



Software version TC7.1  
MAY 2014



# Getting Started Guide

Cisco TelePresence SX10 Quick Set

Thank you for choosing Cisco!

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

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/sx-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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## Chapter 1

# Introduction

This document goes through the basic configuration of your video conference system. In this guide, we also explain how to use the remote control and the web interface.

You can find the information about system assembly and installation in the Installation guide for your product.

### Products covered in this guide

- Cisco TelePresence SX10 Quick Set

## User documentation

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

- **Installation guides:**  
How to install the products
- **Getting started guide:**  
Initial configurations required to get the system up and running
- **Administering TC Endpoints on CUCM:**  
Tasks to perform to start using the product with the Cisco Unified Communications Manager (CUCM)
- **Administrator guide (this guide):**  
Information required to administer your product
- **Quick reference guides:**  
How to use the product
- **User guides:**  
How to use the product
- **Knowledge base articles**
- **Video conferencing room primer:**  
General guidelines for room design and best practice
- **Video conference room acoustics guidelines:**  
Things to do to improve the perceived audio quality
- **Software release notes**
- **Regulatory compliance and safety information guide**
- **Legal & license information**

### Downloading the user documentation

We recommend you visit the Cisco web site regularly for updated versions of the user documentation. Go to:

<http://www.cisco.com/go/sx-docs>

Guidelines how to find the documentation on the Cisco web site are included in the [User documentation on the Cisco web site](#) appendix.

## Software

You can download the software for your product from the Cisco web site. Go to:

<http://software.cisco.com/download/navigator.html>

We recommend reading the Software Release Notes (TC7), go to:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/telepresence-quick-set-series/products-release-notes-list.html>



## Chapter 2

# Configuration

## User interfaces

The principal operating device for your Cisco TelePresence SX10 Quick Set is the TRC6 remote control.

Additionally, you can configure your system through its web interface, provided that the system is already connected to a network and you know the IP address. In the appendices we describe how to use the remote control and the on-screen menu. We also describe how to navigate and use the web interface.

## How to configure your system

Before you can start using your SX10 you must set the basic configurations as described in this chapter.

### Using a provisioning system, or configuring each video conference system individually

Provisioning allows video conferencing network administrators to manage many video systems simultaneously. In general, you only have to put in the credentials of the provisioning server to each video system; the rest of the configuration is done automatically.

Without a provisioning system, you must configure each video system individually. As a minimum, you must set the IP and SIP parameters. You should also set the correct time and date.

Basic configuration with or without a provisioning system is described in the remainder of this chapter.

### Getting started

How to wake up the system and start using one of the user interfaces.

- ▶ [Setup assistant](#)
- ▶ [Web interface](#)

### Provisioning

(when using a provisioning system)

Your system may be configured by an external provisioning system. This way a number of settings are provisioned automatically, and you most likely do not have to set the IP, SIP and Time and Date settings.

- ▶ [Setup assistant](#)
- ▶ [Web interface](#)

### IP parameters

(when not set by a provisioning system)

Your video conference system must be connected to an IP network. Both IP version 4 (IPv4) and IP version 6 (IPv6) are supported. In both cases, the IP parameters can be assigned automatically by the network, or you can set everything manually.

- ▶ [Setup assistant](#)
- ▶ [Web interface](#)

### SIP parameters

(when not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses the SIP protocol for video calls, and is on by default.

- ▶ [Web interface](#)

### Date and time

(when not set by a provisioning system)

When setting up your video conference system, you should check that the date and time settings are correct. Among other things this information is used to time stamp messages transmitted to gatekeepers and other network elements.

- ▶ [Web interface](#)

### The codec/system password

To restrict access to system configuration, we strongly recommend that you set a password for your video conference system.

This password is used when you sign in to the web and command line interfaces for your system.

- ▶ [Web interface](#)

## User roles, user accounts and password

You need ADMIN rights to configure the system via web interface.

User roles: A user must possess one or a combination of several user roles. Three user roles exist, representing different rights: ADMIN, USER and AUDIT. It is important to note that these roles have non-overlapping rights.

A complete administrator user account with full access rights, like the default admin user, must possess all three roles.

You can read more on how to create and manage user accounts in the administrator guide for your product.

**NOTE:** Initially, no password is set for the default admin user. We strongly recommend that you set a password for this user, and any other users possessing an ADMIN role, to restrict access to system configuration.

A warning on the screen of your video system indicates if no administrator password is set. To remove the warning you must set an administrator password.

Make sure to keep a copy of the password in a safe place. You have to factory reset the unit if you have forgotten the password.

## Setup assistant

When you start the system for the first time, the Setup assistant runs automatically.

### Start the Setup assistant

Navigate to the upper left corner on the home screen and press **OK** on the remote control.

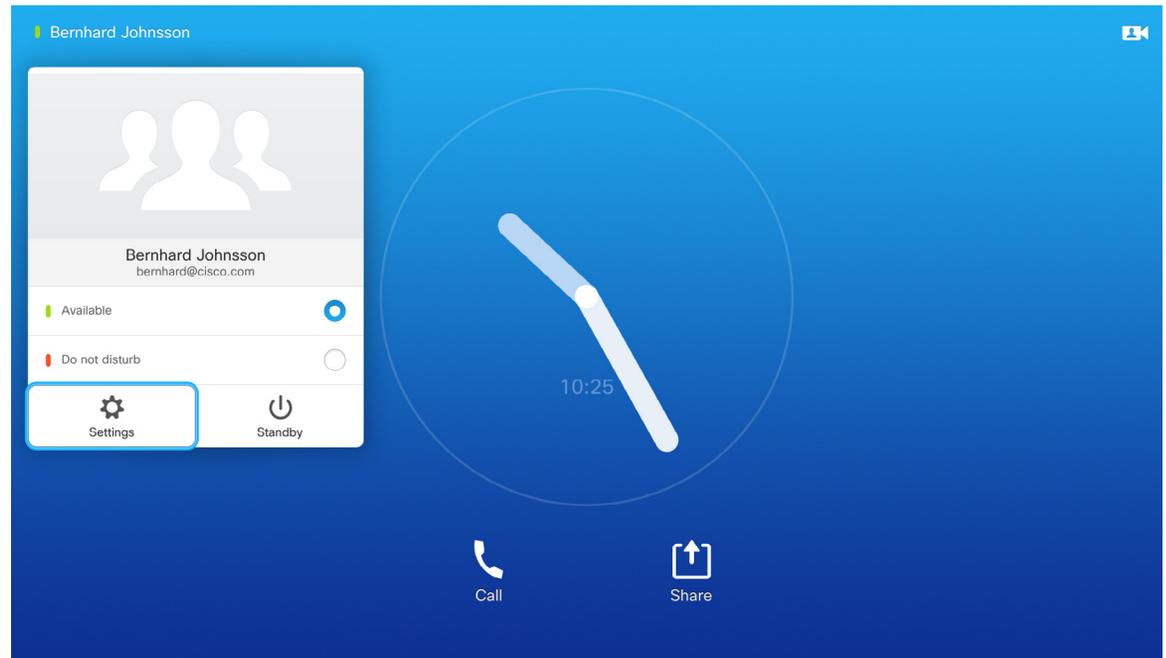
Navigate to **Settings** and press **OK**. Navigate to **Setup assistant** and press **OK**. Follow the instructions on screen.

If the system does not show a menu on screen:

- Make sure the monitor is connected and has been switched on.
- Make sure the remote control has batteries installed.
- Make sure the system is switched on.

If the system has just been switched 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 video output connector. If in doubt, see the installation guide for your product.



On-screen display

## Provisioning set-up

(When using a provisioning system)

### Start the Setup assistant

Navigate to the user name in the upper left corner, and select [Settings](#). Select [Setup assistant](#). Navigate to [Provisioning](#).

**NOTE:** When you start up the SX10 for the first time, the Setup assistant starts automatically.

### Choose provisioning infrastructure

Choose one of the following supported provisioning systems:

- Cisco VCS (Video Communication Server)
- Cisco UCM (Unified Communications Manager)

#### Cisco VCS

Contact your VCS provider to get the information needed.

Have a look at the [Cisco VCS provisioning](#) appendix for more information on VCS provisioning.

#### Cisco UCM

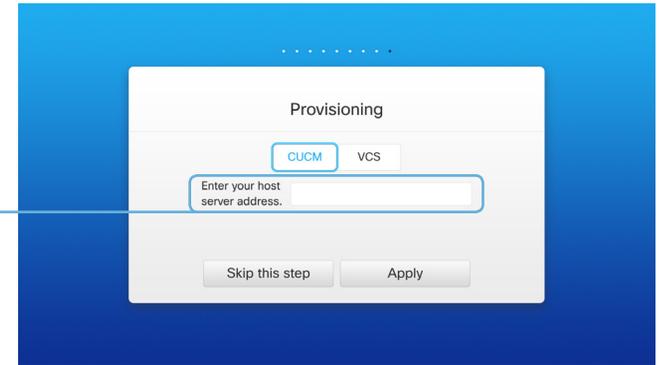
Contact your UCM provider to get the information needed.\*

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide

\* The DHCP server can be set up to provide the External Manager address automatically (DHCP Option 150). Any input set up here overrides the setting provided by DHCP.

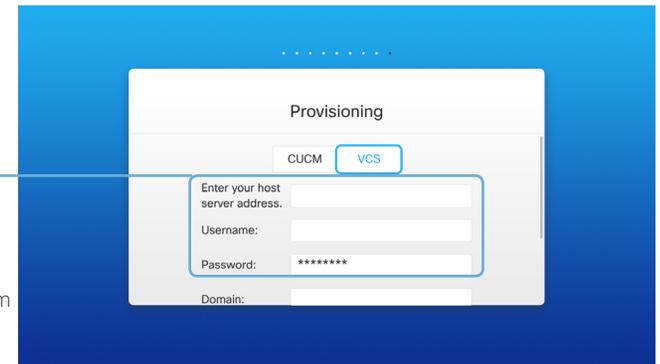
#### CUCM

Enter IP address or DNS name, and select ✓ to confirm the change. Select [Apply](#) to save.

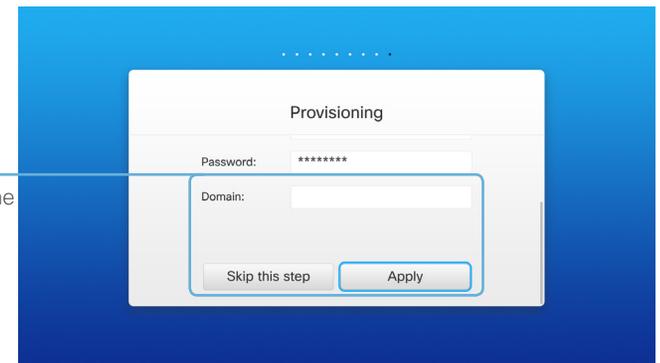


#### VCS

1. Enter IP address or DNS name of the Cisco VCS and select ✓ to confirm the change.
2. Enter the [Username](#), and [Password](#), if required, for authenticating the video system with the provisioning server. Select ✓ to confirm the change



3. Enter SIP [Domain](#) and select ✓ to confirm the change.
4. Select [Apply](#) to confirm the changes.



## IP settings

(When not set by a provisioning system)

On the Setup assistant, you can select the IPv4 settings for the system. If you wish to change the IP settings from the default dual stack setting to either IPv4 or IPv6, you can do that on the web interface.

The system's IP configuration is by default set to dual stack. This means that the network interface can operate on both IP versions, and has both an IPv4 and an IPv6 address at the same time. The IP parameters can be assigned automatically by the network, or you can set everything manually.

If you want to set the parameters manually, please contact your network administrator to obtain the required parameters.

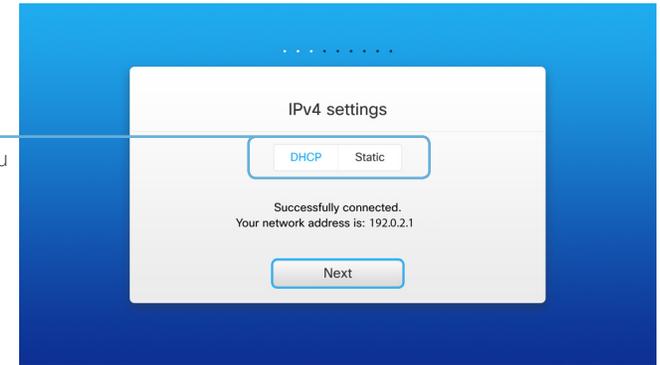
If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

If an IPv4 or IPv6 address is already assigned to the system, you will find it under [Settings](#): Navigate to the user name in the upper left corner and select [Settings](#).

To change the IPv4 settings for the call, navigate to the user name in the upper left corner and select [Settings](#). Select [Setup Assistant](#), and proceed to the IPv4 section.

### Choose automatic or manual IP assignment

Select **DHCP** in the [IP Assignment](#) section if you want automatic IP assignment; or **Static** if you want to set the IP addresses manually.

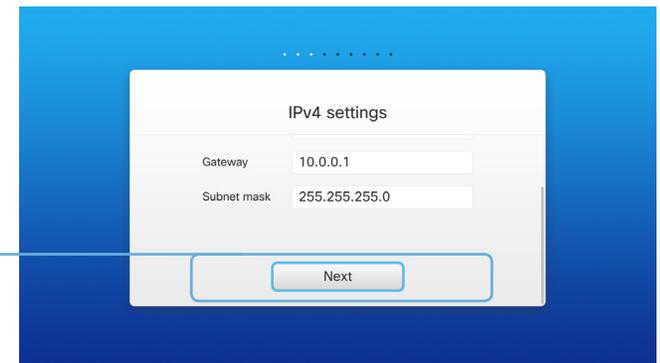


### If IP Assignment is Static: Set the IP addresses

Enter the [IP Address](#), [Subnet Mask](#) and [Gateway](#) address. A soft keyboard appears when you select an input field. Select ✓ to confirm the change



Select [Next](#) to save the changes.



## Web interface

You have to use the remote control for the configurations, until you know your system's IP address.

### Find the IP address

Navigate to the upper left corner on the home screen and press *OK* on the remote control. Then navigate to *Settings* and press *OK*. Here you can find the IPv4 address and/or IPv6 address of the system.

### Signing in to the web interface

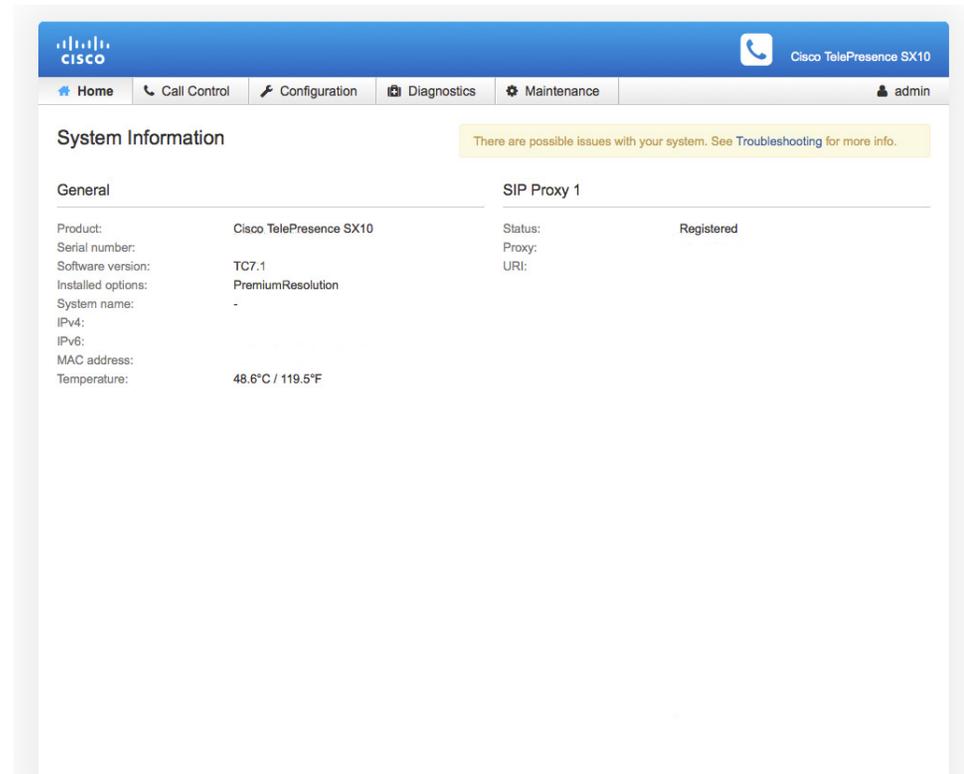
1. Open a web browser and enter the system's IP address in the address bar.
2. Enter your user name and password and click *Sign In*.

The default user name is *admin* with no password set.

If you are not able to connect to the system:

- Make sure the system and computer are connected to the same network.
- Make sure the system is switched on.

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



The web interface

## Provisioning set-up

(When using a provisioning system)

If in doubt for any of the parameters below, contact your provisioning system provider.

See the administrator guide for your product, to find more information about the provisioning settings.

### Select provisioning infrastructure

1. Go to the [Configuration](#) tab, and click [System Configuration](#).
2. Open the [Provisioning](#) settings from the left column.
3. Select a supported provisioning infrastructure from the [Mode](#) drop down list:
  - VCS - Cisco Video Communication Server
  - CUCM - Cisco Unified Communications Manager
  - Auto - The system starts provisioning by first trying VCS and then CUCM.

If you select [Off](#), all configurations must be set manually on the video system.

### Set the required provisioning parameters

Which parameters to set depend on which infrastructure was selected.

#### VCS

1. It may be required to authenticate the video system with the Cisco VCS. If so, enter [LoginName](#) and [Password](#) in the respective input fields.
2. Enter the IP address or DNS name of the Cisco VCS in the [Address](#) input field under the [ExternalManager](#) heading.
3. Enter the SIP [Domain](#) for the Cisco VCS in the corresponding input field.

Have a look at the [Cisco VCS provisioning](#) appendix for more information about VCS provisioning.

#### CUCM

Enter the IP address or DNS name of the UCM provisioning server in the [Address](#) input field under the [ExternalManager](#) heading.\*

You can find more details about setting up Cisco UCM provisioning in the [Administering TC endpoints on CUCM](#) guide.

**If you are changing a value setting,**  
you have to always click [save](#) to confirm the change.

\* The DHCP server can be set up to provide the External Manager address automatically (Option 242 for TMS; Option 150 for UCM). Any input set up here overrides the setting provided by DHCP.

## Configuring IP

(When not set by a provisioning system)

Your video conference system supports IP version 4 (IPv4), IP version 6 (IPv6) and Dual, which is the default setting. In all three cases, the IP parameters can be assigned automatically by the network, or you can set everything manually. When set to Dual, the network interface can operate on both IP versions, and have both an IPv4 and an IPv6 address.

If you wish to set the parameters manually, contact your network administrator to obtain the required parameters.

If you choose to set the IP settings manually while using the Dual mode, you have to set both the IPv4 and the IPv6 settings. Start from point 2 in the instructions.

If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

If an IPv4 or IPv6 address is already assigned to the system, you can find it on the System Information page. Go to [Configuration](#) tab and choose [System Status](#) and [Network](#).

**NOTE:** It is not recommended to manually change the IP address using the web interface.

To set or change the IPv4 settings

Go to the [Configuration](#) tab and choose [System Configuration](#).

1. **Choose IP version**

Click the [Network](#) settings in the left sidebar. Choose **IPv4** from the [IPStack](#) drop down list.

2. **If you wish to set IP Assignment manually**

In the [IPv4](#) section, enter the [Address](#), [Gateway](#) and [SubnetMask](#) in the corresponding input fields.

Scroll up to the [DNS](#) section and enter the DNS server address in the [Server 1 Address](#) input field.

3. **Choose automatic or manual IP assignment**

Scroll down the page to the [IPv4](#) section and choose **DHCP** from the [Assignment](#) drop down list, if you want automatic IP assignment; or **Static**, if you have set the IP address manually.

To set or change the IPv6 settings

Go to the [Configuration](#) tab and choose [System Configuration](#).

1. **Choose IP version**

Click the [Network](#) settings in the left sidebar. Choose **IPv6** from the [IPStack](#) drop down list.

2. **Choose automatic or manual IP assignment**

Scroll down the page to the [IPv6](#) section and choose **DHCPv6**, **Autoconf** or **Static** from the [Assignment](#) drop down list according to your network requirements.\*

3. **If IP Assignment is Static: Set the IP addresses**

Enter the system IP address in the [Address](#) input field. Optional: Enter the gateway address in the [Gateway](#) input field.

4. **If IP Assignment is Static or Autoconf: DHCPOptions**

Choose **On** or **Off** from the [DHCPOptions](#) drop down list according to your network requirements.\*\*

5. **If DHCPOptions is Off: Configure DNS and NTP**

Scroll up to the [DNS](#) section, and enter the DNS server address in the [Server 1 Address](#) input field.  
Open the [NetworkServices](#) settings from the left sidebar, and scroll down to the [NTP](#) section. Enter the NTP server address in the [Address](#) input field. Set [Mode](#) to [Auto](#).

**If you are changing a value setting,** you have to always click [save](#) to confirm the change.

\* IP Assignment:

*DHCPv6:* All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.

*Autoconf:* The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

*Static:* The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. \*\*

\*\* DHCP Options:

*On:* The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.

*Off:* The IP parameters, like the DNS and NTP server addresses, must be set manually.

## SIP configuration

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses SIP protocol for video calls.

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

You can find information about administering through Cisco UCM in the [Administering TC endpoints on CUCM](#) guide.

The diagnostics on your system will indicate if there is a problem with the SIP registering.

### SIP

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to the [Configuration](#) tab, and select [System Configuration](#).
2. Open the [SIP](#) page from the left sidebar.
3. Under the [Profile 1](#) heading, enter the SIP URI in the [URI 1](#) input field, and optionally a display name in the [DisplayName](#) input field.  
Select the preferred transport protocol from the [DefaultTransport](#) drop down list. If you select [Auto](#), the system first tries to connect using Tls, then TCP, and finally UDP.
4. Select a proxy type in the [Type](#) drop down list. The default type is [Standard](#).
5. Go to the [Proxy 1](#) subheading.  
If you want the system to obtain the SIP proxy address automatically, select [Auto](#) in the [Discovery](#) drop down list; if you want to enter the address manually, select [Manual](#).  
If you select [Manual](#), enter the proxy [Address](#) in the corresponding input field.
6. If the SIP proxy requires authentication, you must enter a login name and password to authenticate your system. Go to the [Authentication 1](#) subheading and enter the [LoginName](#) and [Password](#) in the corresponding input fields.
7. Click the [Home](#) tab to see the [System Information](#) and verify the SIP settings.  
If you have successfully registered to a SIP server, the [Status](#) is shown as [Registered](#) in the SIP section.

If you wish to change the other SIP settings, check the administrator guide for your product.

**If you are changing a value setting,**  
you have to always click [save](#) to confirm the change.

## Setting the date, time and location

(When not set by a provisioning system)

When setting up your video conference system, you should check that the date and time settings are correct. Among other things this information is used to time stamp messages transmitted to gatekeepers and other network elements.

The time and date is shown in the top right corner of the main display.

1. Go to the *Configuration* tab and select *System Configuration*.  
Open the *Time* settings from the left column.
2. Select your preferred date format in the *DateFormat* drop down list.
3. Select your preferred time format in the *TimeFormat* drop down list.
4. Select your time zone in the *Zone* drop down list.
5. Open the *NetworkServices* settings from the left column
6. Under the *NTP* section select *Auto* or *Manual* in the *Mode* drop down list.\*  
If you select *Manual*, enter the NTP server address in the *Address* input field.

**If you are changing a value setting,**  
you have to always click *save* to confirm the change.

\* NTP mode:

*Auto:* The time is regularly updated using an NTP server. The NTP server address is automatically obtained from the network (DHCP).

*Manual:* The time is regularly updated using an NTP server. You must manually enter the NTP server address.

*Off:* Not available for SX10 TC7.1 version.

## Setting the system/codec password

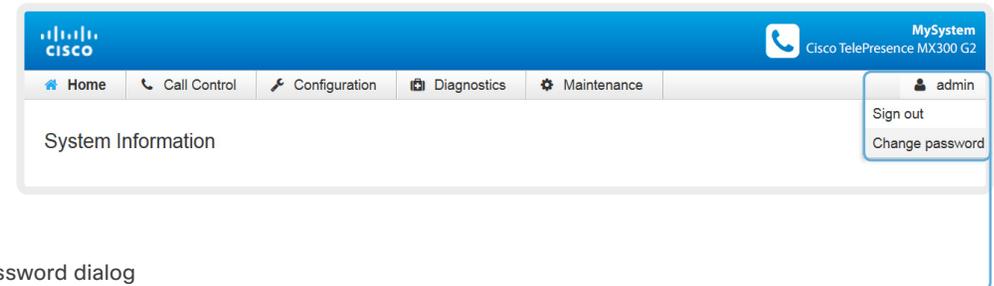
You need a user name and a password to sign in to the web and command line interfaces of your system.

The video conference system is delivered with a default user account with the user name `admin` and no password set. This user has full access rights to the system.

A warning on the screen of your video system indicates if no administrator password is set. To remove the warning, you must set an administrator password.

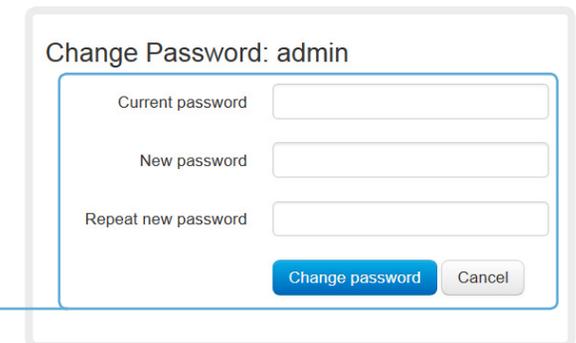
**NOTE:** We strongly recommend that you set a password for the `admin` user to restrict access to system configuration.

Make sure to keep a copy of the password in a safe place. You have to contact your Cisco representative, if you have forgotten the password.



### 1. Open the Change Password dialog

Hover the mouse over your user name, and choose [Change password](#) in the drop-down list.



### 2. Set the new password

Enter your current and new passwords as requested, and click [Change password](#) for the change to take effect.

**i** If the password currently is not set, leave the [Current password](#) field blank.



# Appendices

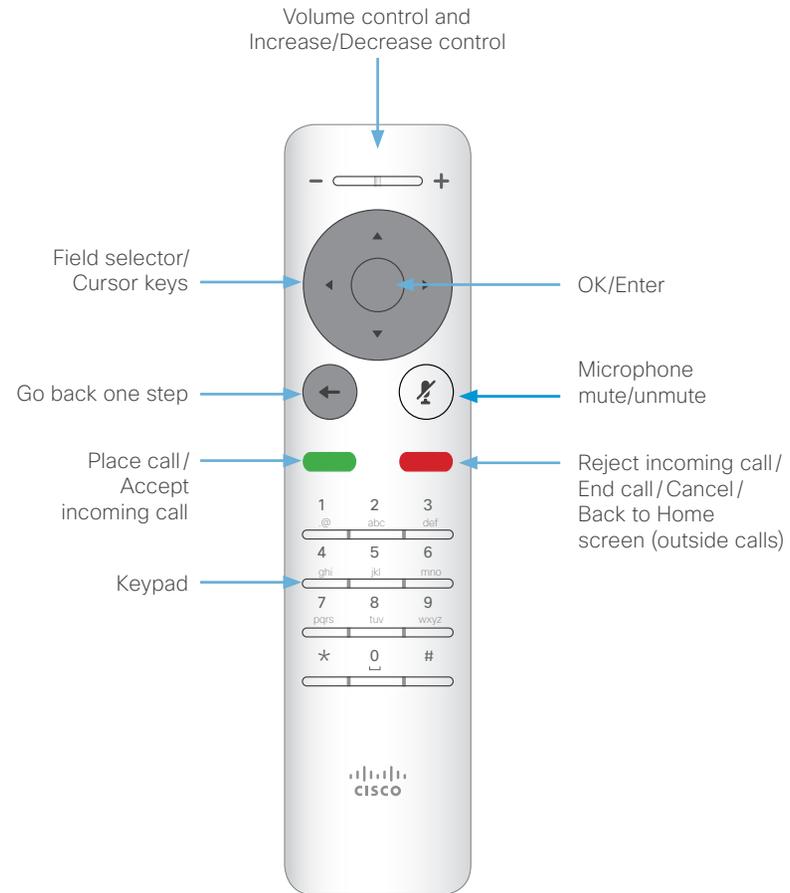
## On-screen menu and remote control

When you pick up the remote control, the system wakes up.

Use the *Cursor* controls to move about the screen and press *OK/Enter* to open the selected menu field.

Use the *Cancel* key to exit a menu (and return to the *Home* screen) undoing any changes. Use the *Back* key to go just one step back.

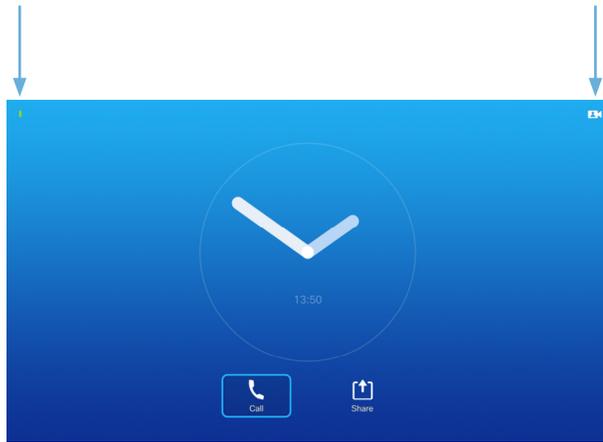
Make sure the remote control has working batteries (2 x AAA batteries).



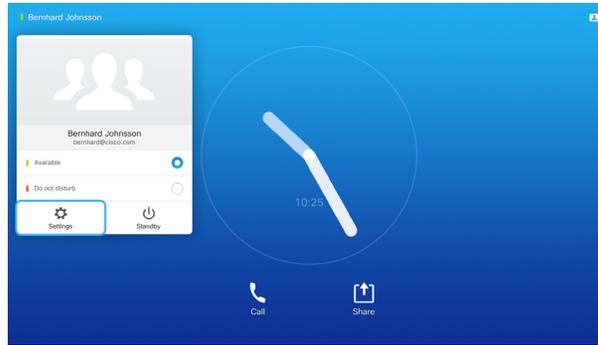
## Access Setup assistant

Settings, Standby mode and Do Not Disturb feature

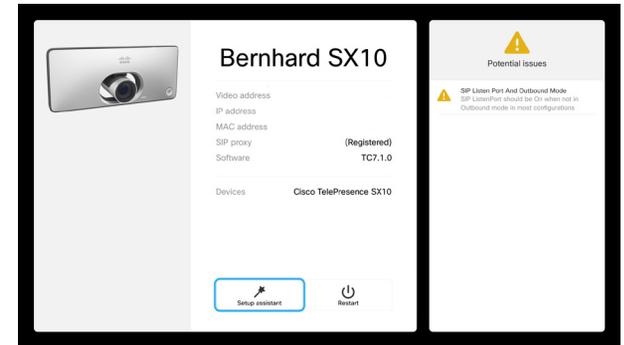
Camera Control



Place calls  
Share content



To gain access to the *Settings* menu, move cursor to upper left corner of the screen and press *OK* on the remote control. Then navigate down to *Settingsv* and press *OK* again.



The *Settings* shows the basic system information. In addition it provides access to the *Setup assistant* and to restart the system.

## Access the web interface

The web interface provides full configuration access to your video conference system.

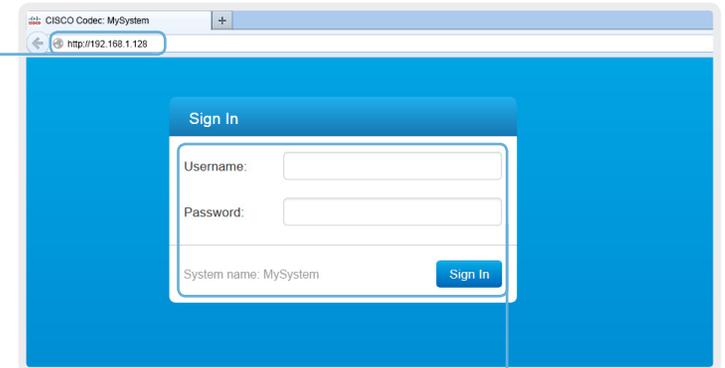
You can connect from a computer and administer the system remotely.

We recommend that you use the latest release of one of the major web browsers.

### 1. Connect to the video system

Open a web browser and enter the IP address of the video system in the address bar.

- To find the IPv4 address and/or IPv6 address of the system, navigate to the upper left corner on the home screen with the remote control and press OK. Then navigate to *Settings* and press OK.

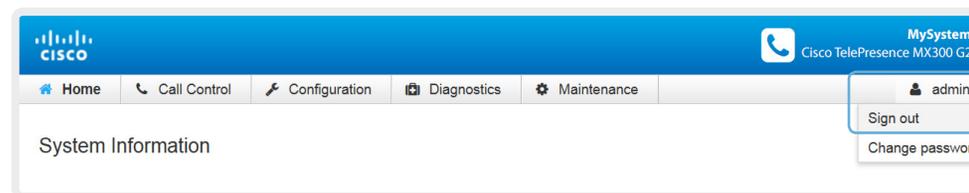


### 2. Sign in

Enter the user name and password for your video system and click *Sign In*.

- The system is delivered with a default user named *admin* with no password (i.e. leave the *Password* field blank when signing in for the first time).

We strongly recommend that you set a password for the *admin* user.



### Signing out

Hover the mouse over your user name and choose *Sign out* from the drop-down list.

## How to use the web interface

The basic principles of navigating your video conference system's web interface and setting parameters are illustrated on this page.

We recommend that you use the latest release of one of the major web browsers.

The administrator guide for your product describes in detail how the web interface is organized, and the settings it provides access to.

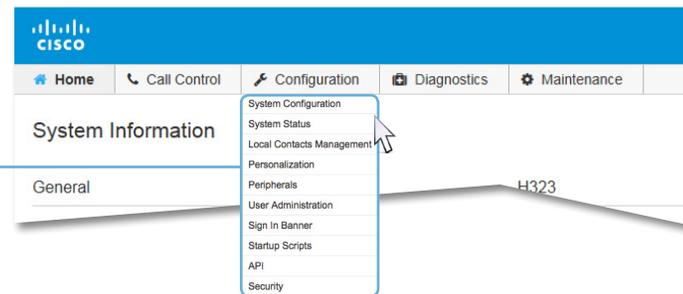
### The main menu

The main menu opens when you have successfully signed in to the system.



### The Configuration sub-menu

A sub-menu opens when you move the mouse over the main menu item.



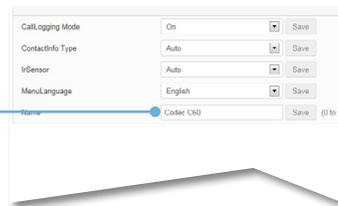
### The System Configuration page

When you click a sub-menu item the corresponding page opens. You can perform different tasks from that page.



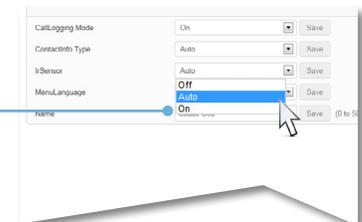
### Input text

Enter text in the input field, and click [Save](#) to confirm the change.



### Select a value

Click the arrow to open the drop down list. Select a value.

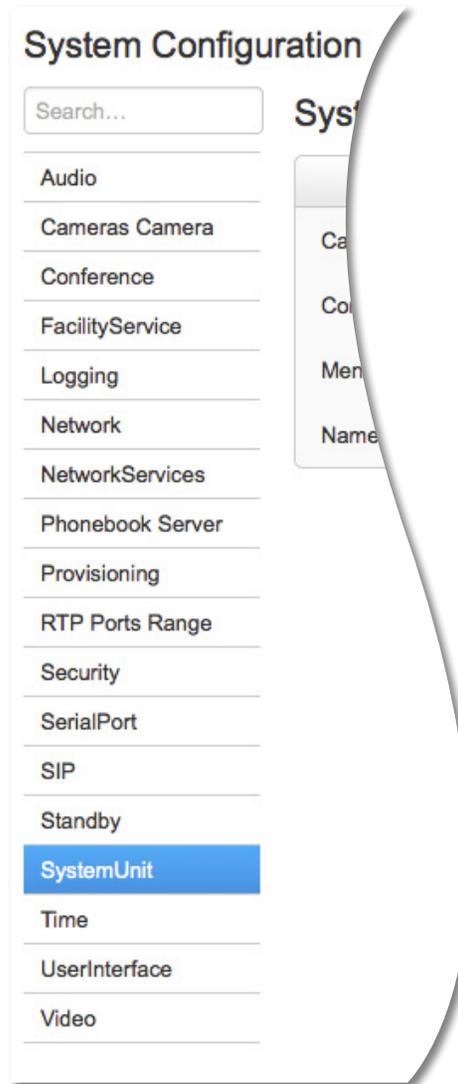


## The System Configuration page

You can open the System Configuration page from the Configuration menu, and access all configuration settings.

All settings are not available on all products; therefore the folders shown to the right may or may not be present on your system.

You can find a complete description of the web interface and the settings in the administrator guide for your system.



### The System configuration menu

The settings are arranged with the following top level categories:

- **Audio:** Settings for microphones, audio outputs, echo control, volume, sounds, alerts, and more.
- **Cameras:** Settings for focus mode, brightness, whitebalance, backlight compensation, options like flip and mirror, and more.
- **Conference:** Conference settings like transmit and receive bit rates, bandwidth allocation, incoming call handling, encryption, packet loss resilience and far end control.
- **FacilityService:** Setting up speed dial buttons for facility services, e.g. Helpdesk.
- **Logging:** Set logging mode (not applicable in this software version).
- **Network:** IP, VLAN and QoS settings.
- **NetworkServices:** Enable/disable the network services: Multiway, Telnet, SSH, HTTP, HTTPS, SNMP, SIP and NTP.
- **Phonebook Server:** Phonebook type and location.
- **Provisioning:** Settings for provisioning mode, manager address and protocols and methods.
- **RTP Port Range:** RTP port numbers.
- **Security:** Settings for an audit server and error logging.
- **SerialPort:** Enable or disable the serial port, and set its baud rate.
- **SIP:** All settings for the SIP protocol.
- **Standby:** Configure when the system should enter standby and how it should behave when entering/leaving standby mode.
- **SystemUnit:** Settings like system name and type, and menu language selection.
- **Time:** Date and time settings.
- **User Interface:** On-screen display settings.
- **Video:** Settings for video sources and monitors, and video display set-up and layout.

## Cisco VCS provisioning

When using the Cisco VCS (Video Communication Server) provisioning, a template containing all the settings that can be provisioned must be uploaded to Cisco TMS (TelePresence Management System). This is called the *Cisco TMS provisioning configuration template*.

All the advanced settings for your video system are included in this template. All settings except *SystemUnit Name* and *SIP Profile [1..1] URI* can be automatically provisioned to the video system.

The system settings are described in the administrator guide for your video system. Examples showing either the default value or an example value are included.

Read the *Cisco TMS Provisioning Deployment Guide* to find out how to upload the file to Cisco TMS, and how to set the desired values for the parameters to be provisioned. If not set by Cisco TMS, the default values are used.

### Downloading the provisioning configuration template

You can download the templates here:

SX Series: [SX Series Release Notes](#)

For each software release there is one provisioning configuration template for every video system model. Make sure to download the correct file.

## User documentation on the Cisco web site

User documentation for the Cisco TelePresence products is available at:

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

You have to choose your product category in the right pane until you find your product. Follow the path:

*TelePresence Integrator Solutions >  
Cisco TelePresence SX Series >  
Cisco TelePresence SX Series*

Alternatively, you can use the following short-link to find the documentation the SX series:

<http://www.cisco.com/go/sx-docs>

The documents are organized in the following categories:

**Installation guides:**

*Install and Upgrade > Install and Upgrade Guides*

**Getting started guide:**

*Install and Upgrade > Install and Upgrade Guides  
Maintain and Operate > Maintain and Operate Guides*

**Administrator guides:**

*Maintain and Operate > Maintain and Operate Guides*

**User guides and Quick reference guides:**

*Maintain and Operate > End-User Guides*

**Knowledge base articles and frequently asked questions:**

*Troubleshoot and Alerts > Troubleshooting Guides*

**CAD drawings:**

*Reference Guides > Technical References*

**Video conferencing room guidelines:**

*Design > Design Guides*

**Software licensing information:**

*Software Downloads, Release and General Information >  
Licensing Information*

**Regulatory compliance and safety information:**

*Install and Upgrade > Install and Upgrade Guides*

**Software release notes:**

*Software Downloads, Release and General Information >  
Release Notes*

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Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Dr.  
San Jose, CA 95134 USA