



Cisco TelePresence Server on Multiparty Media 820

Installation Guide

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General Information

About the Cisco TelePresence Server on Multiparty Media 820

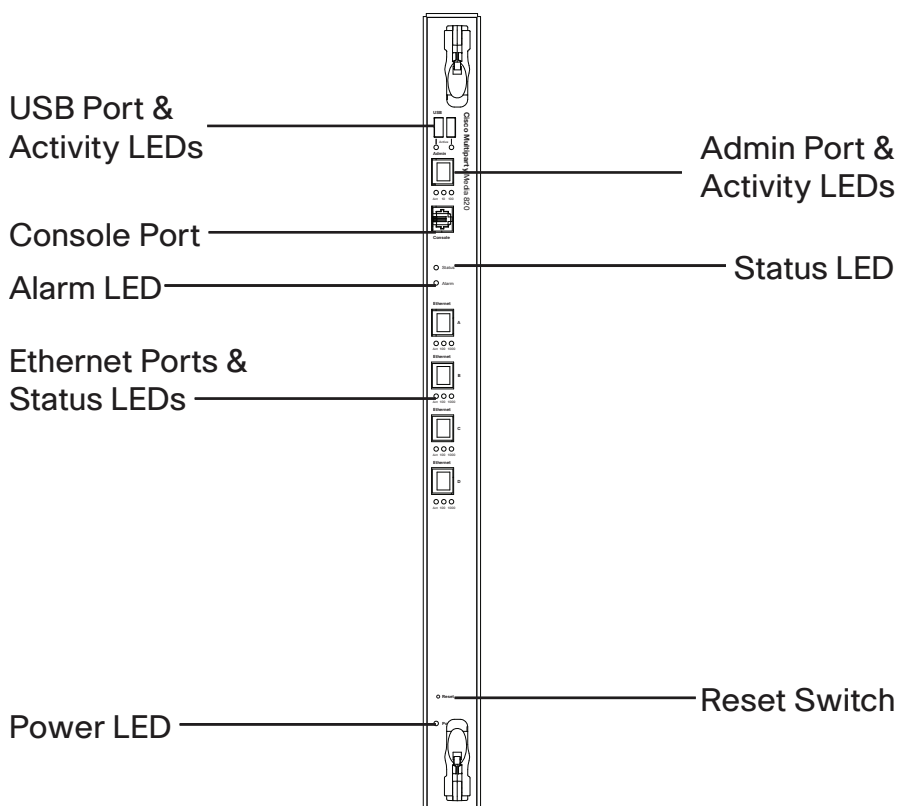
The Cisco TelePresence Server on Multiparty Media 820 (Media 820) is a technologically advanced media processor that fits into a Cisco TelePresence MSE 8000 chassis, combining continuous presence high definition video conferencing and the highest possible voice quality.

Note: Cisco TelePresence Supervisor MSE 8050 must be running a software version **later** than 2.3(1.38) to support Media 820.

Port and LED Locations

The following diagram shows the position of ports and LEDs on the Media 820. (The Reset Switch is reserved for future expansion.)

Figure 1: Media 820 front panel



LED Behavior

The following table describes the behavior of the LEDs on the front of the Media 820.

Table 1 Media 820 front panel LED behavior

| LED | | Color | Indicates |
|---|------|-------|--|
| USB Port Activity | | Green | Reserved for future expansion. |
| Admin Port* Status: | | | |
| | Act | Green | Packets are being transmitted on this port. |
| | 10 | Green | A 10BASE-T Ethernet link has been established. |
| | 100 | Green | A 100BASE-TX Ethernet link has been established. |
| Status | | Green | The Media 820 is operating normally. |
| Alarm | | Red | <p>The Media 820 is booting or has developed a fault, for example:</p> <ul style="list-style-type: none"> ■ temperature is outside normal limits ■ battery failure of the internal clock <p>Refer to the web interface for more information about the problem (go to Status > Health status).</p> |
| Ethernet Port Status, for each Ethernet port: | | | |
| | Act | Green | Packets are being transmitted on this port. |
| | 100 | Green | A 100BASE-TX Ethernet link has been established. |
| | 1000 | Green | A 1000BASE-T Ethernet link has been established. |
| Power | | Blue | <ul style="list-style-type: none"> ■ Solid: The Media 820 is receiving power from the MSE 8000 chassis and is operating normally. ■ Flashing: The Media 820 is receiving power from the MSE 8000 chassis but a fault has been detected and the Media 820 has been shut down. If this happens, pull out and reinsert the blade to reboot the device (it cannot be rebooted via Supervisor). |

* The admin port is not customer serviceable and should only be used under guidance from Cisco TAC.

Installing the Cisco TelePresence Server on Multiparty Media 820



Important: Before installing the Media 820 into the MSE 8000 and connecting the power supply, you must read the safety information at <http://www.cisco.com/go/telepresence/safety>.

Caution:

Make sure that you have the correct power requirements and sufficient power in your PSU; for information on powering the MSE 8000 refer to the [Installation guides on cisco.com](#).



Although blades are hot-swappable parts, you must only remove one blade at any time. Remove the power from the MSE 8000, if you need to remove more than one blade at a time.



Before hot-swapping a blade, shut down the blade using the web interface. Do not shut down a blade during a software upgrade and do not remove the blade before shutting down.

The MSE 8000 backplane uses high performance data connectors. Do not remove Media 820 blades unnecessarily because doing so may reduce the life of those connectors.

Task 1: Install the Blade in the Chassis



You must install either a blade or a blanking blade in each of the ten positions in the chassis.

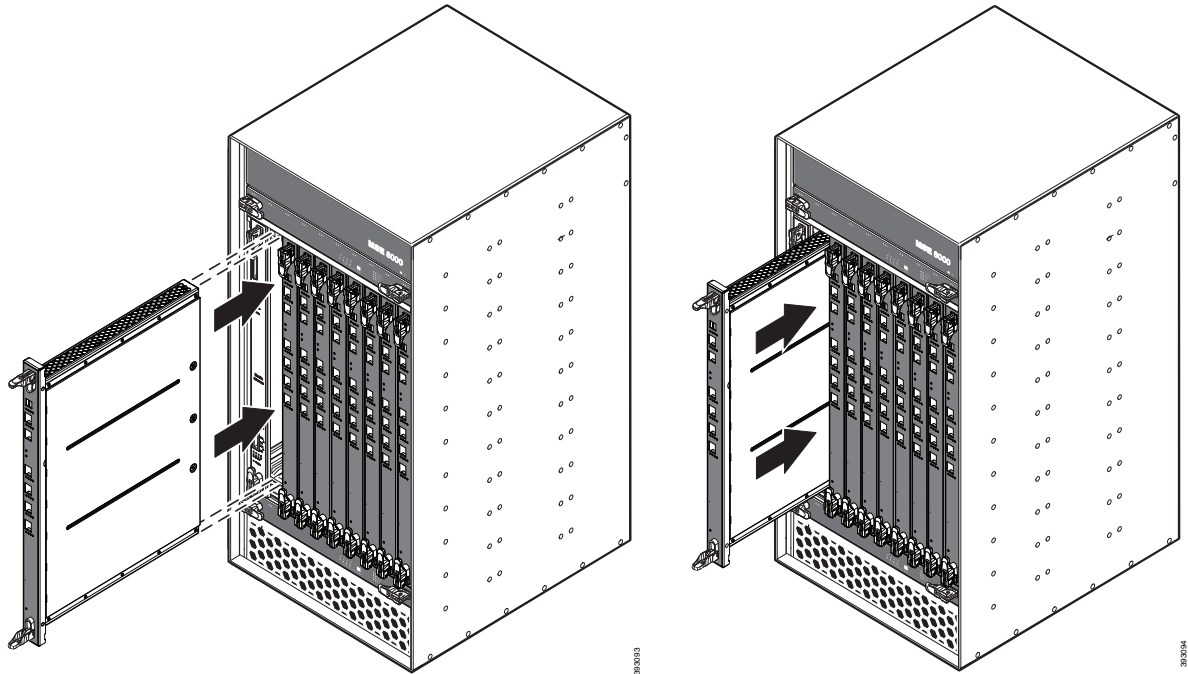


The Cisco TelePresence Supervisor MSE 8050 (Supervisor) blade must be installed into slot 1 of the MSE 8000 chassis.

1. Remove the blade or blanking blade from the slot into which you are going to install the Media 820:
 - a. Using a No. 1 Phillips screwdriver, loosen the screws in the retaining latches with an anti-clockwise quarter turn.
 - b. Open both retaining latches on the front of the blade or blanking blade so that they are at a 90° angle perpendicular to the front of the blade.
 - c. Slide out the blade or blanking blade.
2. Open both retaining latches on the front of the Media 820 so that they are at a 90° angle perpendicular to the front of the blade.

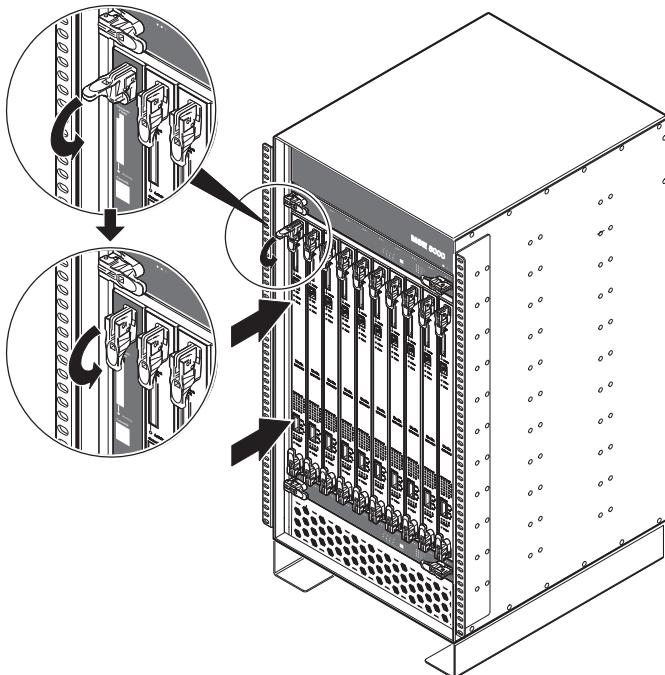
3. Slide the Media 820 into the blade slot until it stops.

Figure 2: Inserting a blade into the chassis



4. Simultaneously close both retaining latches on the blade (thereby engaging the connectors at the rear of the blade) to secure it in the chassis.

Figure 3: Closing the retaining latches on the front of a blade



5. Using a No. 1 Phillips screwdriver, tighten the screws in the retaining latches with a clockwise quarter turn.

The power is connected automatically as soon as you close the latches.

Task 2: Connect to Ethernet Port A

Connect an Ethernet cable from Ethernet Port A to an Ethernet switch (we recommend using a switch rather than a hub, to minimize interference from other devices on the network). The Ethernet port is a 100/1000 Mbps auto-sensing connection.

Note: Ethernet Ports B, C and D may not be supported in the software supplied with your blade. Do not connect to these ports unless the web interface allows you to configure them. Do not connect multiple ports to the same subnet unless instructed to do so by the web interface.

Configuring the Cisco TelePresence Server on Multiparty Media 820

Task 1: Configure Ethernet Port A Settings

The default setting for the Media 820 Ethernet ports is auto-sensing mode. If the switch ports to which you connect the Media 820 are not also set to auto-sensing mode, then you need to configure the Media 820 Ethernet ports to use the same speed and duplex mode.



Both ends of the Ethernet connection must be configured in the same way. For example, either configure both ends of the link to be auto-sensing or configure both ends to operate at the same speed and duplex.



To establish a 1000Mbps connection, both ends of the link must be configured as auto-sensing.

To configure Ethernet Port A, log in to the Supervisor's web interface and go to **Hardware > Blades**. For more information about configuring the port, see the online help accessible from the Supervisor's web interface.

Task 2: Assign an IP Address to the Media 820

You can use the Supervisor's web interface to configure the IP addresses of all blades installed in the MSE 8000. Note that all blades are supplied with DHCP enabled and therefore the Media 820 will attempt to find an IP address. You can either keep this setting or assign static IP addresses to a blade from the Supervisor's web interface. To view or configure the IP address of the Media 820, log in to the Supervisor and go to **Hardware > Blades**. To access the web interface of the Media 820, go to **Hardware > Blades** and click the IP address of that blade.

Task 3: Allocate Licenses

You can use either Screen licensed or Multiparty licensed mode. TelePresence Server screen licenses must be allocated to the TelePresence Server's slot using the **Port licenses** page on the Cisco TelePresence Supervisor MSE 8050. Refer to the Supervisor's online help for more details on allocating screen licenses. If you wish to use Multiparty licensing, please refer to the TelePresence Conductor documentation.

Configuring the Cisco TelePresence Server on Multiparty Media 820 Software

Task 1: Logging in to the Media 820

All administration of the Media 820 is performed via its web interface. You can access the web interface directly, using the IP address you assigned in [Task 2: Assign an IP Address to the Media 820, page 8](#), or find the blade's IP address via the Supervisor:

1. Log in to the Supervisor's web interface.
2. Go to **Hardware > Blades** and click the IP address of the Media 820.

The default login user name is `admin` with no password.

Note: You will need to change the default administrator credentials on first login. When using the web user interface for first login, a **Change password** web page shows. The **No administrator password configured** banner displays and no other web pages/configuration/functionality are accessible until the default credentials have been changed.

Task 2: Configuring the Media 820 Software

When you've successfully logged in, you can refer to the Media 820's online help system to guide you through configuration and ongoing maintenance of the system.

You can find additional documentation at the Cisco TelePresence Server on Multiparty Media 820 support page:

http://www.cisco.com/en/US/products/ps11339/tsd_products_support_series_home.html

Checking for Updates

It is a good idea to regularly check the Cisco web site for updates to the device's main software. This section describes how to upgrade the device using the web interface.

To check for, and download, updates:

1. Log in to the web interface and go to **Status > Status**.
2. Make a note of the software version that is currently installed.
3. Go to the support section of the web site and check if a more recent release is available.
4. If a more recent release is available, download it and save it locally.

To upgrade the software application:

1. Unzip the software release file that you downloaded.
2. In the web interface, go to **Configuration > Upgrade**.
3. In the **Main software image** section, click **Browse** and locate the unzipped file.
4. Click **Upload software image**.

The browser begins uploading the file to the device, and a new browser window opens to indicate the progress of the upload. When finished, the browser window refreshes and indicates that the software upgrade is complete.

5. Go to **Configuration > Shutdown** to shut down and restart the device.

Note: Shutting down the device will disconnect all participants.

Troubleshooting and Technical Support Information

Using the event log to help solve a problem

You can use the event log to produce debugging information to assist technical support in solving any problems. Event logging capture filter topics are set by default to **Errors, warnings and information**. Do not change the capture filter topic level without the guidance of technical support.

Getting more help

If you experience any problems when configuring or using the Media 820, consult the online help available from the user interface.

If you cannot find the answer you need in the documentation, check the web site at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported, visit http://www.cisco.com/en/US/products/prod_end_of_life.html and scroll down to the TelePresence section.



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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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