Preface

Change History

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
<th>Reason</th>
</tr>
</thead>
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<tr>
<td>June 2016</td>
<td>Updated stylesheet, moved history to preface, added TOC.</td>
<td>Updated for X8.8.</td>
</tr>
<tr>
<td>November 2015</td>
<td>Initial release.</td>
<td></td>
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</table>
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Introduction

About This Document

This document describes how to install a Cisco TelePresence Video Communication Server CE1100 appliance into your video network. It contains information on:

- Preparing the installation.
- Installing the hardware.
- Performing the initial configuration.
- Troubleshooting the installation.

About the Cisco VCS Appliance

The Cisco VCS appliance described in this document is a CE1100, which is based on a UCS C220 M4L. For more detailed information on installing this appliance, see the Cisco UCS C220 Server Installation and Service Guide.

The appliance ships with the Cisco VCS software pre-installed, and you can upgrade the software if necessary.

Note: If you choose to use the copper SFPs, the unit cannot support more than 150 traversal calls. This is the case even if the option key for extra traversal calls has been installed.

Table 2  Components for this Appliance

<table>
<thead>
<tr>
<th>Item</th>
<th>Part</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chassis</td>
<td>UCS-C220-M4L</td>
<td>1</td>
</tr>
<tr>
<td>Processor</td>
<td>UCS-CPU-E52637D (3.5 GHz/ 4 core - hyper threaded)</td>
<td>2</td>
</tr>
<tr>
<td>RAM</td>
<td>UCS-MR-1X162RU-A (16GB)</td>
<td>2</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>UCS-HDD1TI2F212</td>
<td>2</td>
</tr>
<tr>
<td>Onboard SAS Controller</td>
<td>UCSC-MRAID12G (Cisco 12G SAS Modular Raid Controller)</td>
<td>1</td>
</tr>
<tr>
<td>NIC</td>
<td>N2XX-AIPCI01 (Intel X520 Dual Port 10Gb SFP+ Adapter)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>EXP-10GSFP-SR (10Gb SR Fiber SFP)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>EXP-1GSFP-T (1Gb Copper SFP)</td>
<td>2</td>
</tr>
<tr>
<td>PSU</td>
<td>UCSC-PSU1-770W &amp; power cable</td>
<td>2</td>
</tr>
<tr>
<td>TPM</td>
<td>UCSX-TPM2-001 (Trusted Platform Module)</td>
<td>1</td>
</tr>
<tr>
<td>SD Card</td>
<td>UCS-SD-32G-S (32GB SD Card for UCS servers)</td>
<td>1</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>UCSC-RAILF-M4 (Rail kit)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>UCSC-HS-C220M4 (Heat sink)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>UCSC-MLOM-BLK (MLOM blank panel)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>UCSC-BBLKD-L (3.5-inch HDD blank panel)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Accessory Kit</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Bezel</td>
<td>1</td>
</tr>
</tbody>
</table>
The following components are field replaceable:

- Hard disks
- PSUs
- 1 Gb and 10 Gb SFP modules

**Caution:** To avoid compatibility issues, Cisco recommends that you only use the SFPs supplied with your unit. They must be inserted in LAN 1 and LAN 2, which are the designated SFP ports. When inserting the SFPs into the unit, you cannot mix the type of SFP. Either insert two 10 Gb fiber SFPs or two 1 Gb copper SFPs.


**Related Documents**

- The [Cisco TelePresence Video Communication Server Administrator Guide](#) on the Maintain and Operate Guides page describes how to maintain and operate the Cisco VCS software.
- The [Cisco VCS Cluster Creation and Maintenance Deployment Guide](#) on the Configurations Guides page describes how to create and maintain a cluster of Cisco VCSs.

**Training**

Training is available online and at our training locations. For more information on all the training we provide and where our training offices are located, visit [www.cisco.com/go/telepresencetraining](http://www.cisco.com/go/telepresencetraining)

**Glossary**

A glossary of TelePresence terms is available at: [https://tp-tools-web01.cisco.com/start/glossary/](https://tp-tools-web01.cisco.com/start/glossary/)
Preparing to Install

Environmental and Power Specifications


Note: If migrating from an older appliance, be aware—while efficient once running—the CE1100 is capable of consuming more power. It has a larger capacity and has greater inrush at power-on. Also, unlike the first-generation appliance or the CE500, it has two power supplies. Refer to the power specifications for more information.

Unpacking the Unit and Preparing the Installation


- Unpacking and inspecting the server.
  - The CE1100 is shipped with 2 x 10 Gb fiber SFPs and 2 x 1 Gb copper SFPs.
- Installation guidelines.
- Rack requirements.
- Equipment requirements.
- Slide rail adjustment range.

Locating Serial Numbers

The Cisco VCS appliance displays two serial numbers:

- UCS serial number:
  - Has the format FCHxxxxxxxx.
  - Is displayed on the hardware’s pull-out tab and in the CIMC web interface.
- Application/Software serial number:
  - Has the format 52DNNNNN, where D indicates the CE1100 series and N are numbers.
  - Is displayed in the Cisco VCS web interface, on the underside of the pull-out tab, and is available in the SSH session.
  - Must be supplied to obtain release and option keys.
Installation

Install the Unit in a Rack


How to Insert the SFPs

Caution: To avoid compatibility issues, Cisco recommends that you only use the SFPs supplied. They must be inserted in LAN 1 and LAN 2, which are the designated SFP ports.

The CE1100 unit is shipped with two 10 Gb fiber small form-factor pluggable (SFP) transceivers and two 1 Gb copper SFPs. When inserting the SFPs into the unit, you cannot mix the type of SFP. Either insert two 10 Gb fiber SFPs or two 1 Gb copper SFPs.

Note: If you choose to use the copper SFPs, the unit cannot support more than 150 traversal calls. This is the case even if the option key for extra traversal calls has been installed.

The SFPs do not autonegotiate the speed, therefore ensure that the SFPs are connected to a switch at the correct speed:

- 1 Gb full duplex for copper SFPs.
- 10 Gb full duplex for fiber SFPs.

Note: If you are installing the CE1100 in an environment that only supports 100 Mb, such as an older DMZ implementation, a switch is required to handle the speed negotiation from 1 Gb to 100 Mb.

Connect and Power on the Unit

First connect the power cords to the unit, and then connect them to a grounded AC power outlet.


Note: The Cisco Integrated Management Controller (CIMC) has a power monitoring utility that you can use to track power consumption.

The power button is on the top-left corner of the front panel.

When you plug in the CE1100 appliance for the first time, leave it in standby mode for 5 minutes before pressing the power button. This time allows the onboard CIMC to boot; ready the self-test; perform a hardware check; and prepare the power characterization test. Failure to wait adequate time will postpone the power characterization test until the next boot.

When you power on the unit, the system performs a self-test and the unit automatically restarts. This restart is expected behavior.

The first boot takes approximately 5 minutes due to the initial power characterization test. Any subsequent boot of the system takes approximately 2 minutes.

The power characterization test displays the message Performing Platform Characterization ... when running.

If the power characterization test runs on subsequent bootups, causing a lag in the boot time, it is important that you disable it. It is especially important to disable the test in a clustered environment to avoid issues. See Specific Issues in the Troubleshooting, page 16 section for more information.

To verify the power status look at the Power Status LED (see Figure 3 Front View of the Cisco TelePresence Video Communication Server Unit, page 16):
Installation

- Off – There is no AC power present in the server.
- Amber – The server is in standby power mode. Power is supplied only to the CIMC and some motherboard functions.
- Green – The server is in main power mode. Power is supplied to all server components.
Configure

This section describes the different ways you can connect to the Cisco VCS and perform the initial configuration.

Connect to the Cisco VCS

Before you can use the Cisco VCS, you must configure its IPv4 and/or IPv6 address, subnet mask and default gateway. Consult your network administrator for information on which addresses to use. Note that the Cisco VCS must use a static IP address.

**Note:** An additional IP address is required if the Cisco Integrated Management Controller (CIMC) tool is used. It can be a static IP address or assigned using DHCP.

For initial configuration, use any of these methods:

- Connect a PC to the Cisco VCS using a serial cable (see Connect Using the Serial Port, page 11 followed by Configure the Cisco VCS, page 13).
- Connect a monitor and keyboard directly into the unit (see Connect Using the KVM Port, page 12 followed by Configure the Cisco VCS, page 13).
- Connect using the CIMC port (see Connect Using the CIMC Port, page 12 followed by Remotely Connect to Serial Using the CIMC, page 13).
- If your network is set up to allow it, use a web browser to connect to the default IP address of 192.168.0.100 (see Use the Web Interface, page 14).

**Figure 1  Rear Panel Showing Ports**

**Table 3  Rear Panel Ports**

<table>
<thead>
<tr>
<th></th>
<th>Rear Panel Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LAN 1 (left-hand SFP port)</td>
</tr>
<tr>
<td>2</td>
<td>LAN 2 (right-hand SFP port)</td>
</tr>
<tr>
<td>3</td>
<td>Modular LAN-on-motherboard (MLOM) card slot</td>
</tr>
<tr>
<td>4</td>
<td>USB 3.0 port</td>
</tr>
<tr>
<td>5</td>
<td>USB 3.0 port</td>
</tr>
<tr>
<td>6</td>
<td>CIMC port</td>
</tr>
<tr>
<td>7</td>
<td>Serial Port (RJ-45 connector)</td>
</tr>
</tbody>
</table>
Configure

Table 3  Rear Panel Ports (continued)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>LAN 3</td>
</tr>
<tr>
<td>9</td>
<td>LAN 4</td>
</tr>
<tr>
<td>10</td>
<td>VGA video port (DB-15)</td>
</tr>
</tbody>
</table>

Figure 2  Front Panel Showing KVM Connector

Table 4  Front Panel Ports

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>KVM connector</td>
</tr>
</tbody>
</table>

Connect Using the Serial Port

1. Connect the Ethernet LAN cable from the LAN 1 port on the rear of the unit to your network.
   The LAN 1 port is the left-hand port of the dual port adapter on the rear panel of the unit (shown in Figure 1 Rear Panel Showing Ports, page 10).

2. Connect a serial cable from the serial port on the rear of the unit to the serial port on a PC (see Figure 1 Rear Panel Showing Ports, page 10).
   The serial cable used must be a cross-over cable. The pin assignment for the serial cable is:

<table>
<thead>
<tr>
<th>Male RJ45 pin</th>
<th>Female DB9 pin</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>3 TXD</td>
<td>2</td>
</tr>
<tr>
<td>4 GND</td>
<td>5</td>
</tr>
<tr>
<td>5 GND</td>
<td>5</td>
</tr>
<tr>
<td>6 RXD</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>

Note: If there is no DB9 port on your PC, a DB9 to USB serial port adapter is required.
3. Start a terminal emulator program (for example PuTTY) on the PC and configure it to use the PC’s serial port as follows:
   - baud rate: 115200 bits per second
   - data bits: 8
   - parity: none
   - stop bits: 1
   - flow control (hardware and software): none

   **Note:** Do not leave a terminal emulator session open after it is no longer in use. An open session may cause issues during a system restart.

### Connect Using the KVM Port

1. Connect the Ethernet LAN cable from the LAN 1 port on the rear of the unit to your network. The LAN 1 port is the left-hand port of the dual port adapter (shown in Figure 1 Rear Panel Showing Ports, page 10).

2. Either:
   - Connect a USB keyboard and VGA monitor using a KVM adaptor to the KVM connector on the front panel (see Figure 2 Front Panel Showing KVM Connector, page 11).
   - Connect a USB keyboard to the USB port and a VGA monitor to the VGA port on the rear panel (see Configure, page 10).

### Connect Using the CIMC Port

The Cisco Integrated Management Controller (CIMC) is the management interface for the C-Series servers. The CIMC runs within the server, allowing remote administration, configuration, and monitoring of the server using web or Secure Shell (SSH) command line access.

You can launch the CIMC user interface and manage the server from any remote host that meets the following minimum requirements:

- Java Runtime Environment 1.6 or later.
- HTTP and HTTPS enabled.
- Adobe Flash Player 10 or later.

To connect to the Cisco VCS using the CIMC:

1. Connect a KVM using the console port at the front of the CE1100.
2. Switch on the monitor.
3. Switch on the CE1100 appliance.
4. Watch the boot process on the monitor.
5. Press F8 to enter the CIMC configuration dialog and configure the management interface IP address.

   **Note:** We recommend that you leave the NIC mode and NIC redundancy settings at their preset values of Dedicated and None.

6. Press F10 to save your changes and Esc to exit.
7. If using CIMC for console access, browse to the IP address that you configured and enter **admin** and **password** as the default username and password.

For more on the CIMC, see the Cisco UCS C-Series Integrated Management Controller Configuration Guides on the CIMC Configuration Guides page.
Remotely Connect to Serial Using the CIMC

**Note:** For remote access to the serial port, you must enable Serial over LAN (SoL) on the CIMC. You can do so under Server > Remote Presence > Serial Over LAN in the CIMC interface.

1. On your chosen emulator, connect using SSH and enter the CIMC IP address to connect.
2. Enter `admin` and `password` as the default username and password and press Enter.
3. Type `connect host` and press Enter.
4. You are now connected using serial and will see the login prompt `cisco login`:

You can now proceed to configure the Cisco VCS.

Configure the Cisco VCS

If the system has just booted up, the terminal emulator program on the PC will display the Cisco VCS’s startup information. After approximately four minutes you will get the login prompt. If the Cisco VCS was already on when you connected the serial cable, press Enter to get the login prompt.

1. Enter the username `admin` and press Enter.
2. Enter the default password of `TANDBERG` and press Enter.
   You will get the install wizard prompt:
   ```
   Run install wizard [n]:
   ```
3. Type `y` and press Enter.
4. Follow the prompts given by the install wizard to specify the following:
   - The password you want to use for your admin account.
     **Note:** For security reasons you are advised to change the password from the default of `TANDBERG`.
   - Whether you want to use IPv4, IPv6 or Both.
   - The LAN 1 IP address of the Cisco VCS.
   - The LAN 1 IPv4 subnet mask of the Cisco VCS (if you have selected IPv4).
   - The IP address of the default gateway of the Cisco VCS.
   - The Ethernet speed.
     **Note:** Use the default value of `Auto`.
   - Whether you want to use SSH to administer the Cisco VCS.
5. After the wizard is finished the following message will appear:
   ```
   Setting other settings...OK.
   The system must be restarted for new settings to take effect..
   You will get a restart prompt:
   Restart Now?
   Type y and press Enter.
   ```
6. After it has rebooted, the Cisco VCS is ready to use. You can access the Cisco VCS’s web interface using the IP address assigned to the LAN 1 Ethernet port.

**Note:** For security reasons you are advised to change the password for the **default admin account** (if you have not already done so) and the **root account** from the default of `TANDBERG`. 
Use the Web Interface

1. Open a browser window and in the address line type either:
   - The IP address of the Cisco VCS.
   - The FQDN of the Cisco VCS.
   The Login page will appear.
2. Select Administrator Login.
3. Enter a valid administrator username and password and select Login.
   You will be presented with the Overview page.

See the online help or Cisco TelePresence Video Communication Server Administrator Guide for information on the configuration options available for each page of the Cisco VCS web interface.

Use the Command Line Interface (CLI)

The command line interface is available over SSH and through the serial port by default.

1. Start an SSH session.
2. Enter the IP address or FQDN of the Cisco VCS.
3. Log in with a username of admin and your system password.
   You will see a welcome message.

For a full list of CLI commands available on the Cisco VCS, see Cisco TelePresence Video Communication Server Administrator Guide.

Change the Admin Account Password

To change the password for the admin account using the web interface:

1. Go to Users > Administrator accounts.
2. Click on View/Edit for the admin name.
3. In the Password and Confirm password fields, enter the new password, and click Save.
   The Password strength box will indicate how secure your chosen password is.

To change the password for the admin account using the CLI:

Type \texttt{configuration systemUnit password}

\textbf{Note:} You cannot set a blank password for the admin user, or any other administrator account, or the root account.

Change the Root Account Password

1. Using a serial connection, log in as root using the existing password.
2. Type the command \texttt{passwd}.
   You will be asked for the new password.
3. Enter the new password and, when prompted, retype the password.
4. Type \texttt{exit} to log out of the root account.

Change Other System Settings

You are also required to configure the following:
Configure

- The system name of the Cisco VCS. This is used by the Cisco TelePresence Management Suite (Cisco TMS) to identify the system. This can be set from the System administration page (System > Administration) on the web interface.
- Automatic discovery. If you have multiple Cisco VCSs in the same network you may want to disable automatic discovery on some of them. This can be set from the H.323 page on the web interface (Configuration > Protocols > H.323).
- The DNS server address(es), if URI dialing or Fully Qualified Domain Names (FQDNs) are to be used. This can be set from the DNS page on the web interface (System > DNS).

See the online help or Cisco TelePresence Video Communication Server Administrator Guide for more information on these configuration options.

Check for Updates and Upgrading

To check whether your Cisco VCS has the latest software installed go to http://software.cisco.com/download/navigator.html and navigate to the Cisco VCS.

See the Cisco TelePresence Video Communication Server Administrator Guide for information on how to upgrade.

Caution: The CE1100 only supports software version X8.6.1 or later. If you are upgrading your hardware, do not downgrade to an unsupported software version.
Troubleshooting

Locating LEDs and Components

Front View

Below is an illustration of the unit's front view and a list of the LEDs and components available.

Figure 3  Front View of the Cisco TelePresence Video Communication Server Unit

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HD drive activity/fault LED</td>
</tr>
<tr>
<td>2</td>
<td>Identification button/LED</td>
</tr>
<tr>
<td>3</td>
<td>Operational panel buttons and LEDs</td>
</tr>
<tr>
<td>4</td>
<td>Power button/power status LED</td>
</tr>
<tr>
<td>5</td>
<td>Identification button/LED</td>
</tr>
<tr>
<td>6</td>
<td>System status LED</td>
</tr>
<tr>
<td>7</td>
<td>Fan status LED</td>
</tr>
<tr>
<td>8</td>
<td>Temperature status LED</td>
</tr>
<tr>
<td>9</td>
<td>Power supply status LED</td>
</tr>
<tr>
<td>10</td>
<td>Network link activity LED</td>
</tr>
<tr>
<td>11</td>
<td>KVM connector (for USB/VGA connection)</td>
</tr>
</tbody>
</table>
Rear View

Below is an illustration of the unit’s rear view and a list of the LEDs and components available.

**Figure 4  Rear View of the Cisco TelePresence Video Communication Server Unit**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LAN 1</td>
</tr>
<tr>
<td>2</td>
<td>LAN 2</td>
</tr>
<tr>
<td>3</td>
<td>Modular LAN-on-motherboard (mLOM) card slot</td>
</tr>
<tr>
<td>4</td>
<td>USB 3.0 port</td>
</tr>
<tr>
<td>5</td>
<td>USB 3.0 ports</td>
</tr>
<tr>
<td>6</td>
<td>1–Gb Ethernet dedicated management port</td>
</tr>
<tr>
<td>7</td>
<td>Serial port (RJ-45 connector)</td>
</tr>
<tr>
<td>8</td>
<td>LAN 3</td>
</tr>
<tr>
<td>9</td>
<td>LAN 4</td>
</tr>
<tr>
<td>10</td>
<td>VGA video connector</td>
</tr>
<tr>
<td>11</td>
<td>Rear unit identification button/LED</td>
</tr>
<tr>
<td>12</td>
<td>Power supplies (up to two, redundant as 1+1)</td>
</tr>
</tbody>
</table>

**Definitions of LED States**


**Reset from the Internal Recovery Partition (IRP)**

The Cisco VCS CE1100 appliance comes pre-installed with an SD card that you can use to complete a factory reset of your configuration. You must reset the SD card and enable the virtual drive before proceeding with the factory reset using the KVM console in the Cisco Integrated Management Controller (CIMC). Once the reset has been complete, ensure that you disable the virtual drive again.

**Note:** You must set up and access the CIMC to instigate a factory reset. See Connect Using the CIMC Port, page 12.
Troubleshooting

Reset the SD Card and Enable the Virtual Drive

1. Log in to the CIMC.
2. Navigate to Storage > Cisco FlexFlash > Controller Info.
3. Under Actions, click on Reset FlexFlash Controller and click yes in the popup window that appears. The reset ensures your FlexFlash Controller is in the correct state.
4. Click the Virtual Drive Info tab.
5. Under Actions, click Enable/Disable Virtual Drive(s).
6. In the Enable/ Disable VDS popup window, check the Hypervisor check box and click Save.

Factory Reset Using the KVM Console

1. Launch the KVM Console using the icon in the CIMC.
2. Power up the CE1100 and, when prompted, press F2 to enter Setup.
3. Select Boot Options and ensure that the CiscoVD Hypervisor is visible as one of the options.
   **Note:** If the CiscoVD Hypervisor is not visible, you can select the UEI: Built-in EFI Shell boot option and change it to CiscoVD Hypervisor.
4. When prompted, press F6 to enter the Boot Menu.
5. Select CiscoVD Hypervisor as the boot option.
6. When prompted, type y and press Enter to proceed with the factory reset.
7. When asked whether to keep any release keys if possible, type y and press Enter.
8. Type h and press Enter to reboot.

Disable the Virtual Drive After the Factory Reset

1. During the reboot, press F2 to enter Setup.
2. Under Boot Options select the CiscoVD Hypervisor and disable it.
3. Press F10 to save and exit.
4. While your system is rebooting, return to the Virtual Drive Info tab — in the CIMC interface under Storage — and uncheck the Hypervisor check box to disable it.
   **Note:** The default login and password of the Cisco VCS will return to its default once the reset is complete.

Remove Alarms Caused by the Factory Reset

Once you complete the factory reset, the Cisco VCS still has its serial number and release key installed but not its option keys.

**Note:**

- If the SD card is unable to locate the release key, an alarm in relation to an invalid release key is visible. Contact the Cisco Technical Assistant Center (TAC) for your release key and reapply it.
- If you do not have the option keys you previously installed to hand, contact Cisco TAC. You can then proceed to add them using the web interface or CLI.

Performing a factory reset using the SD card can cause several alarms to appear on the Cisco VCS in relation to Configuration links. To remove these errors:
Troubleshooting

1. Log in as admin.
2. Type `xcom defaultlinksadd`.
3. Press Enter.

Specific Issues

Active Options Only Indicates ‘150 traversal calls’ or ‘3750 registrations’ for Large Deployments

To utilize the large-scale capabilities (500 traversal calls and 5000 registrations) of the Cisco VCS, the CE1100 unit must have an active 10 Gb network connection.

Lag During Boot up Due to Power Characterization Check

The power characterization test is run only once when you plug in and power up the CE1100. If the power characterization test continues to run, causing a lag in the boot time, ensure that it is disabled in the CIMC. To do so:

1. Log in to the CIMC (see Connect Using the CIMC Port, page 12).
3. Ensure that the Power Characterization at Boot check box is unchecked.
4. Click Save Changes.
Notices

Technical Support

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 and scroll down to the TelePresence section.

Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco TelePresence Video Communication Server is available here:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence

You can find more information about accessibility here:

www.cisco.com/web/about/responsibility/accessibility/index.html

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in a particular installation. If the equipment causes interference to radio or television reception, which can be
determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one
or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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