

# Cisco TelePresence TelePresence Server 7010

## Installation Guide

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# General information

## About the Cisco TelePresence Server 7010

The Cisco TelePresence Server 7010 (TelePresence Server) is a technologically advanced media processor, combining continuous presence high definition video conferencing and the highest possible voice quality.

## Package contents

The following items are included with the TelePresence Server. Verify that you have these items before installing the device:

- Console cable
- Power cable
- Rack mounting kit

## Port and LED locations

The following diagrams show the positions of ports and LEDs on the front and rear of the unit.

Figure 1: TelePresence Server 7010 front panel

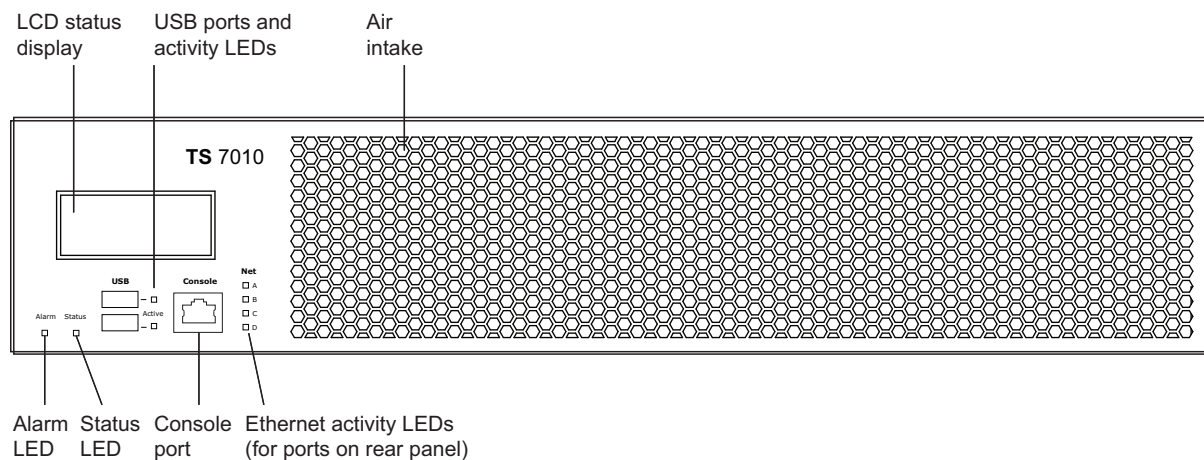
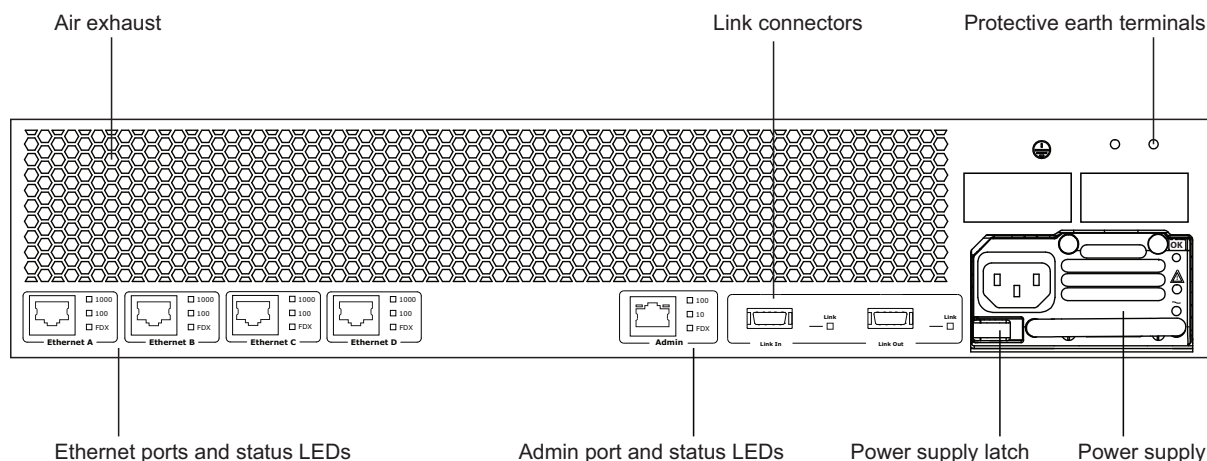


Figure 2: TelePresence Server 7010 rear panel



## LED behavior

### Front panel LED behavior

The following table describes the behavior of the LEDs on the front of the TelePresence Server.

Table 1: TelePresence Server 7010 front panel LED behavior

LED	Color	Indicates
Status	Green	The unit is operating normally
Alarm	Red	The unit is booting or has developed a fault, for example: <ul style="list-style-type: none"> <li>■ temperature is outside normal limits</li> <li>■ internal fan failure detected</li> </ul> See the web interface for more information about the problem (go to the configuration page for your unit)
USB Activity		Reserved for future expansion
Rear panel Ethernet activity	Green	Activity on rear panel Ethernet port A, B, C and D

### Rear panel LED behavior

The following table describes the behavior of the LEDs on the rear of the unit.

**Note:** The front panel LCD will show the IP address assigned.

Table 2: TelePresence Server 7010 rear panel LED behavior

LED	Color	Indicates
Ethernet Port Status:		

<b>LED</b>	<b>Color</b>	<b>Indicates</b>
FDX	Green	The link has been established as a full-duplex link
100	Green	The link is operating at 100Mbps. This LED flashes to indicate activity
1000	Green	The link is operating at 1000Mbps. This LED flashes to indicate activity
Admin Port Activity		Reserved for future expansion
Link Connectors		Reserved for future expansion

# Connecting the TelePresence Server

## Before you start



**IMPORTANT:** Before installing the TelePresence Server, you must read the safety information at <http://www.cisco.com/go/telepresence/safety>.

## Task 1: Connect power

Connect the power connector on the rear of the unit to the power supply using the supplied power cable. (There is no On/Off switch.)

## Task 2: Connect to Ethernet Port A

Connect an Ethernet cable from Ethernet Port A to an Ethernet switch (rather than a hub, to minimize interference from other devices on the network). The Ethernet port is a 10/100/1000 Mbps auto-sensing connection.



Ethernet Ports B, C and D may not be supported in the software supplied with your TelePresence Server. Do not connect to these ports unless the web interface allows you to configure them. Do not connect multiple ports to the same subnet unless instructed to do so by the web interface.

# Configuring the TelePresence Server

## Task 3: Connect to the console port

1. Ensure power is connected to the TelePresence Server and the Status LED is green. A status LED that is not lit indicates the unit is still booting.
2. Connect the console port of the unit to the serial port of your PC using the RJ45 to DB9 cable supplied.
3. Use a serial terminal program, such as Secure CRT or HyperTerminal, to connect to the unit. Set your terminal software to the following settings:
  - Baud rate: 38400
  - Data bits: 8
  - Parity: none
  - Stop bits: 1
  - Flow control: none
4. Press Enter and the following command prompt appears on the terminal:  
`TS :>`

## Task 4: Configure Ethernet Port A settings

The default setting for the TelePresence Server Ethernet ports is auto-sensing mode. If the switch port to which you connect the TelePresence Server is not also set to auto-sensing mode, then you need to configure the device's Ethernet port to use the same speed and duplex mode.

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**Note:** To establish a 1000 Mbps connection, both ends of the link must be configured as auto-sensing.

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- To configure Ethernet Port A, enter the following for auto-sensing mode:  
`ethertype A auto`  
or to configure a speed and duplex, use the following command:  
`ethertype A <10 | 100> <half | full>`  
For example, to configure a full-duplex 100 Mbps link, enter:  
`ethertype A 100 full`
- To display the current configuration and status of the Ethernet ports, enter:  
`status`

## Task 5: Assign an IP address to the TelePresence Server (optional)

The default setting for the TelePresence Server is to use DHCP to obtain an IP address. You can assign a static IP address if you prefer, or if a DHCP server is not available. If you want the IP address of the TelePresence Server to be assigned by your DHCP server, omit this step.



The TelePresence Server supports IPv4 and IPv6 addressing. The default configuration for Port A is: Port A will acquire an IPv4 address using DHCP; IPv6 is disabled.

- To assign a static IPv4 address to Port A, use the following command:  
`static A <IP address> <netmask> [<default gateway address>]`

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**Note:** If you do not have a DNS server, use 0.0.0.0 as the DNS server IP address.

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For example, to assign an address of 192.168.1.2 where the default gateway is at 192.168.1.1, enter:  
`static A 192.168.1.2 255.255.255.0 192.168.1.1 0.0.0.0`

- To manually specify a DNS server, use this command:  
`dns <DNS server address> [<secondary DNS server>] [<domain>]`
- To revert to using DHCP after setting a static IPv4 address, use the following command:  
`dhcp -4 A`



For information on assigning a static IPv6 address type `help static`. For information on assigning an automatic IPv6 address type `help dhcp` or else see the online help.

## Task 6: Discover the IP address of the TelePresence Server

1. To display the current status of the IP address, enter: `status`  
If you have DHCP enabled on your network and you are allowing the TelePresence Server to acquire its address using DHCP, the IP address that has been acquired by Ethernet Port A will be shown; if you have assigned a static IP address, that is the address that will be shown.
2. Make a note of the IP address. You will use this to access the web interface of the unit.

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**Note:** When your TelePresence Server has an IP address, you can add an entry for it on your DNS server and use a hostname to access the device's web interface.

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**Note:** The front panel LCD will show the IP address assigned.

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## Task 7: Log in to the TelePresence Server

To log in to the web interface of the device:

1. Use your browser to navigate to the IP address or hostname of the unit.
2. Enter the user name `admin` with no password, and click **Log in**.  
The **Status** page is displayed.

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**Note:** We recommend that you change the admin account to use a password as soon as possible. To do that, go to **Configuration > Change password** and type in the new password twice.

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# Configuring the TelePresence Server software

## Task 8: Configure settings, conferences, and endpoints

You may need to configure the network and system settings, then go on to add conferences and endpoints. Refer to the online help for assistance.

## Checking for updates

It is a good idea to regularly check the Cisco web site for updates to the device's main software. This section describes how to upgrade the device using the web interface.

To check for, and download, updates:

1. Log in to the web interface and go to **Status > Status**.
2. Make a note of the software version that is currently installed.
3. Go to the support section of the web site and check if a more recent release is available.
4. If a more recent release is available, download it and save it locally.

To upgrade the software application:

1. Unzip the software release file that you downloaded.
2. In the web interface, go to **Configuration > Upgrade**.
3. In the **Main software image** section, click **Browse** and locate the unzipped file.
4. Click **Upload software image**.  
The browser begins uploading the file to the device, and a new browser window opens to indicate the progress of the upload. When finished, the browser window refreshes and indicates that the software upgrade is complete.
5. Go to **Configuration > Shutdown** to shut down and restart the device.

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**Note:** Shutting down the device will disconnect all participants.

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## Replacing the power supply

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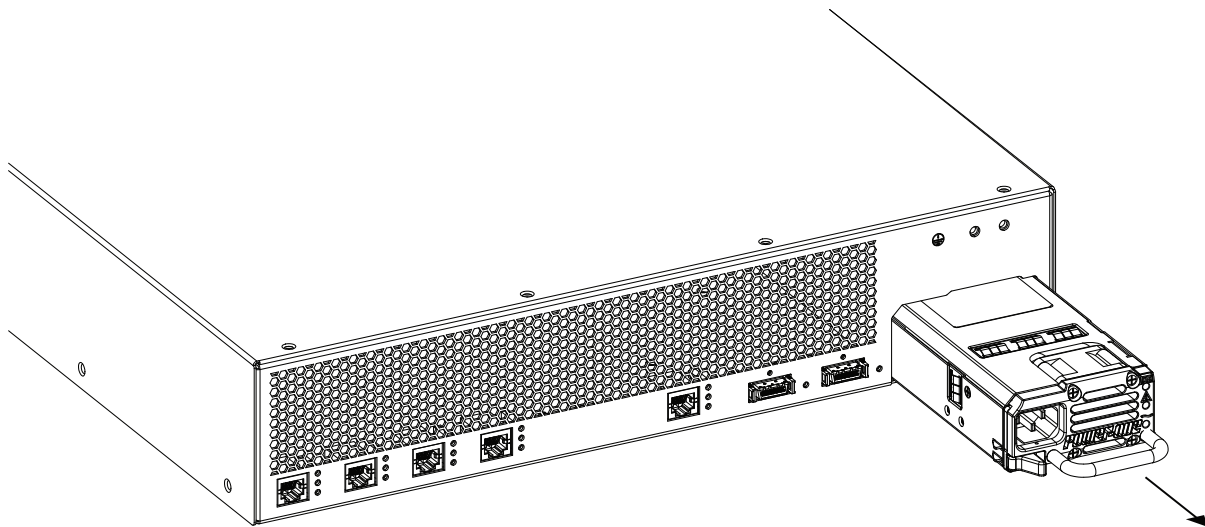
**CAUTION:** Only replace the power supply under the guidance of Cisco customer support.

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The power supply will be installed when you receive your TelePresence Server. To replace the power supply:

1. Remove the power cable from the unit to disconnect the power.
2. Push the power supply latch to the right and grip the handle firmly. Pull the power supply to remove it.
3. Insert the replacement power supply so that the latch is at the bottom left.
4. Push the power supply firmly into the unit until the latch engages.
5. Reconnect the power cable.

Figure 3: Replacing the power supply



# Troubleshooting and technical support information

## Using the event log to help solve a problem

You can use the event log to produce debugging information to assist technical support in solving any problems. Event logging capture filter topics are set by default to **Errors, warnings and information**. Do not change the capture filter topic level without the guidance of technical support.

## Getting more help

If you experience any problems when configuring or using the TelePresence Server, consult the online help available from the user interface.

If you cannot find the answer you need in the documentation, check the web site at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported, visit [http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html) and scroll down to the TelePresence section.

# Technical specifications

## Power requirements

Table 3: TelePresence Server ratings

Rating	Value
Current rating	9A Maximum
Supply voltage range	100 to 240V 50/60 Hz

## Over-current protection

Ensure the supply to this unit is protected by a branch circuit protector rated by a maximum of 20A.

**CAUTION:** Over-current devices must meet applicable national and local electrical safety codes and be approved for the intended application.

## Operating environment

The unit must only be used within the following environmental conditions:

Table 4: Operating environment

Environment	Temperature	Humidity
Operating environment	0°C to 35°C	10% to 95% (non-condensing)
Non-operating environment	-10°C to 60°C	10% to 95% (non-condensing)
Optimum operating environment	21°C to 23°C	45% to 50% (non-condensing)

## Anti-static precautions

When servicing or removing components or connections, first attach an anti-static wrist strap to an appropriate earth point.

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