Collaboration Endpoint Software CE9.14
OCTOBER 2020



# Getting Started Guide

For Desk, MX, SX, and Room Series and Webex Boards


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## 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 video conferencing devices running Collaboration Endpoint software.

Our main objective 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 ▸ https://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


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# About this guide

This document goes through the basic configuration of your video conferencing device.

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

Cisco video conferencing devices covered in this guide:

Desk Series:

- DX70
- DX80
- Desk Pro

MX Series:

- MX200 G2
- MX300 G2
- MX700
- MX800

SX Series:

- SX10 Quick Set
- SX20 Quick Set
- SX80 Codec

Room Series:

- Room Kit
- Room Kit Mini
- Room Kit Plus with Codec Plus
- Room Kit Pro with Codec Pro
- Room 55 and 55 Dual
- Room 70 and 70 G2

Webex Boards:

- Webex Board 55 and 55S
- Webex Board 70 and 70S
- Webex Board 85S

## User documentation

You can download the user documentation from the Cisco web site, go to:
https://www.cisco.com/go/telepresence/docs

Read how to find additional documentation in the User documentation on the Cisco web site appendix.

NOTE: This guide doesn't cover information on Cisco Webex registered devices, or Webex Edge for Devices. For more information on Cisco Webex registered room and desk devices and Webex Boards, visit:
https://help.webex.com

## Software

You can download the software for your product from the Cisco web site, go to:
https://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: https://www.cisco.com/web/siteassets/contacts



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# How to configure your device

## Use a provisioning system, or configure each device individually

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

Without a provisioning system, you must configure each device individually. To be able to make calls, you must set the IP address, if not provided by the network, 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 this guide.

## User interfaces

The principal operating device for your Cisco video conferencing device is either a remote control or a Touch controller. The remote control is only available for the SX10 and SX20. On Desk Pro, DX70 and DX80, you can use the integreted touch screen. Webex Boards can be controlled from the integrated touch screen or from a Touch controller.

You can configure your devices through its web interface, if the device is already connected to a network and you know the IP address. A limited set of configurations is also available on the Touch controller and the on-screen menu.

We describe the web interface, the on-screen setup assistant and the Touch controller in the following chapter.

## Passphrase

Initially, no passphrase is set for the default *admin* user. It is mandatory to set a passphrase for any user with ADMIN rights in order to restrict access to device configuration. This includes the default admin user.

You can read more about how to set the passphrase in the section "Passphrase" on page 21.

## Wi-Fi on Webex Boards, Desk, and Room series

You can use Wi-Fi to connect your Webex Board, DX70, DX80, Desk Pro, or Room series device. You can setup the connection either during the initial setup, or from the settings menu at a later point.

You can read more about how to set the connection in the section "Wi-Fi on Webex Boards, Desk, and Room series" on page 33.



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Chapter 2

# User interfaces


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# Web interface

You access the web interface by entering your device's IP address in the address bar of a web browser; then sign in. The video conferencing device is delivered with a default user account with the user name *admin* and no passphrase set.

Recommended browsers: The latest releases of Microsoft Edge, Mozilla Firefox, Opera, Google Chrome, or Safari.

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

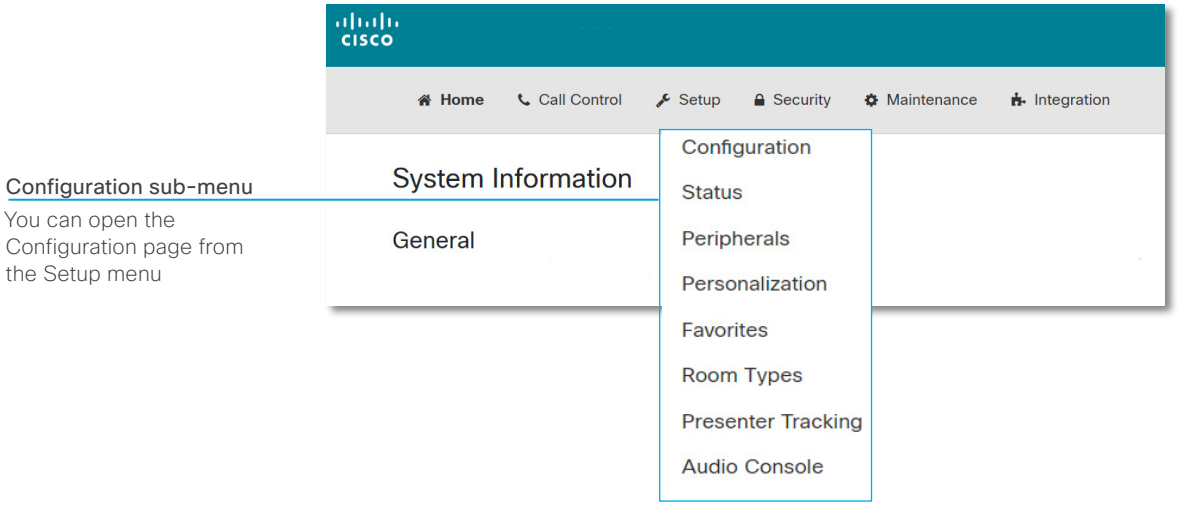
## Device Configuration page

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

You can access all configuration settings from this page. The configurations described in the following chapter can be found here.

To control the settings on your device, view the *Status* section. You can find it under the *Setup* menu.

Read how to configure the device from the web interface on page 13.






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# TRC6 remote control

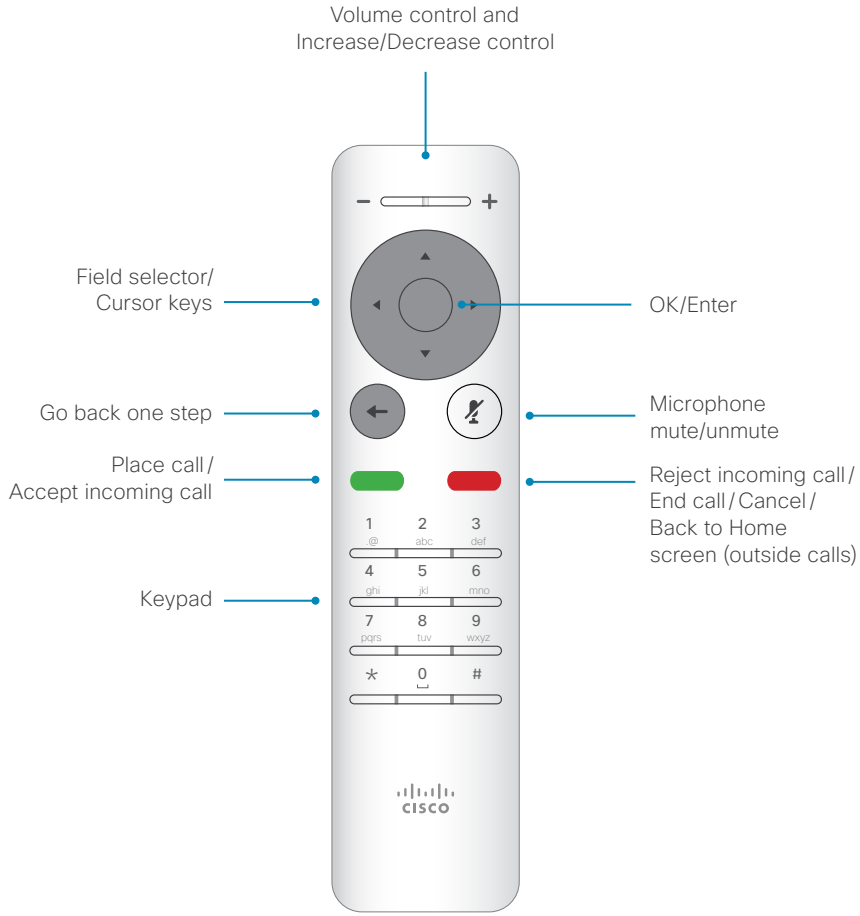
When you pick up the remote control, the device wakes up.

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).

▸ Read how to configure the device with the on-screen setup assistant on page 20.






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# Webex Board

The Webex Board's user interface and how to use the board is described in full detail in the *User guide*.

You can control volume in a call or video presentation. Tap the lower part of the sceen and use the slider to adjust the volume.

## Setting menu

In the *Settings* menu you can find:

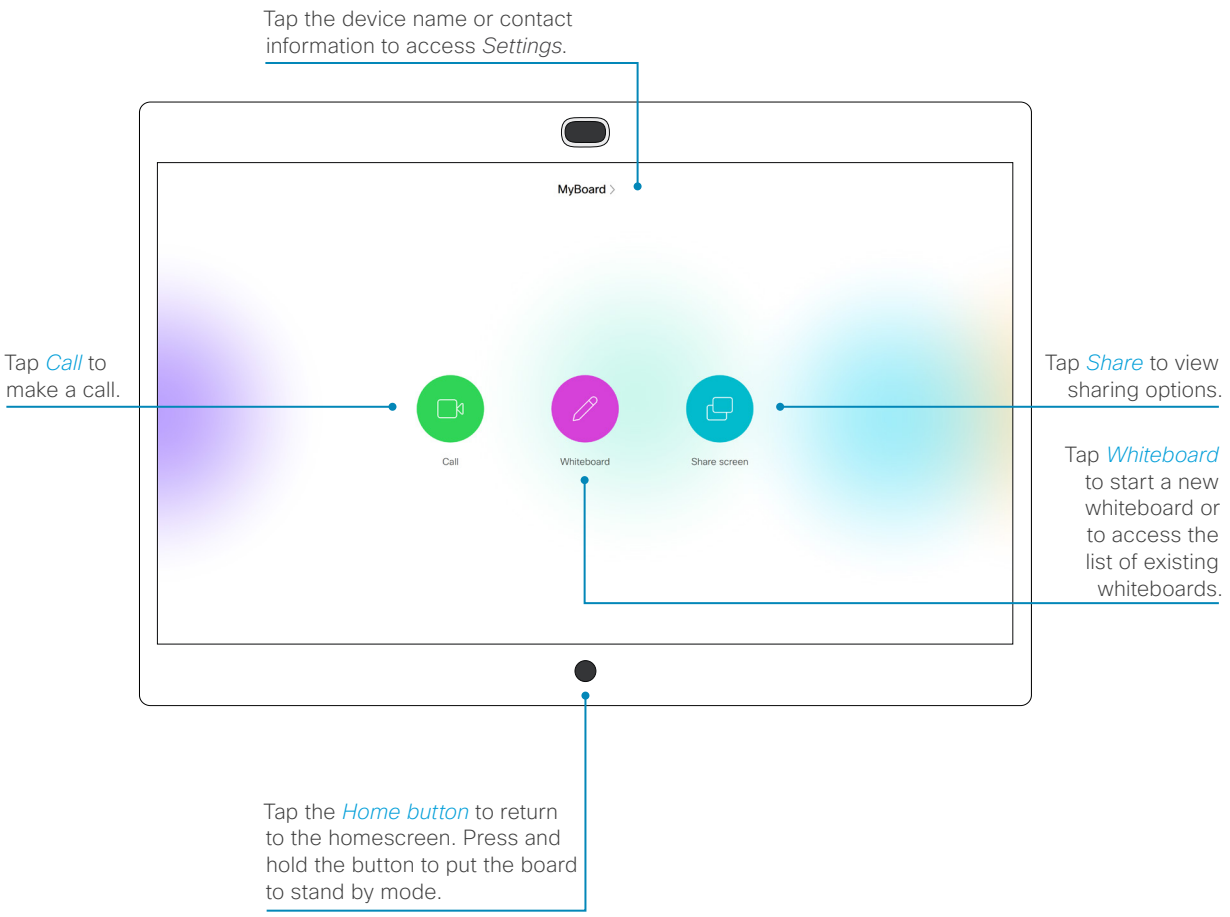
- *About this device:* Shows the basic device information.
- *Issues and diagnostics:* View current issues, and enable and disable extended logging for diagnostics purposes.
- *Advanced settings:* adjust the ultrasound volume, screen brightness, and toggle Best Overview off and on.
- *Network connection*: Change the IPv4 settings, if those have not been configured by auto-provisioning or the network. Wi-Fi and VLAN settings are also available.
- *Device activation*: Change provisioning settings, if those have not been configured by auto-provisioning.
- *Ringtone and volume*: Set the default volume level and select a ringtone.
- *Restart:* Restart the device.
- *Factory settings*: Reset your device to its factory settings. By doing this, you will lose your current registration. You cannot undo a factory reset.

Some of these settings can be locked from the web interface (*Setup > Configuration > UserInterface > SettingsMenu*). You can access the locked settings by entering your admin user name and passphrase.

If you have a Touch controller connected to the board, additional settings are available on the Touch controller's *Settings* menu.

## Technical support window

You can access the *Technical support screen* by holding the screen with one finger and tapping the *Home button* three times.






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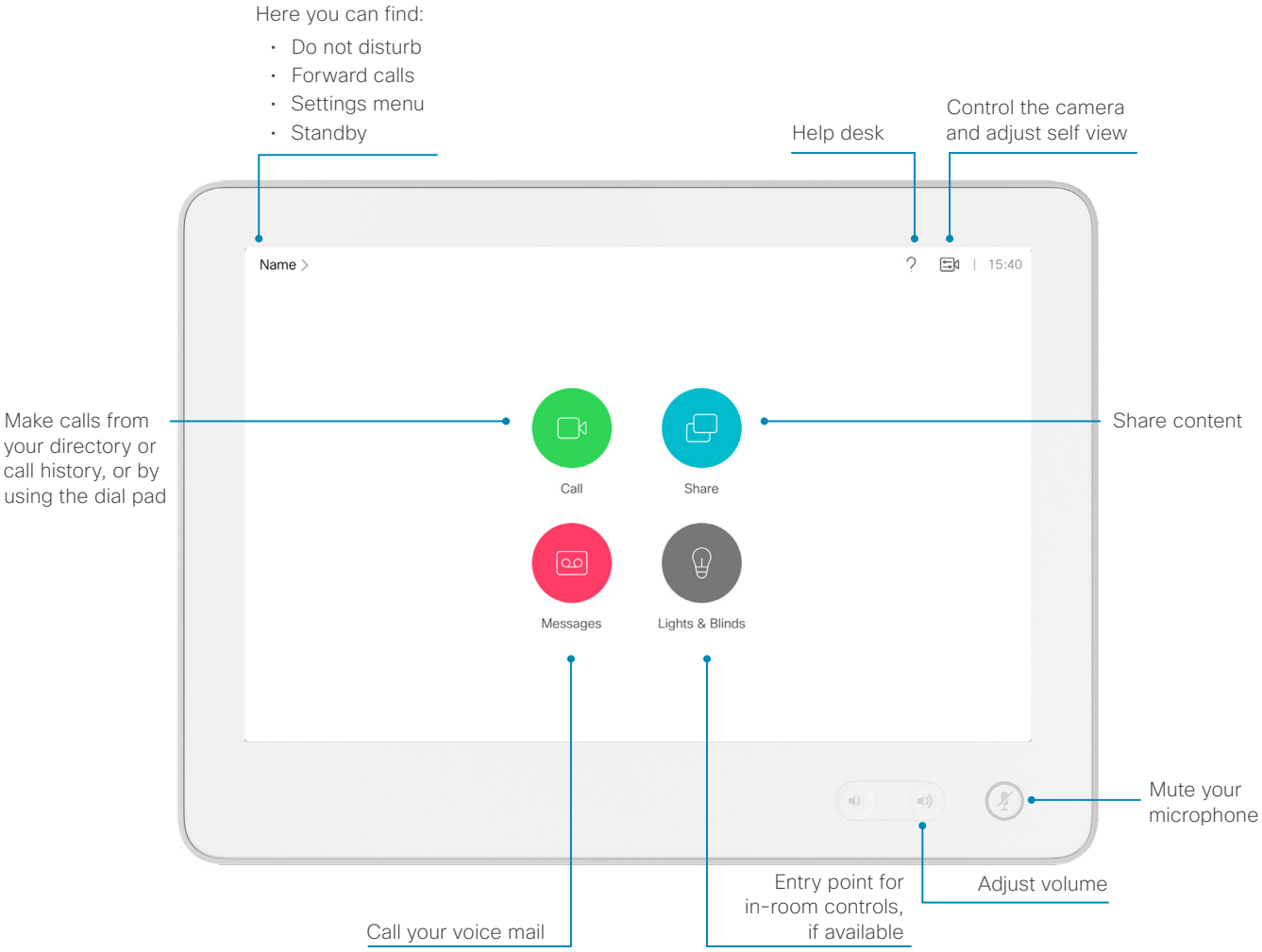
# Touch 10 controller

The home screen contains the same menu's and activities on the Touch 10 controller, and on the on-screen display when you use a remote control.

The Touch 10 controller, and its use, is described in full detail in the user guide for your device.

Not all settings are available on all products; therefore the touch buttons shown here may or may not be present on your device.

Read how to configure the device with the on-screen setup assistant on page 20.





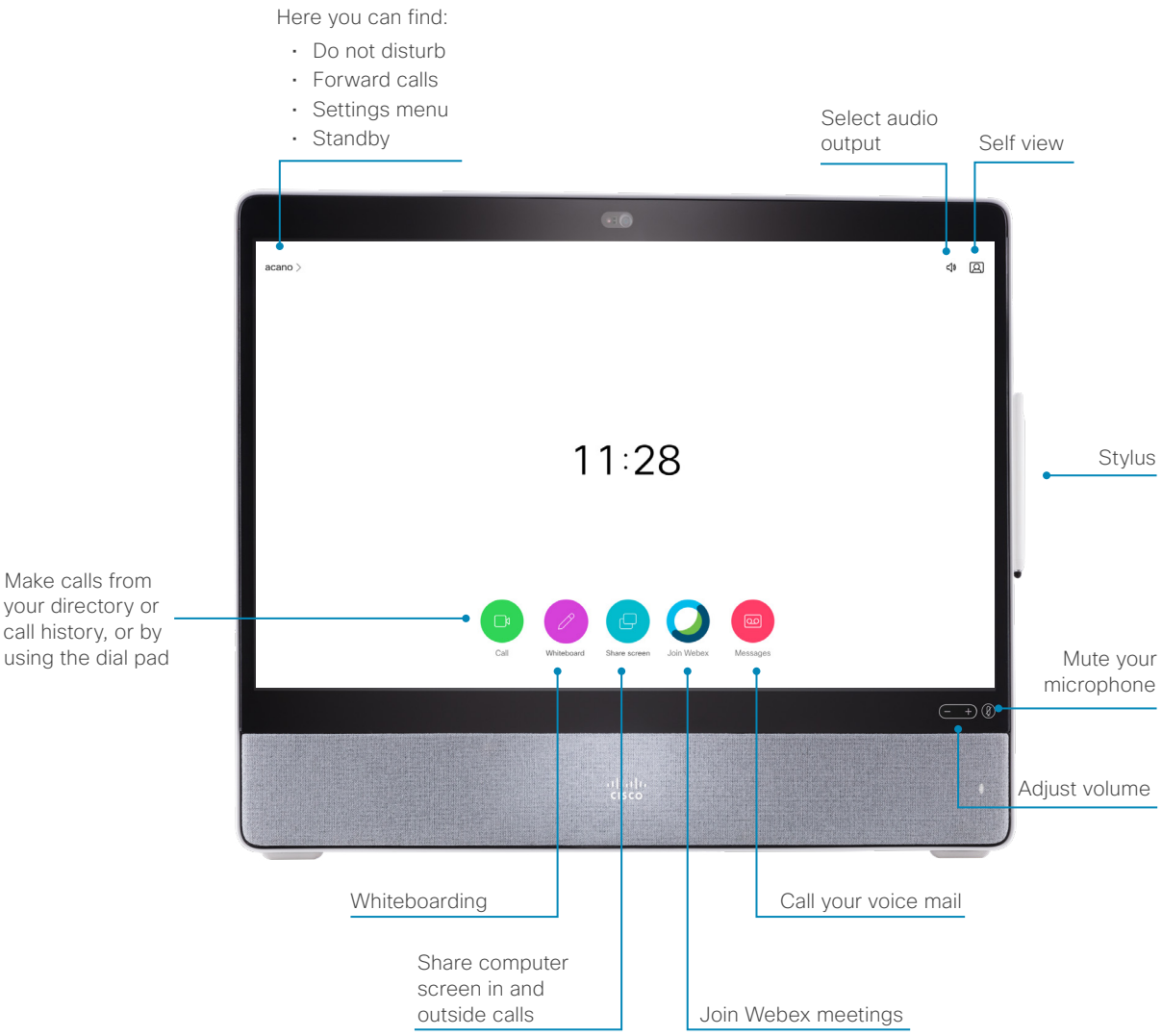

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# Desk Pro

Desk Pro, and its use, is described in full detail in the user guide for your device.

Not all settings are available on all products; therefore the touch buttons shown here may or may not be present on your device.

Read how to configure the device with the on-screen setup assistant on page 20.





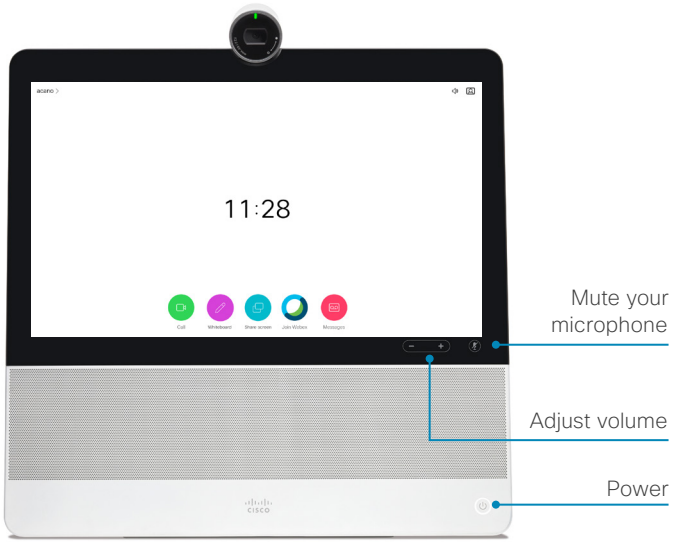

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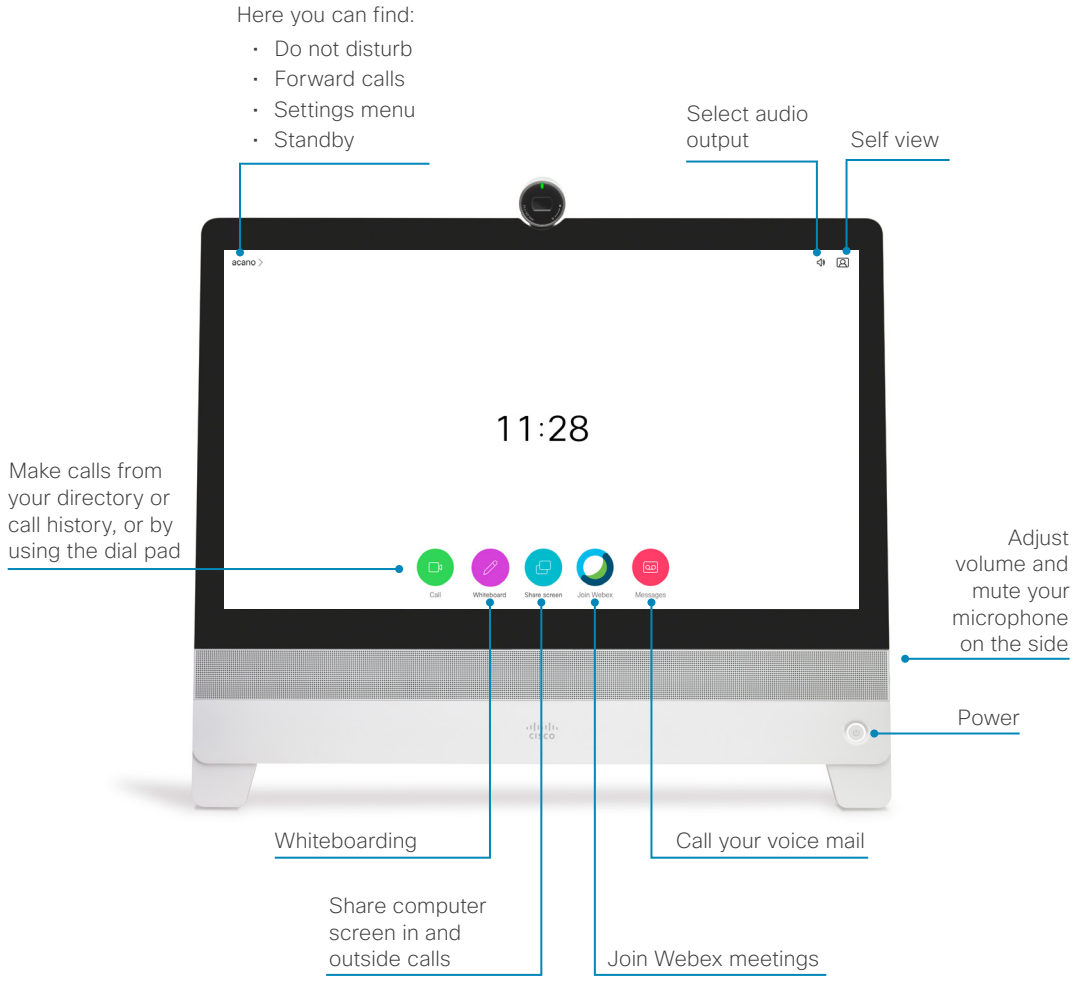
# DX70 and DX80

DX70 and DX80 and their use, is described in full detail in the user guide for your device.

Not all settings are available on all products; therefore the touch buttons shown here may or may not be present on your device.

Read how to configure the device with the on-screen setup assistant on page 20.



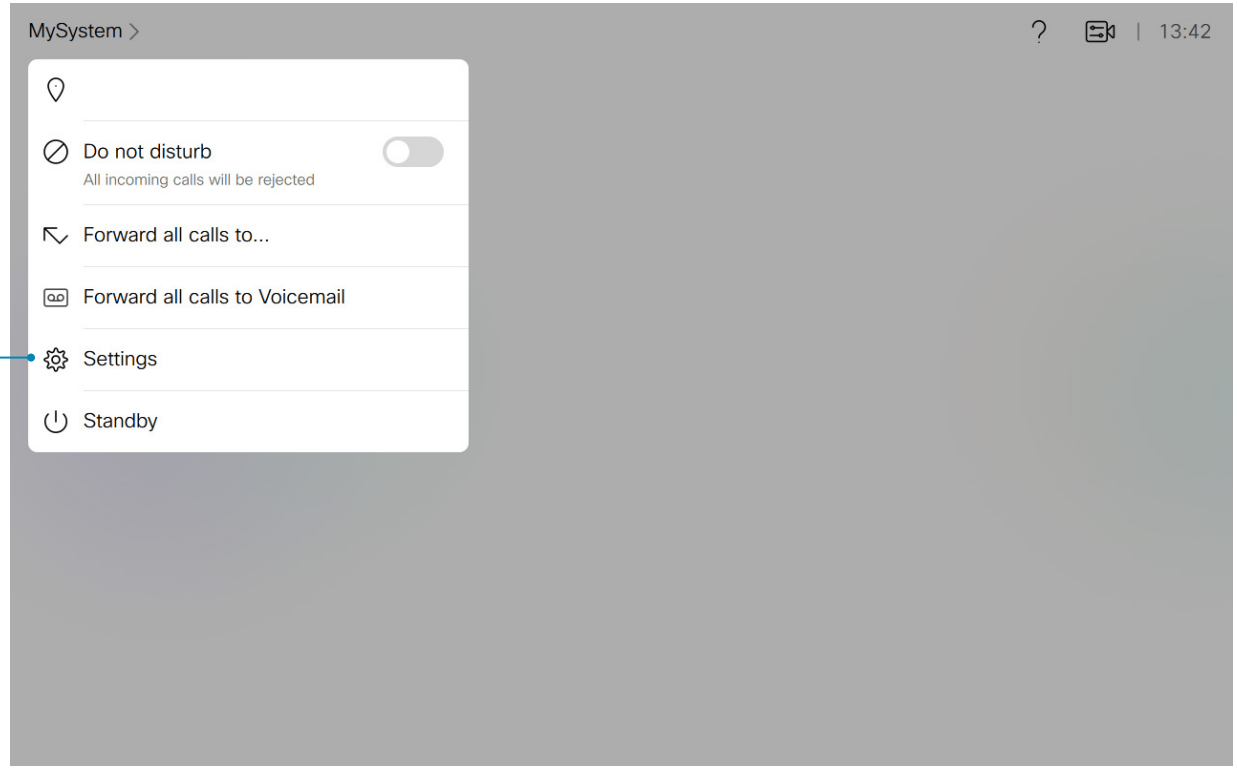






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# Settings and device information

To access the settings menu, and to find device information, navigate to upper left corner of the screen. Then go to *Settings*.



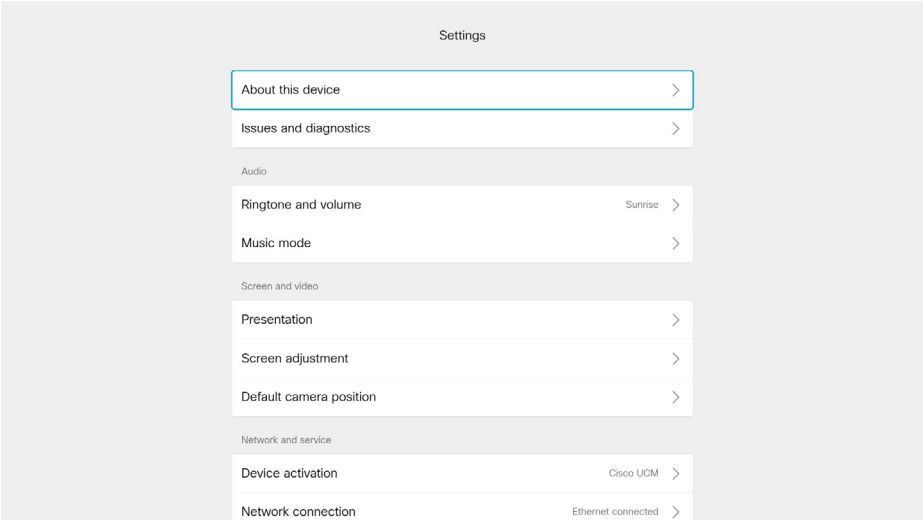


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# Settings menu

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

Some of these settings can be locked from the web interface (*Setup > Configuration > UserInterface > SettingsMenu*). You can access the locked settings by entering your admin user name and passphrase.




## Settings menu

After the initial set up, you can revisit the configurations and more in the *Settings* menu:

- *About this device:* Shows the basic device information.
- *Issues & diagnostics:*
  - *Issues:* Lists current issues on the device.
  - *Sound check:* Check that the device can receive ultrasound.
  - *Microphone check:* Check that the microphone is working. If you are using an external microphone, use this test to adjust its location.
  - *Extended logging:* Enable and disable extended logging for diagnostics purposes.
- *Audio:*
  - *Bluetooth*: Connect to a Bluetooth headset.
  - *Ringtone and volume*: Set the default volume level and select a ringtone.
  - *Music Mode*: Use the microphones to capture a musical performance, while maintaining the echo cancellation and background noise reduction capabilites in the device.
- *Screen and video:*
  - *Presentation*: Test presenting content from your laptop using an HDMI or VGA cable.
  - *Screen adjustment:* Adjust display and device settings for the correct rendering of video and graphics.*
  - *Default camera position:* Set the default camera position for future calls.
- *Network and service:*
  - *Device activation:* Change provisioning settings, if those have not been configured by auto-provisioning.
  - *Network connection:* Check the current network settings for the device.
    - *Ethernet and Wi-Fi settings:* Change the IPv4 settings, if those have not been configured by auto-provisioning or the network. VLAN and Wi-Fi settings are also available.**
- *Touch panel setup:*
  - *Network connection:* Check the current network information for the Touch 10 controller.
  - *Unpair touch panel*: Unpair a remotely paired Touch 10 controller.
- *Restart:* Restart the device.
- *Factory settings:* Reset your device to its factory settings. By doing this, you will lose your current registration. You cannot undo a factory reset.

*For SX10, SX20, Room Kit, Room Kit Plus, and Room Kit Pro only.

**For DX70, DX80, and Room series and Webex Boards only.



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Chapter 3

# Configuration: Web interface


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# Web interface

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

Some of the configurations described in this chapter can also be found on the Touch controller.

## Find the IP address

On the Touch 10 controller, DX70, DX80, Desk Pro, or Webex Board, tap the device name in the upper part of the screen and tap *Settings*. You can find the IPv4 address and/or IPv6 address in the *About this devices* section.

If you have a TRC6 remote control, navigate to the upper left corner on the home screen and further to *Settings* and *About this device*.

## Sign in to the web interface

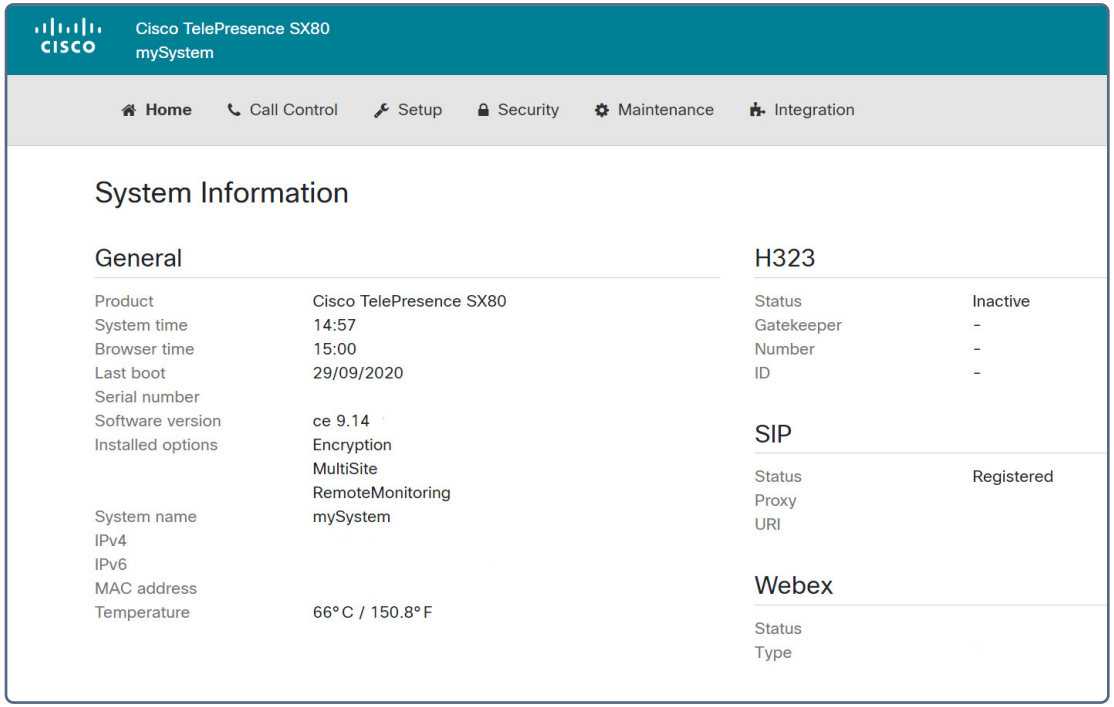
1. Open a web browser and enter the device's IP address in the address bar.
2. Enter your user name and passphrase and select *Sign In*.

The default user name is *admin* with no passphrase set.

If you are not able to connect to the device:

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

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






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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 individual provisioning settings.

## Select provisioning infrastructure

1. Go to *Setup > 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
   - **VCS** – Cisco Video Communication Server
   - **CUCM** – Cisco Unified Communications Manager
   - **Auto** – The device starts provisioning by first trying VCS, then TMS and finally CUCM.
   - **Edge** – CUCM via Expressway

If you select **Off**, all configurations must be set manually.

**If you are changing a value setting,**
you have to always click *save* to confirm the change.

## Set the required provisioning parameters

Which parameters to set depends on the infrastructure that you selected.

### TMS

1. It may be required to authenticate the device 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 *ExternalManager*.*
3. Enter the *Path* to the provisioning service in the corresponding input field.

### VCS

1. It may be required to authenticate the device 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 *ExternalManager*.*
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.

### Unified Communications Manager

Enter the IP address or DNS name of the CUCM provisioning server in the *Address* input field under *ExternalManager*.*

You can find more details about setting up CUCM provisioning in the ▸Administering CE endpoints on CUCM guide.

### CUCM via Expressway**

Upon ordering the CUCM 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 *ExternalManager*.

In some cases, you must manually enter the Expressway address. Enter the address you have received upon ordering in the *Address* input field under *ExternalManager*.

* 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.

**For CUCM via Expressway to show up as provisioning option for your device, you must have the encryption option key installed.



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# IP settings

(When not set by a provisioning system)

Your video conferencing device 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 device is provisioned automatically, these IP settings may be overridden by the provisioning system.

If an IPv4 or IPv6 address is already assigned to the device, you can find it on the *About this device* menu. Go to the *Setup* tab and choose *Status* and *Network*.

NOTE: It is not recommended to manually change the IP address using the web interface, or a remotely paired Touch controller.

**If you are changing a value setting,**
you have to always click *save* to confirm the change.

## To set or change IPv4 settings

1. Go to *Setup > Configuration*.
2. **Choose IP version, if you want to force one type of connection**

   Select the *Network* settings in the left sidebar. Choose **IPv4** from the *IPStack* drop down list.
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 wish to set the IP address manually.
4. **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.

* IP Assignment:
*DHCPv6*: All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.
*Autoconf*: The device 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 device 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 IPv6 settings

1. Go to *Setup > Configuration*.
2. **Choose IP version, if you want to force one type of connection**

   Select the *Network* settings in the left sidebar. Choose **IPv6** from the *IPStack* drop down list.
3. **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.*
4. **If IP Assignment is Static: Set the IP addresses**

   Enter the device IP address in the *Address* input field. Optional: Enter the gateway address in the *Gateway* input field.
5. **If IP Assignment is Static or Autoconf: DHCPOptions**

   Choose **On** or **Off** from the *DHCPOptions* drop down list according to your network requirements.**
6. **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. Go to *NTP > Server 1 > Address* and enter the NTP server address. 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.



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# Configure H.323 and SIP

(When not set by a provisioning system)

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

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

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

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 CE endpoints on CUCM guide.

**If you are changing a value setting,**
you have to always click *save* to confirm the change.

## H.323

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

1. Go to *Setup > Configuration*. Open the *H323* settings from the left sidebar.
2. Under the *H323Alias* heading enter the *E164* and the *ID* number in the corresponding input fields.
3. Enter the *Gatekeeper Address* in the corresponding input field.
4. If the H.323 gatekeeper requires authentication, and you want your device to authenticate itself to the gatekeeper, go to *Authentication* 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.

## SIP

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

1. Go to *Setup > Configuration*. Open the *SIP* settings from the left sidebar.
2. Enter the SIP URI in the *URI* input field, and optionally a display name in the *DisplayName* input field.
3. Select the preferred transport protocol from the *DefaultTransport* drop down list. If you select *Auto*, the device first tries to connect using TIs, then TCP, and finally UDP.
4. Select a proxy type in the *Type* drop down list. The default type is *Standard*. You can use *Cisco* when registering to CUCM.
5. Enter the *Proxy 1 Address* in the corresponding input field
6. If the SIP proxy requires authentication, you must enter a login name and password to authenticate your device. Go to *Authentication* and enter the *UserName* and *Password* in the corresponding input fields.



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# Date, time and location

(When not set by a provisioning system)

We recommend you check that the date and time settings are correct when you set up your video conferencing device. The device uses this information for example to time stamp messages transmitted to gatekeepers and other network elements.

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

1. Go to *Setup > Configuration*. Open the *Time* settings from the left column.
2. Select your preferred date format, time format, and the time zone from the corresponding drop down lists.
3. Open the *NetworkServices* settings from the left side bar.
4. Under the *NTP* section select *Auto*, *Manual* or *Off* in the *Mode* drop down list.*
   a. If you select *Manual,* enter the NTP server address in the *Address* input field.
   b. If you select *Off*, you have to enter the time and date manually on the command line interface (xCommand Time DateTime Set) .
5. To verify the time settings, go to *Setup > Status*. Open *Time* status from the left side bar.

**If you are changing a value setting,**
you have to always click *save* to confirm the change.

* 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.



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# Passphrase

You need a user name and a passphrase to sign in to the web and command line interfaces of your device.

The video conferencing device is delivered with a default user account with the user name *admin* and no passphrase set. This user has full access rights to the device.

NOTE: Initially, no passphrase is set for the default *admin* user. It is mandatory to set a passphrase for any user with ADMIN rights in order to restrict access to device configurations. This includes the default admin user.

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

Make sure to keep a copy of the passphrase in a safe place. You have to factory reset the device, if you have forgotten the passphrase.

## Set the device/codec passphrase

NOTE: We strongly recommend that you set a passphrase for the *admin* user to restrict access to device configurations.

1. Select your user name in the upper right corner, and select *Change Passphrase*.
2. Enter the *Current passphrase*, the new *Passphrase*, and repeat the new passphrase in the corresponding input fields.

   The passphrase format is a string with 0–64 characters.

   If a passphrase is not currently set, use a blank space for *Current passphrase*.
3. Click *Change passphrase*.



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Chapter 4

# Configuration: Setup assistant


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# Setup assistant

When you start the device for the first time, the setup assistant starts automatically. Navigate through the setup with either a remote control or from the touch screen.

To be able to make calls, your device needs an IP address and it needs to be registered to a service. If your device is automatically provisioned, the IP and call service settings are automatically configured.

If your device supports Wi-Fi, you see an option to connect to a network during the first time setup. On how to set up the connection, see "Wi-Fi on Webex Boards, Desk, and Room series" on page 33.

NOTE: This guide doesn't cover information about Cisco Webex registered devices. For more information about Webex registered boards, room and desk devices, visit:

- https://help.webex.com

## Access the settings after initial setup

Select the device name on the home screen and navigate to *Settings*. Select the setting you wish to change.

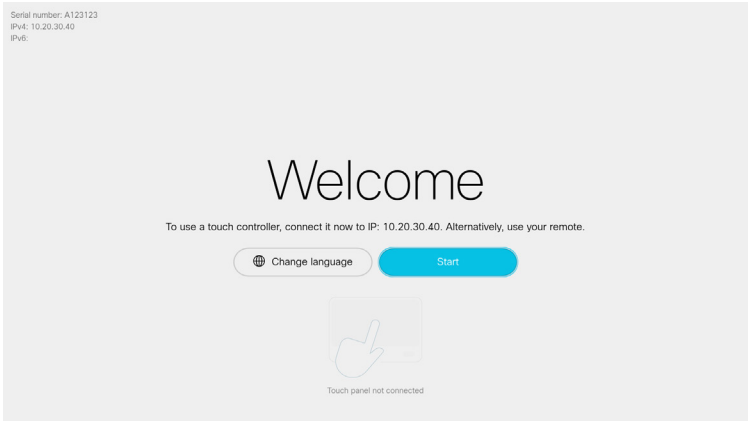
## No image on external screen

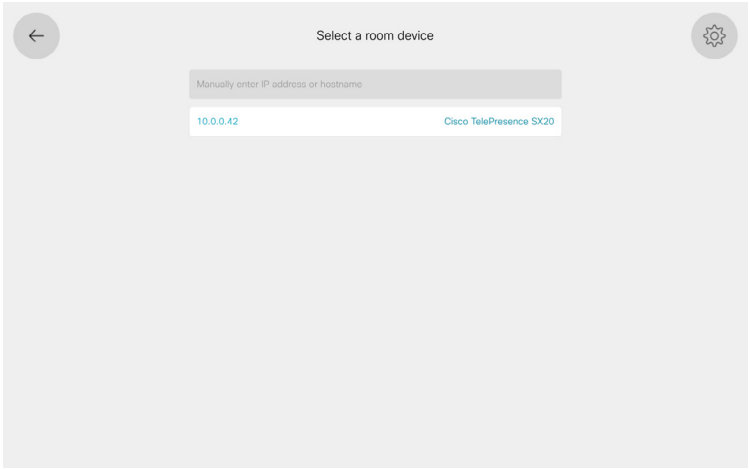
If the menu doesn't show up on the screen, make sure that:

- The screen is connected and has been switched on.
- The correct input is selected on the screen.
- The remote control has batteries installed.
- The device is switched on.

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

If you still can't see the on-screen menu, make sure the monitor cable is connected to the video output connector. If in doubt, see the installation guide for your product.




If you have a Touch 10 controller that is not directly connected to a device, you get the option to pair to a device when you start setting it up.



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# Register to a call service

(When using a provisioning system)

If your device is automatically provisioned, the IP and provisioning settings are automatically configured and the setup assistant skips these steps.

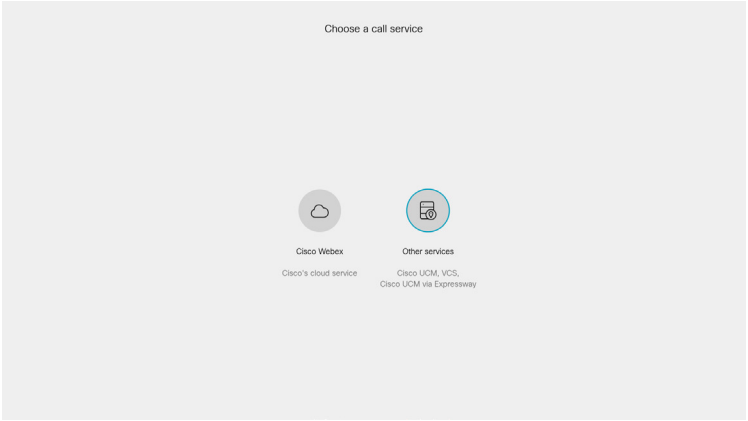
## Choose provisioning infrastructure

Choose one of the following supported on-premise provisioning systems:

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

If you choose advanced setup, the device skips registration to a call service, and you must register the device from its web interface. The advanced setup option is only visible in the setup assistant.

If you wish to revisit these settings after the initial setup, go to the device name on the home screen, and select *Settings > Device activation*. Select *Change service*.









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Cisco Unified Communications Manager

Contact your Unified CM administrator to get the information needed.

Enter IP address or DNS name in the *Server address* field, and select *OK* to confirm the change*.

You can find more details about setting up Unified CM provisioning in the ▸Administering CE endpoints on CUCM guide.

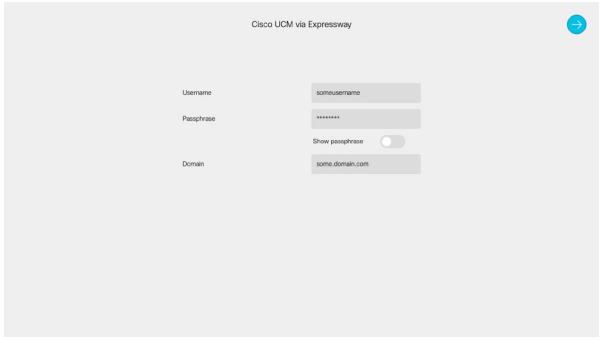



CUCM via Expressway**

Contact your Unified CM administrator to get the information needed.

Enter *Username*, *Passphrase* and *Domain* in the corresponding input fields. Always select *OK* 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.

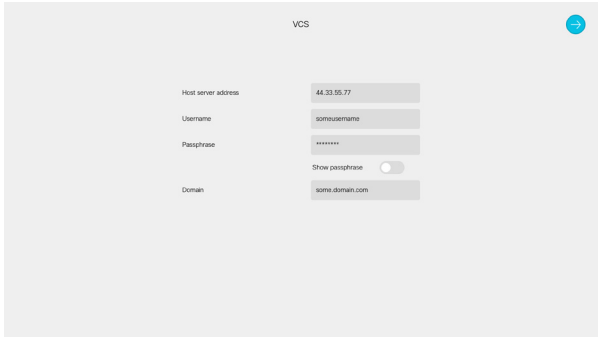



VCS

Contact your VCS provider to get the information needed.

1. Enter IP address or DNS name of the Cisco VCS in the *Host server address* and select *OK* to confirm the change.
2. Enter the *Username*, and *Passphrase*, if required, for authenticating the device with the provisioning server. Select *OK* to confirm the change
3. Enter SIP *Domain* and select *OK* 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.

** For CUCM via Expressway to show up as provisioning option for your device, you must have the encryption option key installed.

To check that your device is registered: Navigate to the device name in the upper left corner of the home screen and select *Settings > About the device*.

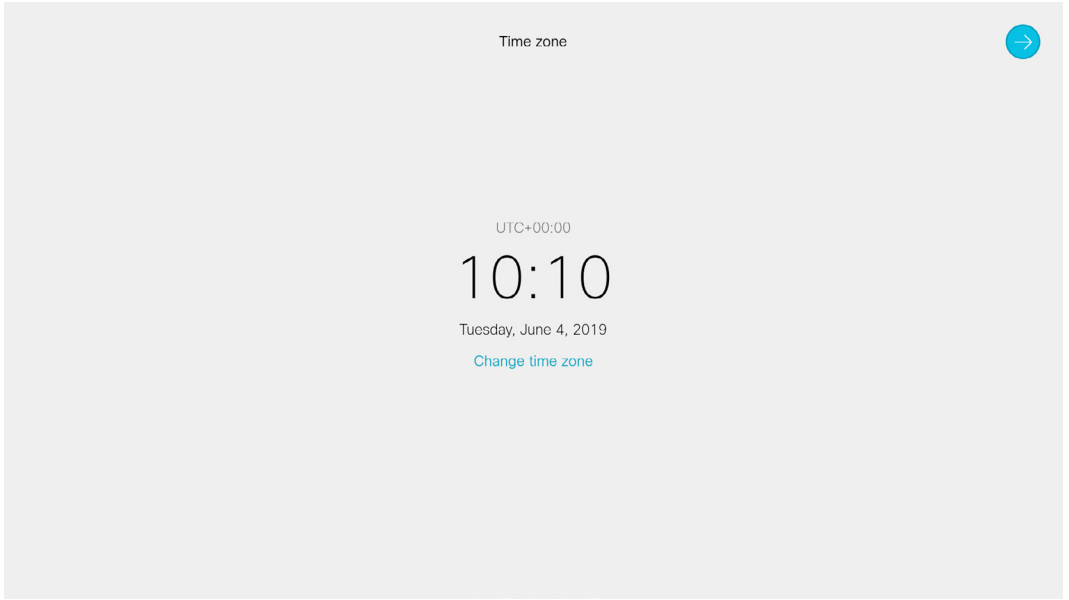


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# Set time zone

We recommend you check that the date and time settings are correct when you set up your video conferencing device. The device uses this information for example to time stamp messages transmitted to gatekeepers and other network elements.

1. Select *Change time zone*.
2. Select region, time zone, and time format. Choose from 12h or 24h






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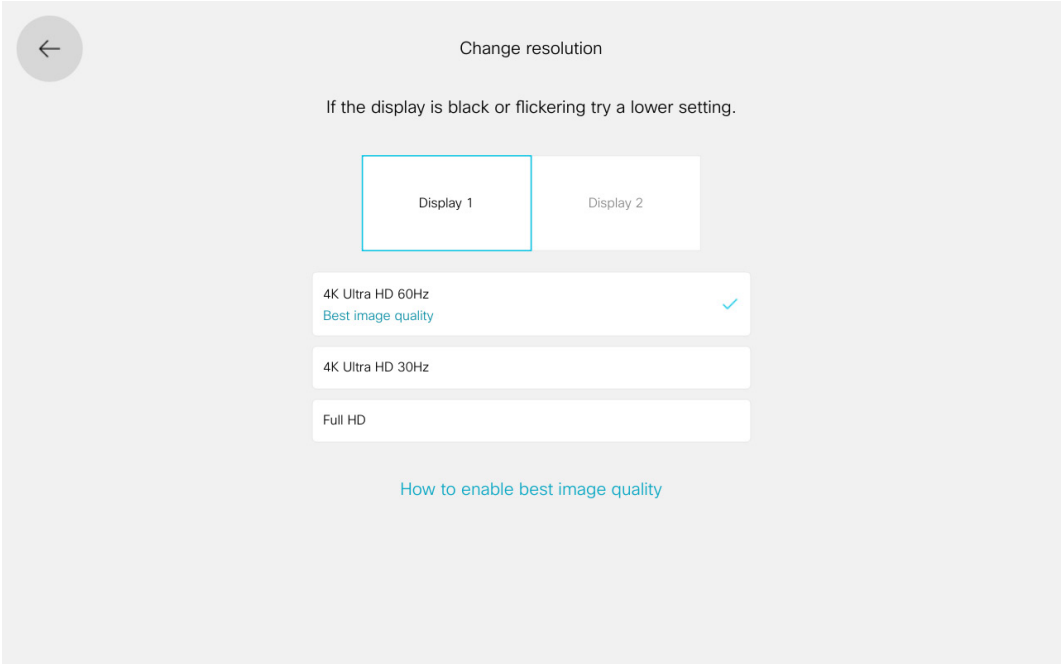
# Set screen resolution

For Room Kit and Codec Plus only

When connected to a 4K screen, you can set the screen resolution according to what your screen supports. If your screen is black or flickering, you can set the resolution to a lower setting. Only the settings supported by your screen are available are selectable on the setup assistant.

If you know your screen supports 4K resolution but it is not selectable, check that:

- The HDMI screen cable is connected to an HDMI port on your screen that supports Ultra HD.
- The HDMI Ultra HD settings are set to ON on your screen.






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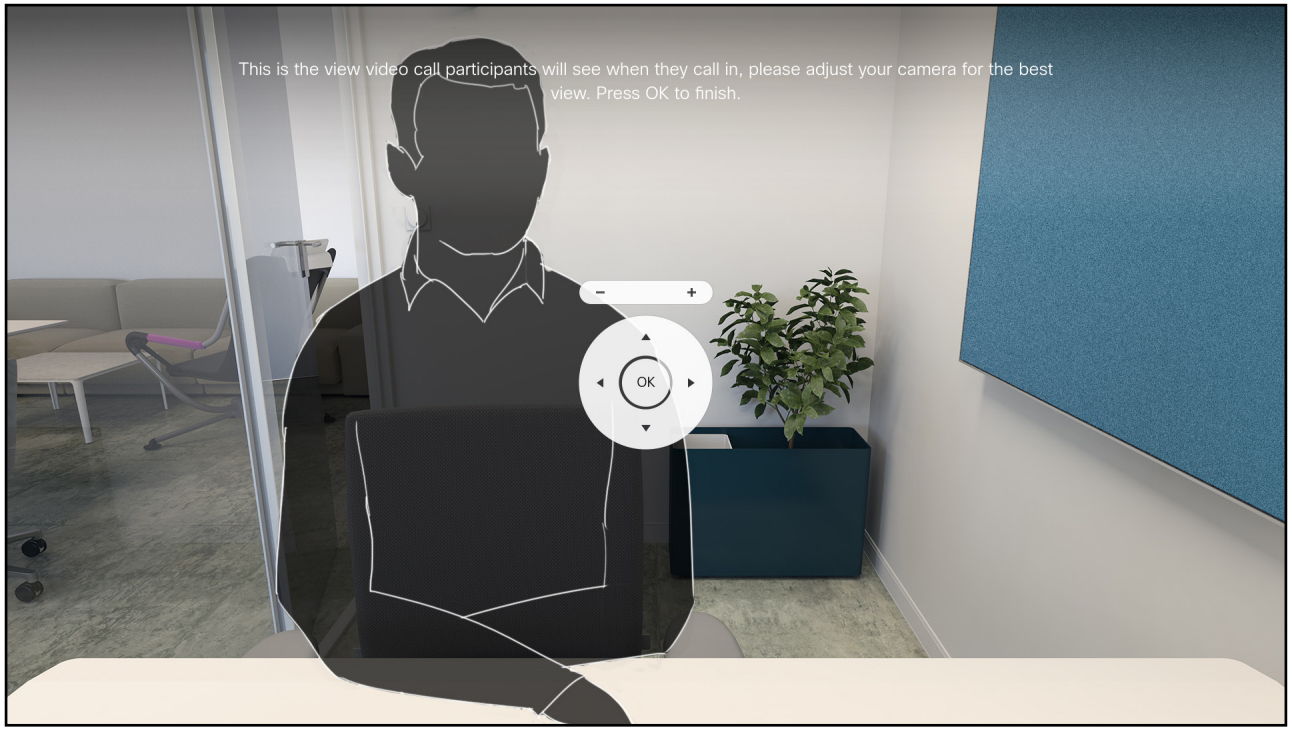
# Set the default camera position

Set the position where the camera is by default when the device wakes up.

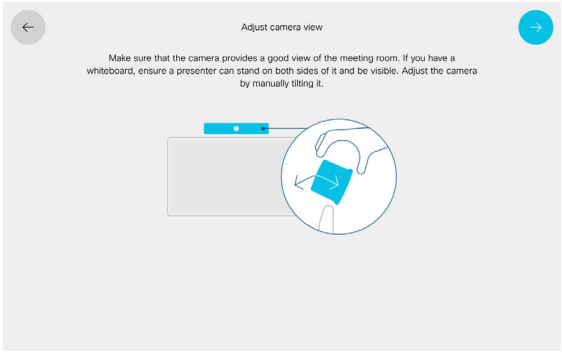
With either the Touch controller or the remote control, adjust the camera position with the pan and tilt wheel, and the zoom buttons.

On DX70, DX80, Room Kit, and Room Kit Plus, you must tilt the camera manually.

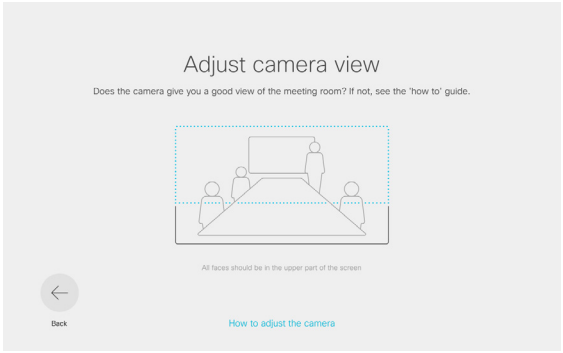
On Webex Boards you can't adjust the camera position.




When using a Room Kit




When using a Room Kit Plus

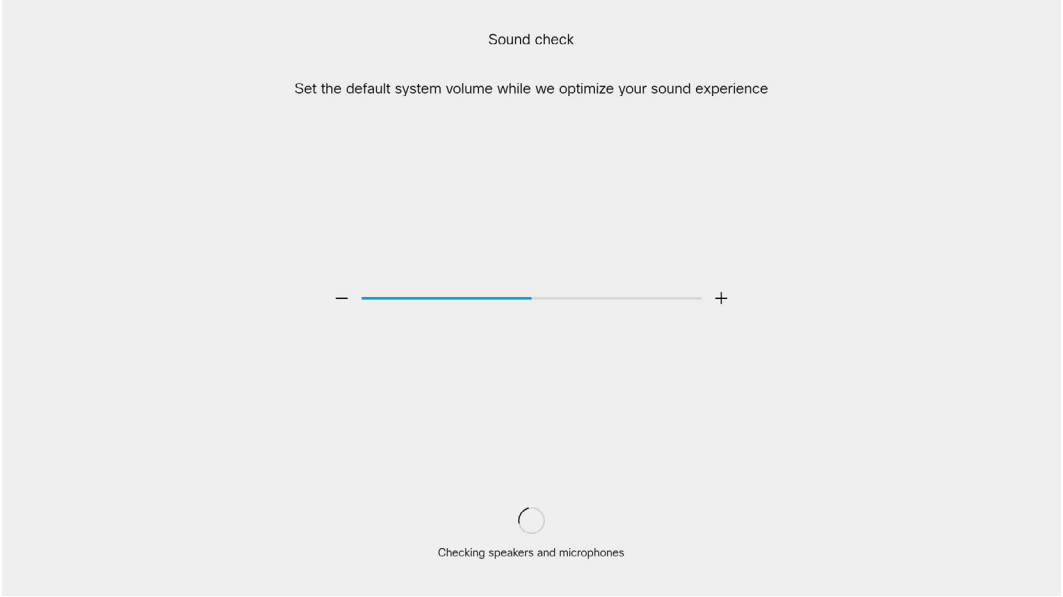





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# Adjust the volume

Use the touch screen or the remote control to set the default volume, and the ringtone volume for your device.



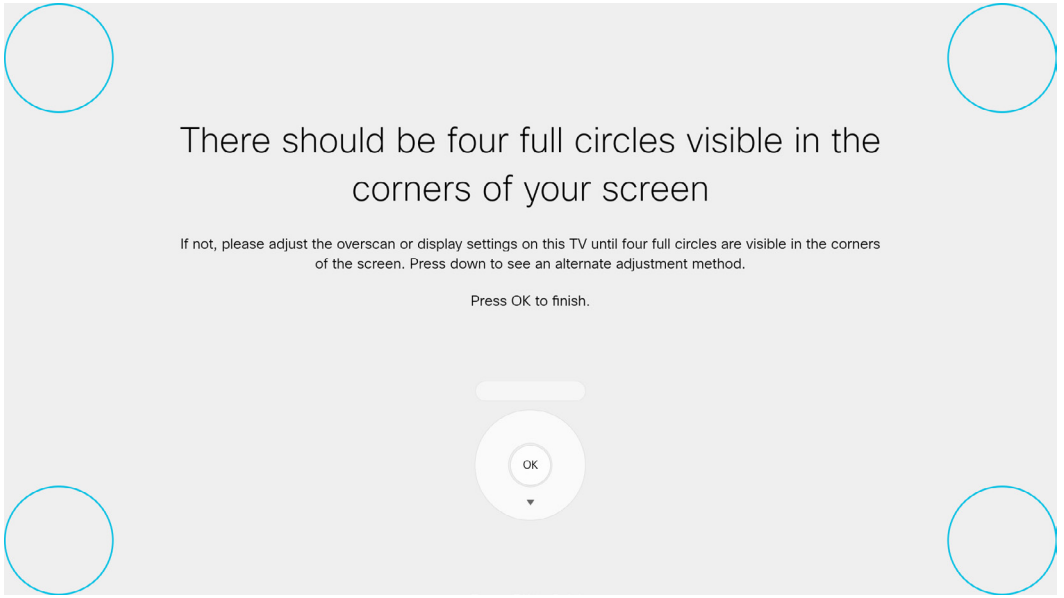



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# Overscan settings

For Room Kit and Codec Plus only

Adjust the overscan settings on your external screen for best possible image quality.






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Chapter 5

# Additional settings


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# Configuration from the setting menu

## Wake up the device

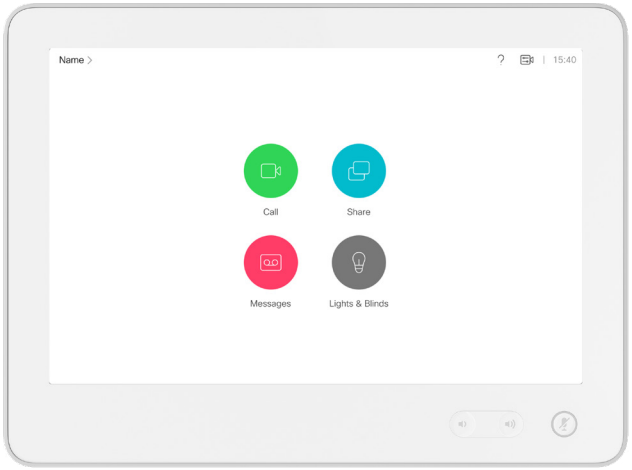
The device wakes up when you tap the touch screen or pick up the remote control.

If the device doesn't 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 device has just been switched on, wait a few minutes to allow for it to start up.

For further instructions, read the installation guide and the administration for your product.




For an overview of Touch controller features and use, see
How to use the Touch controller

For an overview of the remote control, see
Remote control overview

For an overview of the Webex Board interface, see
Webex Board overview



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# Wi-Fi on Webex Boards, Desk, and Room series

On Webex Boards, DX70, DX80, Desk Pro, and Room series devices you can choose to use either Ethernet or Wi-Fi connection. The network settings is the first step in the setup assistant for these products, if a Wi-Fi connection is available.

You can change between connection types on the touch interface. Wi-Fi is enabled by default. To enable and disable this, log into your device's web interface, and navigate to *Setup > Configuration > NetworkServices > Wifi*.

Disconnect the Ethernet cable first, if you want to connect to Wi-Fi.

The following authentication types can be used:

- Open
- WPA-PSK (AES)
- WPA2-PSK (AES)
- WPA-EAP-PEAP MSCHAPv2
- WPA-EAP-PEAP GTC
- WPA-EAP-TLS
- WPA-EAP-TTLS
- WPA-EAP-FAST

We recommend that you add a trusted CA certificate for each device, if your network uses WPA-EAP authentication. This must be done individually for each device, and before you connect to Wi-Fi.

When available, you should use a wired network connection for greater stability. Otherwise, see the best practices for configuring a Wi-Fi connection, on this page.

## Add certificates when using WPA-EAP

From the local web interface:

1. Log in to the device's web interface.
2. Navigate to *Security > Certificate Authorities > Custom* and upload your CA root certificate(s).
3. On openssl, generate a private key and certificate request. Copy the content of the certificate request. Then paste it to request the server certificate from your certificate authority (CA).
4. Download the server certificate signed by your CA. Ensure that it is in .PEM format.
5. Navigate to *Security > Service Certificates* and upload the private key and the server certificate. Select *Add certificate...*.
6. Enable 802.1x for the certificate you just added.

To read more on certificates, see the administrator guide for your device.

## Best practices: configuring a Wi-Fi connection

When setting up a Wi-Fi network, install wireless equipment - such as access points and routers - that can handle and distribute the load across connected devices. Home office setups using equipment from an Internet Service Provider, might not support all the configurations in the list below.

To help ensure a seamless meeting experience, network administrators should follow these best practices when configuring a Wi-Fi connection:

- Avoid deploying access points from different manufacturers, as this can contribute to congesting the radio-spectrum.
- Prioritize 5 GHz coverage for devices. If 5 GHz and 2.4 GHz share the same network name (SSID), then enable band steering to ensure that 5 GHz is prioritized.
- Wireless channel utilization should be under 50%.
- Enable 802.11d to add a country information element to beacons, probe requests, and probe responses. If your wireless equipment does not support this, then use world safe channels 36, 40, 44, or 48.
- Verify that the device sees an access point at -60 dBm or better (closer to zero is better).
- Verify that an access point sees the device at -60 dBm or better (closer to zero is better).
- The 'Signal to Noise ratio' should always be 25 dB or more.
- Enable 'Airtime fairness', to make sure co-existing clients have equal access to airtime.
- Enable QoS if available. Devices tag AF41 for video and EF for voice.



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## Connect to Wi-Fi

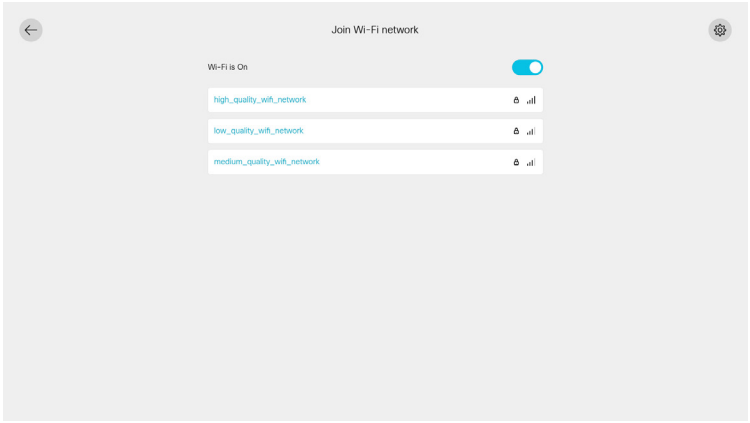
NOTE: The device only remembers one network at a time. If you change between different networks, you need to type in the password again.

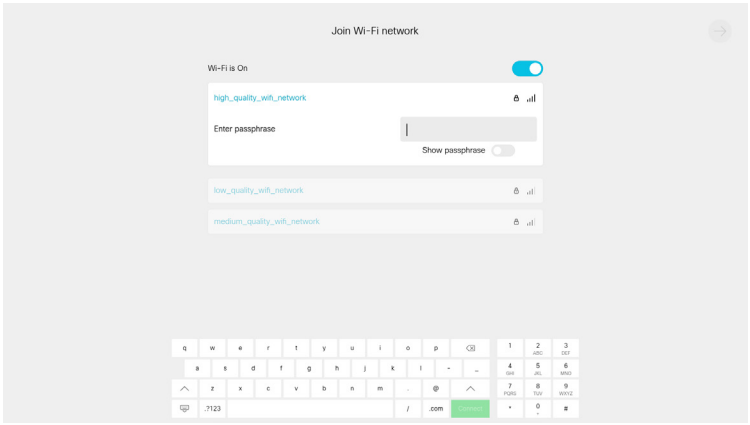
From the Touch 10 controller or integrated touch interface:

1. Navigate to the device name on the home screen, and select *Settings*.
2. Navigate to *Network and service > Network Connection > Wifi*.
3. Select the network you wish to connect to.

   If you don't see a list of available networks, make sure the Wi-Fi connectivity is toggled on.

   If the network is hidden, tap *Join other network* or the gear icon in the upper right corner. You can then type in the network name to set up the Wi-Fi manually.
4. Type in the username and passphrase as required. Then tap *Connect*.
5. When you are finished, tap the left arrow icon to go back to the Settings screen, and then tap *Close*.






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# IP settings

(When not set by a provisioning system)

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

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

If an IPv4 address is already assigned for the device, you can find it in the *Network Connection* menu. Navigate to the device name in the upper left corner on the home screen and select *Settings > Network and service > Network Connection*.

To set up IPv6 address manually, use the web interface.

NOTE: When you start your device for the first time, the setup assistant starts automatically. It skips the IP settings, if those are already set up by the network.

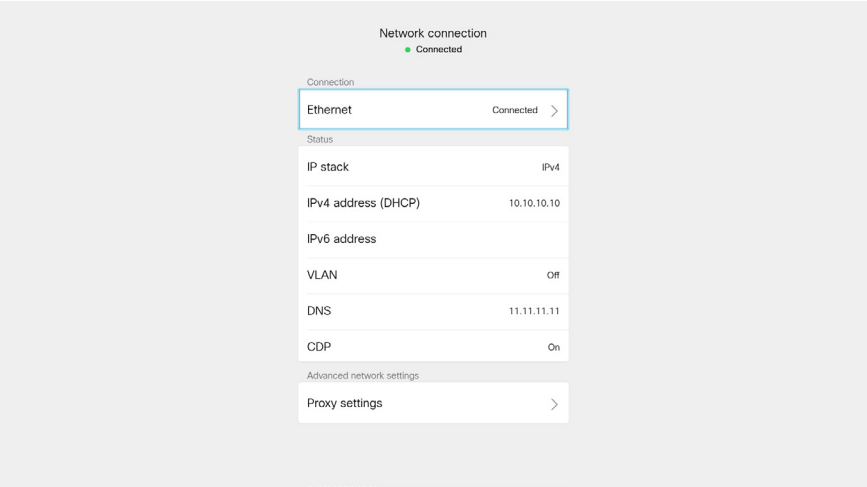
## Change IP Stack

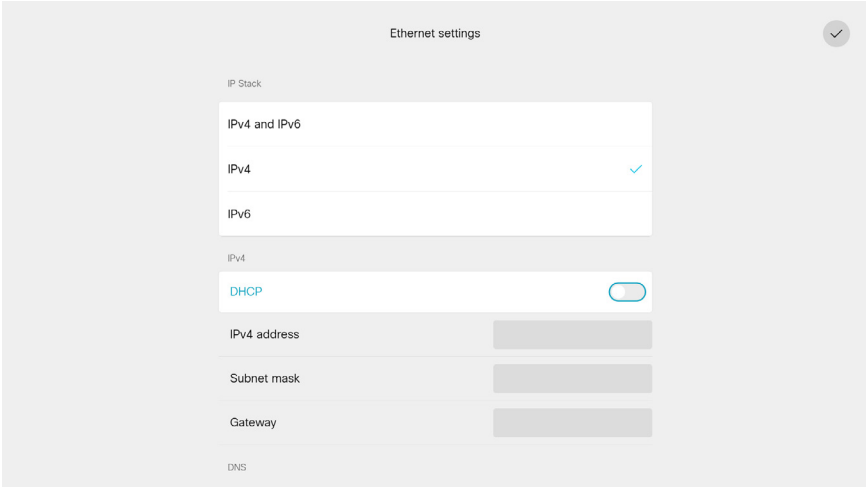
1. Navigate to the device name on the home screen, and select *Settings*. Navigate to *Network and service > Network Connection > Ethernet Settings*.
2. Under **IP Stack**, select either *IPv4 and IPv6*, *IPv4*, or *IPv6*.

   IPv4 and IPv6 is on by default. If you want the device to only use IPV4 or IPv6, select the version you wish to use.

## Change IPv4 address

1. Navigate to the device name on the home screen, and select *Settings*. Navigate to *Network and service > Network Connection > Ethernet settings*.
2. Under **IPv4**, toggle off *DHCP* to set the IP address manually.
3. Enter the *IP Address*, *Subnet Mask*, and *Gateway* address. When using a remote control, a soft keyboard appears when you select an input field.
4. Navigate to the **DNS** section and enter the DNS server address in the *DNS Address 1* input field.
5. Select the check mark in the upper right corner to apply the changes.






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## Change IPv6 settings

1. Navigate to the device name on the home screen, and select *Settings*. Navigate to *Network and service > Network Connection > Ethernet settings*.
2. Under **IPv6**, choose *Autoconf* or *DHCPv6* according to your network requirements.

   *DHCPv6*: All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.
   *Autoconf*: The device and gateway IP addresses will be assigned automatically. The options for NTP and DNS server addresses, must be set according to the DHCP Options setting.
3. If the IP Assignment is *Autoconf*, toggle *DHCPv6 Options* *On* or *Off* according to your network requirements.

   *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.

   If *DHCPv6 Options* is *Off*, you need to configure DNS. In the **DNS** section, and enter the DNS server address in the *DNS Address 1* input field.
4. Select the check mark in the upper right corner to apply the changes.


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# Appendices


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# Cisco VCS provisioning

When using the Cisco VCS (Video Communication Server) provisioning, a template that contains 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 device are included in this template. All settings except *SystemUnit Name* and *SIP Profile [1..1] URI* can be automatically provisioned to the device.

The advanced settings are described in the administrator guide for your device.

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. Go to:
▸ https://www.cisco.com/c/en/us/support/conferencing/telepresence-management-suite-tms/products-installation-and-configuration-guides-list.html

## Download the provisioning configuration template

You can download the templates here:

Desk Series: ▸Desk Series Release Notes

MX Series: ▸MX Series Release Notes

SX Series: ▸SX Series Release Notes

Room Series: ▸Room Series Release Notes

Webex Boards: ▸Webex Boards Release Notes

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



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# User documentation on the Cisco web site

User documentation for the Cisco TelePresence products is available at
https://www.cisco.com/go/telepresence/docs

Select the *Collaboration Endpoints* product category from the list. Then select the product series:

- *Webex Boards*
- *Webex Desk Series*
- *Webex Room Series*
- *TelePresence MX Series*
- *TelePresence SX Series*

Alternatively, use the following short-links:

- https://www.cisco.com/go/board-docs
- https://www.cisco.com/go/desk-docs
- https://www.cisco.com/go/mx-docs
- https://www.cisco.com/go/roomkit-docs
- https://www.cisco.com/go/sx-docs

## Install and Upgrade

***Installation and Upgrade Guides***

- *Installation guides:* How to install the product
- *Getting started guide:* Initial configurations required to get the device up and running
- *RCSI guide:* Regulatory compliance and safety information

## Maintain and Operate

***Maintain and Operate Guides***

- *Administrator guide:* Information required to administer your product
- *Administering CE Endpoints on CUCM:* Tasks to perform to start using the product with the Cisco Unified Communications Manager (CUCM)

***End-User Guides***

- *User guides:* How to use the product
- *Quick reference guides:* How to use the product

## Configure

***Configuration Guides***

- *In-Room Control Guide:* How to design an in-room control panel, and how to use the device's API to program the in-room controls
- *In-Room Control Editor:* Download the in-room control editor
- *CE and TC Console:* Information on how to use the CE and TC consoles to configure the codec's audio and video.

## Reference Guides

***Command references***

- *API reference guides:* Reference guide for the Application Programming Interface (API)

***Technical References***

- *CAD drawings:* 2D CAD drawings with measurements
- *Physical interface guide:* Details about the product's physical interface, including the connector panel and LEDs

## Design

***Design Guides***

- *Video conferencing room guidelines:* General guidelines for room design and best practice
- *Video conferencing room guidelines:* Things to do to improve the perceived audio quality

## Software Downloads, Release and General Information

***Release notes***

- *Release notes and deferral notices*

***Licensing Information***

- *Open source licences:* Licenses and notices for open source software used in this product



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