



What's in This Guide

Revised: November 2011, OL-21845-01

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What's New

For a complete list of features for this release, see the following documentation on Cisco.com:

- [Release Notes for Cisco TelePresence System](#)
- [Cisco TelePresence System Software Feature Guide](#)

For supported software compatibility across all releases, see the following documentation:

- [Cisco TelePresence Administration Software Compatibility](#)

Before You Begin

Before beginning the tasks in this guide, familiarize yourself with the following:

- [CTS Assembly and Wiring Guidelines, page ii](#)
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CTS Assembly and Wiring Guidelines

Make sure your CTS is properly assembled and wired according to the guidelines in the Cisco TelePresence System assembly documentation. See the Cisco TelePresence System Install and Upgrade Guides for your system on Cisco.com:

- **Support > Product Support > TelePresence > TelePresence Immersive Endpoints**
 - Cisco TelePresence System 3200 Series
 - Cisco TelePresence System 3000 Series
 - Cisco TelePresence System 1300 Series
 - Cisco TelePresence System T Series
- **Support > Product Support > TelePresence > TelePresence Personal Endpoints > TelePresence Office**
 - Cisco TelePresence System 1100
 - Cisco TelePresence System 1000
 - Cisco TelePresence System 500 Series
- **Support > Product Support > TelePresence > Cisco TelePresence Touch**
 - Cisco TelePresence Touch for C Series
 - Cisco TelePresence Touch 12

CTS Software Download Support

Make sure you have downloaded supported CTS software. Navigate to your CTS device on Cisco.com.

Step 1 Navigate to your device:

- **Product Support > TelePresence > TelePresence Immersive Endpoints**
 - Cisco TelePresence System 3200 Series
 - 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
- **Support > Product Support > TelePresence > Cisco TelePresence Touch**
 - Cisco TelePresence Touch for C Series
 - Cisco TelePresence Touch 12

For example:

Products > TelePresence > TelePresence Endpoints - Immersive > Cisco TelePresence System 1300 Series > Cisco TelePresence System 1300-65 > TelePresence Software-1.8.1.1(2)

Step 2 Select software and choose whether to download now or add it to your cart. For example:

CTS.1-8-1-1-2R-K9.P1.sbn

Release Date: 09/MAY/2011

Cisco TelePresence System Software for CTS500, CTS1000, CTS1100, CTS1300, CTS3000, CTS3010, CTS3200 and CTS3210

Size: 45240.42 KB (46326180 bytes)

CTS Upgrade Order

Cisco recommends that you upgrade software for your Cisco TelePresence System and peripherals in the following order:

1. Unified CM
2. CTS endpoints
3. Cisco TelePresence Multipoint Switch (CTMS)
4. CTS-Manager

See the following documentation for support information:

- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence System Administration Guide](#)
- [Cisco TelePresence Multipoint Switch Administration Guide](#)
- [Cisco TelePresence Manager 1.8 Administration and Installation Guide](#)

DHCP Connectivity Requirements

Provide a Dynamic Host Configuration Protocol (DHCP) server to achieve connectivity. CTS uses DHCP by default.

IP Phone Requirements

Each Cisco TelePresence/IP phone combination takes 11 units of the Unified CM unit license:

- 5 units for the Cisco Unified IP Phone 7970/7975
- 6 units for the Cisco TelePresence unit.
- CTS and the Cisco Unified IP Phone are both configured in Unified CM as a shared line.



Note

For all SCCP and SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(3) or a later release, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your Cisco Unified IP Phone to version 8.5(3) or a later release.

See the [Installation Notes](#) section of the [Cisco Unified IP Phone Release Notes for Firmware Release 8.5\(3\) \(SCCP and SIP\)](#) for download instructions.

Configure the Cisco Unified IP phone as follows:

1. If option 150 of DHCP is enabled—**Alternative TFTP=NO**
2. If you use manual entry—**Alternative TFTP=YES**

For more information about the Cisco Unified IP Phone 7970/7975 series, refer to the [Cisco Unified IP Phones 7900 Series Maintain and Operate Guides](http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html) page at the following URL:
http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html

Laptop Screen Resolution Recommendation

For best results, Cisco recommends that you change your laptop screen resolution to 1024 x 768.

MAC Address Availability

Make sure the MAC address of the device you are installing is known or available:

- The MAC address comprises a unique 12-character hexadecimal number that identifies a Cisco Unified IP phone or other hardware device.
- Locate the MAC address number on a label on the back of the Cisco TelePresence system primary codec (for example, 000B6A409C405). Unified CM makes the MAC address a required field for Cisco Unified IP phone device configuration.

The MAC address is also displayed on the CTS main display screen during boot-up.



Note When entering the MAC address in Unified CM fields, do not use spaces or dashes, and do not include any other characters that may precede the MAC address on the label.

Network Time Protocol (NTP) Requirements

NTP is required to synchronize the clocks on Cisco IP telephony servers. NTP must be configured properly to ensure that calendar events appear as expected.

See [Table 3-5 in Chapter 3, “Configuring the Cisco TelePresence System”](#) for more information about configuring NTP and other CTS system settings.

Unified Communications Manager and MIDlets Download Support

Make sure that Unified CM is running and is using supported software for your release. For complete Cisco TelePresence software compatibility information, see the software support matrix on the [Cisco TelePresence Administration Software](#) page at the following URL:

http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html



Note To enable all available features on your CTS Cisco Unified IP phone, you must download and configure [MIDlets](#). The supported MIDlet version is embedded in the software files that are available when you click Download Software on the [Cisco Unified Communications Manager Support](#) page at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Or navigate to **Products > Voice and Unified Communications > IP Telephony > Call Control > Cisco Unified Communications Manager (CallManager) > Cisco Unified Communications Manager Version x.x > Unified Communications Manager/CallManager Device Packages.**

Check the following:

- The Cisco TelePresence device name in Cisco Unified CM follows the following format: The characters “SEP” followed by the device MAC address. Assign the hostname so that it is resolvable by Domain Name System (DNS), for example:

MAC address: “ **00:0D:D1:23:45:A1** “

Cisco TelePresence Host Name: “ **SEP000DD12345A1** “



Note DNS (domain) is optional.

Unified Communications Manager and COP File Download Support

See [Managing Cisco Options Package \(COP\) Files on the Cisco TelePresence System](#) in the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

Web Browser Support

Cisco administration interfaces are supported on Internet Explorer (IE) version 6 (recommended).

Document Organization

Information about using the Cisco TelePresence System Administration interface is provided in the following chapters:

- [Chapter 1, “Using the Cisco TelePresence System Administration Interface”](#)
- [Chapter 2, “Device Information”](#)
- [Chapter 3, “Configuring the Cisco TelePresence System”](#)
- [Chapter 4, “Troubleshooting the CTS 500”](#)
- [Chapter 5, “Troubleshooting the CTS 500-32 and CTS 500-37”](#)
- [Chapter 6, “Troubleshooting the CTS 1000”](#)
- [Chapter 7, “Troubleshooting the CTS 1100”](#)
- [Chapter 8, “Troubleshooting the CTS 1300-65”](#)
- [Chapter 10, “Troubleshooting the CTS 3000 and CTS 3200”](#)
- [Chapter 11, “Troubleshooting the CTS 3010 and CTS 3210”](#)
- [Chapter 12, “Monitoring the Cisco TelePresence System”](#)
- [Appendix A, “Satellite Licenses for the Cisco TelePresence System”](#)

- [Glossary](#)
- [Index](#)

Related Documents

Document Title	Related Topic
<ul style="list-style-type: none"> • Cisco Digital Media Players 	Digital Media Player home page on Cisco.com.
<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Release Notes home page on Cisco.com 	Cisco TelePresence System (CTS) Release Notes. Describes new features and open and closed hardware and software caveats for software releases.
<ul style="list-style-type: none"> • Installation Notes section of the <i>Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)</i> 	Cisco Unified IP Phone firmware download instructions.
<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Command References home page on Cisco.com 	Cisco command-line interface (CLI) information for configuring the Cisco TelePresence System.
<ul style="list-style-type: none"> • Cisco TelePresence Administration Software End-User Guides on Cisco.com 	Cisco TelePresence User Guide and Quick Reference Card, including information about using the CTS Cisco Unified IP phone.
<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Troubleshooting Guide 	Troubleshooting the Cisco TelePresence System, including Unified CM administration and CTS Cisco Unified IP phone issues.
<ul style="list-style-type: none"> • Cisco TelePresence Manager home page on Cisco.com 	Cisco TelePresence Manager documentation home page.
<ul style="list-style-type: none"> • Cisco TelePresence Multipoint Switch 	Cisco TelePresence Multipoint Switch (CTMS) home page on Cisco.com.
<ul style="list-style-type: none"> • Cisco TelePresence Network Systems 2.0 Design Guide 	Cisco Validated Design Program. Systems and solutions designed, tested, and documented to facilitate faster, more reliable, and more predictable customer deployments.
<ul style="list-style-type: none"> • Cisco TelePresence Recording Server home page on Cisco.com 	Cisco TelePresence Recording Server information.
<ul style="list-style-type: none"> • Cisco TelePresence Security Solutions 	Configuring security in Cisco TelePresence systems.

<ul style="list-style-type: none"> • Product Support > TelePresence > TelePresence Immersive Endpoints <ul style="list-style-type: none"> – Cisco TelePresence System 3200 Series – Cisco TelePresence System 3000 Series – Cisco TelePresence System 1300 Series – Cisco TelePresence System T Series • Products > TelePresence > TelePresence Personal Endpoints > TelePresence Office <ul style="list-style-type: none"> – Cisco TelePresence System 1100 – Cisco TelePresence System 1000 – Cisco TelePresence System 500 Series 	<p>CTS Hardware installation and maintenance documentation.</p>
<ul style="list-style-type: none"> • Cisco TelePresence System Documentation Roadmap 	<p>CTS software and hardware documentation roadmap.</p>
<ul style="list-style-type: none"> • Cisco TelePresence System Message Guide 	<p>Cisco TelePresence System system message information.</p>
<ul style="list-style-type: none"> • Cisco Unified Communications Manager (CallManager) Documentation Roadmaps 	<p>Unified CM support documentation.</p>
<ul style="list-style-type: none"> • Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System 	<p>Cisco Unified CM installation with the Cisco TelePresence System.</p>
<ul style="list-style-type: none"> • Cisco Unified Communications Manager Support 	<p>Cisco Unified Communications Manager Support page.</p>
<ul style="list-style-type: none"> • Cisco Unified IP Phone 8900 Series 	<p>Cisco Unified IP Phone 8900 Series documentation.</p>
<ul style="list-style-type: none"> • Cisco Unified IP Phones 7900 Series Maintain and Operate Guides 	<p>Cisco Unified IP Phones 7900 Series documentation.</p>
<ul style="list-style-type: none"> • Cisco.com Products > TelePresence 	<p>Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.</p>
<ul style="list-style-type: none"> • Download Software Select a Product page on Cisco.com: http://www.cisco.com/cisco/software/navigator.html 	<p>Cisco TelePresence administration software download page.</p>
<ul style="list-style-type: none"> • Installing and Configuring the Cisco TelePresence Touch 12 • Cisco TelePresence Touch 12 User Guide • Cisco TelePresence Touch 12 Meeting Quick Reference 	<p>Install and use the Cisco TelePresence Touch 12.</p>
<ul style="list-style-type: none"> • Products > TelePresence > TelePresence Immersive Endpoints > TelePresence System > Cisco TelePresence Administration Software http://www.cisco.com/en/US/products/ps8332/tsd_products_support_series_home.html 	<p>CTS Administration and User Guides: Configuration, maintenance, and monitoring tasks using Cisco TelePresence administration software.</p>

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 the following URL:

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

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