Cisco TelePresence Server 7010

Getting started

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Contents

General information

About the Cisco TelePresence Server 7010

The Cisco TelePresence Server 7010 (Cisco TS 7010) is a technologically advanced media processor, combining continuous presence high definition video conferencing and the highest possible voice quality.

Package contents

The following items are included with the Cisco TS 7010. Verify that you have these items before installing the device:

▸ Console cable

▸ Power cable

▸ Rack mounting kit

Port and LED locations

Figure 1 and Figure 2 show the position of ports and LEDs on the unit.
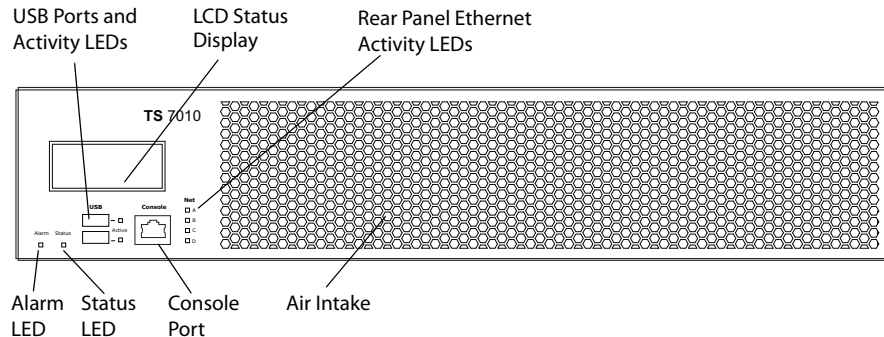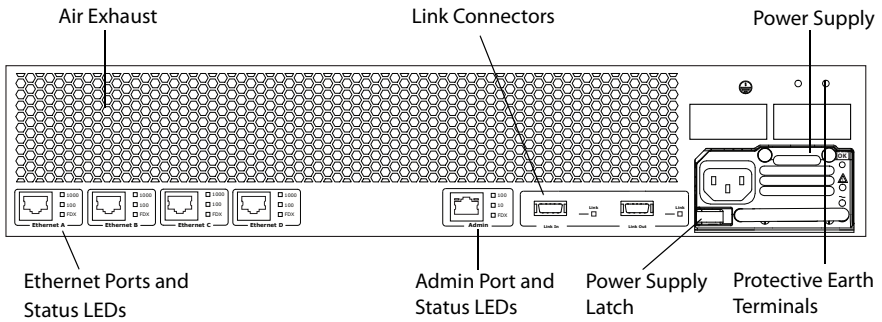
Figure 1: Cisco TS 7010 front panel

Figure 2: Cisco TS 7010 rear panel

Air Exhaust   Link Connectors   Power Supply

Ethernet Ports and
Status LEDs

Admin Port and
Status LEDs

Power Supply
Latch

Protective Earth
Terminals

LED behavior

Front panel LED behavior

Table 1 describes the behavior of the LEDs on the front of the Cisco TS 7010.

Table 1: Cisco TS 7010 front panel LED behavior

LED	Color	Indicates
Status	Green	The unit is operating normally
Alarm	Red	The unit is booting or has developed a fault, for example: ▸ temperature is outside normal limits ▸ internal fan failure detected Refer to the web interface for more information about the problem (go to the configuration page for your unit)
USB Activity		Reserved for future expansion
Rear panel Ethernet activity	Green	Activity on rear panel Ethernet port A, B, C and D

Rear panel LED behavior

Table 2 describes the behaviour of the LEDs on the rear of the unit.

Table 2: Cisco TS 7010 rear panel LED behavior

LED	Color	Indicates
Ethernet Port Status:		
FDX	Green	The link has been established as a full-duplex link
100	Green	The link is operating at 100Mbps. This LED flashes to indicate activity
1000	Green	The link is operating at 1000Mbps. This LED flashes to indicate activity

⚠ The front panel LCD will show the IP address assigned.

Admin Port Activity		Reserved for future expansion
Link Connectors		Reserved for future expansion

Connecting the Cisco TS 7010

Before you start

Important: Before installing the unit, you must read the safety information at http://www.cisco.com/go/telepresence/safety.

Step one: Connect power

Connect the power connector on the rear of the unit to the power supply using the supplied power cable (there is no On/Off switch).

Step two: Connect to Ethernet Port A

Connect an Ethernet cable from Ethernet Port A to an Ethernet switch. The Ethernet port is a 10/100/1000 Mbps auto-sensing connection.

Ethernet Ports B, C and D may not be supported in the software supplied with your Cisco TS 7010. Do not connect to these ports unless the web interface allows you to configure them. Do not connect multiple ports to the same subnet unless instructed to do so by the web interface.

Initial configuration

Step one: Connect to the console port

1   Ensure power is connected to the Cisco TS 7010 and the Status LED is green. A status LED that is not lit indicates the unit is still booting.

2   Connect the console port of the unit to the serial port of your PC using the RJ45 to DB9 cable supplied.

3   Use a serial terminal program, such as Secure CRT or HyperTerminal, to connect to the unit. Set your terminal software to the following settings:

- Baud rate:38400
- Data bits: 8
- Parity:none
- Stop bits:1
- Flow control:none

4   Press Enter and the following command prompt appears on the terminal (where XXXX is the model number of your Cisco TS 7010. For example, TS-7010):
     `TS-XXXX:>`

Step two: Configure Ethernet Port A settings

The default setting for the unit's Ethernet ports is auto-sensing mode. If the switch ports to which you connect the Cisco TS 7010 are not also set to auto-sensing mode, then you need to configure the Cisco TS 7010 Ethernet ports to use the same speed and duplex mode.

▸   To configure Ethernet Port A, enter the following for auto-sensing mode:
     `ethertype auto`
     or to configure a speed and suplex, use the following command:
     `ethertype <10 | 100> <half | full>`

▸   To display the current configuration and status of the Ethernet ports, enter:
     `status`

For example, to configure a full-duplex 100Mbps link, enter:

```
ethertype 100 full
```

⚠️ To establish a 1000Mbps connection, both ends of the link must be configured as auto-sensing.

Step three: Assign an IP address to the Cisco TS 7010 (optional)

The default setting for the unit is to use DHCP to obtain an IP address. You can assign a static IP address if you prefer or if a DHCP server is not available.

If you want the IP address of the unit to be assigned by your DHCP server, omit this step.

‣ To assign a static IP address, use the following command:
   ```
   static <IP address> <netmask> <default gateway address>
   <DNS server address>
   ```

⚠️ If you do not have a DNS server, use 0.0.0.0 as the DNS server IP address.

For example, to assign an IP address of 192.168.1.2 where the default gateway is at 192.168.1.1, enter:

```
static 192.168.1.2 255.255.255.0 192.168.1.1 0.0.0.0
```

‣ To return to using DHCP after setting a static address, use the following command:
   ```
   dhcp
   ```

Step four: Discover the IP address of the Cisco TS 7010

1 To display the current status of the IP address enter: `status`
   If you have DHCP enabled on your network and you are allowing the unit to acquire its address using DHCP, the IP address that has been acquired by Ethernet Port A will be shown; if you have assigned a static IP address, that is the address that will be shown.

2   Make a note of the IP address. You will use this to access the web interface of the unit.

⚠   The front panel LCD will show the IP address assigned.

Configuring the Cisco TS 7010

Step one: Log in to the Cisco TS 7010

All administration of the unit is performed via the web interface.

1 Use your browser to navigate to the IP address of the unit (to discover the IP address, refer to the previous section).
2 Type the user name **admin**.
3 Leave the password field empty.
4 Click **Log in**.

> ⚠ Cisco recommends that you change the admin account to use a password as soon as possible. To do that, go to **Configuration > Change password** and type in the new password twice.

Step two: Configuring settings, conferences, endpoints and rooms

You may need to configure the network and the systems settings, then go on to add conferences, endpoints and rooms. Refer to the online help for assistance.

Checking for updates

It is a good idea to regularly check for updates to the main Cisco TS 7010 software image on the Cisco web site. This section describes how to upgrade the unit using the web. Note that you can also upgrade the unit using FTP. To check for, and download, updates:

1   Log in to the unit's web interface and go to **Status**.

2   Make a note of the software version that is currently installed.

3   Go to the support section of the web site and check if a more recent release is available for the unit.

4   If a more recent release is available, download it and save it locally.

To upgrade the unit:

1   Unzip the software release file that you downloaded.

2   In the unit's web interface, go to **Configuration > Upgrade**.

3   In the Main software image section, click **Browse** and locate the unzipped file.

4   Click **Upload software image**. The browser begins uploading the file to the unit, and a new browser window opens to indicate the progress of the upload. When finished, the browser window refreshes and indicates that the software upgrade is complete.

5   Go to **Configuration > Shutdown** to shut down and restart the unit.

Note that shutting down the unit will disconnect all participants.

Replacing the power supply

⚠️ Only replace the power supply under the guidance of Cisco customer support.

The power supply will be installed when you receive your Cisco TS 7010. To replace the power supply:

1   Remove the power cable from the unit to disconnect the power.
2   Push the power supply latch to the right and grip the handle firmly. Pull the power supply to remove it.
3   Insert the replacement power supply so that the latch is at the bottom left.
4   Push the power supply firmly into the unit until the latch engages.
5   Reconnect the power cable.

Figure 3: Replacing the power supply
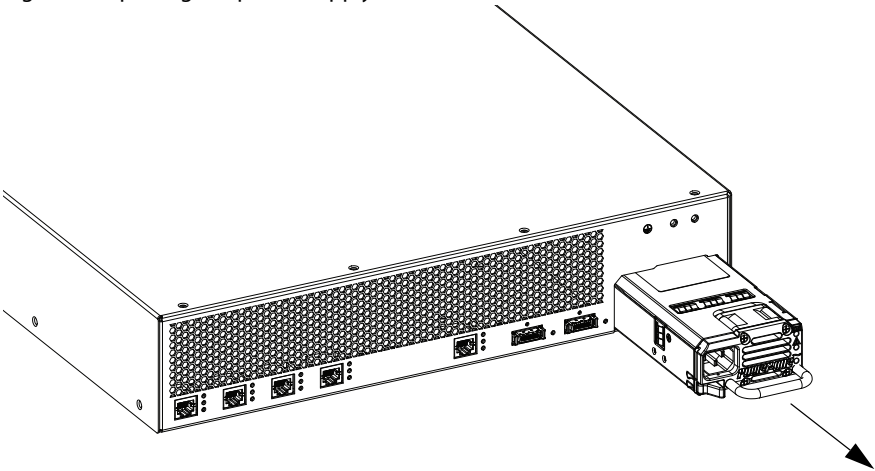
Troubleshooting and technical support information

Using the event log to help solve a problem

You can use the event log to produce debugging information to assist technical support in solving any problems. Event logging capture filter topics are set by default to **Errors, warnings and information**. Do not change the capture filter topic level without the guidance of technical support.

Getting more help

Cisco recommends registering your product at http://www.tandberg.com/services/video-conferencing-product-registration.jsp in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that the unit's software is always kept up to date.

If you experience any problems when configuring or using the Cisco TS 7010, consult the online help (available within the UI of your unit) for an explanation of how its individual features and settings work. If you cannot find the answer you need, check on the web site at http://www.tandberg.com/support to make sure that the unit is running the most up-to-date software and for further relevant documentation.

You or your reseller can get help from our support team by raising a case at http://www.tandberg.com/support/video-conferencing-online-support.jsp. Make sure you have the following information ready:

‣ The serial number and product model number of the unit
‣ The software build number which can be found on the product user interface
‣ Your contact email address or telephone number
‣ A full description of the problem

Technical specifications

Power requirements

Table 3: Cisco TS 7010 ratings

Rating	Value
Nominal voltage	115V to 230V 50/60 Hz
Current rating	9A Maximum
Supply voltage range	100 to 240V 50/60 Hz

Over-current protection

Ensure the supply to this unit is protected by a branch circuit protector rated by a maximum of 20A.

⚠ Caution — over-current devices must meet applicable national and local electrical safety codes and be approved for the intended application.

Operating environment

The unit must only be used within the following environmental conditions:

Table 4: Operating environment

Environment	Temperature	Humidity
Operating environment	0°C to 35°C	10% to 95% (non-condensing)
Non-operating environment	-10°C to 60°C	10% to 95% (non-condensing)
Optimum operating environment	21°C to 23°C	45% to 50% (non-condensing)

Anti-static precautions

When servicing or removing components or connections, first attach an anti-static wrist strap to an appropriate earth point.

Disclaimers and notices