Spare Parts Replacement Guide

for Cisco TelePresence MX800 Single
Thank you for choosing Cisco!

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

This part of the product documentation describes how to replace spare parts. Our main objective 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/mx-docs

How to use this guide

The top menu bar and the entries in the table of contents are all hyperlinks. You can click on them to go to the topic.

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Introduction
Products covered in this guide

- Cisco TelePresence MX800 Single.

MX800 Single comes with two camera versions: Single camera and Dual camera. For both versions, there are three mounting options: Free standing floor stand, Floor stand secured to the wall, and Wall mount.

About this guide

This guide describes how to replace spare parts for MX800 Single.

The guide describes the steps required to remove the parts. In order to install the replacement part, you should follow the same steps in reverse order.

In addition to this Replacement guide, the following documents are particularly useful when replacing parts.

- Cable schema
- Spare parts overview
- Installation guide(s)

These documents are available at the Cisco web site. Go to http://www.cisco.com/go/mx-docs and select Maintain and Operate Guides or Install and Upgrade Guides.

Ordering information

To place an order, please contact your local Cisco representative or Cisco partner and refer to part numbers as listed in this document.

Note that you cannot upgrade a single camera system to a dual camera system by ordering spare parts; you must order a complete system.

Cisco service and support

Cisco and our partners provide a broad portfolio of smart, personalized services and support. For more information about these services, go to: http://www.cisco.com/go/telepresenceservices
Symbols

This guide covers both the single camera version and the dual camera version of MX800 Single. For both camera versions, mounting on a floor stand and wall mounting are covered.

The following symbols are used throughout the guide to indicate which camera version(s) and mounting option(s) a procedure applies to.

The procedure applies to the single camera version.

The procedure applies to the dual camera version.

The procedure applies to the floor stand option (both free standing floor stand and floor stand secured to the wall).

The procedure applies to the wall mount option.
Grilles and covers

Replace the speaker grille and lower grille............ 7
Replace the side covers.................................... 8
Replace the floor stand covers ......................... 9
Replace the speaker grille and lower grille

Use clean gloves when handling the textile grilles.

The grilles are fastened with magnets. Pull out gently to remove a grille.

Re-assembly:
The grilles snap to the magnets when put back in place.

Spare parts:
- Speaker grille for single camera version: CTS-MX800-SSC-TGR=
- Speaker grille for single camera version: CTS-MX800-SDC-TGR=
- Lower grille for systems mounted on a stand: CTS-MX800-S-LGR=
- Lower grille for wall-mounted systems: CTS-MX800-SWM-LGR=
Replace the side covers

The side covers are fastened with magnets. Pull out gently to remove the covers.

Re-assembly:
The covers snap to the magnets when put back in place.

Spare part:
- CTS-MX800-MON-SCV=
Replace the floor stand covers

The center floor stand cover is click-fastened. The left and right floor stand covers are fastened with magnets.

Pull up the center floor stand cover before you gently lift off the left and right floor stand covers.

Re-assembly:
First, put the left and right floor stand covers back in place. Then, mount the center floor stand cover.

Spare part:
- CTS-MX800-S-FSK=
Speakers and cameras

Replace a loudspeaker ........................................ 11
Replace the single camera module.......................... 13
Replace the dual camera module............................. 19
Replace a loudspeaker (page 1 of 2)

Step 1: Remove the speaker grille

Use clean gloves when handling the textile grille.

The speaker grille is fastened with magnets. Pull out gently and lay it aside.

Spare part:
- CTS-MX700800-SPKR= 
Replace a loudspeaker (page 2 of 2)

Step 2: Remove loudspeaker

The same procedure applies for loudspeakers in all positions.
When reconnecting the loudspeakers, make sure to connect the correct cable.

2a Remove screw.
   PT4x10, Torx T20

2b Pull loudspeaker 10-15 cm (4-6 inch) out.

2c Unplug the cable from the connector on the back of the loudspeaker.

Re-assembly:
In order to install the new loudspeaker, follow all the steps in reversed order.
Replace the single camera module (page 1 of 6)

Step 1: Remove speaker grille

Use clean gloves when handling the textile grille.

The speaker grille is fastened with magnets. Pull out gently and lay aside the speaker grille.

Spare part:
- CTS-MXCAM-S=
Replace the single camera module (page 2 of 6)

Step 2: Remove loudspeakers from positions 3, 4 and 5

The illustrations show the loudspeaker in position 3. Repeat the steps for the loudspeakers in positions 4 and 5.

When reconnecting the loudspeakers, make sure to connect the correct cable. The cables are marked with the loudspeaker’s position (see illustration).

2a Unscrew camera screw.  
PT4x10, Torx T20

2b Pull loudspeaker 10-15 cm (4-6 inch) out.

2c Unplug the cable from the connector on the back of the loudspeaker.
Replace the single camera module (page 3 of 6)

Step 3: Unplug camera cables
Replace the single camera module (page 4 of 6)

Step 4: Remove camera screws

4 × M4x8 (pan),
Allen key, 2.5 mm
Replace the single camera module (page 5 of 6)

Step 5: Remove brackets

Unscrew 4 screws.

4 × M4x8 (pan), Allen key, 2.5 mm

Remove brackets.
Replace the single camera module  (page 6 of 6)

**Step 6: Pull out camera module**

Gently pull out the camera module.

⚠️ Do not touch the lens.
Do not apply stress or strain to the camera module.

**Re-assembly:**
In order to install the new camera module, follow all the steps in reversed order.
Replace the dual camera module (page 1 of 7)

Step 1: Remove speaker grille

Use clean gloves when handling the textile grille.

The speaker grille is fastened with magnets. Pull out gently and lay aside the speaker grille.

Spare part:
- CTS-MXCAM-D=
Replace the dual camera module (page 2 of 7)

Step 2: Remove loudspeakers from positions 2, 3, 5 and 6

The illustrations below show the loudspeaker in position 3 for the single camera version. Perform these steps for the loudspeakers in positions 2, 3, 5 and 6 for the dual camera version.

When reconnecting the loudspeakers, make sure to connect the correct cable. The cables are marked with the loudspeaker’s position (see illustration). Note that position 4 is not in use.

2a Unscrew camera screw.

PT4x10, Torx T20

2b Pull loudspeaker 10–15 cm (4–6 inch) out.

2c Unplug the cable from the connector on the back of the loudspeaker.
Replace the dual camera module (page 3 of 7)

Step 3: Remove center speaker clip

3a Remove screw.

1 × M4x8 (pan), Allen key, 2.5 mm

3b Remove speaker clip.

1 × Speaker clip
Replace the dual camera module (page 4 of 7)

Step 4: Unplug camera cables

Only remove the cables shown here
The other cables are internal to the dual camera module and should not be disconnected.
Replace the dual camera module (page 5 of 7)

Step 5: Unscrew camera screws

**5a** Remove four screws.
- 4 × M4x8 (pan), Allen key 2.5 mm

**5b** Remove two screws.
- 2 × M4x8 (pan), Allen key, 2.5 mm
Replace the dual camera module (page 6 of 7)

Step 6: Remove brackets

6a Remove 4 screws.

4 × M4x8 (pan), Allen key, 2.5 mm

6b Remove brackets.
Replace the dual camera module  (page 7 of 7)

Step 7: Pull out camera module

Gently pull out the camera module.

⚠️ Do not touch the lens.
Do not apply stress or strain to the camera module.

Re-assembly:
In order to install the new camera module, follow all the steps in reversed order.
Codec and monitor

Replace the codec ................................................. 27
Replace the PoE injector ........................................... 31
Replace the monitor (mounted on a stand) .................. 33
Replace the monitor (wall mounted) ......................... 38
Replace the codec (page 1 of 4)

Step 1: Remove left side cover

The side cover is fastened with magnets.
Pull out gently and set aside the cover.

Spare part:
- CTS-MXCODEC
Cisco TelePresence MX800 Single
Spare Parts Replacement Guide

Replace the codec (page 2 of 4)

Step 2: Disconnect all cables from codec

Make sure to remember the position of the cables.

For reconnecting the cables, refer to cabling details in the Cable schema and Spare part list on our web site. Go to http://www.cisco.com/go/mx-docs and select Maintain and Operate Guides.
Replace the codec (page 3 of 4)

Step 3: Unscrew fixing screws

- 2 × M3x8 (countersunk), Torx T10
Replace the codec (page 4 of 4)

Step 4: Pull out codec using velcro strap at top

The codec is mounted in a power dock. Pull firmly to get it out.

Re-assembly:
In order to install the new codec, follow all the steps in reverse order.
Replace the PoE injector (page 1 of 2)

Step 1: Remove right side cover

The side cover is fastened with magnets.
Pull out gently and set aside the cover.

Spare part:
- CTS-PWR-AIR-INJ5
Replace the PoE injector (page 2 of 2)

Step 2: Remove the PoE injector

1. **Disconnect cables:**
   - 1 × Power (top)
   - 2 × RJ45 for Ethernet and Touch 10 user interface (bottom).

2. **Remove screws and washers:**
   - 2 × M3x8 (pan), Torx T10

3. **Remove PoE injector.**

Re-assembly:
In order to install the new PoE injector, follow all the steps in reverse order.
Replace the monitor (mounted on a stand)  (page 1 of 5)

Step 1: Remove speaker grille, lower grille, loudspeakers and camera
Follow the steps described in "Replace the single camera module" on page 13 to page 18; or "Replace the dual camera module" on page 19 to page 25.

Note that all loudspeakers have to be removed.

Step 2: Remove codec
Follow the steps described in "Replace the codec" on page 27 to page 30.

Step 3: Remove PoE injector
Follow the steps described in "Replace the PoE injector" on page 31 to page 32.

Spare parts:
- CTS-MX800-MON-S-S= or CTS-MX800-MONSS++= (for single camera version)
- CTS-MX800-MON-S-D= or CTS-MX800-MONSD++= (for dual camera version)
Replace the monitor (mounted on a stand) (page 2 of 5)

Step 4: Remove all cables

All cables that were shipped with the system remain in your property and should not be returned to the supplier.
You will not receive new cables with the replacement part.

For reconnecting the cables, refer to cabling details in the Cable schema and Spare part list on our website. Go to http://www.cisco.com/go/mx-docs and select Maintain and Operate Guides.
Replace the monitor (mounted on a stand) (page 3 of 5)

Step 5: Unscrew monitor screws and security brackets

Secure the monitor
We recommend four people working together to replace the monitor. Two people must hold the monitor.

90 kg / 200 lb

5a
Unscrew the four M6x12 screws (countersunk), in front at each side.
Use an Allen key, 4 mm

5b
Unscrew the two M6x90 screws (countersunk), from underneath at each side.
Use an Allen key, 4 mm

5c
Unscrew the M6x100 screws (pan), from underneath as illustrated, and remove the two security brackets.
Use an Allen key, 4 mm
Replace the monitor (mounted on a stand) (page 4 of 5)

**Step 6: Lift off the monitor**

**Before moving the monitor**
Plan ahead where to put down the monitor. Ideally, place it in the original shipping packaging.

**The monitor is heavy**
We recommend four people working together to replace the monitor. Two people should lift the monitor using the handles as described below; the other people must help stabilizing the monitor.

**Use lifting handles**
To avoid trapping your fingers, use the lifting handles at the bottom of the monitor.

---

Loosen the wing nuts on both sides.
They are accessed from the sides of the monitor.

Lift up the monitor and place it in the original shipping packaging.
Replace the monitor (mounted on a stand) (page 5 of 5)

Re-assembly:
In order to install the new monitor, follow all the steps in reversed order.
Replace the monitor (wall mounted) (page 1 of 7)

Step 1: Remove speaker grille, lower grille, loudspeakers and camera
Follow the steps described in “Replace the single camera module” on page 13 to page 18; or “Replace the dual camera module” on page 19 to page 25.

Note that all loudspeakers have to be removed.

Step 2: Remove codec
Follow the steps described in “Replace the codec” on page 27 to page 30.

Step 3: Remove PoE injector
Follow the steps described in “Replace the PoE injector” on page 31 to page 32.

Spare parts:
- CTS-MX800-MON-S-S= or CTS-MX800-MONSS++= (for single camera version)
- CTS-MX800-MON-S-D= or CTS-MX800-MONSD++= (for dual camera version)
Replace the monitor (wall mounted) (page 2 of 7)

Step 4: Remove lower profile

Tilt out the lower profile.
Replace the monitor (wall mounted) (page 3 of 7)

Step 5: Remove all cables

All cables that were shipped with the system remain in your property and should not be returned to the supplier.
You will not receive new cables with the replacement part.

For reconnecting the cables, refer to cabling details in the Cable schema and Spare part list on our website. Go to http://www.cisco.com/go/mx-docs and select Maintain and Operate Guides.
Secure the monitor

We recommend four people working together to replace the monitor. Two people must hold the monitor.

90 kg / 200 lb

Step 6: Unscrew monitor screws and security brackets

6a
Unscrew the four M6x12 screws (countersunk), in front at each side.
Use an Allen key, 4 mm

6b
Unscrew the two M6x90 screws (countersunk), from underneath at each side.
Use an Allen key, 4 mm

6c
Unscrew the M6x100 screws (pan), from underneath as illustrated, and remove the two security brackets.
Use an Allen key, 4 mm
Replace the monitor (wall mounted) (page 5 of 7)

Step 7: Lift off the monitor

Before moving the monitor
Plan ahead where to put down the monitor. Ideally, place it in the original shipping packaging.

The monitor is heavy
We recommend four people working together to replace the monitor. Two people should lift the monitor using the handles as described below; the other people must help stabilizing the monitor.

Use lifting handles
To avoid trapping your fingers, use the lifting handles at the bottom of the monitor.

7a
Loosen the wing nuts on both sides.
They are accessed from the sides of the monitor.

7b
Lift up the monitor and place it in the original shipping packaging.
Replace the monitor (wall mounted) (page 6 of 7)

Step 8: Uninstall the clamp at the rear side

Place the monitor on a stable surface, and secure the monitor so it is not tipping.
Use an Allen key 2.5 mm.
Remove the clamp as described in step 8b and 8c.

Re-assemble the clamp on the new monitor:
Slide the clamp in place on the monitor and check that it is properly fitted. Locate the support brackets; the support brackets are the loose brackets that you see between the screws and clamp. Push the support bracket tight against the back plate of the monitor and tighten the screws. Check that the clamp is properly fastened.
Replace the monitor (wall mounted) (page 7 of 7)

Re-assembly:
In order to install the new monitor, follow all the steps in reversed order.
Appendix

Part numbers for spare parts ........................................ 46
### Part numbers for spare parts

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<th>Part number</th>
<th>Part description</th>
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<tr>
<td>CTS-MX800-S-FSK=</td>
<td>Floor stand kit (all stand parts for both free standing and wall secured options are included)</td>
</tr>
<tr>
<td>CTS-MX-FSK-SKI=</td>
<td>Feet for free standing floor stand. This is only the feet; it is not the complete frame. The feet are also included in the floor stand kit (CTS-MX800-S-FSK=)</td>
</tr>
<tr>
<td>CTS-MX800-S-WMK=</td>
<td>Wall mount kit</td>
</tr>
<tr>
<td>CTS-MXCAM-S=</td>
<td>Single camera</td>
</tr>
<tr>
<td>CTS-MXCAM-D=</td>
<td>Dual camera assembly</td>
</tr>
<tr>
<td>CTS-MXCODEC=</td>
<td>Codec</td>
</tr>
<tr>
<td>CTS-MX700800-SPKR=</td>
<td>One loudspeaker (fits in all positions)</td>
</tr>
<tr>
<td>CTS-PWR-AIR-INJ5=</td>
<td>Power over Ethernet (PoE) injector (without cables)</td>
</tr>
<tr>
<td>CTS-MX800-MON-S-S=</td>
<td>Monitor for single camera system (without camera, codec, loudspeakers, PoE injector, covers, grilles and cables)</td>
</tr>
<tr>
<td>CTS-MX800-MON-S-D=</td>
<td>Monitor for dual camera system (without camera, codec, loudspeakers, PoE injector, covers, grilles and cables)</td>
</tr>
<tr>
<td>CTS-MX800-MONSS++=</td>
<td>TAA (Trade Agreement Act) compliant monitor for single camera system (without camera, codec, loudspeakers, PoE injector, covers, grilles and cables)</td>
</tr>
<tr>
<td>CTS-MX800-MONSD++=</td>
<td>TAA (Trade Agreement Act) compliant monitor for dual camera system (without camera, codec, loudspeakers, PoE injector, covers, grilles and cables)</td>
</tr>
<tr>
<td>CTS-MX800-SSC-TGR=</td>
<td>Speaker grille for single camera systems</td>
</tr>
<tr>
<td>CTS-MX800-SDC-TGR=</td>
<td>Speaker grille for dual camera systems</td>
</tr>
<tr>
<td>CTS-MX800-S-LGR=</td>
<td>Lower grille for systems mounted on a stand (for both free standing and secured to the wall)</td>
</tr>
<tr>
<td>CTS-MX800-SWM-LGR=</td>
<td>Lower grille for wall mounted systems</td>
</tr>
<tr>
<td>CTS-MX800-MON-SCV=</td>
<td>Left and right side covers</td>
</tr>
</tbody>
</table>

For a complete overview of spare parts and cables for MX800 Single, refer to the [Spare parts overview](http://www.cisco.com/go/mx-docs) that is available on our web site. Go to [http://www.cisco.com/go/mx-docs](http://www.cisco.com/go/mx-docs) and select *Maintain and Operate Guides*. 

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