Cisco HealthPresence 2.1.1 Release Notes

Version 2.1.1
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Overview

Cisco HealthPresence 2.1.1 allows the elements of a telemedicine appointment within a single telemedicine interface, hiding the complexity of the underlying architecture from the Attendants and Providers that use the system. From one appointment window, Attendants can enter (or retrieve, if supported) patient information, select a Provider, and start an appointment. The next window provides a tab interface to view:

- patient vitals
• output from attached medical devices
• provider notes
• portals to third party applications (optional)

Providers see a similar tab interface and can access similar content as Attendants by clicking on the appropriate tab.

**Important Safety Information**

Cisco HealthPresence is intended to allow healthcare providers to evaluate patients remotely or patients and healthcare providers to collaborate with specialists remotely.

Cisco HealthPresence is not intended for use in emergency situations. In the event of an emergency call 911 or your local emergency response system.

Cisco HealthPresence is not for use in situations involving real-time patient monitoring or alarming.

For further important information, refer to the *Cisco HealthPresence 2.1 Instructions For Use*, which can be found at: [http://www.cisco.com/en/US/products/ps11966/products_user_guide_list.html](http://www.cisco.com/en/US/products/ps11966/products_user_guide_list.html).

**Architectural Overview**

Behind the scenes, Cisco HealthPresence supports a number of video components and other Cisco HealthPresence components that pull the solution together. The system overview of Release 2.1.1 is shown in Figure 1 and is identical in terms of architecture to the Release 2.1.

*Figure 1  Architecture of Cisco HealthPresence Release 2.1.1*
New Features

The Cisco HealthPresence 2.1.1 release is a maintenance release built on top of the Cisco HealthPresence 2.1 release, providing the following new features:

- Support for lower bandwidth for NS stethoscope audio stream
  - The available bandwidth in emerging markets and/or rural areas is not very high. To address emerging markets' need, the minimum bandwidth requirement for NS stethoscope audio streaming will be reduced from 768 kbps to 512 kbps. Please refer to the Cisco HealthPresence Solution Design Guide for the minimum bandwidth and QoS requirements for various medical devices.

- Support for attendant side playback for NS stethoscope audio
  - To facilitate a better workflow for the attendant when using the NS stethoscope, Cisco HealthPresence 2.1.1 provides playback of the NS stethoscope audio stream on the attendant side as well. Controls are already available on the attendant side portal to start and stop NS stethoscope. This allows the attendant and provider to efficiently determine if there are any issues with the NS stethoscope audio. Such issues may include differences in stethoscope audio quality between the attendant and provider sides or excessive delay in the audio stream playback between the attendant and provider sides.

Warning: Third-party software applications must be tested and verified as compatible by Cisco before being used with Cisco HealthPresence.

System Requirements

The system requirements for 2.1.1, unchanged from 2.1, are as follows:

Cisco HealthPresence Connect Server

Cisco HealthPresence Connect Server runs on the following platforms:

- Cisco UCS C200 M2 Server
  - Processor: 2.4GHz Xeon E5620
  - Minimum Hard drive: Gen 2 500GB
  - Minimum Memory: 4GB DDR3, 13333 MHz
- A partition of the Cisco UCS C250 M2 Server
  - Processor: 3.33GHz Xeon 5680
  - Minimum Hard drive: 600GB
  - Minimum Memory: 2X8GB DDR3, 13333-MHz

Multi-Tenancy

Additional components required for Multi-tenancy:

1. The UCS C250 M2 Server is required for the Service Provider option. Multi-tenancy is only supported with the Service Provider option.
• VMware vSphere Hypervisor (ESXi) 4.1 on a UCS C250 Server.
• Vsphere Client 4.1. This runs on a Windows platform.

High Availability

Additional components required if implementing the high availability design option:
• VMware vSphere Hypervisor (ESXi) 4.1 on a UCS C200 or UCS C250 Server.
• Vsphere Client 4.1. This runs on a Windows platform.
• NetApp FAS2040 Network File System
• vCenter Server 4.1. This runs on a 64 bit Windows platform.

Proxy Server

Additional components required if accessing Cisco HealthPresence from outside the enterprise network:
• A separate Cisco UCS C200 M2 Server to act as the Reverse Proxy server.

Supported Video Components

Video Conferencing Data Center Components

Cisco HealthPresence has been validated with a variety of Unified Communication Servers and
multipoint bridges that typically reside in a data center.

Unified Communication Servers

Cisco HealthPresence V2.1.1, unchanged from 2.1, has been validated with the following Unified
Communication servers:
• Cisco Unified Communication Manager (CUCM)
• Cisco TelePresence Video Communications Manager (VCS) (Both Control and Expressway)
• TelePresence Management Suite (may be required when using Cisco Jabber Video for TelePresence)

Multi-point Control Units

Cisco HealthPresence V2.1.1, unchanged from 2.1, has been validated with additional multi-point
control units (MCUs). These MCUs are used for multipoint calls or calls that require interoperability.
They are configured as a meeting resource to Cisco HealthPresence. The following multipoint
control units¹ can now be used with Cisco HealthPresence:
Cisco TelePresence™ Multipoint Switch (CTMS) – Solutions using Cisco TelePresence-only endpoints
can use the CTMS.

¹. Cisco HealthPresence V2.0 supported the Cisco Unified Video Conferencing (CUVC) MCU to support
interoperability between diverse video endpoints. In V2.1 and V2.1.1 CUVC is no longer required for
interoperability and is not supported
Cisco TelePresence Media Services Engine (MSE) 8000, Cisco TelePresence Server MSE 8710 and the Cisco TelePresence MCU MSE 8510 - combine to provide a high-capacity voice and video conferencing media services engine that supports conference bridging, interoperability, gateway, management and recording functions.

Cisco TelePresence 4500 Series Multipoint Control Units (MCUs) – solutions using only non-CTS-500 video endpoints can use the 4500 Series MCUs.

**Video Endpoint Components**

The following video endpoints have been validated to work with Cisco HealthPresence 2.1.1, unchanged from 2.1:

- Cisco TelePresence Codec C20/C40
- Cisco TelePresence System EX60/EX90
- Cisco Jabber Video for TelePresence

Legacy video endpoints are video endpoints that are validated but can no longer be purchased from Cisco. Legacy video endpoints can be used with Cisco HealthPresence if they are currently being used with a prior version of Cisco HealthPresence and the site is upgrading. Legacy video endpoints include the following:

- Cisco TelePresence System 500 (CTS 500) (with a 37 inch display)
- Cisco TelePresence Edge 95 MXP
- Cisco Unified Video Advantage used in conjunction with the Cisco IP Communicator

**Note**

With the exception of Jabber Video, all validated video endpoints are fully integrated. That is, the telepresence video conference is started by clicking on the **Join** button and ended by clicking on the **Leave** button. With Jabber Video, **Join** starts the video conference, but the Attendant or Provider must use Jabber video controls to end the telepresence video conference.

**Interoperable Medical Devices**

Cisco has validated certain third party medical devices (the “Interoperable Medical Devices”) as interoperable with Cisco HealthPresence. Interoperable Medical Devices should be used according to the instructions for use prepared by the manufacturers of those Interoperable Medical Devices. See the Cisco HealthPresence Specifications, Warnings and Precautions for a list of Interoperable Medical Devices.


**Note**

Interoperable Medical Devices are available only from the manufacturer of such devices or its authorized resellers and distributors. Cisco is not a reseller or distributor of such devices. Interoperable Medical Devices are not available in all countries. To find out if the Interoperable Medical Devices are available in your country, contact the manufacturer or the seller of the Interoperable Medical Device.
Installing and Upgrading to a New Software Version

Please refer to the *Cisco HealthPresence 2.1 Data Center Install Guide* for instructions on installing 2.1 software for the Cisco HealthPresence Data Center Server. For instructions on upgrading existing 2.0 and 2.1 installations to 2.1.1, refer to the *Cisco HealthPresence 2.1.1 Data Center Upgrade Addendum*. Older Cisco HealthPresence installations will first require an upgrade to 2.0.


Issues and Known Limitations

Table 1 below explains the issues and known limitations of Cisco HealthPresence Version 2.1.1

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Headline</th>
<th>Explanation / Workaround</th>
</tr>
</thead>
</table>
| CSCtx91672 | Re-joining an ended call from Movi/Jabber video gives error.             | 1. Join a call from Movi/Jabber video from an appointment.  
                                                          |                          | 2. End the call manually from Jabber video window.  
                                                          |                          | 3. Click join again from Cisco HealthPresence.  
                                                          |                          | The Cisco Appliance displays a system error. This is because Cisco HealthPresence has no control over ending the conference and the only way to end the conference session in Cisco HealthPresence is to exit the appointment. Call can be re-joined after re-entering the appointment and clicking join. |

Resolved Issues and Limitations in Previous Versions

Table 2 lists resolved issues and limitations in previous versions of Cisco Healthpresence.

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCt42572</td>
<td>ECG images are cropped for the provider if using NeuroSynaptic.</td>
</tr>
<tr>
<td>CSCuc08343</td>
<td>No audio signal from Neurosynaptic stethoscope.</td>
</tr>
<tr>
<td>CSCua75911</td>
<td>Cisco HealthPresence Neurosynaptic logs not created at endpoints.</td>
</tr>
</tbody>
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Related Documentation