



# CHAPTER 13

## Troubleshooting the Cisco TelePresence System Phone

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### Troubleshooting the CTS Phone

Use the information in [Table 13-1](#) to troubleshoot CTS Cisco Unified IP Phone issues.

**Table 13-1** Troubleshooting Your CTS Cisco Unified IP Phone

Problem	Possible Cause or Description	Action
Cisco Unified IP Phone does not register but CTS registers fine.	<ul style="list-style-type: none"> <li>• Phone profile or Directory Number (DN) not provisioned properly in Cisco Unified CM.</li> <li>• Phone registration packets not traversing through CTS, possibly due to CTS internal firewall or some VLAN related issue.</li> </ul>	<ol style="list-style-type: none"> <li>1. Log onto Cisco Unified CM and make sure that the phone profile and Directory Number (DN) are created and configured properly.</li> <li>2. Plug the IP phone directly into the network wall jack. If the IP phone registers, the trouble lies with the CTS. Collect network capture if necessary.</li> <li>3. If the phone is not reachable from the external network but is reachable from the CTS, the CTS is blocking the phone from reaching outside. Contact TAC for assistance.</li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
Non-MIDlets Phone user interface (UI) does not show Cisco TelePresence-specific information, or does not refresh until a service button is pushed.	Service or Authentication URL is not configured properly on the Cisco Unified CM phone device page.	<ol style="list-style-type: none"> <li>1. Log onto the Cisco Unified CM administration phone device page and check the following:               <ol style="list-style-type: none"> <li>a. Service on the device.</li> <li>b. Authentication and Idle URL—Verify that this address points to the correct codec IP address, and follow the recommended format.</li> </ol> </li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
IP phone keeps rebooting.	Bad phone or corrupted phone image	<ol style="list-style-type: none"> <li>1. Plug the phone directly into the network port to bypass the codec to rule out any issue with the codec.</li> <li>2. Power cycle the phone.</li> <li>3. If the problem persists, contact TAC for assistance.</li> </ol>
The phone does not display the Cisco TelePresence idle screen.	<ul style="list-style-type: none"> <li>• Phone may not be recognized:               <ul style="list-style-type: none"> <li>– Cisco Unified CM does not know about it.</li> <li>– CTS is not registered because it is unplugged.</li> <li>– The phone did not receive an IP address.</li> </ul> </li> <li>• There could be errors in the Cisco Unified CM Phone Configuration window:               <ul style="list-style-type: none"> <li>– Incorrect IP address.</li> <li>– Typos in the external location URLs.</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. Check the cable connection from the primary unit to the Cisco Unified IP Phone.               <p>For cabling information, see the <a href="#">“Related Information” section on page 13-7</a> to find the appropriate document for your system.</p> </li> <li>2. Verify phone registration by logging in to the Cisco Unified CM administration page.               <ol style="list-style-type: none"> <li>a. Click on the IP address and verify phone registration.</li> <li>b. Verify the phone in the system.</li> </ol> </li> <li>3. Correct typos in the URL.</li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>

Table 13-1 Troubleshooting Your CTS Cisco Unified IP Phone (continued)

Problem	Possible Cause or Description	Action
Cisco Unified IP Phone does not register.	<ul style="list-style-type: none"> <li>• Cisco Unified CM does not know about it.</li> <li>• CTS is not registered because it is unplugged.</li> <li>• CTS MAC address is entered incorrectly.</li> <li>• The incorrect device type was configured in Cisco Unified CM.</li> </ul>	<ol style="list-style-type: none"> <li>1. Verify phone registration by logging into the Cisco Unified CM administration page.</li> <li>2. Click on the IP address and verify phone registration.</li> <li>3. Confirm that a Cisco Unified IP Phone 7970 or 7975 device type has been configured in Cisco Unified CM.</li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
<ul style="list-style-type: none"> <li>• <a href="#">MIDlets</a> does not start up.</li> <li>• Phone screen still shows regular IP phone <a href="#">UI</a> instead of expected CTS phone <a href="#">UI</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorrect Phone Service Name.</li> <li>• Incorrect Service URL in Phone Service.</li> <li>• Incorrect Service Vendor in Phone Service.</li> </ul>	<ol style="list-style-type: none"> <li>1. Create Phone Service with the correct name: <ol style="list-style-type: none"> <li>a. Unsubscribe the phone from the old service.</li> <li>b. Subscribe the phone to the new service.</li> </ol> </li> <li>2. Update the Phone Service based on recommended format, run <b>Update Subscriptions</b>.</li> <li>3. Update the Service Vendor to “Cisco,” then run <b>Update Subscriptions</b>.</li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
<p><a href="#">MIDlets</a> fails to start up properly, shows the following message:</p> <pre>“setting up network connections”</pre>	<ul style="list-style-type: none"> <li>• MIDlet cannot establish TCP connections with the CTS.</li> <li>• Possible incorrect CTS IP address is assigned to the phone profile authentication server URL.</li> </ul>	<ol style="list-style-type: none"> <li>1. Ensure that the correct CTS IP address is in the Authentication Server URL for the phone device in Cisco Unified CM.</li> <li>2. Click <b>Save</b>.</li> <li>3. Reset the phone. See <a href="#">Managing Phone Reset</a>.</li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
<p><a href="#">MIDlets</a> fails to initialize properly, showing the following message:</p> <pre>“Configuration error.”</pre>	<ul style="list-style-type: none"> <li>• The MIDlet does not find Authentication Server URL or it does not recognize its format.</li> <li>• Non-English characters are used on phone device profile.</li> </ul>	<ol style="list-style-type: none"> <li>1. Properly configure the Authentication Server URL for the phone.</li> <li>2. Click <b>Save</b>.</li> <li>3. Reset the phone. See <a href="#">Managing Phone Reset</a>.</li> </ol> <p><b>Tip</b> Use only English characters.</p> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p>
Cisco Unified IP phone resets during an active call causing MIDlets-enabled softkeys to disappear from the phone user interface.	The video portion of the call is still active, but the user cannot use some of the phone softkey functions.	Administrators should not reset the phone when there are calls on the codec.

Table 13-1 Troubleshooting Your CTS Cisco Unified IP Phone (continued)

Problem	Possible Cause or Description	Action
Cisco Unified IP Phone 7975 goes dead during CTS endpoint or MIDlet upgrade.	Occasionally, an unexpected phone power cycle can occur during a CTS endpoint or MIDlet version upgrade. During CTS endpoint upgrades, the CTS briefly powers off the phone then brings it back up when upgrade is complete. But if the phone power cycle is occurring at the same time, the phone's firmware image can be damaged and the phone will not power back on.	To avoid this problem, schedule CTS endpoint or MIDlet upgrades when the phone is not in power cycle mode.  If you encounter a phone that will not power back on after a CTS endpoint or MIDlet upgrade, perform a phone factory reset to restore the firmware image. See the <a href="#">“Managing Phone Reset”</a> section on page 13-5.
Phone rejects direct firmware upgrade.	During installation, Cisco Unified Communications Manager will upgrade the firmware on the Cisco Unified IP phone 7975 to the minimum version required. But if an IP phone 7975 is shipped with older firmware, the phone may reject the direct firmware upgrade.	Upgrade the Cisco Unified IP phone 7975 to an intermediate unsigned firmware version before upgrading to the final firmware required by the installation.  <b>Note</b> CTS firmware is ordinarily backward compatible by two release cycles.  See the <a href="#">Cisco TelePresence Administration Software Compatibility Information</a> documentation on Cisco.com.
MIDlet version does not verify on the phone after upgrade.	On some phones the MIDlet version does not verify properly. A reboot works on most phones to fix the problem but not on all phones.	If a reboot does not work, do the following from the phone:  <ol style="list-style-type: none"> <li>1. Push the <b>Settings</b> button.</li> <li>2. Select #7 (<b>Applications</b>).</li> <li>3. Select the MIDlet.</li> <li>4. Touch the <b>Delete Data</b> softkey.</li> </ol> The new MIDlet verifies properly.  <b>Tip</b> You may have to try this several times.
Participant List: There are blank entries in the list as the user scrolls up and down to see the entire list.	Sometimes occurs when there are more than five participants in the participant roster list on the phone.	This is a cosmetic issue; feature functionality is not affected.

## SCCP and SIP Phone Firmware Upgrades

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.

# Cisco TelePresence MIDlet File Naming Convention

- Releases prior to CTS 1.7.1.1 use a period (“.”) after “TSPM”—TSPM.y-y-y-YY.jad. For example:  
TSPM.1-7-0-0S
- Releases after CTS 1.7.1.1 use a hyphen (“-”) after “TSPM”—TSPM-y.y.y-YY.jad. For example:  
TSPM-1.7.4-P1-2S

## Managing Phone Reset

The following sections contain information about managing the following system components:

- [Resetting the Cisco Unified IP Phone 7970 Series, page 13-5](#)
- [Synchronizing a Phone, page 13-5](#)
- [Resetting the Cisco Unified IP Phone 7970 /7975 Series Factory Image, page 13-6](#)

## Resetting the Cisco Unified IP Phone 7970 Series

Reset a Cisco Unified IP Phone at any time by following these steps:

**Note**

If a call is in progress, the phone does not reset until the call completes.

- Step 1** Choose **Device > Phone**. The Find and List Phones window appears.
- Step 2** To locate a specific phone, enter search criteria and click **Find**. A list of phones that match the search criteria displays.
- Step 3** Check the check boxes next to the phones that you want to reset. To choose all the phones in the window, click **Select All**.
- Step 4** Click **Reset Selected**. The Device Reset window appears.
- Step 5** Choose **Reset** from the listed options in the Device Reset window.  
This shuts down the chosen devices and brings them back up (performs a complete shutdown and reinitialization of the phones).

**Note**

See the [“Synchronizing a Phone” section on page 13-5](#) for instructions on updating the phone with the latest configuration changes by using the least-intrusive method.

## Synchronizing a Phone

To synchronize a phone with the most recent configuration changes, perform the following procedure, which applies any outstanding configuration settings in the least-intrusive manner possible. (For example, a reset/restart may not be required on some affected devices.)

**Procedure**

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- Step 1** Choose **Device > Phone**. The Find and List Phones window appears.
  - Step 2** Choose the search criteria to use and Click **Find**. The window displays a list of phones that match the search criteria.
  - Step 3** Check the check boxes next to the phones that you want to synchronize. To choose all phones in the window, check the check box in the matching records title bar.
  - Step 4** Click **Apply Config to Selected**. The Apply Configuration Information dialog displays.
  - Step 5** Click **OK**.
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## Resetting the Cisco Unified IP Phone 7970 /7975 Series Factory Image

Occasionally, an unexpected phone power cycle can occur during a CTS endpoint upgrade. During CTS endpoint upgrades, the CTS briefly powers off the phone then brings it back up when upgrade is complete. But if the phone power cycle is occurring at the same time, the phone's firmware image can be damaged and the phone will not power back on. This can also occur when upgrading the phone MIDlet.

To avoid this problem, unplug the phone before upgrading the CTS endpoint. When upgrade is complete, plug the phone back in and upgrade the MIDlet. If you encounter a phone that will not power back on after a CTS endpoint or MIDlet upgrade, perform a phone factory reset to restore the firmware image. For more information, see the Resetting the Cisco Unified IP Phone 7970 Series Factory Image section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

To reset the phone to the factory image, follow these steps:

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- Step 1** Disconnect the power from the phone.
  - Step 2** While holding down the “#” key, reconnect the power.
  - Step 3** As soon as you see the line button lights to the right side of the display cycling yellow, release the “#” key.
  - Step 4** Press the following buttons in sequence: 3, 4, 9, 1, 6, 7, 2, 8, 5, 0, \*, #.
- The cycling line button lights then change from yellow to red. Within a few minutes the phone will begin booting.
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## How to Configure the Favorites and Directory Softkeys on the Phone

For information about configuring Speed-Dials (Favorites) and Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, see the [Managing Cisco Unified IP Phone Features](#) chapter of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System* on Cisco.com.

# Phone Screen Capture via Cisco Unified CM

Because the CTS codec is no longer the authentication server for the phone and cannot be used to obtain screenshots of the phone for diagnostics, you will need to create an End User profile to manage the phones and capture a screenshot. See the “Obtaining a Screenshot From the MIDlets Phone” section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

## 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 Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Administration Software Error and System Messages](#)
- [Cisco TelePresence Administration Software Command References](#)

