



CHAPTER 9

Troubleshooting the Cisco TelePresence System Document Camera

Revised: March, 2011, OL-21351-01

Contents

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

- [Troubleshooting the CTS Document Camera, page 9-1](#)
- [Related Information, page 9-3](#)

Troubleshooting the CTS Document Camera

Use the information in [Table 9-1](#) to troubleshoot CTS document camera issues.

Table 9-1 Troubleshooting Your CTS Document Camera

Problem	Possible Cause or Description	Action
Document camera cannot be controlled by the CTS or the phone.	Incorrect configuration settings on the document camera or on Cisco Unified CM.	<ol style="list-style-type: none"> 1. Verify that all cables are seated properly and that the Ethernet connection is on. 2. Verify that the power is on and the LED is on and is showing green. 3. Use the remote control to ensure that the configuration is correct: <ol style="list-style-type: none"> a. Resolution is set to XGA/60 b. Preset Control should be set to default c. Protect mode should be off. 4. Verify that the presentation input device is enabled in Cisco Unified CM. See the <i>Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</i> on Cisco.com. 5. If the Cisco Unified IP Phone cannot control the document camera, ping the document camera from the admin CLI. See the <i>Cisco TelePresence Administration Software Command References</i> home page on Cisco.com for information about CLI commands. 6. Re-seat the Ethernet cable to document camera. 7. If needed, use the remote control to rule out hardware issues. 8. Connect the document camera directly to the projector to rule out projector issues.
<ul style="list-style-type: none"> • Web UI shows a red X for document camera, even though document camera functions well. • System Status window shows unexpected Document Camera status. 	<p>Incorrect resolution is configured on the document camera.</p> <p>Unsupported document camera.</p>	<ol style="list-style-type: none"> 1. Verify that the Digital Visual Interface (DVI) resolution is set to XGA/60 rather than XGA 16:9. Note XGA 16:9 is not supported. See the Optional Hardware section of the <i>Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</i> on Cisco.com for more information. 2. Check to see if the document camera model is newer than what is supported. The codec will not recognize a newer model and would flag it as an error. Refer to the Qualified Document Cameras list in the CTS release notes for your CTS software release on the <i>Cisco TelePresence Administration Software Release Notes</i> home page on Cisco.com

Table 9-1 Troubleshooting Your CTS Document Camera (continued)

Problem	Possible Cause or Description	Action
Caution pop-up: No VGA (DVI) input received.	<ul style="list-style-type: none"> VGA cable is not plugged into your laptop. XGA output settings are not optimized. 	Verify the following: <ol style="list-style-type: none"> The VGA connector in the meeting room is plugged into your computer. You have enabled VGA (XGA 1024 x 768) output on your computer. Click OK to close the window.
Caution pop-up: No input received from document camera.	Cables are not connected properly.	Check that all cables are connected and all connectors are plugged in completely. Click OK to close the window.

Related Information

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

- [Cisco TelePresence System Administration Guide](#)
- [Cisco TelePresence Administration Software Release Notes](#)
- [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](#)

