



Cisco DX80



User Guide

D1510401 User Guide
Cisco Collaborate Desk DX80
Produced: April 2014, All contents © 2014
Cisco Systems, Inc. All rights reserved.



What's in this guide

Introduction

Introduction..... 4

Best Practice 4

Introduction..... 5

 Tour the DX80..... 5

 Set Up Your Phone for the First Time..... 6

Security 7

 Set a PIN Code or Password to Restrict Access..... 7

 If You Forget Your PIN Code or Password..... 8

 Lock and Unlock Screen 9

 Set or Change Screen-Lock Timeout10

Calling Tasks

Common Call Tasks.....12

 Answer Call12

 Disconnect Call13

 Hold and Resume14

 Place Call.....15

 Place Call Using Contacts or Recents.....16

 Place Call Using Speed Dials17

 Video Call Basics.....18

 Activating Selfview19

Visual Voicemail..... 20

 Send a Voicemail..... 20

 Listen to a Voicemail.....21

 Reply to a Voicemail 22

 Forward a Voicemail 23

 Delete a Voicemail 24

Call Park 25

 Store and Retrieve Active Call with Call Park 25

Call Transfer..... 26

 Transfer a Call..... 26

Ad Hoc Conference..... 27

 Create Conference 27

Meet Me Conference 28

 Start or Join a Meet Me Conference..... 28

WebEx Meetings

Start a Scheduled WebEx Meeting31

Contacts

Contacts 33

 Make Someone a Contact From Call History 33

 Make Someone a Favorite..... 34

 Allocating Numbers to Speed Dial 35

Camera

Setting the Camera Exposure Level..... 37

Settings

Gain Access to the Settings 39

All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

To go between chapters, you may also click on any of the icons in the sidebar.



Introduction

Best Practice



A successful video conference provides a face-to-face meeting, even if the participants are miles or continents apart. Keep in mind that it still is a meeting—normal etiquette and dress code apply even here.

General

- Consider setting the unit to *Automatic Answer*, but mute the microphone for privacy reasons, if possible.
- Do not forget to rehearse “the noble art of operating a video system” to the extent needed.

In the meeting room

- Make sure that you do not experience obstacles blocking the view to the microphone at all times.

- Noise sources like computers placed on the table should always be placed away from the microphone of your unit. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- Pay attention to the background your system will provide to the remote participants. If the camera captures the corridor outside your office, people passing by may distract your remote participants. This applies as well to curtains with a distinct texture pattern and, in particular, to curtains moving due to draught in the room.
- If you are going to share content some of the participants will normally make use of duo video. That implies the use of two video streams, one showing the presentation and the other

showing the presenter—or the group of presenters. Smaller systems may force you to choose between showing the presentation or the presenter.

- For duo video some attention is needed. Duo video is sometimes shown side-by-side with half the screen showing the presentation and the other half showing the presenter. Provide the impression that you seem to look towards the presentation instead of the impression that you sit with your back towards it, when all is viewed on the remote monitor. If in doubt, look straight into the camera to avoid this situation.

Other Tips

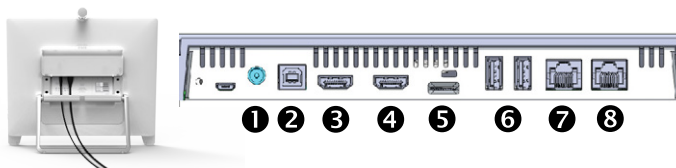
Brightness control

To adjust brightness, colors or other settings of your system, use the touch pad. Adjust the monitor to suit the conditions of the conference room.

Tour the DX80



- ❶ Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
- ❷ Microphone mute button, loudspeaker volume controls and USB socket on the right side of the unit
- ❸ Power On/Off
- ❹ Loudspeaker
- ❺ Microphone in each leg.



- ❶ Power Supply
- ❷ USB computer connection
- ❸ HDMI computer connection
- ❹ HDMI external monitor connection
- ❺ SD card slot and Kensington lock
- ❻ USB ports
- ❼ Connect your computer LAN here to let your DX80 and computer share a common LAN connection
- ❽ LAN connection.

About Operating Modes

Your DX80 may operate in one of two modes; Phone Only Mode or Standard Mode. In Standard Mode the DX80 acts as an Android tablet. Operating modes are set up by your Administrator.

Phone Only Mode: Provides access to the following functions:

- Place calls
- Access your list of Contacts
- Display the list of Recent calls
- Display any Voice Mail (Messages)
- View PC (if applicable)
- Display the Settings menu (icon in upper right corner).

Standard Mode: Requires that you start the Phone App before you can use the system as a phone.

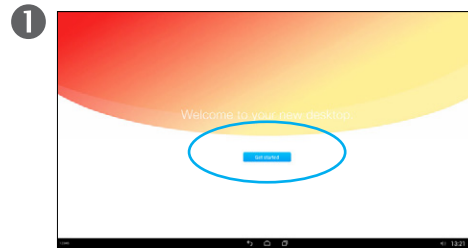
To start the Phone App tap the **Phone** icon () in the left corner of the black bottom bar. The Phone icon is shown in Standard Mode only.

The usual Android navigation buttons (**Back**, **Home** and **Recently Used Apps**) will be shown when the Phone App is running.

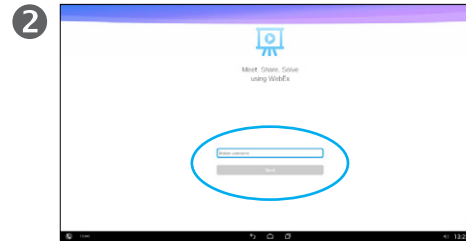
Note! The descriptions provided in this document assume that the system either is in Phone Only Mode or that the Phone Application is running.

Introduction

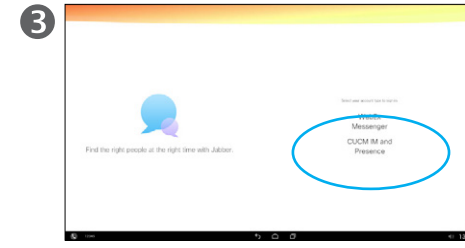
Set Up Your Phone for the First Time



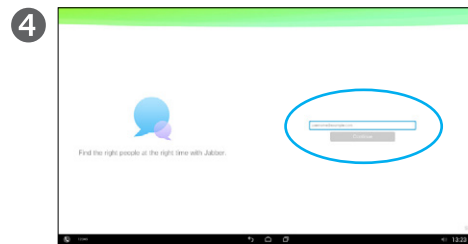
When you start the system for the first time, you will be invited to run a wizard. Just tap **Get started**, as outlined.



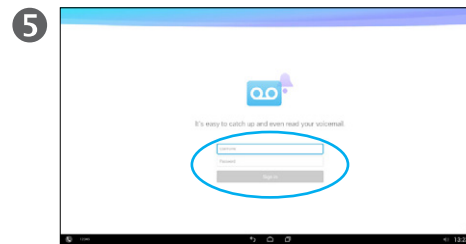
At first, you will be prompted to log into WebEx. Enter your WebEx username and tap **Next**.



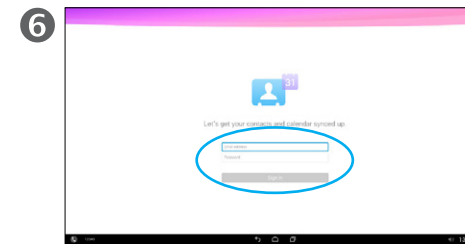
You will now be prompted sign in to **WebEx Messenger** or **CUCM IM and Presence**. Tap the one that applies to you.



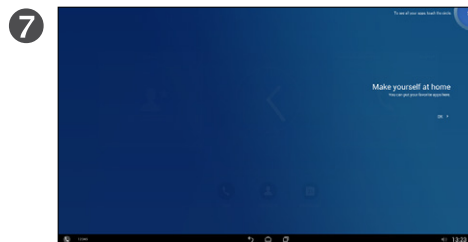
Enter your Username and tap **Continue**.



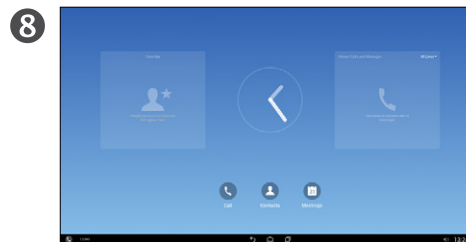
You will then be prompted to enter username and password for your Voicemail.



To let your contacts and calendar get synced up, you need to provide your Email address and the corresponding password.



Finally, it is time to make yourself at home. You will now be invited to put your favorite apps as shortcuts on your screen.



And then you are done!

About Setup

Provided that self-provisioning is allowed in your organization, your DX80 will automatically prompt you to enter the usernames and passwords needed for the appropriate accounts.

Note! This wizard will not appear for units running in *Phone Only Mode*.

After you have run this wizard you will, in most cases, be prompted to provide a PIN code or password to restrict access to your unit. This is described on the following page.

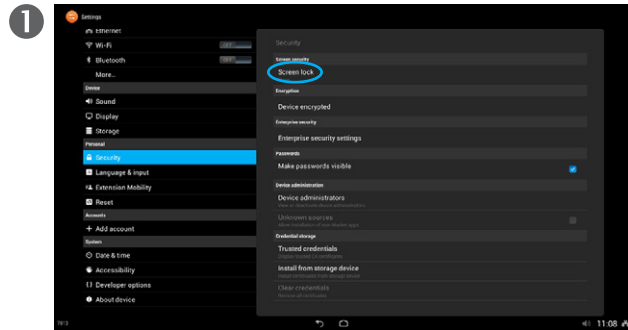
If you for some reason should want to run this wizard at a later stage, you must perform a *Factory Reset*. All user specified settings will then be erased and you will be able to start all over again.

Set a PIN Code or Password to Restrict Access

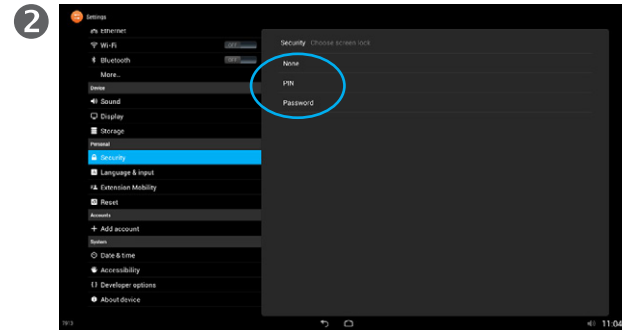
About PIN and Password

The system will normally prompt you to enter a PIN code or password to prevent unrestricted access to your system.

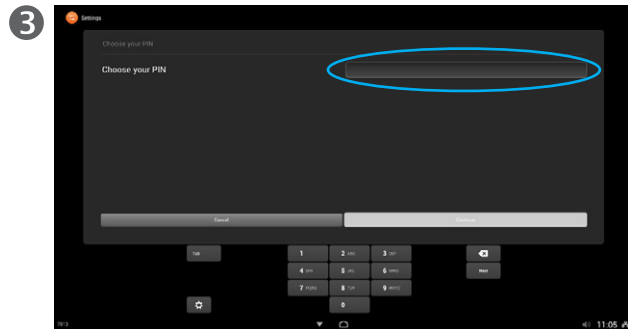
The example shown here assumes that you opt for a PIN code rather than a password, but the procedure is the same in both cases, apart from the fact that a password typically consists of a mixture of alphanumerical characters.



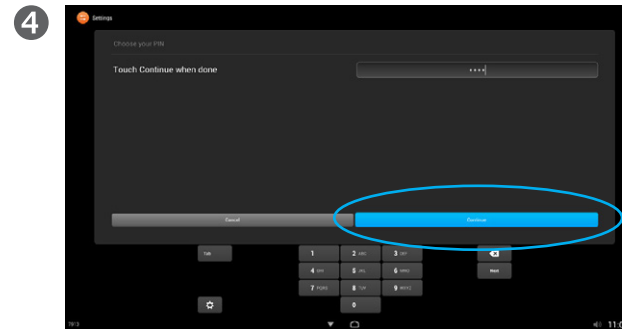
Tap **Screen lock** as outlined.



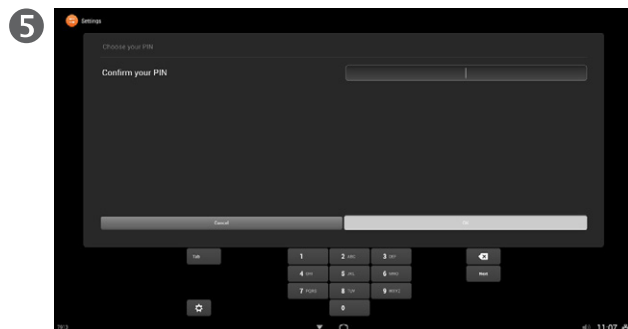
Tap **PIN** or **Password**. Selecting *None* (if possible) will create a vulnerable system and cannot be recommended.



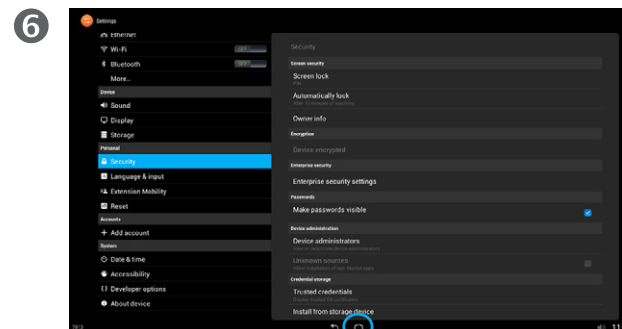
Using PIN as example, the system will prompt you to enter a four digit PIN code.



Tap **Continue** when done.

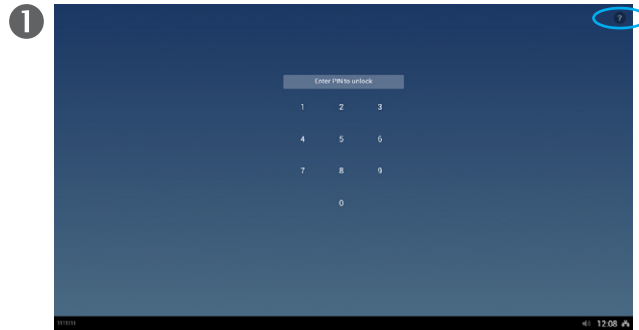


In order to prevent an unintended lock-out of yourself, you will now be prompted to confirm your PIN code. Enter the PIN code, followed by tapping **OK**.

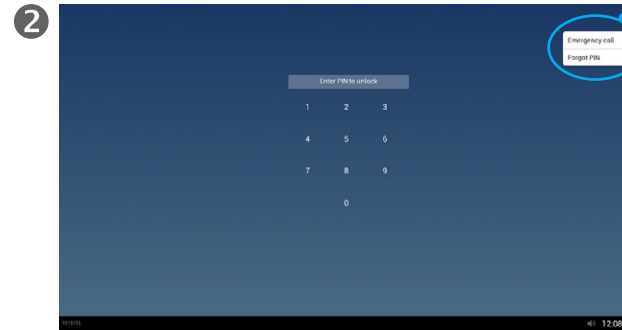


Tap **Home** when done.

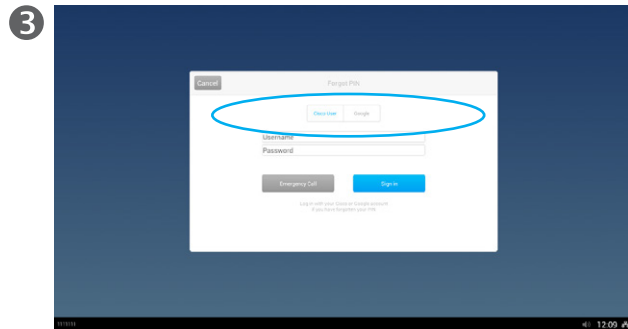
If You Forget Your PIN Code or Password



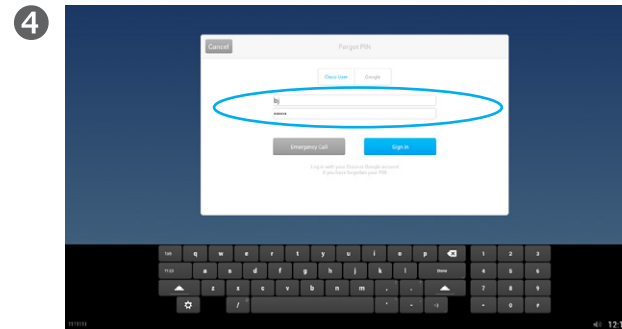
If you realize that you have forgotten your PIN code or password, tap **?** in the upper right corner, as outlined.



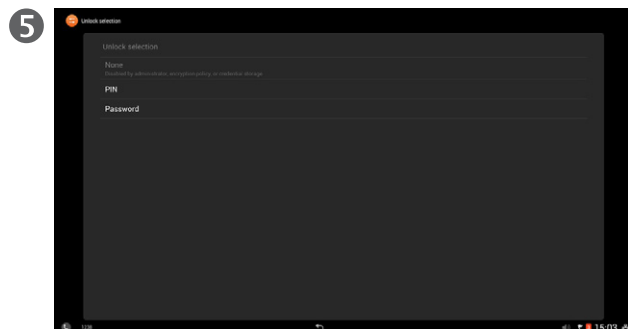
Tap **Forgot PIN**.



You will now need to log in with your credentials. Tap **Cisco User** or **Google**.



Enter username and password.



Your PIN code/password will now be reset and a new one entered, see the previous page for more on that.

Reset PIN or Password

If you happen to forget your PIN code or password, you may have the system reset the PIN code or password for you.

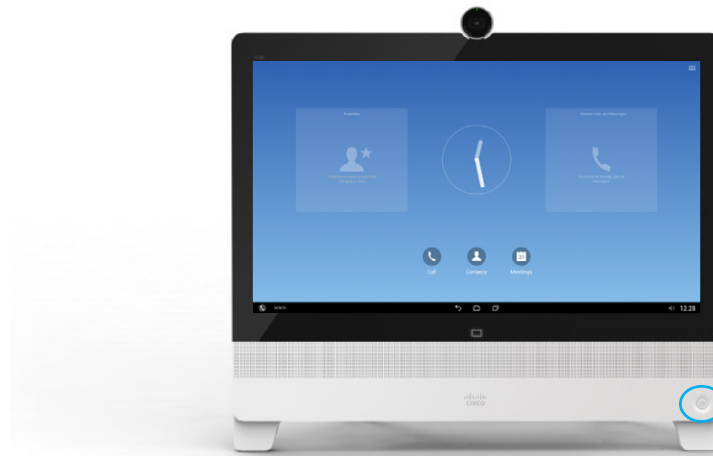
Once it has been reset, you may enter a new PIN code or password by following the procedure given on the previous page.

To do this successfully, you must log in using either your Cisco User account or your Google account.

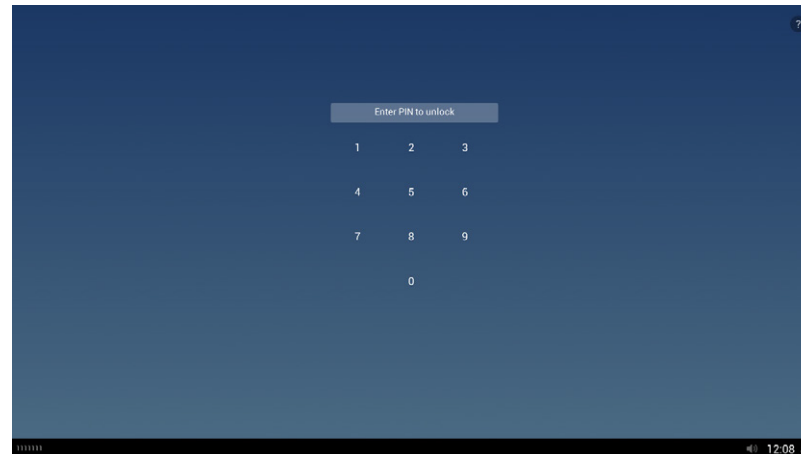
The example shown here uses the Cisco User account as example, but the procedure is the same if you opt for using the Google account instead.

Emergency calls. Note that locked screens still let you place emergency calls. Tap the **?** in the upper right corner.

Lock and Unlock Screen



To lock the screen, press the **Power** button briefly



To unlock the screen enter your PIN code or password.

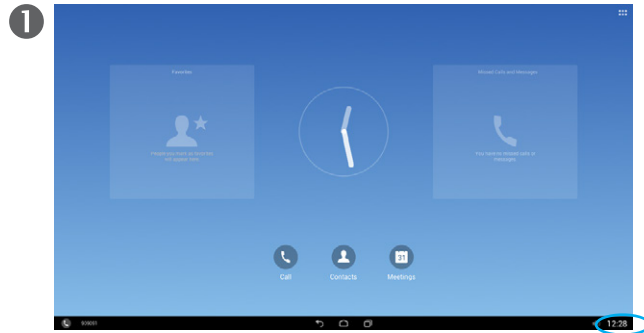
About Locking Screen

Screen locking is a way to block unauthorized access to your system. Make sure your screen is locked whenever you leave your system for a while.

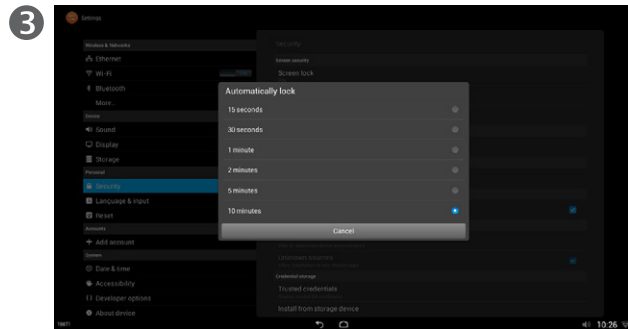
You may set up the screenlock to be activated automatically after a certain time of inactivity. This is described on the following page.

Emergency calls. Note that locked screens still let you place emergency calls. Tap the **?** in the upper right corner.

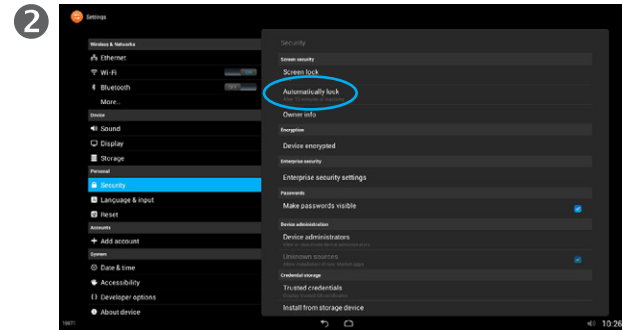
Set or Change Screen-Lock Timeout



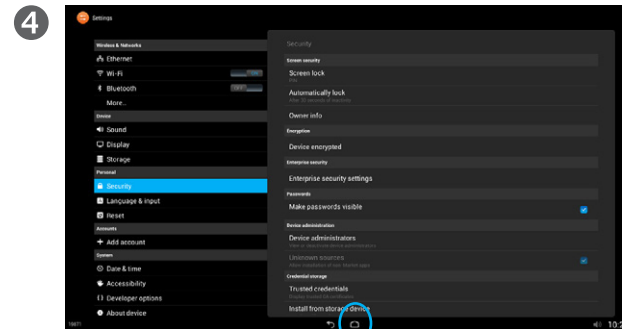
Tap in the lower right corner, as outlined and then tap the **Settings** icon, as outlined.



Select a timeout value.



Tap **Security** and then tap **Automatically lock**.



Tap **Home** to exit the *Settings*.

Setting Timeout

Screen locking is a way to block unauthorized access to your system. Make sure your screen is locked whenever you leave your system for a while.

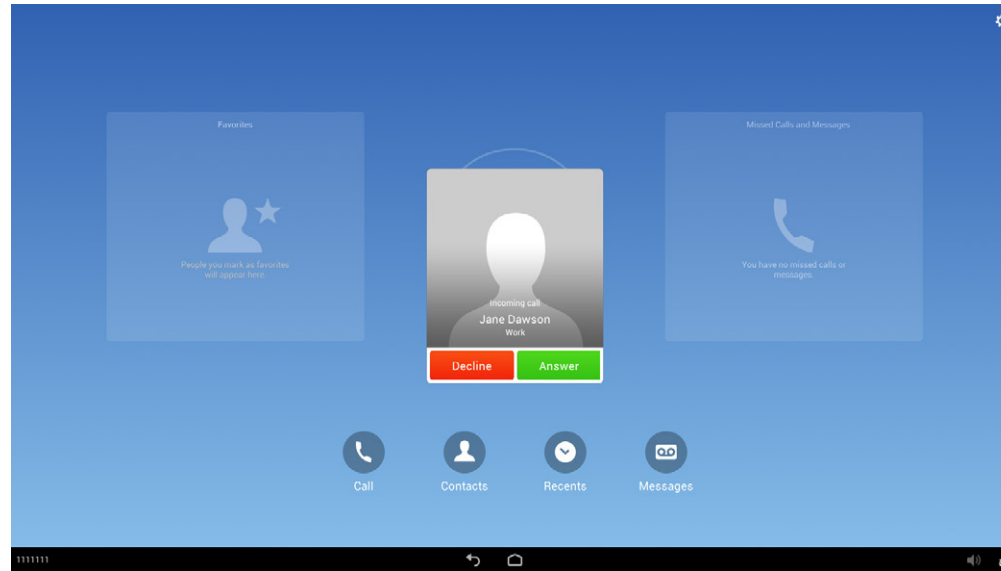
You may set up the screenlock to be activated automatically after a certain time of inactivity.

Emergency calls. Note that locked screens still let you place emergency calls. Tap the **?** in the upper right corner.



Calling Tasks

Answer Call



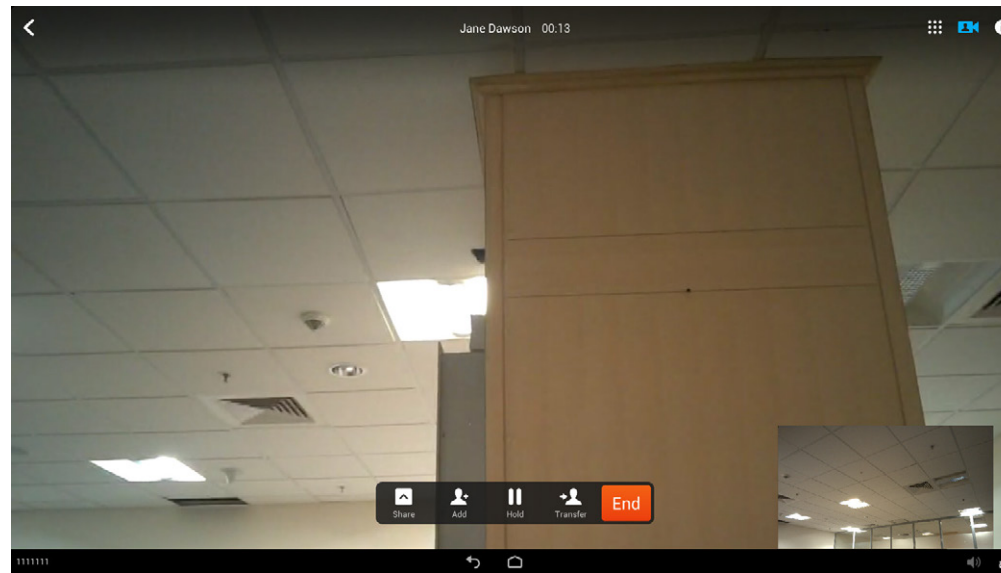
Tap **Answer** to accept the call and **Decline** to reject it.

A Few In-Call Tips

- If parties on a call hear a beep, the call may be monitored or recorded. Contact your system administrator for more information.
- If you work in a contact center or similar environment, you can create, update, and delete your own prerecorded greeting that plays automatically if Agent Greeting is configured on your phone. For more information, contact your system administrator.
- A Call Chaperone user cannot answer an incoming call while calls are chaperoned.

Already in a call? If you are already in a call when someone calls you, the current call will be put on hold if you answer the new call. If you decline the new call, things will not change.

Disconnect Call



To disconnect yourself from an ongoing call, tap **End**.

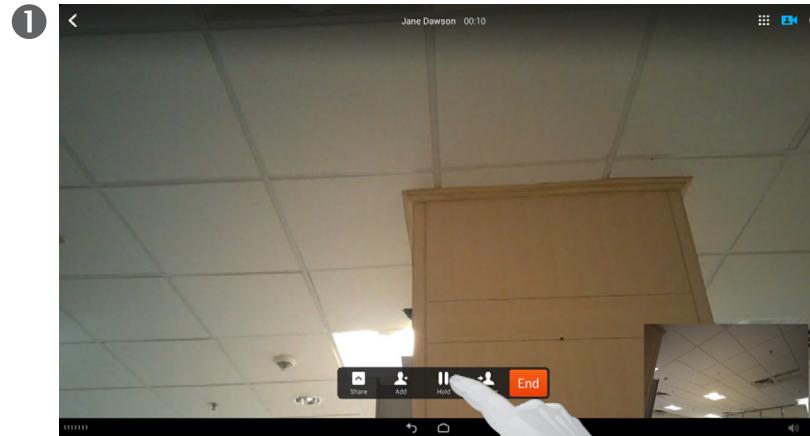
More Than One Call?

If you have more than one call active and you want to hang up one of the calls, but preserve another call on the same line, you may need to remove the call that you want to end from hold first.

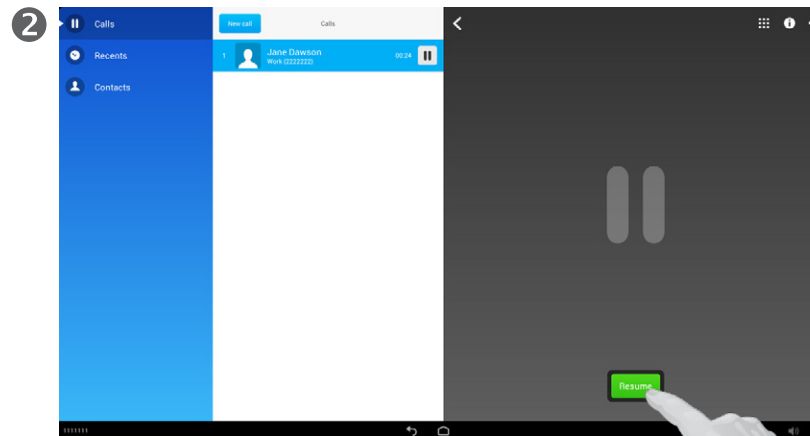


Hold and Resume

About Hold and Resume



In a call, tap **Hold** as outlined.



Your screen will now look as shown, and music will normally be played while the call remains on hold. To resume the call, tap **Resume**, as outlined.

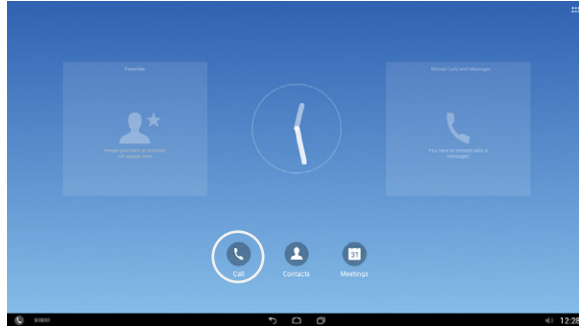
You can hold and resume calls. This can be used to call someone while a call already is active.

When you put a call on hold, the Hold icon appears on the right in the call information area. With a shared line, when another phone places a call on hold, the phone displays the *Remote Hold* icon.

If the *Hold Reversion* feature is enabled for your phone, a call that you put on hold reverts to ringing after a certain time. The reverting call remains on hold until you resume it or until *Hold Reversion* times out. Your phone indicates the presence of a reverting call by the following actions:

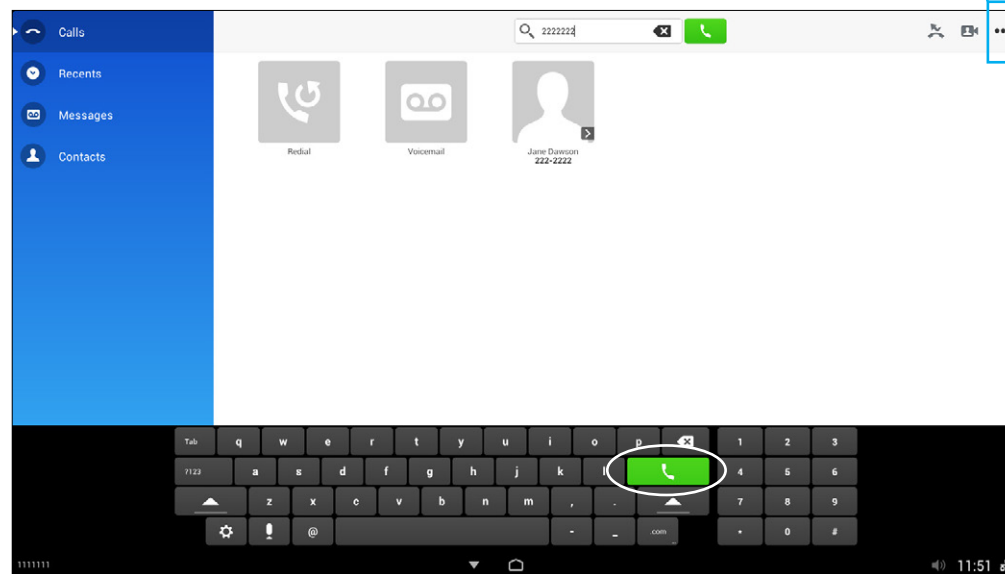
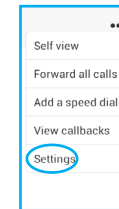
- Alerts you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displays a *Hold Reversion* message in the status bar at the bottom of the phone screen.
- Displays the animated *Hold Reversion* icon next to the caller ID for the held call.

Place Call



Tap the **Call** icon, as outlined, if needed.

To have the system show search results while dialing, activate *Predictive Dialing* in the *Settings* menu accessed from here.



Use the virtual keyboard to enter name, number or address and then tap the green **Call** button.

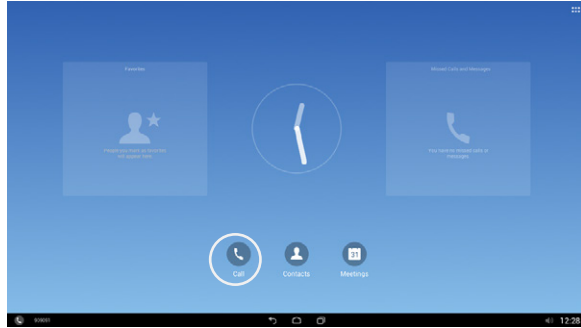
About Placing Calls

You may call someone who is not listed in your list of contacts by keying in their name, address or number using the virtual keyboard of the screen.

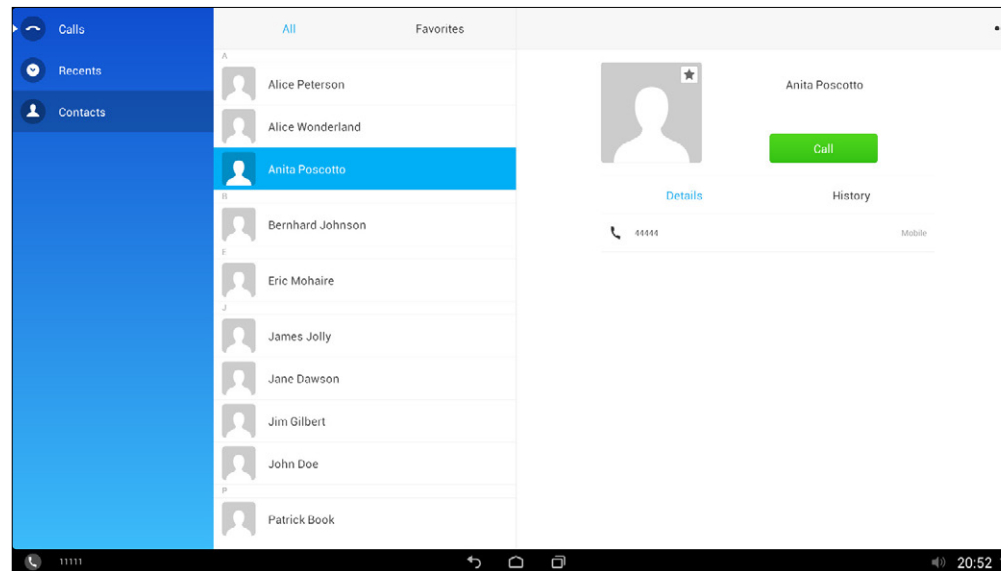
Anyone you have previously called will appear in the *Recents* list (until you clear that list).

Any matches found in the *Recents* list or in the *Contacts* list will appear as you type, provided that you have set up the system to do so (see the left illustration for more on this).

Place Call Using Contacts or Recents



Tap the **Call** icon, as outlined, if needed.



Either tap **Recents** or **Contacts** and scroll the list vertically. Tap the green **Call** button to place the call.

About Using Lists

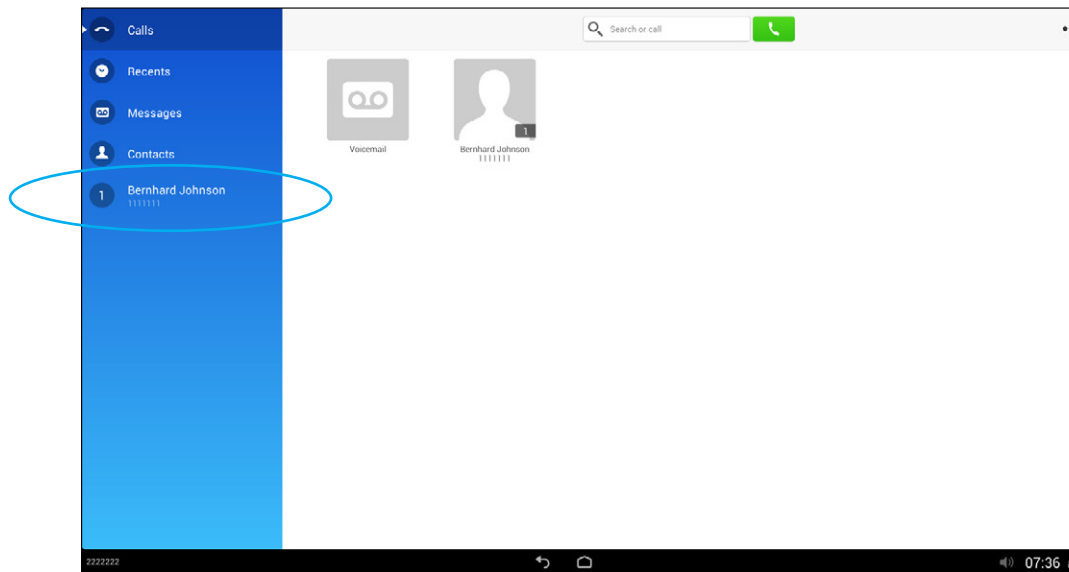
To locate an entry in the *Contacts* or *Recents* list, scroll through that list in the same way as on a smart phone (i.e. by swiping your finger vertically in the required direction).



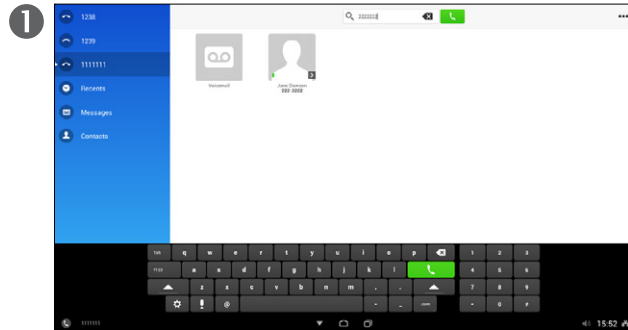
Place Call Using Speed Dials

About Speed Dial

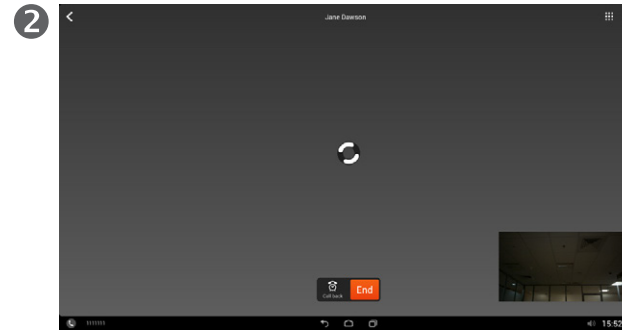
When you have defined Speed Dials (see the section *Contacts* for more), these will appear in the left column of your *Call* menu. Tap a Speed Dial entry to place a call using the feature.



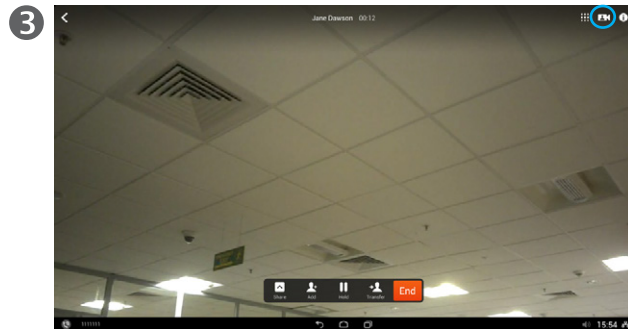
Video Call Basics



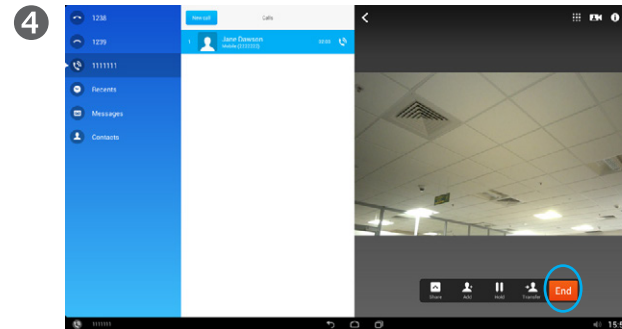
Place a call, as outlined.



Wait for the call to connect.



You are now in a video call if the called system permits it. If you want to see what others see from your system tap the Selfview icon (marked by a blue circle in the upper right corner).



Tap **End** to terminate the call.

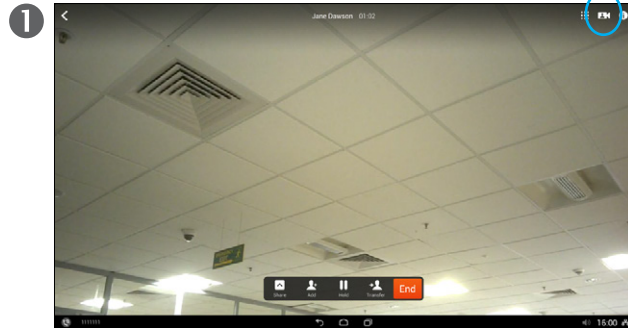
About Video Calls

Video calls should be regarded as an extension of regular phone calls.

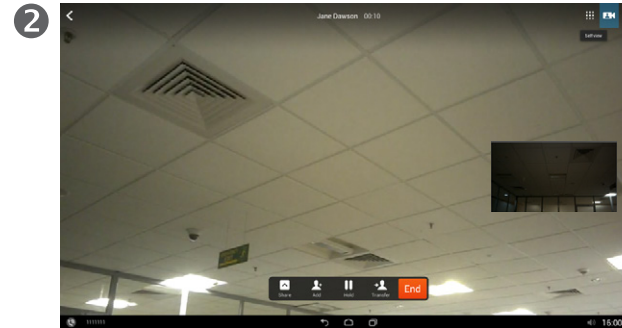
You may adjust some camera settings, such as exposure and bandwidth allocated to your call. This is discussed in the Settings section.

Activating Selfview

In a call:

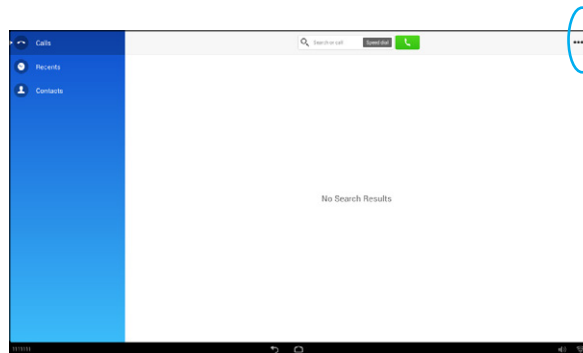


In a call, tap the **Camera** icon, as outlined.

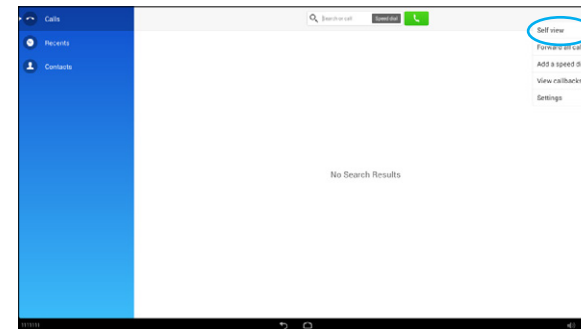


The selfview image will appear as a picture in picture, as shown. Tap the icon again to remove the selfview image.

Outside a call:



Inside the *Call* menu, tap **More** (...) to show the drop-down menu.



Tap **Selfview**. The selfview will be full screen. Tap **Remove** (X) (not shown) to stop showing the selfview.

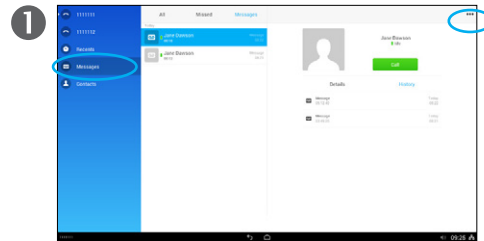
About Selfview

The selfview shows what others see from your system, i.e. your outgoing video.

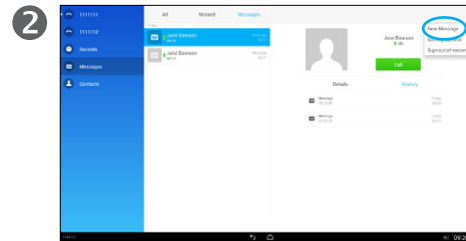
Note that you will see a mirror image of the outgoing video.

The selfview image may be moved about your screen. To do this, place your finger on the selfview image and drag it to the new position.

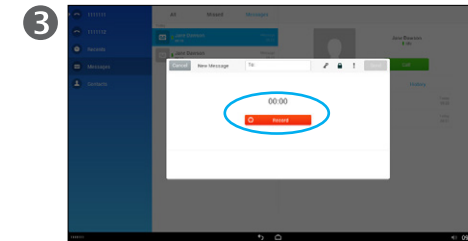
Send a Voicemail



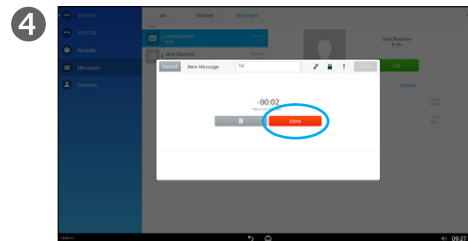
Tap **Messages** in the left column, then tap **More (...)** in the upper right corner, as outlined.



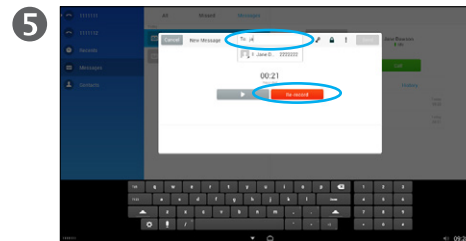
Select **New Message** from the drop-down list.



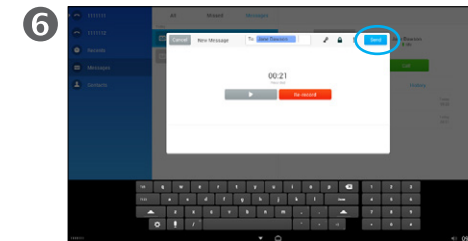
Tap **Record**.



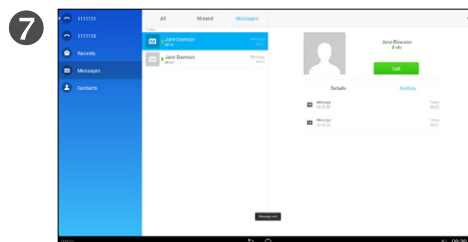
When your message is complete, tap **Done**.



You may record again, if needed. Otherwise, enter the name, number or address of the receiver.



Once completed, tap **Send**, as outlined.



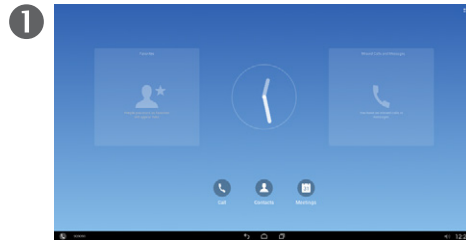
The display will now return to display a list of the **Messages**.

About Visual Voicemail

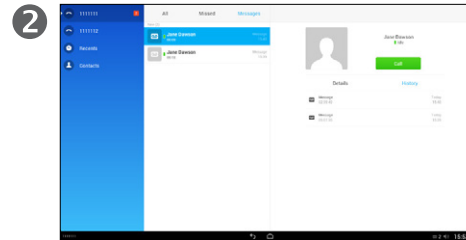
The Visual Voicemail tool lets you manage your voice messages.



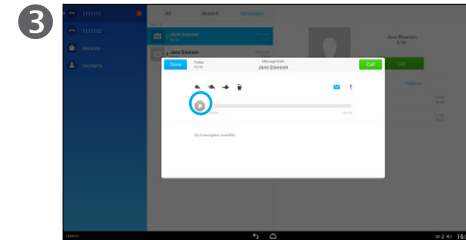
Listen to a Voicemail



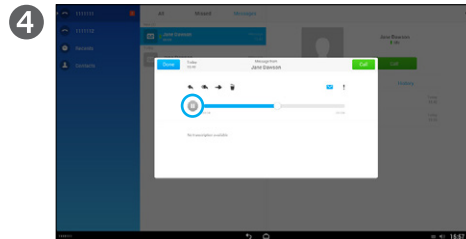
Tap **Messages**, as outlined.



New Voicemails are indicated by the red square in the left column. If there are more than one, select the one you are going to listen to.



Tap Play (▶) to listen to the voice message.



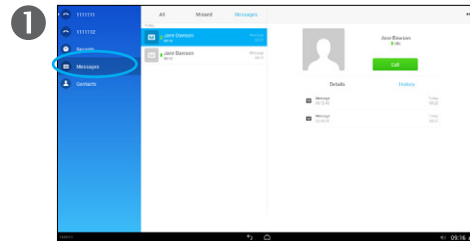
Tap **Pause**, as outlined to temporarily halt the playback.

About Visual Voicemail

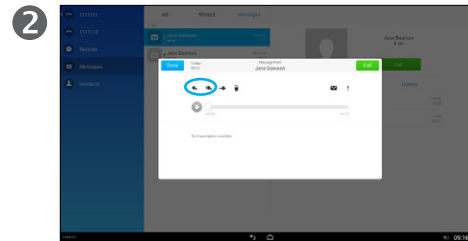
The Visual Voicemail tool lets you manage your voice messages.



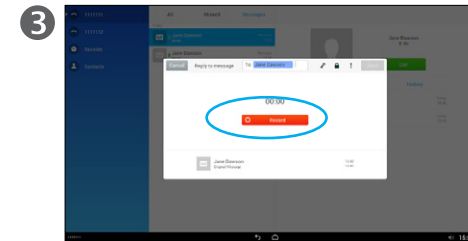
Reply to a Voicemail



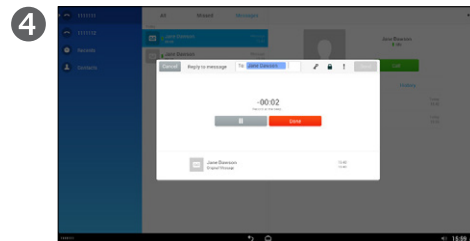
Tap **Messages**, as outlined and select a voicemail.



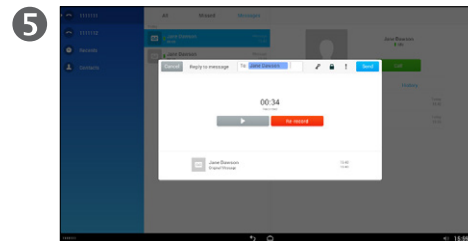
Tap **Reply** (↩) or **Reply All** (↩).



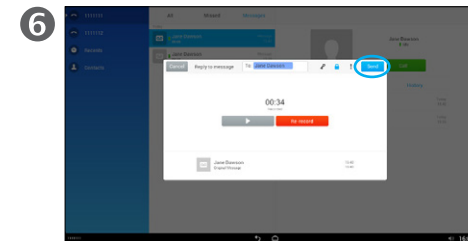
Tap **Record**.



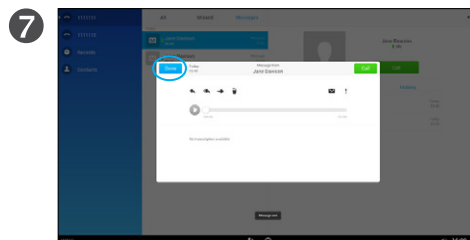
Tap **Done** when the recording has been made.



Re-record, if needed.



Tap **Send**.



Tap **Done**.

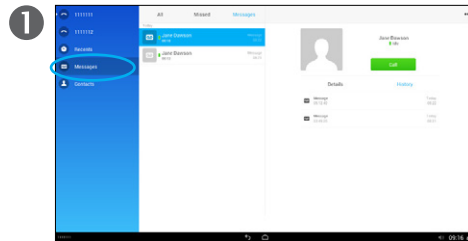
About Visual Voicemail

The Visual Voicemail tool lets you manage your voice messages.

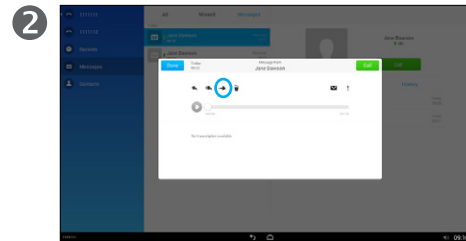
If a Voicemail has been sent to a multitude of recipients, you may use the Reply All feature to reach them all with a single reply.



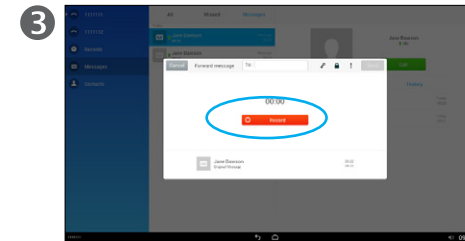
Forward a Voicemail



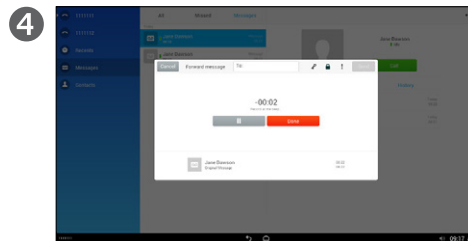
Tap **Messages**, as outlined and select a voicemail.



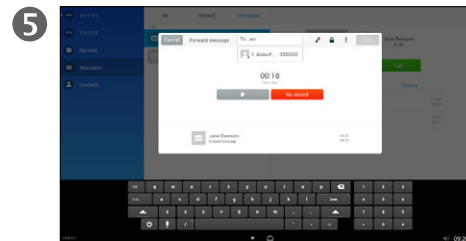
Tap **Forward** (→).



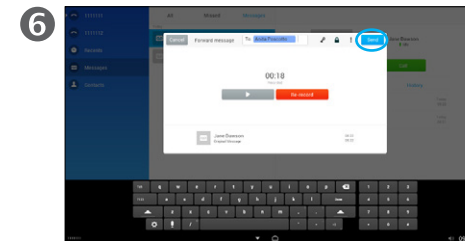
Record a message, if needed.



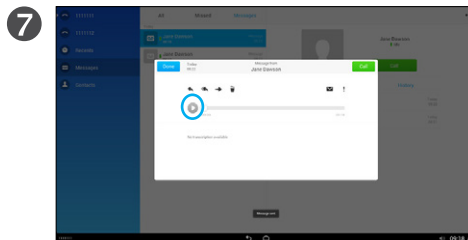
Tap **Done** when the recording has been made.



Select the recipient, as outlined. You may also re-record, if needed.



Tap **Send**.



Tap **Done** to finish the forwarding.

About Visual Voicemail

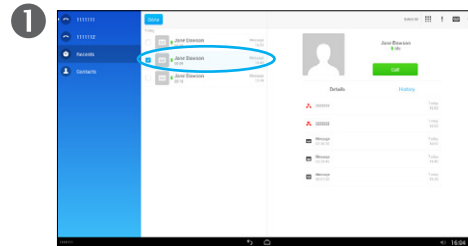
The Visual Voicemail tool lets you manage your voice messages.

When you forward a message, you may also include your own message.

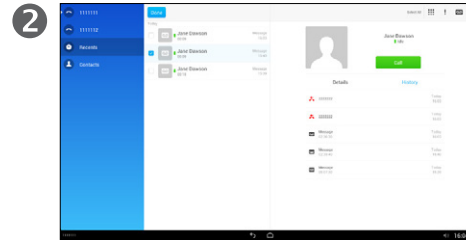


Delete a Voicemail

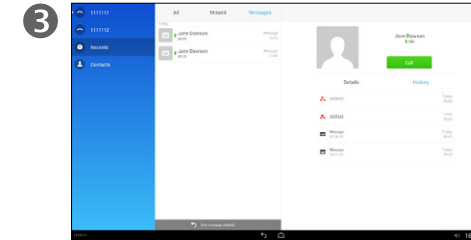
Delete a Voicemail from the list:



Tap **Messages** and select the message to be deleted, as outlined.

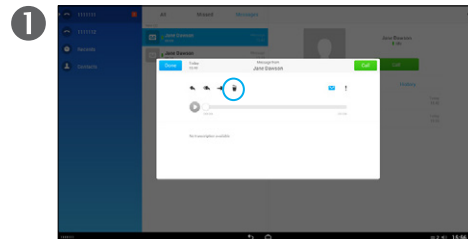


Tap **Recycle Bin** (🗑️) in the upper right corner, as outlined.



The Voicemail has now been deleted.

Delete a Voicemail from the playback panel:



Tap **Recycle Bin** (🗑️), as outlined to delete the Voicemail.

About Visual Voicemail

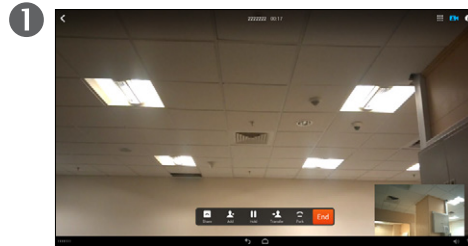
The Visual Voicemail tool lets you manage your voice messages.

Messages can either be deleted directly from the list of messages or while you are inside the *Playback* menu.

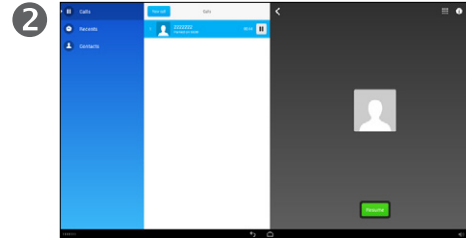


Store and Retrieve Active Call with Call Park

About Call Park



In a call tap **Park**, as outlined.



Make a note of the number needed to retrieve the parked call. If your Administrator has created a fixed number for this, use that number, which you may want to have stored as a speed dial number.

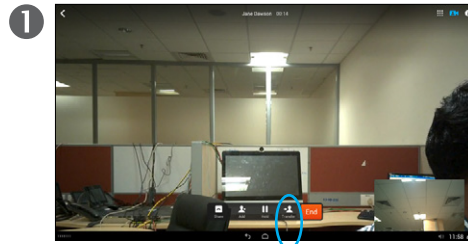
3 To retrieve the call from any other phone, just call that number.

You park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or in a conference room).

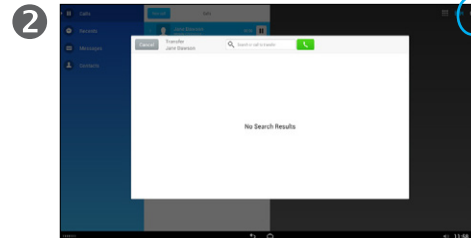


Call Transfer

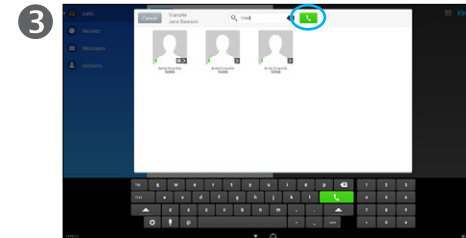
Transfer a Call



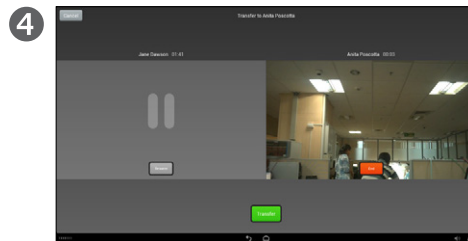
In a call, tap **Transfer**, as outlined.



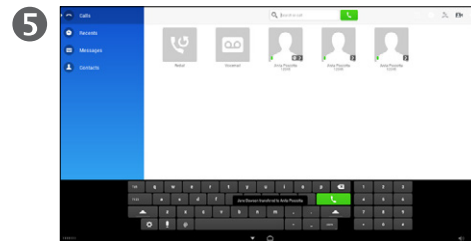
Enter the name, number or address (URI) of the recipient.



Tap the green **Call** icon.



Talk to the new recipient, if necessary. Then tap **Transfer**.



The call will now be transferred.

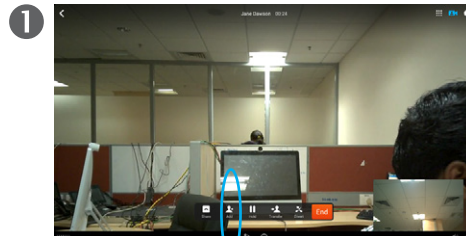
About Call Transfer

Transfer redirects a call. The target is the name, number or address (URI) to which you want to transfer the call.

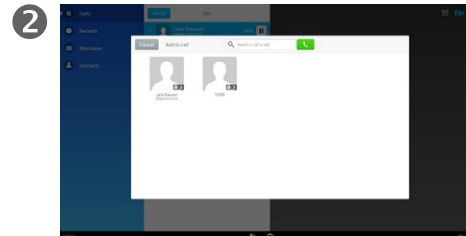
Note that you cannot use the transfer function to redirect a call that is on hold. Tap **Resume** to remove the call from hold before transferring it.



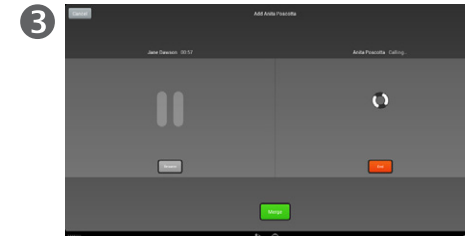
Create Conference



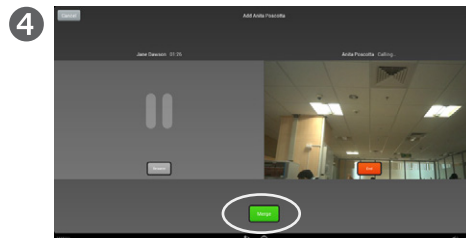
In a call, tap **Add**, as outlined.



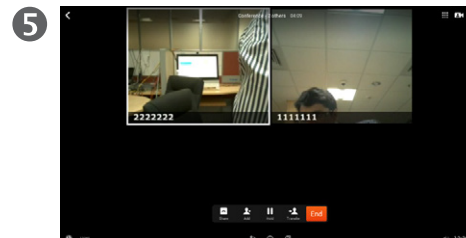
Call another in the usual way.



The one you were in call with will now be put on hold, while the new recipient is called.



Once, the new recipient answers, tap **Merge** to generate the conference.



Tap **End** to terminate the conference.

About Create Conference

To expand an ongoing call into a conference, just add participants. These participants can be added by dialing their number, name or address; or by using the list of Contacts; or any mixture of these two methods.

If you tap the information icon (i) appearing in the upper right corner during the conference, you will gain access to the list of participants.

Participants are listed in the order in which they join the conference with the most recent additions at the top.

Tip: To remove any conference participant, highlight the participant and tap **End Call**.

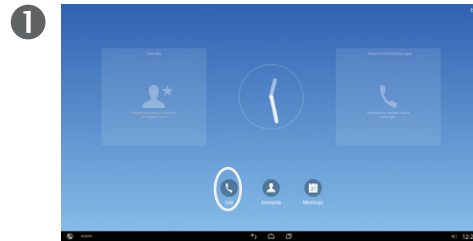
You can remove participants only if you initiated the conference call.



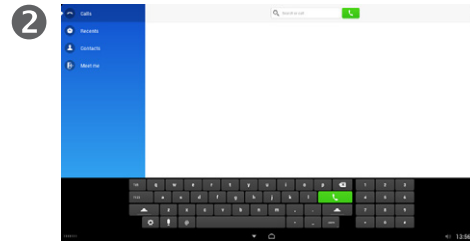
Start or Join a Meet Me Conference

About Meet Me Conference

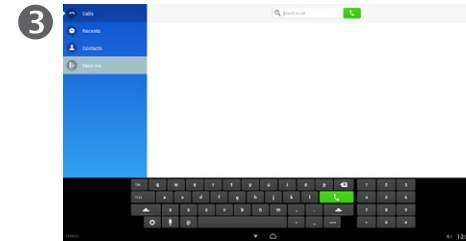
Start a Meet Me Conference:



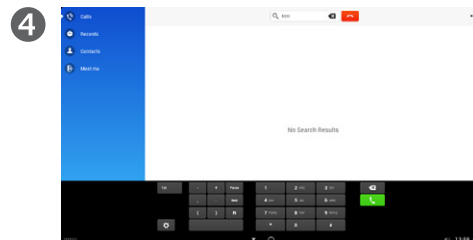
Tap **Call**, as outlined.



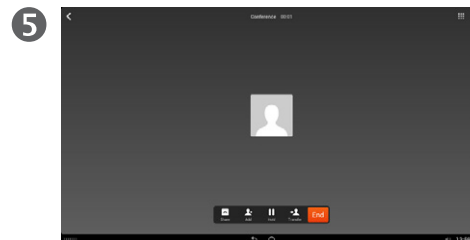
This will open the *Call* menu



Tap **Meet Me**, as outlined.



Tap the green **Call** button.



You have initiated a Meet Me conference.

Join a Meet Me Conference Started by Someone Else:

1 Dial the Meet Me conference number that the conference initiator provides.

2 If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and then try your call again.

Meet Me conferencing enables you to start or join a conference by calling the conference number as opposed to call specific recipients one by one to create a conference.

- If you call a secure Meet Me conference number from a nonsecure phone, your phone displays the message *Device Not Authorized*.
- A Meet Me conference ends when all participants hang up.
- If the conference initiator disconnects, the conference call continues until all participants hang up.

Note that the participants cannot join the conference until the initiator starts the conference.

Sharing of content is not supported in this version



Share
Content

31



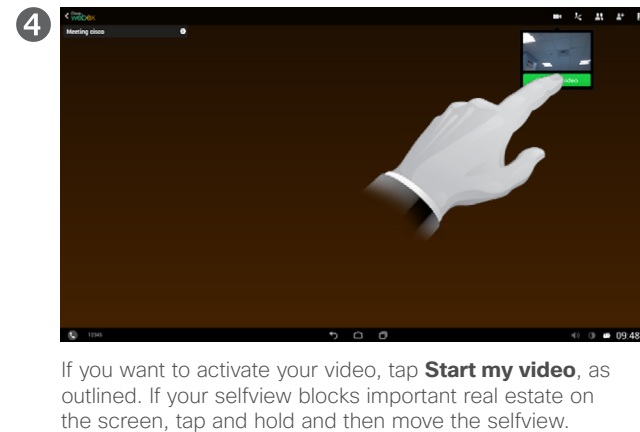
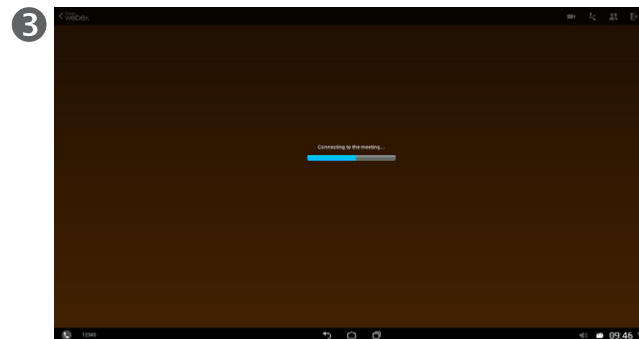
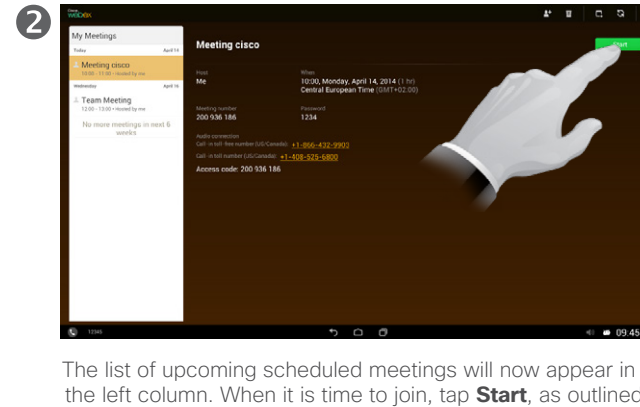
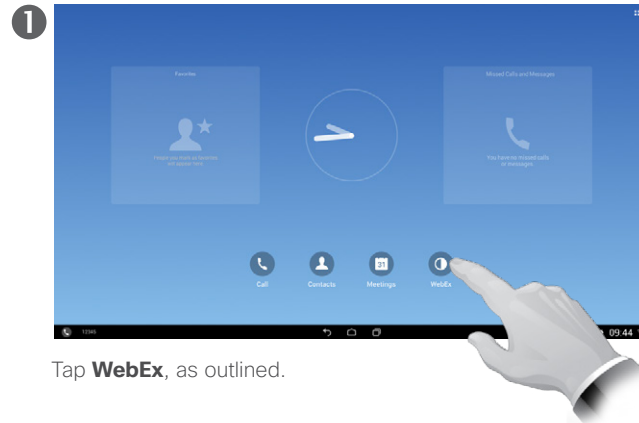
Your video system may be connected to a management system capable of scheduling video meetings for you. Any meetings scheduled will then appear in a *List of Meetings* on your Touch device.

31

WebEx
Meetings

Start a Scheduled WebEx Meeting

Meeting List Basics



Cisco WebEx is a standalone application, but also integrates into the Calendar, Phone, Chat, and Contacts applications.

During a Cisco WebEx meeting, participants can join the audio conference, see who is in the meeting, view shared presentations, and chat with everyone or privately.

A pop-up at the bottom of the screen identifies the current speaker.

Schedule a New WebEx Meeting

You may schedule a new WebEx meeting. You do this by means of the Calendar application.



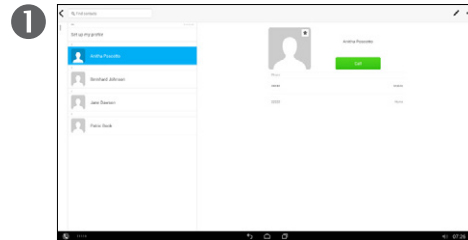
Contacts consists of three parts; a *Directory*, which typically is your corporate phone book; *Recents* which is a list of recent calls and finally *Favorites*, which is your personalized list of people you call frequently or otherwise need to get easy access to.



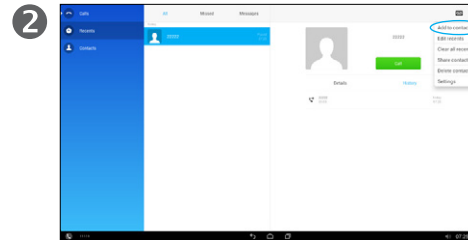
Contacts

Contacts

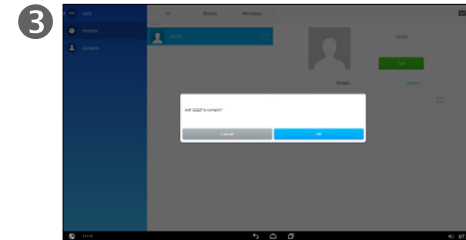
Make Someone a Contact From Call History



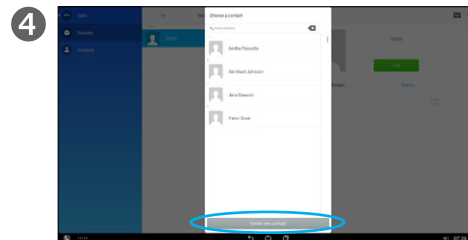
Select the person to become a contact in *Recents*, as outlined



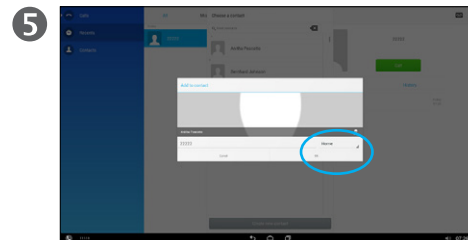
Tap **More** (...) in the upper right corner to show the drop-down menu and then tap **Add to Contacts**.



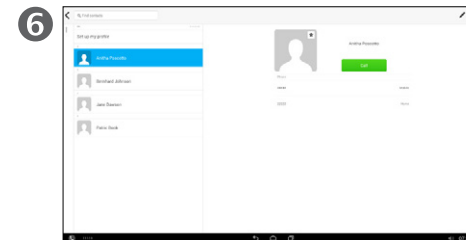
Tap **OK** to confirm that you want to add the person to the list of Contacts.



You may now either associate the person with an entry already existing in your list of contacts (e.g. mobile phone number in addition to office phone number). This you do by clicking on that contact. Otherwise, to create a completely new contact, tap **Create new contact**.



You may now specify what this entry represents (e.g. Home, mobile etc.) Once done tap **OK**.



You're done.

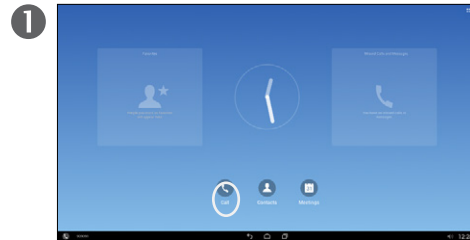
About Contacts

The *Contacts* serves as your phone book. You may also turn someone into a Favorite to make them appear on the *Home* screen of the phone app.

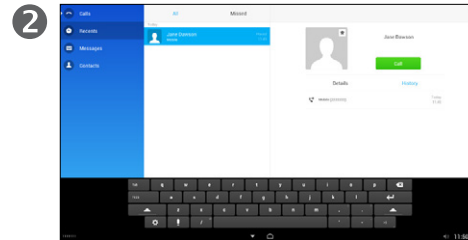


Make Someone a Favorite

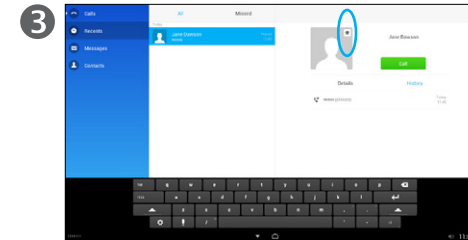
About Contacts



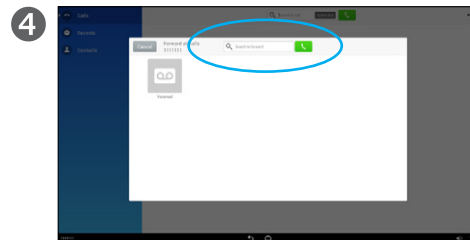
Tap **Call**, as outlined.



Select **Recents** or **Contacts** (left column) and then select the avatar to turn into a Favorite.



Tap the little * in the upper right corner to turn this entry into a Favorite. The color of the asterisk will change from gray to yellow.



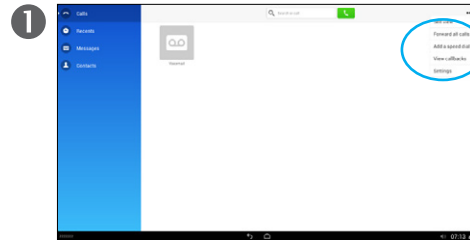
To demote someone from the list of Favorites, tap the asterisk again. The color of the asterisk will then change back from yellow to gray.

The *Contacts* serves as your phone book. You may also turn someone into a Favorite to make them appear on the *Home* screen of the phone app.

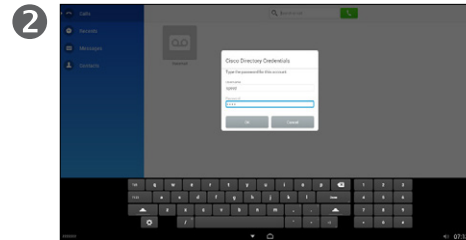


Allocating Numbers to Speed Dial

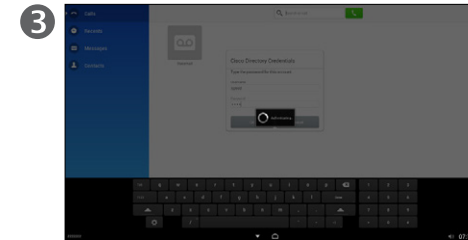
About Speed Dial



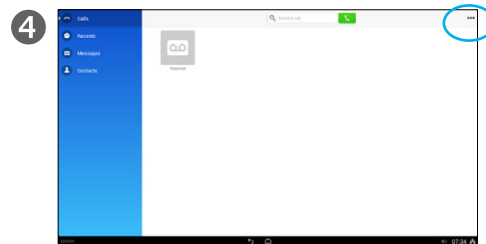
Tap Calls to invoke the display shown here and then tap **More (...)**, followed by **Add a speed dial** in the drop-down menu.



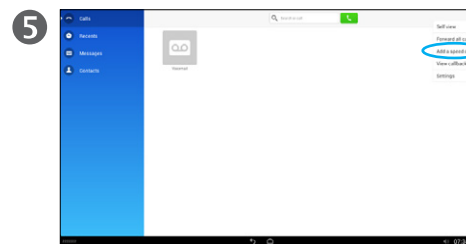
You will now be prompted to log into the system using your username and password.



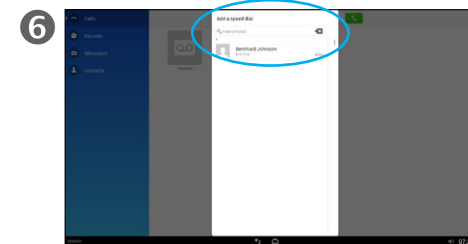
Authentication will then take place.



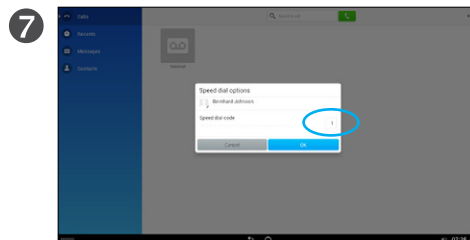
Tap **More (...)** again.



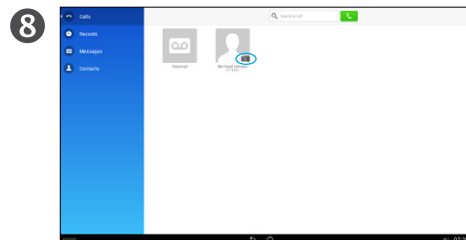
Tap **Add a speed dial** in the drop-down menu.



Locate whom to allocate to a speed dial.



Once located, specify the Speed dial code to be associated with this person. In this example **1** is used as speed dial code. Tap **OK** to leave menu putting changes into effect.



The speed dial allocation and the corresponding code is indicated as shown.

Speed Dial is a convenient shortcut to contacts that you use often. You allocate a speed dial code (typically a number) to the entry and use that to call that person.

How to utilize already allocated speed dial settings is shown in the chapter Calling Tasks.

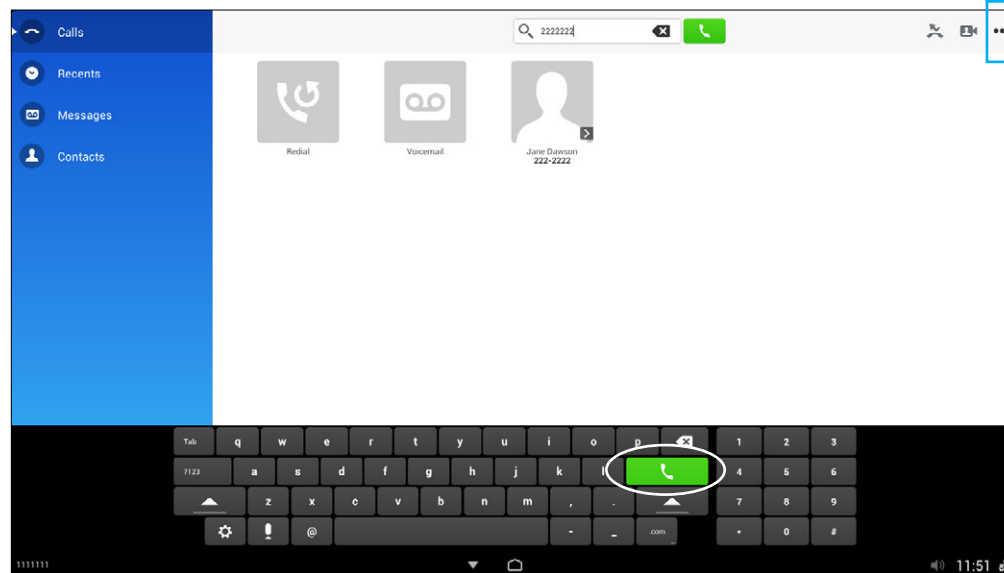
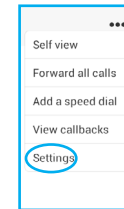


Camera

Setting the Camera Exposure Level

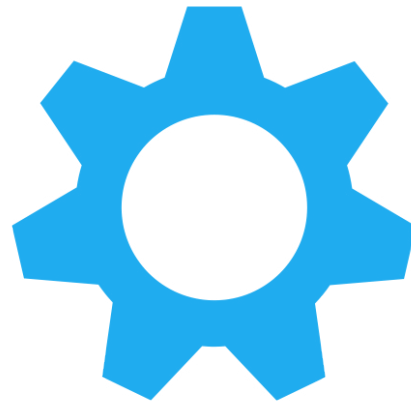
About Camera Settings

You can adjust the camera's exposure level by means of the *Settings* menu accessed from here.



You can set the cameras exposure level in the *Settings* menu associated with the Call window.



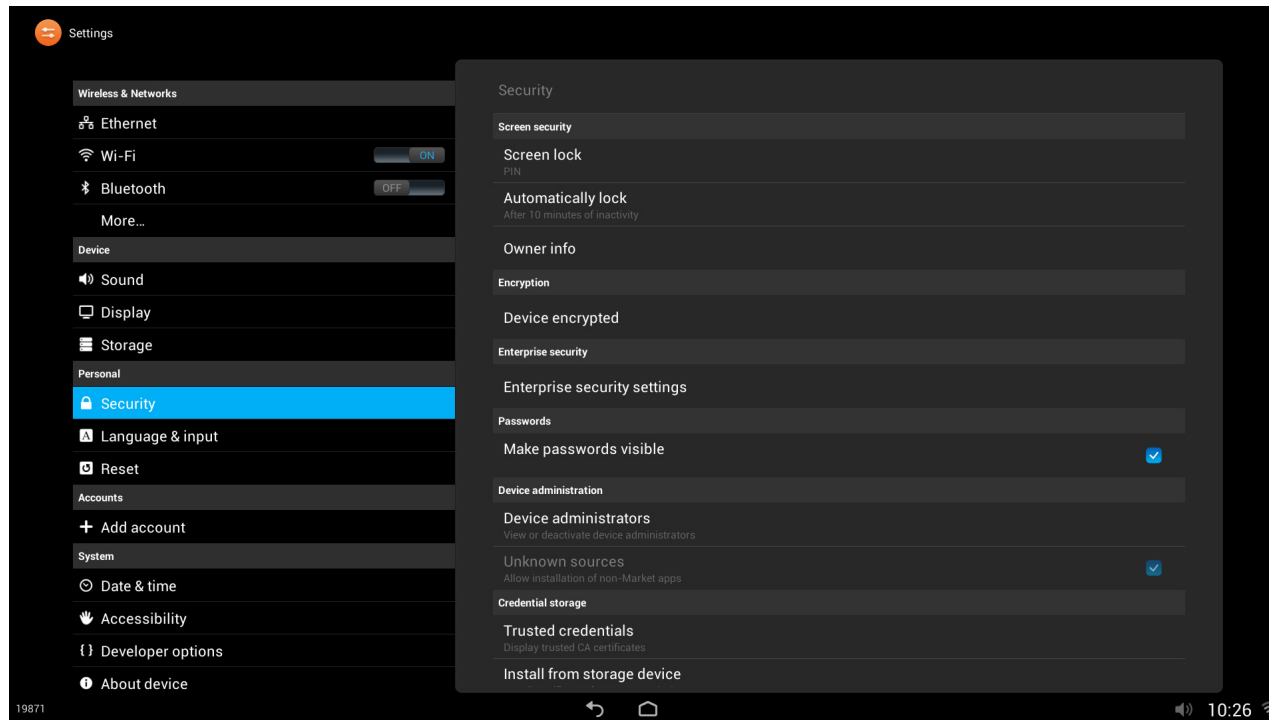


Settings



Gain Access to the Settings

About Settings



There are several types of Settings available with your DX80.

There are System Settings, like those shown here, and there are context sensitive settings applying to your current task.

Care must be taken when altering the *System Settings* to avoid that the system stops working. If in doubt, contact your video support team.





Americas Headquarters

Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters

Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)