



Using the Troubleshooting Guide

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What's in the Guide

The *Cisco TelePresence System Troubleshooting Guide* contains information about troubleshooting the CTS and the peripheral devices that make up the Cisco TelePresence system.

This guide is directed to administrators and end users who wish to maintain the optimum CTS meeting experience. This guide also includes troubleshooting information the following:

- Cisco TelePresence Manager—See [Troubleshooting Cisco TelePresence Manager](#)
- Cisco TelePresence Multipoint Switch—See [Troubleshooting the Cisco TelePresence Multipoint Switch](#)

How to Use This Guide

1. Search for your particular troubleshooting issue in the [Index](#).
2. Use the [Troubleshooting Topic Quick Reference](#) to find a specific chapter.
3. If your issue cannot be remedied using the tools in this guide, open a case with the [TAC Service Request Tool](#).

Troubleshooting Topic Quick Reference

Table 1 *Cisco TelePresence Troubleshooting Quick Reference*

Chapter	Contents
Chapter 1, “Troubleshooting Cisco TelePresence System Administration”	CTS Administration interface (GUI) tasks
Chapter 2, “Troubleshooting Cisco TelePresence System Audio Quality”	CTS audio quality
Chapter 3, “Troubleshooting Cisco TelePresence System Calls”	CTS calls, meeting experience
Chapter 4, “Troubleshooting the Cisco TelePresence System Camera”	CTS camera function
Chapter 5, “Troubleshooting the Cisco TelePresence System Codecs”	CTS primary, secondary, and presentation codecs
Chapter 6, “Troubleshooting Cisco Unified Communications Manager Administration”	Cisco Unified CM Administration interface (GUI) tasks
Chapter 7, “Troubleshooting the Cisco TelePresence System Commercial Express Virtual Machine Solution”	Commercial Express virtual machine installation and maintenance
Chapter 8, “Troubleshooting the Cisco TelePresence System Main Display”	CTS main display screen
Chapter 9, “Troubleshooting the Cisco TelePresence System Document Camera”	CTS document camera
Chapter 10, “Troubleshooting Cisco TelePresence System Installation and Upgrade”	System installation and upgrade
Chapter 11, “Troubleshooting Cisco TelePresence System Microphones”	CTS microphones
Chapter 12, “Troubleshooting Cisco TelePresence System Passwords”	System passwords management
Chapter 13, “Troubleshooting the Cisco TelePresence System Phone”	CTS Unified IP Phones
Chapter 14, “Troubleshooting Cisco TelePresence System Presentations”	CTS presentations
Chapter 15, “Troubleshooting the Cisco TelePresence System Projector”	CTS projector
Chapter 16, “Troubleshooting Cisco TelePresence System Registration”	System registration
Chapter 17, “Troubleshooting the Cisco TelePresence System Speakers”	CTS speakers
Chapter 18, “Troubleshooting Cisco TelePresence System Messages”	System messages
Chapter 19, “Troubleshooting Cisco TelePresence Touch 12”	Touch screen user interface
Chapter 19, “Troubleshooting Cisco TelePresence System Video”	CTS video
Chapter 21, “Troubleshooting Cisco TelePresence WebEx OneTouch”	Cisco WebEx
Appendix A, “Troubleshooting Cisco TelePresence Manager”	CTS-Manager
Appendix B, “Troubleshooting the Cisco TelePresence Multipoint Switch”	CTMS administration

Table 1 Cisco TelePresence Troubleshooting Quick Reference

Chapter	Contents
Glossary	Terminology and tips
Index	Troubleshooting navigation tool

TAC Service Request Tool

Registered Cisco users can request help from the [Cisco Technical Assistance Center](#) by going to:
<http://tools.cisco.com/ServiceRequestTool/create/>

Related Documents

Related Topic	Document Title
CTS platform hardware installation and maintenance documentation.	<ul style="list-style-type: none"> • Product Support > TelePresence > TelePresence Immersive Endpoints <ul style="list-style-type: none"> – 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 <ul style="list-style-type: none"> – 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Release Notes home page on Cisco.com
Cisco Unified CM installation with the Cisco TelePresence System.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System
Cisco command-line interface (CLI) information for configuring the Cisco TelePresence System.	<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Command References home page on Cisco.com

Cisco TelePresence User Guide and Quick Reference Card, including information about using the CTS Cisco Unified IP phone.	<ul style="list-style-type: none"> • Cisco TelePresence Administration Software End-User Guides on Cisco.com
Cisco TelePresence System system message information.	<ul style="list-style-type: none"> • Cisco TelePresence System Message Guide
Information for configuring security in Cisco TelePresence systems.	<ul style="list-style-type: none"> • Cisco TelePresence Security Solutions
Cisco TelePresence Manager documentation home page.	<ul style="list-style-type: none"> • Cisco TelePresence Manager home page on Cisco.com
Information about the Cisco TelePresence Multipoint Switch (CTMS).	<ul style="list-style-type: none"> • Cisco TelePresence Multipoint Switch home page on Cisco.com
Cisco TelePresence Recording Server information.	<ul style="list-style-type: none"> • Cisco TelePresence Recording Server home page on Cisco.com
Complete guide to the CTS software and hardware documentation.	<ul style="list-style-type: none"> • Cisco TelePresence System Documentation Roadmap
Cisco Unified CM documentation types and locations.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager (CallManager) Documentation Roadmaps
Cisco Unified Communications Manager Support page.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Support
Cisco Unified IP Phones 7900 Series documentation.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Cisco TelePresence Network Systems 2.0 Design Guide
Cisco Unified IP Phone firmware download instructions.	<ul style="list-style-type: none"> • Installation Notes section of the Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)
How to use the Cisco TelePresence System, including CTS Cisco Unified IP Phone user details.	<ul style="list-style-type: none"> • Cisco TelePresence System User Guide
How to configure the Cisco TelePresence WebEx OneTouch feature for the first time.	<ul style="list-style-type: none"> • Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System

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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