



Using the Cisco TelePresence System Administration Interface

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Overview

Administrators use the Cisco TelePresence System Administration interface to maintain the Cisco TelePresence System (CTS).



Note

No more than one administrator should access the CTS Administration interface at one time.

Administration tasks include the following:

- Viewing device information and detailed system status information
- Configuring system settings
- Monitoring the status of Cisco TelePresence system equipment
- Troubleshooting the system

For first-time setup instructions, refer to the Cisco TelePresence System Assembly Guide for your system on Cisco.com:

- **Product Support > TelePresence > TelePresence Immersive Endpoints**

System Status

- Cisco TelePresence System 3200 Series
- Cisco TelePresence System 3000 Series
- Cisco TelePresence System 1300 Series
- **Products > TelePresence > TelePresence Personal Endpoints > TelePresence Office**
 - Cisco TelePresence System 1100
 - Cisco TelePresence System 1000
 - Cisco TelePresence System 500-37

Figure 1-1 shows an example of the Cisco TelePresence System Administration window. Click the task name or the arrows in the left panel to navigate to tasks.

Figure 1-1 Main Cisco TelePresence System Administration Window

The screenshot displays the Cisco TelePresence System Administration web interface. The top navigation bar includes the Cisco logo, the title "Cisco TelePresence System Administration", and user options: "admin", "Logout", "Help", and "About".

The main content area is divided into two sections:

- Device Information:** A table listing system details for a Cisco TelePresence 500-37.

System Model:	Cisco TelePresence 500-37
System Configuration:	Single
Phone Number:	81122704
Meeting Room:	julieroom1@tsbuctm.com
TelePresence MAC Address:	00:1D:A2:39:55:A9
TelePresence Host Name:	SEP001DA23955A9
TelePresence IP Address:	10.35.192.243
Cisco TelePresence Touch MAC Address:	00:22:BD:D9:9D:4D
Cisco TelePresence Touch Software Version:	CTRLDEV Main(1797) 2011-12-13 01:44:35
- Hardware/Software Versions:** A table showing the active image and factory images.

Hardware Version	Slot 1 Image	Slot 2 Image	Factory Image
0600	CTS Main(1797) P1 *	CTS 1.8.0(51) P1	CTS 1.8.0(41) P1

Below the hardware table is a button labeled "System Information Details...".

The left sidebar contains a navigation menu with categories like "Device Information", "Configuration", "Network Settings", "Unified CM Settings", "Address Book", "Telephony Settings", "SNMP Settings", "System Settings", "Troubleshooting", "Hardware Setup", "Log Files", "Audio", and "Network Connection". The "System Status" section is currently selected, showing a list of components with their status:

- Cameras: ✓
- Displays: ✓
- Doc Camera: ✓
- Presentation Out: ✓
- Touch: OK
- Unified CM: No
- In a Call: No

At the bottom of the status section, it says "Updated: 0 min 34 secs".

System Status

This section contains the following system status information:

- [System Status Window, page 1-3](#)
- [Device Status Indicators, page 1-4](#)
- [Cisco Unified Communications Manager Status, page 1-5](#)
- [In a Call Indicator, page 1-5](#)

System Status Window

System status is always in view in the lower left corner of the Cisco TelePresence System Administration screen, as shown in [Figure 1-2](#). The system administrator should closely monitor this area for changes in the status of the Cisco TelePresence system functions and equipment. The system status is updated every 60 seconds.

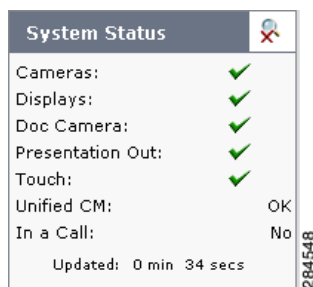

Note

Information provided in the System Information Details window is used by Cisco technical support personnel to assist in troubleshooting your system.

To view detailed status information in the System Status box:

- Step 1** Move your mouse over the colored icons in the System Status box to display dialog boxes containing the state of each piece of equipment. For example, rolling your mouse over the green check-mark icons in [Figure 1-2](#) will show the detailed state of the equipment.

Figure 1-2 System Status Window



Or

- Step 2** Click the magnifying glass icon in the upper right corner of the System Status box. A new window opens with the following two tabs:
- **System Information Details**—Lists detailed information about your CTS, including the camera, audio, and display.
 - **Status Details**—Lists status details of CTS components and software, including the camera, presentation display, the Presentation Codec, and whether your Unified CM configuration is enabled and OK.







For more information, see [Chapter 3, “Device Information.”](#)

Device Status Indicators

CTS devices include the following:

- Cameras
- Displays
- Document Camera
- Presentation display
- Room IP Phone

The System Status box shows the following icons for the camera, display, documentation camera, presentation display, and room IP phone for the conditions indicated.

-  Ellipses or Black Dot—Microphone is not expected or microphone is not connected.
-  Green check mark—Device is configured and operational.
-  Hourglass—Device status is unknown or is being determined.
-  Question Mark—Microphone is not expected or microphone is not connected.
-  Red X with a broken pipe—Device is inaccessible. This icon is seen if the primary codec cannot communicate with a secondary codec.
-  Red X—Device is not connected or device is not configured:
 - Cameras—When the video cable is not connected or is loose, or when the Ethernet cable is not connected.
 - Displays—When the video cable is not connected or the display does not have power.
 - Presentation displays—If the video cable is unplugged or the unit does not have power.
 - Microphones—Offline.
 - If you have specified in Cisco Unified Communications Manager (Unified CM) that a presentation display is present and there is not one present.

Determining Device Status Using the Troubleshooting Interface

To determine individual microphone and speaker functionality, use the hardware troubleshooting interface for your system. Refer to the “First-Time Setup” chapter for your Cisco TelePresence System to run testing procedures for each of your system components:

- [Cisco TelePresence System 500-37 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence 1000 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 1100 Assembly, First-Time Setup, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 1300-65 Assembly, First-Time Setup, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3000 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3010 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3200 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3210 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)

Also see the “Troubleshooting Tabs” section on page 1-8 for information about updates to the CTS Administration troubleshooting interface.

Cisco Unified Communications Manager Status

The Cisco Unified Communications Manager can be in the following states:

- Enabled and OK
- Inaccessible

In a Call Indicator

The Status box tracks when the meeting room is in a call and displays the security level of active calls. When in a call, the security level is determined between the two endpoints. There are five possible levels of levels of security.

- **Yes/Encrypted**—Active call with both the signaling and the media encrypted.
- **Yes/Authenticated**—Active call with encryption on the call signaling only.
- **Yes/Non-Secure**—Active call with no authentication or encryption.
- **Yes/Not Available**—Active call but the security level of that call is unavailable.
- **No**—Not actively in a call.

Navigation

In the navigation pane at the left side of the Cisco TelePresence System Administration window, the Configuration, Troubleshooting, and Monitoring folders display lists of tasks. Lists of tasks are also displayed in the main content area of the window when you click any of the following topics in the navigation pane:

- Configuration
- Troubleshooting

- Monitoring

You can quickly access a task by clicking the highlighted name (IP Settings, for example).

Figure 1-3 shows your choices for accessing system administration tasks.

Figure 1-3 Choosing Cisco TelePresence System Administration Tasks

The screenshot displays the Cisco TelePresence System Administration interface. The top header shows the Cisco logo and the title "Cisco TelePresence System Administration", along with user information "admin" and links for "Logout", "Help", and "About". The left sidebar contains a navigation menu with the following items: IP Settings, Network Settings, Unified CM Settings, Address Book, Telephony Settings, SNMP Settings, System Settings, Troubleshooting, Hardware Setup, Log Files, Audio, Network Connection, Configuration Issues, and System Restart. The main content area is titled "Configuration" and contains an information icon and the text: "You can configure the following Cisco TelePresence system features:". Below this, there is a list of configuration options with their descriptions:

- [IP Settings](#) : View MAC address and host name. Specify domain name, DHCP settings, IP Address, default gateway, DNS servers.
- [Network Settings](#) : View or specify operational and administrative VLAN IDs.
- [Unified CM Settings](#) : Specify TFTP server locations. View a list of available Cisco Unified Communications Managers.
- [Address Book](#) : View the phone list of Cisco TelePresence system-enabled meeting rooms.
- [Telephony Settings](#) : View auto-answer, maximum call length, DSCPs for audio and video, and media ports.
- [SNMP Settings](#) : View SNMPv3 user name, authentication method, encryption, system location, system contact, and trap receiver details.
- [System Settings](#) : View the Cisco TelePresence system user name and password, overall system quality level, locale settings (time zone, language), and configuration (one or three units).

A note at the bottom of the configuration section states: "Note: Configuration settings may only be changed in Unified CM." Below the configuration section is a "System Status" section with the following items and their status:

- Cameras: ✓
- Displays: ✓
- Doc Camera: ✓
- Presentation Out: ✓
- Touch: ✓
- Unified CM: OK
- In a Call: No

The status is updated every 35 seconds. On the right side of the screenshot, the number "205732" is visible vertically.

The following sections describe objects, functions, and information that is displayed in the windows associated with the Cisco TelePresence System Administration interface:

- [Administration Window Header, page 1-7](#)
- [Content Area, page 1-7](#)
- [Typing and Selecting Information in Fields, page 1-7](#)
- [Validating Information in Fields, page 1-7](#)
- [Validating Information in Windows, page 1-7](#)

Administration Window Header

The header at the top of all Cisco TelePresence System Administration windows contains the name of the person currently logged in and provides links for the following functions:

- **Logout**—Click to log out of the system.
- **Help**—Click to display online help for using the Cisco TelePresence System Administration.
- **About**—Click to display software version and licensing information.

Content Area

The frame on the right is the content area, and the gray bar above the content area shows the navigational path so you can quickly identify where you are at any time.

Typing and Selecting Information in Fields

To modify information in fields, use the mouse to highlight and delete existing information. Type in new information. Some fields offer drop-down menus from which you choose settings.

Validating Information in Fields

Some Cisco TelePresence System Administration windows contain **Apply** and **Reset** buttons, which are initially disabled. Once you change or add settings in these windows, both buttons become enabled.

- Use the **Apply** button to apply new or modified information. When you click **Apply**, validation is performed for all fields in that window, and a message is displayed if there is invalid data in the fields.
- Use the **Reset** button to discard changes and restore the values shown when the window was first displayed.

Other Cisco TelePresence System Administration windows have fields containing information such as IP addresses, domain names, media port numbers (view only), and so on, that are validated when you exit the field. When information in a field is found to be invalid, a message describing the error is displayed.

**Note**

View only fields such as stop and start media port numbers can be configured by going to **Devices > Device Settings > SIP Profile** in the Cisco Unified CM Administration interface. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) on Cisco.com for more information.

Validating Information in Windows

When you go to the navigation pane and click a task, the Cisco TelePresence System Administration software checks data in the current window and takes an action, as follows:

- If all changes are saved, the content area displays the requested window.

- If there are unsaved changes in the current window and data is valid, a message reminds you that there are unsaved changes. An **OK** button saves the changes, and a **Cancel** button allows you to continue modifying data.
- If there are unsaved changes and the data is not valid, a message explains what to do and provides **OK** and **Cancel** buttons to assist you.

**Note**

If you change settings and click **Apply** in the navigation pane, the request may take a few moments to take effect. Wait until the pending request is completed before clicking a new task.

Troubleshooting Tabs

Cisco TelePresence System Administration includes a diagnostics interface for the Cisco TelePresence System EX Series (CTX). To access all available troubleshooting tasks, go to **Troubleshooting > Hardware Setup** and select one of the following tabs:

- [Device Test](#)
- [CTX Tests](#)

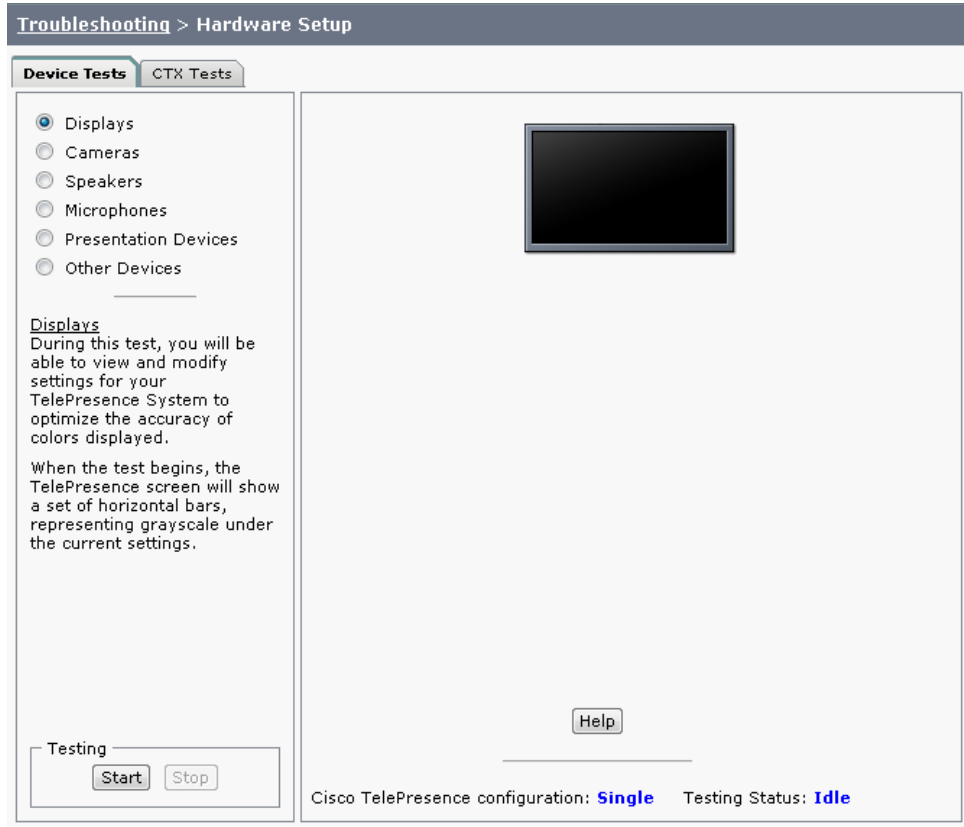
Device Test

The Device Tests tab provides the traditional Hardware Setup troubleshooting tasks for the following Cisco TelePresence System peripherals:

- Devices
- Cameras
- Speakers
- Microphones
- Presentation Devices
- Other Devices

[Figure 1-4](#) shows the CTS device troubleshooting window.

Figure 1-4 CTS Device Troubleshooting Window



CTX Tests

The CTX Tests tab provides acoustic tests to determine the acoustic suitability of a room for the installation of a Cisco TelePresence system. You can perform the following acoustic tests:

- [Reverberation](#)
- [Noise Level](#)

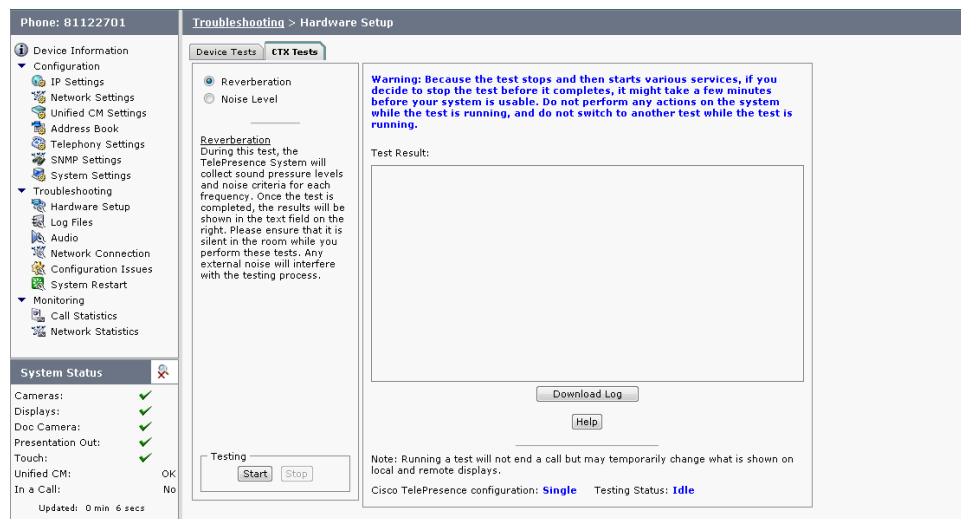


Note

Because the test stops and then starts various services, if you decide to stop the test before it completes, it might take a few minutes before your system is usable. Do not perform any actions on the system while the test is running, and do not switch to another test while the test is running.

Figure 1-5 shows the CTX Tests window.

Figure 1-5 CTX Tests



Reverberation

The reverberation test measures how long it takes for sound waves in the room to decrease by 60 decibels.

When sound waves are generated in an enclosed environment, they continue to reflect from surface to surface until the energy is completely absorbed. This reflection of sound is called reverberation. Reverberation is measured as the rate of time in milliseconds (ms) for sound to decay by 60 decibels (RT60). Ideal conditions for human speech intelligibility are an RT60 value of 300 to 500 milliseconds for all frequencies between 125 Hz and 4 kHz. An extreme in either direction - too much reverberation or too little - can be detrimental to speech intelligibility, and since Cisco TelePresence is generally located in a meeting room in which the human voice is the main source of audio, an ideal sound-quality design preserves the human range of frequencies and isolates this range from interruptions.

For a more thorough discussion of room acoustics and reverberation, and the effect on telepresence conferencing, see the [Cisco TelePresence Room Design Guide](#).

To perform a reverberation test:

-
- Step 1** From left panel of the CTS Administrative UI, select **Troubleshooting > Hardware Setup**.
 - Step 2** Select the **CTX Tests** tab.
 - Step 3** Select the **Reverberation** radio button.
 - Step 4** Click **Start**.

The reverberation test will take several minutes to complete. Once complete, the CTS will restart. During the time of the test, and while the CTS is restarting, you will not be able to make telepresence calls.



Note It is important that the room be as silent as possible during the test.



Note The CTS will produce loud tones during while running the test. Cisco recommends exiting the room while the test is running.

After the test is complete, the CTS Administrative UI will display the results of the test, showing the RT60 in milliseconds (ms) at various frequencies. A sample of the test output is below:

```
Enter Reverberation Test Thu Dec 15 08:36:31 2011
M 125Hz 250Hz 500Hz 1000Hz 2000Hz 4000Hz
1 0.00 360.00 450.00 480.00 420.00 360.00
```

In the above example, a tone at 250 Hz had an RT60 of 360 ms, a tone played at 500 Hz had an RT60 of 450 ms, and so on. If the RT60 ranges for all of the measured frequencies fall between 300 ms and 500 ms, the reverberation in the room is ideal for a Cisco TelePresence system.

Noise Level

The noise level test measures the background noise present in the room. The noise level test measures background noise in decibels with A-weighting (dBA). The Cisco TelePresence system is designed to work in rooms with background noise levels of 45 dBA or lower. Background noise levels above 45 dBA begin to compete with the intelligibility of human speech, and these noises become distracting for participants. Background noise levels over 55 dBA can cause gating or sound suppression effects in the Cisco TelePresence audio.

For a more thorough discussion of room acoustics and noise levels, and the effect on telepresence conferencing, see the [Cisco TelePresence Room Design Guide](#).

To perform a noise level test:

-
- Step 1** From left panel of the CTS Administrative UI, select **Troubleshooting > Hardware Setup**.
 - Step 2** Select the CTX Tests tab.
 - Step 3** Select the Noise Level radio button.

Step 4 Click **Start**.

The noise level test will take several minutes to complete. Once complete, the CTS will restart. During the time of the test, and while the CTS is restarting, you will not be able to make telepresence calls.

**Note**

It is important that the room be as silent as possible during the test.

**Note**

The CTS will produce loud tones during while running the test. Cisco recommends exiting the room while the test is running.

After the test is complete, the CTS Administrative UI will display the results of the test, showing the average ambient noise level in decibels, as well as the noise level in decibels at a range of frequencies. A sample of the test output is below:

```
Enter Noise Level Test Thu Dec 15 08:46:50 2011
M dBASPL      125Hz   250Hz   500Hz   1000Hz  2000Hz  4000Hz
1  42.06      46.51   41.47   40.73   32.78   26.52   27.63
```

In the above example, the average ambient noise was measured at 42.06 dBA (decibels), the ambient noise at 125 Hz was measured at 46.51 dBA, the noise level at 250 Hz was 41.47 dBA, and so on. An average measurement of 45 dBA or lower indicates that the noise levels in this room are acceptable for the installation of a Cisco TelePresence System.

Accessing Online Help

Online help describes the Cisco TelePresence System Administration graphical user interface (GUI). Use the following information to find information in the online help screens:

- [Navigating Online Help, page 1-12](#)
- [Accessing this Administration Guide From Online Help, page 1-13](#)

Navigating Online Help

To access online help:

-
- Step 1** In the Cisco TelePresence Administration window, click the **Help** button or click **Help** in the toolbar in the upper right corner of the Cisco TelePresence System Administration screen. The Cisco TelePresence System Administration Online Help window appears.
- Step 2** Click the **Contents** tab to navigate through online help topics.
- Step 3** Click the **Index** tab to navigate through the list of online help terms and topics. You can type a keyword to locate specific information.
- Step 4** Click the **Favorites** tab to manage frequently used subjects within the online help.
- Click a subject in the **Contents** tab.
 - Select the **Favorites** tab to view the Current Topic that you selected in the Contents tab.

- c. Click **Add** to save to Favorites.
 - d. Click **Remove** to delete from Favorites.
- Step 5** Use **Hide**, **Back**, **Forward**, and **Print** to navigate through the online help windows.
- Step 6** Click **Print** to print a copy of the online help page.
-

Accessing this Administration Guide From Online Help

Online help mirrors what you can see in the Cisco TelePresence System interface. When you need more information about a topic that you find in the online help, you can access the Cisco TelePresence System Administration Guide (this document) from the menu bar on the Cisco TelePresence System Administration screen.

To access the Cisco TelePresence System Administration Guide from Online Help:

- Step 1** Choose **Help > View PDF**.
- Step 2** Save or open the file when prompted.
-

**Note**

For the most up-to-date information, including detailed testing and troubleshooting procedures, see the [Cisco TelePresence System Administration Guide](#) for your release on Cisco.com.

Where to Go Next

Proceed to [Chapter 3, “Device Information”](#) to access the Cisco TelePresence System Administration interface.

