



Device Information

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Contents

This chapter contains the following sections:

- [Accessing the Device Information Window, page 3-1](#)
- [Device Information Fields, page 3-3](#)
- [Hardware/Software Versions, page 3-5](#)
- [System Information and Status Tabs, page 3-5](#)
- [Where to Go Next, page 3-12](#)

Accessing the Device Information Window

The Device Information window is the first thing you see when you log on to the Cisco TelePresence System Administration interface. It is from this window that you can access configuration, troubleshooting, and monitoring tasks for the Cisco TelePresence System (CTS) as well as view information about the devices installed on your system.

Before You Begin

To access the Cisco TelePresence System Administration interface for the first time, complete the steps in Logging into the Cisco Unified CM Administrator section of *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

To view information about the Cisco TelePresence devices on your system:

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- Step 1** Log in to the Cisco TelePresence System Administration interface by completing the following steps:
- a. Open an Internet browser window and type in the IP address of the system in the URL field and click **Enter**. The Cisco TelePresence Administration Login Screen appears, as shown in [Figure 3-1](#).



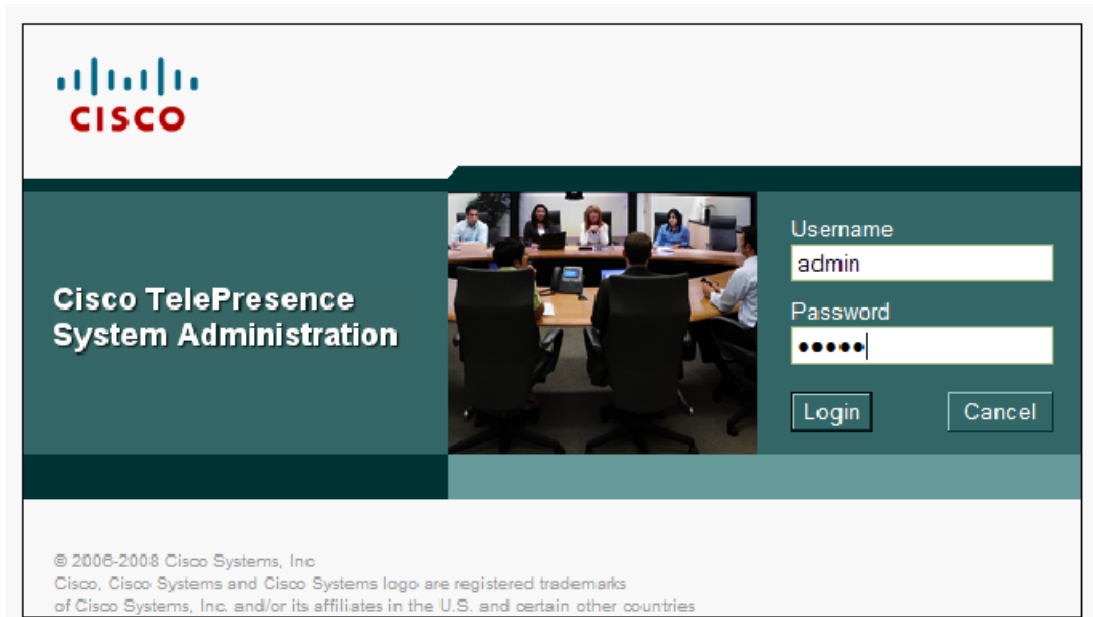
Note

If you need to obtain the IP address, do the following:

1. On the IP phone, locate “Manual” at the bottom of the screen and press the **Manual** soft key.
Or

2. Locate “Info” at the bottom of the screen and press the **Info** soft key.
3. Scroll down to the IP Address listing and copy the address.

Figure 3-1 Cisco TelePresence System Administration Login Screen



- b. In the Admin field, type **admin**.
- c. In the Password field, type **cisco**.



Note

You can change the default password in Unified CM. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

- d. Click **Login**.

The Device Information window appears, as shown in [Figure 3-2](#).

Figure 3-2 Device Information Screen



Step 2 View the information in the following sections within the Device Information window:

- [Device Information Fields](#)
- [Hardware/Software Versions](#)
- [System Information and Status Tabs](#)

Device Information Fields

The Device Information area contains details about the settings that were configured in the CTS and the Unified CM. The information in [Table 3-1](#) describes setting descriptions in the Device Information fields.



Note

The Cisco TelePresence System device type must be specifically selected before you can upgrade to CTS Software Release 1.9.0 and later releases.

Table 3-1 Device Information Fields

Field or Button	Setting or Description
System Model	Your Cisco TelePresence System model.
System Configuration	Indicates the number of high-definition displays for this system.
Phone Number	Phone number of your system.

Table 3-1 Device Information Fields (continued)

Field or Button	Setting or Description
Meeting Room	Name of the meeting room in which this particular CTS is located as defined in Unified CM.
TelePresence MAC Address	MAC address of the primary CTS codec.
TelePresence Host Name	Host name of the primary CTS codec.
TelePresence IP Address	IP address of the primary CTS codec.
Cisco TelePresence Touch MAC Address	MAC address of the Cisco TelePresence Touch 12 , if your system uses the touch device instead of the Cisco Unified IP phone for call control.
Cisco TelePresence Touch Software Version	Software version used by the Cisco TelePresence Touch 12 , if your system uses the touch device instead of the Cisco Unified IP phone for call control.
IP Phone MAC Address	MAC Address of the IP phone as entered in Unified CM, if your system uses an IP phone for call control.
IP Phone Host Name	Host name of the IP phone as configured in Unified CM, if your system uses an IP phone for call control.
IP Phone IP Address	IP address of the IP phone as configured in Unified CM, if your system uses an IP phone for call control.
IP Phone Software Version	Version of the operating system software installed on this IP phone, if your system uses an IP phone for call control.

Hardware/Software Versions

Version information is collected from the hardware and software versions currently loaded in the system. In the Hardware/Software Versions area, data in bold blue text (with an asterisk “*”) indicates which software image is currently running. Table 3-2 describes the hardware and software versions information fields.

Table 3-2 Hardware/Software Information Fields

Field or Button	Setting or Description
Unit	For Cisco TelePresence Systems with more than one codec. Indicates whether this is the left, center, right, or presentation codec.
Hardware Version	Version number of the codecs of the Cisco TelePresence System.
Slot 1 Image Slot 2 Image	The flash card is set up with three partitions for the software. Slot 1 and Slot 2 each hold a version of the codec software.
Factory Image	Software that is pre-loaded at the factory and the software that will be loaded after a factory reset.

System Information and Status Tabs

Information provided in the System Information Details window is used by Cisco technical support personnel to assist in troubleshooting your system.

To obtain a detailed report about the system:

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- Step 1** Log in to the Cisco TelePresence System Administration page. The Device Information window appears.
 - Step 2** Click the **System Information Details** bar. A new window opens.
 - Step 3** Click the following tabs in the new window:
 - [System Information Details](#)
 - [Status Details](#)
 - Step 4** Click **Close** to close the window.
-

System Information Details

Detailed system information is displayed per codec:

- One codec—For systems with one codec, all information displayed is for the system’s single codec.
- Three codecs—For systems with three codecs, hardware and software information is displayed for left, center, and right codecs.
- Presentation codec—For systems that include a presentation codec, hardware and software information for the presentation codec is also displayed.

Table 3-3 describes the fields found in the System Information Details window.

Table 3-3 System Information Details Fields

Field or Button	Setting or Description
UDI_Hardware_Ver	Unique device identifier hardware version number.
UDI_Serial	Unique device identifier serial number.
UDI_PID	Unique device identifier product identification number.
System_Up_Time	Amount of time the system has been running since last reboot.
OS_Ver	Version number of the operating system.
OS_BuildTime	Time at which operating system was built.
UBOOT_Ver	Version number of the application that controls the boot process.
CF_Model	Compact flash model number.
Camera_PID	Camera product identification number. ¹
Camera_Hardware	Camera hardware number. ¹
Camera_Firmware_Ver	Camera firmware version number. ¹
Camera_Hardware_Ver	Camera hardware version number. ¹
Camera_BuildTime	Time at which the camera firmware version was built. ¹
Document_Camera_Serial	Document camera serial number. ²
Document_Camera_Hardware_Ver	Document camera hardware version number. ²
Document_Camera_Model	Document camera model number. ²
Display_Serial	Serial number of the display.
Display_Hardware_Ver	Display hardware version number.
Display_Model	Display model number.
Display_BootCode_Ver	Version number of the boot loader for AppCode. BootCode also provides upgrade feature for AppCode.
Display_AppCode_Ver	Version number for AppCode. AppCode provides monitoring, managing control, and diagnostic functionality.
FPGA_ID	Field programmable gate array identification number.
FPGA_Rev	Field programmable gate array revision number.
FPGA_BuildTime	Time at which field programmable gate array was built.
MainRx_DeVID	Main camera device identification number.
MainRx_Rev	Main camera revision number.
AuxRx_DeVID	Auxiliary camera (document camera or VGA input device) device identification number.
AuxRx_Rev	Auxiliary camera (document camera or VGA input device) revision number.
MainTx_DeVID	Main display (plasma) device identification number.
MainTx_Rev	Main display (plasma) revision number.
AuxTx_DeVID	Auxiliary display device identification number.
AuxTx_Rev	Auxiliary display revision number.

Table 3-3 System Information Details Fields (continued)

Field or Button	Setting or Description
OSD_DEVICE1_BuildTime	On screen display (device 1) build time.
OSD_DEVICE5_BuildTime	On screen display (device 5) build time.
VCODEC_encoder_Card_Ver	Video CODEC encoder card version number.
VCODEC_decoder_Card_Ver	Video CODEC decoder card version number.
Audio_Hardware_Ver	Audio version hardware version number.
Audio_CPLD_Ver	Audio complex programmable logic device version number.
Audio_DSP_BuildID	Audio DSP software version. ³
Audio_Base_BoardID	Type of audio base board. Choices are: <ul style="list-style-type: none"> • 0xAD • 0xAB
Audio_Base_Board_FAB_Ver	Hardware version of the audio (base) board
Audio_Base_Board_FW_Ver	Firmware version of the audio (base) board
Audio_Extension_UnitID	Type of audio extension board. The board type is either 0xAE or is disconnected.
Audio_Extension_Unit_FAB_Ver	Hardware version of the audio extension board.
Audio_Extension_Unit_FW_Ver	Firmware version on the audio extension board.
Audio_Clock_Source	Clock source syncing the audio and video streams.
Audio_PCB_S/N	CTS 500-37 and CTS 1300 only. Unique device identification (UDI) containing serial numbers unique to that printed circuit board (PCB).
Audio_PCB_P/N	CTS 500-37 and CTS 1300 only. Unique device UDI containing part numbers unique to that PCB.
Audio_PCB_Rev	CTS 500-37 and CTS 1300 only. Unique UDI containing hardware revision information unique to that PCB.
PoE_Reset_Available	Indicates whether Power over Ethernet (PoE) Reset feature is available.
Mfg_Installed_Cert	Security certificate for encryption defined by Cisco Root Certificate Authority.
Locally_Significant_Cert	Security certificate obtained through Certificate Authority Proxy Function (CAPF), which supersedes the manufacturing installed security certificate.
Max_Security_Setting	Configured security setting.
Aux Control Unit_Model	Auxiliary control unit model.
Aux Control Unit_Ver	Auxiliary control unit system firmware version.
Aux Control Unit_UDI_Vid	Auxiliary control unit unique device identifier version identification.
Aux Control Unit_UDI_Pid	Auxiliary control unit unique device identifier product identification number.
Aux Control Unit_UDI_Sn	Auxiliary control unit unique device identifier serial number

Table 3-3 System Information Details Fields (continued)

Field or Button	Setting or Description
Projector_Model	Projector model number, if projector is installed.
Presentation Display Model	Presentation display information.
Phone_midlet_status	Displays MIDlet status.
Phone_midlet_version	Displays MIDlet version

1. CTS 1300 displays information for Center, Left, and Right cameras.
2. The document camera is not available on the CTS 1300.
3. CTS devices are backward compatible up to two CTS Software Releases. Cisco recommends that you upgrade to the latest version software.

Status Details

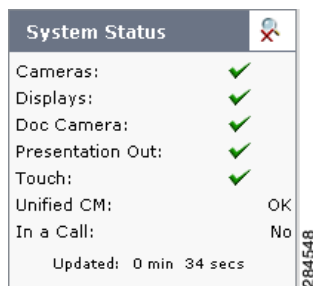
Detailed status information is displayed per codec:

- One codec—For systems with one codec, all information displayed is for the system's single codec.
- Three or four codecs—For systems with three or four codecs, hardware and software information is displayed for those codecs.
- Presentation codec—For systems that include a presentation codec, hardware and software information for the presentation codec is also displayed.



Tip

You can also view this window by returning to the Device Information window and clicking the magnifying glass icon in the upper right corner of the Status pane, which is in the lower left corner of the screen. See [Figure 3-3](#) for an example of the magnifying glass icon and the Status pane.

Figure 3-3 CTS System Status

[Table 3-4](#) contains descriptions of the Status Details fields. CTS displays a red X next to devices that are not operational or in error.

Table 3-4 Detailed Status Information Fields

Field	Setting or Description
Peripheral Status	<p data-bbox="329 338 418 363">Cameras</p> <ul data-bbox="342 382 654 453" style="list-style-type: none"> <li data-bbox="342 382 654 407">• Video Cable Connection <li data-bbox="342 426 610 451">• Ethernet Connection <p data-bbox="329 470 1175 495">Note CTS 1300 displays information for Center, Left, and Right cameras.</p> <p data-bbox="329 527 418 552">Displays</p> <ul data-bbox="342 571 448 596" style="list-style-type: none"> <li data-bbox="342 571 448 596">• Status <p data-bbox="329 615 464 640">Microphones</p> <ul data-bbox="342 659 448 684" style="list-style-type: none"> <li data-bbox="342 659 448 684">• Status <p data-bbox="329 703 1122 728">Note CTS 1300 displays information for the following microphones:</p> <ul data-bbox="391 760 821 879" style="list-style-type: none"> <li data-bbox="391 760 821 785">– Positional (Center, Left, and Right) <li data-bbox="391 804 773 829">– Table (Center, Left, and Right) <li data-bbox="391 848 634 873">– Not used (ellipses) <p data-bbox="329 898 513 924">Document Camera</p> <ul data-bbox="342 942 678 1100" style="list-style-type: none"> <li data-bbox="342 942 654 968">• Video Cable Connection <li data-bbox="342 987 526 1012">• Power Status <li data-bbox="342 1031 678 1056">• Unified CM Configuration <li data-bbox="342 1075 610 1100">• Ethernet Connection <p data-bbox="329 1119 1040 1144">Note The document camera is not available on the CTS 1300.</p> <p data-bbox="329 1176 602 1201">Presentation Output Device</p> <ul data-bbox="342 1220 678 1562" style="list-style-type: none"> <li data-bbox="342 1220 654 1245">• Video Cable Connection <li data-bbox="342 1264 526 1289">• Power Status <li data-bbox="342 1308 678 1333">• Unified CM Configuration <li data-bbox="342 1352 448 1377">• Status <li data-bbox="342 1396 586 1421">• Lamp Age (hours) <li data-bbox="342 1440 626 1465">• Ambient Temperature <li data-bbox="342 1484 594 1509">• Lamp Temperature <li data-bbox="342 1528 581 1554">• LCD Temperature <p data-bbox="329 1581 716 1606">IP Phone or Cisco TelePresence Touch</p> <ul data-bbox="342 1625 448 1650" style="list-style-type: none"> <li data-bbox="342 1625 448 1650">• Status

Table 3-4 Detailed Status Information Fields (continued)

Field	Setting or Description
System Status	<ul style="list-style-type: none"> Unified CM In a call Audio/Video Expansion Box Auxiliary Control Unit <p>Presentation Codec</p> <ul style="list-style-type: none"> Unified CM Configuration Status





Note Further status information is located in the [Time Since Last Update](#) and [Microphone Status](#) sections at the bottom of the Status Details page.

Time Since Last Update

A running timer is located at the bottom of the Status Details page that displays elapsed time since last update.

Microphone Status

A roadmap of microphone status information icons is displayed at the bottom of the Status Details page.

-  Ellipses—Not Expected / Not Connected.
-  Green Check Mark—Connected.
-  Question Mark—Not Expected / Not Connected.
-  Red X—Not connected.



Note

To determine individual microphone and speaker functionality, use the hardware troubleshooting interface for your system. See [Where to Go Next](#) to locate the troubleshooting support document for your Cisco TelePresence system.

Where to Go Next

Proceed to the following Cisco TelePresence system administration tasks from the Device Information window:

Configure

- [Configuring the Cisco TelePresence System, page 4-1](#)

Troubleshoot

Platform-specific troubleshooting:

Refer to the “First-Time Setup” chapter for your Cisco TelePresence System to run testing procedures for each of your system components:

- [Cisco TelePresence System 500-37 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence 1000 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 1100 Assembly, First-Time Setup, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 1300-65 Assembly, First-Time Setup, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3000 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3010 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3200 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3210 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)

Monitor

- [Monitoring the Cisco TelePresence System, page 5-1](#)