



# Cisco TelePresence Advanced Media Gateway 3610 Getting started

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## General information

### About the Cisco TelePresence Advanced Media Gateway 3610

The Cisco TelePresence Advanced Media Gateway 3610 (Cisco AM GW 3610) combines with the Cisco TelePresence Video Communication Server (Cisco VCS) to create a unified communications solution.

The Cisco VCS enables H.263 based video conferencing with Microsoft® Office Communications Server (OCS) / Lync™ at a video resolution of CIF and a frame rate of 15 frames per second. The unified communications solution builds on this by enabling calls between OCS / Lync and the H.261, H.263, H.263+, and H.264 based video conferencing world at resolutions of up to 720P and frame rates of up to 30 frames per second.

### Package contents

Before you install the device, verify that you have the following items included with the gateway:

- ▶ Console cable
- ▶ Power cable
- ▶ Rack mounting kit

### Port and LED locations

The ports and LEDs on the gateway are shown in Figure 1 and Figure 2:

Figure 1: Cisco AM GW 3610 front panel

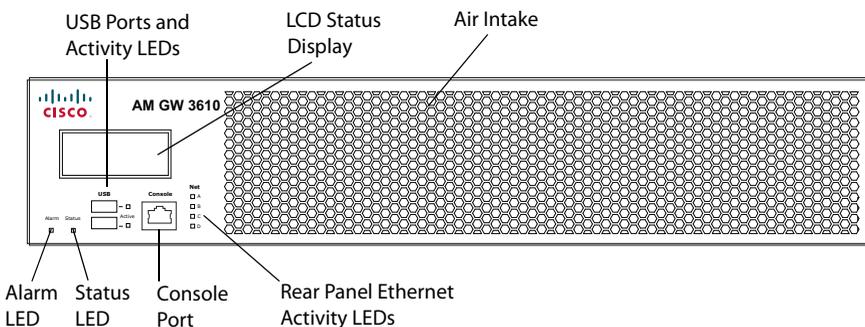
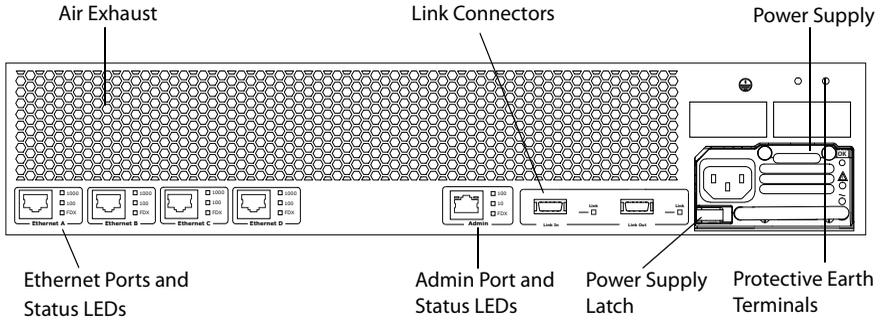


Figure 2: Cisco AM GW 3610 rear panel



## LED behavior

### Front panel LED behavior

Table 1 describes the behavior of the LEDs on the front of the gateway.

Table 1: Cisco AM GW 3610 front panel LED behavior

LED	Color	Indicates
Status	Green	The gateway is operating normally
Alarm	Red	<p>The gateway is booting or has developed a fault. For example:</p> <ul style="list-style-type: none"> <li>▶ Temperature is outside normal limits</li> <li>▶ Internal fan failure detected</li> </ul> <p>Refer to the web interface for more information about the problem (go to the configuration page for your gateway)</p>
USB Activity		Reserved for future expansion
Net A, B, C, D	Green	Activity on rear panel Ethernet port A, B, C and D

## Rear panel LED behavior

Table 2 describes the behavior of the LEDs on the rear of the gateway.

Table 2: Cisco AM GW 3610 rear panel LED behavior

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<b>LED</b>	<b>Color</b>	<b>Indicates</b>
Ethernet Port Status:		
FDX	Green	The link has been established as a full-duplex link
100	Green	The link is operating at 100 Mbps. This LED flashes to indicate activity
1000	Green	The link is operating at 1000 Mbps. This LED flashes to indicate activity
The front panel LCD shows the IP address assigned.		
Admin Port Activity		Reserved for future expansion
Link Connectors		Reserved for future expansion

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## Connecting the Cisco AM GW 3610

### Before you start



**Important:** Before installing the gateway, you must read the safety information at <http://www.cisco.com/go/telepresence/safety>.

### Step one: Connect power

Connect the power connector on the rear of the unit to the power supply using the supplied power cable (there is no On/Off switch).

### Step two: Connect to Ethernet Port A

Connect an Ethernet cable from Ethernet Port A to an Ethernet switch. The Ethernet port is a 10/100/1000 Mbps auto-sensing connection.



Ethernet Ports B, C and D may not be supported in the software supplied with your gateway. Do not connect to these ports unless the web interface allows you to configure them. Do not connect multiple ports to the same subnet unless instructed to do so by the web interface.

## Initial configuration

### Step one: Connect to the console port

- 1 Ensure that power is connected to the gateway and that the Status LED is green. A status LED that is not lit indicates that the unit is still booting.
- 2 Connect the console port of the gateway to the serial port of your PC using the RJ45 to DB9 cable supplied.
- 3 Use a serial terminal program, such as Secure CRT or HyperTerminal, to connect to the gateway. Set your terminal software to the following settings:
  - Baud rate: 38400
  - Data bits: 8
  - Parity: none
  - Stop bits: 1
  - Flow control: none
- 4 Press Enter and the following command prompt appears on the terminal:  
**AMGW: >**

### Step two: Configure Ethernet Port A settings

The default setting for the Cisco AM GW 3610 Ethernet ports is auto-sensing mode. If the switch ports to which you connect the gateway are not also set to auto-sensing mode, then you need to configure the gateway Ethernet ports to use the same speed and duplex mode.

- ▶ To configure Ethernet Port A, enter the following for auto-sensing mode:  
**ethertype auto**  
or to configure a speed and duplex, use the following command:  
**ethertype <10 | 100> <half | full>**
- ▶ To display the current configuration and status of the Ethernet ports, enter:  
**status**

For example, to configure a full-duplex 100 Mbps link, enter:

```
ethertype 100 full
```



To establish a 1000 Mbps connection, both ends of the link must be configured as auto-sensing.

## Step three: Assign an IP address to the gateway (optional)

The default setting for the gateway is to use DHCP to obtain an IP address. If you want the IP address of the gateway to be assigned by your DHCP server, omit this step.

If you prefer to assign a static IP address or if a DHCP server is not available, use the following commands:

- ▶ To manually assign a static IP address, enter:

```
static <IP address> <subnetmask> <default gateway address>
```

For example, to assign an IP address of 192.168.1.2 where the default gateway is at 192.168.1.1, enter:

```
static 192.168.1.2 255.255.255.0 192.168.1.1
```

- ▶ To manually specify a DNS server, enter:

```
dns <DNS server address>
```

- ▶ To revert to using DHCP after setting a static address, enter:

```
dhcp
```

## Step four: Discover the IP address of the gateway

- 1 To display the current status of the IP address enter:

```
status
```

If you have DHCP enabled on your network and you are allowing the gateway to acquire its address using DHCP, the IP address acquired by Ethernet Port A will be shown. If you assigned a static IP address, that address is shown.

- 2 Make a note of the IP address. You will use this to access the web interface of the unit.



The front panel LCD will show the IP address assigned.

## Configuring the Cisco AM GW 3610

### Step one: Log in to the gateway

All administration of the gateway is performed via the web interface.

- 1 Use your browser to navigate to the IP address of the gateway (to discover the IP address, refer to the previous section).
- 2 Type the user name **admin**.
- 3 Leave the password field empty.
- 4 Click **Log in**.



Cisco recommends that you change the admin account to use a password as soon as possible. To do that, go to **Users**, click the admin user and enter the required information in the **Change password** pane.

### Step two: Configure a proxy server

Currently, only the Cisco VCS is supported as a proxy server to the gateway. The gateway must be configured as a neighbor zone of each Cisco VCS in the proxy list that is running software version X6.1 or earlier – this is not needed for any Cisco VCS that is running software version X7 or later. See the Cisco VCS product support pages on [Cisco.com](https://www.cisco.com) for information about configuring the Cisco VCS.

The IP address of the proxy server must also be added to the list of proxies on the Cisco AM GW 3610. To do this:

- 1 Log in to the gateway web interface and go to **Proxies**.
- 2 Click **Add new proxy**.
- 3 Enter the name and IP address of the Cisco VCS and click **Add proxy**.

## Step three: Set the video capacity

The gateway can be configured in either of the following video capacity modes:

- ▶ Standard Definition (SD) mode (CIF and VGA resolutions supported)
- ▶ High Definition (HD) mode (CIF, VGA and 720P resolutions supported)

To change the video capacity mode of the gateway, go to **Settings > Resource settings** and select the required mode from the drop down list. The call capacity displayed on this page will depend on the mode selected.



By default 720P is not supported in an OCS / Lync environment and must be explicitly enabled. Refer to the OCS / Lync documentation for details.



720P is only supported on OCS / Lync clients running on quad-core PCs with an appropriate HD camera. To achieve the best possible results when you enable HD, both of these conditions must apply.

## Checking for updates

We recommend that you regularly check the web site at <http://www.cisco.com/cisco/web/support/index.html> for updates to the main software image for the gateway. This section describes how to upgrade the gateway using the web (you can also upgrade the gateway using FTP).

To check for, and download, updates:

- 1 Log in to the gateway web interface and go to **Status**.
- 2 Make a note of the software version that is currently installed.
- 3 Go to <http://www.cisco.com/cisco/web/support/index.html> and check if a more recent release is available for the gateway.
- 4 If a more recent release is available, download it and save it locally.

To upgrade the gateway:

- 1 Unzip the software release file that you downloaded.
- 2 In the gateway web interface, go to **Maintenance > Upgrade**.
- 3 In the **Main software image section**, click **Browse** and locate the unzipped file.
- 4 Click **Upload software image**. The browser begins uploading the file to the gateway, and a new browser window opens to indicate the progress of the upload.

When finished, the browser window refreshes and indicates that the software upgrade is complete.

- 5 Go to **Maintenance > Shutdown** to shut down and restart the gateway.



Shutting down the gateway will disconnect all participants.

## Replacing the power supply

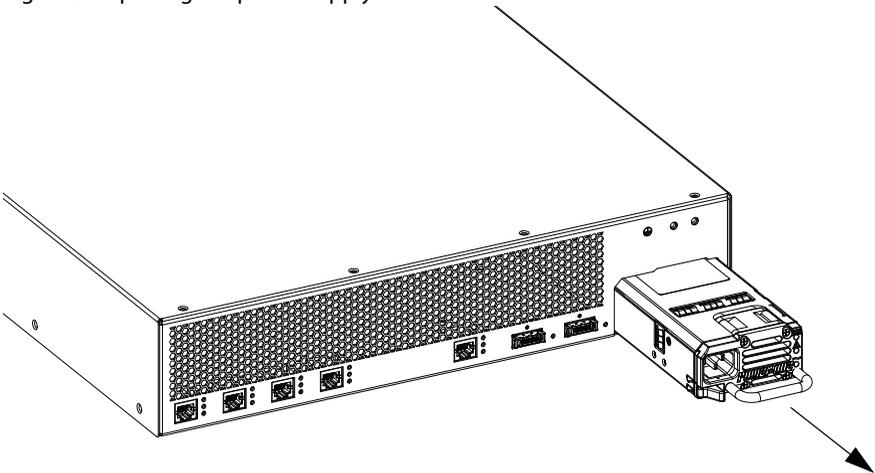


Only replace the power supply under the guidance of Cisco customer support.

The power supply will be installed when you receive your gateway. To replace the power supply:

- 1 Remove the power cable from the unit to disconnect the power.
- 2 Push the power supply latch to the right and grip the handle firmly. Pull the power supply to remove it.
- 3 Insert the replacement power supply so that the latch is at the bottom left.
- 4 Push the power supply firmly into the unit until the latch engages.
- 5 Reconnect the power cable.

Figure 3: Replacing the power supply



## Troubleshooting and technical support information

### Using the event log to help solve a problem

Unless you are experiencing a problem, all event logging resources should be set to the default, which is **Errors, warnings and information**. For more information about configuring the event log, refer to the online help accessible from the web interface.

You can use the event log to produce debugging information to assist technical support in solving your problem. However, we recommend that you only alter the setting of the event log under the guidance of technical support. In particular, you should not turn on event logging sources without good cause or advice from technical support.

### Getting help

If you experience any problems when configuring or using the product, consult the online help available from the user interface. The online help explains how the individual features and settings work.

If you cannot find the answer you need, check the web site at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- ▶ make sure that you are running the most up-to-date software,
- ▶ find further relevant documentation, for example product user guides, printable versions of the online help, reference guides, and articles that cover many frequently asked questions,
- ▶ get help from the Cisco Technical Support team. Make sure you have the following information ready before raising a case:
  - the serial number and product model number of the unit (if applicable)
  - the software build number which can be found on the product user interface (if applicable)
  - your contact email address or telephone number
  - a full description of the problem

## Technical specifications

### Power requirements

Table 3: Cisco AM GW 3610 ratings

Rating	Value
Nominal voltage	115V to 230V 50/60 Hz
Current rating	9A Maximum
Supply voltage range	100 to 240V 50/60 Hz

### Over-current protection

Ensure the supply to this unit is protected by a branch circuit protector rated by a maximum of 20A.



Caution — over-current devices must meet applicable national and local electrical safety codes and be approved for the intended application.

### Operating environment

The gateway must only be used within the following environmental conditions:

Table 4: Operating environment

Environment	Temperature	Humidity
Operating environment	0°C to 35°C	10% to 95% (non-condensing)
Non-operating environment	-10°C to 60°C	10% to 95% (non-condensing)
Optimum operating environment	21°C to 23°C	45% to 50% (non condensing)

### Anti-static precautions

When servicing or removing components or connections, first attach an anti-static wrist strap to an appropriate earth point.

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