**Wake up the system**

Point the SX20 remote in the direction of the system and press the **OK/Select** button to wake up the system to the intro screen.

Note: The electronic controls feature has been enabled on the TV monitor for using the SX20 remote. Do not use the TV remote with the SX20 system.

The SX20 system can connect to:
- one other telepresence system, for point-to-point video conferencing
- Blue Jeans, for multi-user video conferencing (Direct dial 31841 or select Blue Jeans in the Phone Book)
- Direct dial for an audio call

**Place a call**

- **Using Remote to Direct Dial**
  1. At the Home screen, use the **Keypad** to enter numbers. Use the **Clear** key to backspace or delete numbers.
    - **Campus**: 5 digits
    - **Domestic off-campus**: Audio-only conference: 9+1+number
    - **International**: Audio-only conference: 9+011+number
  2. Press the green **Call** key.

- **Using Phone Book**
  1. Press the **Phone Book** key to display listings.
  2. Use the navigational **Arrow** keys to find the location you wish to connect to and press the **OK/Select** button.
  3. Press the green **Call** key.

**Share Laptop**

To activate Share Laptop, connect the system’s VGA cable to the device to be shared and press the **Share Laptop** key. (Mac laptops also need a cable adapter.)

**Adjust Camera Zoom and Direction**

To adjust the zoom of the camera, press the **Zoom** (+ or -) key. To adjust the direction of the camera, press the **Zoom** key first, then use the navigational **Arrow** keys to change the camera direction.

**SelfView**

Press the **SelfView** key, then press the **OK/Select** button to activate. To remove **SelfView**, press the **SelfView** key and **OK/Select** button again.

**End a Call**

Press the red **End Call** key. The system will automatically go to sleep after being idle for 15 minutes. Do not press the system’s power button. Note: The system is not in monitoring mode if not connected to a call or conference.

**Volume**

Press the Volume (+ or -) key to adjust the volume.

**Mute a Call**

Use the Microphone mute/unmute to mute or unmute a call.
### ANSWER AN INCOMING CALL
When an incoming audio or video call is presented on the Home screen, press the green Call key to answer the call. Note: If the SX20 system is in use for an audio or video call, the caller will hear a busy signal.

### MISSED INCOMING CALL ALERT
If a call is missed, an alert box will display on the Home Screen. To clear a missed incoming call alert, press the red End Call key.

<table>
<thead>
<tr>
<th>FUNCTION KEYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five Function keys correspond to softkeys on the screen to provide call handling options (such as Hold or Resume) during an active call, as well as shortcuts and some advanced functions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REMOVE LISTING FOR PHONE BOOK OR HOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>To remove the Phone Book listing from the screen, press the Phone Book key a second time. To remove the Home listing from the screen, press the Home key a second time.</td>
</tr>
</tbody>
</table>

### NEED HELP?
- For immediate assistance, call the ITS team at 734-763-2000.
- For additional information about videoconferencing and Blue Jeans, see [http://www.itcom.itd.umich.edu/videoconferencing](http://www.itcom.itd.umich.edu/videoconferencing)