



Preface

Revised: April 2013, OL-28618-01

Contents

This preface contains the following sections:

- [Overview, page vii](#)
- [How to Use the Cisco TelePresence System, page viii](#)
- [Cisco TelePresence System Terminology, page ix](#)
- [Related Documentation, page x](#)
- [Obtaining Documentation and Submitting a Service Request, page x](#)

Overview

The *Cisco TelePresence System User Guide* describes the functions of the control device for the system (either the Cisco TelePresence Touch device or the Cisco Unified IP phone) and the user interfaces, including main display screen details and system icons.

Your system uses one of the following devices for call control:

- The Cisco TelePresence Touch 12, which replaced the CTS Cisco Unified IP phone to control the CTS after CTS release 1.8. See the “[Cisco TelePresence Touch 12 for Cisco TelePresence](#)” section on page 1 for more information.
- Some systems use the Cisco Unified IP phone as the control center for your Cisco TelePresence System endpoint. All of the Cisco TelePresence call functions, such as placing and answering a Cisco TelePresence call, and conferencing in an audio call are performed while the Cisco Unified IP 7900 Series phone is on-hook; the audio is heard from the CTS speakers rather than from the phone. You can also use the CTS phone off-hook to perform standard phone functions. For standard phone functions, refer to the *Cisco Unified IP Phones 7900 Series End-User Guides* and quick reference cards.

The CTS Cisco Unified IP phone and the Cisco TelePresence Touch 12 are used in conjunction with a high-definition display screen, which supports life-like images for meeting participants.

How to Use the Cisco TelePresence System

This guide contains the following chapters:

- [Chapter 1, “Getting to Know the Cisco TelePresence System”](#)
- [Chapter 2, “Placing and Receiving Calls—Systems That Use an IP Phone for Call Control”](#)
- [Chapter 3, “Placing and Receiving Calls—Systems that Use a Touch 12 Device for Call Control”](#)
- [Chapter 4, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages”](#)
- [Chapter 5, “Cisco TelePresence System Meeting Controls—Systems That Use an IP Phone for Call Control Only”](#)
- [Chapter 6, “Tips for Troubleshooting Your Cisco TelePresence Meeting”](#)
- [Glossary](#)
- [Index](#)

Cisco TelePresence System Terminology

Table 1 describes the terms that are used in this guide. Additional terms and definitions are listed in the Glossary.

Table 1 Cisco TelePresence System Terminology

Term	Description
CTS Cisco Unified IP Phone	The CTS meeting room Cisco Unified IP 7900 Series phone. Cisco TelePresence meetings are initiated and completed using this phone while the handset is on-hook; meeting audio is heard through the speakers of the CTS device.
Cisco TelePresence Touch 12	Touch-panel LCD device that enables you to conduct telepresence meetings without the Cisco Unified IP phone. Most of the CTS functions described in this guide can be carried out using the Cisco TelePresence Touch 12. For complete operating instructions, see the Cisco TelePresence Touch 12 User Guide on Cisco.com.
Endpoint CTS Endpoint	The combination of hardware and software that comprise a Cisco TelePresence System. The hardware for an endpoint includes a Cisco Unified IP 7900 Series telephone, one or more large-screen meeting displays with one or more cameras, plus presentation devices, microphones, speakers, and in some models, lighting systems.
Cisco TelePresence Call	A Cisco TelePresence call is placed between two or more CTS endpoints while the CTS phone handset is on-hook.
Cisco TelePresence Meeting	Two or more endpoints connected by a Cisco TelePresence call while the CTS phone handset is on-hook.
Audio Call	A call placed to or from an audio-only telephone for the purpose of conferencing the audio call into a Cisco TelePresence meeting.
Conference	A Cisco TelePresence meeting that includes an audio call. Audio calls are placed or answered with the CTS phone handset on-hook.
Cisco WebEx-enabled call	A call that has been configured to support Cisco WebEx online meeting capability including integrated phone conferencing, mobile access, voice conferencing, desktop sharing, and online recording.

Related Documentation

Related Topic	Document Title
How to navigate to Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	<ul style="list-style-type: none">• Cisco.com Products > TelePresence > Cisco TelePresence System > TelePresence System
Cisco TelePresence Immersive Endpoint documentation.	<ul style="list-style-type: none">• Cisco TelePresence Administration Software home page on Cisco.com
Complete guide to the CTS software and hardware documentation.	<ul style="list-style-type: none">• Cisco TelePresence System Documentation Roadmap
Cisco Unified CM documentation types and locations.	<ul style="list-style-type: none">• Cisco Unified Communications Manager (CallManager) Documentation Roadmaps
How to install the Cisco Unified MeetingPlace for Microsoft Outlook plug-in on your computer.	<ul style="list-style-type: none">• User Guide for Cisco Unified MeetingPlace for Outlook
Cisco Unified IP Phones 7900 Series documentation.	<ul style="list-style-type: none">• Cisco Unified IP Phones 7900 Series Maintain and Operate Guides
Cisco Unified IP Phone firmware download instructions.	<ul style="list-style-type: none">• Installation Notes section of the Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.