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Setup of Audio-visual Equipment

Using Webex with the Videoconferencing system in equipped rooms at CERN (e.g. Room C or 4-S-30)

In some modern meeting rooms at CERN, a complex system exists consisting of a desktop computer connected to a projector and/or several screens and a Videoconferencing device (Camera, screen, remote control). In such rooms it is foreseen to use Vidyo and there is a direct connection to the CERN Vidyo servers which call back the Videoconferencing system. To use Webex in such room one has to use the Videoconferencing system to call an outside line and connect to a Webex meeting, rather than ask the Webex interface to be called. Here are the detailed instructions:

1. If there is a tablet on the desk that is used as a Control panel, press "Use Video conferencing system (audio and projector)" or similar. In 4-S-30, turn on the system by pressing the "ON" button on the white panel.
2. This will turn the projector on and the videoconferencing system and will lower the screen. In the case of a tablet, It will also show a new menu on the tablet with more options.
3. On the new menu, on the left there are two buttons that allow you to select what is shown on the big screen behind you. Choose "Video conferencing" (rather than desktop) to show what the camera sees but also the video conferencing system options. In 4-S-30, choose the appropriate button on the panel.
4. Go on cern-lcd.webex.com as kross and start the meeting as usual. When the webex window comes up, Don't call and don't use computer for audio (it won't work).
5. At this point, it's good to have your webex connection details to CALL INTO WEBEX (rather than ask Webex to call you). You will need the Webex call center number for switzerland (0800-802382 TO BE CONFIRMED) as well as the connection details. You them from the webex window.
6. Use the Videoconferencing system remote (press the green button) to Call the CERN Telephone Exchange (look it up in the contact list using the remote). Ask the standardiste to call the Webex number for you. They will ask you for your CERN ID.
7. Use the Remote to enter the details using the keypad. Things like 1 # for english, then the conference ID, then the attendee ID.
8. Now you will have audio through the videoconferencing system and the screen sharing through the desktop as usual.

Use of Polycom without an analog phone line (e.g. in room 1-1-025)

You will need to use the   Mobile phone connection cable   to connect the Polycom to your computer directly (see accessories box).

A new Polycom conference phone is kept at Lucie's Office in its original cardboard box/carrying case. It includes all the relevant cables and should contain the Mobile phone connection cable

For relatively modern laptops (e.g. Macbook Pro after 2011):

Usually there is only one jack for both Microphone and Speaker (i.e. a headset jack). In these cases, use the cable that has one black 2.5 mm jack leading to two 3.5 mm jacks (one white jack labeled   iPhone   and one Black jack labeled   Other).

Connect the smaller (2.5 mm) jack to the Polycom. The port is on the left hand side of the unit and is indicated by a mobile phone symbol.

Connect the Black (Other) 3.5 mm jack to your computer. This was tested on a Thinkpad and Konrad's laptop. If your laptop s jack is non-standard (e.g. some MacBooks), you may need to try the white (iPhone) jack. **Please see "General tips" and "Settings known to work" below**. Start Webex as usual, but chose Use computer audio for your audio conference. Your laptop s internal speaker and microphone should be automatically disabled and not used (tested on MacbookPro running Yosemite). Instead, the Polycom s speaker and microphone are used. Try to use the setup as is by default (with automatic microphone level adjustment). If remote participants complain about hearing their voice echoing, you may need to manually adjust the microphone level.

If your computer has two different jacks for external Microphone and Speaker connections:

Use the cable with one black 2.5 mm jack leading to one green and one red 3.5 mm jacks. Connect red jack to microphone port and green jack to headphone port. Proceed as above.

General Tips

1. **Don t rely on the Polycom s Mute function during meetings**. Some users have reported that the Red light Mute indicator may go away after some point and you may think that you are not muted while in fact the other attendees cannot hear you. If you want to mute your end, use the relevant Webex Mute function.
2. You may need to play a bit with the Audio settings in Webex. For example, you may need to manually select the appropriate Microphone input on Webex, to make sure you are not in fact using your laptop s onboard Microphone. Moreover, you may need to manually adjust the microphone level by deselecting the option to automatically adjust the level in Webex.
3. You may be able to deduce what kind of jack (black or white) to use with the following trick: Go to the Webex audio settings and click on "Test audio". To test if you can hear the audio, click on the "Test" button to make some sound come out of the Polycom's speaker. That should work always. The tricky part is to make sure other people can hear you. When you speak, you should see the microphone level bar move, however you won't be sure that the onboard microphone is being used instead of the external Polycom microphone. To verify that the jack you have chosen is right, press the "Mute" button on the Polycom and speak. The bar should not move now. If it moves, unmute, switch the jacks on your laptop and repeat.
4. **THE MACBOOK AIR IS NOT SUPPORTED!** Unfortunately, the audio jack on Macbook Airs does NOT support microphone input. You will have to use your mobile phone and ask to be called from webex there.

Settings known to work:

- On Konrad s Laptop: Use Black (Other) plug and in Webex, select the proper Microphone, namely use Microphone (IDT Hi Definition) instead of the Integrated Microphone Array .
- On a Macbook Pro (NOT THE AIR): Use the White "iPhone" Jack.
- On an iPhone: Use the white jack and ask Webex to be called on your mobile phone. Tested with good reception in 1-1-025 and quality remained good over the entire meeting (1h30 mins).

-- NikiforosNikiforou - 13 Jun 2014

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For relatively modern laptops (e.g. Macbook Pro after 2011):