

CHAPTER 1

Using the Cisco TelePresence System Administration Interface

Revised: May, 2011, OL-21845-01

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Overview

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



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**
 - Cisco TelePresence System 3200 Series

System Status

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

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 interface. The top header shows the Cisco logo and the title "Cisco TelePresence System Administration" with user information "admin | Logout | Help | About". The main content area is divided into two sections: "Device Information" and "Hardware/Software Versions".

Device Information:

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:

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 table, there is a button labeled "System Information Details...".

System Status:

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

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 1-3](#)
- [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, projector or LCD, the Presentation Codec, and whether your Cisco Unified CM configuration is enabled and OK.

For more information, see [Chapter 2, “Device Information.”](#)







Device Status Indicators

CTS devices include the following:

- Cameras
- Displays
- Document Camera

- Projector/LCD
- Room IP Phone

The System Status box shows the following icons for the camera, display, documentation camera, projector, 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.
 - Projectors—If the video cable is unplugged or the unit does not have power.
 - Microphones—Offline.
 - If you have specified in Cisco Unified Communications Manager (Cisco Unified CM) that a projector/LCD 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. See the troubleshooting support document for your Cisco TelePresence system:

- [Troubleshooting the CTS 500](#)
- [Troubleshooting the CTS 500 32”](#)
- [Troubleshooting the CTS 1000](#)
- [Troubleshooting the CTS 1100](#)

- [Troubleshooting the CTS 1300](#)
- [Troubleshooting the CTS 3000 and CTS 3200](#)
- [Troubleshooting the CTS 3010 and CTS 3210](#)

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 on 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. At the top, the header shows the Cisco logo and the text "Cisco TelePresence System Administration" on the left, and "admin | Logout | Help | About" on the right. Below the header, the interface is divided into several sections:

- Phone: 81122704**: A header for the selected phone.
- Configuration**: The main content area, which includes an information icon and the text: "You can configure the following Cisco TelePresence system features:"
 - [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).
- Note**: Configuration settings may only be changed in Unified CM.
- System Status**: A section on the left side of the configuration area, showing the status of various components:
 - Cameras: ✓
 - Displays: ✓
 - Doc Camera: ✓
 - Presentation Out: ✓
 - Touch: ✓
 - Unified CM: OK
 - In a Call: No
 - Updated: 0 min 35 secs

On the right side of the screenshot, the number 205792 is displayed 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.

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 1-8](#)
- [Accessing this Administration Guide From Online Help, page 1-9](#)

Navigating Online Help

To access online help:

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- 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 on a subject in the **Contents** tab.
 - Select the **Favorites** tab to view the Current Topic that you selected in the Contents tab.
 - Click **Add** to save to Favorites.
 - 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.
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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:

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- Step 1** Choose **Help > View PDF**.
- Step 2** Save or open the file when prompted.
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**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 2, “Device Information”](#) to access the Cisco TelePresence System Administration interface.

