

Cisco TelePresence Manager Datasheet

The Cisco TelePresence® collaboration system combines audio, video, and interactive elements to create an "in-person" feeling among participants from remote locations. Critical to this experience is Cisco TelePresence Manager, which makes it easy to set up and launch calls. The Cisco TelePresence Manager software application enables this simplicity by intelligently automating many scheduling and conferencing tasks, so users can focus on the meeting—not the technology—and communicate as naturally and effectively as they would face-to-face.

Administrators can use Cisco TelePresence Manager to monitor meetings, as well as get reports on meetings and system usage. The application also helps IT managers by offering data to justify the investment and reduce TCO by integrating with existing infrastructure.

Product Overview

Cisco TelePresence Manager is essential for delivering the full value of a Cisco TelePresence meeting through integration with common enterprise groupware applications, including Microsoft Exchange or Lotus Notes Domino for scheduling and launching calls with just the push of a button.

The easy-to-use web-based application interface allows help desks and administrators to monitor and manage scheduled meetings. All feature access is grouped by task around monitoring, support, configuration, and troubleshooting for quick access to help-desk personnel. With a glance at the status dashboard, administrators can tell how many meetings are scheduled and if any errors are shown (Figure 1). The optional Metrics dashboard provides details for management regarding how many scheduled meetings have been conducted, room usage rate, travel-avoidance savings, plus other metrics including a customized questionnaire to help illustrate the Return on Investment (ROI) of Cisco TelePresence technology.

Figure 1. Cisco TelePresence Manager



Features and Benefits

Cisco TelePresence Manager offers the following key features and benefits:

- **Easy scheduling:** You can schedule meetings using enterprise groupware such as Microsoft Outlook with Exchange or IBM Lotus Notes with Domino, supported natively for easy device scheduling.
- **"One button to push" to launch calls (Figure 2):** All scheduled call information is provided on the Cisco TelePresence Touch Screen or Cisco® IP Phone; just press "Start Meeting" to launch all types of Cisco TelePresence calls - point-to-point, multipoint, and calls with Cisco WebEx® Meeting Center users. One-button-to-push call launching makes Cisco TelePresence systems easy to use, minimizing user training and support.

Figure 2. Eight- and 12-Inch Cisco TelePresence Touch Screens



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- **Interoperability with more devices:** Cisco TelePresence Manager supports call scheduling and one-button-to-push calling across the entire endpoint portfolio which includes the Cisco TelePresence TX9000, Cisco TelePresence System (CTS) 3000, CTS 1000, CTS 500 Series, Cisco TelePresence System EX Series, Cisco TelePresence System Integrator C Series, Cisco TelePresence System Profile Series and Cisco TelePresence MX Series.
 - **Scheduling application-programming-interface (API) integration:** Customers and developers can integrate Cisco TelePresence Manager with other groupware calendaring applications for device and resource reservations plus one-button-to-push call launch.
 - **Web-based user interface:** The user interface provides easy administration without a desktop-loaded client. Simple views allow you to monitor Cisco TelePresence endpoints, scheduled meetings, and system-level information.
 - **Metrics Reporting dashboard:** The Metrics Reporting dashboard shows meeting metrics including room usage and travel savings for easy ROI reporting.
 - **Reporting API:** For custom metrics reporting applications, the reporting API allows for collection of meeting information including a customizable 10-question survey and scheduled and actual attending resources for each call for integration with the reporting application of your choice.
 - **Cisco TelePresence WebEx OneTouch:** Meeting organizers can now choose to include Cisco WebEx conferencing when scheduling meetings, allowing for remote participation from any location using Cisco WebEx Meeting Center. With Cisco TelePresence WebEx OneTouch, meeting-center users are automatically connected at the start of the meeting, reducing complexity to pushing just one button. Cisco WebEx users can receive video and audio from Cisco TelePresence endpoints, in addition to seeing and sharing presentations for more productive meetings. The Cisco WebEx Productivity Tool Outlook plug-in allows for easy Cisco TelePresence WebEx OneTouch scheduling.
 - **Published Automated-Attendant number:** Non-invited endpoints can now join a scheduled Cisco TelePresence meeting by manually dialing a call-in number published for each meeting.
 - **Intelligent multipoint resource allocation:** Cisco TelePresence Manager gives administrators the choice of a primary multipoint control unit (MCU) using the Cisco TelePresence Multipoint Switch or Cisco TelePresence Server. Resource reservations are based on endpoint and geographical location, allowing for the best Cisco TelePresence experience.
 - **Resource reservations for third-party devices:** Other compatible video endpoints can be reserved in groupware applications to participate in Cisco TelePresence meetings using the Cisco TelePresence Server for interoperability.
 - **Intercompany scheduling:** Cisco TelePresence Manager provides a process to schedule intercompany meetings using your existing groupware integration for one-button-to-push call launch.
 - **Transparent scheduling interface:** Cisco TelePresence Manager requires no client software or plug-ins in order to schedule and automatically launch calls. Instead it acts as a room-scheduling proxy and receives and processes all meeting invitations sent and received for Cisco TelePresence endpoints (Figure 3).

Figure 3. Schedule a Cisco TelePresence Meeting as You Would Schedule Any Other Meeting

- **Cisco TelePresence meeting confirmation process:** Cisco TelePresence Manager supports an automated email notification process to provide confirmation on endpoints invited, and published numbers for non-one-button-to-push endpoints to join, plus Cisco WebEx connection information. Hyperlink buttons are provided, allowing the organizer to customize the meeting by logging into the Cisco TelePresence Manager web interface.
- **Device auto-discovery:** Cisco TelePresence Manager auto-discovers Cisco TelePresence Systems connected to the network through Cisco Unified Communications Manager, making administration easy.
- **Multiple-level administration:** Cisco TelePresence Manager supports four levels of users: a standard telepresence user, a help-desk (concierge service) user, an administrator, and a system administrator. Types of users are limited to options based on their login information. User login authentication based on Microsoft Active Directory allows for single login name and password usage.
- **SmartLink to Cisco Prime™ Collaboration Manager:** This application allows help-desk users to cross-launch directly to a details page within Cisco Prime Collaboration Manager to quickly identify and isolate endpoint, service infrastructure, and networking problems that affect the Cisco TelePresence user experience. For more information about Cisco Prime Collaboration Manager, please visit <http://www.cisco.com/go/cpcm>.

Product Specifications

Table 1 gives specifications and Table 2 gives system requirements of the Cisco TelePresence Manager.

Table 1. Product Specifications

Specifications	Description
Cisco TelePresence Systems	<ul style="list-style-type: none"> • Scheduling with one-button-to-push support for all versions of Cisco TelePresence Systems TX 9000, 3000, 1300, 1000, and 500 Series; EX Series, Quick Set C Series, Profile Series, and Cisco TelePresence MX Series with Software TC5 and higher • Scheduling for Cisco TelePresence System MXP Series and third-party devices
Server compatibility	<ul style="list-style-type: none"> • Cisco UCS C-210 or C-220 M3 Server with VMware ESXi Version 4.1 or 5.0
MCU scheduling compatibility	<ul style="list-style-type: none"> • Cisco TelePresence Multipoint Switch • Cisco TelePresence Server

Specifications	Description
Web-browser compatibility	<ul style="list-style-type: none"> Microsoft Internet Explorer 7.0 through 9.0 Mozilla Firefox 11.0
Protocols	<ul style="list-style-type: none"> HTTP and Secure HTTP (HTTPS) for administrative, XML, AXL, or Simple Object Access Protocol (SOAP); Simple Network Management Protocol (SNMP); WebDev; Enterprise Web Services (EWS); and a scheduling and reporting API
Reliability and availability	<ul style="list-style-type: none"> Clustering option (four-server minimum required for full redundancy) for Microsoft Exchange integration only
Scale	<ul style="list-style-type: none"> 500 devices or endpoints per server

Table 2. System Requirements

Specifications	Description
Groupware connectivity	<ul style="list-style-type: none"> Microsoft Exchange Server 2003 (Windows Server 2003 SP2 Enterprise Edition) Microsoft Exchange Server 2007 (Windows Server 2003 Enterprise Edition SP2 [64-bit] or Windows Server 2008R2) Microsoft Exchange Server: 2010 (Windows Server 2008R2) Microsoft Outlook Client: 2007, and 2010 IBM Domino Server: 8.5 (Windows Server 2008 R2 Enterprise Edition or Linux) IBM Lotus Notes Client: 8.5
Scheduling API	Groupware integration using Web Services Client; RFC 2445 (Microsoft iCalendar [iCal]) and RFC 2446 (iCalendar Transport-Independent Interoperability Protocol [iTIP]) compliant; more information is available at: http://developer.cisco.com
Cisco Unified Communications Manager version	Version 8.6.2 or later
LDAP connectivity	Microsoft Active Directory on Windows Server 2003 or 2008

Ordering Information

To place an order, visit the [Cisco Ordering Home Page](#) and refer to Table 3.

Table 3. Ordering Information

Product Name	Part Number
One Cisco Computing Server is required per Cisco TelePresence Manager implementation	
UCS C220 M3 with dual CPU E5-2650, Minimum 16GB RAM, and four 300GB hard drives, (Order as spare)	UCS-SP5-C220E N2XX-ABPCI03-M3 UCS-CPU-E5-2650 UCS-MR-1X082RY-A UCSC-RAID-11-C220 UCS-HDD300G12F105=
VMware ESXi/VSphere Standard for 1 processor, 1 year support (ESXi 4.1 or 5, 0 required for UCS, purchase from Cisco or VMware directly.)	VMW-VS5-ST-1A=
Cisco TelePresence Manager Software only for UCS install	CTS-MAN-K9
Then Choose TelePresence Manager Version	
Cisco TelePresence Manager Version 1.9	CTS-MAN1.9
One integration is required per Cisco TelePresence Manager Implementation	
Cisco TelePresence Manager Integration for MS Exchange	LIC-CTS-MAN-MS
Cisco TelePresence Manager Integration for IBM Domino	LIC-CTS-MAN-IBM
Cisco TelePresence Manager Integration for Scheduling API	LIC-CTS-MAN-API
License required, based on number of Cisco TelePresence and Video Conferencing endpoints under management. Combine for total amount required	
Cisco TelePresence Manager Device License: 10 units	LIC-CTS-MAN-10

Product Name	Part Number
Cisco TelePresence Manager Device License: 50 units	LIC-CTS-MAN-50
Cisco TelePresence Manager Device License: 100 units	LIC-CTS-MAN-100
Optional Licenses	
Cisco TelePresence Manager Metrics Dashboard & Reporting API	LIC-CTS-MAN-RPT
Cisco TelePresence Manager Scheduling API Developers Kit	CTS-MAN-API-1.0
Add Device Licenses or Optional Features for Existing Systems	
TelePresence Manager Device License - 10 units (E-Delivery)	L-LIC-CTS-MAN-10=
TelePresence Manager Device License - 50 units (E-Delivery)	L-LIC-CTS-MAN-50=
TelePresence Manager Device License - 100 units (E-Delivery)	L-LIC-CTS-MAN-100=
TelePresence Manager Integration for Scheduling API (E-Delivery)	L-LIC-CTS-MAN-API=
TelePresence Manager Reporting Feature (E-Delivery)	L-LIC-CTS-MAN-RPT=

Service and Support

Cisco and our partners provide a broad portfolio of intelligent, personalized services and support that can help you realize the full value of your Cisco TelePresence investment by increasing business agility and network availability. This portfolio of services accelerates business innovation through a network-based collaboration platform that enables businesses to collaborate anywhere, anytime. For more information about these services, visit: <http://www.cisco.com/go/telepresenceservices>.

For More Information

For more information about the Cisco TelePresence Manager solution, please visit <http://www.cisco.com/go/telepresence> or contact your local Cisco account representative or authorized Cisco Authorized Technology Provider (ATP) partner.



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