



CHAPTER 14

Troubleshooting Cisco TelePresence System Presentations

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Contents

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

- [Troubleshooting CTS Presentations, page 14-1](#)
- [Related Information, page 14-6](#)

Troubleshooting CTS Presentations

Use the information in [Table 14-1](#) to troubleshoot issues with the CTS presentation.

Table 14-1 Troubleshooting Your CTS Presentation

Problem	Possible Cause or Description	Action
Presentation does not appear properly on auxiliary displays when the remote host is showing a presentation.	A non-certified auxiliary display is being used, and that display does not support the frequency that the codec uses for the presentation.	<p>Check to make sure that the auxiliary display model is supported by referring to the Qualified Auxiliary Devices list in the CTS release notes for your CTS software release.</p> <p>See the Cisco TelePresence Administration Software Release Notes home page on Cisco.com.</p>
Projector does not display anything	Improper configuration on the projector or the laptop.	<ol style="list-style-type: none"> 1. Set the projector default using remote control: <ul style="list-style-type: none"> • Image—Vivid • Picture—adj - > overscan -> 0 • Screen—Normal • Input—HDMI • Settings—Mounting -> Ceiling <ul style="list-style-type: none"> - Blue back—Off - Display—Off - Logo—Off - Power off confirmation—Off - Power management—On • Group mode—100 2. If the projector is managed by the auxiliary control unit (ACU), set the projector default from the Web GUI or by using the following admin CLI command: <p style="text-align: center;">set hardware projector default.</p> <p>See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands.</p> 3. Manage system default settings by referring to the First-Time Setup chapter in the Cisco TelePresence System Assembly, Use & Care, and Field Replaceable Unit Guide for your system. See the “Related Information” section on page 14-6 to locate the correct document for your system. 4. Make sure that you have set your laptop resolution to 1024 x 768 at 60 Hz.

Table 14-1 Troubleshooting Your CTS Presentation (continued)

Problem	Possible Cause or Description	Action
Projector push default failure.	<ul style="list-style-type: none"> • Configuration issue on the projector • Cabling issue between the projector and the ACU. 	<ol style="list-style-type: none"> 1. When an ACU is present, both the High-Definition Multimedia Interface (HDMI) from the codec to the projector and the Serial connection from the ACU to the projector are required: <ol style="list-style-type: none"> a. The ACU must be connected by Serial 1 to the projector service port. Serial 2 will not work for the ACU. b. The Ethernet ports to the codec can be connected with either Serial 1 or Serial 2. 2. Verify that the projector input is set to HDMI before attempting to set projector defaults through the ACU. 3. Verify that the Group 100 mode is set properly. 4. Verify that the projector is on. If the shutter is turned off and the LED is red, default push fails. 5. Verify that the ACU is properly wired. 6. To isolate the issue, do the following: <ol style="list-style-type: none"> a. Bypass the ACU. b. Plug the projector directly into codec. <p>See the Cisco TelePresence System Administration Guide for more information about troubleshooting the ACU.</p>
Projector automatically shuts down.	The unit is overheating.	<ol style="list-style-type: none"> 1. Verify the status of the Lamp_Replace/Warning/Power indicator lights on the Projector (see the manual that came with your projector). 2. When the projector has shut itself down, determine whether shutdown is due to overheating: <ol style="list-style-type: none"> a. Make sure that room temperature is within controlled specifications. b. Confirm that the air conditioning in the room is running.
Presentation image flickers when certain laptop models share presentations.	Impedance mismatch on the cable between the video adapter of certain laptop models and the CTS.	<ol style="list-style-type: none"> 1. If this only happens on certain laptop models, upgrade the basic input/output system (BIOS) to the latest version for your video adaptor. 2. Purchase an amplifier from a local store. 3. Contact TAC for assistance if necessary.

Table 14-1 Troubleshooting Your CTS Presentation (continued)

Problem	Possible Cause or Description	Action
<ul style="list-style-type: none"> Unexpected presentation quality. Presentation sharing text on large screen systems shows as red/yellow instead of black; color bleeding. 	<ul style="list-style-type: none"> Network instability could cause presentation quality degradation. Video compression causes parts of the presentation output text to show text not as true black but as a mix of red/blue/yellow. 	<ul style="list-style-type: none"> Check call statistics and identify where the network problem is being introduced. Video compression is expected behavior and affects both local and remote presentations. The effect is subtle; text is legible and the system functions normally.
Presentation lost in the middle of the call.	Might be a vertical synchronization (VSync) problem or other software related issue.	Unplug the VGA cable and plug it back in to re-initiate the presentation.
Projector not working properly with splitter on the A/V expansion box .	Incorrect wiring between projector and splitter, or intermittent AV expansion box issue.	<ol style="list-style-type: none"> Verify the following on the A/V expansion box: <ol style="list-style-type: none"> Input on Port 1 and output on Port 4. If port 4 does not work, likely there is a problem on the A/V box port. <p>Note Port 4 is required for the projector configuration push from the ACU, so using Port 1 may cause the projector push to fail.</p> If needed, reset the A/V expansion box by unplugging the audio cable to the primary codec then plugging it back in.
<ul style="list-style-type: none"> Local presentation audio is not playing during a call. Presentation audio is not shared for audio only calls; you must unplug/plug the VGA. 	<ul style="list-style-type: none"> The Secondary Audio Input Source setting may be wrong. The following meeting conditions apply: <ul style="list-style-type: none"> Local presentation VGA shows on presentation display. Make call to a remote phone. Local presentation disappears from display. 	<ul style="list-style-type: none"> Check to see that the Secondary Audio Input Source setting matches the physical cabling. When set to DMP, audio input is only active outside of a call if DMP is active (during Cisco Unified Communications Manager-defined business hours). See the <i>Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</i> on Cisco.com. First unplug the VGA then plug it back in again.

Table 14-1 Troubleshooting Your CTS Presentation (continued)

Problem	Possible Cause or Description	Action
Local presentation not showing as PiP after the auxiliary monitor is switched off.	This is an expected issue. The local presentation from the document camera is not showing as PiP in the center display screen after the auxiliary monitor is switched off. This happens because the presentation monitor is connected to an audio extension board (AEB) box, so when the monitor is switched off, the AEB box does not detect that it is now 5 fps instead of 30 fps. When the presentation codec is directly connected to the auxiliary monitor, the issue does not happen.	Data displays connected directly to the CTS detects both cable and power. Data displays connected with an AEB can only detect the cable connection, not power. Cisco recommends that you connect the presentation codec directly to the auxiliary monitor.
Presentation fails to display in some resume scenarios.	This is expected behavior.	In early CTS software releases, a CTS with its presentation device plugged in would always ask to present when it did a resume. Presentation device functionality is changed. When a CTS goes on hold, the presentation device takes note whether or not it was the active presenter: <ul style="list-style-type: none"> • If the presentation device was the active presenter when it went on hold, it will ask to present again when taken off hold and the presentation will be shown when the meeting resumes. • If it was not the active presenter, it will not ask to present and the presentation will not be shown when the meeting resumes.
Administration login can be slow when presenting during point-to-point secure calls.	This is expected login behavior.	Administration CLI login can take as much as 60 seconds during point-to-point secure calls when a hold/resume is performed while presenting.
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"> 1. The VGA connector in the meeting room is plugged into your computer. 2. 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.

Table 14-1 Troubleshooting Your CTS Presentation (continued)

Problem	Possible Cause or Description	Action
<p>There is no image and a Bulb icon appears on the CTS main display.</p> 	<p>The projector bulb has burned out.</p>	<p>Replace the projector bulb.</p>
<p>Audio static or no audio on laptop.</p>	<p>During a presentation.</p>	<ul style="list-style-type: none"> • To hear sound on your laptop, connect the audio cable to the headphone output of your PC. • To eliminate audio static, connect the audio cable to your laptop's headset port.
<p>Not Sharing Presentation icon is observed on the main display with one of the following messages:</p> <ul style="list-style-type: none"> • “Remote participant cannot receive presentation.” • “Please wait to receive video. Still sending video.” • “Unable to receive video. Still sending video.” 	<p>If the remote endpoint does not support a 1024x768 presentation stream, the Not Sharing Presentation icon (a laptop with a slash through it) is displayed on the main screen along with the following message:</p> <p>“Remote participant cannot receive presentation.”</p> <p>While the CTS negotiates a lower frame rate, the following message appears:</p> <p>“Please wait to receive video. Still sending video.”</p> <p>Video resumes once the frame rate is negotiated. If the video takes longer to negotiate, the following message appears:</p> <p>“Unable to receive video. Still sending video.”</p>	<p>No action is necessary; this is expected behavior.</p>

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](#)

