

Cisco TelePresence Management Suite

Figure 1. Cisco TelePresence Management Suite



The Cisco TelePresence® portfolio creates an immersive, face-to-face experience over the network - empowering you to collaborate with others like never before (Figure 1). Through a powerful combination of technologies and design that allows you and remote participants to feel as if you are all in the same room, the Cisco TelePresence portfolio has the potential to provide great productivity benefits and transform your business. Many organizations are already using it to control costs, make decisions faster, improve customer intimacy, scale scarce resources, and speed products to market.

Product Overview

The Cisco TelePresence Management Suite (Cisco TMS) enables one management platform for all your visual communication needs. It provides complete visibility and control for onsite and remote video networks, is scalable, easy-to-use, and it integrates with existing applications and third-party vendor products to increase return on investment (ROI).

The Cisco TelePresence Management Suite is available in two form factors, enabling customers to choose a solution that best meets their organization's policy and scalability needs. The Cisco TelePresence Management Suite is a software-only solution for installation on the customer's choice of server hardware. The Cisco TelePresence Management Server is an appliance version of the Cisco TMS product that offers preinstalled software and simplified setup (Figure 2).

Figure 2. Cisco TelePresence Management Server



Applications

The Cisco TelePresence Management Suite (Cisco TMS) is your portal for your entire telepresence deployment, servicing end users, video operators, and administrators. Cisco TMS provides value to organizations of all types by increasing the ease of use, serviceability, reliability, and scale of their telepresence deployments. With Cisco TMS telepresence deployments are more successful, increasing your return on investment in telepresence. Through its range of services, Cisco TMS works to enhance your telepresence experience by improving ease of use, reliability, and reducing total cost of ownership for the entire telepresence portfolio.

Ease of Use

For end users of video, Cisco TMS unifies all the elements of your deployment into a consistent, easy to use service. Integrated calendaring, conference automation, and dialing assistance technologies such as centralized directories and “one-button-to-push” dialing make telepresence easy and accessible to all. The consistent, reliable conferencing experience provided by Cisco TMS increases adoption and usage of telepresence within an organization.

Reliability

The use of telepresence as an essential communications tool within an organization can strain an unmanaged network as it attempts to scale and react to the evolving demands of the organization. Cisco TMS empowers organizations to use telepresence as a mission-critical application by providing operators and technicians the capabilities and scalability to monitor and proactively solve any service issues. With configuration management, real-time diagnostics and conference management, Cisco TMS pulls the health of all devices and conferences into interactive views that enable a single operator to proactively monitor thousands of devices and conferences; reducing manpower needs and speeding time to resolution. The aggregation, proactive monitoring, and centralized control of Cisco TMS scales operators or technical services while improving the quality of service they provide to end users.

Reducing total cost of ownership

Cisco TMS helps keep the cost of ownership down by providing tools for the administrator to simplify tasks that become unwieldy as the deployment grows. Tasks such as configuration management, system deployment, and software upgrades are simplified and automated when leveraging the administrator’s tools included in Cisco TMS.

Cisco TMS also provides the data and capabilities to visualize the use and success of telepresence within your organization. Essential knowledge about the use of your telepresence deployment is easily accessible with the powerful reporting and business analytics capabilities of Cisco TMS. Reporting and analytics allow decision makers within the organization to visualize, ask questions, and truly measure how telepresence is transforming their business.

Cisco TelePresence Management Suite Features

Table 1 summarizes the key features and capabilities for the Cisco TelePresence Management Suite and Server.

Table 1. Cisco TelePresence Management Suite Feature Summary

Feature Summary	
Scheduling	<ul style="list-style-type: none"> • Simple scheduling interface allows users to create video or audio meeting requests with just a time, title, and participants with no burden of technology complexities • Schedules both conferencing requests and traditional meeting room reservations • Supports multiple conference automation modes <ul style="list-style-type: none"> ◦ Automatic Connection - Fully automated conferencing ◦ "One Button to Push" - Simplified dialing for scheduled participants with integrated calendars available directly on endpoints ◦ Manual Connection - Automated conferencing that waits for user initiation ◦ Reservation Only - Calendar-only scheduling without conference automation • Email integration automatically emails conference details and updates to scheduling users • Customizable text and HTML email templates <p>Call-Routing Capabilities</p> <ul style="list-style-type: none"> • Scheduling across non-homogenous networks of mixed vendor and mixed protocols (H.323, H.320, SIP, V.35, telephone) • Intelligent call routing automatically handles all dial plan and infrastructure requirements to facilitate a user's conferencing request - users only need to request the endpoints or users desired to participate • Least cost call routing on IP and ISDN • Automatic resource modeling including capacities, device compatibilities, and availability • Automatic multipoint control unit (MCU), gateway, and protocol selections based on requested devices, compatibility, availability, and administrator input • Supports scheduling of cascaded MCU calls for either capacity or aggregating participants on local MCUs for least cost routing <p>Multiple scheduling interface options</p> <ul style="list-style-type: none"> • Robust web-based scheduler with planner views and integrated status and detail displays • Simplified web booking interface, Cisco TMS Scheduler, for zero-training, 1-2-3 step-by-step booking requests • Scheduling application programming interface (API)* for custom-built scheduling interfaces or integration with other calendaring products • Scheduling via Microsoft Outlook and Microsoft Exchange Server* • Scheduling via IBM Lotus Notes and IBM Lotus Domino Server* <p>Advanced scheduling features</p> <ul style="list-style-type: none"> • Supports popular standalone MCUs and the MultiSite capability of Cisco TelePresence endpoints • Does not require a MCU for scheduling automation • Automatic handling of time zones and daylight savings rules • Web Scheduling interfaces automatically present all times relative to user's own time zone • Schedule unmanaged devices using phone books or manually created dial-in or dial-out participants • Advanced recurring meeting support pattern support, including flexible occurrences and pattern exceptions • Schedule conferences to be automatically recorded or streamed with the Cisco TelePresence Content Server • Scheduling of web conferencing services to complement telepresence meetings with a single click • Supported web conference providers: Cisco WebEx Microsoft LiveMeeting • List of scheduled meetings available directly on endpoint • Integrated scheduling and conference monitoring allows users to modify their meetings even after the meeting has started • Automatic health checks prior to conference start time alert operators to potential issues before a conference starts • Conference password support and conference locking capabilities • Automatic audio and or video mute on-connect available • Override default call routing including bandwidth, protocols, call direction, dialed number, and main participant • Extend scheduled meeting and reconnect to conference controls available from endpoint • Send messages to endpoints displays on-screen for notices regarding upcoming meetings, meetings about to end, and other scheduling updates

Feature Summary	
Directory services	<ul style="list-style-type: none"> • Centralized phone book services supporting H.323, SIP, and telephone directories for browsing and from supported endpoints • Integrated with Cisco TMS web scheduling interfaces for easy scheduling • Phone book service supports both Cisco and third-party devices • Automatic phone books import and synchronization with many data sources including Microsoft Active Directory, H.350 LDAP, gatekeepers, and file-based imports • Supports ISDN, H.323/IP, SIP, and telephone contact methods for entries • Ability to create multiple phone books and pick which device has access to which phone books • Supports hierarchical phone book structure for easy browsing of contacts at the endpoint • Supports searching from endpoints and the Cisco TMS interface • Automatic application of national and international dialing rules allows for true "one number" global phone books for ISDN numbers • Automatic insertion of ISDN gateway) prefix, area codes, and country codes
Asset management	<ul style="list-style-type: none"> • Capable of managing devices including endpoints, gatekeepers, MCUs, and other infrastructure from both Cisco and third parties • Single point of interaction to manage devices spread throughout your organization, including branch or home offices • Portal page shows administrative snapshot of overall telepresence network activity and health • Hierarchical folder system allowing administrators to create a logical organization for your deployment • Auto-discovery and configuration of new telepresence devices • Pre-registration support for mass deployment scenarios • Device views for managed devices for quick summary and detailed views of essential device information including hardware details, software details, network configuration, dial plan configuration, and status • Configuration Templates for pushing sets of configuration settings to devices for both on-demand and persistent scenarios that will be proactively enforced on devices • Configuration back-up and restore services for managed devices • Call Status capabilities including detailed views of active calls and the ability to end/launch calls • Service contract status for managed devices • Software upgrade tools including bulk upgrading tools, automatic software and license key retrieval • System Overview to query or create reports on information about managed devices • Detailed permissions model allows assigning and limiting access to managed devices on per-user group, per-system basis • Billing code functionality to log or restrict call activity • Search feature to quickly locate a device entry based on name or key identifiers
Large scale provisioning	<ul style="list-style-type: none"> • Very large scale user centric deployment model that powers authentication and key services that offers a deployment alternative for mass deployed, low touch devices (up to 10,000 devices) • Distributed, redundant architecture leveraging Cisco TelePresence Video Communication Server (VCS) clustering technology • Synchronizes with the Enterprise Directory for automatic user account creation and upkeep • Authentication service to authorize and identify subscribed users • Configuration settings and policies for automatic configuration of registered users/devices • Directory service for providing phonebooks to registered users/devices that can be integrated with other Cisco TMS phone books • Supports automatic creation of user dial plan aliases and FindMe profiles • Supports Cisco TelePresence Movi, Cisco IP Video Phone E20, Cisco TelePresence System EX90 and Cisco TelePresence System EX90 devices
Monitoring and diagnostics	<p>Conference monitoring</p> <ul style="list-style-type: none"> • Interactive Conference Control Center to monitor and manage all video calls in the network • Manages both scheduled and non-scheduled conference activity on the network • Manages both point-to-point and MCU hosted conferences on the network • Status and error detection for participants and conference status highlights potential problems • Conference status and alarms queues centralize alarms for participants and conferences to improve conference operator efficiency and improve response times • Real-time conference lists for all pending, finished, and ongoing conferences • Interface designed for efficient overview of multiple conferences at once <ul style="list-style-type: none"> ◦ Color coding for participant and conference status ◦ Sorting by date, MCU, or status ◦ Search feature to quickly locate a conference or participant

Feature Summary	
	<ul style="list-style-type: none"> • Detailed conference views for each conference including <ul style="list-style-type: none"> ◦ Scheduled conference details ◦ Participant list ◦ Connection details per participant ◦ Color-coded status text, icons, and alarm messages visualize participant status and health ◦ Alerts for important events such as packet loss, participant disconnection, communication failures ◦ Conference event log to retains all connectivity, alarms, and changes to conferences • Conference operator controls for ongoing conferences, including <ul style="list-style-type: none"> ◦ Add and remove participants ◦ Individual participant video layout control ◦ Audio and video muting ◦ Assign and release floor ◦ Send message support ◦ Participant audio and video connection details including H.239 status ◦ Drag and drop participants between conferences ◦ Conference end and conference extend ◦ Lock and unlock conference <p>Diagnostics and alarms</p> <ul style="list-style-type: none"> • Intelligent diagnostics interrogates configuration and status of managed devices for errors and opens and closes tickets automatically • Ticketing system centralizes all status and configuration errors for managed devices into a central view with suggested fixes for error conditions • Tickets have customizable severities for each error condition and per system filtering <p>Event notification</p> <ul style="list-style-type: none"> • Allows subscribing on a per-event, per-device, per-user basis to receive an email notification if a specific event occurs • Customizable text and HTML email templates for event notification • Simple Network Management Protocol Version 2 (SNMPv2) trap support for sending events to third-party SNMP management platforms <p>Graphical monitoring</p> <ul style="list-style-type: none"> • Animated graphical and map call monitor views for visualizing all call activity and device statuses • Graphical display of call and system status
Reporting	<p>Auditing</p> <ul style="list-style-type: none"> • Integrated audit logging to monitor and log changes to Cisco TMS <p>Prepared reports</p> <ul style="list-style-type: none"> • Integrated logging and reporting for <ul style="list-style-type: none"> ◦ Asset management including ticket logs, device events, device alarms, and connectivity ◦ Detailed call history for managed endpoints and infrastructure ◦ Scheduling activity including user reports, interfaces used, conference event logs, and conference reports • Graphical and table formats for reports on-screen with customized filters for date, time, and devices • Ability to export reports to PDF and CSV (Microsoft Excel) for post-processing • Billing code usage reporting • Return on Investment (ROI) calculator • CO₂ savings calculator <p>Extendable reporting</p> <ul style="list-style-type: none"> • Programmable API interface available through the Cisco Telepresence Management Suite Analytics Extension (Cisco TMSAE) • Cisco TMSAE extends Cisco TMS for integration into other business-intelligence tools and opens fully customized reporting through tools of your choice such as Microsoft Excel, Crystal Reports, or other Microsoft SASS compatible products.
Account management, security and permissions	<ul style="list-style-type: none"> • Integrates with Microsoft Active Directory to allow use of enterprise logins • Customizable user groups for controlling permissions • User Groups can be integrated with Active Directory groups for automatic group membership based on the Enterprise Directory • Flexible permissions model allows granular control over access to Cisco TMS functionality and individual managed devices on a per-user group basis

Feature Summary	
Platform	<ul style="list-style-type: none"> Fully web-based interface Fully customizable email notifications and templates Customize interface with company logo Available as software for installation on customer selected platform or as the easily deployed bundled hardware and software offering of Cisco TelePresence Management Server LCD panel with keypad for hardware configuration (Cisco TelePresence Management Server only) <p>Server flexibility</p> <ul style="list-style-type: none"> Flexible choices for server operating system Flexible database configurations including local and off-board database servers <p>Redundant and resilient configurations</p> <ul style="list-style-type: none"> Supports Microsoft SQL Clustering Supports external Microsoft SQL servers Supports multiple deployment scenarios including multiple application servers with or without load balancing for high availability
Language support	<ul style="list-style-type: none"> International name support (UTF8) for devices in asset management and phone books Each user can select their own language to use <p>Language support for primary Cisco TMS interface</p> <ul style="list-style-type: none"> English (US, UK, and Australian dialects) French German Japanese Russian Korean Chinese (Simplified) <p>Language support for simplified Cisco TMS scheduler interface</p> <ul style="list-style-type: none"> English (US, UK, and Australian dialects) Norwegian (Bokm. and Nynorsk) Chinese (Simplified) Chinese (Traditional) Spanish French Japanese Russian Portuguese Italian German Swedish Korean Catalan Finnish Thai Czech Danish Turkish Polish Romanian

* Requires software option or accessory product

Note: Not all features are supported for all supported device types. Please refer to the Cisco TMS product documentation for more details.

Product Specifications

Table 2 lists the product specifications for the Cisco TelePresence Management Suite.

Table 2. Product Specifications for Cisco TelePresence Management Suite

Cisco TelePresence Management Suite	
Product specifications	<ul style="list-style-type: none"> • Base software product includes license for up to 10 managed devices • Base capacity may be extended through additional purchased licenses <ul style="list-style-type: none"> ◦ Additional system licenses (up to 2,000 managed devices or 10,000 large scale provisioning users and devices) ◦ Additional Cisco TelePresence Movi licenses (up to 10,000 users) • Base product functionality may be extended through feature licenses or accessory products <ul style="list-style-type: none"> ◦ Cisco TelePresence Management Suite Extension for Microsoft Exchange ◦ Cisco TelePresence Management Suite Extension for IBM Lotus Notes ◦ Cisco TelePresence Management Suite Extension Booking API ◦ Cisco TelePresence Management Suite Analytics Extension ◦ Cisco TelePresence Management Suite Network Integration Extension ◦ Cisco TelePresence Management Suite Application Integration Extension
Application server requirements	<ul style="list-style-type: none"> • Windows Server 2003 32-bit or Windows Server 2008 32-bit or 64-bit • Pentium 2 GHz or higher Pentium compatible CPU • 2 GB of RAM (4 GB for 64-bit servers) • Minimum 4 GB of disk space • Microsoft SQL Server 2005 or 2008 (Express Edition included with Cisco TMS) <p>* This is a summary only, for detailed system requirements please refer to the Cisco TMS Installation Guide</p>
Client user requirements *	<ul style="list-style-type: none"> • Supported web browsers <ul style="list-style-type: none"> ◦ Internet Explorer 7.0 or later ◦ Firefox 3.6 or later • Java Runtime Engine 1.5.0 or later <p>* This is a summary only, for detailed system requirements please refer to the Cisco TMS Installation Guide</p>
Managed device requirements	<ul style="list-style-type: none"> • Software and configuration requirements vary between devices. For a full list of supported devices and device requirements please refer to the Cisco TMS product documentation

Table 3 lists the product specifications for the Cisco TelePresence Management Server.

Table 3. Product Specifications for Cisco TelePresence Management Server

Cisco TelePresence Management Server	
Product specifications	<ul style="list-style-type: none"> • Base software product is initially configurable for up to 25 or 100 managed devices • Base capacity may be extended through additional purchased licenses <ul style="list-style-type: none"> ◦ Additional system licenses (up to 100 managed devices or 5,000 large scale provisioning users and devices) ◦ Additional Cisco TelePresence Movi licenses (up to 5,000 users) • Base product functionality may be extended through feature licenses or accessory products <ul style="list-style-type: none"> ◦ Cisco TelePresence Management Suite Extension for Microsoft Exchange ◦ Cisco TelePresence Management Suite Extension for IBM Lotus Notes ◦ Cisco TelePresence Management Suite Extension Booking API ◦ Cisco TelePresence Management Suite Analytics Extension ◦ Cisco TelePresence Management Suite Network Integration Extension ◦ Cisco TelePresence Management Suite Application Integration Extension
Client user requirements *	<ul style="list-style-type: none"> • Supported web browsers <ul style="list-style-type: none"> ◦ Internet Explorer 7.0 or later ◦ Firefox 3.6 or later • Java Runtime Engine 1.5.0 or later <p>* This is a summary only, for detailed system requirements please refer to the Cisco TMS Installation Guide</p>
Managed device requirements	<ul style="list-style-type: none"> • Software and configuration requirements vary between devices. For a full list of supported devices and device requirements please refer to the Cisco TMS product documentation.

Cisco TelePresence Management Server	
Appliance Hardware Specifications	
Installed software	<ul style="list-style-type: none"> • Windows Server 2003 Enterprise Edition • Microsoft SQL Server 2005 Express Edition • Cisco TelePresence Management Suite
Processor and memory	<ul style="list-style-type: none"> • 3.4 GHz Intel Pentium 4 LGA775 CPU 800MHz FSB and 2 MB cache • Two 240-pin DIMM double data rate (DDR) dual-channel slots • 2 GB DDR RAM configured
BIOS	<ul style="list-style-type: none"> • Award System BIOS • Support for power on after power failure as the BIOS option
Storage	<ul style="list-style-type: none"> • 250 GB 7200RPM SATA 3.5-in. hard-disk drive (HDD)
Cooling system	<ul style="list-style-type: none"> • Two 40 x 40 mm On-boardfans • Two 40 x 40 mm system chassis fans at Rear
Ethernet	<ul style="list-style-type: none"> • Marvell 8053 Gigabit Ethernet Controller • Four copper (1000BASE-T, RJ-45 with LED) Gigabit Ethernet ports (ports 2-4 disabled)
System control and indicator	<ul style="list-style-type: none"> • One power LED at front • One HDD active LED at front • One AT power switch at rear
System I/O interface	<ul style="list-style-type: none"> • Two COM ports (one front and one rear) - Not used • Four USB 2.0 ports (two front and two rear) • 16 x 2 character LCD Module with keypad
Environmental data	<ul style="list-style-type: none"> • Operating temperature: 32 to 104°F (0 to 40°C) • Relative humidity: 10 to 90% • Storage and space in transport temperature: -4 to 140°F (-20 to 80°C) non-condensing
Power	<ul style="list-style-type: none"> • 100-240 VAC, 50-60 Hz, 250W maximum
Physical dimensions (H x W x D)	<ul style="list-style-type: none"> • 1.7 x 16.8 x 16.4 in. (44 x 426 x 419 mm) • 19-in. rack-mountable, 1 rack unit (1RU) high

Ordering Information

To place an order, visit the [Cisco Ordering Home Page](#) and refer to Table 4.

Table 4. Part Numbers for Cisco TelePresence Management Suite

Product Name	Part Number
Cisco TelePresence Management Suite	CTI-TMS-SW-K9
Cisco TelePresence Management Server	CTI-TMS-APL-K9
Initial Ordering Options for the Cisco TelePresence Management Suite and Cisco TelePresence Management Server	
Cisco TMS - additional 25 systems	LIC-TMS-25
Cisco TMS - additional 100 systems	LIC-TMS-100
Cisco TelePresence Movi - 25 user additional licenses	LIC-MOVI-25
Cisco TelePresence Movi - 100 additional user licenses	LIC-MOVI-100
Cisco TelePresence Movi - 500 additional user licenses	LIC-MOVI-500
Cisco TelePresence Movi - 2000 additional user licenses	LIC-MOVI-2000
Cisco TMSAE - Analytics Extension	LIC-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision ViaIP, Cisco 3540)	LIC-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	LIC-TMS-BAPI-25
Cisco TMSXN - Extension for IBM Lotus Notes - per 25 system registrations	LIC-TMS-LOTUS-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	LIC-TMS-MSEX-25

Product Name	Part Number
Cisco TMS Application Integration Package - per server integrated	LIC-TMS-APPINT
Add Device Licenses or Optional Features for Existing Installations	
Electronic delivery license PAK for Cisco TelePresence Management Suite installations	L-TMS-SW-PAK
Electronic delivery license PAK for Cisco TelePresence Management Server installations	L-TMS-APL-PAK
Cisco TMS - additional 25 systems	L-TMS-25
Cisco TMS - additional 100 systems	L-TMS-100
Cisco TelePresence Movi - 25 user additional licenses	L-MOVI-25
Cisco TelePresence Movi - 100 additional user licenses	L-MOVI-100
Cisco TelePresence Movi - 500 additional user licenses	L-MOVI-500
Cisco TelePresence Movi - 2000 additional user licenses	L-MOVI-2000
Cisco TMSAE - Analytics Extension	L-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision VialP, Cisco 3540)	L-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	L-TMS-BAPI-25
Cisco TMSXN - Extension for IBM Lotus Notes - per 25 system registrations	L-TMS-LOTUS-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	L-TMS-MSEX-25
Cisco TMS Application Integration Package - per server integrated	L-TMS-APPINT

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, please visit: <http://www.cisco.com/go/telepresenceservices>.

For More Information

For more information about the Cisco TelePresence Management Suite, visit <http://www.cisco.com/go/telepresence> or contact your local Cisco account representative or authorized Cisco partner. Product specifications are estimates and subject to change without notice.



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