What's in This Guide

Revised: August 2011, OL-21845-01

This chapter describes the purpose, audience, organization, and conventions of the Cisco TelePresence System Administration Guide and provides information about new features and how to obtain related documentation.

This preface describes the following topics:

What's New

For a complete list of features for this release, see the following documentation on Cisco.com:

- *Release Notes for Cisco TelePresence System*
- *Cisco TelePresence System Software Feature Guide*

For supported software compatibility across all releases, see the following documentation:

- Cisco TelePresence Administration Software Compatibility

Before You Begin

Before beginning the tasks in this guide, familiarize yourself with the following:

CTS Assembly and Wiring Guidelines

Make sure your CTS is properly assembled and wired according to the guidelines in the Cisco TelePresence System assembly documentation. See the Cisco TelePresence System Install and Upgrade Guides for your system on Cisco.com:

- **Product Support** > **TelePresence** > **TelePresence Immersive Endpoints**
    - Cisco TelePresence System 3200 Series
    - Cisco TelePresence System 3000 Series
    - Cisco TelePresence System 1300 Series
    - Cisco TelePresence System T Series
- **Products** > **TelePresence** > **TelePresence Personal Endpoints** > **TelePresence Office**
    - Cisco TelePresence System 1100
    - Cisco TelePresence System 1000
    - Cisco TelePresence System 500 Series

CTS Software Download Support

Make sure you have downloaded supported CTS software. Navigate to your CTS device on Cisco.com.

1. Navigate to your device:
- **Product Support** > **TelePresence** > **TelePresence Immersive Endpoints**
    - Cisco TelePresence System 3200 Series
    - Cisco TelePresence System 3000 Series
    - Cisco TelePresence System 1300 Series
    - Cisco TelePresence System T Series
- **Products** > **TelePresence** > **TelePresence Personal Endpoints** > **TelePresence Office**
    - Cisco TelePresence System 1100
    - Cisco TelePresence System 1000
    - Cisco TelePresence System 500 Series

    For example:

    Products > **TelePresence** > **TelePresence Endpoints - Immersive** > **Cisco TelePresence System 1300 Series** > **Cisco TelePresence System 1300-65** > **TelePresence Software-1.7.2.1(2)**

2. Select software and choose whether to download now or add it to your cart. For example:

CTS.1-7-2-1-2R-K9.P1.sbn
Release Date: 09/MAY/2011
Cisco TelePresence System Software for CTS500, CTS1000, CTS1100, CTS1300, CTS3000, CTS3010, CTS3200 and CTS3210
Size: 45240.42 KB (46326180 bytes)

CTS Upgrade Order

Cisco recommends that you upgrade software for your Cisco TelePresence System and peripherals in the following order:

1. Unified CM

2. CTS endpoints

3. Cisco TelePresence Multipoing Switch (CTMS)

4. CTS-Manager

See the following documentation for support information:

- Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System

- Cisco TelePresence System Administration Guide

- Cisco TelePresence Multipoint Switch Administration Guide

- Cisco TelePresence Manager 1.7 Administration and Installation Guide

DHCP Connectivity Requirements

Provide a Dynamic Host Configuration Protocol (DHCP) server to achieve connectivity. CTS uses DHCP by default.

IP Phone Requirements

Each Cisco TelePresence/IP phone combination takes 11 units of the Unified CM unit license:

- 5 units for the Cisco Unified IP Phone 7970/7975

- 6 units for the Cisco TelePresence unit.

- CTS and the Cisco Unified IP Phone are both configured in Unified CM as a shared line.

Note For all SCCP and SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(3) or a later release, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your Cisco Unified IP Phone to version 8.5(3) or a later release.

See the Installation Notes section of the *Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)* for download instructions.

Configure the Cisco Unified IP phone as follows:

1. If option 150 of DHCP is enabled—**Alternative TFTP=NO**

2. If you use manual entry—**Alternative TFTP=YES**

For more information about the Cisco Unified IP Phone 7970/7975 series, refer to the
Cisco Unified IP Phones 7900 Series Maintain and Operate Guides page at the following URL:
http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html

Laptop Screen Resolution Recommenation

For best results, Cisco recommends that you change your laptop screen resolution to 1024 x 768.

MAC Address Availability

Make sure the MAC address of the device you are installing is known or available:

- The MAC address comprises a unique 12-character hexadecimal number that identifies a Cisco Unified IP phone or other hardware device.

- Locate the MAC address number on a label on the back of the Cisco TelePresence system primary codec (for example, 000B6A409C405). Cisco Unified CM makes the MAC address a required field for Cisco Unified IP phone device configuration.

  The MAC address is also displayed on the CTS main display screen during boot-up.

Note When entering the MAC address in Cisco Unified CM fields, do not use spaces or dashes, and do not include any other characters that may precede the MAC address on the label.

Network Time Protocol (NTP) Requirements

NTP is required to synchronize the clocks on Cisco IP telephony servers. NTP must be configured properly to ensure that calendar events appear as expected.

See Table 3-5 in Chapter 3, "Configuring the Cisco TelePresence System" for more information about configuring NTP and other CTS system settings.

Unified Communications Manager and MIDlets Download Support

Make sure that Unified CM is running and is using supported software for your release. For complete Cisco TelePresence software compatibility information, see the software support matrix on the Cisco TelePresence Administration Software page at the following URL:

http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html

Note To enable all available features on your CTS Cisco Unified IP phone, you must download and configure MIDlets. The supported MIDlet version is embedded in the software files that are available when you click Download Software on the Cisco Unified Communications Manager Support page at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Or navigate to **Products > Voice and Unified Communications > IP Telephony > Call Control > Cisco Unified Communications Manager (CallManager) > Cisco Unified Communications Manager Version x.x > Unified Communications Manager/CallManager Device Packages**.

Check the following:

- The Cisco TelePresence device name in Cisco Unified CM follows the following format: The characters "SEP" followed by the device MAC address. Assign the hostname so that it is resolvable by Domain Name System (DNS), for example:

  MAC address: " **00:0D:D1:23:45:A1** "

  Cisco TelePresence Host Name: " **SEP000DD12345A1** "

> ✎
>
> **Note** DNS (domain) is optional.

Web Browser Support

Cisco administration interfaces are supported on Internet Explorer (IE) version 6 (recommended).

Document Organization

Information about using the Cisco TelePresence System Administration interface is provided in the following chapters:

Related Documents

Related Topic	Document Title
How to navigate to Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	• Cisco.com **Products > TelePresence**

CTS platform hardware installation and maintenance documentation.	• **Product Support > TelePresence > TelePresence Immersive Endpoints**
	  – Cisco TelePresence System 3200 Series
	  – Cisco TelePresence System 3000 Series
	  – Cisco TelePresence System 1300 Series
	  – Cisco TelePresence System T Series
	• **Products > TelePresence > TelePresence Personal Endpoints > TelePresence Office**
	  – Cisco TelePresence System 1100
	  – Cisco TelePresence System 1000
	  – Cisco TelePresence System 500 Series

CTS Administration and User Guides: Configuration, maintenance, and monitoring tasks using Cisco TelePresence administration software.	• **Products > TelePresence > TelePresence Immersive Endpoints > TelePresence System > Cisco TelePresence Administration Software** http://www.cisco.com/en/US/products/ps8332/tsd_products_support_series_home.html
Cisco TelePresence administration software download page.	• Download Software Select a Product page on Cisco.com: http://www.cisco.com/cisco/software/navigator.html
Describes new features and open and closed hardware and software caveats for Cisco TelePresence System (CTS) software releases.	• Cisco TelePresence Administration Software Release Notes home page on Cisco.com
Cisco Unified CM installation with the Cisco TelePresence System.	• *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*
Cisco command-line interface (CLI) information for configuring the Cisco TelePresence System.	• Cisco TelePresence Administration Software Command References home page on Cisco.com
Guide to troubleshooting the Cisco TelePresence System, including Cisco Unified CM administration and CTS Cisco Unified IP phone issues.	• Cisco TelePresence Administration Software Troubleshooting Guide on Cisco.com
Cisco TelePresence User Guide and Quick Reference Card, including information about using the CTS Cisco Unified IP phone.	• Cisco TelePresence Administration Software End-User Guides on Cisco.com
Cisco TelePresence System system message information.	• *Cisco TelePresence System Message Guide*

Information for configuring security in Cisco TelePresence systems.	• *Cisco TelePresence Security Solutions*
Cisco TelePresence Manager documentation home page.	• Cisco TelePresence Manager home page on Cisco.com
Information about the Cisco TelePresence Multipoint Switch (CTMS).	• Cisco TelePresence Multipoint Switch home page on Cisco.com
Cisco TelePresence Recording Server information.	• Cisco TelePresence Recording Server home page on Cisco.com
Complete guide to the CTS software and hardware documentation.	• *Cisco TelePresence System Documentation Roadmap*
Cisco Unified CM documentation types and locations.	• Cisco Unified Communications Manager (CallManager) Documentation Roadmaps
Cisco Unified Communications Manager Support page.	• Cisco Unified Communications Manager Support
Cisco Unified IP Phones 7900 Series documentation.	• Cisco Unified IP Phones 7900 Series Maintain and Operate Guides
Cisco Validated Design Program. Systems and solutions designed, tested, and documented to facilitate faster, more reliable, and more predictable customer deployments.	• *Cisco TelePresence Network Systems 2.0 Design Guide*
Cisco Unified IP Phone firmware download instructions.	• Installation Notes section of the *Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at the following URL:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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