

VCS/TelePresence FAQ: Why am I unable to connect to a conference on a TelePresence Server with a CTS endpoint?



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This document describes potential solutions if there are issues when you connect a Cisco TelePresence System (CTS) endpoint to a conference on a TelePresence Server.

Why am I unable to connect to a conference on a TelePresence Server with a CTS endpoint?

If a call does not connect successfully:

- Ensure that the TelePresence Server is registered with a Session Initiation Protocol (SIP) registrar, such as a Cisco Video Communication Server (VCS) Control, with an appropriate domain specified. See the online help topic, System settings, for details.
- Ensure that "Register numeric ID with SIP registrar" is selected for the conference that you need to connect to.
- If you use a Cisco VCS Control as a SIP registrar (as recommended), check that your Cisco Unified Communications Manager (CUCM) and Cisco VCS deployments follow the guidelines in the document VCS Deployment Guide – Cisco Unified Communications Manager (6.1 7 and 8) and Cisco VCS (X6).
- Ensure that the default bandwidth on the TelePresence Server is set to at least 1.25 Mbit/s. Cisco CTS calls disconnect at lower bandwidths.

If a call connects with audio, but you do not receive video:

- Check that the call received by the TelePresence Server is a SIP call. If your configuration results in an H.323 call to the TelePresence Server (interworked from SIP by the Cisco VCS), then there will be no video. Check that your CUCM and Cisco VCS deployments follow the guidelines in the document VCS Deployment Guide – Cisco Unified Communications Manager (6.1 7 and 8) and Cisco VCS (X6).
- Ensure that you have added a Cisco endpoint configuration on the TelePresence Server for your CTS endpoint with appropriate call-in matching parameters.

