User guide

TANDBERG QUICK SET C20 / C20 Plus

www.tandberg.com

What's in this user guide?

Getting started **3**
Waking up the system 4
The TRC5 remote control 5
Navigating in the menus 7
If there is no menu shown 7
Entering text in text fields 8
What happens when you press a number key? 8
Using the number keys in text fields 8
Special characters 8
Screen layout 9
Adding wallpaper to your screen 9
Camera presets 10
Where to find it 10
Using the presets 10
Adding a camera preset 11
Moving and zooming the camera 11
Adding a camera preset 11
BestView—Face recognition 12
Using Best view 12
Where to find it 12
Camera settings 13
Adjusting the exposure 13
Adjusting the whitebalance 13
Main source 14
Call settings—an overview 14
Call settings—auto answer options 15
Call settings—default bitrate 15
Language settings 16
About the setting of date and time 16
Setting date and time manually 17
Setting date and time automatically 17
Selecting ring tone 18
Setting ring tone volume 18
Setting key tone to on or off 19
Setting wallpaper on your screen 19
Inserting your own wallpaper 20
System information 20

Making calls **21**
Making calls by dialing the number 22
When someone is calling 22
Terminating an ongoing call 22
Making calls using phone book 23
Method 1 23
Method 2 23
Making calls using the recent calls list 24
The icons used 24

Using the phone book **25**
Basic phone book features 26
Navigating in the phone book 26
Calling an entry in the phone book 26
Opening the phone book: 26
Searching in the phone book 27
Entering text in the search field 27
Quick search by letters 27
Adding new contacts 28
Adding an entry from recent calls or the phone book 28
Adding an entry manually to My contacts 28
Editing existing entries 29
Editing entries in the phone book 29

In-call features **30**
Sharing a PC presentation 31
Dual video stream 31
Sharing a presentation 31
Troubleshooting if the presentation does not show 31
Other presentation sources 31

Advanced settings **32**
About the advanced settings 33
Advanced configuration & password 33
Defining softbutton functions 34
Softbutton—Main source selection 35
Softbutton—Camera Preset 36
Softbutton—Speed dials 37
Softbutton—Clear softbuttons 38
Restart 38

TANDBERG QUICK SET C20
GETTING STARTED

Waking up the system

To make a call you need to wake up the system from standby. However, if someone calls you, the system will wake up by itself.

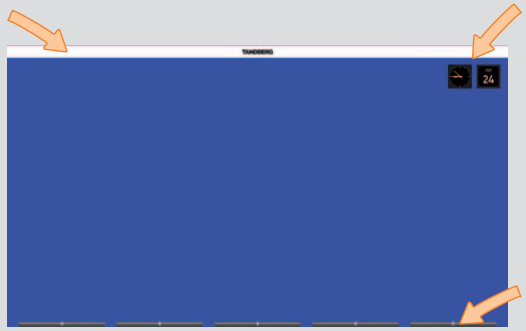
- To wake up the system just pick up the remote control or press any key. You may have to point the remote control towards the system to make it discover you.

- The system will now show the welcome screen, which contains the main menu and it will display the main camera image in the background.
- The IP number and/or the system name will be displayed in the upper left corner.
- The IP number is the dial-in number of your system.
- The screen will also indicate if there are any calls you have missed.

After wake-up, the screen will typically look like this:

The IP number or your URI is the dial-in number of your system and will appear here.

Date and time of day.



Softbuttons (described on the following pages).

Should the system fail to respond to the remote control or to incoming calls, make sure that:

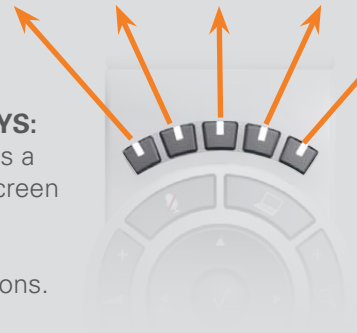
- The system is connected to line voltage
- The remote control has working batteries
- The internal cables, such as the monitor cable and/or the camera cables are properly connected, cf. the installation sheet.

The TRC5 remote control

The **FUNCTION** keys in the upper part of the remote control reflects the softbuttons on screen...

... and the middle part of the remote control is used to handle the video part of the call

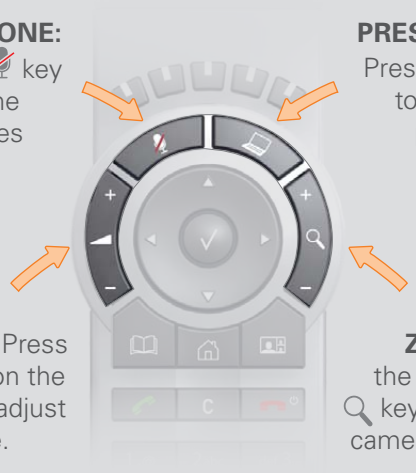
... while the lower part of the remote control resembles very much the keypad of a cell phone.



FUNCTION KEYS: Each key reflects a softbutton on screen and represents shortcuts and advanced functions.

MICROPHONE: Press the key to toggle the microphones on/off.

PRESENTATION: Press the key to show/hide a presentation.



VOLUME: Press the **+** or **–** on the key to adjust the volume.

ZOOM: Press the **+** or **–** on the key to zoom the camera in and out.

ARROW UP/DOWN: Use the ▲ and ▼ **ARROW** keys to navigate in the menu and to move the camera (pan, tilt) when the menu on screen is not displayed.

ARROW LEFT: Press the ◀ **ARROW** key to go one step back in the menu or to move to the left in a text field.

ARROW RIGHT: Press the ▶ **ARROW** key to expand the selected menu item or to move to the right in a text field.

OK/SELECT: Press the ✓ key to confirm your choice or selection.

PHONE BOOK: Press the key to display the phone book.

LAYOUT: Press the key to display the Layout menu, then select a view in the menu.

HOME: Press the key to go back to the **Home** menu.

CALL: Press the key to display the **Recent Calls** menu. Select one or more contacts and press the key to initiate the call.

END CALL / STANDBY: Press the key to end a call or, when idle, to go into standby mode.

CLEAR: Press the C key to remove characters in a text field.

Alphanumeric keypad: Use the keypad in the same way as you would use a cell phone.

0-9, a-z, period (.), @, space, *: Press a key repeatedly to toggle between the options displayed on each key.

abc/123 #: Press the # key to toggle between lower case characters and numbers.

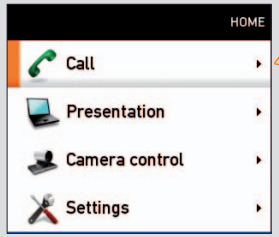
Navigating in the menus

Your TANDBERG Quick Set C20 is operated by means of the remote control. All you need to know to get started are a few basic navigation principles.

- Press the HOME key (⌂) to show the **Home** menu.
- The ARROW keys in the center of the upper part of the remote control are used to navigate in the menus.
- When the system shows the **Home** menu only, pressing HOME key (⌂) will hide the menu. To bring it back, press the HOME key (⌂) again.
- In an input field pressing CANCEL will delete characters/numbers to the left of the cursor position.

Press the ⌂ key to produce the HOME menu on the screen.

The element currently selected is indicated by an orange rectangle. Use the vertical ARROW keys to navigate up and down in a menu.

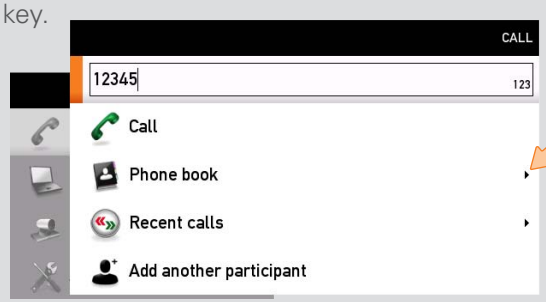


The little triangle indicates that a submenu is available.

If there is no menu shown...

Wake up the system by lifting the remote control and press the ⌂ key to produce the **Home** menu.

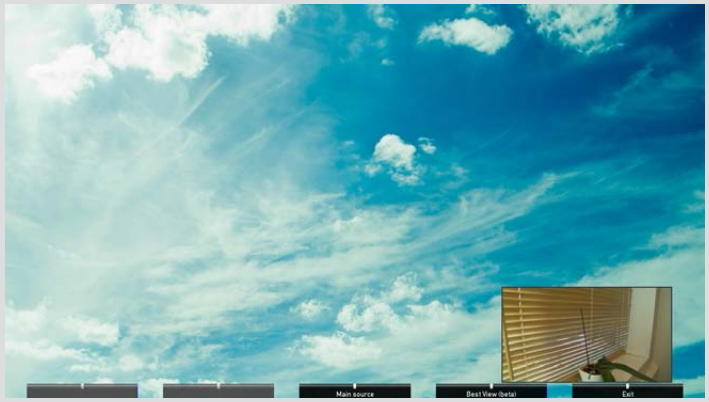
Example showing a submenu produced by pressing the right ARROW key.



The little triangle indicates that there are further submenus available. Use the right ARROW key or ✓ to show this submenu.

Use the LEFT ARROW key to collapse the menu expansion, i.e. to go back one level.

Use the HOME key (⌂) to exit all menus and return to showing the **Home** menu only.



Softkeys not used in a given context are shown ghosted.

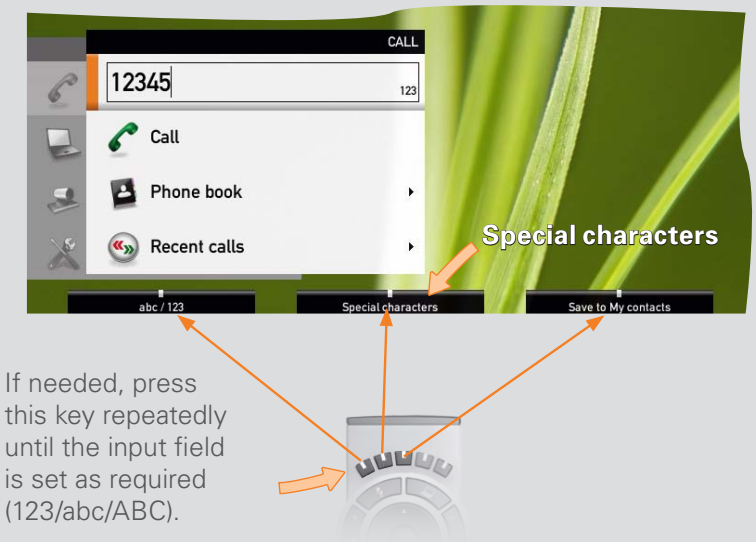
Context sensitive softkeys corresponding to the function keys of the remote control.

Entering text in text fields

Some menu fields expect text information to be entered. Apart from the need to enter the number or identity of the person you want to call, you will also—among other things—need this ability to search and maintain your list of contacts in the phone book.

What happens when you press a number key?

- Pressing a number key outside calls will cause the **CALL** menu to be shown.
- When the cursor is positioned inside an entry field expecting text entries, the system automatically switches to text mode (**ABC**). Entering letters is similar to as on a cell phone—see right.
- When the cursor is positioned inside an entry field requiring number entries, the system automatically switches to number mode (**123**) allowing numbers to be dialed with the number keys as usual.



If needed, press this key repeatedly until the input field is set as required (123/abc/ABC).

Using the number keys in text fields

Whenever text entries are expected by the system, a small **abc** or **ABC** appears in the right lower corner of the entry field. For entry fields expecting numbers, **123** will appear instead. In text mode, entries from the number keys are automatically interpreted as text entries in the same way as on a cell phone.

Guidelines:

- Press the key that corresponds to the required letter as many times as needed to produce that letter.
- Switch between lower case (**abc**) and upper case (**ABC**) letters with the **# a/A** key.
- Switch between text mode (**abc**) and number mode (**123**) by keeping the **# abc/123** key depressed for more than a second.
- To insert space, press the **0** _ key.
- To insert the **@** sign, press the **1-**key twice, while the keypad is in text mode.
- To insert the **.** sign, press the *** .**-key once, while the keypad is in number mode.
- To write digits and numbers in a text input field, repeatedly press the corresponding key until the digit appears.
- To erase erroneous inputs, use the **C** key.

Special characters

Sometimes you will need to make use of special characters, e.g. when entering names in **My contacts**.

Whenever it is likely that special characters are needed, the softbutton **SPECIAL CHARACTERS** giving you access to the special characters menu will be displayed.

+	.	/	\	?	(	)	&	#
[	]	!	$	'	*	~	à	á
ä	â	ã	å	æ	ç	è	é	ë
ê	ì	í	ï	î	ñ	ò	ó	ö
ô	õ	ø	ß	ù	ú	ü	û	ÿ

Screen layout

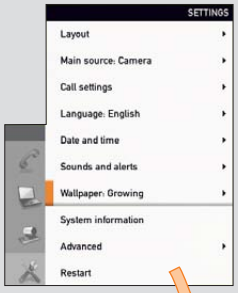
The layout of the screen can be changed as shown to the right.

To produce display options screen, press the **LAYOUT** ( ) key. Alternatively, you may enter this function through **Settings** > **Layout**.

- Use the **ARROW** keys to move between the alternatives and use ✓ to select the alternative you want to use.
- Note that you may, or may not, include selfview (i.e. the outgoing video signal from your own system).
- You set whether to include selfview or not by means of the left-most softkey.

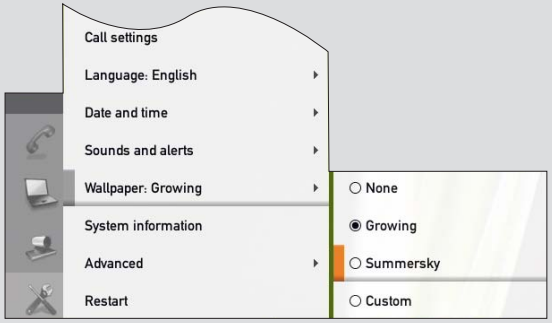
Adding wallpaper to your screen

In the **Home** menu, navigate down to **Settings** and press the ✓ key.



In the **Settings** submenu navigate down to Wallpaper. Press ✓ again.

Select between the options available and press the ✓ key to leave the menu putting your choice into effect. See also page 19 for more on this.

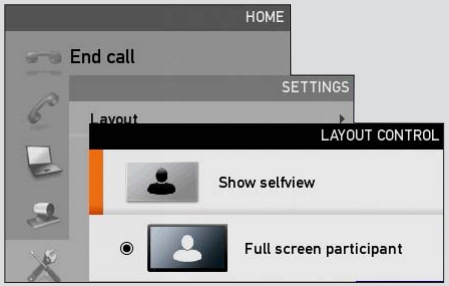


Layout control outside a call is limited to the choice between showing selfview and showing a wallpaper...

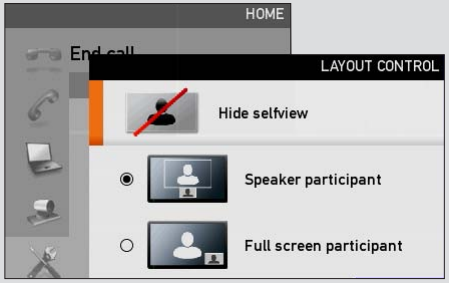
However, if you already have activated the selfview, the menu will give you these options when you enter the menu again.

Layout control used during a call gives you the possibility to include selfview...

Layout control when in a call provides the choice of showing selfview or full screen participant...



However, if you already have activated the selfview, you may select where the selfview should appear in the image when you enter the menu again.



Camera presets

You may create predefined camera zoom and angle sets (se the next page for details). This is referred to as camera presets.

Do as follows:

1. Press the key on the remote control to display the **Layout** menu. Select **Selfview** to be shown as required. In this way you will see what other will see of you in a call.
2. Press the key on the remote control to display the **Home** menu and select **Camera control.**
3. This will cause softbuttons to appear. Press the **FUNCTION** key corresponding to **Camera presets** (**FUNCTION** key number 2 from the left).

Where to find it

Using the presets

Use the vertical arrow keys to navigate in the menu and use ✓ to select a preset causing the camera to move accordingly. Note that this feature may be utilized any time.

Adding a camera preset

For more on camera presets as such, see the previous page.

To add a camera preset, do as follows:

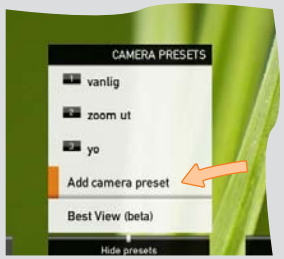
1. Press the key on the remote control to display the **Layout** menu. Select **Selfview** to be shown as required. In this way you will see what other will see of you in a call.
2. Adjust camera position and zoom using the four **ARROW** keys and the **ZOOM** key.
3. Press the key on the remote control to display the **Home** menu and select **Camera control.**
4. This will cause softbuttons to appear. Press the **FUNCTION** key corresponding to **Camera presets** (**FUNCTION** key number 2 from the left).
5. Follow the procedure shown to the right.

Moving and zooming the camera

Use the **ARROW** keys and the **ZOOM** keys.

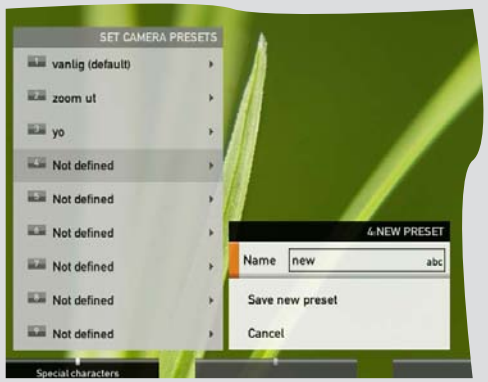
Adding a camera preset

In the **Camera presets** menu navigate to **Add camera preset** and press ✓.



Navigate to the preset to define (or redefine, if it already existed). Press ✓ to produce the submenu.

Give it a descriptive name, use special characters, if needed.



Save the new preset.

BestView—Face recognition

The TANDBERG Profile is capable of doing face recognition.

The face recognition system aims to search for faces in order to optimize the picture frame, and is therefore called **BestView**. Once a face or group of faces has been detected camera zoom and camera angle will be changed accordingly to obtain an optimal representation on the screen.

Kindly observe the following:

- The **Best view** feature is still a preview feature.
- The **Best view** optimization process may take up to 5 seconds.
- The detection of faces works better when people look towards the camera.
- The area from the eyebrows down to just below the lips should be uncovered.
- Beard is normally not a problem.

Using Best view

1. Press the key on the remote control to display the **Layout** menu. Select **Selfview** to be shown as required.
2. Press the key on the remote control to display the **Home** menu and select **Camera control**
3. This will cause softbuttons to appear. Press the **Function** key corresponding to **Camera presets** and navigate to **Best view**.
4. Press ✓ on the remote control to start the **Best view** optimization process. Look towards the camera for about five seconds
5. The system will now look for faces and adjust the zoom and camera angle to obtain a best fit.

Where to find it

The softbuttons shown are produced via the **Camera control** menu.

Use this softbutton to exit.

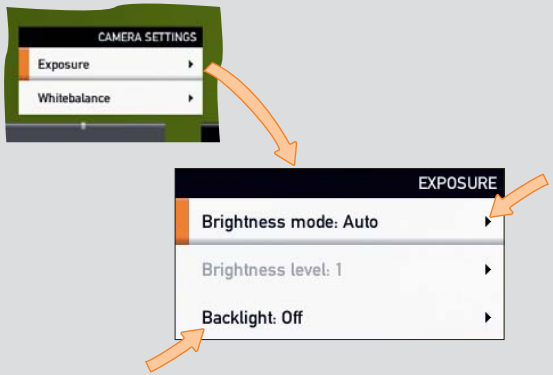
Camera settings

Camera settings let you adjust the exposure and whitebalance.

Do as follows:

1. Press the key on the remote control to display the **Layout** menu. Select **Selfview** to be shown as required.
2. Press the key on the remote control to display the **Home** menu and select **Camera control**
3. This will cause softbuttons to appear. Press the **FUNCTION** key corresponding to **Camera settings** (**FUNCTION** key number 2 from the left).
4. Follow the procedures outlined to the right.

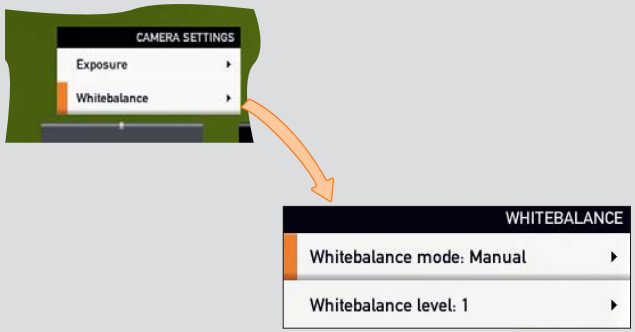
Adjusting the exposure



If you change the **Brightness mode** to **Manual**, the **Brightness level** will be possible to set by you. Since **Auto** has been chosen here, the actual level is shown ghosted.

Backlight compensates for any backlight shining on the camera from behind you causing you to appear dark.

Adjusting the whitebalance



Since the whitebalance has been set to **Manual** in this case, you will have access to setting the whitebalance in the usual manner. Use **Automatic** if that is more convenient.

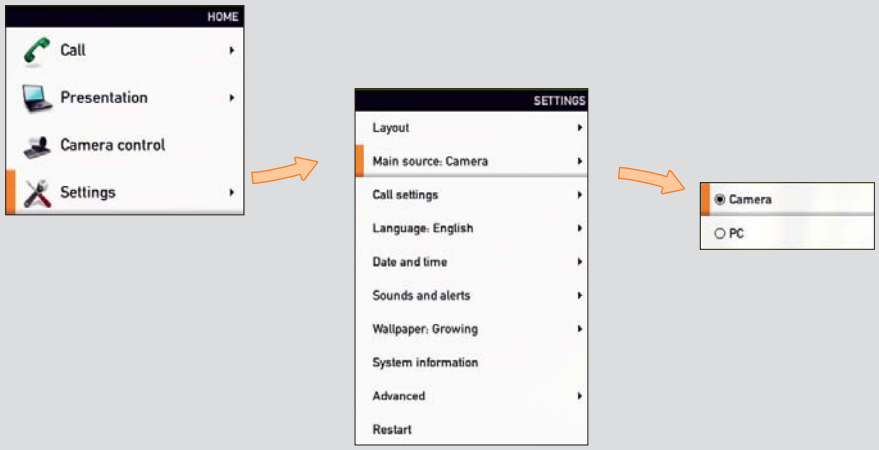
Main source

You may choose whether to use the camera or the PC input as your main source.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Main source** and press the ✓ key. Select between the options shown in the Fig. below.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back. Further details are shown on the next page.

This feature is also available as a softbutton when you select **Camera control**.

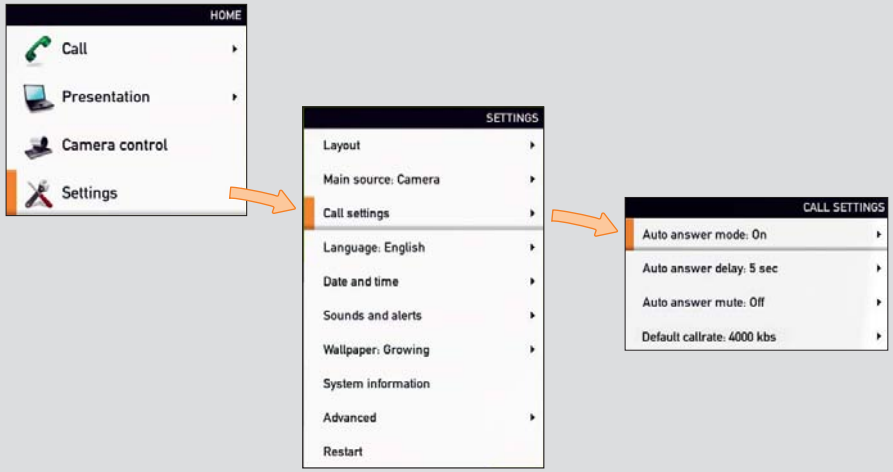


Call settings—an overview

The **Call settings** menu lets you set the default bit rate and whether and how the system shall answer incoming calls automatically. The options are treated more in detail on the next page.

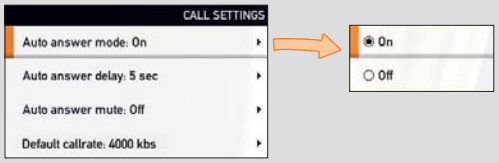
Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Call settings** and press the ✓ key. Select between the options shown in the Fig. below.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back. Further details are shown on the next page.

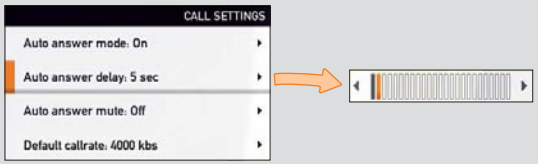


Call settings—auto answer options

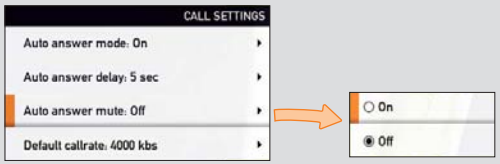
You may set up your system to answer automatically whenever someone calls you. If you choose to do so, you may also specify how long time it shall take before your system connects you and whether your microphone should be muted (turned off) or not.



Set to **On** to have your system answer incoming calls automatically and **Off** to answer them manually.



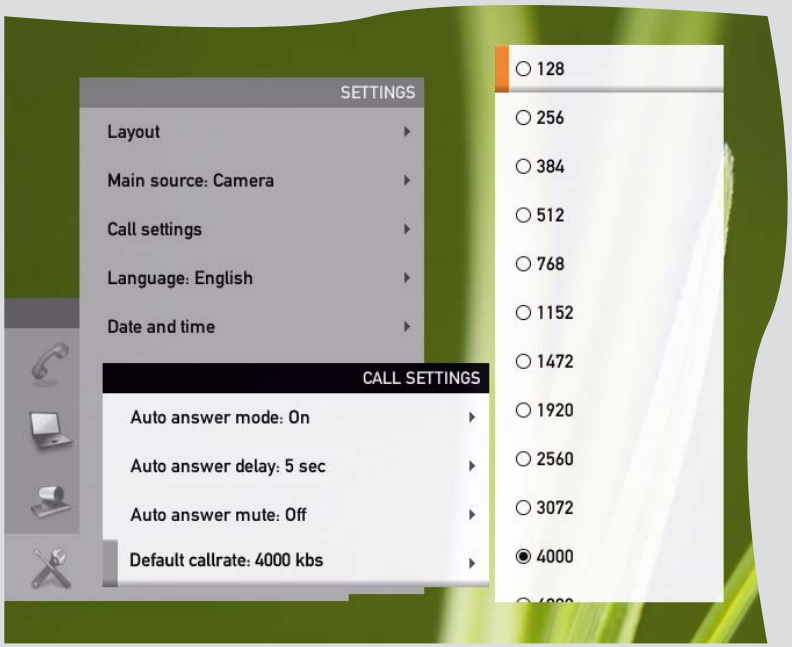
Use the **LEFT** and **RIGHT** arrow keys to alter how long time it shall take before your system connects you. Interval is 0–50 seconds.



For privacy you may set the microphone to be muted upon autoanswer. You will then have to activate the microphone yourself (press)

Call settings—default call rate

The **Call settings** menu lets you set the default call rate expressed as default number of kilobits per second. You may want to consult your system administrator to discuss the best setting in your environment. Options are 128, 256, 384, 512, 768 (initial default), 1152, 1472, 1920, 2560, 3072, 4000 and 6000 bits per second.

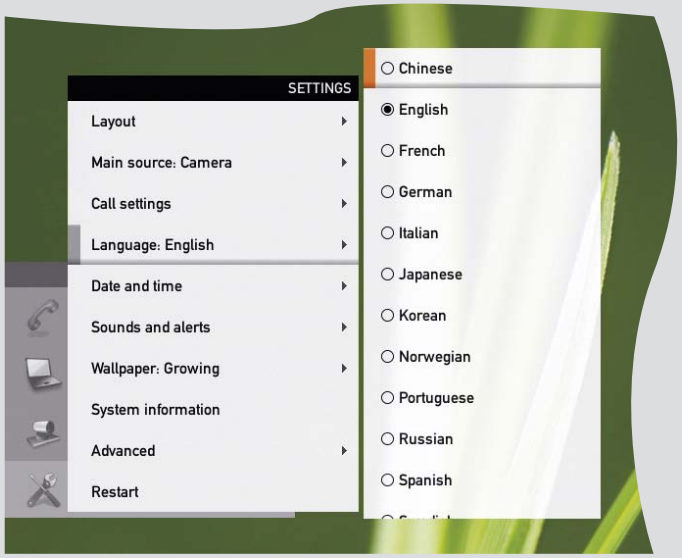


Language settings

This will allow you to specify the On-Screen Display (OSD) language. The following languages are supported: English, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Swedish, Turkish.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Language** and press the ✓ key again. Use the **UP** and **DOWN** arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.

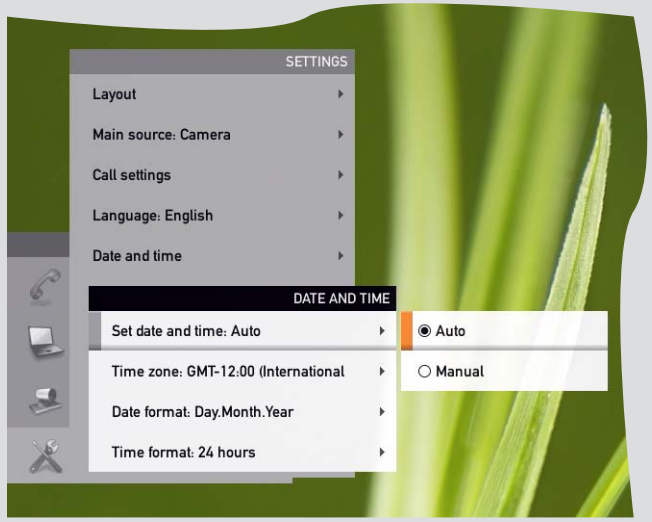


About the setting of date and time

You may have the system pick date and time for you or you may specify date and time zone settings along with date and time format and the date and time of day itself.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **Date and time** and press the ✓ key. Select between **Auto** and **Manual**.

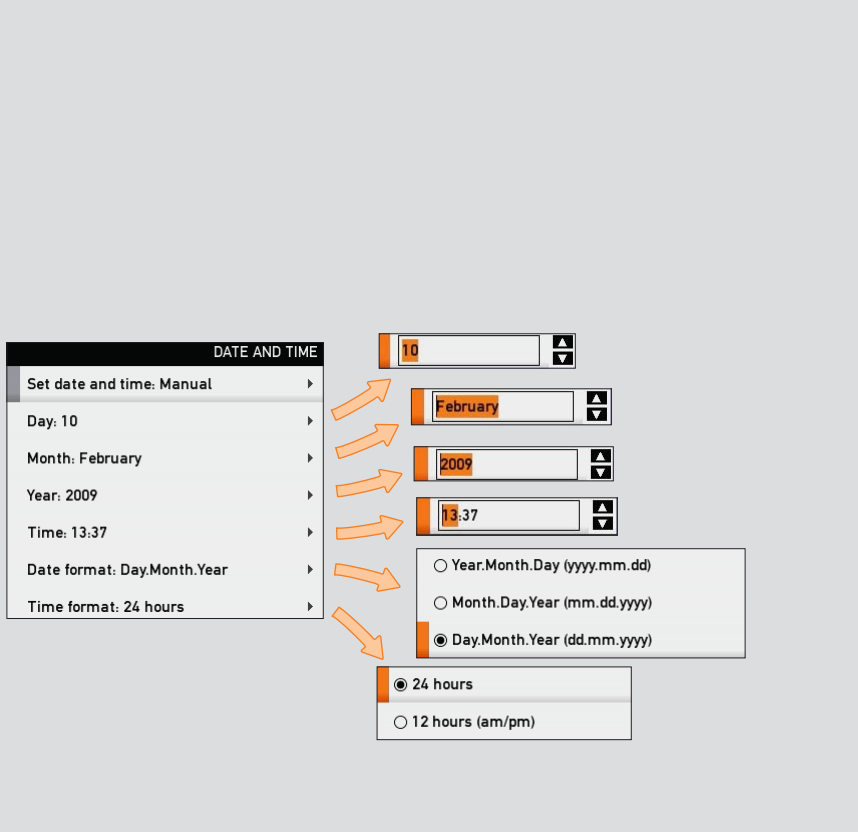
Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back. Further details are shown on the next page.



Setting date and time manually

Make sure you have set the **Set date and time** to **Manual** (previous page).

Using the below Fig as example set everything as required using the **ARROW** keys and the ✓ key in the usual manner.

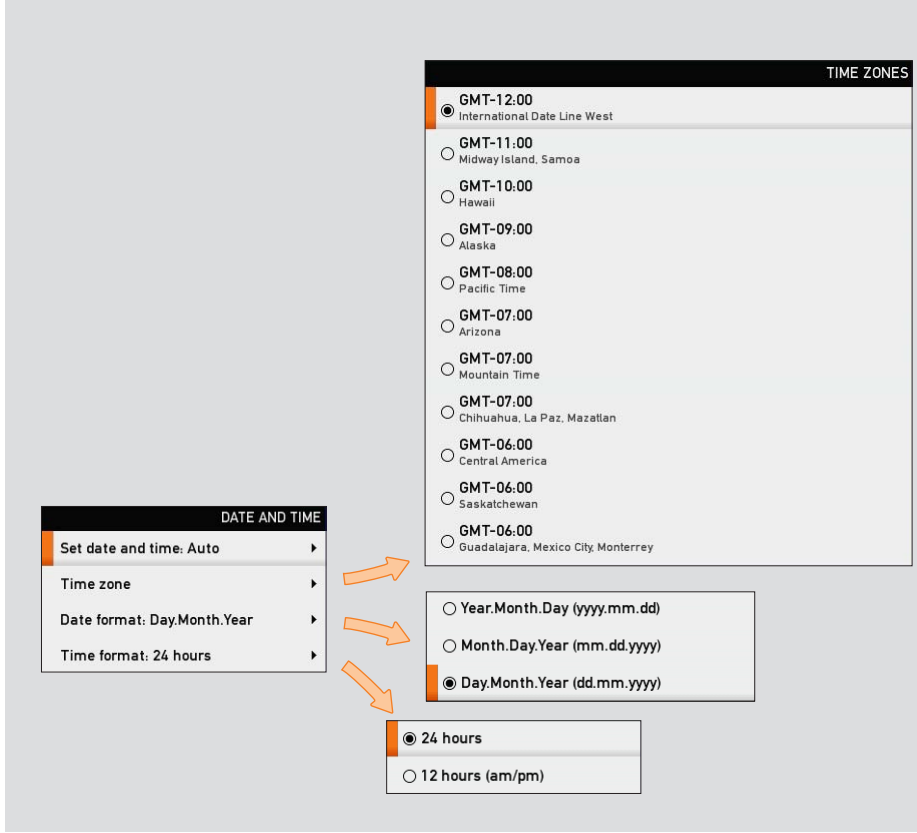


Setting date and time automatically

You may have the date and time of day set automatically. However, you must still specify time and date formats along with the time zone.

Make sure you have set the **Set date and time** to **Automatic** (previous page).

Use **ARROW** keys and the ✓ key in the usual manner to set everything as required.



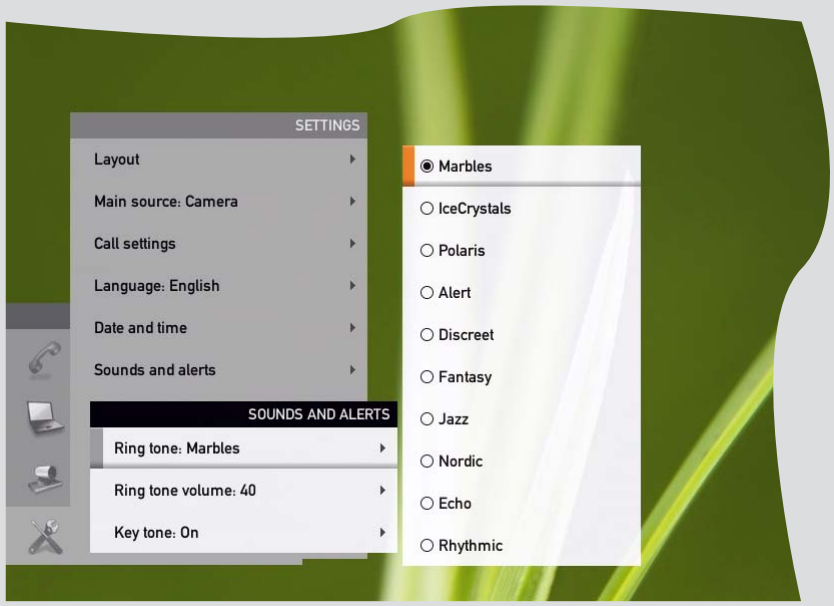
Selecting ring tone

The system lets you choose between a multitude of ring tones.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Sounds and alerts** and press the ✓ key again. Navigate to **Ring tone** and press the ✓ key again. Use the **UP** and **DOWN** arrow keys to move about the ring tones. Each ring tone will be played as you position the cursor at it.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.



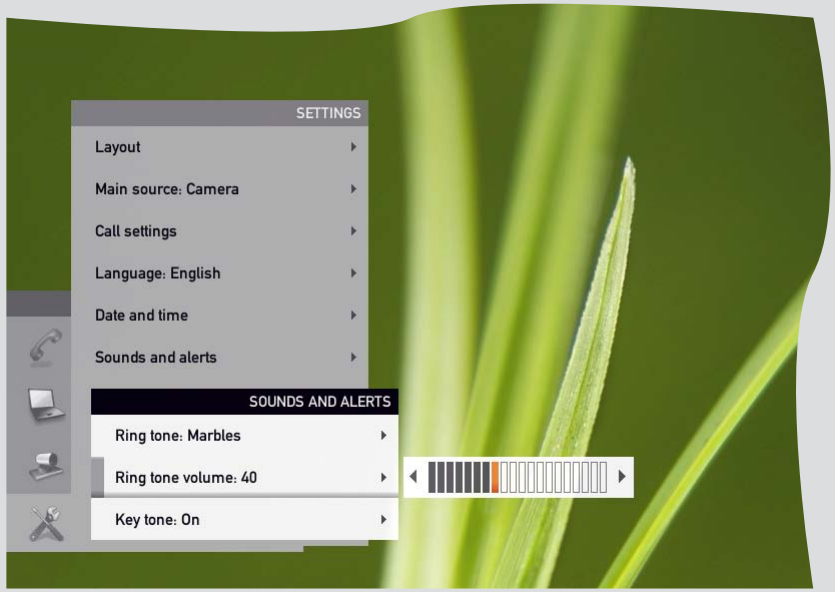
Setting ring tone volume

The system lets you set the ring tone volume.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Sounds and alerts** and press the ✓ key again. Navigate to **Ring tone volume** and press the ✓ key again. Use the **LEFT** and **RIGHT** arrow keys to set the volume.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.



Setting key tone to on or off

The system may be set to emit a sound every time you click key on the remote control.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Sounds and alerts** and press the ✓ key again. Navigate to **Key tone** and press the ✓ key again. Use the **UP** and **DOWN** arrow keys to select.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.

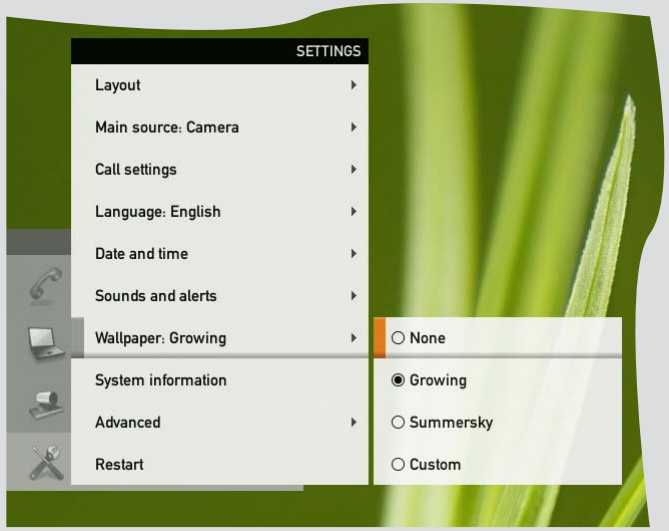
Setting wallpaper on your screen

The system lets you set a wall paper on your screen. This is shown in idle condition only.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Wallpaper** and press the ✓ key again. Navigate to **Ring tone volume** and press the ✓ key again. Use the **UP** and **DOWN** arrow keys to select wall paper. Uploading and inserting a custom wallpaper is explained overleaf.

Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.



Inserting your own wallpaper

The system lets you upload and use your own wall paper (e.g. your logo) on your screen.

The custom wallpaper is uploaded from the web interface. Open a web browser and enter the IP address of the codec. Select **Wallpaper** from the menu on top of the screen. Browse for the file and press the **Upload** button. Toggle once between **None** and **Custom** wallpaper to put the change into effect. See the Appendices section of the Administrator Guide for your system for further details about the web interface.

System information

An extensive list of applicable information of your system can be produced.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key. Then navigate to **System information** and press the ✓ key again.

To exit this screen, press the HOME key (⌂).

A shortcut to this function is available. Make sure the system displays the **Home** menu (press the ⌂ key on the remote control to display this menu). Then press the rightmost softbutton to display the **System information**.

TANDBERG QUICK SET C20

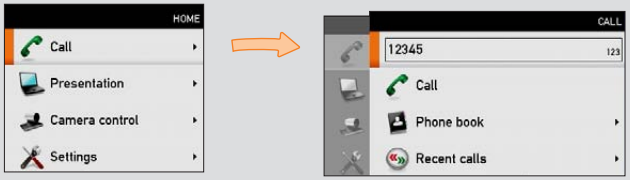
MAKING CALLS

Making calls by dialing the number

Observe that the term "number" has a wide definition here; you may use the procedure outlined on this page to call people by their alphanumeric address as well, for example:

"alice.wonderland@mycompany.com"

Press the key to produce the **CALL** menu, if needed. Position the cursor at **Call** and press ✓ to produce the submenu.



Key in the "number" to call. If needed, switch to alphanumeric setting by means of the **abc/123/ABC** softkey.

Press the softkey **Special characters** to access non-standard characters, if needed. See ▶**Special characters** on page 8 for more on this.

The autocomplete feature will propose a "number" based on your **Recent calls** list.

Press ✓ followed by or, press ✓ twice to start calling.

When someone is calling

Respond to an incoming call by pressing the key on the remote control to *accept* it, or press the key to *reject* it.

Press the key on the remote control to answer an incoming call

Press the key on the remote control to reject an incoming call

Terminating an ongoing call

Terminating an ongoing call is similar to terminating calls on a cell phone—just press the key on the remote control.

Press the key on the remote control to terminate an ongoing call

Making calls using phone book

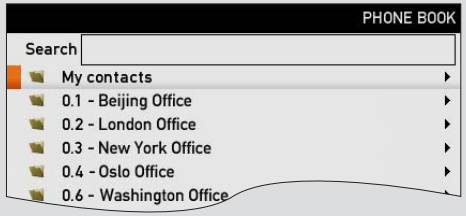
Making use of the phone book is time saving and prevents you from inadvertently calling the wrong number.

The entries, often referred to as *contacts*, are sorted alphabetically.

Method 1

Press the **Phone book** key…

… to show the PHONE BOOK.



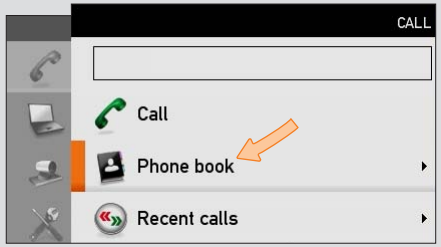
If you know your way, navigate down to the folder required and press ✓ to produce the contents of that folder. Use the **ARROW** keys to locate whom to call and press to place the call.

Alternatively, you may search for an entry in the phone book. This is described in the section *Phone book usage*.

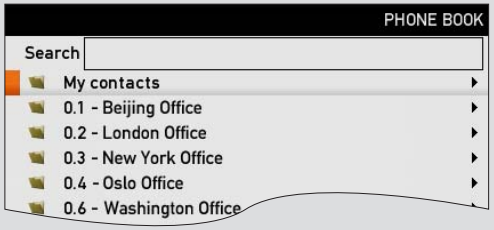
Method 2

Press the key to produce the **CALL** menu, if needed. Position the cursor at **Call** and press ✓ to produce the submenu…

…then navigate down to **Phone book** and press ✓ to display the phone book.



If you know your way, navigate down to the folder required and press ✓ to produce the contents of that folder. Use the **ARROW** keys to locate whom to call and press to place the call.



Alternatively, you may search for an entry in the phone book. This is described in the section *Using the Phone book.*

Making calls using the recent calls list

If you have called somebody, or somebody has called you, this will be listed in the list of recent calls.

To gain access to the **RECENT CALLS** list, just press the key on the remote control.

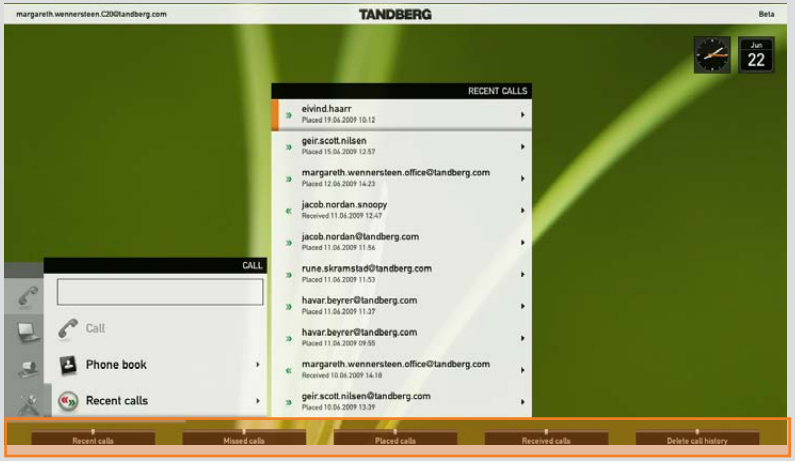
You may also copy entries in the recent calls list to your phone book—see *Using the phone book* for details.

The icons used

The icon is used to denote calls made by you.

The icon is used to denote calls received.

The icon is used to denote missed calls.



Select what type of recent calls to show; All recent calls, just the missed calls, just the placed calls or just the received calls, by means of the softbuttons. Use the rightmost to clear the call history.

TANDBERG QUICK SET C20

USING THE PHONE BOOK

Basic phone book features

Your TANDBERG Profile contains a phone book functionality very similar to what you find in a mobile phone.

It contains a section in which you can add your own list of contacts, and most corporate solutions will also include a corporate phone list.

This latter list is normally installed and maintained from remote by your system administrator through a management system like the TANDBERG Management Suite (TMS), which is available separately.

You cannot edit the corporate list yourself, but you may add entries to **My Contacts**. These may be edited *ad libitum*.

Navigating in the phone book

- Basic navigation in the phone book is done in the usual way.
- When positioned at a line with a small folder icon in front, press the right ARROW key to produce the contents of this folder. Repeat, if needed, if there are more levels.
- Whenever you are at a lower level, use the left ARROW key to move one level back.

Calling an entry in the phone book

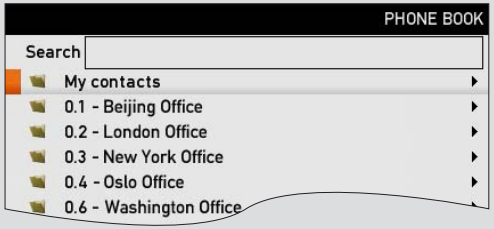
Once an entry is located, just press the key to place the call.

Need to search for an entry in the phone book? See *Searching in the phone book* on the next page.

Opening the phone book:

Press the PHONE BOOK key…

This will cause the PHONE BOOK menu to open…



The phone book typically contains your own **My contacts** and a corporate phone book.

In **My contacts** you may enter your own contacts.

Searching in the phone book

While the **My contacts** may contain up to 200 entries, the entire phone book (which may include server based corporate directories) can be virtually unlimited in size. Consequently, using the arrow keys as the only navigation device can easily become a cumbersome task. What to do?

Enter *Quick Search by Letters*. Whenever you are inside the phone book navigating in the list of entries, the numerical keypad automatically switches from **123** mode to **ABC** mode. To locate a specific entry, just type in the first letter as with a cell phone. The system will then display all matches. Add more letters to refine your search. The search will be done within the folder your cursor at present is located and inside any subfolders within this folder.

Entering text in the search field

Example: How do I write **Alice 123** in the **Search** input field in the phone book?

Do as follows:

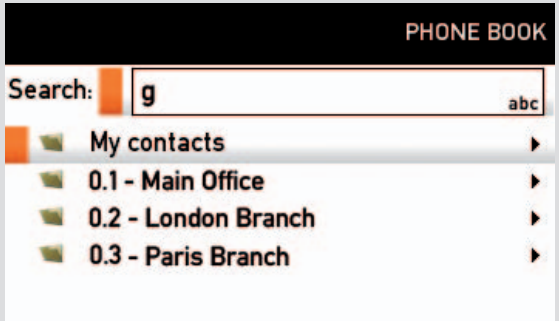
1. Press the **2**-key once to get an **A**
2. Press the **#**-key once to switch between upper and lower case letters
3. Press the **5**-key three times to get an **l**
4. Press the **4**-key three times to get an **ı**
5. Press the **2**-key three times to get a **c**
6. Press the **3**-key twice to get an **e**
7. Press the **0**-key once to get **space**
8. Press the **1**-key three times to get a **1**
9. Press the **2**-key four times to get a **2**
10. Press the **3**-key four times to get a **3**.

Quick search by letters

To search for an entry in the phone book, navigate to where you assume the entry resides. Any search will be done within the folder your cursor at present is located and inside any subfolders within this folder.

If in doubt, remain at the top level (called *root* in computer terminology) and do your search from there.

Just type the letter (or switch to **123** mode by pressing the **#** key to key in digits) and the **Search** field will be activated immediately. The phone book will then look something like this:



The search will begin immediately. Add more letters to narrow and refine your search.

Example: Keying in **da**, will return entries like **Da**ve Olson and **Da**vid Jones, but also John **Da**hl and Vittorio **Da**lmazzino. There is no case sensitivity here.

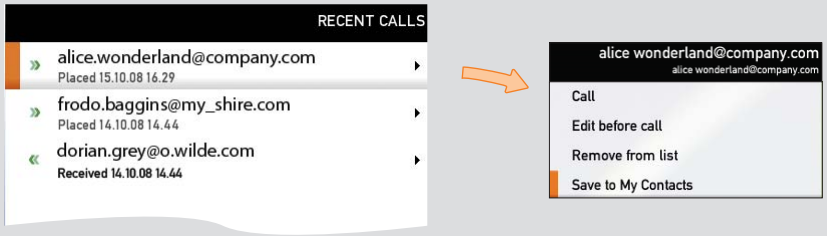
How to open the phone book is described *Basic phone book* features, which can be found on the previous page.

Adding new contacts

New contacts can be added to **My contacts** only. Other entries must be entered by you system administrator.

Adding an entry from recent calls or the phone book

While you are inside the phone book or the list of recent calls, navigate to the entry you would like to copy to My contacts and press the ✓ key or the **RIGHT ARROW** key to show the **OPTIONS** menu:



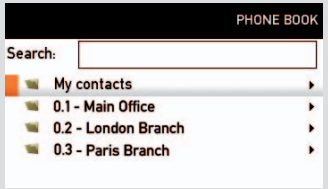
Navigate down to **Save to my contacts** and press the ✓ key to open the **EDIT** dialog box. This is similar to when entering a new contact manually (see right for details), but in this case the name and "number" of the copied contact has been filled in already by the system. If you want to edit the information entered you may do so. Remember to save before leaving the menu.

How to open the phone book is described *Basic phone book* features, which can be found two pages back.

Adding an entry manually to My contacts

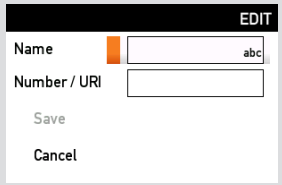
Open the phone book by pressing the 📖 key on the remote control.

Navigate to **My contacts**:



Press the ✓ key to show the contents of **My contacts**. A softkey named **New contact** will now appear along the bottom line of the display:

Press the corresponding **FUNCTION** key on the remote control to enter the **Edit** dialog box.



Enter name and "number" of the new contact. After you have entered this information, the **Save** field will no longer appear ghosted and you may navigate down to this field and press the ✓ key to save your new entry.

Alternatively, navigate down to **Cancel** and press the ✓ key to exit the dialog box without saving the new entry.

Editing existing entries

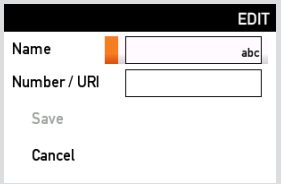
You may edit and delete entries in **My contacts** any time. Since updates in the corporate phone book(s) made by your system administrator will not affect **My contacts**, you may have to use this feature from time to time when corporate phone book changes are made.

Editing entries in the phone book

Open the phone book. Since entries in My contacts are the only ones that may be subject to editing, navigate to **My contacts** and press the ✓ key to open it.

Navigate to the entry to edit and press the ✓ key again. In the submenu that now appears, navigate to **Edit** and press the ✓ key to open for editing of the entry.

You will now see a dialog box similar to this:



in which the name and "number" of the entry selected for editing has already been inserted.

Edit as required and navigate down to **Save** and press the ✓ key to put the changes into effect.

TANDBERG QUICK SET C20

IN-CALL FEATURES

Sharing a PC presentation

General recommendations tips for making your video meeting room as good as possible are described in the Administrator guide for this product. The Administrator guide may be downloaded from www.tandberg.com.

Dual video stream

With dual video stream you can view two different live video streams simultaneously, the main video and one additional source. This could for example be both a PC presentation and the person who gives the presentation.

If one of the video systems does not support dual video stream, no second video stream will be established and the PC presentation will be shown as the main video.

Sharing a presentation

To share a presentation, do as follows:

1. Make sure the PC does not cover any of the microphones as this will reduce the audio quality at the far end.
2. Locate the DVI cable and connect the PC to the video system.
3. When pressing the **PRESENTATION** button on the remote control the default presentation source is activated.

The DVI/VGA input is compliant with VESA Extended Display Identification Data (EDID) and will be able to notify the PC of the supported output formats.

Troubleshooting if the presentation does not show

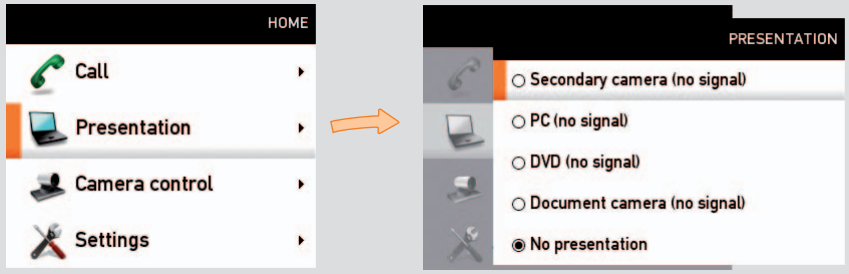
- On most PC's you must press a special key combination to switch the PC image from the PC screen to the video screen.
- Check that the presentation source is correctly defined. Access to this setting may be password protected by your system administrator and the procedure is described in the Administrator guide for this product.
- Make sure your PC is set to activate your VGA output.

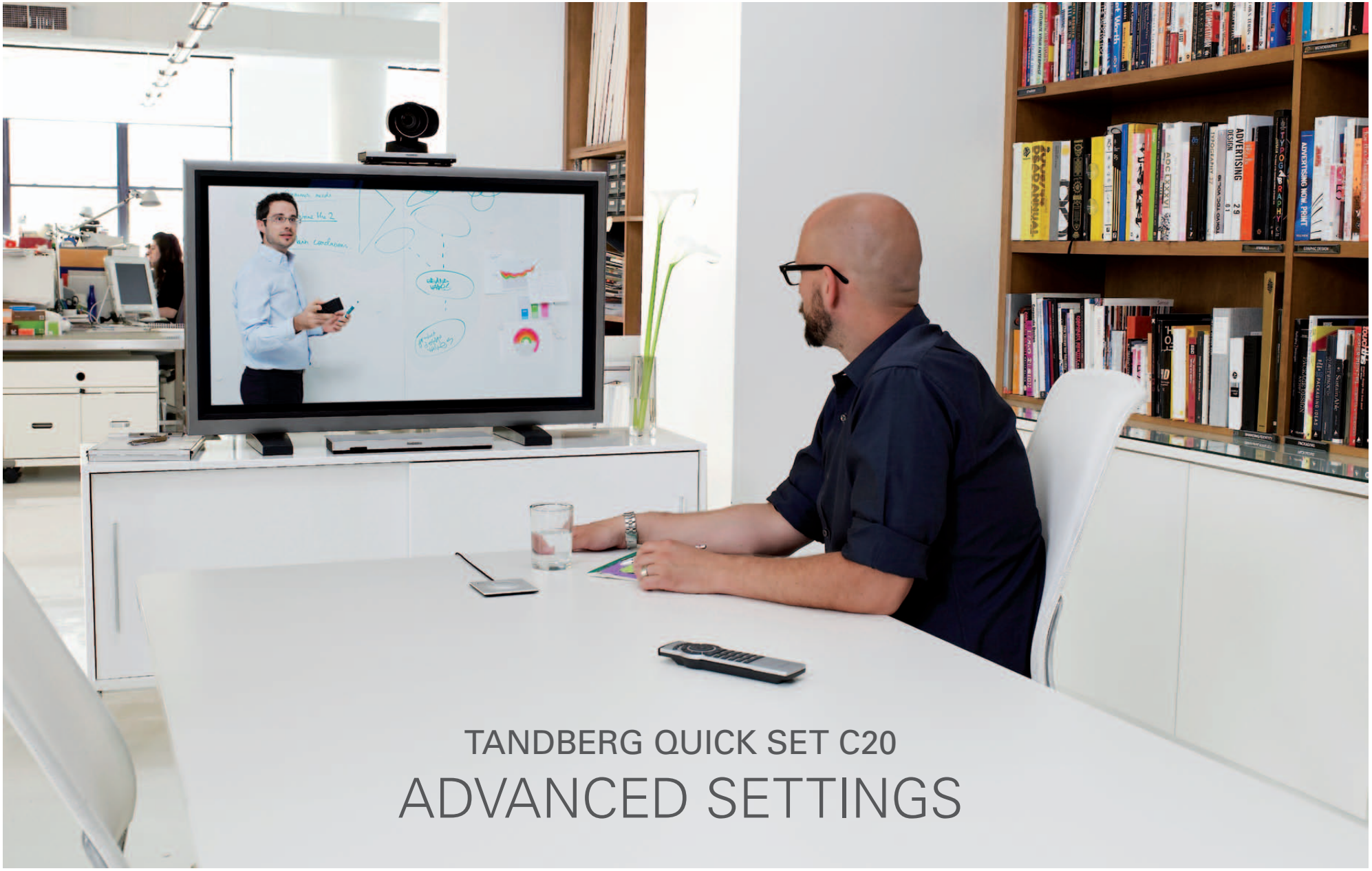
Other presentation sources

You can also connect other presentation sources like:

- DVD
- Document camera

To specify which source to serve for the presentation select it as shown here. Note that the name of each source can be changed, consult your administrator for details on this.





TANDBERG QUICK SET C20

ADVANCED SETTINGS

About the advanced settings

The **Advanced settings** lets you define extra softbutton functions; alter the IP settings of the system; utilize the Advanced configuration options and finally change the Administrator's password.

Your Quick Set C20 can be configured through its web interface, but it may also be configured through the **Advanced configuration**. This is normally carried out by your system administrator, who may have password protected the access to the **Advanced configuration**.

Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.

Then navigate to **Advanced** and press the ✓ key again to display the options available (shown below).

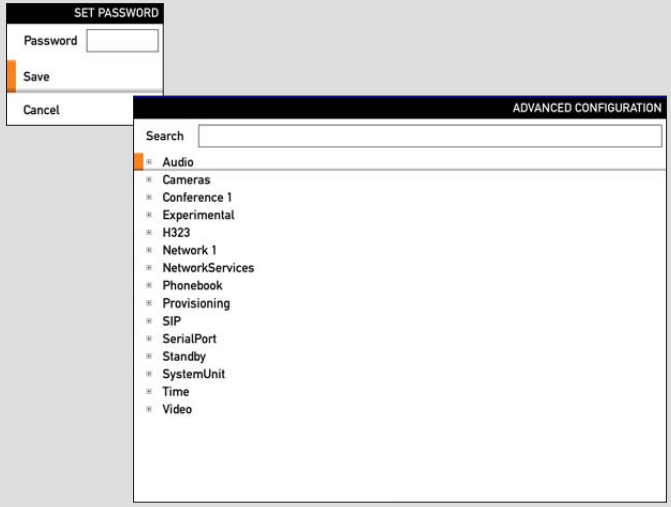
Advanced configuration & password

The Advanced configuration is aimed at system administrators only and may have been password protected by your system administrator. Unless you are the system administrator you should leave these settings as they are.

The IP settings (not shown) are also aimed at system administrators.

The Advanced configuration settings and the IP settings are described in the Administrator Guide for the Quick Set C20. This guide can be downloaded from **www.tandberg.com**. Look for **Support** and then **Documentation**.

The password may not have been set. If you decide to give your system a password, take care. If you forget your password or otherwise forget it, contact your TANDBERG representative for help.



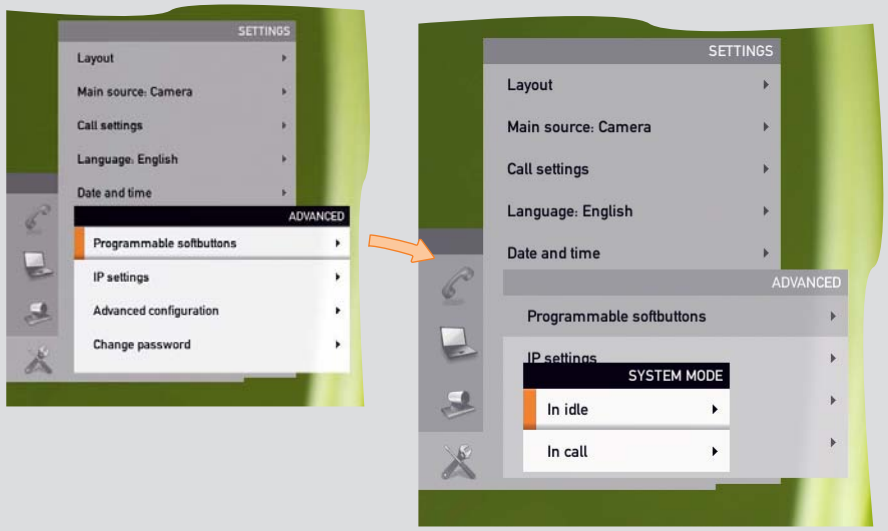
Defining softbutton functions

The function keys of the system's remote control are used to control the softbuttons along the lower end of the screen. These softbuttons are context sensitive, i.e. they appear when needed and not else—typically when you adjust settings via the menus.

Note! These settings may have been password protected by your system administrator.

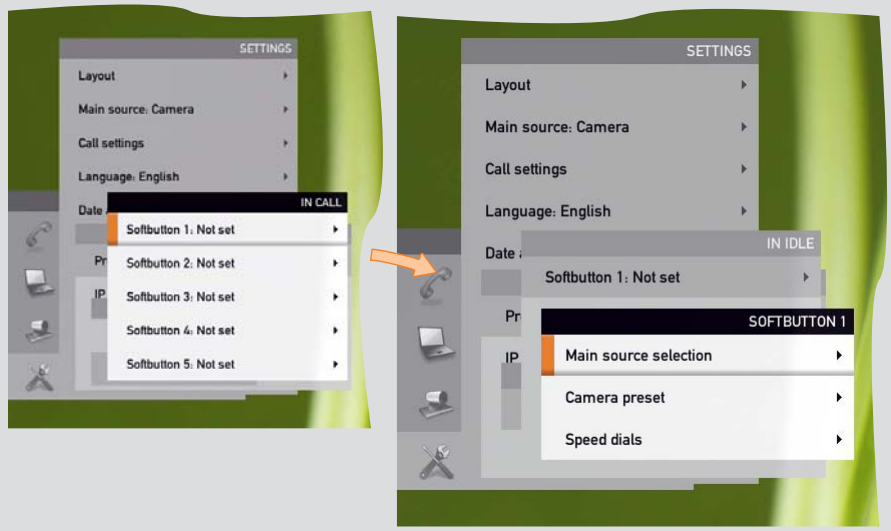
However, you may enhance your system's perceived performance by adding softbutton functionality to idle as well as to in-call situations.

1. Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.
2. Then navigate to **Advanced** and press the ✓ key again to display the options available (shown below).
3. Expand the **Programmable softbuttons** and select whether the definitions shall apply when in idle or when in call. You may define one set for each situation, but only one at a time.



4. Expand your selection to display a list of all five softbuttons.
5. Navigate to the softbutton to be defined, if needed and expand this menu item.
6. You will now have three choices; **Main source selection**, **Camera preset** and **Speed dials**. These are all treated on the following pages.

If you want a softbutton assignment to apply to both idle and in-call situations you must assign a function twice—one setting for idle and one for in-call situations. Note that any softbutton can be assigned to any function. Setting one softbutton to a specific function for idle situations does not imply that the same function must be assigned to the same softbutton for in-call situations (although doing so may appear more logical in many cases).



Softbutton—Main source selection

If you want direct access (via the softbuttons along the bottom line of the screen) to the source used, you should assign the function **Main source selection** to one of the softbuttons. In the following we will use **SOFTBUTTON 1** as an example, but the function may be assigned to any of the five softbuttons.

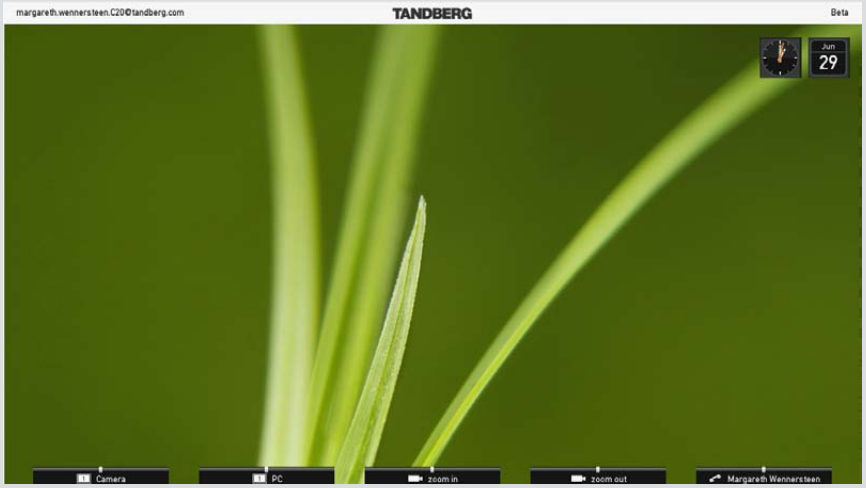
Do as follows:

1. Navigate down to the softbuttons options as shown on page 34. Make sure you have decided whether your setting shall apply to idle or in call. If you want it to apply to both situations you must do this twice, one setting for each case—see the tip on page 34 for more on this.
2. Expand the **Main source selection** menu.
3. Use the **VERTICAL ARROW** keys to go between the options—**Camera** or **PC** as main source.

4. Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.

Below is a screenshot showing how the softbuttons appear when assignments have been made.

If you have set **SOFTBUTTON 1** to **PC** as main source, you may want to set **SOFTBUTTON 2** to **Camera** (or the other way around) in order to be able to conveniently switch between the two.



Softbutton—Camera Preset

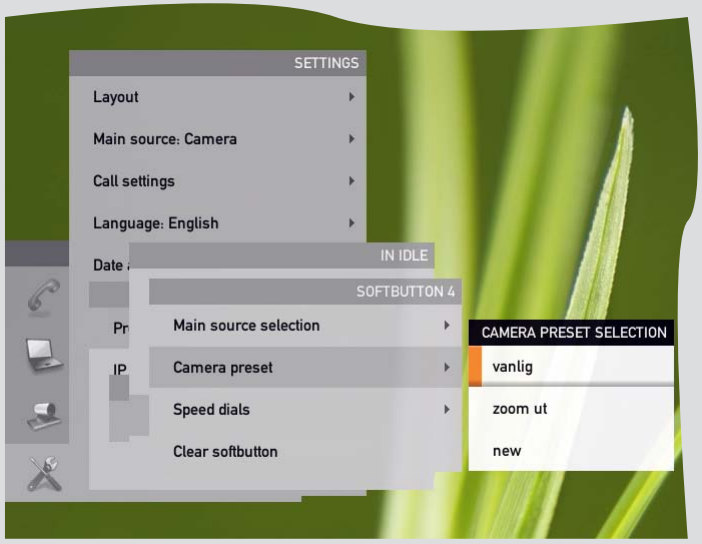
If you want direct access (via the softbuttons along the bottom line of the screen) to predefined camera presets, you should assign the function **Camera preset** to one or more of the softbuttons.

Note that camera presets must have been defined before you start assigning presets—see page 10 for more on camera presets.

In the following we will use **SOFTBUTTON 1** as an example, but the function may be assigned to any of the five softbuttons.

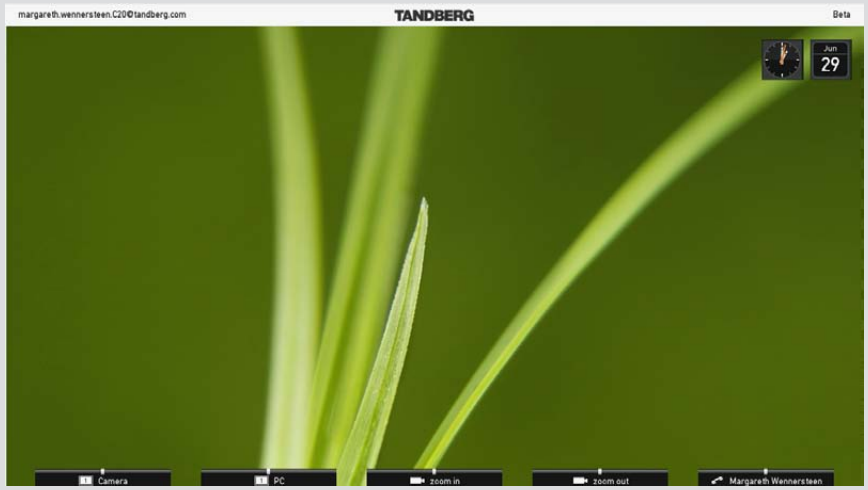
Do as follows:

1. Navigate down to the softbuttons options as shown on page 34. Make sure you have decided whether your setting shall apply to idle or in call. If you want it to apply to both situations you must do this twice, one setting for each case—see the tip on page 34 for more on this.
2. Expand the **Camera preset** menu.
3. Use the **VERTICAL ARROW** keys to go between the presets existing.



4. Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.

Below is a screenshot showing how the softbuttons appear when assignments have been made.



Softbutton—Speed dials

If you want direct access (via the softbuttons along the bottom line of the screen) to contacts in the phone book, you should assign the function **Speed dials** to one or more of the softbuttons.

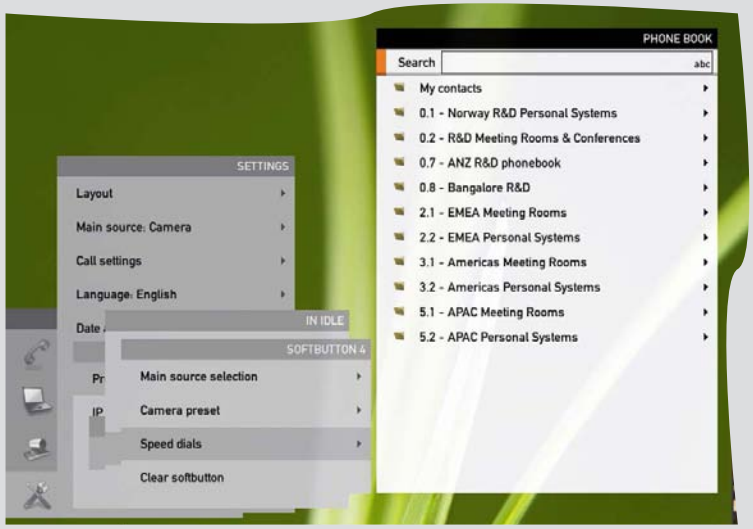
Note that assignments can be made to existing contacts only. To add a contact to your phone book, see page 28.

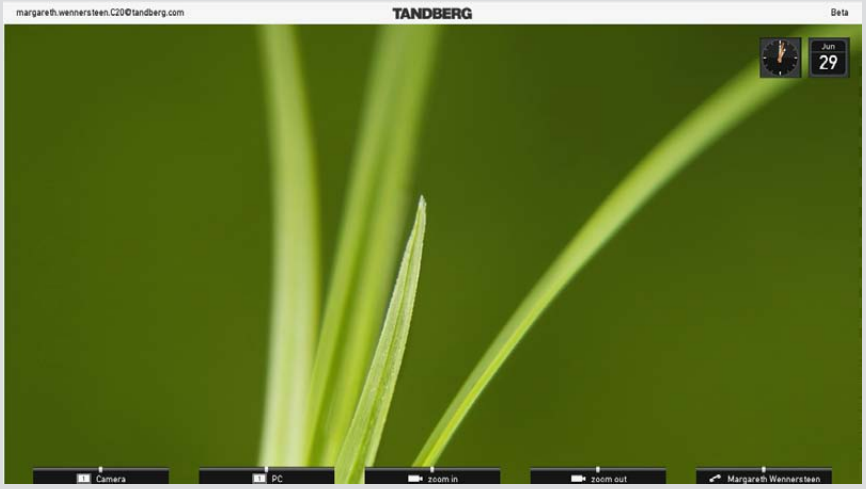
In the following we will use **SOFTBUTTON 1** as an example, but the function may be assigned to any of the five softbuttons.

Do as follows:

1. Navigate down to the softbuttons options as shown on page 34. Make sure you have decided whether your setting shall apply to idle or in call. If you want it to apply to both situations you must do this twice, one setting for each case—see the tip on page 34 for more on this.
2. Expand the **Speed dials** menu.
3. Use the **VERTICAL ARROW** keys to navigate in the phone book. For more on phone book usage, see page 26.
4. Press the ✓ key to exit the menu putting changes into effect or the **LEFT ARROW** key to leave the menu going one step back.

Below is a screenshot showing how the softbuttons appear when assignments have been made.





Softbutton—Clear softbuttons

You may clear softbuttons that you no longer want to appear. This is done via the **Clear softbutton** at the bottom of the menu. You do not have to clear a softbutton function in order to assign the softbutton to another function. That may be done right away.

For more on how to get to the below menu—see page 34 for details.

Make sure you select the right softbutton (idle mode or in-call mode).

Restart

Should you need to restart the system, do as follows:

1. Starting from the **Home** menu, navigate down to **Settings** and press the ✓ key.
2. Then navigate to **Restart** and press the ✓ key again. You will now be prompted to confirm.

TANDBERG

WORLD HEADQUARTERS

Philip Pedersens vei 20
1366 Lysaker, Norway
Tel: +47 67 125 125
Fax: +47 67 125 234
Video: +47 67 126 126
E-mail: tandberg@tandberg.com

1212 Avenue of the Americas, 24th Floor
New York, NY U.S.A. 10036
Tel: +1 212 692 6500
Fax: +1 212 692 6501
Video: +1 212 692 6535
E-mail: tandberg@tandberg.com

While all reasonable care has been taken to ensure that the information contained in the presentation is accurate and not misleading, Tandberg shall not be liable for any loss resulting from reliance placed on the information contained in this document.

TANDBERG reserves the right to amend any of the information in this document in order to take account of recent advances.

Information on intellectual property rights, trademark, disclaimers, patent information, copyright notice, safety instructions and environmental issues can all be found in the Administrator guide for this product. To download the Administrator guide go to www.tandberg.com and navigate to Support and then Documentation.

Copyright © 2009 TANDBERG. All rights reserved.