

Software version TC4.1
FEBRUARY 2011



Getting started guide

For Cisco TelePresence System Profile Series, Codec C Series and Quick Set C20 / C20 Plus

Thank you for choosing Cisco!

Your Cisco product has been designed to give you many years of safe, reliable operation.

Our main objective with this Getting started guide is to address your goals and needs. Please let us know how well we succeeded!

May we recommend that you visit the Cisco web site regularly for updated versions of this guide.

The user documentation can be found on
 ► <http://www.cisco.com/go/telepresence/docs>.

How to use this guide

The top menu bar and the entries in the Table of Contents are all hyperlinks. Just click on them to go to the topic.

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Chapter 1

Introduction

Introduction

This document provides the information required to help you configure the basic settings on your video system. You will also learn about the web interface and find other information that can be useful in your daily use of your video system.

Products covered in this guide:

- Quick Set C20/C20 Plus
- Codec C Series:
 - Codec C40
 - Codec C60
 - Codec C90
- Profile series using Codec C Series:
 - Profile 42"
 - Profile 52" and 52" Dual
 - Profile 65" and 65" Dual

User documentation

The user documentation for the Cisco TelePresence systems, running the **TC software**, has several guides suitable for various user groups.

- Video conference room primer
- Video conference room acoustics guidelines
- Installation guides for the TelePresence systems
- Software release notes for the TC software
- Getting started guide for the TelePresence systems
- User guide for the TelePresence systems
 - When using the Touch controller, ref. TC4.1 version of the user guide
 - When using the Remote Control, ref. TC4.0 version of the user guide
- Quick reference guides for the TelePresence systems
- Administrator guides for the TelePresence systems
- Camera user guide for the PrecisionHD cameras
- API reference guides for the Codec C Series
- TC Console user guide for the Codec C Series
- Physical interfaces guides for the Codec C Series
- Regulatory compliance and safety information guides
- Legal & license information for products using TC software

Download the user documentation

Go to: ► <http://www.cisco.com/go/telepresence/docs>

- in the right pane, select:

- **TelePresence Multipurpose Endpoints** for the Profile Series.
- **TelePresence Peripherals** for the PrecisionHD cameras, microphones, Touch unit, and remote controls.
- **TelePresence Solutions Platform** for the Codec C Series and Quick Set C20.

Software download

Go to: ► <http://www.cisco.com/cisco/software/navigator.html>

Cisco TelePresence Touch for C Series

The Cisco TelePresence Touch is a touch based user interface that supports Cisco's vision for a natural user experience.

You can make video calls, share content, and access some advanced feature - all with a simple tap of the finger.



The Cisco TelePresence Touch is now available for:

- Cisco TelePresence System Codec C Series (C40, C60, C90)
- Cisco TelePresence System Profile Series using Codec C Series
- Cisco TelePresence System Quick Set C20

NOTE: Cisco TelePresence Touch for C Series requires software version TC4.1.0 or later.

You will find user documentation for the Touch controller in the:

- Quick Reference Guide for the Touch controller
- User guide for the TelePresence systems
- Installation guide for the Touch controller

Chapter 2

How to configure your system

Initial configurations

When starting up the system for the first time, the menu password is not set. Read more about password protection in the Password protection section later in this guide.

Using the menu system

The menus on screen are easy accessible. You can navigate in the menus using the remote control. Just lift up the remote control and direct the remote towards the camera.

Using the web interface

If you know the IP address of the codec you can do the initial configurations from the web interface. Open a web browser and enter the IP address of the codec.

1 Wake up the system

If there is no menu on screen, press Home (🏠) on the remote control to show the menu.

If the system does not show a menu on screen:

Make sure the monitor is connected and has been turned on.

Make sure the remote control has the batteries installed.

Make sure the codec has been turned on.

If the system has just been turned on, wait a few minutes to allow the system to start up.

If there is still no menu on screen, make sure the monitor cable is connected to the basic video output connector. If in doubt, see the Installation Sheet for your video system.

2 Verify IP address settings

To verify the IP address settings:

1. Go to **Settings > System Information**.
2. Check the **Network > IP address** section to see that the IP address of the codec is shown on the System Information page.
3. Press **Home** (🏠) to exit.

3 Select IP version

The system supports IPv4 and IPv6. To set the IP version:

1. Go to **Settings > Administrator settings > IP settings > IP version**.
2. Set **IP version** to **IPv4** or **IPv6** according to your requirement. Press **OK** (✓) to save the change, or **Cancel** to leave without saving.
3. Press **Home** (🏠) to exit.

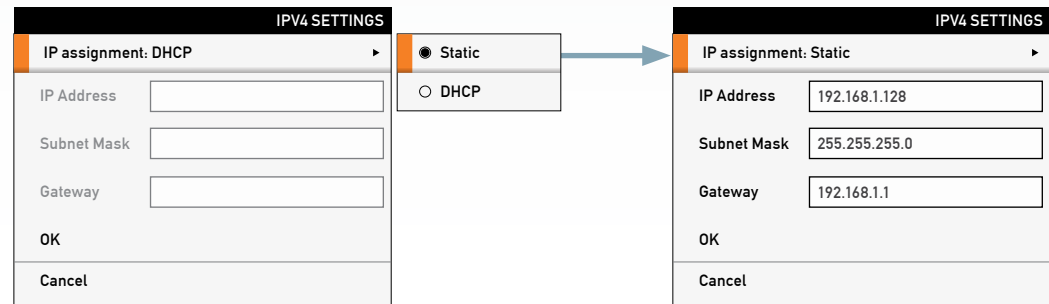
4 If you need to set a static IP address

If required, you can set a static IP address for your system.

To set a static IP address for IPv4:

1. Go to **Settings > Administrator settings > IP settings > Configure**.
2. Set **IP Assignment** to **Static**. Press **OK** (✓) to save the change.
3. Enter the **IP Address**, **Subnet Mask** and **Gateway address**. The sequence is shown below. Contact your network administrator to obtain the required IP addresses.
4. Select **OK** to save the changes, or **Cancel** to leave without saving.
5. Press **Home** (🏠) to exit.

How to set a static IP address for IPv6, is described in the Administrator guide of your product.



5 Add the system to the network

Contact your system administrator, or service provider, for information about the network settings:

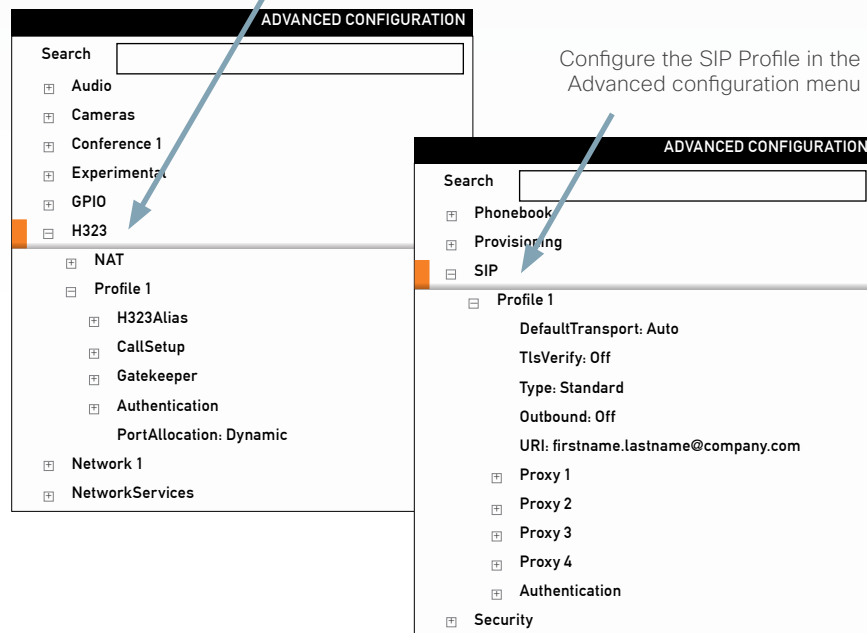
- For H.323 calls, this will include system name, H.323 alias, gatekeeper address, etc.
- For SIP calls, similar types of information will be supplied.
- For networks administered through Cisco TMS (Cisco TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

The H.323 profile and SIP profile are configured from the Advanced configuration menu:

- Go to **Settings > Administrator settings > Advanced configuration** and search for H323 or SIP, or select **H323 > Profile 1** or **SIP > Profile 1** from the menu.
- Expand the items you want to edit and enter the required information. If in doubt, contact your system administrator or your service provider.

Configure the H.323 Profile in the Advanced configuration menu

Configure the SIP Profile in the Advanced configuration menu



6 Verify your settings

Verify the settings by reviewing the System Information page.

1. Go to **Settings > System Information**
2. Verify the previous configurations.
 - If you successfully registered to a Gatekeeper the **Status** will show **Registered**. If the registration failed the **Status** will show **Not registered**.
 - If you successfully registered to a SIP server the **Status** will show **Registered**. If the registration failed the **Status** will show **Not registered**.
3. Press **Home** (🏠) to exit.

7 Adjust the date and time settings

Check that the date and time settings are correct. The date and time are located in the upper right corner of the screen.

To adjust the date and time settings:

1. Go to **Settings > Date and time**
2. When **Set date and time** is set to **Auto** there will be an automatic update of the date and time settings. If you want to manually adjust the date and time settings, select **Manual** and enter the **Day, Month, Year** and **Time**. After having adjusted the settings manually, you can set the **Set date and time** back to **Auto** for automatic update.
3. Select the appropriate **Time zone** from the list of GMT time zones.
4. Select the appropriate **Date format** from the list.
5. Select the appropriate **Time format** from the list.
6. Press **Home** (🏠) to exit.


8

Password protection of the Administrator settings menu

It is recommended to define a password to protect the Administrator settings menu. Changing the administrative settings may affect the behavior of the system and should be done by the system administrator.

NOTE: When you define, or change a password, make sure you keep a copy of the password in a safe place.

How to set the menu password

1. Go to **Settings > Administrator settings > Set menu password**.
On the remote control, press the # key to toggle between lower or upper case characters and numbers: abc/ABC/123.
2. Enter the menu password. The password you enter is hidden; each character is replaced with a star (*).
3. Select **Save** to save the changes, or **Cancel** to leave without saving.
4. Press **Home** () to exit.

Chapter 3

Touch controller and remote control basics

Using the Touch controller



Basic operating principles



Using the remote control

The Functions keys in the upper part of the remote control reflect the softkeys on screen.

The middle part of the remote control is used to handle the video, sound, phone book, menus and navigation.

The lower part of the remote control is similar to the keypad of a mobile phone.



Inserting the batteries

Make sure the remote control has working batteries (4 x AAA batteries).



FUNCTION KEYS: Each Function key corresponds to a softkey on the screen and represents shortcuts and advanced functions.

ARROW UP/DOWN: Press the up ▲ and down ▼ arrow keys to navigate in the menu and to move the camera (pan, tilt) when the menu on screen is not displayed.

ARROW LEFT: Press the left ◀ arrow key to go one step back in the menu or to move to the left in a text field.

ARROW RIGHT: Press the right ▶ arrow key to expand the selected menu item or to move to the right in a text field.

OK/SELECT: Press the OK/Select key to confirm your choice or selection.

MICROPHONE: Press the Microphone key to switch between setting the microphone to on and to off.

PRESENTATION: Press the Presentation key to show or hide a presentation.

VOLUME: Press the + or - on the Volume key to adjust the codec volume.

MUTE: Press the - to mute an incoming call.

ZOOM: Press the + or - on the Zoom key to zoom the camera in and out.

PHONE BOOK: Press the Phone Book key to display the phone book.

LAYOUT: Press the Layout key to display the layout menu, then select a view in the menu.

HOME: Press the Home key to go back to the Home menu.

CALL KEY: Press the Call key to place a call, and to accept an incoming call.

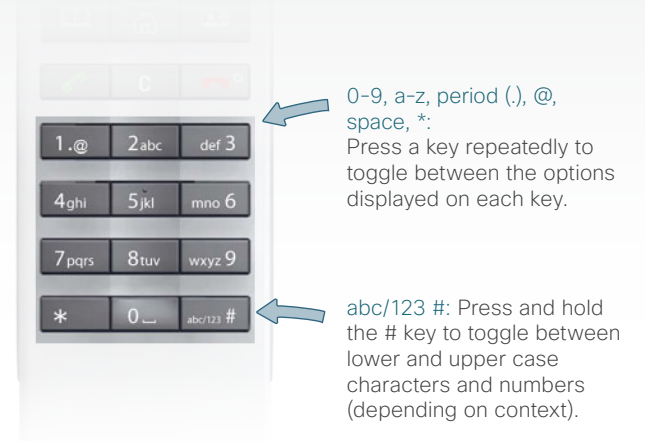
Use the Call button as a shortcut to Recent Calls when the Call menu is not visible.



END CALL / STANDBY: Press the End Call key to reject an incoming call, to end an ongoing call or—when idle—to go into standby mode. When navigating in the menus the key is used to exit the menu system. Press and hold this key to have the system enter standby mode.

ALPHANUMERIC KEYPAD

The keypad behaves in a similar way to the keypad of a cellular phone.



0-9, a-z, period (.), @, space, *:
Press a key repeatedly to toggle between the options displayed on each key.

abc/123 #: Press and hold the # key to toggle between lower and upper case characters and numbers (depending on context).

Waking up the system

To wake up the system just pick up the remote control or press any key. You may have to point the remote control towards the system to make sure it discovers you.

Press the HOME key to show the Home menu on screen.



When you pick up the remote control and touch the rubber line sensors along the sides of the remote control, the system wakes up.

IR sensor range (DIP switch setting)

The IR sensor has a short and long range. When video systems are placed close to each other, you may find it convenient to use the short range to avoid interfering with the other video systems.

Open the battery cover and remove the batteries to set the DIP switch.

- Short range (1 m / 3 ft): Move the DIP switch down.
- Long range: Move the DIP switch up.

The DIP switch




Chapter 4

Using the menu system

About the menus

You will find a complete description of the menus in the User guide and Administrator guides.

The *Home*, *Settings* and *Administrator settings* menus are explained in the User guide for your product.

 Read about the daily use of your video system in the *User guide* for Profile Series, Codec C Series and Quick Set C20/C20 Plus.

The *Advanced configuration* menu is explained in the Administrator guide for your product.

 See the *Administrator guide* for Quick Set C20/C20 Plus and Profile 42" using C20.

 See the *Administrator guide* for Codec C60/C40 and Profiles using Codec C60/C40.

 See the *Administrator guide* for Codec C90 and Profile 65" Dual using Codec C90.

The user documentation is available at the Cisco web site.
Go to: ► <http://www.cisco.com/go/telepresence/docs>.



Navigating the menus

Changing the settings in the Administrator settings menu may affect the behavior of your video conference system; contact your system administrator before altering any of these settings.

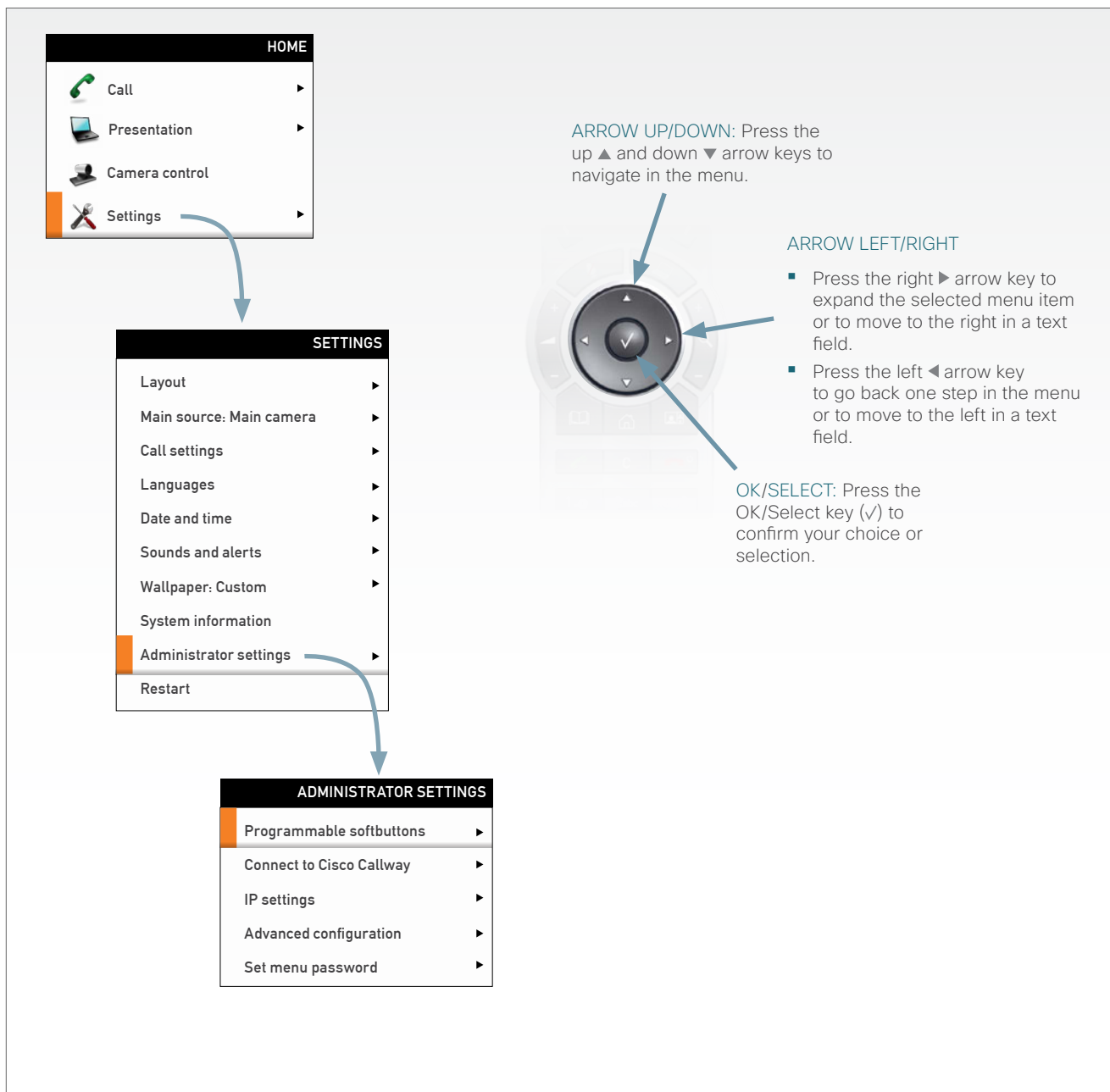
The Administrator settings menu may be password protected. If so, type in the menu password and press **OK** to proceed or **Cancel** to go back to the Settings menu.

Use the remote control to navigate the menus:

- Use the arrows down/up to select a menu item.
- Use the arrow right to expand the selection.
- Use the arrow left to go back one step.

How to change a value:

- Select a value from a drop down list and press the **OK** (✓) key to save, or press the left arrow key ▶ to leave without saving.
- Enter a value/text in a value/text field. Navigate to **Save** and press **OK** (✓) to save the change, or **Cancel** to leave without saving.



The search functionality

You can search for names in the phone book and in the list of recent calls. You can also search for system settings in the Advanced configuration menu.

- On the remote control, press the # key to toggle between lower or upper case characters and numbers: abc/123.
- Enter as many characters as needed until the name or setting you are searching for displays in the list. Add or remove characters until you get the desired result.
- Remove all characters to return to the main view.

Search for contacts in the Call menu

Enter as many characters as needed, until the name you are searching for displays in the list.

Contacts from the list of recent calls are displayed first.

Contacts from the Phone book follow. Contacts marked with a ☆ are from My contacts, the others are from the corporate phone book.

Search for system settings

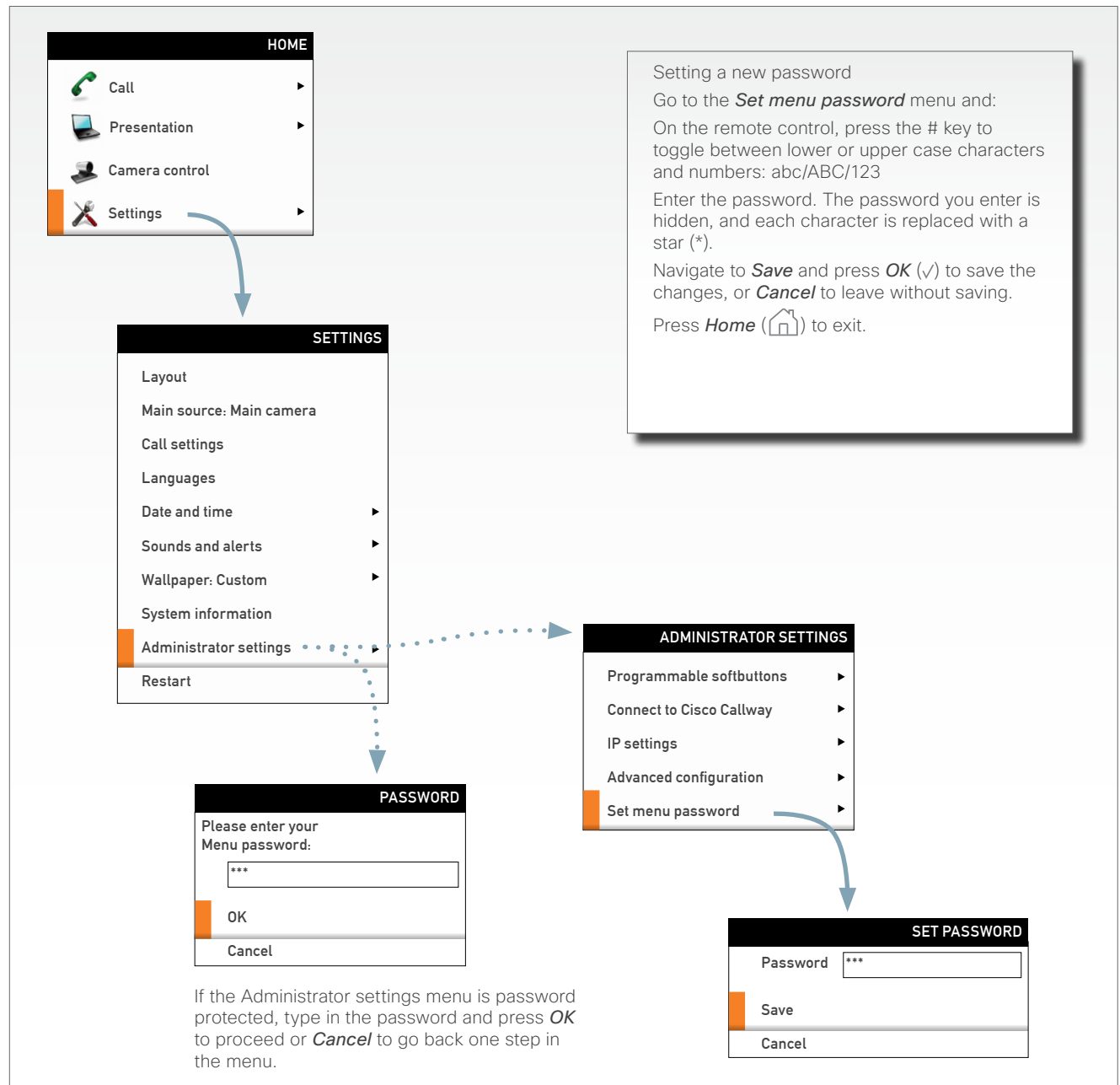
Navigate to the Advanced Configuration menu.

Enter as many characters as needed, until the setting you are searching for displays in the list.

Setting the menu password

The Administrator settings menu can be password protected. When turning on the codec for the first time, the password is not set. If a menu password has been set you will be asked to enter a password to get access to the Administrator settings menu.

Read more about password protection in chapter 6, [▶ Password protection](#).



Chapter 5

Using the web interface

The web interface

The web interface allows for remote administration of the system.

Connect to the codec

Open a web browser and enter the *IP address* of the codec.

How to find the IP address:

To find the IP address, open the System Information page using the remote control. Navigate to *Home > Settings > System Information*.

Password protection of the web interface

In order to access the web interface you must sign in. The username and password are the same as defined for the codec. The default username is *admin* with no password set.

Read more about password protecting your codec in the [Password protection](#) chapter.

Signing in

1. Enter the IP address of the codec.

2. Enter the username and password and press *Sign In*.

Menu options

You will find the interactive menus on the left hand side of the web interface. When you click a menu option, a corresponding web page will open.

The role of the logged in user determines which menu options are available. You can read more about user roles in the *Administrator guide* for your product.

The user name of the signed in user is always displayed in the upper right corner.

The table below shows which menu options are available for users having ADMIN, AUDIT or USER roles. Note that the default `admin` user holds all three roles.

	ADMIN	AUDIT	USER
System Information	✓	✓	✓
Call			✓
Snapshot	✓		
Users	✓		
Change Password	✓	✓	✓
Wallpaper	✓	✓	
Logon Banner	✓		
Upload Certificates	✓		
Audit Certificate		✓	
Logs	✓		
XML Files	✓		
Upgrade Software	✓		
Advanced Configuration	✓	✓	
Restart			✓
Sign Out	✓	✓	✓

The highlighted options are described in this document. See the *Administrator guide* for your product for a detailed description of all options.

The interactive menus

The screenshot shows the Cisco web interface. In the top right corner, it says "Signed in: admin". On the left side, there is a vertical menu with various options. The "System Information" menu item is highlighted. The main content area displays "System Info" for "My Codec", including details like "System name: My Codec", "Product: Cisco TelePresence Codec C90", "IP address: 192.168.1.128", "Software version: TC4.1.0", and "SIP" details.

Interactive menu

Click on the menu items to access the pages. Which menu options are available depends on the role of the logged in user.

System information

You can find an overview of your video system set-up on the System Information page.

The System Information page

System Info

My Codec

System name: My Codec
 Product: Cisco TelePresence Codec C90
 IP address: 192.168.1.128
 Valid release key: Yes

Software version: TC4.1.0
 Module serial number: BA9876543210
 MAC address: 00:33:66:99:CC:FF
 Installed options: NaturalPresenter, MultiSite, PremiumResolution

H323

Number: 1234567
 ID: firstname.lastname@company.com
 Gatekeeper: 192.168.1.1
 Status: Registered

SIP

Address: sip.firstname.lastname@company.com
 Proxy: 192.168.1.1
 Status: Registered

Login Info

Last successful login: Tue Oct 26 15:05:08 2010
 Number of unsuccessful login attempts since last login: 0
 Password expires in: Never

Security

Strong security mode: Disabled

Security information
 Information about the current security mode (strong security mode available for JTIC labeled devices).

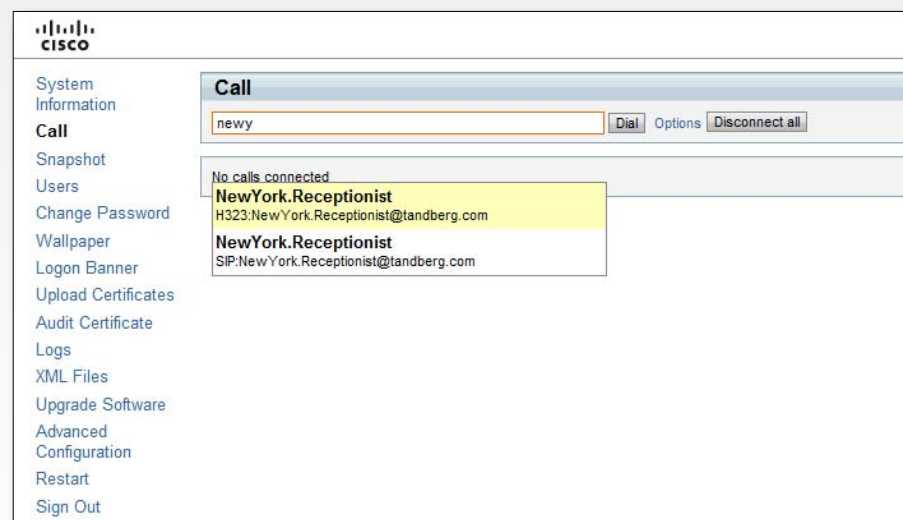
Login information
 Information about recent login attempts and password expiry.

System information
 Information about system name, product type, software version, IP address, etc.

Making calls from the web interface

Sometimes, e.g. when you are configuring the system from a remote location, it is convenient to be able to make calls from the video system to ensure everything works as expected.

The Call page



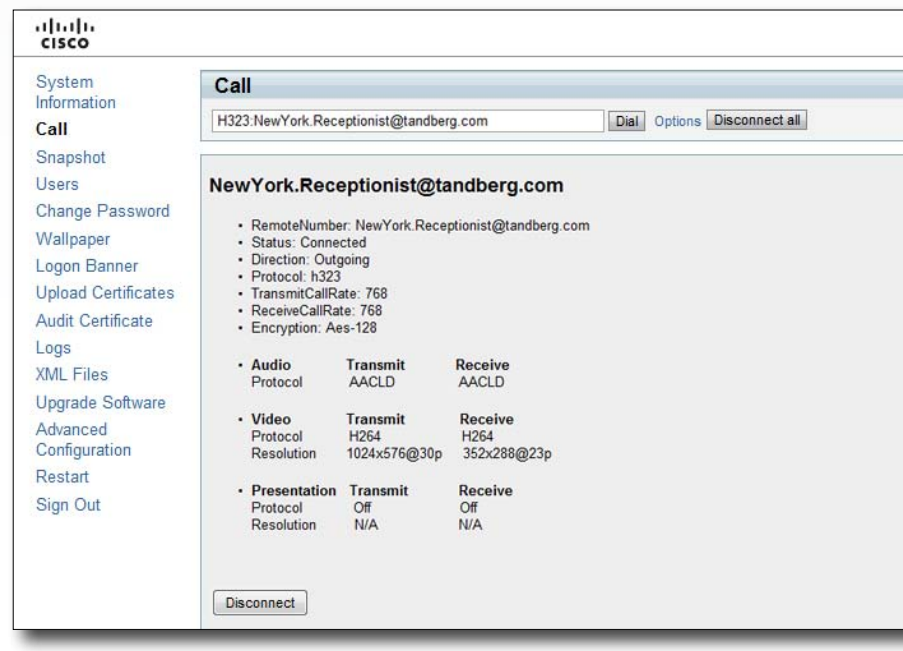
Make a call

Input field: Enter one or more characters in the input field, until the name you want to call appears in the dynamic search list; or, enter the complete name or number.

Dial: Press **Dial** to initiate the call.

Disconnect all: Press **Disconnect all** to end all calls.

Options: Click **Options** to change the bit rate for this call. Select the **Call rate** in the drop down list.



The call status page

The call status page appear when you make a call. Please allow for approximately 30 seconds after the call is up before checking call details

You will find the following information on the call status page:

- Remote number
- Status: Connected
- Direction: Incoming/Outgoing
- Protocol: H323/SIP
- Transmit and receive call rates
- Encryption
- Audio: Transmit and receive protocols
- Video: Transmit and receive protocols and resolutions
- Presentation: Transmit and receive protocols and resolutions

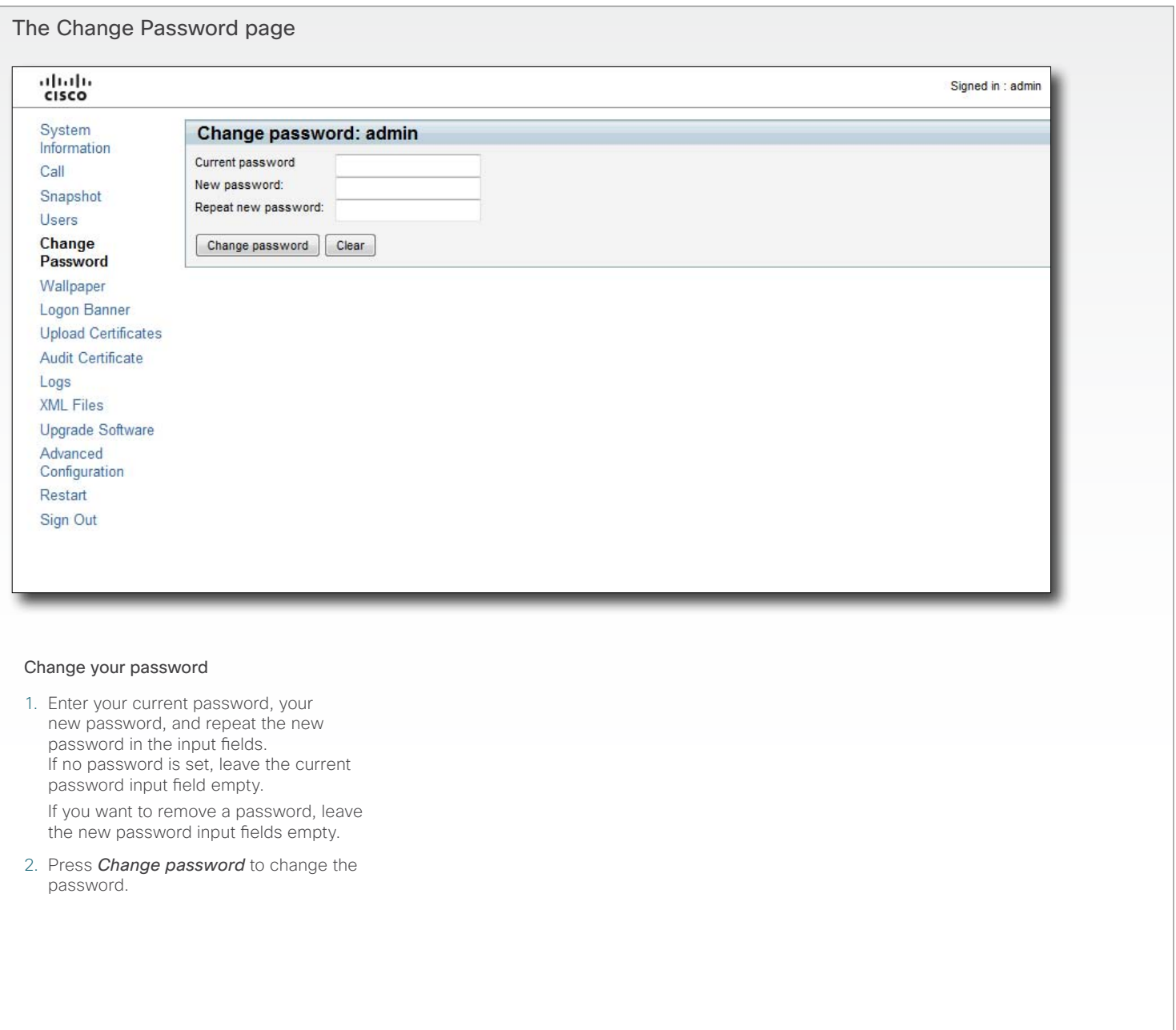
Changing your password

When you are signed in, you can change your own password. In the example to the right, the admin user is signed in.

NOTE: It is highly recommended to set a password for all users with ADMIN rights.

The password is a string with 0-255 characters.

The Change Password page



Change your password

1. Enter your current password, your new password, and repeat the new password in the input fields.
If no password is set, leave the current password input field empty.
If you want to remove a password, leave the new password input fields empty.
2. Press **Change password** to change the password.

Custom wallpaper

If you want the company logo or a custom picture to be displayed on screen, you may very well use a custom wallpaper.

NOTE: If your video system has a touch screen controller, please note that the custom wall paper applies to the main screen only and will not appear on the touch screen controller. When you choose a new predefined wallpaper on the touch screen, it will appear on both screens and replace your custom wall paper.

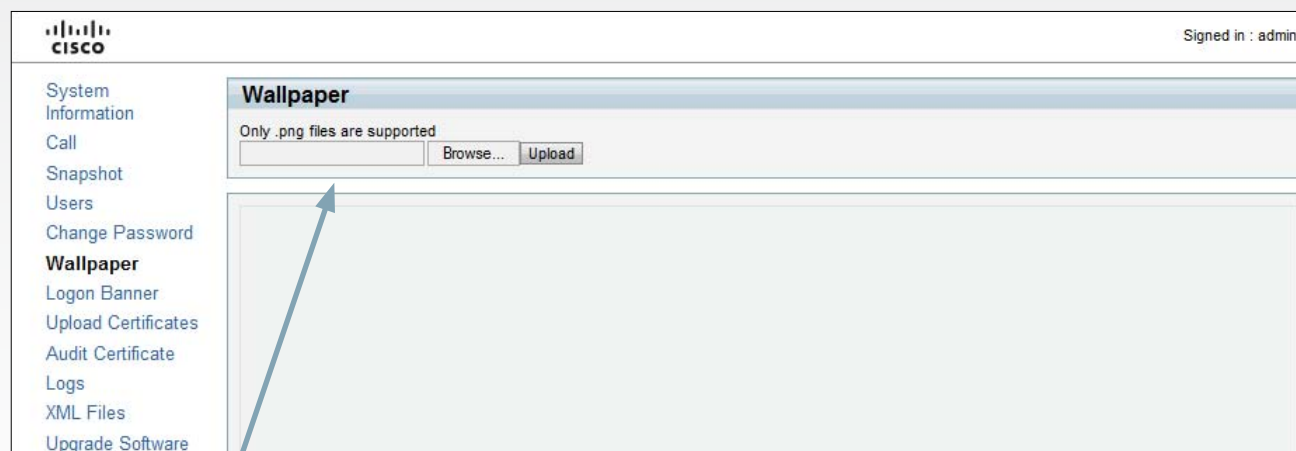
File format and picture size

The picture file format for the custom wallpaper is PNG. The maximum size is 1920x1200pixels.

Upload and activate the wallpaper

First you have to upload the wallpaper file to the codec, then you must activate the wallpaper.

The Wallpaper page

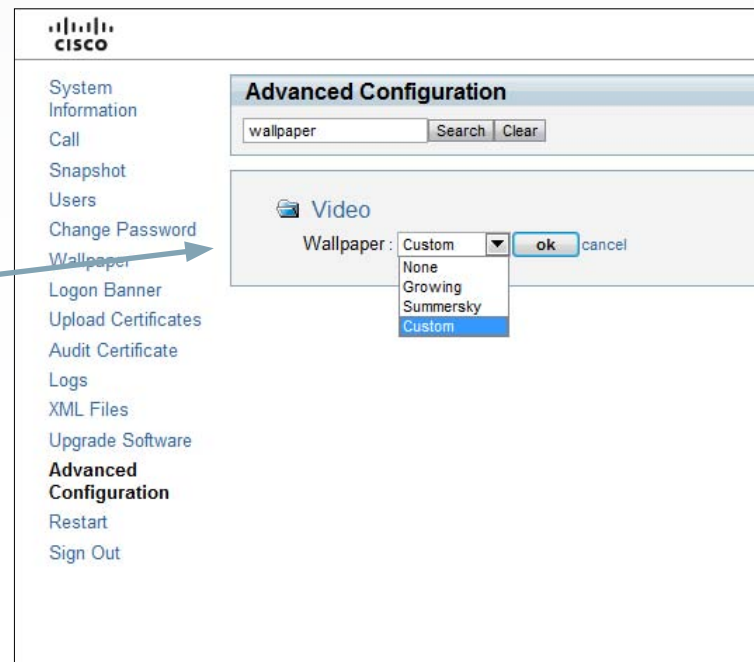


Upload the custom wallpaper file

1. Press **Browse...** and locate the wallpaper file (.PNG).
2. Press **Upload** to save the file to the codec.
3. Refresh the web page to see the wallpaper you just uploaded.

Activate the new wallpaper

1. Move to the Advanced configuration page and enter `wallpaper` in the search field. From the drop down list, select **Custom**. The new wallpaper will be displayed on screen.
2. If the new wallpaper does not show on screen, you may have to toggle once between Wallpaper: **None** and **Custom** to make the change take effect.



Support log files

The log files are Cisco specific debug files which may be requested by the Cisco support organization if you need technical support.

The Logs page

Historical log files

Time stamped historical log files. Select *Historical log files*, click on a file and follow the instructions in the dialog box to save the file.

Logs

[back](#)

Filename	Size (KB)	Last modified
log.tar.gz	328	Tue Oct 5 12:16:32 2010
log.tar.gz.0	230	Wed Sep 15 11:54:30 2010
log.tar.gz.1	405	Thu Sep 23 14:01:40 2010
log.tar.gz.2	385	Tue Sep 28 15:42:52 2010
log.tar.gz.3	328	Tue Oct 5 12:16:32 2010
log.tar.gz.4	595	Fri Jul 16 14:10:46 2010
log.tar.gz.5	182	Tue Aug 24 09:41:00 2010
log.tar.gz.6	45	Tue Aug 24 10:07:30 2010
log.tar.gz.7	114	Thu Aug 26 12:59:13 2010
log.tar.gz.8	375	Mon Sep 13 15:03:36 2010
log.tar.gz.9	12	Mon Sep 13 15:05:58 2010

Current log files

Time stamped event log files. Select *Current log files* and click on a text file to view the file. Right click on a file and follow the instructions in the dialog box to save the file.

Logs

[back](#)

Filename	Size (KB)	Last modified
all.log	6	Wed Nov 3 13:54:03 2010
all.log.first	513	Wed Nov 3 13:41:05 2010
all.log.previous	513	Wed Nov 3 13:41:05 2010
all.log.truncated	0	Wed Nov 3 13:41:05 2010
application.log	251	Wed Nov 3 13:42:59 2010
audio0.log	2	Wed Nov 3 13:02:36 2010
audio1.log	1	Wed Nov 3 12:40:20 2010
audio2.log	1	Wed Nov 3 12:40:20 2010
audio3.log	1	Wed Nov 3 12:40:20 2010
audio4.log	1	Wed Nov 3 12:40:20 2010
audio5.log	1	Wed Nov 3 12:40:20 2010

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Software upgrade

From this page you can do software upgrades and add a release key and option keys.

Software versions

The C series codecs are using the TC software.

NOTE: Contact your system administrator if you have questions about the software version.

Software release notes and upgrade files

Cisco recommends reading the software release notes before upgrading the software.

Go to: ► http://www.cisco.com/en/US/products/ps11422/tsd_products_support_series_home.html

For upgrade software download go to: ► <http://www.cisco.com/cisco/software/navigator.html>

Release key

The release key is required to be able to use any of the released software.

Contact your Cisco representative to obtain the release key.

Option key

An option key is required to activate any optional functionality, and you may have several option keys in your system. The options available are:

- Natural presenter
- Premium resolution
- Multisite (not valid for Codec C20)
- High definition (only valid for Codec C20)
- Dual display (only valid for Codec C20/C40)

Contact your Cisco representative to obtain the option key(s).

The Upgrade Software page

Add the release and option keys

Contact your Cisco representative to obtain the required key(s). If you will add both a release key and one or more option keys, the valid procedure will be:

1. Enter the **release key** and press **Add**.
The key format: "1TC001-1-0C22E348" (each system will have a unique key).
2. Enter the **option key** and press **Add**.
The key format: "1N000-1-AA7A4A09" (each system will have a unique key).
3. If you have more than one option key, add the remaining keys.

Upgrade the software on the codec

4. Before you can start the upgrade you must download the software upgrade file. The file format: "s52000tc4_0_0.pkg" (each software version has a unique file name).
5. Press **Browse...** and select the .PKG file.
6. Press the **Upgrade** button to start the installation.
7. Leave the system to allow the installation process to complete. You can follow the progress on this page. When the upgrade is successfully completed a message will appear. The installation process may take up to 30 minutes.

Advanced configuration

The web interface allows for remote administration of the system.

The Advanced configuration defines the system settings and are structured in a hierarchy, making up a database of system settings.

The system settings are explained in the *Administrator guide* for your product.

The Advanced Configuration page

Signed in : admin

- System Information
- Call
- Snapshot
- Users
- Change Password
- Wallpaper
- Logon Banner
- Upload Certificates
- Audit Certificate
- Logs
- XML Files
- Upgrade Software
- Advanced Configuration**
- Restart
- Sign Out

Advanced Configuration

Search
Clear

- Audio
- Cameras
- Conference 1
- Experimental
- H323
- Network 1
- NetworkPort 2
- NetworkServices
- Phonebook
- Provisioning
- Security
- SerialPort
- SIP
- Standby
- SystemUnit
- Time
- Video

Select a menu item to see the system settings.

- Audio
 - Volume : 75
 - Input
 - Output
 - SoundsAndAlerts
 - RingVolume : 60
 - RingTone : Marbles ▼ ok cancel
 - KeyT
 - Marbles
 - IceCrystals
 - Polaris
 - Alert
 - Discreet
 - Fantasy
 - Jazz
 - Nordic
 - Echo
 - Rhythmic
 - Cameras
 - Conference
 - Experiment
 - GPIO
 - H323

The search functionality

When searching for words such as H323 or SIP, all settings beginning with these characters, including all settings below in the hierarchy, will show in the list.

Search: Enter as many characters as needed to get the desired result and press **Search** to initiate the search.

Clear: Press **Clear** to return to the main view.

Changing system settings

Edit: To change a value, click on the value to see the expanded view.

Value space: The value space is specified, either as a drop down list or as text, when you edit a value.

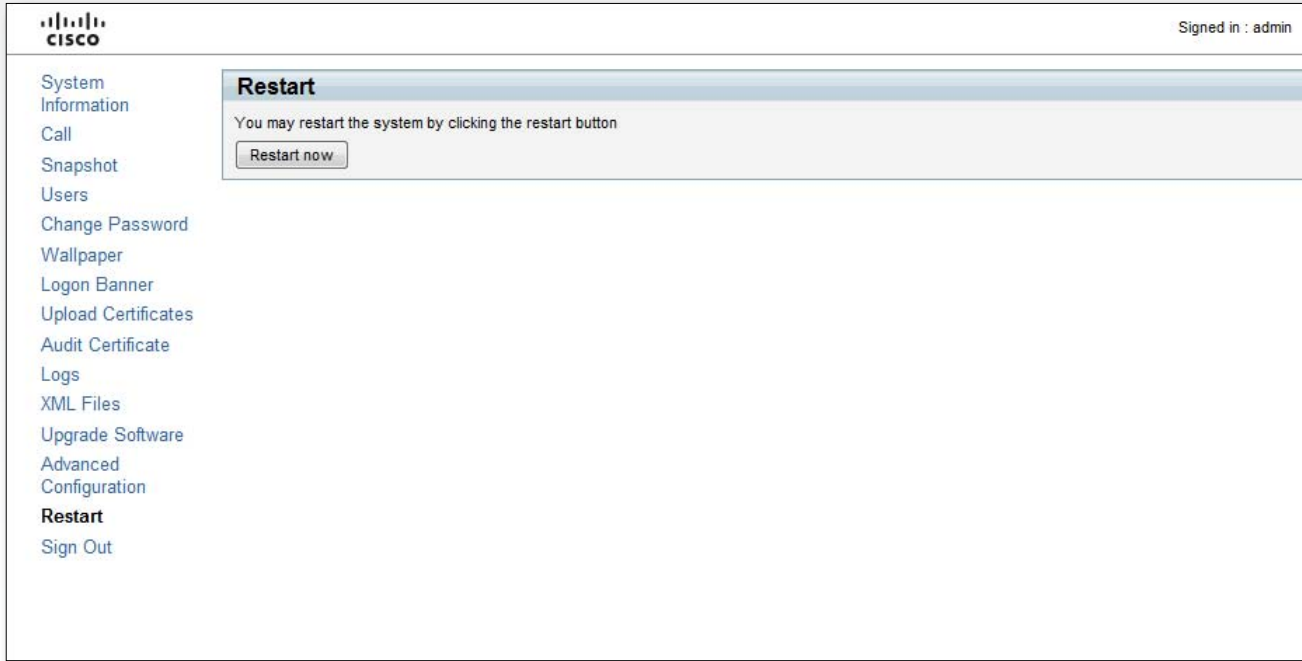
OK: Press **ok** to save the new value.

Cancel: Select **cancel** to leave without saving.

Restarting the system

Restarting the system takes a few minutes.

The Restart page



The screenshot shows the Cisco web interface for the 'Restart' page. At the top left is the Cisco logo, and at the top right, it says 'Signed in : admin'. On the left side, there is a vertical menu with the following items: System Information, Call, Snapshot, Users, Change Password, Wallpaper, Logon Banner, Upload Certificates, Audit Certificate, Logs, XML Files, Upgrade Software, Advanced Configuration, **Restart**, and Sign Out. The main content area has a header 'Restart' and a message: 'You may restart the system by clicking the restart button'. Below the message is a button labeled 'Restart now'.

Restarting the system

Press *Restart now*.

Chapter 6

About password protection

Password protection

The system is password protected in the following ways:

- The [Administrator settings menu](#) can be password protected with a menu password.
- The [Codec](#) is password protected. You always need to enter a username to log in.
The same username and password is used for the web and command line interfaces.
You can also configure the codec to prompt for a PIN-code before accessing all the on screen menus.
 - » The default username is [admin](#) with no password set.

NOTE: We recommend that you set a password for the [admin](#) user – see how to [Change your codec password](#) to the right.
 - » New user accounts with username and password/PIN-code can be created using the web interface.
Read more about how to create users with passwords and PIN codes in the Administrator guide for your product.
- You can protect the [File system](#) of the codec by setting a password for the [root](#) user. The root user is disabled by default.

NOTE: When a new administrator password has been defined make sure you keep a copy of the password in a safe place. Contact your Cisco representative if you have forgotten the password.

Set the Administrator settings menu password

When you set a password for the Administrator settings menu, all users must enter the password to get access to this menu, either on screen when using a remote control, or on the touch screen if you are using a Touch controller.

Set the menu password using the remote control

Perform the following steps to define a password for the Administrator settings menu:

1. In the on screen menu, go to *Home > Settings > Administrator settings > Set menu password*.
The password format is a string with 0-255 characters.
2. Enter the new password in the *Set password* menu.
3. Press **Save**.

Perform the following steps to change the password for the Administrator settings menu:

1. To change the password, go to *Home > Settings > Administrator settings > Set menu password*.
2. Enter the new password in the *Set password* menu.
3. Press **Save**.

Perform the following steps to deactivate the password for the Administrator settings menu:

1. To deactivate the password, go to *Home > Settings > Administrator settings > Set menu password*.
2. Leave the input field empty in the *Set password* menu.
3. Press **Save** to save the blank password. This will deactivate the Administrator settings menu password.

Set the menu password from a command line interface

Open a command line interface, for example PuTTY, and run the following command:

```
xCommand SystemUnit MenuPassword Set
Password: <password>
```

Change your codec password

A user, including the default [admin](#) user, can change his codec password using the web interface.

If a password is not currently set, use the procedure below with a blank current password.

Change the password using the web interface

Perform the following steps to change the codec password:

1. Log in to the web interface with your username and current password.
2. Go to the *Change password* page.
3. Enter the current password, the new password, and repeat the new password in the appropriate input fields.
The password format is a string with 0-255 characters.
4. Click **Save**.



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