its/videoconference](http://case.edu/its/videoconference)
- For meetings with institutions on the National Lambda Rail (NLR):
  - > Call each other directly using the phone numbers listed in the NLR TelePresence Directory located at [case.edu/its/videoconference/telepresence/nlrdirectory.pdf](http://case.edu/its/videoconference/telepresence/nlrdirectory.pdf)
  - > To conference with several different institutions on the NLR, each location can dial a multi-point number. The CWRU multipoint number is 816.555.0163.
- For meetings with institutions NOT on the National Lambda Rail (NLR):

- > Create a corporate bridge at [noc.nlr.net/nlr/support/nlr-telepresence-room-request.html](http://noc.nlr.net/nlr/support/nlr-telepresence-room-request.html). Please allow 2 days for the request to be processed.

- Contact the TelePresence Services at [telepresence@case.edu](mailto:telepresence@case.edu) with problems or questions.

## BEFORE YOU BEGIN A MEETING

- Remove the lens covers from the TelePresence cameras.
- Lower the shades on the external-facing windows to prevent glare.
- If necessary, lower privacy shades over glass walls.
- Close the door to the room.
- Place microphones near occupied seats.
- Place mobile phones on vibrate and remove from tabletop.

## DURING A MEETING

- If there are only two participants in the room, they should sit at the center section of the table.
- If you are sitting at a different table than the previous speaker, you may have to speak for five seconds before the TelePresence cameras switch to you.
- Do not stand up and talk – it will cause you to appear headless to participants at other locations.
- Do not sit or lean between tables – the cameras will not be able to find you.
- Act as if you are in the same room as the other TelePresence meeting participants:
  - > Be conscientious of your appearance and manners.
  - > Sit facing the TelePresence screen. Look at the center of the screen at eye level.
  - > Speak using your normal voice.
- During a multipoint (three or more locations) meeting, only the active speaker's site will be seen by other participants. You will need to speak for approximately five to six seconds for the screen to switch to your site. This delay helps stop the screens from switching speakers due to background noise.
- Contact the ITS Service Desk with problems or questions at 216.368.HELP (4357) during the meeting.

## AFTER A MEETING

- Replace the covers on the TelePresence camera lenses.
- Return the room to its former state.

# QUICK REFERENCE GUIDE: CTS 1300 TELEPRESENCE ROOM

## USING TELEPRESENCE EQUIPMENT

### TELEPRESENCE IP PHONE



1. Touch screen
2. Softkeys
3. Number keys
4. Volume

### START A TELEPRESENCE MEETING

1. Touch the **New Call** softkey (2) on the TelePresence IP phone.



2. Enter the telephone number (3) and press the **Dial**

- softkey (2). Do not press "9" before dialing the number.
3. The phone will dial and the TelePresence screen will turn on. When the other party picks up, your meeting will begin.

*Note: If the people at the other site cannot see you, check to make sure that the camera cover is removed from the lens.*

### END A TELEPRESENCE MEETING

- During a site-to-site (two rooms) call, either room can end the meeting by touching the **End Call** softkey (2).
- During a multi-site call, each site must touch the **End Call** softkey (2) to disconnect from the meeting.

### DISPLAY YOUR COMPUTER'S DESKTOP TO OTHER TELEPRESENCE CALLERS

To share a file such as a PowerPoint presentation, image or document with other TelePresence locations:

1. Connect the VGA cable to your laptop.



2. To eliminate static and to share any audio that may come from your laptop, connect the round audio cable to your laptop's headset jack (usually marked with a headphones symbol).
3. Enable your laptop to use the external display by pressing the appropriate key sequence (e.g., on a Dell laptop, press <Fn> + <F8>; on a Mac, navigate to System Preferences, Displays, and click Gather Windows to display the controls for the TelePresence screen).
4. Select an external display resolution of 1024x768 using

the appropriate commands (e.g., on a Dell laptop, right-click on the desktop and select *Screen Resolution*; on a Mac, locate the external display controls and set the external display to 1024x768).

5. Wait up to 20 seconds for the desktop to appear on the TelePresence screen(s) of the other location(s) in the meeting.

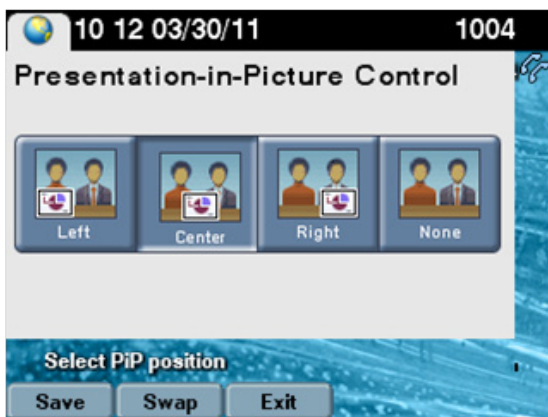
**Note:** If your laptop is connected to the VGA prior to the start of the TelePresence call, a "Presentation Privacy Alert" may appear on the TelePresence IP phone. To allow your desktop to display to other callers, touch the *Share* icon on the screen (1).

## STOP DISPLAYING DESKTOP

To stop displaying your computer's desktop to other TelePresence callers, disconnect the VGA cable from your laptop. If the picture-in-picture box remains on the TelePresence screen, do the following:

1. Press the **More** softkey (2) on the TelePresence IP phone.
2. Press the **PiP Ctrl** softkey (2).
3. Press the **None** icon.

## PICTURE-IN-PICTURE DISPLAY



In some TelePresence rooms, a "presentation-in-picture" (PiP) feature may be used to display shared presentations, images or files inside the TelePresence screen image. To use the PiP feature:

1. Press the **More** softkey (2).
2. Press the **PiP Ctrl** softkey (2).

3. To move the PiP box around the TelePresence screen, touch the icons on the touch screen (1) for **left**, **center** or **right**.

To remove the PiP box:

1. Press the **More** softkey (2).
2. Press the **PiP Ctrl** softkey (2).
3. Touch the **None** button on the touch screen (1).

## ADJUST THE VOLUME

Press the **Volume** key (4) on the TelePresence IP phone to adjust the audio level during a meeting.

## MUTE THE MICROPHONE

During a meeting, the microphones on the table will glow with a green light to indicate that they are transmitting audio from your room.



- Press the **Mute** button on any microphone located on the table in front of your seat to prevent the remote site(s) from hearing you. The light on the microphone will turn red to indicate that audio from your room is not being transmitted.
- Press the **Mute** button again to un-mute and transmit audio.

# QUICK REFERENCE GUIDE: CTS 1300 TELEPRESENCE ROOM

## PUT A MEETING ON HOLD

Putting a meeting on hold will turn off the cameras and audio in your room so that the other rooms can't see or hear you.



- Press the **Hold** softkey (2) on the TelePresence IP telephone to put other rooms on hold and stop the transmission of video and audio from your room.
- Press the **Resume** softkey (2) on the IP telephone to turn the audio and video on again.

## MEETING ETIQUETTE

- Be seated and ready when the meeting begins. The cameras are set for people to be seated and there are blind spots in other areas of the room. If each participant is seated correctly, everyone can be seen when speaking.
- If there are only two participants in the room, they should sit at the center section of the table.
- Sit as near to a microphone as possible. Ideally, a microphone should be in front of you.
- Don't place your mobile phone on the table, even if it's on "vibrate" mode. If the phone vibrates, it will create noise that will focus the TelePresence camera on it.
- Be conscientious of your appearance and manners. Yawning, wiping your nose, adjusting your clothes, scratching, and biting your nails are all very visible actions.
- Side conversations should be kept to a minimum. The microphones are very sensitive.
- Watch the use of the mute buttons. If one microphone is muted, it mutes the entire room.
- Close the door to the TelePresence room. Be conscientious of others working outside the door or in the area.
- Close your laptop if it's not needed during the TelePresence session. If your laptop is required, then use it.
- Do not lean in between the camera sections. It will distort your image across two screens.
- Sit facing your TelePresence screen, as if other callers are in the same room with you.
- Do not stand up and talk – it will cause you to appear headless to participants in other locations.
- Speak using your normal voice. There is no need to talk louder than normal. The TelePresence microphones will pick up your voice.
- Look at the screen at eye level while speaking, so the listeners feel that you are looking at them.
- Finish your TelePresence meeting on time. Other meetings may be waiting.

*Do not share sensitive or restricted information during the TelePresence meeting. The communication channel is approved for "internal use only" and public information.*

To request additional copies of the Quick Reference Guide, email [help@case.edu](mailto:help@case.edu) with the title of the Quick Reference Guide, quantity needed, your name, department and department location.