

SONY®

Cisco CallManager Setup Guide

PCS-1/SCCP

PCS-1 SCCP Pre-installed Model

PCS-TL50/SCCP

PCS-TL50 SCCP Pre-installed Model

PCS-TL30/SCCP

PCS-TL30 SCCP Pre-installed Model

Setup Guide

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1. INTRODUCTION

This document provides basic instructions on how to configure PCS-1, PCS-TL50, or PCS-TL30 as an SCCP terminal to use the Cisco CallManager system.

This document is intended for system administrators.

2. SYSTEM REQUIREMENTS

- PCS unit with SCCP software:
 - PCS-1 with PCSA-SC1 V1.01 or higher, or
 - PCS-TL50 with PCSA-SCTL50 V1.01 or higher, or
 - PCS-TL30 with PCSA-SCTL30 V1.01 or higher
- Cisco CallManager V4.1 or higher
- PCS Plug-In for Cisco CallManager V1.01

3. OVERVIEW OF SYSTEM CONFIGURATION

An overview of the system configuration for Cisco CallManager is shown in Figure 1. This configuration shows all possible components of a Cisco CallManager system.

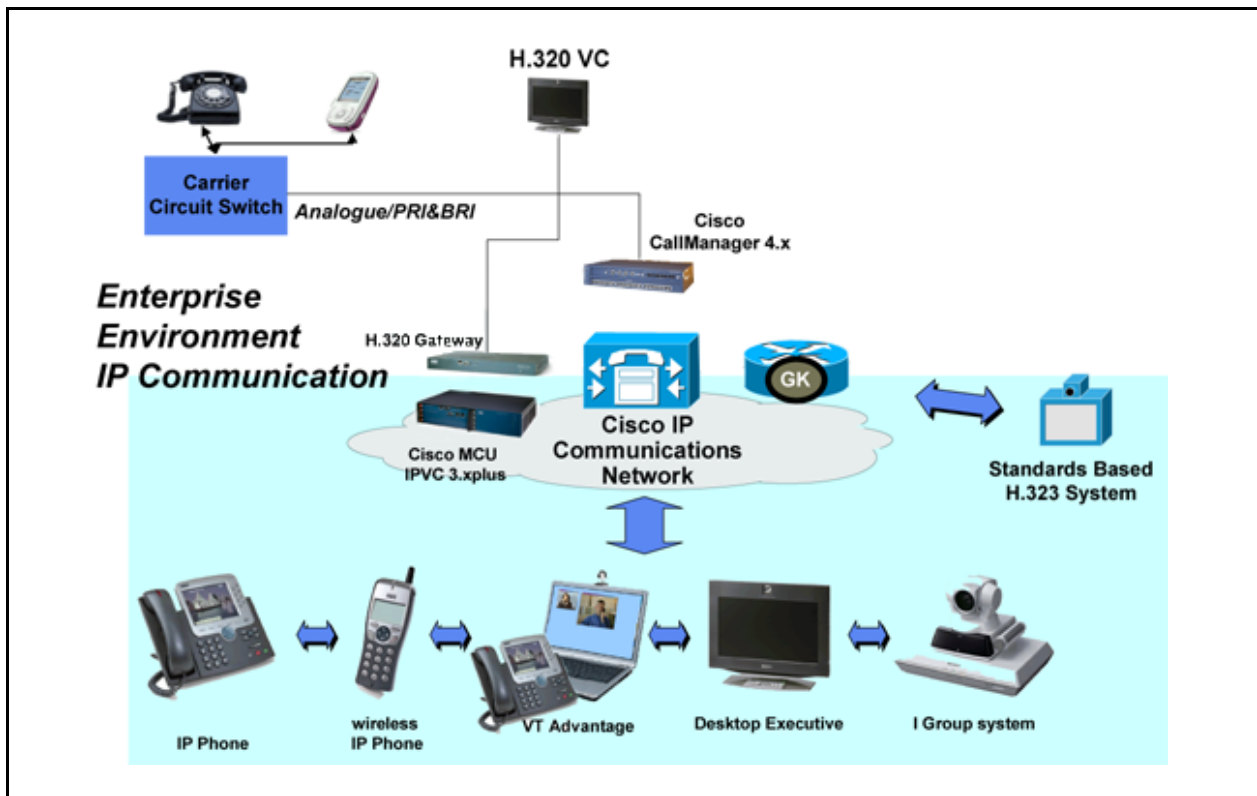


Figure 1

Cisco offers:

- Cisco CallManager
- IP Phone series (79xx series)
- VT Advantage: PC, USB Camera and IP Phone solution
- SCCP based conference bridge (IP/VC 34xx series)
- H.323 Gatekeeper
- H.320 Gateway

4. SETUP GUIDE

4-1. Environment Setting

4-1-1. Determine TFTP Address

Determine the TFTP address as follows:

1. Is DHCP Option 150 set on the terminal, which determines the TFTP address for the Cisco CallManager server?
2. Is DHCP Option 66 set on the terminal, which determines the TFTP address for the Cisco CallManager server?
3. If neither option above is set, get the TFTP address from the system administrator, and register the address manually to the PCS unit afterward.

NOTE: The SCCP terminal will access the TFTP server first to get the Cisco CallManager server address.

The PCS unit occasionally obtains Cisco CallManager information from the TFTP server during the registration procedure. The Cisco CallManager client will obtain the necessary information, such as the extension number, softkey assign, and line information.

4-1-2. Install Plug-In Software

Install the PCS plug-in software as follows:

1. Copy the plug-in file to the Cisco CallManager server.
2. Double-click the plug-in file icon.
3. Follow the instructions on the screen.

NOTE: For detailed instructions, see the *PCS Plug-In for Cisco CallManager Installation Manual*.

4-1-3. Confirm Plug-In Software Installation

1. Execute CallManager Administration on the CallManager.
2. Choose Device > Phone. (See Figure 2.)

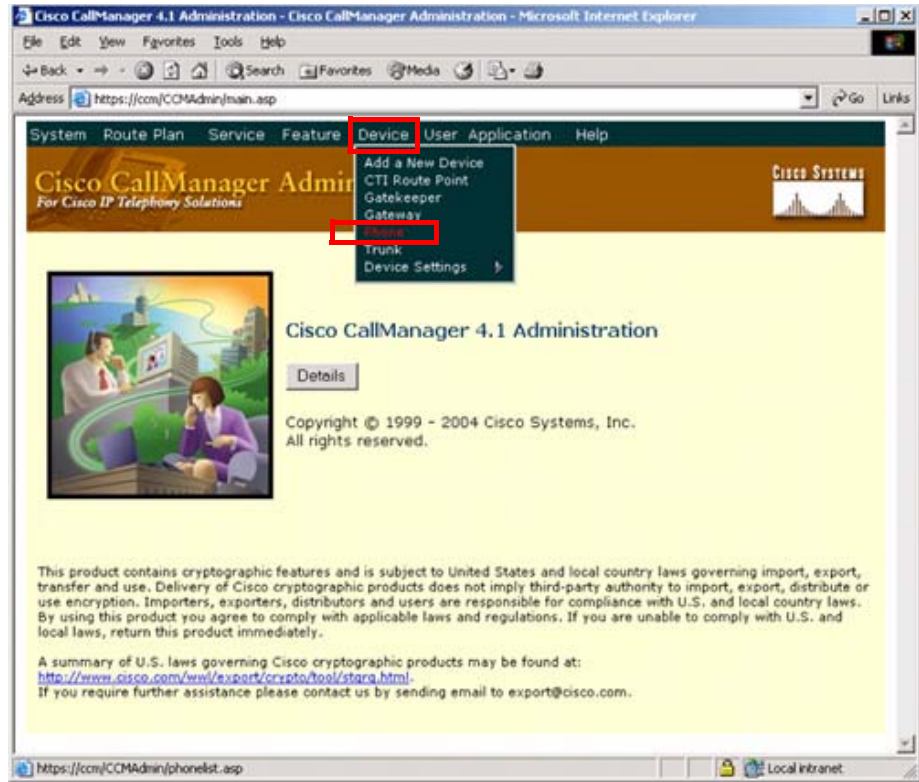


Figure 2

3. Click the Add a New Phone link. (See Figure 3.)

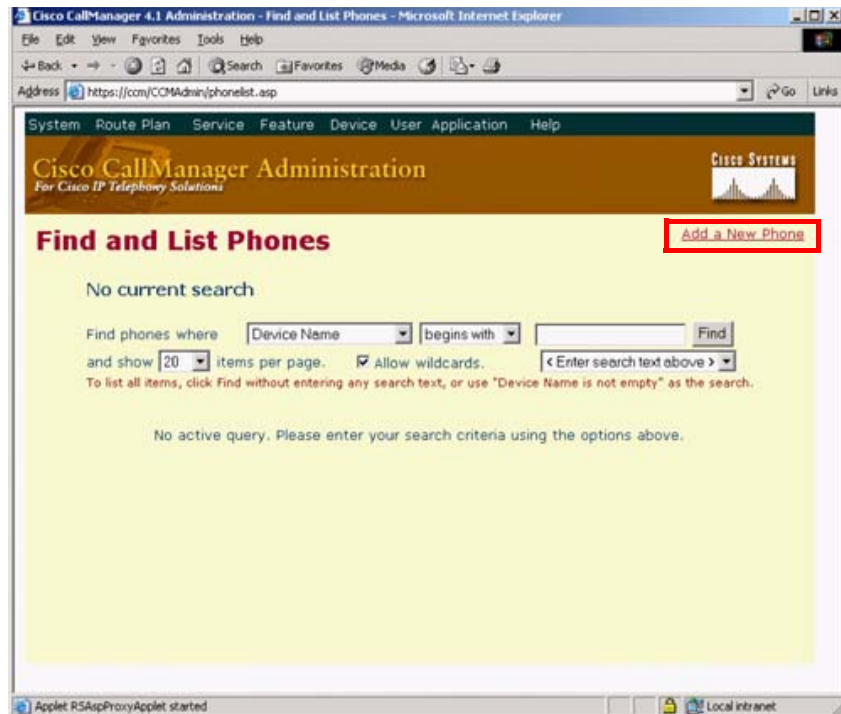


Figure 3

4. Click the Phone type pull-down menu.
5. If "Sony Video Endpoint" appears in the pull-down menu, the plug-in installation was successful. (See Figure 4.)

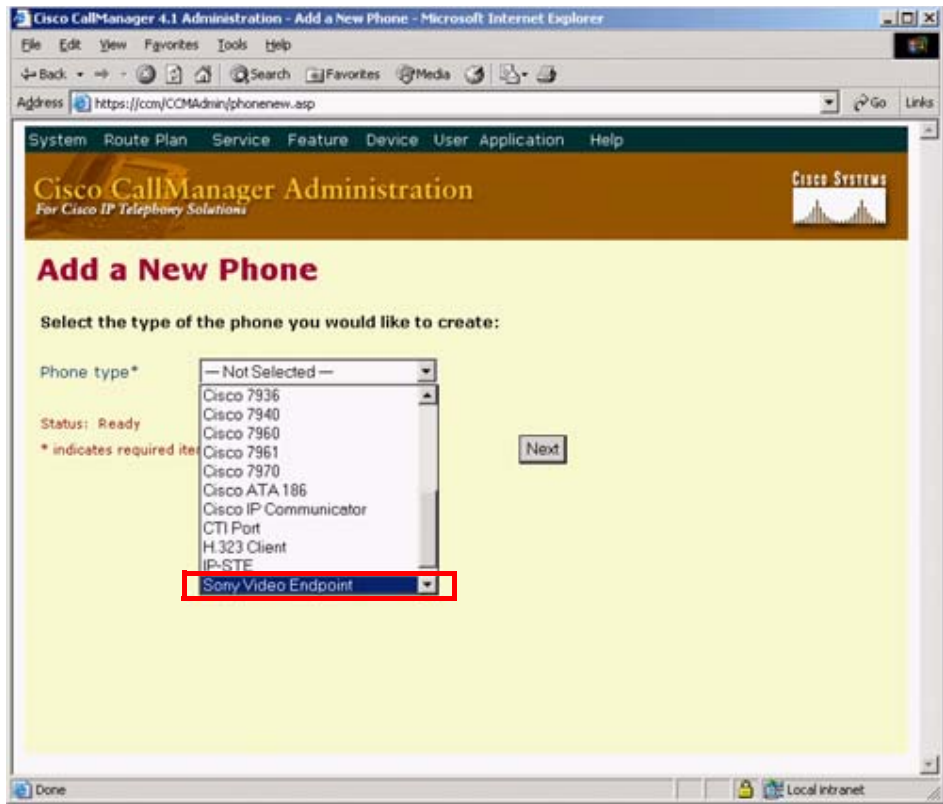


Figure 4

4-2. Install SCCP Software on Sony Terminal

4-2-1. SCCP Software Required

The following SCCP software must be installed on the Sony PCS terminal:

PCS Terminal	SCCP Software
PCS-1	PCSA-SC1
PCS-TL50	PCSA-SCTL50
PCS-TL30	PCSA-SCTL30

NOTE: If you have the following SCCP pre-installed models, SCCP software does not need to be installed.

- PCS-1/SCCP
- PCS-TL50/SCCP
- PCS-TL30/SCCP

4-2-2. Install SCCP Software

To install SCCP software:

1. Confirm that you have obtained a valid license for the SCCP software; otherwise, the software is not operable.
2. Turn system power OFF.
3. Insert the memory stick containing the software into the memory stick slot of the PCS unit.

NOTE: If the write-protect tab on the memory stick is set to LOCK, the software cannot be installed. Make sure the tab is unlocked.

4. Turn system power ON.

The software is installed in the system automatically. Wait until the PCS unit restarts.

CAUTION: Do not remove the memory stick until the installation is complete.

NOTE: Once SCCP software is installed in the system, the software cannot be installed in another system, or copied to a memory stick and installed.

4-3. Configure Cisco CallManager Administration

Detailed instructions on how to configure Cisco CallManager Administration are beyond the scope of this document. For more detailed information, contact your local Cisco office.

4-3-1. Video Call Bandwidth

To operate video, Video Call Bandwidth must be set to a value with sufficient bandwidth:

- Cisco Call Manager Administration > System > Region > Video Call Bandwidth (See Figure 9.)

Value: None/bandwidth (default value is 384 Kbps)

If Video Call Bandwidth is set to None or to a value of limited bandwidth, video will not function.

- Cisco Call Manager Administration > System > Location > Video Bandwidth (See Figure 10.)

Value: None/Unlimited/bandwidth

If Video Bandwidth is set to None or to a value of limited bandwidth, video will not function.

4-3-2. Screenshots of Cisco CallManager Administration

Device > Phone > Find and List of Phone > Phone Configuration
 (See Figure 5 and Figure 6.)

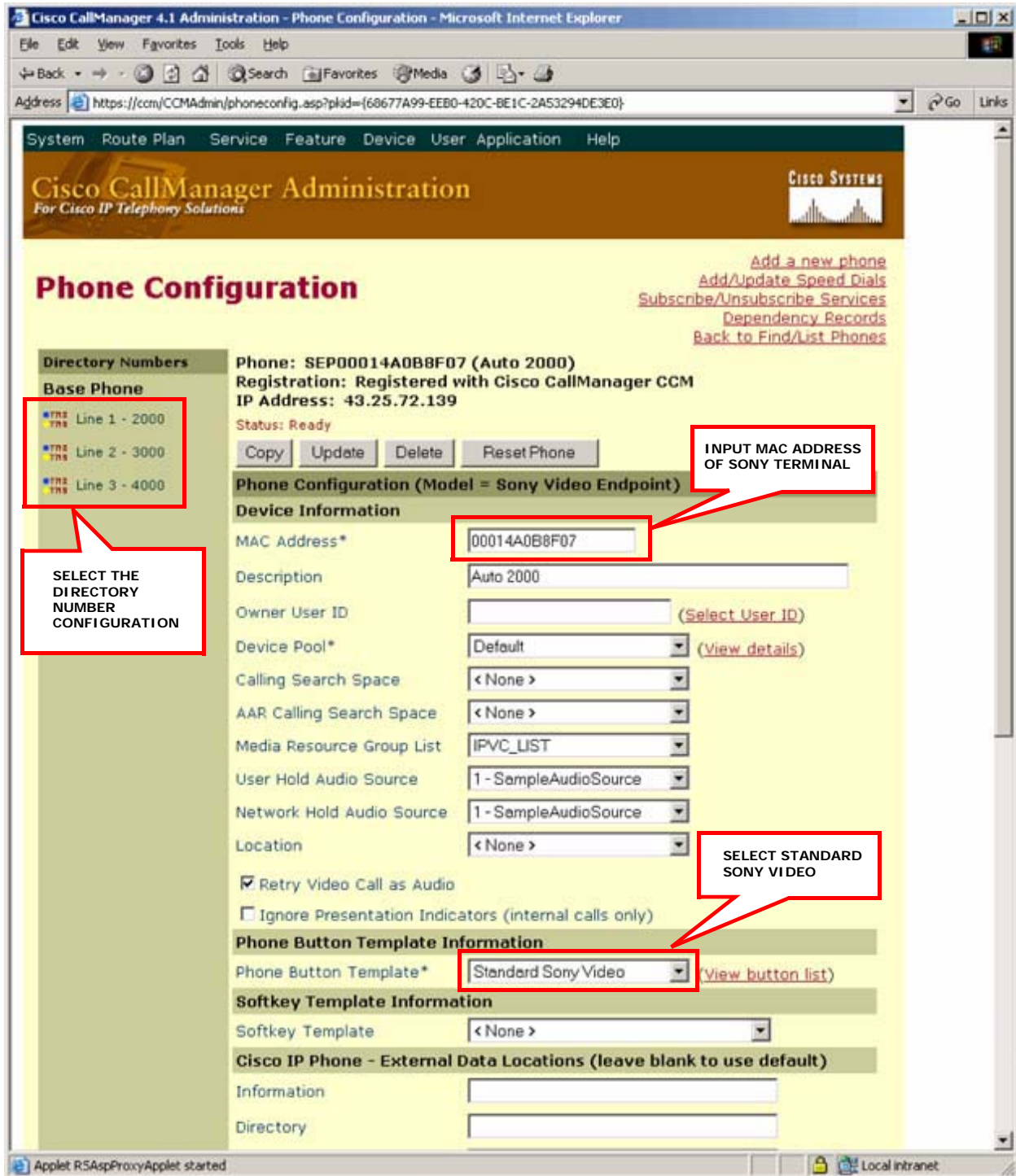


Figure 5

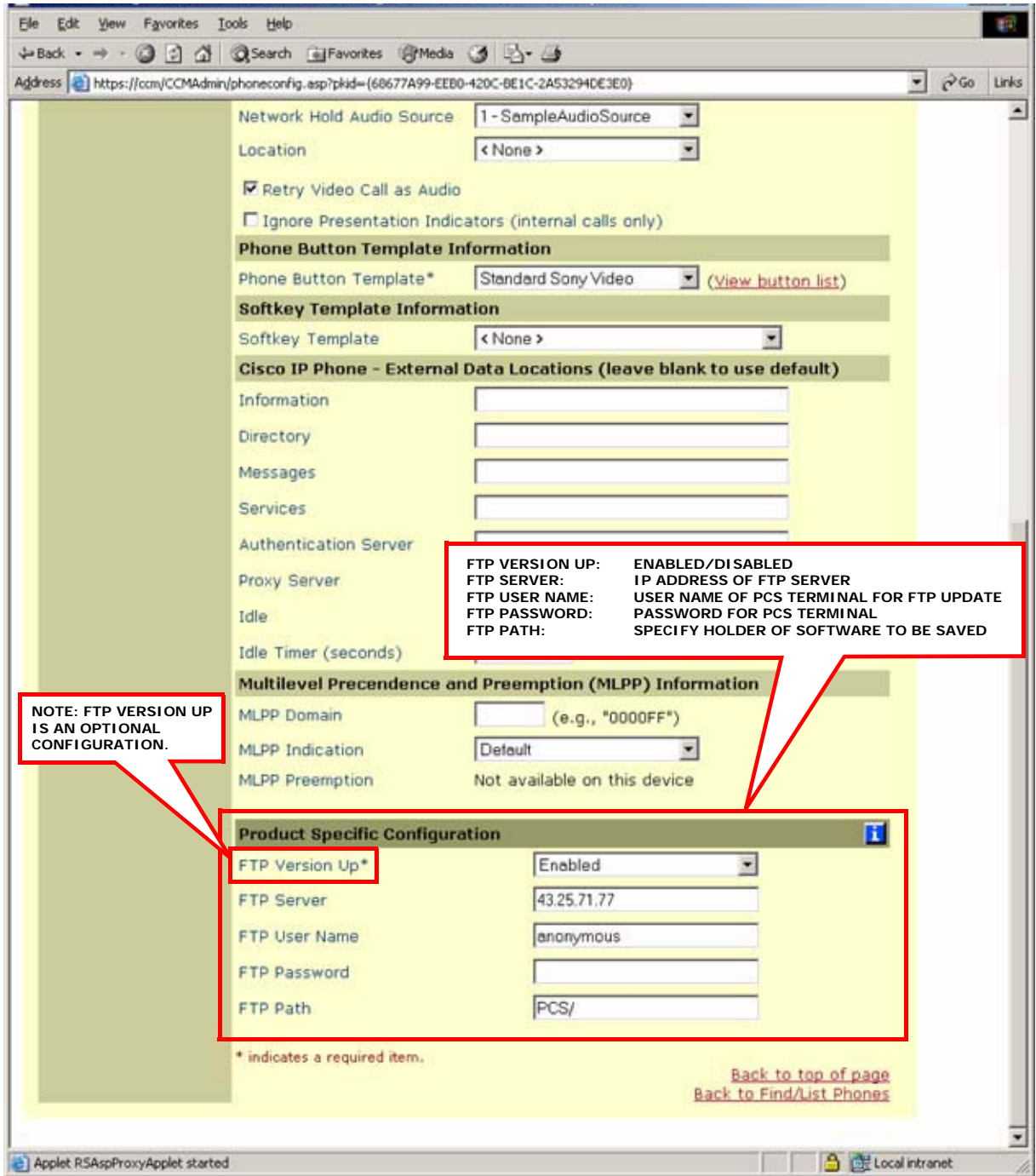


Figure 6

Device > Phone > Find and List of Phone > Phone Configuration > Directory Number Configuration
(See Figure 7 and Figure 8.)

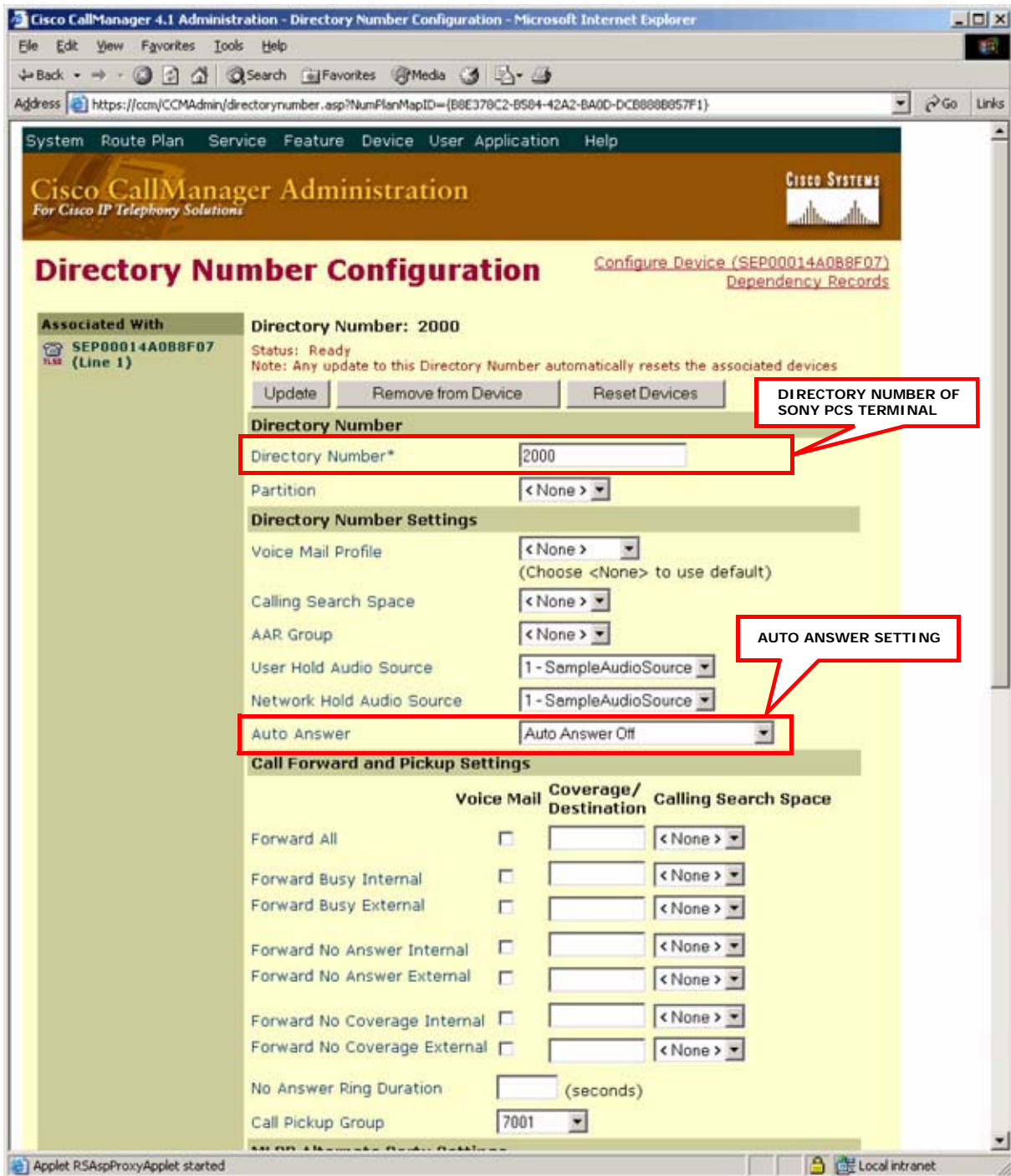


Figure 7

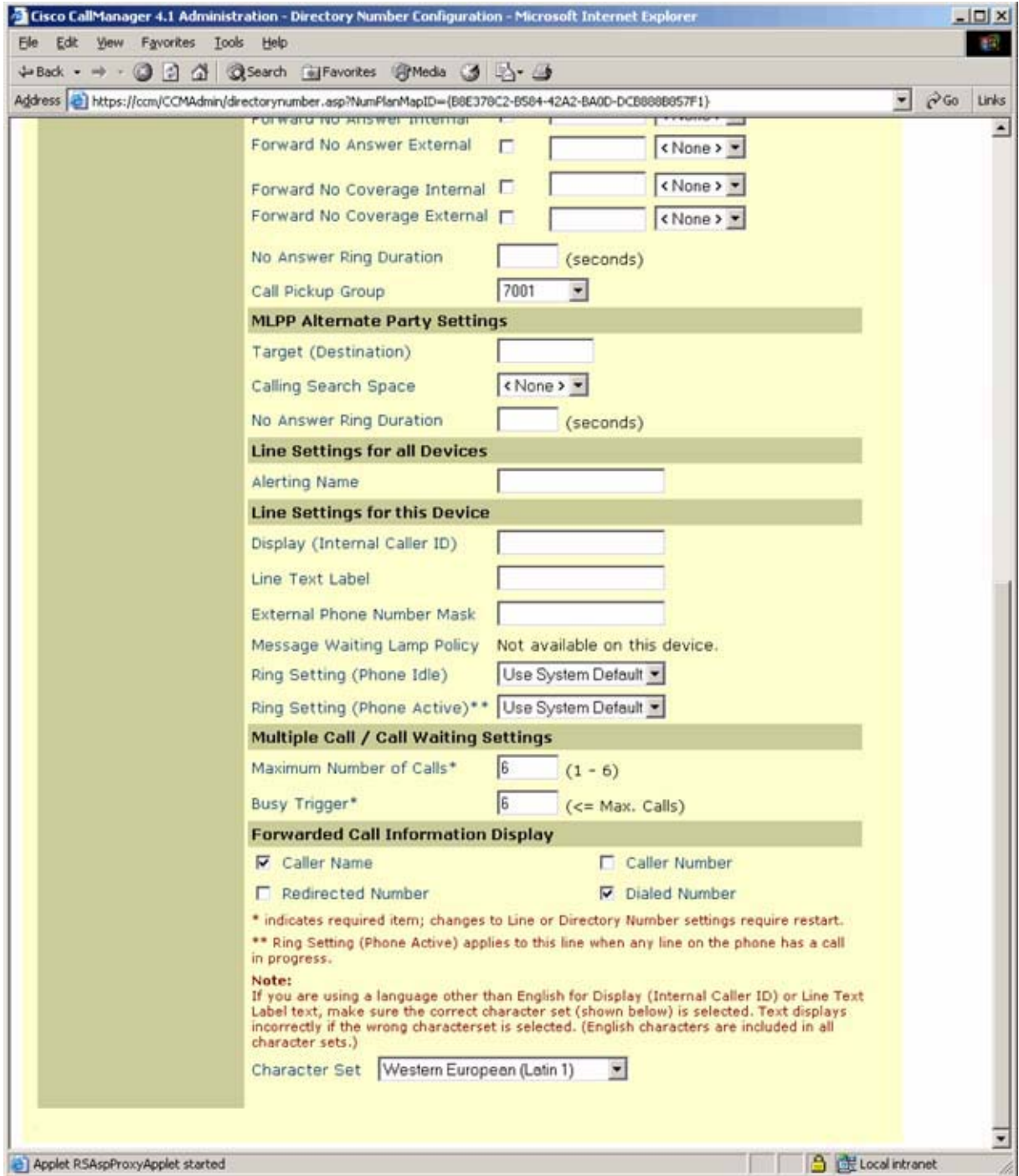


Figure 8

System > Region
 (See Figure 9.)

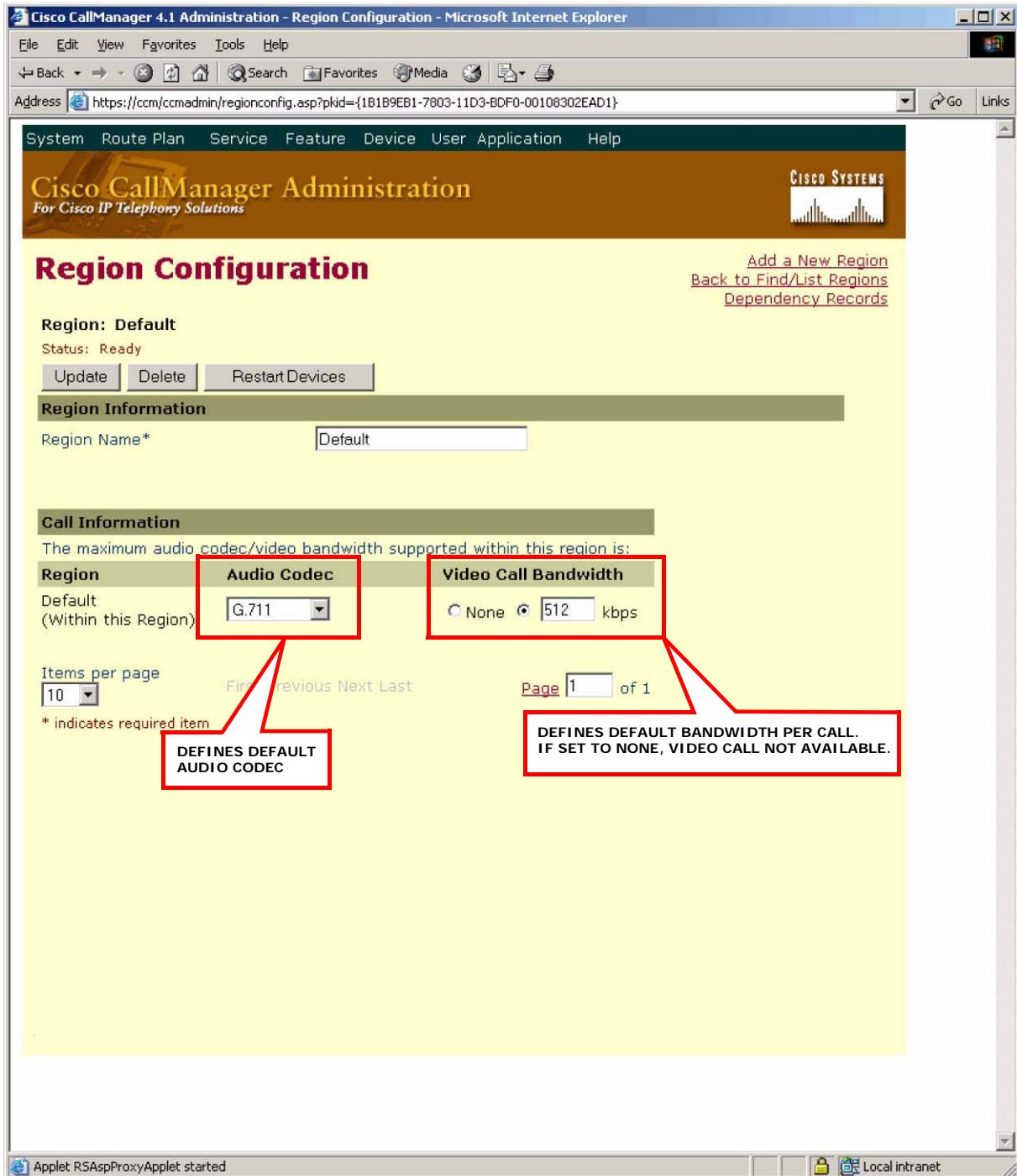


Figure 9

System > Location
 (See Figure 10.)

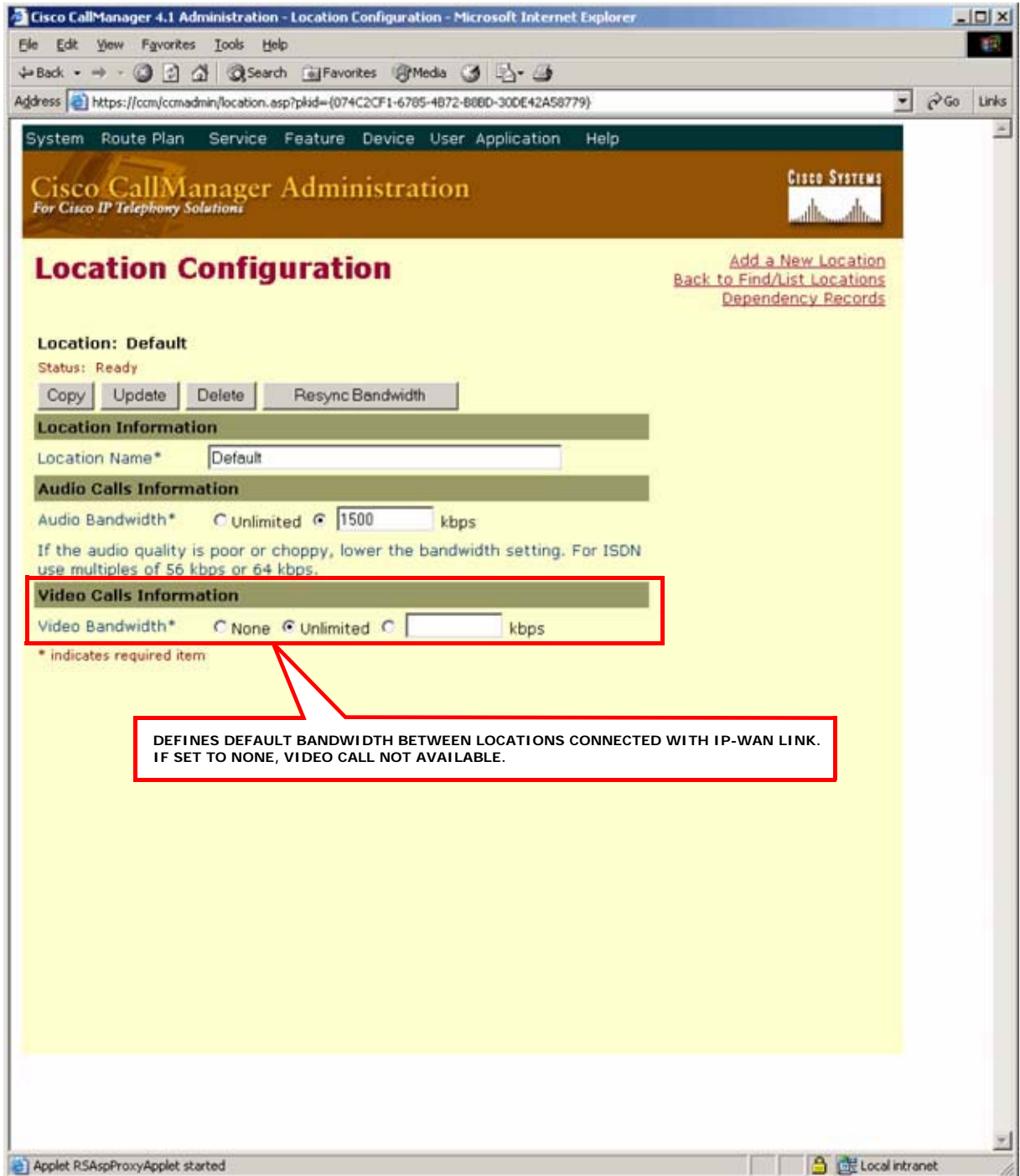


Figure 10

NOTE: Regions define the maximum bandwidth allowed per call, while locations define the maximum bandwidth allowed for all calls to and from a site.

5. TROUBLESHOOTING FAQ

5-1. Installation

5-1-1. Sony Video Endpoint

- Q.** I cannot see "Sony Video Endpoint" in Phone type on the Cisco CallManager screen.
- A.** *Install PCS plug-in software (QED patch file) to Cisco CallManager.*

5-1-2. PCS Plug-in Software

- Q.** Where do I get PCS plug-in software for Cisco CallManager?
- A.** *Download PCS plug-in software from the following website:*
<http://bssc.sel.sony.com/BroadcastandBusiness/markets/10010/upgrade.shtml>

5-1-3. SCCP License Key Installation Error

- Q.** "SCCP license key installation error" appears on the PCS terminal.
- A.** *Install optional SCCP software to the PCS terminal.*
- PCSA-SC1: SCCP software for PCS-1*
- PCSA-SCTL50: SCCP software for PCS-TL50*
- PCSA-SCTL30: SCCP software for PCS-TL30*

5-2. Registration

5-2-1. DB Error

- Q.** "DB error" appears on the PCS terminal.
- A.** *Set up the TFTP server address (Cisco CallManager IP address) in the LAN setup menu on the Sony PCS terminal. Refer to the operating instructions for details on the PCS terminal setting.*

5-2-2. Registering PCS Terminal

- Q.** I cannot register the PCS terminal to the Cisco CallManager.
- A.** *Set up the MAC address of the PCS terminal in the Cisco CallManager screen. (See Figure 5.)*
- You can check the MAC address of the PCS terminal in the Machine Information Menu. Refer to the operating instructions for details on the PCS terminal setting.*

5-2-3. Directory Number

- Q.** I cannot see the directory number on the PCS terminal screen.
- A.** *Set up the directory number of the PCS terminal in the Cisco CallManager screen. (See Figure 7.)*

5-3. Configuration

5-3-1. No Video

Q. I cannot see video.

A. Check video bandwidth settings in the Cisco CallManager screen.
(See Figure 9 and Figure 10.)

5-3-2. Auto Answer

Q. How do I use Auto Answer?

A. Change the Auto Answer setting in the Cisco CallManager screen.
(See Figure 7.)