

KNOY 202 User's Guide

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For an updated version, check <http://eng.purdue.edu/jump/81374f>

Created by ECN for Purdue Polytechnical Institute with help from ITaP

Contents

IMPORTANT: If you plan to use the Cisco SX10 videoconference unit in KNOY 202, **you MUST consult the information from “Videoconference Bridge/Cisco SX10 overview” to “Using the Cisco SX10”** – it has important information on what to expect and how to schedule meetings.

Contents	2
1. Using the Crestron system	3
1.1 Video Selection	3
1.2 Audio Selection	4
2. Using the ECN Podium Computer	5
3. Telepresence Bridge/Cisco SX10 Overview.....	5
Other Limitations	6
WebEx on the bridge.....	6
4. Scheduling a Meeting to Use the Cisco SX10	7
Registering online	7
Adding legacy devices:	9
If you have any older devices that need to connect to the meeting, or an unregistered device.....	9
Handling Meeting Emails	12
5. Using the Cisco SX10	15
6. Frequently Asked Questions	16
Can I do the Videoconference Bridge Reservation at the beginning of the meeting?	16
Who do I contact if I need help RIGHT NOW?	16
Who do I contact for help with the VoIP bridge scheduling system (tms.voip.purdue.edu)?.....	16
Who do I contact for help with WebEx?	16
Who do I contact for help with the Cisco SX10 or other room equipment?	16
Who do I contact to schedule the meeting room?	16
What happens if my meeting runs long?	17
What do I do if I accidentally exit the meeting on the Cisco SX10, or want to add a Purdue-registered device to connect that was not originally on the meeting list after the meeting starts?	17

1. Using the Crestron system

To begin, you will need to touch anywhere on the display to turn on the system, then touch the prompt to confirm you want it turned on.

Once the system is on, the Crestron display should look like this:

Video Projector #1 =

Left TV

Video Projector #2 =

Right TV



1.1 Video Selection

You will next need to select what device you will use for each TV:



This displays the PC at the podium



This displays a laptop using the cables at the podium



This displays the document camera that is used to project physical documents and objects





This displays the Cisco system for Webex video conferencing
(see attached information on how to schedule/create meetings with this system)



This displays a laptop using the cables from the Table 1 input



This displays a laptop using the cables from the Table 2 input



1.2 Audio Selection

IMPORTANT - Audio selection is separate from the video selection. Select the single device that you want to be audible to the room using the “Audio Control” panel above the “Shutdown System” button.

If you are using both the Cisco SX10 and have a computer presentation that includes audio, you will want to do the following:

- 1) Bring a webcam/microphone to plug into the computer
- 2) Mute the Cisco SX10 using the remote control (to prevent a feedback loop)
- 3) Set the Crestron to broadcast the PC Audio or Laptop Audio
- 4) Connect to the Cisco Bridge-generated WebEx meeting and enable “Call using the computer” to use the microphone



Once you are finished with the meeting/presentation/videoconference, this will shut down the system

2. Using the ECN Podium Computer

The podium computer in KNOY 202 is a normal ECN domain computer. As a result:

- All documents and settings should be consistent with ECN users' office desktop or lab computer if it is on the ECN domain
- People that are not set up on the ECN domain (including many people from Admissions, Bursar's Office, etc) cannot log in. As long as you stay in the room and observe what they do, you can log into the lectern for them to present from, but they will need to access their files via email, file-sharing service, or a flash drive. If you set up the meeting in tms.voip.purdue.edu, you may also want to log into WebEx on the lectern (but you can log in on a laptop, and then designate them as the Presenter or Host).
- It is best to log off all ECN-domain office computers or lab computers before coming to log into the KNOY 202 podium. Otherwise, web browsers might not work (Firefox and Chrome can only be used on one computer at a time), and other programs including Outlook might behave unpredictably.

Please use purdue.edu/ecn/contactus if you have a question regarding whether a guest can log in into KNOY 202. Be sure to include the username or Purdue email address of the guest.

You can log into WebEx as the host (if you set up the meeting) on the podium computer to share the desktop, including any PowerPoint presentation or website demonstration. If you bring a webcam, you can use the lectern to broadcast a better view of the presenter, but you should not use the "Use this computer's audio" feature in WebEx plus the Cisco SX10 microphone because they can cause a feedback loop. Instead, mute one of them, and use WebEx as the host to designate the microphone source as the presenter. See "WebEx on the bridge" on page 6 for more discussion.

3. Telepresence Bridge/Cisco SX10 Overview

On the Cisco Telepresence Bridge, there are 3 classifications of video platforms: advanced videoconferencing units that are pre-registered at tms.voip.purdue.edu (mostly Cisco SX models), units that use a legacy SIP connection (either because they are older Tandberg, Lifesize, or other videoconferencing units, or using a legacy connection because they are outside of Purdue), and WebEx users.

The video bridge system allows devices on different platforms to broadcast video to each other. It is only a "one-lane" video bridge between the different platforms' "islands". That is, only one person from a different platform is displayed by the bridge at a time, but all members (if set up correctly and not muted) can be heard at the same time. The system tries to determine who is talking at that point in time or has talked most recently, and display that person as its "representative" on the bridge. For people using WebEx or advanced Cisco videoconferencing endpoints, they can also see the desktop or slideshow that is being shown in WebEx.

For example, suppose that Wendy, Wesley, and Webster are using WebEx, while Carl, Chrissy and Candice are using Cisco SX10 devices and Luke, Larry, and Leticia are using legacy devices. If Wendy is having a back-and-forth discussion with Carl, then people will see the following things:

Wendy, Wesley and Webster will see each other (because they are all on the same platform), plus Carl (who is either talking or has talked most recently). If a presentation or desktop is shared via WebEx, they will also see that.

Carl, Chrissy and Candice will see each other, plus Wendy (who is either talking or has talked most recently). If a presentation or desktop is shared via WebEx, they will also see that.

Luke, Larry and Leticia will probably just see whoever is currently talking, but their legacy device/connection might support doing more. They will probably NOT be able to see a presentation shared via WebEx, but sufficiently advanced units might be able to.

Due to the “one-lane” limitation, we recommend that someone in the room of the Cisco SX10 use WebEx so that they can be aware of who is in the meeting on the WebEx side.

The only way to share desktop content from the lectern laptop/desktop is to have it be connected to the WebEx meeting – the Cisco unit is not connected to be able to show content from the desktop computer (even though it shows up in the Cisco SX10 user interface). See “2. Using the ECN Podium Computer”, page 5.

Other Limitations

The Videoconference Bridge cannot dial out to devices other than videoconferencing units registered with Purdue. Other units must dial in to the bridge using the information at “Handling Meeting Emails”, page 12.

WebEx on the bridge

In the WebEx meeting that the Cisco Bridge scheduling system creates (see “Scheduling a Meeting to Use the Cisco SX10”, page 7), the “Host” is assigned role to the person who created the meeting. If that person is not there, then the Bridge is given the “Host” role (which it can’t actually do anything with). The host role has several useful abilities, such as muting people who accidentally leave their Mic on, reconfiguring the shared WebEx space, and giving other people the “Presenter” role

So, we recommend that the person who creates the meeting be in the meeting room, and if they are not planning to be in the meeting or have something come up, we recommend they remotely use the “Start Your Meeting” link from the confirmation emails as discussed at “Handling Meeting Emails”, page 12, and then delegate the host ability.

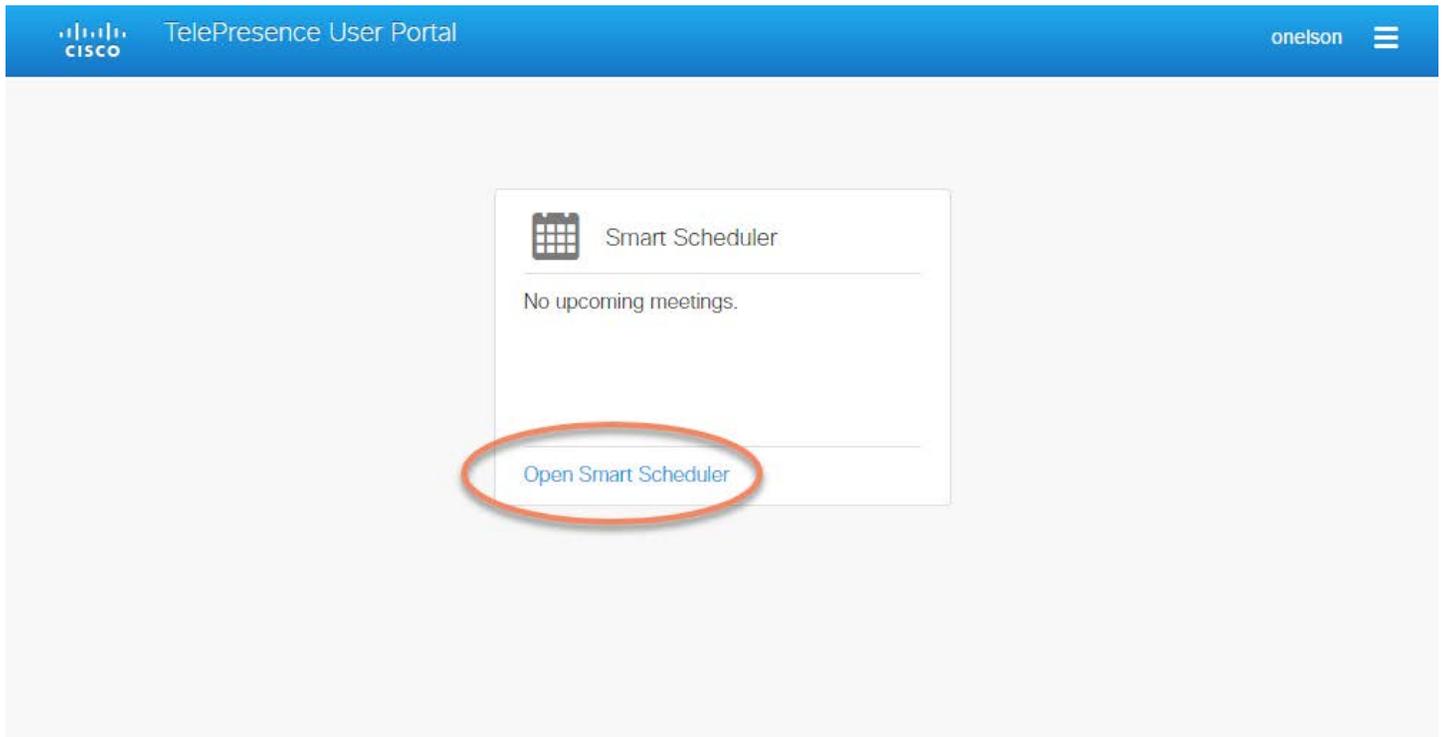
There is no ability to assign a cohost or use other advanced features at <https://purdue.webex.com/mw3300/mywebex/meeting/mymeeting.do?siteurl=purdue&serviceType=mc> – WebEx meetings generated via the Cisco TelePresence page can only be edited via the TelePresence scheduler, which does not provide those options.

When using the bridge to allow videoconferencing units in the meeting, some normal WebEx features are lost, including the ability to share presentations as interactive meeting content. Instead, you will want to run the presentation on the presenter’s computer with WebEx, and share the desktop of that computer.

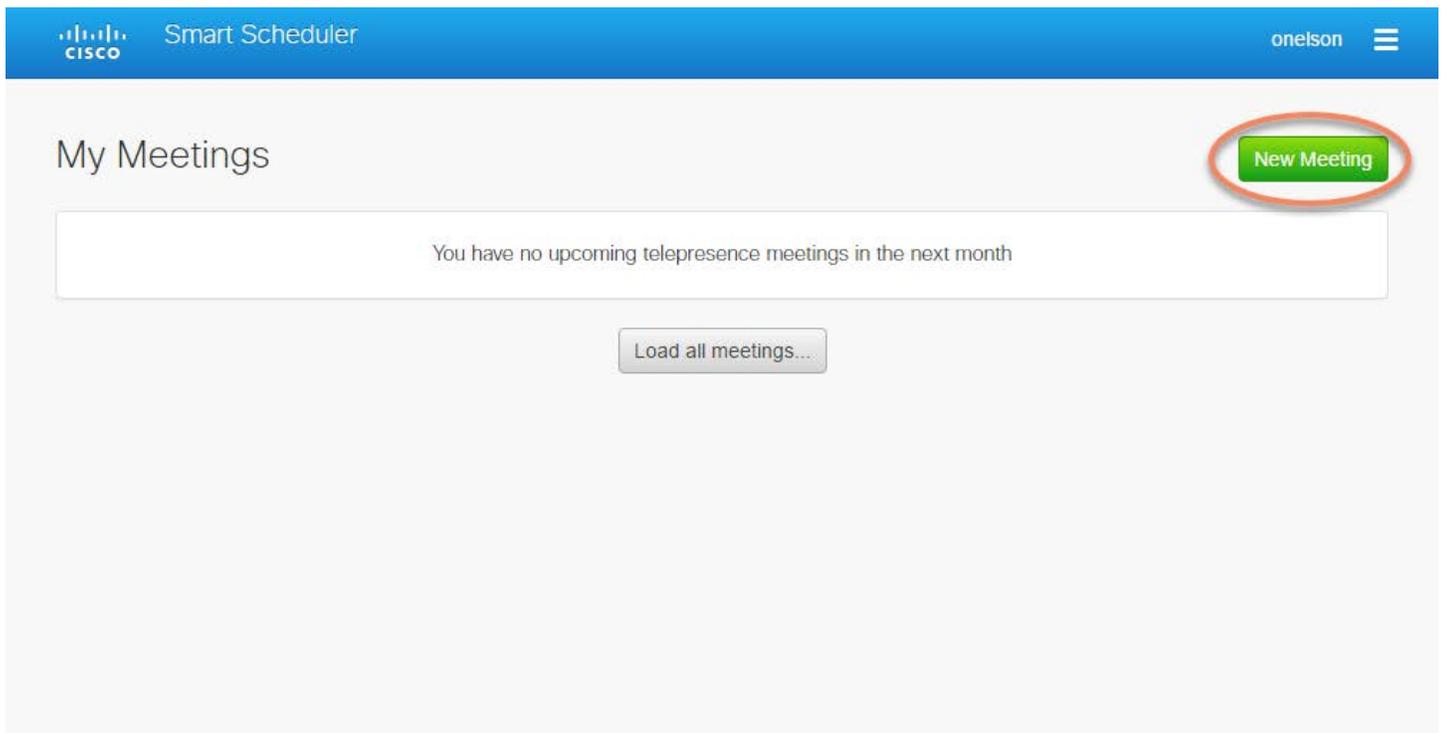
4. Scheduling a Meeting to Use the Cisco SX10

Registering online

1. Navigate to <https://tms.voip.purdue.edu> and log in with your career account (nothing in front of your username)
2. Click "Open Smart Scheduler"



3. Click "New Meeting"

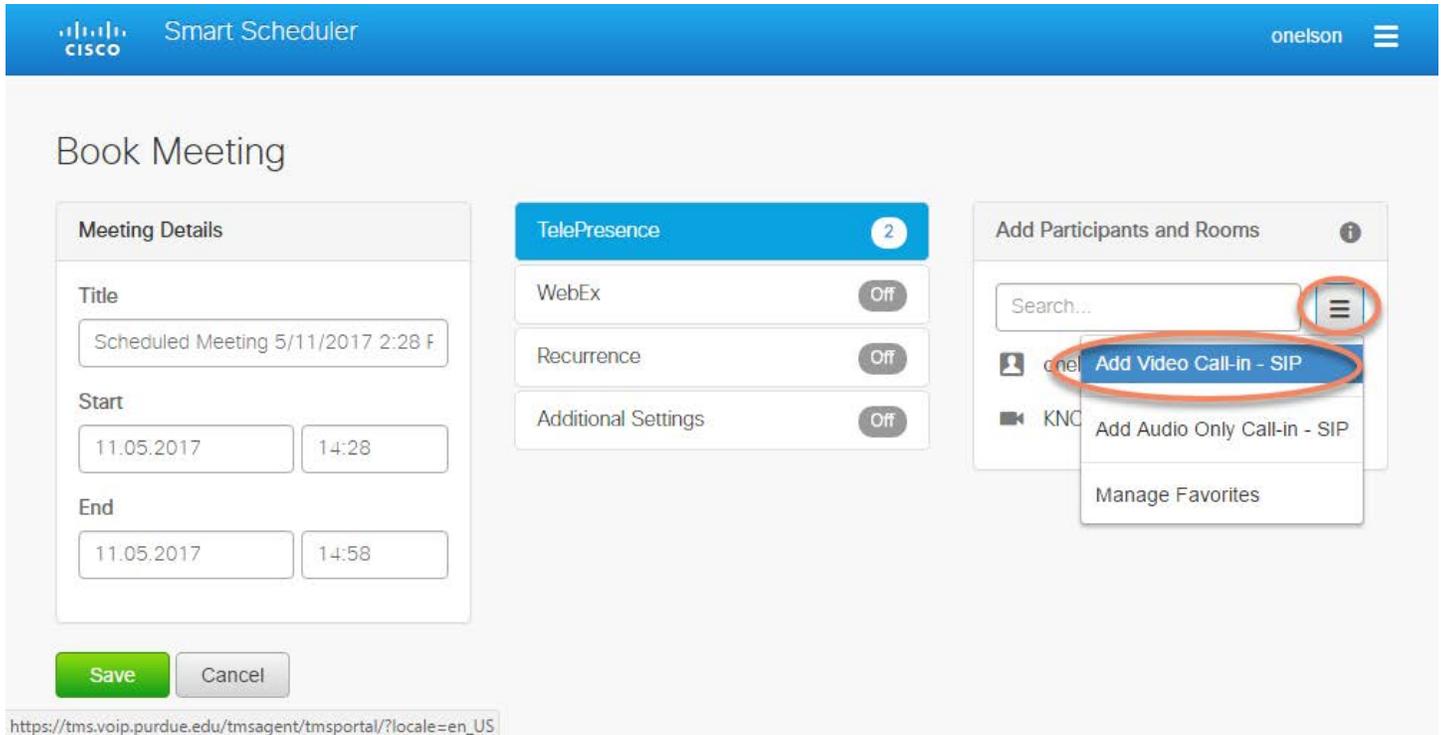


- Provide a title for the meeting. There does not appear to be a restriction on characters or length, but it will be part of the subject line for emails, so brevity is best.
- Provide the starting and ending date and time. The starting time (circled) is the time when the Cisco SX10 Videoconference Unit will automatically join the meeting. If you want to allow people to connect early to check that they can see and hear everything properly, the “audio-visual check time” is the time that you want to provide as the start time. You also want to be sure that you can be in the room with the Cisco on and available (no current call) at this starting time – so, you might want it to be 10 minutes AFTER the meeting that ends before it on the Exchange room calendar.
- Click in the “Search” field to add participants and rooms that have registered videoconference equipment.

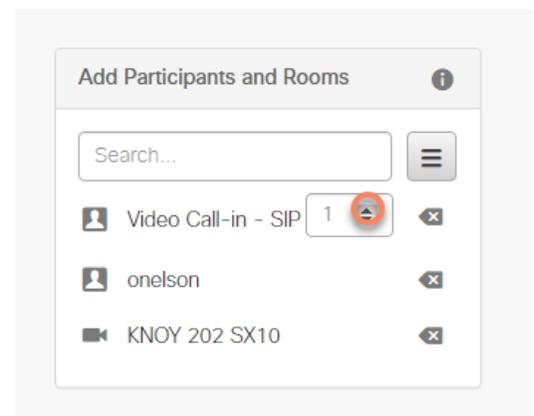
- Type to search and then select the rooms that you want to include in the meeting. Rooms and people with Purdue-registered videoconference equipment will show with a recognizable name. People that show up as usernames are not registered with the videoconference bridge, and will need to join via WebEx (**see step 12**). There is a maximum of 7 participants and rooms combined.

8. Adding legacy devices:

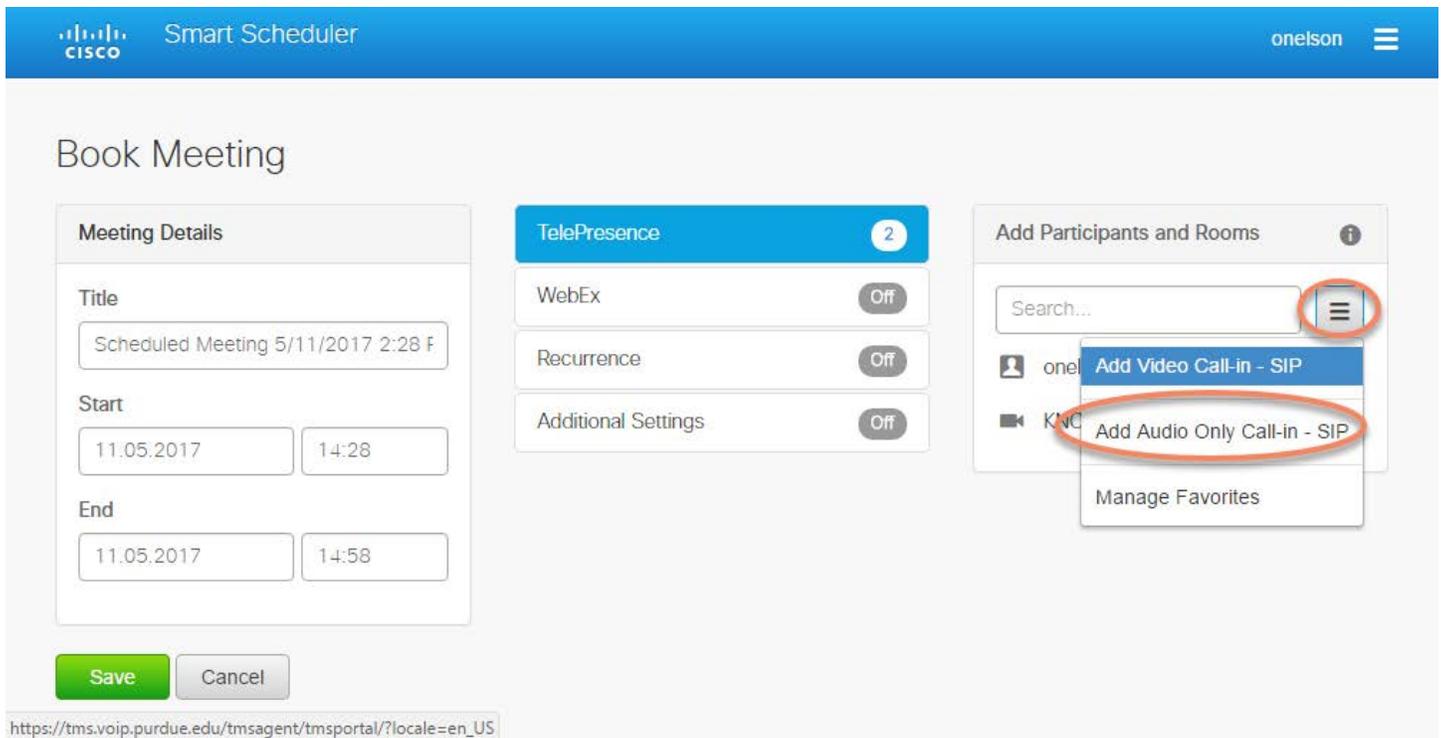
If you have any older devices that need to connect to the meeting, or an unregistered device, then you will need to add them as a legacy SIP device. If you think this does not apply to you, we still recommend you set up one (1) just in case. If this absolutely does not apply to you, go to **step 12**. If you are only adding an audio-only device (like a Polycom conference phone to avoid long-distance charges), go to **step 10**. If you are adding a video device, click the options menu “burger icon”, then click “Add Video Call-in – SIP”.



9. Click the up arrow to increase the number of SIP devices to the number of legacy video devices that you will need. The maximum number of all legacy devices and participants is 7. If you also have legacy audio devices, then go to **step 10**. If not, then go to **step 12**.



10. If you are adding an audio-only device (like a Polycom conference phone to avoid long-distance charges), click the options menu “burger icon”, then click “Add Audio Only Call-In – SIP”



Meeting Details

Title
Scheduled Meeting 5/11/2017 2:28 F

Start
11.05.2017 14:28

End
11.05.2017 14:58

Save Cancel

TelePresence 2

WebEx Off

Recurrence Off

Additional Settings Off

Add Participants and Rooms

Search...

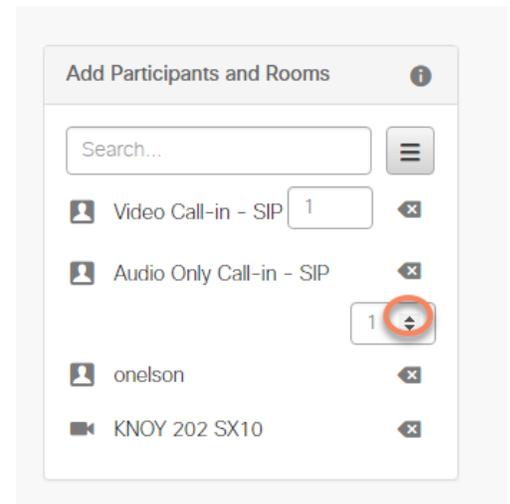
one Add Video Call-in - SIP

KNOY Add Audio Only Call-in - SIP

Manage Favorites

https://tms.voip.purdue.edu/tmsagent/tmsportal/?locale=en_US

11. Click the up arrow to increase the number of SIP devices to the number of legacy audio devices that you will need.



Add Participants and Rooms

Search...

Video Call-in - SIP 1

Audio Only Call-in - SIP 1

onelson

KNOY 202 SX10

12. You should turn on WebEx as a backup in case anyone has difficulty connecting to the meeting.

The screenshot shows the 'Book Meeting' interface in Cisco Smart Scheduler. The 'Meeting Details' panel on the left contains fields for Title, Start, and End. The 'TelePresence' panel in the middle has a 'WebEx' toggle set to 'Off', which is circled in red. Below it are 'Recurrence' and 'Additional Settings' toggles, both also set to 'Off'. The 'WebEx Settings' panel on the right has a checkbox for 'Include WebEx' which is also circled in red. At the bottom left are 'Save' and 'Cancel' buttons.

13. There are options to make the meeting recur. This might be useful if you have a meeting with the same participants.

14. There are also additional settings for adding an agenda (to be included in the meeting email), setting a PIN code to restrict phone users, and setting a billing code (which is not useful because it is not connected to any billing system).

15. Click "Save" to close and save your meeting. As confirmation that the meeting was created, you should see it on your "Smart Scheduler" page and receive at least one email within 5 minutes.

This screenshot shows the 'Book Meeting' interface with the 'Set Recurrence' dropdown menu open. The 'Recurrence' toggle in the 'TelePresence' panel is circled in red and labeled with a red '13'. The 'Set Recurrence' dropdown menu is also circled in red and labeled with a red '13', showing options like 'None', 'Daily', 'Every Weekday (Monday-Friday)', 'Weekly (every Thursday)', 'Biweekly (every second Thursday)', 'Monthly (on the 11th)', and 'Monthly (on the second Thursday)'. The 'Save' button at the bottom left is circled in red and labeled with a red '15'. The 'Additional Settings' toggle is also circled in red and labeled with a red '14'.

Handling Meeting Emails

No matter what, you will get the email below. If you selected to have WebEx turned ON in step 12, you will get 3 emails.

The email below should come first and is CRITICAL to make sure the Cisco camera will get connected. If the email does not come through, check your Spam – if it is not there, let ECN know. It has some information that is difficult to find, so do not delete it. If you do delete it, you should be able to re-create it by going to tms.voip.purdue.edu and modifying something insignificant (like setting it to end one minute later). If the email from tms@purdue.edu does not come, something has went wrong that needs to be fixed.

The top circled number (30202 in this example) is the conference number. We represent the final 4 numbers as 3xxxx (the email uses 30xxx, but if there are WebEx participants it will be 38xxx). The 128.210.0.1yy IP addresses listed are interchangeable – they may be taken up by other calls that are being connected at the exact same time, so if a call fails on one, try another. We represent the final two numbers (15, 17, 18, 20, or 21 as yy)

tms@purdue.edu | Dick, Brian D; Nelson, Oesten E - 2:31 PM

CONFIRMED: Scheduled Meeting 5/11/2017 2:28 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Conferencelntitation.ics
2 KB

Oesten E Nelson invites you to this meeting.

Scheduled Meeting 5/11/2017 2:28 PM

Thursday, May 11, 2017, 2:28 PM | 30 min
(UTC-05:00) Eastern Time (US & Canada)

An agenda has not been added for this meeting

Join Using Telepresence

H323 / SIP URI Video address:
30202@purdue.edu

H.323 Legacy Video addresses (use any address below):

- 128.210.0.115: #38XXX
- 128.210.0.117##30XXX
- 128.210.0.118##38XXX
- 128.210.0.120##38XXX
- 128.210.0.121##38XXX

Replace XXX above with the conference number shown in the H323 / SIP URI Video address.

Locations:
KNOY 202 SX10

Audio Connection

Call-in numbers

Dial 765-494-6550. When prompted enter the 38XXX conference number shown above.

Need more details about joining the meeting using telepresence?
<https://tms.voip.purdue.edu/tms/mlp.aspx?Conflid=4333>

Having trouble joining from a telepresence room? [Get help.](#)

The 3xxxx@voip.purdue.edu address listed at the top is the preferred address for recent units

In addition to the 128.210.0.1yy##3xxxx format mentioned in the email (commonly used on older VSX8000 and VSX7000 Polycoms, and Lifesize), devices take the IP address and room number in different ways. Some common forms are:

[Return to Contents](#)

3xxxx@128.210.0.1yy (Polycom ViewStation)

IP address box: 128.210.0.1yy Extension/Ext box: 3xxxx (Tandburg)

You will probably not want to forward the email that you received from tms@purdue.edu, and instead send something similar to the following. Please replace 3xxxx with the conference number as appropriate, and the 1yy. If you are inviting several people to connect using a legacy interface, you might want to give them different 1yy addresses.

For example, if Wendy (from our first email) received the confirmation email above for a meeting with several devices using a legacy connection, she might send these 2 emails, each to half of her participants to reduce the chance they would be initiating a connection at the same exact time:

Hi,

To join our videoconference bridge, you might need to use different methods depending on the make and model of your videoconferencing unit and how it handles internet addresses and conference rooms.

If you have a Cisco SX10 unit or another recent videoconferencing setup, try connecting to 30202@voip.purdue.edu

If that doesn't work, or if you have a Polycom VSX8000 or XVX7000, try connecting to 128.210.0.115##30202 or 128.210.0.117##30202

If that doesn't work, or you have a Polycom Viewstation, try connecting to 30202@128.210.0.115 or 30202@128.210.0.117

If you are using a voice-only unit, or a unit that mentions extensions, try 128.210.0.115 extension 30202 or 128.210.0.117 extension 30202

Thanks,

Wendy

Hi,

To join our videoconference bridge, you might need to use different methods depending on the make and model of your videoconferencing unit and how it handles internet addresses and conference rooms.

If you have a Cisco SX10 unit or another recent videoconferencing setup, try connecting to 30202@voip.purdue.edu

If that doesn't work, or if you have a Polycom VSX8000 or XVX7000, try connecting to 128.210.0.120##30202 or 128.210.0.121##30202

If that doesn't work, or you have a Polycom Viewstation, try connecting to 30202@128.210.0.120 or 30202@128.210.0.121

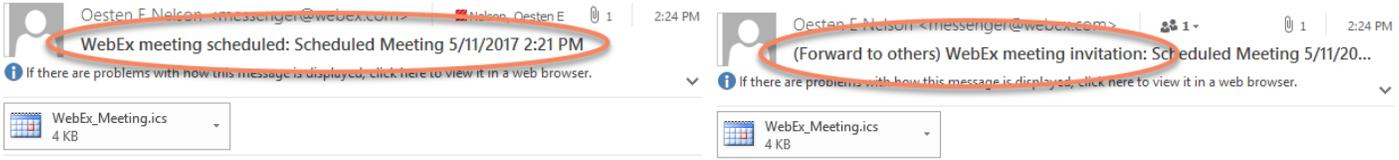
If you are using a voice-only unit, or a unit that mentions extensions, try 128.210.0.120 extension 30202 or 128.210.0.121 extension 30202

Thanks,

Wendy

If you enabled WebEx, you will get two more emails. The one on the left (probably arriving first) has the link to log in as host with the meeting creator's username and password. It is useless to anyone without the creator's username and password. Per Purdue Policy, do not share your username and password – if you need someone else to be host, use that link to log in and give someone else the host privilege. The person with the host privilege is the only person that can mute other people and set other people as presenters/hosts. If a person does not log in as host, the bridge automatically is the host and nobody will have these abilities.

The email on the left can be forwarded to other people that plan to connect using WebEx.



Hi Oesten E Nelson,

You are the host for this WebEx meeting.

Scheduled Meeting 5/11/2017 2:21 PM

Thursday, May 11, 2017
2:25 pm | Eastern Daylight Time (New York, GMT-04:00) | 30 mins
Meeting number (access code): 640 098 168
Host key: not displayed
Meeting password: DQiP2RUm

Add to Calendar

When it's time, [start your meeting.](#)

Join by phone

+1-855-282-6330 US TOLL FREE
+1-415-655-0003 US TOLL
[Toll-free calling restrictions](#)

Need help? Go to <http://help.webex.com>.

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. You should inform all meeting attendees prior to recording if you intend to record the meeting.

You can forward this invitation to others.

Hello,

Oesten E Nelson invites you to join this WebEx meeting.

Scheduled Meeting 5/11/2017 2:21 PM

Thursday, May 11, 2017
2:25 pm | Eastern Daylight Time (New York, GMT-04:00) | 30 mins
Meeting number (access code): 640 098 168
Meeting password: DQiP2RUm

Add to Calendar

When it's time, [join the meeting.](#)

Join by phone

+1-855-282-6330 US TOLL FREE
+1-415-655-0003 US TOLL
[Toll-free calling restrictions](#)

[Can't join the meeting?](#)

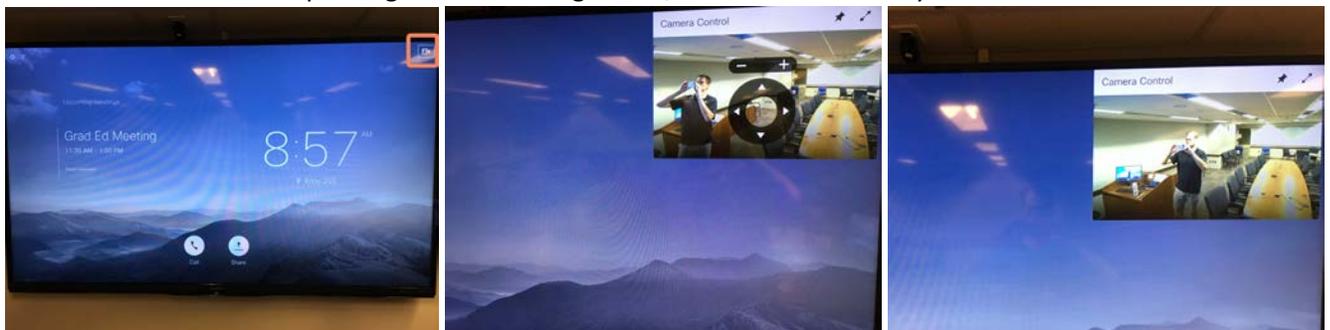
IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

5. Using the Cisco SX10

1. You **MUST** have the Cisco SX10 turned on before the scheduled Cisco meeting start time – this might be the first thing that you want to check when entering the room. If it is not on before the meeting starts, it might be extremely difficult to join the meeting after the bridge has started the call. If the Cisco SX10 is off, press the power button in the lower right-hand corner of the unit (see picture below) so that the light is on and solid.



2. Set at least one of the TVs to display the Cisco SX10 (See Section 1, “Using the Crestron system”, page 3).
3. Make sure that the previous meeting is not still running – if it is, double-check that it’s not your meeting that has already started, then press the red button on the silver SX10 remote until the previous meeting is ended.
4. You can preview and adjust the camera view before the call starts by using the arrows on the remote to navigate to the camera in the upper-right corner. Using this, the camera can barely view someone at the podium, but the presenter would need to be speaking towards the right wall/TV instead of directly towards the conference table.



5. If the unit is on when the meeting starts on the bridge, it should automatically connect. If it does not, you might be able to use the dial screen to dial the five-digit conference number (starting with ‘3’) that comes after the “##” from the meeting confirmation email that you received.
6. When the meeting is over, press the red button on the silver SX10 remote until you return to the home screen (to allow the next meeting to start).
7. Press the red “shutdown system” button on the lectern A/V touchscreen, to help preserve our projector’s lamp life.

6. Frequently Asked Questions

Can I do the Videoconference Bridge Reservation at the beginning of the meeting?

Yes, but you will need to end any videoconference currently running on the Cisco SX10, and we recommend setting the meeting for 5-10 minutes in the future so that the system has time to recognize the scheduled meeting.

Who do I contact if I need help RIGHT NOW?

If you have problems less than a day in advance, we appreciate it if you can briefly fill out the form at purdue.edu/ecn/contactus (to save us some time) but also can call us at **765-49-44326** (let us know if you filled out that form or emailed us) so that we are immediately aware of the issue. You might be able to find some of us in KNOY B020, but we are often meeting with people or out of the office helping other people. There are also ECN staff in KNOY B013 that might be able to help if KNOY B020 is closed.

Who do I contact for help with the VoIP bridge scheduling system (tms.voip.purdue.edu)?

ECN is the first group you should contact. If you are doing this at least a day in advance, you can fill out the form at purdue.edu/ecn/contactus and we will get in touch with you as quickly as possible, with more of our information at hand to help you save time. We can consult with and connect you with the programmers or system designers if that is necessary.

Who do I contact for help with WebEx?

If it is a problem with running the meeting from the KNOY 202 computer, then ECN is the first group you should contact. If you are doing this at least a day in advance, you can fill out the form at purdue.edu/ecn/contactus and we will get in touch with you as quickly as possible, with more of our information at hand to help you save time.

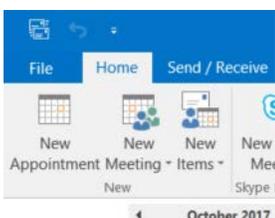
If it's a problem with certain features within WebEx, or you would like to learn some of the powerful features of WebEx, you can contact the group that specializes in WebEx and learn about training opportunities at <https://www.itap.purdue.edu/learning/tools/webex.html>

Who do I contact for help with the Cisco SX10 or other room equipment?

ECN is the first group you should contact. If you are doing this at least a day in advance, you can fill out the form at purdue.edu/ecn/contactus and we will get in touch with you as quickly as possible, with more of our information at hand to help you save time. We can consult with and connect you with the programmers or system designers if that is necessary.

Who do I contact to schedule the meeting room?

You can view the schedule for KNOY 202 via Outlook Exchange, and request to use the room using the "New Meeting" tool and including KNOY 202 as a participant (see below).



The screenshot shows the Microsoft Meeting application window titled "Untitled - Meeting". The ribbon includes "File", "Meeting", "Insert", "Format Text", and "Review". The "Meeting" ribbon has several groups: "Actions" (Delete, Send), "Show" (Appointment, Scheduling Assistant), "Skype Meeting" (Skype Meeting), "TeamViewer" (Online Meeting), "Meeting Notes" (Meeting Notes), "Attendees" (Cancel Invitation), "Options" (Busy, 15 minutes, Recurrence, Time Zones, Room Finder), "Tags" (Categorize), and "Add-ins" (Office Add-ins).

The main area displays a meeting invitation form with the following fields:

- To...: KNOY 202
- Subject:
- Location: KNOY 202 (with a "Rooms..." button)
- Start time: Mon 10/16/2017, 3:00 PM (with an "All day event" checkbox)
- End time: Mon 10/16/2017, 3:30 PM

A message at the top left states: "You haven't sent this meeting invitation yet." Below the form is a large empty text area.

The "Room Finder" pane on the right shows a calendar for October 2017. The 16th is highlighted. Below the calendar are radio buttons for "Good", "Fair", and "Poor". The "Show a room list:" dropdown is set to "Custom". The "Choose an available room:" section is empty. The "Suggested times:" section shows two options, both with "No available rooms":

- 3:00 PM - 3:30 PM
- 3:30 PM - 4:00 PM

At the bottom left, it says "In Shared Folder" and "Calendar".

What happens if my meeting runs long?

Your meeting will be extended 15 minutes automatically (you will be notified on-screen when this happens). Please be sure to end your meeting when you leave the room, so that future meetings can start without complications.

What do I do if I accidentally exit the meeting on the Cisco SX10, or want to add a Purdue-registered device to connect that was not originally on the meeting list after the meeting starts?

You can use the dial screen to dial the five-digit conference number (starting with '3') that comes after the "##" from the meeting confirmation email that you received. The system will probably add a "@purdue.edu" to it, but this is OK on internal Purdue-registered devices.