C H A P T E R 4

Troubleshooting the Cisco TelePresence System Camera

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Contents

This chapter contains information about troubleshooting the Cisco TelePresence System (CTS) and includes the following sections:

Troubleshooting the CTS Camera

Use the information in Table 4-1 to troubleshoot CTS camera issues.

Table 4-1   Troubleshooting Your CTS Camera

Problem	Possible Cause or Description	Action
Image not positioned correctly.	Camera is misaligned.	Adjust and focus the camera using the targets. See the Troubleshooting chapter for your system in the *Cisco TelePresence System Administration Guide*.
Image s are incorrect.	• Video cable is only partially connected. • settings are not correct.	• Make sure that the plug fully plugged in. See the Routing Power and Signal Cables section in the *Cisco TelePresence System 500 Assembly, Use & Care, and Field Replacement Unit Guide.* • Check your camera Auto Adjustment settings. See the Troubleshooting chapter for your system in the *Cisco TelePresence System Administration Guide*.
No image.	• Lens cap is in place. • Camera is not plugged in or is plugged in incorrectly.	• Remove the lens cap. • Check power connections and switches on each display. • Verify that the video and Ethernet cables from each camera are plugged into the correct connectors on their respective codecs. See the Routing Power and Signal Cables section in the *Cisco TelePresence System 500 Assembly, Use & Care, and Field Replacement Unit Guide.*
	Camera or display is broken.	Contact Cisco technical support if you are certain that the cabling is correct, power is applied, and a display and camera test has been run, but no image is seen on the display.
Camera top-to-bottom switching discontinuity.	Image may take up to 1 second to normalize when the camera switches to the active speaker.	This is normal DSP behavior. This can also occur during audio addin.

Related Information

For more information about setting up, testing, and troubleshooting the CTS, see the following documentation on Cisco.com:

Hardware Documentation

- *Cisco TelePresence System 500 Assembly, Use & Care, and Field Replaceable Unit Guide*

Software Documentation

- *Cisco TelePresence System Administration Guide*
- *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*
- Cisco TelePresence Administration Software Error and System Messages

- Cisco TelePresence Administration Software Command References