



CTS500 Experience Validation



Cisco TelePresence System 500 Experience Validation

Essential Operate Service Experience Validation Plan

Version 1.0

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About This Document

Document Purpose

This document serves as one of the final checkpoints in the Experience Validation process to ensure that the Cisco TelePresence™ 500 System is successfully deployed in a customer environment. This document provides a list of questions and tasks that are to be performed after a successful installation and configuration. This validation serves as a simple check that the system is functioning as expected. It is expected that the completed document will be submitted back to Cisco for a final review prior to giving the system a clean bill of health.

Intended Audience

The intended audience for this document is for the person responsible for the installation and deployment of the Cisco TelePresence 500 System within the customer's environment. This could be a representative from Cisco, a Cisco Advanced Technology Partner, or a customer IT engineer.

Document Usage Guidelines

This document is to be completed in its entirety and submitted back to Cisco for review.

Assumptions and Caveats

This document assumes that the Cisco TelePresence 500 System has been fully assembled configured and is registered to the customer's Cisco® Unified Communications Manager cluster. It is also further assumed that the room has been provisioned within the customer's calendaring application and has successfully been integrated into the customer's groupware and Cisco TelePresence Manager Application, respectively.

Related Documents

If applicable, refer to any design documents that govern the deployment of Cisco TelePresence within the customer's environment. The Cisco TelePresence 500 System Pre-Deployment Questionnaire and response document should also be provided.

Experience Validation Plan Overview

The Experience Validation Plan is one of the final steps in the Experience Validation portion of the Essential Operate Service for the Cisco TelePresence 500 System. The stated goal of this process is to insert some key checkpoints in the lifecycle of the deployment where we can perform some basic checks and validations to increase the chances of having a successful deployment and operation of the unit.

There needs to be a tight partnership between Cisco, ATP, and the customer to ensure that all questions are answered correctly and all necessary recommendations are acted upon in a timely manner.

The questions within this document are designed to serve as a basic acceptance test plan to validate that the system is operating as expected and that the experience is maintained at the highest standards.

This test plan covers:

- Physical logistics
- Call scheduling
- Call handling (place call of certain long duration to ensure long-term stability)
- Audio/video quality
- Feature testing
- Call statistics (get baseline, then run a few calls to compare to baseline)

Summarize the test results in Table 1.

Table 1: Post Deployment Check Summary Table

Test No.	Test Description	Pass/Fail Result
Physical Logistics		
A1	Unit placement validation (distance)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
A2	Participant's location validation (seating position)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
A3	Is the camera appropriately tuned as per installation guide	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Call Scheduling		
B1	Verify that a Cisco TelePresence call can be scheduled via groupware application	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
B2	Verify that scheduled meeting is pushed to the IP phone	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Call Handling		
C1	Place a scheduled call from Cisco TelePresence IP phone	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
C2	Verify that an audio add-in call can be completed	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
C3	Validate hold/resume functionality (tests signaling, MOH, I-CCT)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
C4	Place an ad hoc call (manual or via speed dial)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Features		
D1	Verify whether Auto Collaborate Presentation is functioning	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Audio/Video Quality		
F1	Audio Quality Validation	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>

Test No.	Test Description	Pass/Fail Result
F2	Video Quality Validation	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Call Statistics		
E1	Verify that you can capture call statistics during a call	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
E2	Verify that you can capture log files after a call	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>

Experience Validation Test Cases

Physical Logistics

Test Case A1: Unit Placement Validation (Distance)

Overview: Proper placement of the Cisco TelePresence 500 System unit is crucial to the experience. The equipment must be placed in a position that allows for the participant to be seen in the proper position and size to the remote participants. Placement guidelines in the assembly documentation are shown in Figure 1.

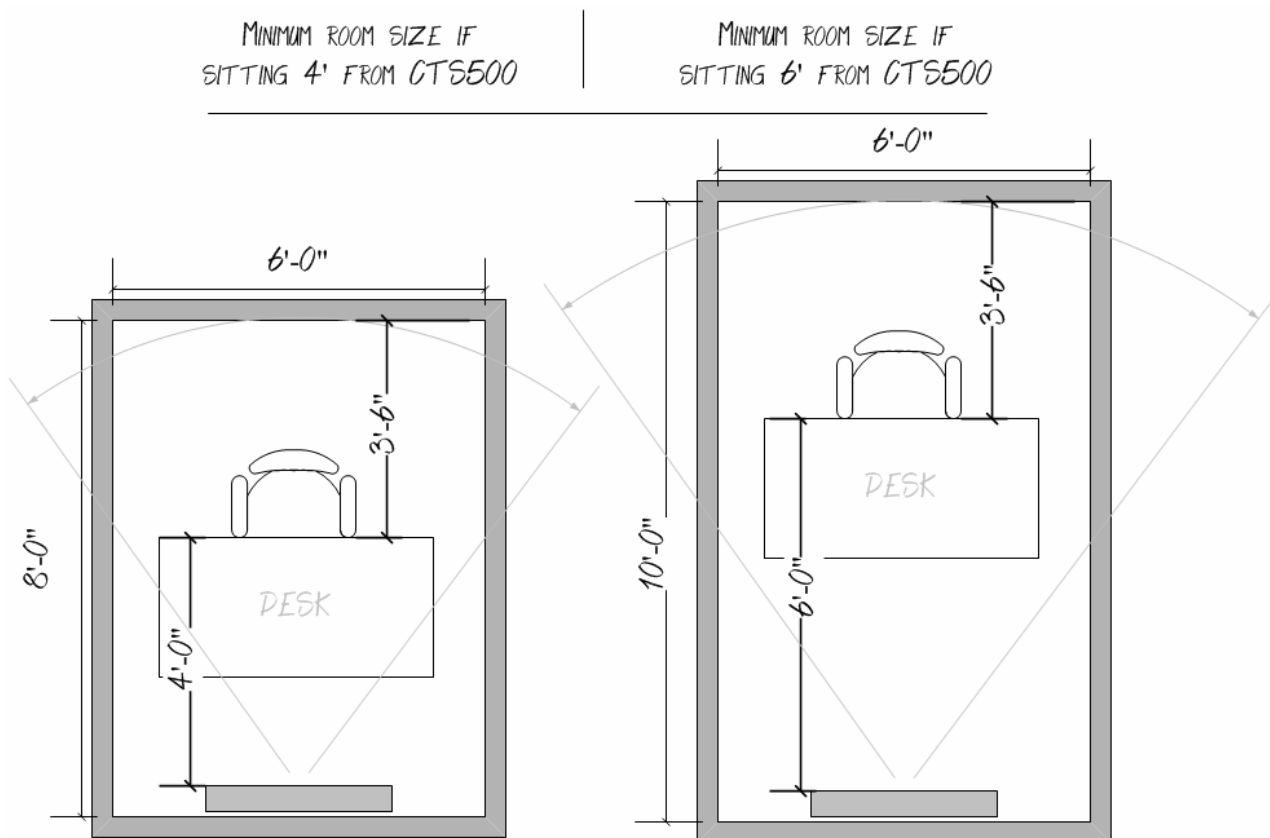


Figure 1: Unit Placement

Is the participant properly positioned 4 to 6 feet away from the unit as per the installation guide? **No**

Mark the test case as passed if the unit is within the proper range for distance away from the participant. If it is not in the proper position, mark the case as a failure.

A1	Unit Placement Validation (distance)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case A2: Participant's location validation (seating location)

Overview: Proper placement of the Cisco TelePresence 500 System unit is crucial to the experience. The unit must be placed in a position that allows for the participant to be seen in the proper position and size to the remote participants. Once you have validated that the unit is the proper distance from the participant, you must also validate that the user is properly centered in the camera's view and at the right height while seated. The Cisco TelePresence 500 System has some guiding LED's that help ensure that the user is in the right position. If the user is able to see any of these positioning LED's while seated, then they are in the wrong position, and the participant should adjust their seat such that they can no longer see the LED's.



Figure 2: Cisco TelePresence 500 System Positioning LED's

Is the participant properly seated such that they cannot see the positioning LED's? **No**

Mark the test case as passed if the user cannot see the positioning LED's. Otherwise mark the test case as a failure.

A2	Participant's location validation (seating position)	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case A3: Camera tuning validation

Overview: One important step in bringing a Cisco TelePresence 500 System online is to verify that the camera is tuned as well as properly white balanced. The steps to do this are outlined in the assembly guide. Please validate that the cameras were focused and a white balance adjustment completed for this unit.

Was the camera focus and white balance adjusted as per the assembly guide? **No**

Mark the test case as passed if the unit if the tuning was completed. If the tuning was not completed, mark the case as a failure.

A3	Camera Tuning Validation	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Call Scheduling

Test Case B1: Verify that a Cisco TelePresence call can be scheduled.

Overview: Open Microsoft Outlook or Lotus Notes and schedule a meeting with Cisco TelePresence 500 System and any other available Cisco TelePresence unit to start in approximately 20 minutes from now. Complete this step by inviting only one other Cisco TelePresence room into a meeting with the current room. If possible, select a room that is at a different site that is geographically separated from this site. Schedule the duration of this meeting to be 30 minutes.

Once the meetings have been accepted, you should receive a confirmation email from the Cisco TelePresence Manager confirming that your meeting has been successfully scheduled, and the meeting should appear on the IP phone momentarily.

1. Schedule a 30-minute meeting with another Cisco TelePresence endpoint.

Was the meeting scheduled successfully (Did you receive the confirmation email from the Cisco TelePresence Manager application)? **No**

If this step fails, contact your Cisco TelePresence support organization and have this investigated. Otherwise, mark this test case as passed below. Note any unusual observations in the line marked Exceptions.

B1	Verify that a Cisco TelePresence call can be scheduled	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case B2: Verify that a scheduled meeting is pushed to the IP phone

Overview: Once a meeting is successfully scheduled and the user receives a confirmation email from the Cisco TelePresence Manager, then the meeting information is pushed down to the Cisco 7975 IP Phone in the room. In this step, validate that the meeting appears properly on the phone.

1. Validate that the meeting now appears on the IP phone as a scheduled meeting.

(Note: If the scheduled meeting XML page is not set as the default page, you might have to push the softkey that takes you to the scheduled meetings page on the IP Phone.)

Did the scheduled meeting appear on the Cisco 7975 IP Phone? **Yes**

If this step fails, contact your Cisco TelePresence support organization and have this investigated. Otherwise, mark this test case as passed below. Note any unusual observations in the line marked Exceptions.

B2	Verify that a scheduled meeting is pushed to the IP phone	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Call Handling

Test Case C1: Place a scheduled Cisco TelePresence call via the “One Button to Push” feature on the IP phone

Overview: At this stage, you have successfully scheduled a Cisco TelePresence call and our meeting now appears on the Cisco 7975 IP Phone. You will launch that call at the designated start time for the meeting by pressing on the meeting on the IP phone’s touch screen or using the “Start Meeting” softkey.

The call should successfully connect to the remote Cisco TelePresence room, and you should have clear two-way audio and video. Keep this call up for the entire 30-minute duration. During this call you will validate some basic functionality as well as gather some call statistics and log files.

Were you successfully able to launch the call? **Yes**

Do you see the remote participant? **Yes**

Do you hear the remote participant? **Yes**

If any of the steps fails, contact your Cisco TelePresence support organization and have this investigated. Otherwise, mark this test case as passed below. Note any unusual observations in the line marked Exceptions.

C1	Verify that a Cisco TelePresence call can be placed	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case C2: Verify that you can bring another telephone user into your Cisco TelePresence session

Overview: Now that you have successfully scheduled and launched our Cisco TelePresence call with the Cisco TelePresence 500 System, you will validate whether you can successfully bring an audio-only participant into your Cisco TelePresence meeting.

Follow these steps:

1. Press "Confrn" softkey on the Cisco 7975 IP Phone.
2. Enter the phone number for a cell phone or any landline phone by dialing the digits.
3. Press the "Dial" softkey to initiate the call. At this point the Cisco TelePresence call will be placed on hold while the system is dialing the number that you have specified.
4. Once the audio call has been answered, press the "Cnfr/Join" softkey bring in the audio participant and the remote Cisco TelePresence unit.

Were you successfully able to dial the cell phone or landline? **Yes**

Were you successfully able to bring in all parties? **Yes**

Was everyone able to hear all other parties clearly? **Yes**

If you answered "no" to any of these questions, contact your Cisco TelePresence support organization and have this investigated. Otherwise, mark this test case as passed below. Note any unusual observations in the line marked Exceptions.

C2	Verify that an audio add-in call can be completed	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case C3: Verify that you can place a call on hold and resume it.

Overview: At this stage you have successfully launched a Cisco TelePresence call and conferenced in an audio-only participant. This next step will validate whether you can successfully place a Cisco TelePresence call on hold and then resume that call. Do the following.

1. On the Cisco 7975 IP Phone, press the softkey labeled "Hld/Resm" to place the call on hold.
2. Wait 1 minute.
3. Press the softkey labeled "Hld/Resm" to resume the call.

Were you successfully able to place the call on hold? **Yes**

Were you successfully able to resume the call? **Yes**

If you answered "no" to any of these questions, contact your Cisco TelePresence support organization and have this investigated. Otherwise, mark this test case as passed below. Note any unusual observations in the line marked Exceptions.

C3	Verify that you can place a call on hold and resume it	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case C4: Place an ad-hoc call to another Cisco TelePresence unit

Overview: For this test case, end the scheduled meeting. You will manually dial a remote Cisco TelePresence room. Find the phone number for another available Cisco TelePresence room and dial that room from the Cisco TelePresence 500 System:

1. Press the “Manual” softkey on the Cisco 7975 IP Phone.
2. Press the “New Call” softkey.
3. Dial the extension / phone number of a remote Cisco TelePresence unit. Then press the “Dial” softkey.
4. The remote Cisco TelePresence endpoint (dialed number) should automatically answer the call.
5. Verify that the call connects successfully.

Were you successfully able to place the ad-hoc call? **Yes**

C4	Place an ad-hoc call to another Cisco TelePresence unit	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Feature Testing

Test Case D1: Validate whether Auto Collaborate Presentation shows up properly on the screen (validate Picture in Picture)

Overview: In this test case, you will be validating the ability to use the auto-collaboration features of the Cisco TelePresence 500 System to share a presentation with the remote room. Although there is an option to have the remote presentation displayed on a secondary LCD display, this test is to see that the built-in functionality to display the presentation on screen with the Picture-in-Picture function is working.

Make sure you are in an active Cisco TelePresence call. Follow these steps:

1. Connect the VGA cable to your laptop and configure it to present by pressing the appropriate key sequences to enable external presentation sharing (Fn-F7)
2. Select where on the screen you would like the presentation to show by pressing the “PiPCtrl” softkey as shown in Figure 3.



Figure 3: Cisco 7975 IP Phone Interface during active call

3. Select the location of the Picture in Picture by pressing one of the first three buttons as shown in Figure 4. The fourth button is for having the presentation not appear on the screen.

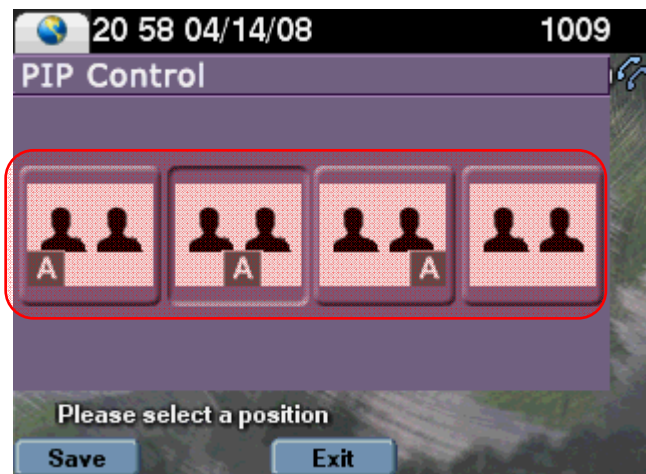


Figure 4: Cisco 7975 IP Phone Interface for Picture in Picture selection

4. You should see your presentation on screen in the desired location.

Were you successfully able to see the presentation on screen? [Yes](#)

D1	Verify whether Auto Collaborate Presentation is functioning	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Audio/Video Quality

Test Case F1: Audio Quality Validation

Overview: The Cisco TelePresence 500 System uses a high-fidelity codec to deliver CD-quality audio to the user. This section is to validate that based on all the test calls made thus far, the audio quality is excellent.

How would you rate the audio quality of all the test calls made during the execution of this test plan?

Excellent

Good

Average

Poor

Very Bad

In the text box below, note the type of any voice quality issues with the call (echo, reverb, low volume, robotic voice, tinny voice).

Problem Description: Enter Problem description here....

Mark the test case as passed if the audio quality was above average.

F1	Verify that audio quality was acceptable for all calls	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case F2: Video Quality Validation

Overview: As long as the network between Cisco TelePresence endpoints is video ready, and all devices in the path have been validated and configured properly, then the video quality should be excellent. Validate whether the picture quality has been excellent during the course of testing.

How would you rate the video quality of all the test calls made during the execution of this test plan?

Excellent

Good

Average

Poor

Very Bad

Describe any video quality problems (pixilation, frozen video, color balance, and so on) that you are having with the video in the text box below.

Problem Description: Please enter problem description here...

Mark the test case as passed if the video quality was above average.

F2	Validate video quality	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
----	------------------------	--

Exceptions
or
comments:

Call Statistics Validation

Test Case E1: Gather call statistics during a call

Complete the table below during an active call. The numbers can be gathered from the codec's Call Statistics page as shown in Figure 5.

Mark this test case as a pass once you have gathered all the statistics in Table 2. If you are unable to gather the statistics for any reason, mark this test case as failed and add an explanation in the exceptions field.

<input type="checkbox"/> Audio/Video Call: Audio Stream Statistics					
<input checked="" type="checkbox"/> Audio/Video Call: Video Stream Statistics					
Local	10.82.75.132:16388				
Remote	10.80.53.253:16388				
Average Latency (Call)	6				
Average Latency (Period)	6				
	Left	Center	Right	Auxiliary	
Transmit					
Is Active	1	1	1	0	
Total Bytes	481638412	524740549	508341288	0	
Total Packets	415378	459040	455441	0	
Receive					
Is Active	1	1	1	0	
Total Bytes	482915280	456338408	351892753	0	
Total Packets	420277	399949	303611	0	
Lost Packets	0	0	0	0	
Lost Packets % (Call)	0.0000	0.0000	0.0000	0.0000	
Lost Packets % (Period)	0.0000	0.0000	0.0000	0.0000	
Out of Order Packets	0	0	0	0	
Duplicate Packets	0	0	0	0	
Late Packets	0	0	0	0	
Average Jitter (Call)	4	8	4	0	
Average Jitter (Period)	3	6	5	1	

Figure 5: Video Call Statistics Page

Table 2: Call Statistics Table

	Center	Auxiliary
Average latency	0 seconds	
Audio lost packets	0.000 %	0.000 %
Audio average jitter	0	0
Video lost packets	0.000 %	0.000 %
Video average jitter	0	0

E1	Verify that you can gather call statistics from GUI during a call	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

Test Case E2: Collect log files from the system

In this final test case you will gather the log files from the Cisco TelePresence 500 System. You should submit this log file along with this document.

1. Log into the Cisco TelePresence Administration Web page from your browser.
2. Choose Log Files from the left side navigation pane. You will see three tabs, system operation (sysop) log files, Session Initiation Protocol (SIP) messages, and log files from the Cisco TelePresence system. Click the Log Files tab at the top of the window to view these.
3. Once you have supplied the information requested in the form, click Capture Log Files to collect the appropriate log files. When that collection process is complete, click Download Log Files to start the file download process. Cisco TelePresence System Administration software prompts you to either view or save the log file. Save the file to your machine.

E2	Verify that you can capture the log files from the system after the call	Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/>
Exceptions or comments:		

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Appendix A

Procedure on how to gather Call Statistics

- Via GUI (Include step by screenshot)
- Via CLI (Show command line screenshots on how to gather)

Glossary

Please refer to the CCO Internetworking Terms and Acronyms Guide at <http://www.cisco.com/univercd/cc/td/doc/cisintwk/ita/index.htm> for additional terms.

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