Tips for Troubleshooting Your Cisco TelePresence Meeting

Contents

This chapter contains tips to help you manage and troubleshoot your Cisco TelePresence System (CTS):

Improving Call Quality

If you notice that the audio or video quality of your CTS call is not what you expected:

Step 1 Touch the **Hold** button, wait a few moments, and then touch **Resume**.

Step 2 If this does not improve the audio or video, or if you have any other problem during the meeting, contact Live Desk for more help. See Reporting a Problem During a CTS Meeting.

Reconnecting Dropped Calls

If your call is dropped, initiate the meeting again by locating and touching the name of your meeting on the CTS Cisco Unified IP phone.

If your meeting is no longer listed on the CTS Cisco Unified IP phone, reconnect using one of the following methods:

1. Dial the Cisco TelePresence room phone number with which you wish to connect.

2. Touch **SpdDial** or touch the directory icon to dial from a directory.

3. Touch **Redial** to dial the last dialed number.

The Cisco TelePresence phone screen changes to indicate that a call is being placed. Touch **End Call** to hang up.

Reporting a Problem During a CTS Meeting

Tip   Cisco supports single and multiple problem requests without negatively affecting system performance but we recommend that you end all calls reporting a problem.

To report a problem, follow these steps from the Cisco TelePresence System home screen on the Cisco Unified IP Phone:

Step 1 If you have a Cisco Unified IP phone, complete the following steps:

a. Touch the **more** softkey.

b. Touch the **Info** softkey.

c. Touch the **Problem** softkey.

d. Touch the **Report** softkey to display the Report types.

e. Choose a Report type from the list and touch **Submit**.

f. Touch the **Exit** softkey while the report is being submitted.

Step 2 If you have a Cisco Touch device for call, complete the following steps:

a. Tap the **More** button.

b. Tap **Status**.

c. Tap **Report Problem**.

d. Select the problems type from the drop-down list.

e. Tap **Submit**.

Contacting the Live Desk

The Live Desk is a person who is assigned to a Cisco TelePresence endpoint to assist you with problems that may occur during a meeting.

To connect to the Live Desk:

Step 1 If you have a Cisco Unified IP phone, touch the **Live Desk** softkey. Your call is immediately connected.

Figure 6-1   Calling the Live Desk

Step 2   If you have a Cisco Touch device, press the **Help Desk** key on the Touch device.

Configuring Favorites and the Directory

You configure favorites and the directory Cisco Unified Communications Manager (Unified CM). For information about configuring favorites and the Corporate and Personal Directories (Directory) from Unified CM, refer to the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.