



# Tips for Troubleshooting Your Cisco TelePresence Meeting (Systems That Use an IP Phone for Call Control Only)

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This chapter contains tips to help you manage and troubleshoot your Cisco TelePresence System (CTS):

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## Improving Call Quality

If you notice that the audio or video quality of your CTS call is not what you expected:

- 
- Step 1** Touch the **Hold** button, wait a few moments, and then touch **Resume** as shown in [Figure 8-1](#).

Figure 8-1 Placing a Cisco TelePresence Call on Hold



- Step 2 If this does not improve the audio or video, or if you have any other problem during the meeting, contact [Live Desk](#) for more help. See [Reporting a Problem During a CTS Meeting](#).

## Reconnecting Dropped Calls

If your call is dropped, initiate the meeting again by locating and touching the name of your meeting on the CTS Cisco Unified IP phone.

If your meeting is no longer listed on the CTS Cisco Unified IP phone, reconnect using one of the following methods:

1. Dial the Cisco TelePresence room phone number with which you wish to connect.
2. Touch **SpdDial** or touch the directory icon to dial from a directory.
3. Touch **Redial** to dial the last dialed number.

The Cisco TelePresence phone screen changes to indicate that a call is being placed. Touch **End Call** to hang up.

## Reporting a Problem During a CTS Meeting

The **Problem** softkey allows you to report a problem on the system. [Figure 8-2](#) shows example problem reports.



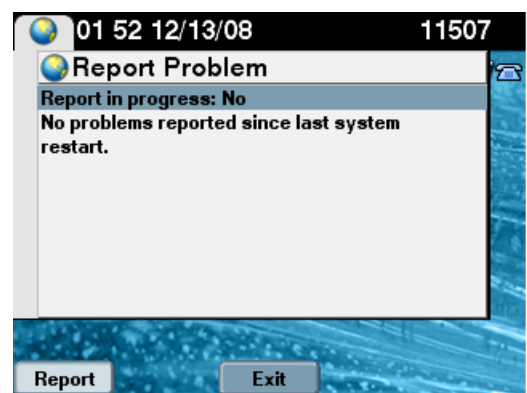
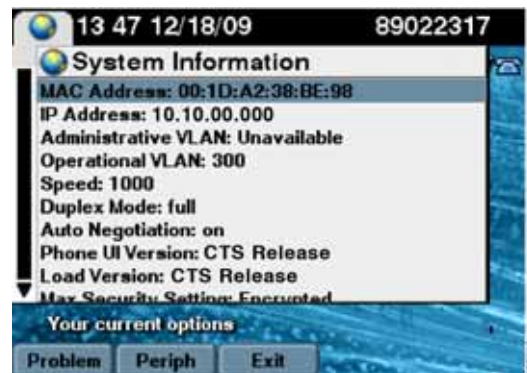
Tip

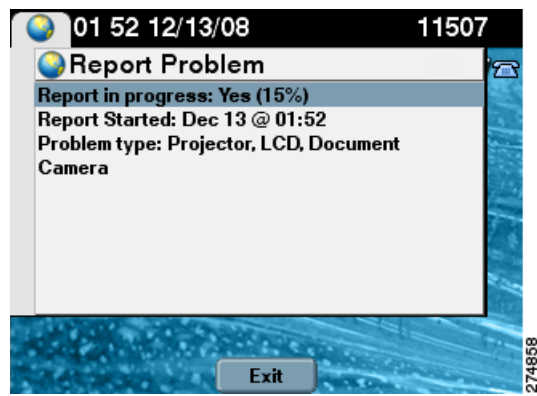
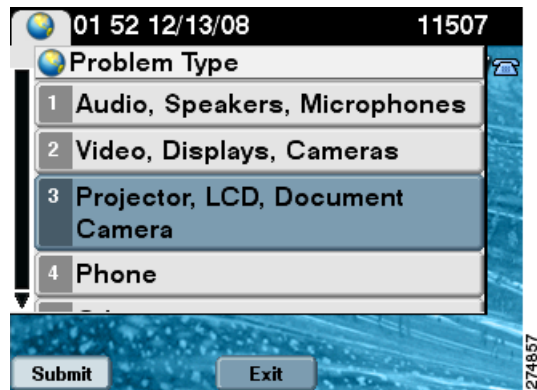
Cisco supports single and multiple problem requests without negatively affecting system performance but we recommend that you end all calls before touching the **Problem** softkey.

To report a problem, follow these steps from the Cisco TelePresence System home screen on the Cisco Unified IP Phone:

- Step 1 Touch the **more** softkey.
- Step 2 Touch the **Info** softkey.
- Step 3 Touch the **Problem** softkey.
- Step 4 Touch the **Report** softkey to display the Report types.
- Step 5 Choose a Report type from the list and touch **Submit**.
- Step 6 Touch the **Exit** softkey while the report is being submitted.

*Figure 8-2 Reporting a Problem*





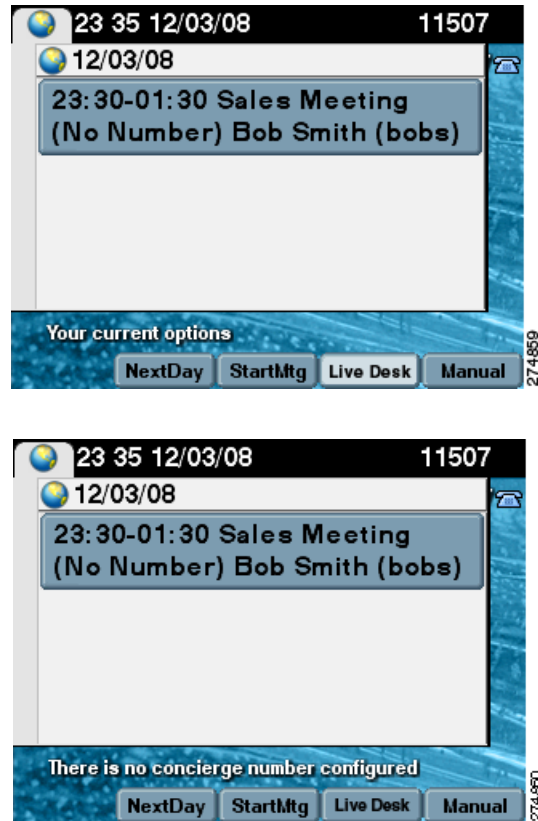
## Contacting the Live Desk

The Live Desk is a person who is assigned to a Cisco TelePresence [endpoint](#) to assist you with problems that may occur during a meeting.

To connect to the Live Desk:

- 
- Step 1** Touch the **Live Desk** softkey. Your call is immediately connected.
- If Live Desk has not been assigned to your Cisco TelePresence [endpoint](#), the following message is displayed on your phone screen:
- “There is no Live Desk number configured.” [Figure 8-3](#) shows Live Desk options and messages.
- Step 2** If you receive this message, contact your Cisco TelePresence System Administrator to have Live Desk assigned to your system.

Figure 8-3 Calling the Live Desk



## How to Configure Favorites and Directory

This section contains the following information:

- [Configuring Favorites, page 8-5](#)
- [Configuring the Directory, page 8-9](#)

### Configuring Favorites

End-users can easily log in to the Cisco Personal Communications Assistant (if installed) and then choose User Options from the menu bar to navigate to User Options. When logged in and viewing User Options, you can access a User Guide, change the locale for the windows, and access additional configuration options from the Related Links drop-down list, including speed dials, phone services, and line-specific options (call forwarding, message-waiting indicators, and ring patterns).

To access phone-specific features, users must select a device after logging in (User Options > Device). When a device is selected, the user can.

To manage your Speed-Dials (Favorites):

- 
- Step 1** Log in to the Cisco Unified CM User Options page, as shown in [Figure 8-4](#).

Figure 8-4 Cisco Unified CM User Options Log In

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A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

For Cisco Technical Support please visit our [Technical Support](#) web site.

- Step 2** Click **User Options** and select **Device**, as shown in Figure 8-5. The Device Configuration page appears, as shown in Figure 8-6.

Figure 8-5 User Options &gt; Device

Number	Label	ASCII Label
1		
2		
3		
4		
5		
6		

Abbreviated Dial Settings		
Number	Label	ASCII Label
7		
8		

- Step 3** In the **Device** box, click the **Name** drop down menu and select the phone for which you would like to create, modify, or delete speed dials, as shown in Figure 8-6. The model name will appear in the Description field, as shown in Figure 8-7.

Figure 8-6 Device Configuration

Cisco Unified CM User Options  
For Cisco Unified Communications Solutions

User Options ▾

Device Configuration

Save Reset Apply Config Line Settings Speed Dials

Status  
Status: Ready

Device

Name SEP001DA238D22A

Model SEP001DA238D22A

Description SEP00235EB62275

User Locale < None >

Save Reset Apply Config Line Settings Speed Dials

\*- indicates required item.

200118

Figure 8-7 Device Description

Cisco Unified CM User Options  
For Cisco Unified Communications Solutions

User Options ▾

Device Configuration

Save Reset Apply Config Line Settings Speed Dials

Status  
Status: Ready

Device

Name SEP001DA238D22A

Model Cisco TelePresence 1000

Description TP 1000 SJC12-4-ELTON JOHN

User Locale English, United States

Save Reset Apply Config Line Settings Speed Dials

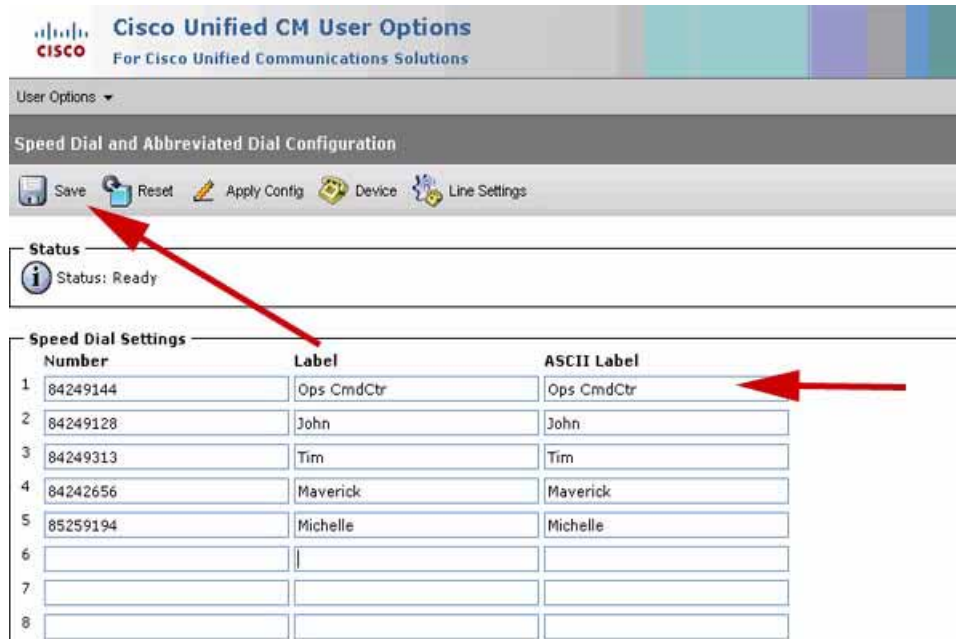
\*- indicates required item.

200119

Step 4 Click **Save**.

Step 5 Click **Speed Dials**. The Speed Dial and Abbreviated Dial Configuration page appears, as shown in Figure 8-8.

Figure 8-8 Speed Dial and Abbreviated Dial Configuration



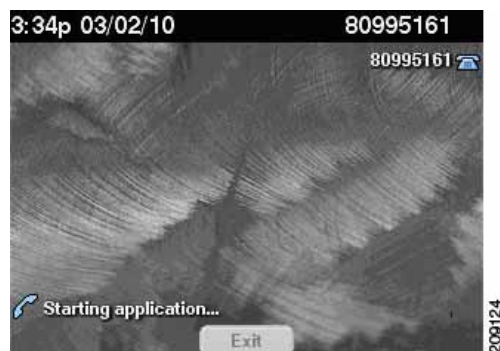
- Step 6** In the Speed Dial Settings **Number** field, enter the Cisco TelePresence phone numbers (for example, 84243737). See [Figure 8-8](#).
- Step 7** In the Speed Dial Settings **Label** and **ASCII Label** fields, enter a name or friendly name. These can be a combination of letters or numbers. Hyphens and spaces are ok, but do not use any special characters (for example, % @ ! \$). See [Figure 8-8](#).
- Step 8** Click **Save** when you are done. Once you save, the phone will reboot for the changes to take effect. This will take a few minutes.



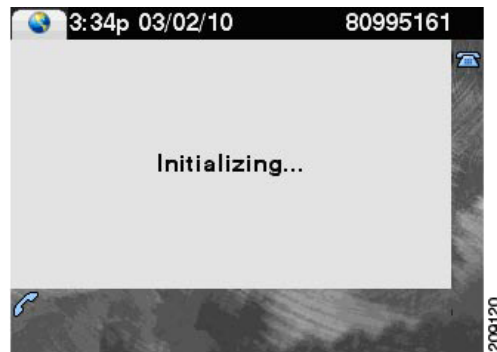
**Note** Do not click **Reset**. Doing so will cause the phone to reset and the phone could take 10 to 30 minutes to come back up.

Your phone screens will appear like this while the phone is rebooting:

Figure 8-9 Phone Screens Rebooting







Your Favorites will now appear on the Favorites list, as shown in [Figure 8-10](#). Simply scroll to the entry you want to call and touch **Dial**.

**Figure 8-10** Favorites List on the Phone



Go to [Favorites: Speed Dialing](#) for information about making a call using Favorites.

## Configuring the Directory

For information about configuring the Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, contact your Cisco Administrator. Administrators use information in the [Managing Cisco Unified IP Phone Features](#) chapter of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System* to configure the Directory.

