

How to Convert a Webex Room 70D G2 to a Webex Room 70D Panorama

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Introduction

This document describes how the Webex Room 70 Dual (70D) can be converted into Webex Room 70D Panorama Upgrade.

Prerequisites

Requirements

- Cisco Unified Communication Manager (CUCM) version 10.5.2, 11.5.1, 12.0.1, 12.5.1, and later.
- Device pack that includes the product types: **Cisco Webex Room Panorama** and **Cisco Webex Room 70 Panorama**.
- Webex room Panorama version CE9.13.1 and above. Recommended version: RoomOS 10.3.2.0.

Note: Device pack software can be downloaded in the next link: <https://software.cisco.com/download/home/268439621>.

Note: The latest Webex Panorama software can be downloaded in the next link: <https://software.cisco.com/download/home/286325718/type/280886992/release/RoomOS%2010.3.2.0>.

Components used

The information in this document is based on Webex Room 70D G2.

The information in this document was created from the devices in a specific lab environment. All of

the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

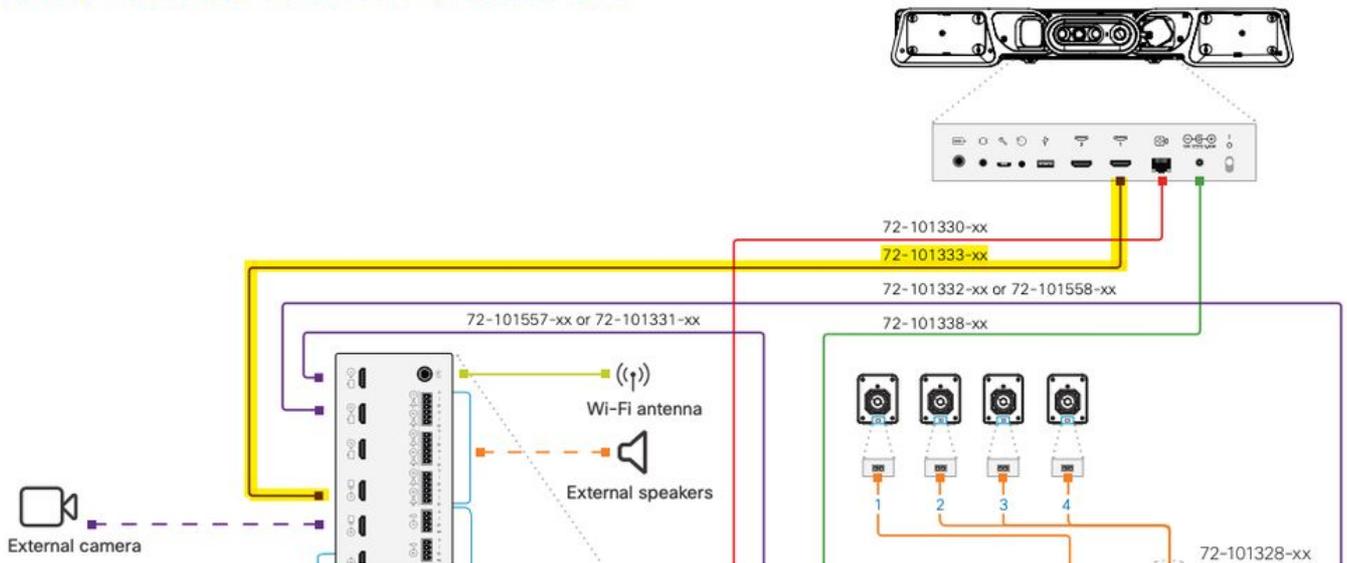
Configure

Add a Video Connection Between the Quad Camera and the Codec Pro

Connect an High-Definition Multimedia Interface cable (HDMI) to HDMI with Part ID (PID) **72-101333-xx** between HDMI port 2 in the Quad Camera and the HDMI port 2 in the Codec Pro, as shown in the next image:

Note: The HDMI cable must be 2m long at least. The PID numbers can be found in the next link: [Spare Part List](#).

Cisco Webex Room 70 Dual G2

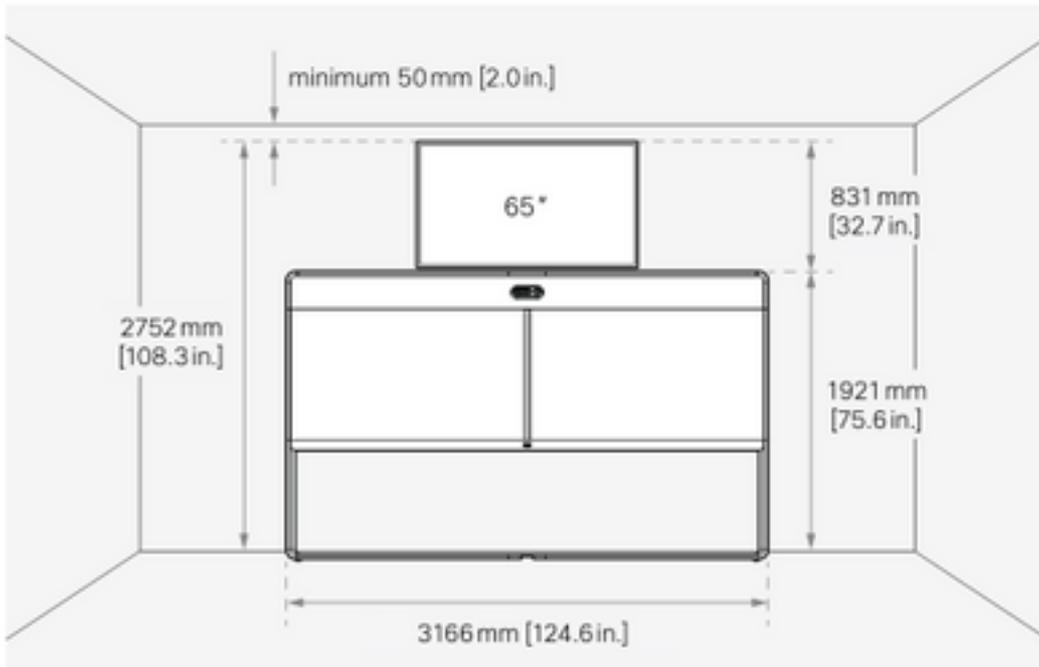


Note: For further reference on device connections, you can refer to the next document: [Room 70 Panorama Installation Guide](#).

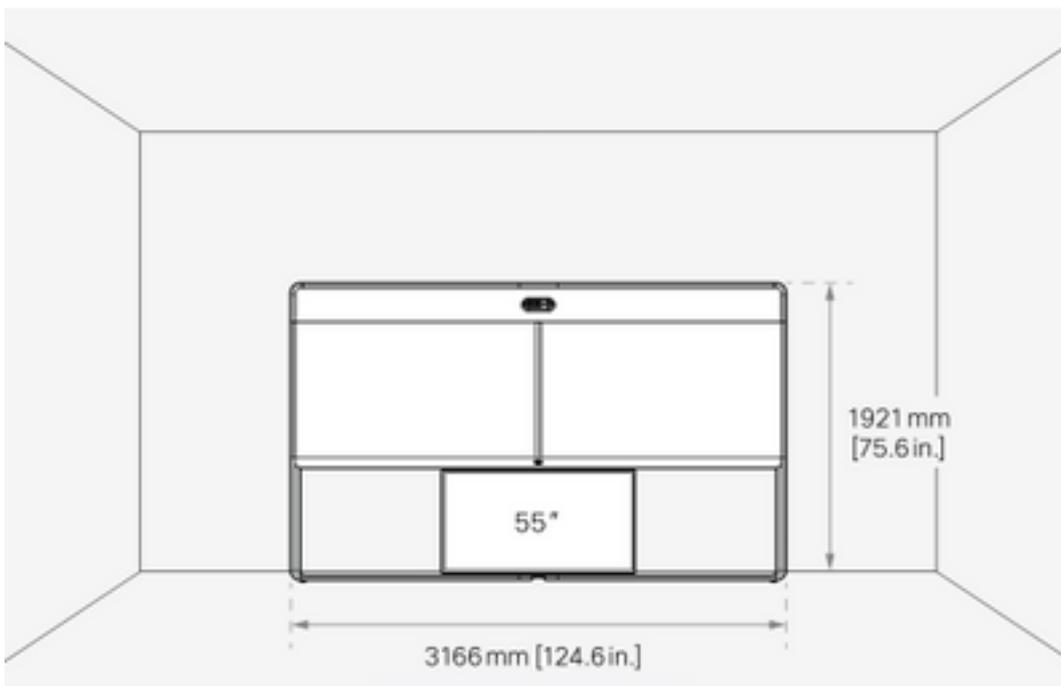
Add a 4K Screen for Content Sharing

Review the next available options:

Content screen above video system – 65” screen.



Content screen below video system – 55” screen.



Get and Install a Product Key

Once the Panorama Product is provided, you must get something like this: **1P018-1-xxxxxxx**.

Open the Webex Room 70 admin web interface.

Navigate to the **Webex Room 70 > Software > Product Keys** and install the provided product key.

Software

Software Upgrade

Option Keys

Product Keys

Product Keys

This Cisco Webex Codec Pro video system may be upgraded into a Cisco Webex Room Panorama by entering a new product key in the field below.

If you do not have a new product key, contact your Cisco sales representative or reseller for more information on how to purchase one. A product key is specific to a single video system, and is calculated based on its serial number. Provide the following serial number to the Cisco representative when obtaining the new product key: [REDACTED].

The video system needs to restart after applying the new product key. It will then start back up as a Cisco Webex Room Panorama after the reboot.

Add key

Serial number

[REDACTED]

Product key

1P..

Apply

Restart is required:

Software

Software Upgrade

Option Keys

Product Keys

Product Keys

Restart required! Restart to apply the new product key. [Restart](#)

This Cisco Webex Codec Pro video system may be upgraded into a Cisco Webex Room Panorama by entering a new product key in the field below.

If you do not have a new product key, contact your Cisco sales representative or reseller for more information on how to purchase one. A product key is specific to a single video system, and is calculated based on its serial number. Provide the following serial number to the Cisco representative when obtaining the new product key: [REDACTED].

The video system needs to restart after applying the new product key. It will then start back up as a Cisco Webex Room Panorama after the reboot.

Add key

Serial number

[REDACTED]

Product key

1P..

Apply

Once the endpoint is restarted, the endpoint must be a **Webex Room 70 Panorama**.

Verify

In order to verify the Webex Room 70D G2 is successfully converted in a Room 70 Panorama access the Endpoint web admin:

Cisco Webex

System name: 10.88.246.53

Username

admin|

Passphrase

Sign In

You must see the new product name: **Room 70 Panorama** in the upper left corner, as shown in the image.

Cisco Webex Local Device Controls



10.88.246.53

Room 70 Panorama

You can also navigate to **Software > Product Keys**, it must say **The video system is a Cisco Webex Room 70 Panorama**.

Software

Software Upgrade

Option Keys

Product Keys

Display Upgrade

Product Keys

A product key is used by the video system to determine which capabilities should be made available. Some hardware platforms are used in several product types, and by changing the product key, you can change the product type.

A product key is specific to a video system, and is calculated based on its serial number. This video system's serial number is [REDACTED].

Caution: This video system is a **Cisco Webex Room 70 Panorama**. Such video systems are normally not repurposed by changing the product key. Only proceed if you are directed to do so by a Cisco technical support representative.

Add key

Serial number [REDACTED]

Product key

1P...

Apply

Troubleshoot

Additional HDMI cable not connected

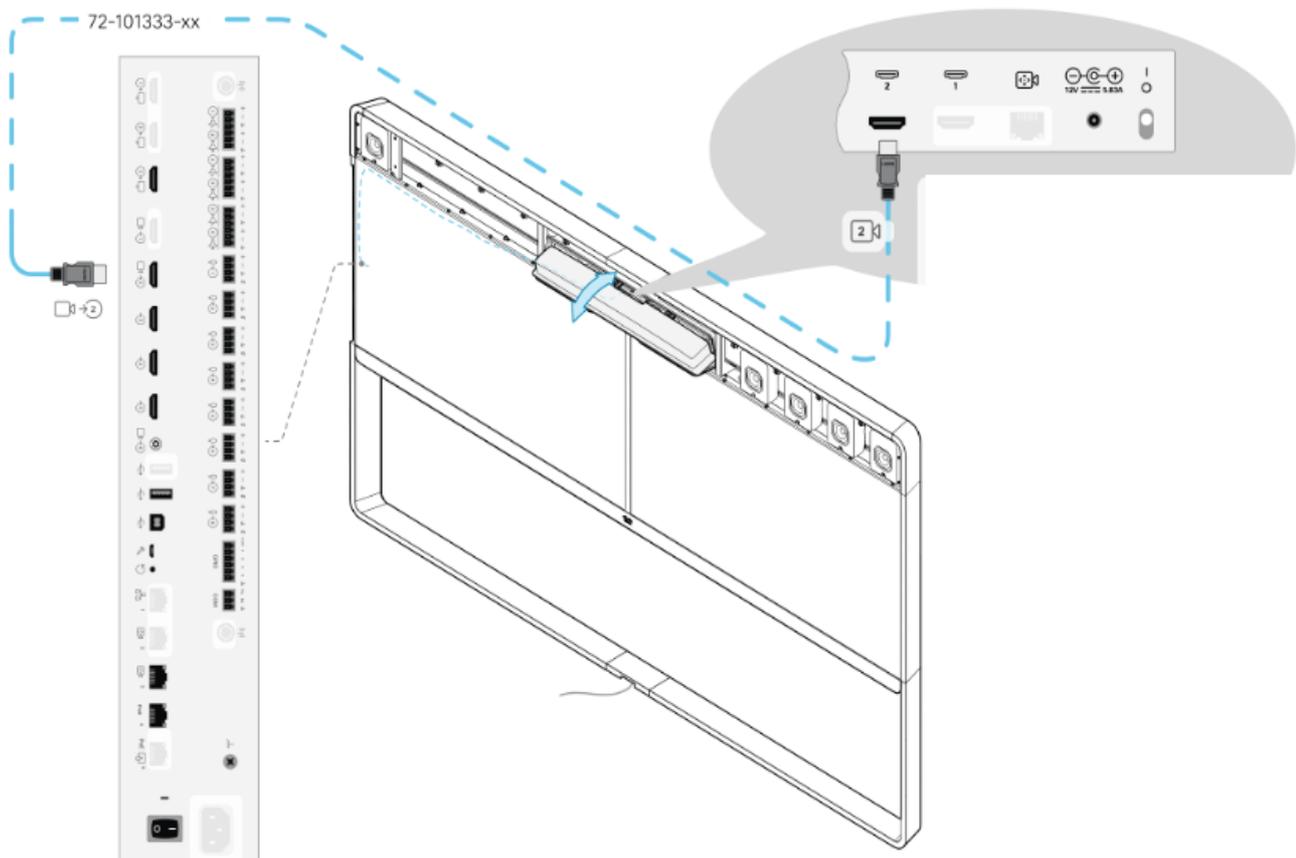


Panorama View

Please complete the Panorama View wizard found under Settings to activate this feature.

Navigate to **System Maintenance > Issues and Diagnostics > Issues > Active Issues**.

In order to solve this issue, please install the HDMI cable between Quad Camera and Codec Pro, as shown in the next image:



Panorama view feature not started.



SIP Registration Failed

SIP registration failed: 485 Ambiguous / Device type mismatch. Verify SIP [configuration](#) and [connectivity](#) to SIP proxy.

Navigate to **System Maintenance > Issues and Diagnostics > Issues > Active Issues**.

In order to solve this issue, follow the wizard found in the Touch 10/Room Navigator settings.

Fail to SIP register in CUCM.



Panorama Camera Hdmi

Please make sure both HDMI cables from the camera to the codec is connected.

Navigate to **System Maintenance > Issues and Diagnostics > Issues > Active Issues**.

In order to solve this issue, you must change the Product Type in the CUCM Phone Profile. Previously configured as **Webex Room 70D G2**, now the system must be configured as **Cisco Webex Room70 Panorama**.