

Cisco WebEx Telepresence bridge

Quick Reference Guide

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Overview

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The optional Cisco WebEx Telepresence bridge service enhances the Cisco WebEx Telepresence service by enabling multiple video and audio users to connect on the same call.

To subscribe to the WebEx Telepresence bridge service, you need a WebEx Telepresence-capable device. WebEx Telepresence bridge service supports conference participation from all standards-based SIP or H.323 video devices, and all standard PSTN telephones for audio only. WebEx Telepresence bridge service is available in 6-port and 12-port configurations.

WebEx Telepresence bridge features

The WebEx Telepresence bridge service enables WebEx Telepresence subscribers to do the following:

- Conference up to six (for 6-port) or 12 (for 12-port) video and/or audio parties together. For example, a 6-port conference could include a combination of four video participants and two audio

participants. Once the bridge is full, new users trying to access the bridge hear an audio prompt indicating the bridge is full. New parties cannot join the bridge until a port becomes available.

- Accept video calls from WebEx Telepresence subscribers as well as compatible H.323/SIP-based video devices.
- Accept audio-only calls from any PSTN landline or mobile phone.
- Share data presentations with other WebEx Telepresence devices (including Cisco Jabber Video) as well as SIP/H.323 devices.

i Data sharing among WebEx Telepresence devices uses the IETF standard known as the Binary Floor Control Protocol (BFCP) or RFC4582. Non-WebEx Telepresence, SIP-based devices use BFCP, while H.323 devices use the ITU standard H.239.

The WebEx Telepresence bridge service supports up to 720p30 resolution and up to 2Mbps bandwidth per participant.

i The actual resolution and bandwidth are limited by your device capability, the type of WebEx Telepresence subscription, and your own bandwidth from the device to the WebEx Telepresence data centers.

Conference IDs and passwords

As part of your WebEx Telepresence bridge subscription, you receive an 8-digit conference ID. This ID is unique to your subscription and does not change between meetings. Audio-only participants can join a WebEx Telepresence bridge by dialing the bridge number and entering the conference ID.

The WebEx Telepresence bridge service does not support guest passwords at this time.

WebEx Telepresence bridge vs. MultiSite

Certain WebEx Telepresence devices support the MultiSite feature. With MultiSite, these devices can host multipoint video conferences with up to three remote parties, for a four-way conference including the initiating device. The MultiSite feature is a device-specific, optional paid feature.

The WebEx Telepresence bridge service offers the following differences when compared to the MultiSite feature:

- A dedicated WebEx Telepresence bridge has greater capacity than a MultiSite device, which can host only four multipoint calls. For WebEx Telepresence bridge service, customers can choose between 6-port and 12-port configurations.
- When using the WebEx Telepresence bridge, each participant sends and receives a single media stream, which balances the bandwidth

needs across participants instead of concentrating on the MultiSite device, which manages all media streams. If any bandwidth constraints exist at the site where a MultiSite-capable device is located, this can limit the video quality of the experience for all parties.

- The WebEx Telepresence bridge allows two or more participants to continue the conference without needing a connection to a MultiSite-enabled device. Because MultiSite is device-dependent, the MultiSite-enabled device must be available to host the multipoint conference for the entire scheduled duration of the meeting.

Using the Cisco WebEx Telepresence bridge service

Your Cisco WebEx Telepresence bridge subscription includes the following:

Item	Description
Name: Name of the WebEx Telepresence bridge	You are assigned a descriptive WebEx Telepresence bridge name.
Video address: [display name].bridge@webex.com	You receive a custom bridge address that contains a display name that appears in your users' contact lists. Video calling parties may dial this address to join the bridge directly, without needing to enter the subscription's conference ID.
Audio access number: +1 (650) 963-0030	A party can call this VoIP phone number to join the WebEx Telepresence bridge as an audio-only participant. After dialing the number, the party hears a prompt to enter the conference ID to join the bridge.

Item	Description
Conference ID: 8-digit number	A unique 8-digit identifier for the WebEx Telepresence bridge. The conference ID does not change between meetings.

Joining a WebEx Telepresence bridge

Video calling parties

Dial one of the following:

- The custom address for video direct access: **[displayname].bridge@webex.com**.
- The **Telepresence bridge** entry in your device's contact list.

Audio-only calling parties

1. Dial +1 (650) 963-0030.
2. When prompted, enter the 8-digit conference ID.

i The WebEx Telepresence bridge supports inbound calls only from WebEx Telepresence devices, standards-based H.323/SIP video devices, and VoIP calling parties. The WebEx Telepresence bridge does not offer dial-out capability.

WebEx Telepresence bridge layout

The WebEx Telepresence bridge layout appears as follows:



Note the following layout features:

- This example shows four video calling participants. The current speaker is displayed full-screen, while the other video participants

appear tiled in a filmstrip along the bottom. When the bridge detects a new active speaker, that party automatically assumes the full-screen position.

- For the current video speaker, the name or number portion (that precedes “@webex.com” or “@[domain].com”) of the speaker’s primary video address appears at the top of the full-screen display. For other video participants, the name or number portion of each participant’s primary video address appears in that participant’s tile.
- This example shows two audio-only participants. The phone symbol and number in the upper-left corner of the display indicates the number of audio-only participants.

i You cannot customize the layout settings for a WebEx Telepresence bridge at this time.

Scheduling a meeting

The WebEx Telepresence bridge service is always available and does not require any scheduling. You can send your WebEx Telepresence bridge video address (for video participants) or audio access number and conference ID (for audio participants) as needed. If multiple parties share the WebEx Telepresence bridge service and want to avoid meeting conflicts, we recommend that you create a placeholder entry and use your office calendaring tools to book an available meeting time. This is similar to reserving a physical meeting room.

Support

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Getting support for Cisco WebEx Telepresence bridge

Cisco offers support for the Cisco WebEx Telepresence bridge service via the Cisco WebEx Telepresence support resources. You can access support resources in the following ways:

- Website: <http://support.telepresence.webex.com>
- Phone: +1 (877) 533-4246 (toll-free in North America)

You can also engage in interactive, ongoing discussions with WebEx Telepresence experts, and obtain additional information about the Cisco WebEx Telepresence bridge service, by visiting the WebEx Telepresence Support Community website at <https://supportforums.cisco.com/community/netpro/small-business/webextelepresence>.

With a Cisco.com user ID, you can post your own questions or respond to questions that other users have posted. For additional help,

see our library of documents that include answers to your most frequently asked questions and troubleshooting information. Come back often as we continue to update our library with the latest information.

Before you contact support, please make sure you have the following information.

For all support requests

- Subscription number
- Administrator contact name and email address
- Company name as registered with the WebEx Telepresence service

For billing and account management requests

- Company support passcode (required)
- Company address as registered with the WebEx Telepresence service

For issues with placing or receiving calls

- Date and time of the video or audio call (if you cannot remember the exact date and time, please make a new call and make a note of this information)
- Calling number (specify whether it is on WebEx Telepresence)
- Called number (specify whether it is on WebEx Telepresence)
- WebEx Telepresence bridge video address

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