Collaboration Endpoint Software CE8.3
JANUARY 2017

Getting Started Guide

For DX, MX and SX Series

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Thank you for choosing Cisco!

Your Cisco product has been designed to give you many years of safe, reliable operation.

This part of the product documentation is aimed at administrators working with the setup of the Cisco TelePresence products running Collaboration Endpoint software.

Our main objective is to address your goals and needs. Please let us know how well we succeeded!

Please visit the Cisco web site regularly for updated versions of this guide.

The user documentation can be found on
▸ http://www.cisco.com/go/telepresence/docs.

How to use this guide

The top menu bar and the entries in the Table of contents are hyperlinks. You can click them to go to the topic.

Table of contents

Introduction 3
- About this guide 4
- How to configure your system 5

User interfaces 6
- Web interface 7
- TRC6 remote control 8
- On-screen menu when using a remote control 9
- Touch controller 10
- The Touch controller Settings menu 11
- On-screen menu for DX70 and DX80 12

Configuration: Web interface 13
- Provisioning set-up 15
- IP settings 16
- Configure H.323 and SIP 17
- Date, time and location 18
- Passphrase 19

Configuration: Setup assistant 20
- Wireless network on DX70 and DX80 22
- IP settings 23
- Provisioning 24

Configuration: Touch controller 26
- Touch controller 27
- Provisioning set-up 28
- IP settings 29
- Configure H.323 and SIP 30
- Date, time and location 31

Appendices 32
- Cisco VCS provisioning 33
- User documentation on the Cisco web site 34

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Chapter 1

Introduction

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About this guide

This document goes through the basic configuration of your video conference system.

You can find the information about system assembly and installation in the Installation guide for your product.

Cisco TelePresence endpoints covered in this guide

- DX Series:
  DX70
  DX80
- MX Series:
  MX200 G2
  MX300 G2
  MX700
  MX800
- SX Series:
  SX10 Quick Set
  SX20 Quick Set
  SX80 Codec

NOTE: This guide doesn't cover information on Cisco Spark registered systems. For more information on Cisco Spark room systems, visit:

▸ https://help.webex.com/community/cisco-cloud-collab-mgmt

User documentation

You can download the user documentation from the Cisco web site, go to:

▸ http://www.cisco.com/go/telepresence/docs

Guidelines for how to find the documentation on the Cisco web site are included in the ▸ User documentation on the Cisco web site appendix.

Software

You can download the software for your product from the Cisco web site, go to:

▸ http://www.cisco.com/cisco/software/navigator.html

Cisco contact

On our web site you can find an overview of the worldwide Cisco contacts.

Go to: ▸ http://www.cisco.com/web/siteassets/contacts

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How to configure your system

Use a provisioning system, or configure each video system individually

Provisioning allows video conferencing network administrators to manage many video systems simultaneously. In general, you only have to put in the credentials of the provisioning server to each video system; the rest of the configuration is done automatically.

Without a provisioning system, you must configure each video system individually. To be able to make calls, you must set the IP address, if not provided by the network, and SIP/H.323 parameters. You should also set the correct time and date.

Basic configuration with or without a provisioning system is described in this guide.

User interfaces

The principal operating device for your Cisco TelePresence video conference system is either a remote control or a Touch controller. The remote control is not available for the DX and MX series or the SX80.

You can configure your system through its web interface, if the system is already connected to a network and you know the IP address. A limited set of configurations is also available on the Touch controller and the on-screen menu.

We describe the web interface, the on-screen setup assistant and the Touch controller in the following chapter.

Passphrase

Initially, no passphrase is set for the default *admin* user. It is mandatory to set a passphrase for any user with ADMIN rights in order to restrict access to system configuration. This includes the default admin user.

You can read more about how to set the passphrase in the section ”Passphrase” on page 19.

Wireless connection on DX70 and DX80

You can use a wireless connection to connect your DX70 or DX80 to the network. You can setup teh connection either during the initital setup, or from the settings menu at a later point.

You can read more about how to set the wireless connection in the section "Wireless network on DX70 and DX80" on page 22.

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Chapter 2

User interfaces

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Web interface

You access the web interface by entering your system's IP address in the address bar of a web browser; then sign in. The video conference system is delivered with a default user account with the user name *admin* and no passphrase set.

Recommended browsers: The latest releases of Internet Explorer, Mozilla Firefox, Opera, Chrome or Safari.

The administrator guide for your product describes in detail how the web interface is organized, and the settings it provides access to.

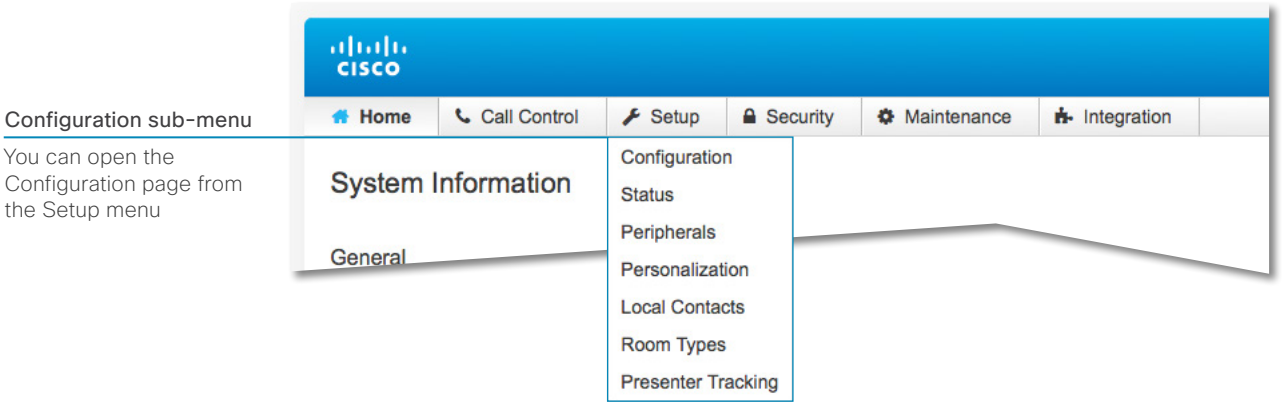
System Configuration page

When signed in, you can open the *Configuration* page from the *Setup* menu.

You can access all configuration settings from this page. The configurations described in the following chapter can be found here.

To control the settings on your system, view the *Status* section. You can find it under the *Setup* menu.

Read how to configure the system on the web interface on page 13.



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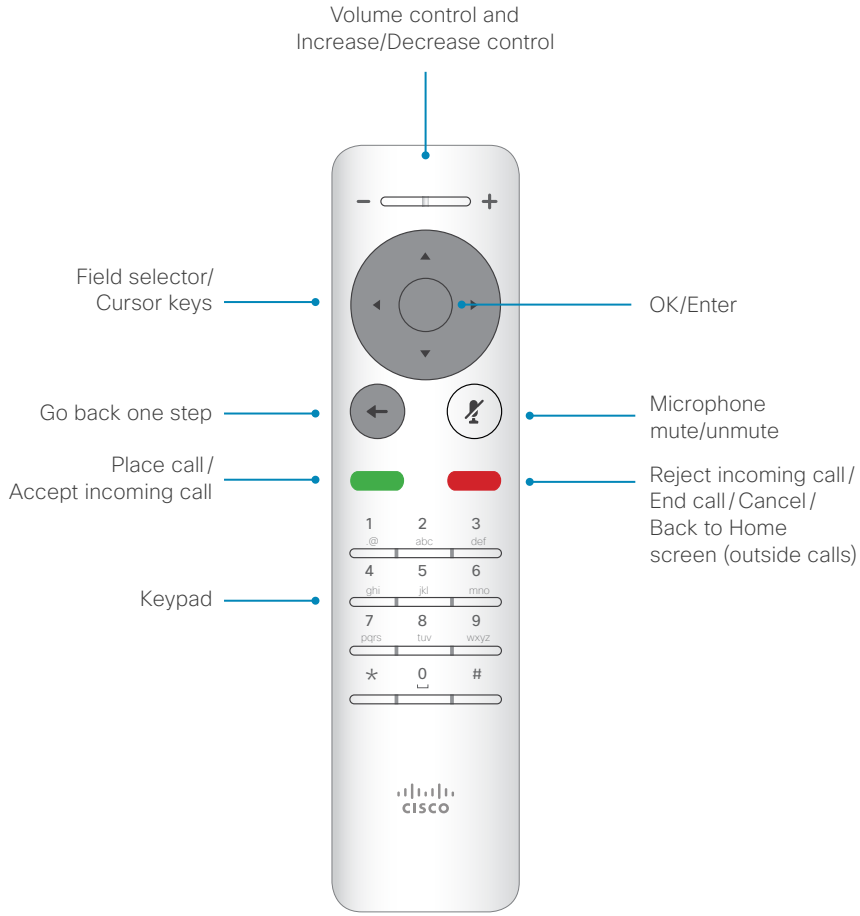
TRC6 remote control

When you pick up the remote control, the system wakes up.

Use the *Cursor* controls to move about the screen and press *OK/Enter* to open the selected menu field.

Use the *Cancel* key to exit a menu (and return to the *Home* screen) undoing any changes. Use the *Back* key to go just one step back.

Make sure the remote control has working batteries (2 x AAA batteries).



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On-screen menu when using a remote control

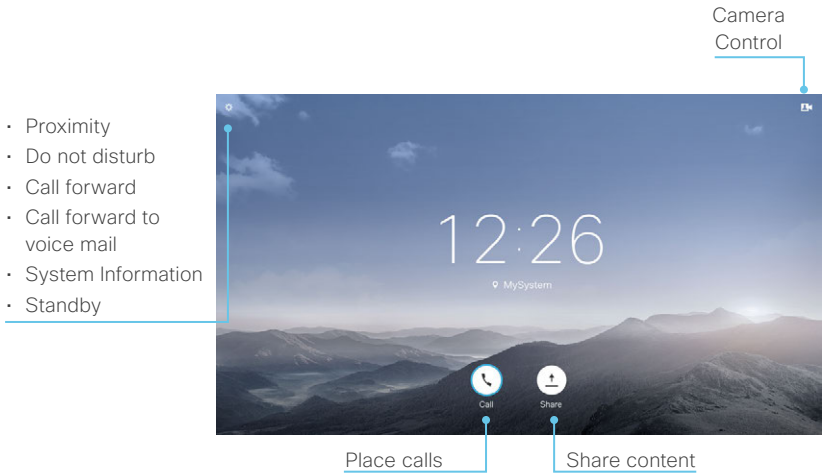
When you start the system for the first time, the Setup assistant starts automatically.

Read how to configure the system with the on-screen setup assistant on page 20.

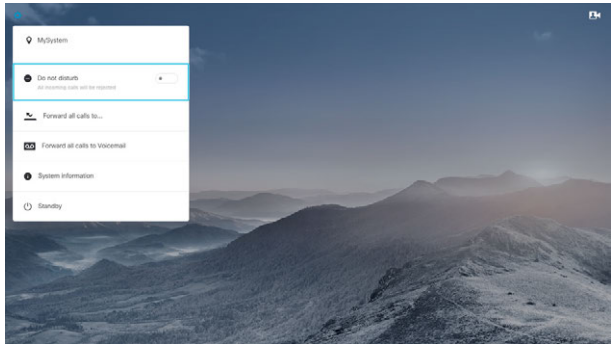
Settings menu

After the initial set up, you can revisit the configurations and more in the *Settings* menu:

- *Language*: Select a language for the user interface.
- *Time zone*: Select your local time zone.
- *Screen adjustment*: Adjust display and system settings for the correct rendering of video and graphics.
- *Network connection*: Change the IPv4 settings, if those have not been configured by autoprovisioning or the network. VLAN settings are also available.
- *Service activation*: Change provisioning settings, if those have not been configured by autoprovisioning.
- *Microphone check*: Check that the microphone is working. If you are using an external microphone, use this test to adjust its location.
- *Sound test*
- *Default camera preset*: Set the default camera position for future calls.
- *Presentation*: Test presenting from your computer. You need an HDMI or VGA cable for this.
- *Factory settings*: Reset your video system to its factory settings, and you lose your current registration. You cannot undo a factory reset.
- *Extended logging*: Helps diagnose network issues and problems during call setup. While in this mode more information is stored in the log files. Extended logging uses more of the system's resources, and may cause it to underperform. Only use extended logging mode when you are troubleshooting an issue.

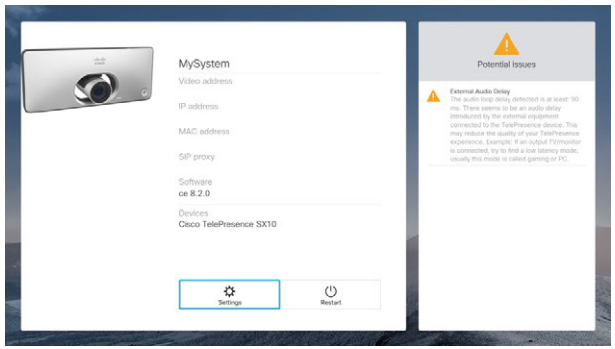


To access the *Settings* menu, navigate to upper left corner of the screen and press *OK* on the remote control. Then navigate down to *System Information* and press *OK* again.



The *System Information* menu shows the basic system information and potential issues the system might have. You can also restart the system from this page.

In addition this page provides access to the *Settings* menu. These settings can be protected with a PIN set from the web interface.



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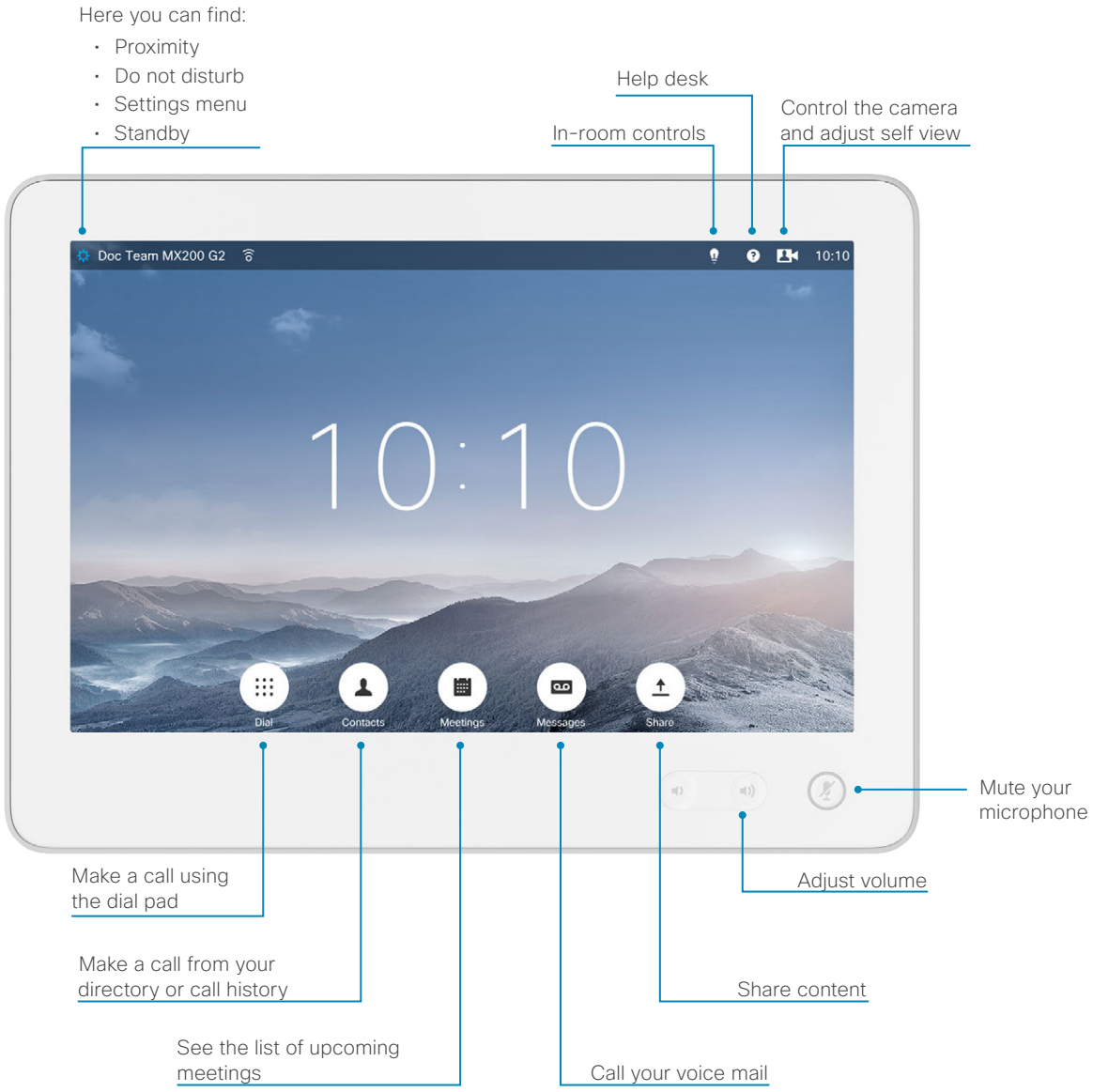
Touch controller

When you start the system for the first time, the Setup assistant starts automatically.

The Touch controller, and its use, is described in full detail in the user guide for your video conference system.

Not all settings are available on all products; therefore the touch buttons shown below may or may not be present on your system.



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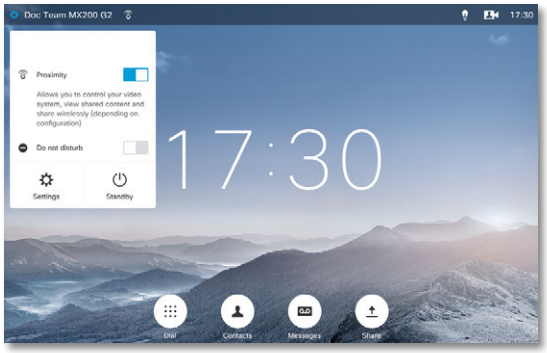
The Touch controller Settings menu

To open the *Settings* menu, tap the system or user name in the upper left corner and tap *Settings*.

System configuration

To enter the *Administrator Settings* menu, tap *Administrator*, enter *Username* and *Passphrase*, and log in. A soft keyboard appears when you tap the input fields. Tap *Admin Settings*. The *Administrator Settings* menu is protected with the system passphrase.

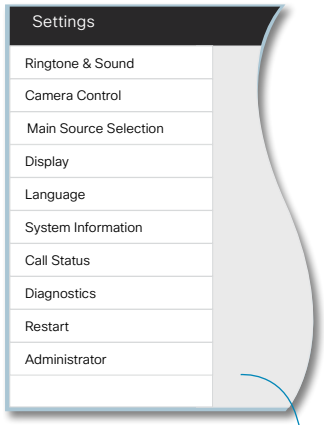
Read how to configure your system with a Touch controller go to page 25.



You can set restrictions to users' access to the settings menu. This can be done on the web interface. Go to *Setup > Configuration > User Interface* and set *User Preferences* to *Off*. With this restriction, only *System Information*, *Call Status*, *Diagnostics* and *Restart* are available for the users.

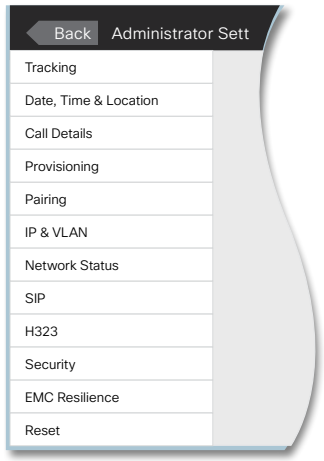
You can find a complete description of the Touch controller menus in the user guide for your video conference system.

Not all settings are available on all products; therefore the menu items shown to the right may or may not be present on your system.



The Settings menu

- *Ringtone & Sound*: Select a ring tone, the ring tone volume and key tone.
- *Camera Control*: Set the whitebalance, exposure and backlight compensation.
- *Main Source Selection*: Select the main input source, e.g. camera control.
- *Display*: Select brightness, whitebalance and DVI mode for the main video display.
- *Language*: Select the language for the user interface.
- *System Information*: An overview of the system configurations.
- *Call Status*: An overview of the call parameters when in call, e.g. protocols, transmit and receive rates, packet loss.
- *Diagnostics*: Set additional system logging on.
- *Restart*: Restart the system.
- *Administrator*: See below.



The Administrator Settings menu

- *Tracking*: Choose tracking speed and set up snap-to-whiteboard feature when you have a SpeakerTrack 60 camera.
- *Date, Time & Location*: Configure date and time settings.
- *Call Details*: Configure the default call rate and auto answer settings.
- *Provisioning*: Start the provisioning wizard.
- *Pairing*: See information about the endpoint the Touch is paired to, and unpair from that endpoint.
- *IP & VLAN*: Configure the IP and VLAN settings. If the Touch controller is connected via LAN, there are separate entries for the codec and the Touch.
- *Network Status - Codec*: Current network status for the codec.
- *Network Status - Touch*: Current network status for the Touch controller.
- *SIP*: Configure the SIP settings.
- *H323*: Configure the H.323 settings.
- *Security*: See which certificates are installed on your system.
- *EMC Resilience*: Change the Touch controller's resilience to electro-magnetic noise.
- *Reset*: Complete a factory reset. This resets all of your settings. You cannot undo a factory reset.

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On-screen menu for DX70 and DX80

When you start the system for the first time, the Setup assistant starts automatically.

Read how to configure the system with the on-screen setup assistant on page 20.

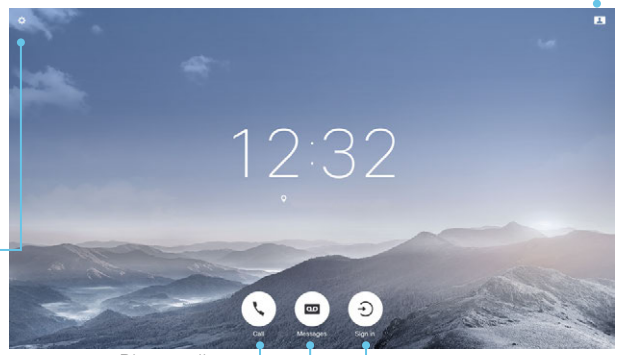
Settings menu

After the initial set up, you can revisit the configurations in the *Settings* menu:

- *Language*: Select a language for the user interface.
- *Time zone*: Select your local time zone.
- *Network setup*: Change Ethernet or Wifi settings. For a wired connection you can change the IPv4 settings, if those have not been configured by autoprovisioning or the network. VLAN settings are also available.
- *Service activation*: Change provisioning settings, if those have not been configured by autoprovisioning.
- *Factory settings*: Reset your video system to its factory settings, and you lose your current registration. You cannot undo a factory reset.
- *Extended logging*: Helps diagnose network issues and problems during call setup. While in this mode more information is stored in the log files. Extended logging uses more of the system's resources, and may cause it to underperform. Only use extended logging mode when you are troubleshooting an issue.

Selfview

- Do not disturb
- Screen brightness
- Call forward
- Call forward to voice mail
- System Information
- Standby

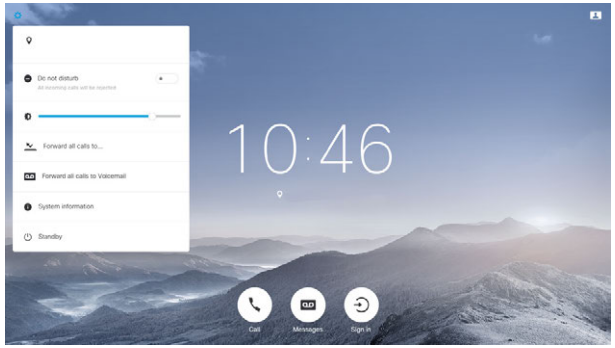


Place calls

Voicemail messages

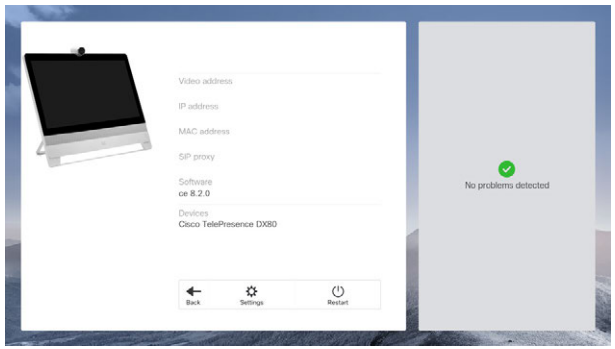
Sign in with user credentials

To access the *Settings* menu, navigate to upper left corner of the screen and press *OK* on the remote control. Then navigate down to *System Information* and press *OK* again.



The *System Information* menu shows the basic system information and potential issues the system might have. You can also restart the system from this page.

In addition this page provides access to the *Settings* menu. These settings can be protected with a PIN set from the web interface.



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Chapter 3

Configuration: Web interface

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Web interface

You have to use the Touch controller or the remote control for the configurations, until you know your system's IP address.

The configurations described in this chapter can also be found on the Touch controller under Administrator settings. You must enter the administrator passphrase to access that page.

Find the IP address

If you have a Touch controller, tap the gearwheel in the upper left corner and tap *Settings*. You can find the IPv4 address and/or IPv6 address in the *System Information* section.

If you have a TRC6 remote control, navigate to the upper left corner on the home screen and further to *System Information*.

Sign in to the web interface

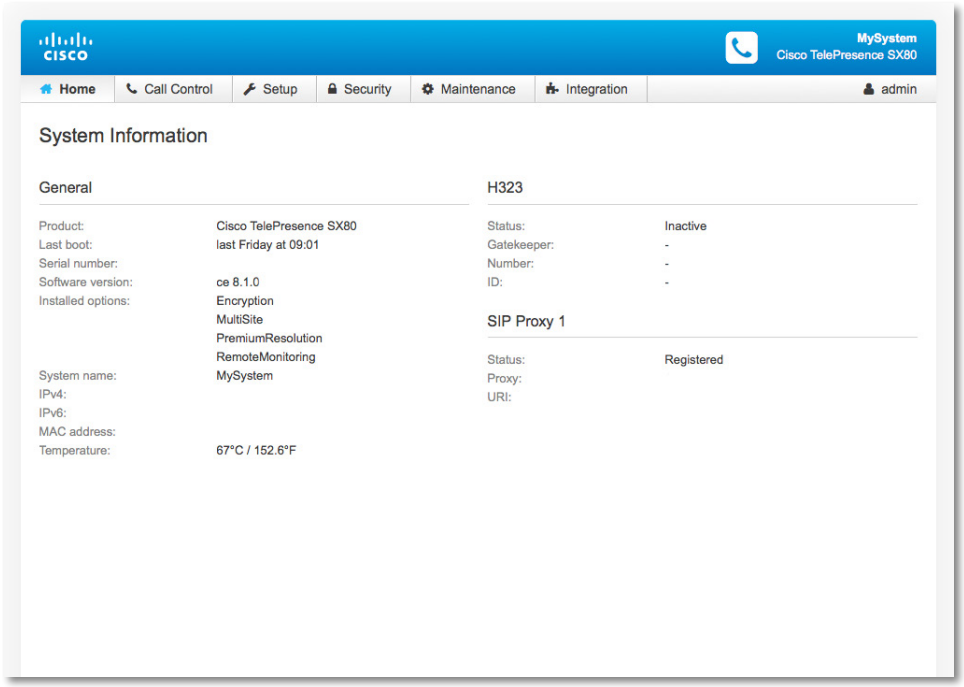
1. Open a web browser and enter the system's IP address in the address bar.
2. Enter your user name and passphrase and click *Sign In*.

The default user name is *admin* with no passphrase set.

If you are not able to connect to the system:

- Make sure the system and computer are connected to the same network.
- Make sure the system is switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.



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Provisioning set-up

(When using a provisioning system)

If in doubt for any of the parameters below, contact your provisioning system provider.

See the administrator guide for your product, to find more information about the individual provisioning settings.

Select provisioning infrastructure

1. Go to the *Setup* tab, and click *Configuration*.
2. Open the *Provisioning* settings from the left column.
3. Select a provisioning infrastructure from the *Mode* drop down list:
   - TMS – Cisco TelePresence Management System (Not available for SX10)
   - VCS – Cisco Video Communication Server
   - CUCM – Cisco Unified Communications Manager
   - Auto – The system starts provisioning by first trying VCS, then TMS and finally CUCM.
   - Edge – CUCM via Expressway

If you select *Off*, all configurations must be set manually.

If you are changing a value setting,
you have to always click *save* to confirm the change.

Set the required provisioning parameters

Which parameters to set depend on which infrastructure was selected.

TMS

1. It may be required to authenticate the video system with Cisco TMS. If so, enter *LoginName* and *Password* in the respective input fields.
2. Enter the IP address or DNS name of the Cisco TMS server in the *Address* input field under the *ExternalManager* heading.*
3. Enter the *Path* to the provisioning service in the corresponding input field.

VCS

1. It may be required to authenticate the video system with the Cisco VCS. If so, enter *LoginName* and *Password* in the respective input fields.
2. Enter the IP address or DNS name of the Cisco VCS in the *Address* input field under the *ExternalManager* heading.*
3. Enter the SIP *Domain* for the Cisco VCS in the corresponding input field.

Have a look at the ▸Cisco VCS provisioning appendix for more information about VCS provisioning.

Unified Communications Manager

Enter the IP address or DNS name of the CUCM provisioning server in the *Address* input field under the *ExternalManager* heading.*

You can find more details about setting up CUCM provisioning in the ▸Administering CE endpoints on CUCM guide.

CUCM via Expressway**

Upon ordering the CUCM via Expressway service, you have received a username, password, and domain name.

1. Enter the username in the *LoginName* input field.
2. Enter the password in the *Password* input field.
3. Enter the domain name in the *Domain* input field under the *ExternalManager* heading.

In some cases, you must manually enter the Expressway address. Enter the address you have received upon ordering in the *Address* input field under the *ExternalManager* heading.

* The DHCP server can be set up to provide the External Manager address automatically (Option 242 for TMS; Option 150 for UCM). Any input set up here overrides the setting provided by DHCP.

**For CUCM via Expressway to show up as provisioning option for your video system, you must have the encryption option key installed.

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IP settings

(When not set by a provisioning system)

Your video conference system supports IP version 4 (IPv4), IP version 6 (IPv6) and Dual, which is the default setting. In all three cases, the IP parameters can be assigned automatically by the network, or you can set everything manually. When set to Dual, the network interface can operate on both IP versions, and have both an IPv4 and an IPv6 address.

If you wish to set the parameters manually, contact your network administrator to obtain the required parameters.

If you choose to set the IP settings manually while using the Dual mode, you have to set both the IPv4 and the IPv6 settings. Start from step 2 in the instructions.

If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

If an IPv4 or IPv6 address is already assigned to the system, you can find it on the System Information page. Go to the *Setup* tab and choose *Status* and *Network*.

NOTE: It is not recommended to manually change the IP address using the web interface, or a remotely paired Touch controller.

If you are changing a value setting,
you have to always click *save* to confirm the change.

To set or change the IPv4 settings

Go to the *Setup* tab and click *Configuration*.

1. **Choose IP version**

   Click the *Network* settings in the left sidebar. Choose **IPv4** from the *IPStack* drop down list.

2. **Choose automatic or manual IP assignment**

   Scroll down the page to the *IPv4* section and choose **DHCP** from the *Assignment* drop down list, if you want automatic IP assignment; or **Static**, if you wish to set the IP address manually.

3. **If you wish to set IP Assignment manually**

   In the *IPv4* section, enter the *Address*, *Gateway* and *SubnetMask* in the corresponding input fields.

   Scroll up to the *DNS* section and enter the DNS server address in the *Server 1 Address* input field.

* IP Assignment:
DHCPv6: All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.
Autoconf: The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. **
Static: The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. **

To set or change the IPv6 settings

Go to the *Setup* tab and click *Configuration*.

1. **Choose IP version**

   Click the *Network* settings in the left sidebar. Choose **IPv6** from the *IPStack* drop down list.

2. **Choose automatic or manual IP assignment**

   Scroll down the page to the *IPv6* section and choose **DHCPv6**, **Autoconf** or **Static** from the *Assignment* drop down list according to your network requirements.*

3. **If IP Assignment is Static: Set the IP addresses**

   Enter the system IP address in the *Address* input field. Optional: Enter the gateway address in the *Gateway* input field.

4. **If IP Assignment is Static or Autoconf: DHCPOptions**

   Choose **On** or **Off** from the *DHCPOptions* drop down list according to your network requirements.**

5. **If DHCPOptions is Off: Configure DNS and NTP**

   Scroll up to the *DNS* section, and enter the DNS server address in the *Server 1 Address* input field.

   Open the *NetworkServices* settings from the left sidebar, and scroll down to the *NTP* section. Enter the NTP server address in the *Server 1 Address* input field. Set *Mode* to *Auto*.

** DHCP Options:
On: The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.
Off: The IP parameters, like the DNS and NTP server addresses, must be set manually.

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Configure H.323 and SIP

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

The diagnostics on your system will indicate if there is a problem with H.323 or SIP registering.

If you wish to change the other H.323 or SIP settings, see the administrator guide for your product.

For networks administered through Cisco TMS (Cisco TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

You can find information about administering through Cisco UCM in the ▸Administering CE endpoints on CUCM guide.

If you are changing a value setting,
you have to always click *save* to confirm the change.

H.323

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to the *Setup* tab, and select *Configuration*.
2. Open the *H323* settings from the left sidebar.
3. Under the *H323Alias* heading enter the *E164* and the *ID* number in the corresponding input fields.
4. Enter the *Gatekeeper Address* in the corresponding input field.
5. If the H.323 gatekeeper requires authentication, and you want your system to authenticate itself to the gatekeeper, go to the *Authentication* subheading and select *On* in the *Mode* drop down list. Then enter the *LoginName* and *Password* in the corresponding input fields.

   Otherwise, select *Off* in the *Mode* drop down list.

SIP

If in doubt for any of the parameters below, contact your system administrator or your service provider.

1. Go to the *Setup* tab, and select *Configuration*.
2. Open the *SIP* settings from the left sidebar.
3. Enter the SIP URI in the *URI* input field, and optionally a display name in the *DisplayName* input field.
4. Select the preferred transport protocol from the *DefaultTransport* drop down list. If you select *Auto*, the system first tries to connect using TIs, then TCP, and finally UDP.
5. Select a proxy type in the *Type* drop down list. The default type is *Standard*. You can use *Cisco* when registering to CUCM.
6. Enter the *Proxy 1 Address* in the corresponding input field
7. If the SIP proxy requires authentication, you must enter a login name and password to authenticate your system. Go to the *Authentication* heading and enter the *LoginName* and *Password* in the corresponding input fields.

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Date, time and location

(When not set by a provisioning system)

We recommend you check that the date and time settings are correct when you set up your video conference system. The system uses this information for example to time stamp messages transmitted to gatekeepers and other network elements.

1. Go to *Setup* tab and select *Configuration*. Open the *Time* settings from the left column.
2. Select your preferred date format, time format, and your time zone in the corresponding drop down lists.
3. Open the *NetworkServices* settings from the left side bar.
4. Under the *NTP* section select *Auto*, *Manual* or *Off* in the *Mode* drop down list.*
   a. If you select *Manual,* enter the NTP server address in the *Address* input field.
   b. If you select *Off*, you have to enter the time and date manually using either the Touch controller (*Settings > Administrator > Date, Time & Location*) or on the command line interface (xCommand Time DateTime Set) .
5. To verify the time settings, go to *Setup* and click *Status*. Open *Time* status from the left side bar.

If you are changing a value setting,
you have to always click *save* to confirm the change.

* NTP mode:
Auto: The time is regularly updated using an NTP server. The NTP server address is automatically obtained from the network (DHCP).
Manual: The time is regularly updated using an NTP server. You must manually enter the NTP server address.
Off: You must set the time manually. The time is not updated automatically.

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Passphrase

You need a user name and a passphrase to sign in to the web and command line interfaces of your system. You also need the system passphrase to access the administrator and advanced settings on the Touch controller.

The video conference system is delivered with a default user account with the user name admin and no passphrase set. This user has full access rights to the system.

NOTE: Initially, no passphrase is set for the default admin user. It is mandatory to set a passphrase for any user with ADMIN rights in order to restrict access to system configuration. This includes the default admin user.

A warning, saying that the system passphrase is not set, is shown on screen until you set a passphrase.

Make sure to keep a copy of the passphrase in a safe place. You have to factory reset the unit, if you have forgotten the passphrase.

Set the system/codec passphrase

NOTE: We strongly recommend that you set a passphrase for the admin user to restrict access to system configuration.

1. Click your user name in the upper right corner, and select *Change passphrase*.
2. Enter the *Current passphrase*, the *New passphrase*, and repeat the new passphrase in the corresponding input fields.

   The passphrase format is a string with 0–64 characters.

   If a passphrase is not currently set, use a blank space for *Current passphrase*.
3. Click *Change passphrase*.

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Chapter 4

Configuration: Setup assistant

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Setup assistant

When you start the system for the first time, the setup assistant starts automatically. Navigate through the setup with either a remote control or from the touch screen.

To be able to make calls your system needs an IP address and it needs to be registered to a service. If your system is automatically provisioned, the IP and provisioning settings presented in this chapter are automatically configured.

NOTE: This guide doesn't cover information on Cisco Spark registered systems. For more information on Cisco Spark room systems, visit:

- https://help.webex.com/community/cisco-cloud-collab-mgmt

Access the settings after initial setup

Select the gearwheel icon in the upper left corner on the home screen and navigate to *System Information > Settings*. Select the setting you wish to change.

No image on external screen

If the menu doesn't show up on the screen:

- Make sure the screen is connected and has been switched on.
- Make sure that the correct input is selected on the screen.
- Make sure the remote control has batteries installed.
- Make sure the system is switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.

If you still can't see the on-screen menu, make sure the monitor cable is connected to the video output connector. If in doubt, see the installation guide for your product.

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Wireless network on DX70 and DX80

On DX70 and DX80 you can choose to use either a wired or wireless network connection.

You can change between wired and wireless connection on the touch interface. The wireless connetion is enabled by default. To enable and disable log into your system's web interface, and navigate to *Setup > Configuration > NetworkServices > WIFI*.

The Ethernet cable must be disconnected, if you wish to use a wireless connection.

The following authetication types can be used:

- Open
- WPA-PSK AES
- WPA-2SK

NOTE: The system only remembers one network at a time. If you change between different networks, you need to type in the password again.

1. Navigate to the gearwheel icon on the home screen, and select *System Information > Settings*. From *Network Setup*, select *Change Network*.
2. Select *Wi-Fi settings*.
3. Select the wireless network you wish to connect to.
4. If the network requires authentication, type in the passphrase, and select *Connect*.

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IP settings

(When not set by a provisioning system)

The IP parameters are assigned automatically by the network, or you can set everything manually. If your system is provisioned automatically, manual IP settings may be overridden by the provisioning system.

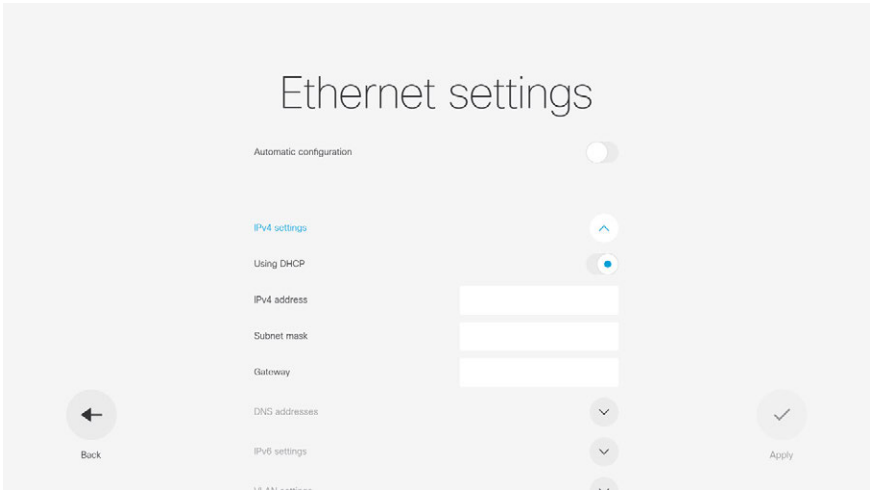
If you want to set the parameters manually, contact your network administrator to obtain the required parameters.

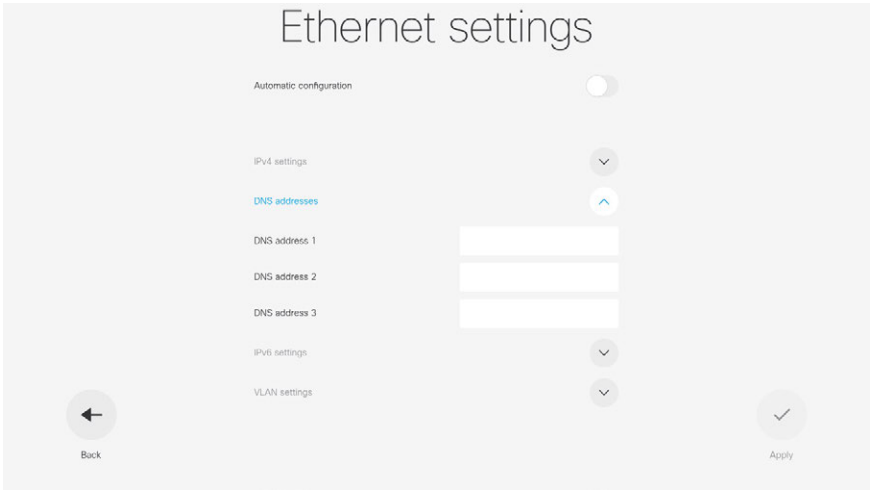
If an IPv4 address is already assigned to the system, you will find it under *System Information*: Navigate to the gearwheel icon in the upper left corner on the home screen and select *System Information.*

If you wish to change the IP settings from the default dual stack setting to either IPv4 or IPv6, this can be done on the web interface. To set up IPv6 settings manually, use the Touch controller or the web interface.

NOTE: When you start your video system for the first time, the setup assistant starts automatically. It skips the IP settings, if those are already set up by the network.

1. Navigate to the gearwheel icon on the home screen, and select *System Information > Settings*. Navigate to *Network Connection* and select *Network Settings*.
2. Uncheck *Automatic configuration* and *Using DHCP* to set the IP address manually.
3. Enter the *IP Address*, *Subnet Mask* and *Gateway* address. When using a remote control, a soft keyboard appears when you select an input field.
4. Navigate to the *DNS* section and enter the DNS server address in the *DNS Server 1* input field.
5. Select *Apply* to save the changes.





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Provisioning

(When using a provisioning system)

If your system is automatically provisioned, the IP and provisioning settings are automatically configured and the setup assistant skips these steps.

Choose provisioning infrastructure

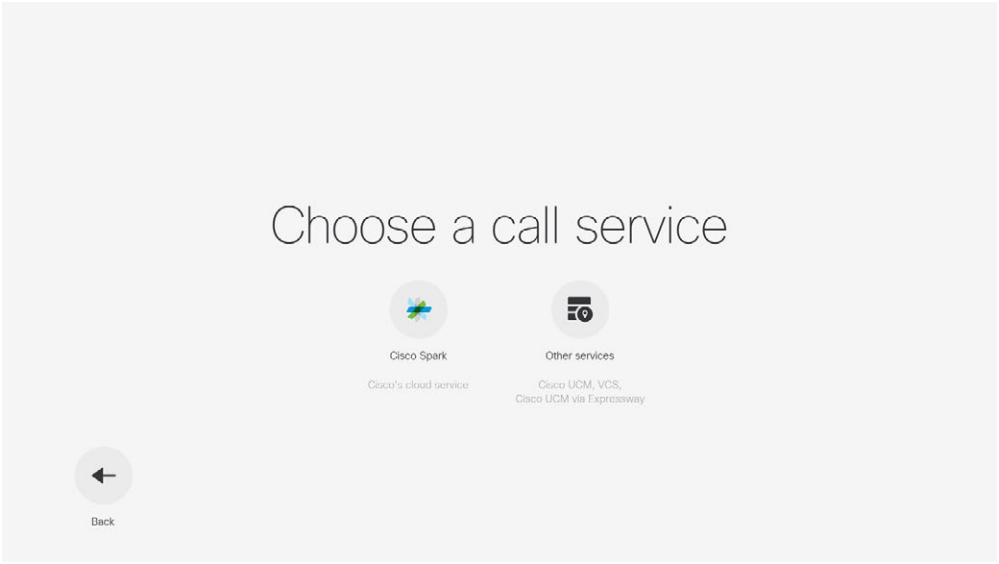
Choose one of the following supported on premise provisioning systems:

- Cisco UCM (Cisco Unified Communications Manager)
- Cisco UCM via Expressway
- VCS (Video Communication Server)

If you choose manual setup, you must register the system on the system's web interface. Manual setup is only available on the first time setup assistant.

If you wish to revisit these settings after the initial setup, navigate to the gearwheel icon on the home screen, and select *System Information > Settings > Service activation*. Select *Change service*.

NOTE: When you start your video system for the first time, the setup assistant starts automatically.



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Cisco Unified Communications Manager

Contact your CUCM administrator to get the information needed.

Enter IP address or DNS name in the *Host server address* field, and select *OK* to confirm the change*.

You can find more details about setting up CUCM provisioning in the ▸Administering CE endpoints on CUCM guide.

CUCM via Expressway**

Contact your CUCM administrator to get the information needed.

Enter *Username*, *Passphrase* and *Domain* in the corresponding input fields. Always select *OK* to confirm the changes. Select *Apply* to save.

In some cases, you must manually enter the Expressway address. Select *Manually override Expressway address*, and enter the address you have received upon ordering in the *Host Server Address* field.

VCS

Contact your VCS provider to get the information needed.

1. Enter IP address or DNS name of the Cisco VCS in the *Host server address* and select *OK* to confirm the change.
2. Enter the *Username*, and *Passphrase*, if required, for authenticating the video system with the provisioning server. Select *OK* to confirm the change
3. Enter SIP *Domain* and select *OK* to confirm the change.
4. Select *Apply* to save the changes.

Have a look at the ▸Cisco VCS provisioning appendix for more information on VCS provisioning.

* The DHCP server can be set up to provide the Host server address automatically (DHCP Option 150). Any input set up here overrides the setting provided by DHCP.

**For CUCM via Expressway to show up as provisioning option for your video system, you must have the encryption option key installed.

To check that your video system is registered: Navigate to the gearwheel icon in the upper left corner of the home screen and select *System Information*.

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Chapter 4

Configuration: Touch controller

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Touch controller

Wake up the system

If there is no menu displayed on the Touch controller, tap the display to wake up the system.

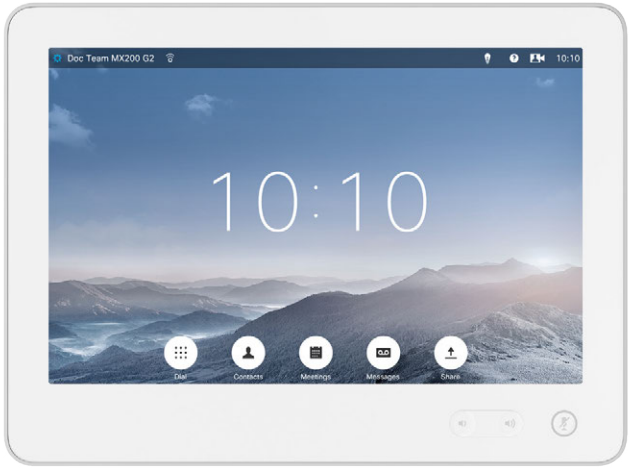
If the system doesn't wake up:

- Make sure the Touch controller is connected to the main unit.
- Make sure the main unit is connected to power and switched on.

If the system has just been switched on, wait a few minutes to allow the system to start up.

For further instructions, read the installation guide and the administration for your product.

For an overview of Touch controller features and use, see How to use the Touch controller.



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Provisioning set-up

(When using a provisioning system)

Start the Provisioning Wizard

Tap the user name in the upper left corner, and tap *Settings*. Tap *Administrator > Provisioning* and then *Start*.

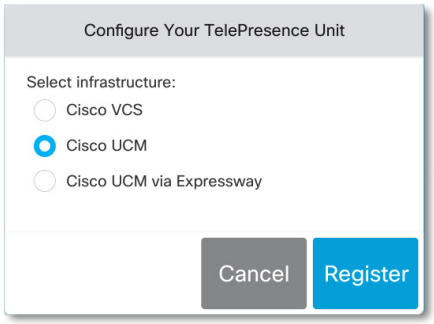
NOTE: When you start up a system for the first time, the setup assitant, which covers provisioning, starts automatically.

Choose provisioning infrastructure

Choose one of the following supported provisioning systems:

- Cisco UCM (Unified Communications Manager)
- Cisco UCM via Expressway
- Cisco VCS (Video Communication Server)

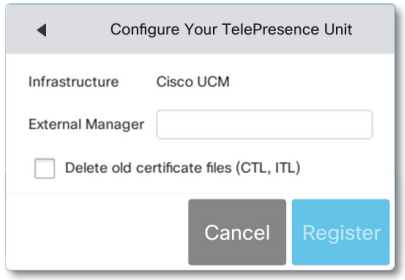
Tap *Register* to proceed.



Enter required parameters

Enter the parameters required for the chosen provisioning infrastructure. Then tap *Register* to complete the procedure.

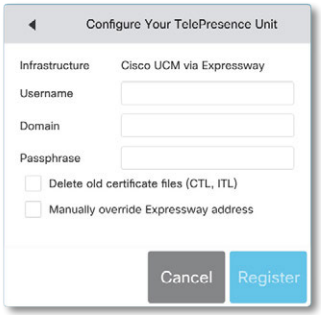
Cisco UCM



Contact your UCM provider to get the IP address or DNS name of the Cisco UCM (*External Manager*).*

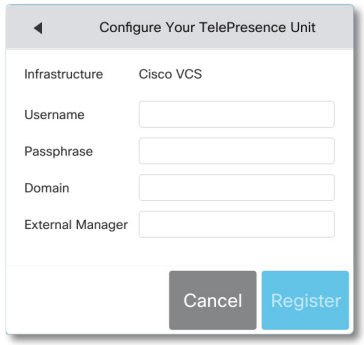
You can find more details about setting up Cisco UCM provisioning in the ▸Administering CE endpoints on CUCM guide

Cisco UCM via Expressway**



Upon ordering this service, you have received a *Username*, *Domain* and *Passphrase*. Enter those in the corresponding input fields.

In some cases, you must manually enter the Expressway address. Select *Manually override Expressway address*, and enter the address you have received upon ordering in the *External Manager* field.



Cisco VCS

Contact your VCS provider to get the IP address or DNS name of the Cisco VCS (*External Manager*) and the SIP *Domain*.*

If required, set the *Username* and *Passphrase* for authenticating the video system with the provisioning server.

Have a look at the ▸Cisco VCS provisioning appendix for more information on VCS provisioning.

* The DHCP server can be set up to provide the External Manager address automatically (DHCP Option 150). Any input set up here overrides the setting provided by DHCP.

**For CUCM via Expressway to show up as provisioning option for your video system, you must have the encryption option key installed.

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IP settings

(When not set by a provisioning system)

On the Touch controller, you can select the IP settings for the upcoming calls. If you wish to change the IP settings from the default dual stack setting to either IPv4 or IPv6, you can do that on the web interface.

The system's IP configuration is by default set to dual stack. This means that the network interface can operate on both IP versions, and has both an IPv4 and an IPv6 address at the same time.

The IP parameters can be assigned automatically by the network, or you can set everything manually. If you want to set the parameters manually, please contact your network administrator to obtain the required parameters.

If your system is provisioned automatically, these IP settings may be overridden by the provisioning system.

To go back to default IP settings tap the user name in the upper left corner and tap *Settings > Administrator > IP & VLAN* and *Default*.

If an IPv4 or IPv6 address is already assigned to the system, you will find it in the NETWORK section on the System Information page: Tap the user name in the upper left corner and tap *Settings > System Information.*

Set or change the IPv4 settings

1. **Choose IP version**

   Tap the user name in the upper left corner and tap *Settings > Administrator > IP & VLAN* (Codec). Then tap *Advanced*. Check the **IPv4** box, if it has not been checked.

2. **Choose automatic or manual IP assignment**

   Tap the arrow (▾) beside IPv4. Tap **DHCP** in the *IP Assignment* section, if you want automatic IP assignment; or **Static** if you want to set the IP addresses manually.

3. **If IP Assignment is Static: Set the IP addresses**

   Enter the *IP Address*, *Subnet mask*, *Gateway*, and *DNS Server* address. A soft keyboard appears when you tap an input field.

4. **Save the settings**

   Tap *Save* to confirm the changes, or *Undo* to leave without saving.

5. **Return to the main menu**

   Tap *Exit* to return to the home menu.

* IP Assignment:
DHCP: All IPv6 addresses, including options like the DNS and NTP server addresses, are obtained automatically from a DHCPv6 server.
Auto: The system and gateway IP addresses will be assigned automatically. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. **
Static: The system and gateway IP addresses must be configured manually. The options, e.g. NTP and DNS server addresses, must be set/assigned according to the DHCP Options setting. **

Set or change the IPv6 settings

1. **Choose IP version**

   Tap the user name in the upper left corner and tap *Settings > Administrator > IP & VLAN* (Codec). Then tap *Advanced*. Check the **IPv6** box, if it has not been checked.

2. **Choose automatic or manual IP assignment**

   Tap the arrow (▾) beside IPv6. Choose **DHCP**, **Auto** or **Off** in the *IP Assignment* section according to your network requirements.*

3. **If IP Assignment is Static: Set the IP addresses**

   Enter the *IP Address* and *Gateway*. A soft keyboard appears when you tap an input field.

4. **If IP Assignment is Static or Auto: Set DHCP Options**

   Tap **On** or **Off** in the *DHCP Options* section according to your network requirements.**

   If DHCP Options are switched Off, you must set the DNS and NTP server addresses on the web interface (see "Configure DNS and NTP" on page 16).

5. **Save the settings**

   Tap *Save* to confirm the changes, or *Undo* to leave without saving.

6. **Return to the main menu**

   Tap *Exit* to return to the home menu.

** DHCP Options:
On: The IP parameters, like the DNS and NTP server addresses, will be obtained automatically from a DHCPv6 server.
Off: The IP parameters, like the DNS and NTP server addresses, must be set manually.

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Configure H.323 and SIP

(When not set by a provisioning system)

To get online and ready to place and receive calls, your system must be set up properly. Your system uses either the H.323 protocol or the SIP protocol for video calls.

NOTE: Contact your system administrator, or service provider, for information about the network settings.

For networks administered through Cisco TMS (TelePresence Management Suite), your Cisco TMS administrator will help you to get online.

You can find information about administering through Cisco UCM in the ▸Administering CE endpoints on CUCM guide.

H.323

If in doubt about any of the parameters below, contact your system administrator or your service provider.

1. Tap the gearwheel icon in the upper left corner and tap *Settings > Administrator > H323*.
2. Enter the *H323 Number* and *H323 Id* in their respective input fields.
3. Enter the *Gatekeeper Address* in the corresponding input field.
4. If the H.323 gatekeeper requires authentication and you want your system to authenticate itself to the gatekeeper, tap *ON* in the *Authentication Mode* section and enter the *Login Name* and *Password* in their respective input fields. Otherwise, tap *OFF*.
5. Tap *Save* to confirm the changes, or *Undo* to leave without saving.
6. Review the System Information page and verify the H323 settings.

   If you have successfully registered to the Gatekeeper, the *Status* is shown as *Registered* in the H323 section.
7. Tap *Exit* to return to the home menu.

SIP

If in doubt about any of the parameters below, contact your system administrator or your service provider.

1. Tap the gearwheel icon in the upper left corner and tap *Settings > Administrator > SIP*.
2. Enter the SIP URI in the *URI* input field.
3. Tap the preferred transport protocol in the *Default Transport* section. If you select *Auto*, the system tries first to connect using TLS, then TCP, and finally UDP.
4. Select a *Proxy Type* by tapping - or +. The default type is *Standard*. You can use *Cisco* when registering to CUCM.
5. Enter the *Proxy Address* in the corresponding input field.
6. If the SIP proxy server requires authentication, you must enter the *Login Name* and *Password* in their respective input fields to authenticate your system.
7. Tap *Save* to confirm the changes, or *Undo* to leave without saving.
8. Review the System Information page and verify the SIP settings.

   If you have successfully registered to a SIP server, the *Status* is shown as *Registered* in the SIP section.
9. Tap *Exit* to return to the home menu.

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Date, time and location

(When not set by a provisioning system)

We recommend you check that the date and time settings are correct when you set up your video conference system. The system uses this information for example to time stamp messages transmitted to gatekeepers and other network elements.

You can find the time in the top right corner of the Touch controller display.

1. Tap the user name in the upper left corner and tap *Settings > Administrator > Date, Time & Location*.
2. Select your prefered time and date format, and set accurate time zone.
3. Set *Date & Time Mode* to *Auto* if you want time and date to be automatically updated; otherwise, select *Manual*.
   a. If you select *Manual*, enter the correct value for *Hour*, *Minute*, *Year*, *Month*, and *Day*. Tap – and + to decrease or increase a value.
   b. If you select *Auto*, the NTP server address can be automatically obtained from the network (set the *NTP Mode* to *Auto*) or you can enter the *NTP Server* address yourself (set *NTP Mode* to *Manual*).
4. Tap *Save* to confirm the changes, or *Undo* to leave without saving.
5. Tap *Exit* to return to the home menu.

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Appendices

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Cisco VCS provisioning

When using the Cisco VCS (Video Communication Server) provisioning, a template containing all the settings that can be provisioned must be uploaded to Cisco TMS (TelePresence Management System). This is called the *Cisco TMS provisioning configuration template*.

All the advanced settings for your video system are included in this template. All settings except *SystemUnit Name* and *SIP Profile [1..1] URI* can be automatically provisioned to the video system.

The advanced settings are described in the administrator guide for your video system.

Read the Cisco TMS Provisioning Deployment Guide to find out how to upload the file to Cisco TMS, and how to set the desired values for the parameters to be provisioned. If not set by Cisco TMS, the default values are used. Go to:
▸ http://www.cisco.com/c/en/us/support/conferencing/telepresence-management-suite-tms/products-installation-and-configuration-guides-list.html

Download the provisioning configuration template

You can download the templates here:

DX Series: ▸ DX Series Release Notes

MX Series: ▸ MX Series Release Notes

SX Series: ▸ SX Series Release Notes

For each software release there is one provisioning configuration template for every video system model. Make sure to download the correct file.

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User documentation on the Cisco web site

User documentation for the Cisco TelePresence products is available at

- http://www.cisco.com/go/telepresence/docs

Choose a product category in the right pane until you find the correct product. This is the path you have to follow:

Collaboration Desk Endpoints >

DX Series

Collaboration Room Endpoints >

TelePresence MX Series

TelePresence Integration Solutions >

TelePresence SX Series

Alternatively, use the following short-link to find the documentation:

- http://www.cisco.com/go/dx-docs
- http://www.cisco.com/go/mx-docs
- http://www.cisco.com/go/sx-docs

The documents are organized in the following categories:

Install and Upgrade > Install and Upgrade Guides

- *Installation guides:* How to install the product
- *Getting started guide:* Initial configurations required to get the system up and running
- *RCSI guide:* Regulatory compliance and safety information

Maintain and Operate > Maintain and Operate Guides

- *Getting started guide:* Initial configurations required to get the system up and running
- *Administrator guide:* Information required to administer your product
- *Administering CE Endpoints on CUCM:* Tasks to perform to start using the product with the Cisco Unified Communications Manager (CUCM)

Maintain and Operate > End-User Guides

- *User guides:* How to use the product
- *Quick reference guides:* How to use the product
- *Physical interface guide:* Details about the product's physical interface, including the connector panel and LEDs.

Reference Guides | Command references

- *API reference guides:* Reference guide for the Application Programmer Interface (API)

Reference Guides > Technical References

- *CAD drawings:* 2D CAD drawings with measurements

Configure > Configuration Guides

- *In-Room Control Guide:* How to design an in-room control panel, and how to use the video system's API to program the in-room controls
- *In-Room Control Editor:* Download the in-room control editor
- *CE and TC Console:* Information on how to use the CE and TC consoles to configure the codec's audio and video.

Design > Design Guides

- *Video conferencing room guidelines:* General guidelines for room design and best practice
- *Video conferencing room guidelines:* Things to do to improve the perceived audio quality

Software Downloads, Release and General Information > Licensing Information

- *Open source documentation:* Licenses and notices for open source software used in this product

Software Downloads, Release and General Information > Release Notes

- *Software release notes*

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