

Cisco TelePresence Movi – Top Tips to Know

What is Cisco TelePresence Movi?

Cisco TelePresence Movi is a videoconferencing tool that allows individuals at multiple locations to interact or share applications via simultaneous video and audio transmissions. This brings enhanced benefits to collaboration between you and others at Tufts, as well as with others outside the Tufts community. *You must request a Cisco TelePresence Movi account from the UIT Support Center at UITSC@tufts.edu or 617-627-3376. Contact your local support organization to install the application.*

When to Use Cisco TelePresence Movi

Use Cisco TelePresence Movi to

- Enjoy the benefits of face-to-face interaction.
- Share applications, documents, plans, or presentations.
- Conduct a video conference with another individual.
- Run ad-hoc or scheduled video conferences for three or more individuals.

Versions / Availability

To ensure that you are running the latest version of Movi, v4.1.:

- Click the **Tools icon**. *The Settings dialog will open.*
- Click to view the **'About'** settings. *The About settings display.*
- Check to see if you are running version 4.1.

If you are running an earlier version, request an upgrade to version 4.1 from your local support organization.

Tufts's videoconferencing systems are available on the Boston, Grafton, and Medford campuses. Support is available through the UIT Support Center from 9:00 A.M. to 5:00 P.M. Monday through Friday EST USA (except on University holidays). You may request service for other hours through the UIT Support Center at Center at UITSC@tufts.edu or 617-627-3376.

The Movi Interface

Launch Cisco TelePresence Movi from the Start Menu by selecting **Programs > Cisco > Cisco TelePresence Movi**.

The Cisco TelePresence Movi Sign In dialog will open.

Before entering your Tufts User Name (UTLN) and Movi password, click the **Advanced** link on the Sign In dialog and make sure that the Internal VCS and External VCS information is correctly set to 130.64.3.146 and the SIP domain is tufts.edu.

Having verified those settings, log in to Cisco TelePresence Movi with your Tufts User Name (UTLN) and Movi password (not your Tufts password) provided by the UITSC.

The dropdown box on the top left of the Movi interface next to your name can be used to set your status or sign out of the Movi application.



On the top right - you can open a window to see how you appear to others or you can use the tool icon to open the settings.

- **Application** settings allow you to determine how and when you want the application to start.
- **Video** settings are used to set the video resolution of your camera.
- **Network** settings are used to adjust the bandwidth allowances for your video experience.
- **Notifications** settings determine how you are notified of a call.
- **Device** settings are used to determine which camera, microphone and speakers will be used.
- **About** settings identify the version of Movi you are running, if any tech support issues arise.

Calling Another Tufts Movi User



Search for other registered Movi users by typing their first or last name in the search field. As you locate contacts, selecting any contact will activate a link **Add to my contacts**, which is used to build your Contacts List. If you are unable to locate someone, they may not have a Movi account yet, which they can request from the UIT Support Center at UITSC@tufts.edu or 617-627-3376.

Names in the contact list will have green dots beside them if the individuals are online and ready to receive a call. Red dots indicate that they are busy. No dot at all indicates the individual is not logged in.

Roll your cursor over any contact name and press the call button to initiate a call.

The Video window and disappearing toolbar will appear.

The toolbar buttons allow you to toggle features on and off;



See / Adjust your appearance



Turn your camera off/on



Turn your microphone off/on



Mute your microphone or adjust volume



Switch to use the entire screen



Share an application window




End the call




Move your cursor over the video to redisplay the toolbar.

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Notes on Sharing an Application


- Be sure to **have any applications you wish to share running before** placing a call.
- **To stop sharing, click the share application button**  **again**, selecting the option to stop sharing.
- **Double-click a shared application window to focus it.**
- **Turn off your video camera to improve the presentation quality** of a shared application.

When you are in a call, an **info bar** will display above the video, displaying metadata for the call and buttons which allow you to;


-  **Adjust positioning of the far-end camera.**
-  **Use a numeric keypad** (called Dual-tone multi-frequency keypad, or **DTMF**) to create and enter pass codes or interact with voice systems. Do not mute your microphone when using DTMF. During a multi-part conference the following keys provide these functions:
 - Press 2 or 8 to change the layout.
 - Press 4 or 6 to change the subject of the largest pane.
 - Press 1 or 7 to enable far end controls where ;
 - 1 & 7 will zoom in or out in far end controls.
 - 2,4,6 & 8 with act like arrow keys.
-  Open your **conference information** box.

Calls with Multiple Participants

Creating a call with multiple participants

1. Enter **"0"** (zero) as search criteria in the search field in Movi and **press <Enter>**. *This launches the Tufts MCU (Multipoint Control Unit, which interconnects calls from several sources.*
2. From the info bar, **launch the DTMF keypad**  **to dial ***
3. Use the DTMF keypad to **enter a 5 digit conference ID #** of your choosing.
4. Use the DTMF keypad to **enter a passcode** of your choosing.
5. Toggle to your e-mail and **e-mail the conference ID and passcode to the other participants.**

Joining a call that someone else created

1. **Note the conference ID and passcode** sent to you in an e-mail by the individual who created the call.
2. **Launch Movi from the Start Menu by selecting Programs > Cisco > Cisco TelePresence Movi.**
3. **Enter the conference ID** in Movi in the search field.
4. Use the DTMF keypad  **to enter the passcode.**

Calling Outside Tufts Movi Community

If you need to conduct a Cisco TelePresence Movi video conference with individuals outside of Tufts, **contact the UIT Support Center for assistance.** The UIT Support Center must verify the email address type and IP address of individuals outside of Tufts and must conduct a test call before you will be able to call those individuals using Cisco TelePresence Movi.

Support

For critical problems that have an immediate impact on important University business, **contact Voice Communications at teldeskt@tufts.edu, or call the Voice Services Help Desk at (617) 627-4357.** Calls about all other problems with Tufts videoconference services should be made to your local support organization.

Boston	emc@tufts.edu or 617-636-0931
Grafton	vet-its@tufts.edu or 508-839-8777
Medford	videoconf@tufts.edu or 617-627-3376
Medford A&S, Fletcher, and Engineering	helpdesk@ase.tufts.edu or 617-627-5898

Optimizing Your Effectiveness

Movi's technology, along with your verbal and non-verbal communication determines the effectiveness of your video conferences. Use the following tips to improve your videoconference communication skills.

Getting Ready

- **Plan for video conferences** just as you do for live meetings.
- **Know what actions you should take for technical issues.**
- **Use simple fonts** at least 14 point in height for materials.
- **E-mail hard-to-read material** to others **before** the meeting.
- Try to **wear solid, pastel colored clothing.** Avoid white, red, or patterns such as plaids or stripes.
- **Remove jingling jewelry** prior to your video conference.

Starting Your Session

- **Shut down any unnecessary programs** during your session.
- **Turn off cell phones** and other PDAs.
- **Strive for a clean, distraction-free background** where people can't walk behind you.
- **Position the microphone near the camera.**
- Strive to **have few people sharing microphones.**

Running Your Session

- **Open the session 5-10 min. early** (use a **Welcome** slide).
- **Establish ground rules** for participation.
- Use introductions to **test everyone's video and audio.**
- **Adjust microphone settings** to avoid raising your voice.
- **Have one person control the settings for shared devices.**
- **Mute microphones to minimize unnecessary noise.**
- **Wait for the others to finish** before replying.
- **Talk slowly and look directly into the camera.**
- **Pause after comments** to allow people to unmute themselves.
- **Couch questions** to draw the fewest responses.
- In large meetings, **have everyone say their name when speaking...** "John here..."
- **Nod your head to indicate agreement** instead of speaking.
- Everyone should **announce actions** such as leaving the room, or when someone is in a room but off camera.
- **Use network settings to resolve technical issues** due to limited internet bandwidth by selecting lower resolution.