Spare Parts Replacement Guide

for Cisco TelePresence MX700

Thank you for choosing Cisco!

Your Cisco product has been designed to give you many years of safe, reliable operation.

This part of the product documentation describes how to replace spare parts. Our main objective is to address your goals and needs. Please let us know how well we succeeded!

May we recommend that you visit the Cisco web site regularly for updated versions of this guide.

The user documentation can be found on https://www.cisco.com/go/mx-docs

How to use this guide

The top menu bar and the entries in the table of contents are all hyperlinks. You can click on them to go to the topic.

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Introduction

Products covered in this guide:

· Cisco TelePresence MX700

MX700 comes with two camera versions: Single camera and Dual camera.

For both versions, there are three mounting options: free standing floor stand, floor stand secured to the wall, and wall mount.

About this guide

This guide describes how to replace spare parts for MX700.

The guide describes the steps required to remove the parts. In order to install the replacement part, you should follow the same steps in reverse order.

In addition to this *Replacement guide*, the following documents are particularly useful when replacing parts.

· Cable schema
· Spare part list
· Installation guide(s)

These documents are available at the Cisco web site. Go to https://www.cisco.com/go/mx-docs and select *Maintain and Operate Guides* or *Install and Upgrade Guides*.

Ordering information

To place an order, please contact your local Cisco representative or Cisco partner and refer to part numbers as listed in this document.

Note that you cannot upgrade a single camera system to a dual camera system by ordering spare parts; you must order a complete system.

Cisco service and support

Cisco and our partners provide a broad portfolio of smart, personalized services and support. For more information about these services, go to: https://www.cisco.com/go/telepresenceservices

Symbols

This guide covers both the single camera version and the dual camera version of MX700. For both camera versions, mounting on a floor stand and wall mounting are covered.

The following symbols are used throughout the guide to indicate which camera version(s) and mounting option(s) a procedure applies to.
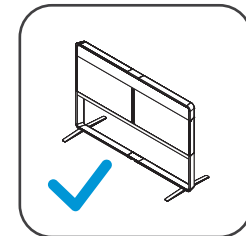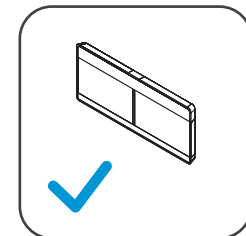
This procedure applies to the single camera version.
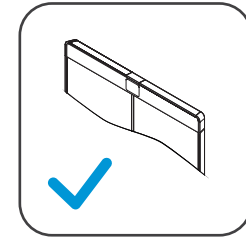
This procedure applies to the dual camera version.
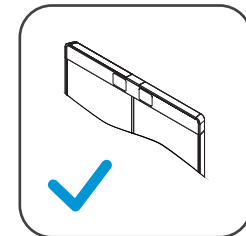
This procedure applies to the stand options (both free standing and secured to the wall).

This procedure applies to the wall mount option.

Grilles and covers

Replace floor stand covers

The center cover is click-fastened. Lift up to remove the cover.

The left and right covers are fastened with magnets. Pull out gently to remove the covers.

Re-assembly:

The left and right covers snap to the magnets when put back in place. The center cover click-fastens when put back in place.

Spare part:

· CTS-MX700-D-FSK=

Replace side covers

The covers are fastened with magnets.

Pull out gently to remove the covers.
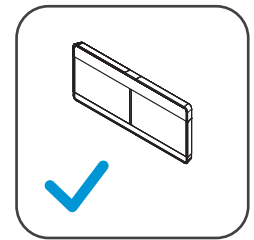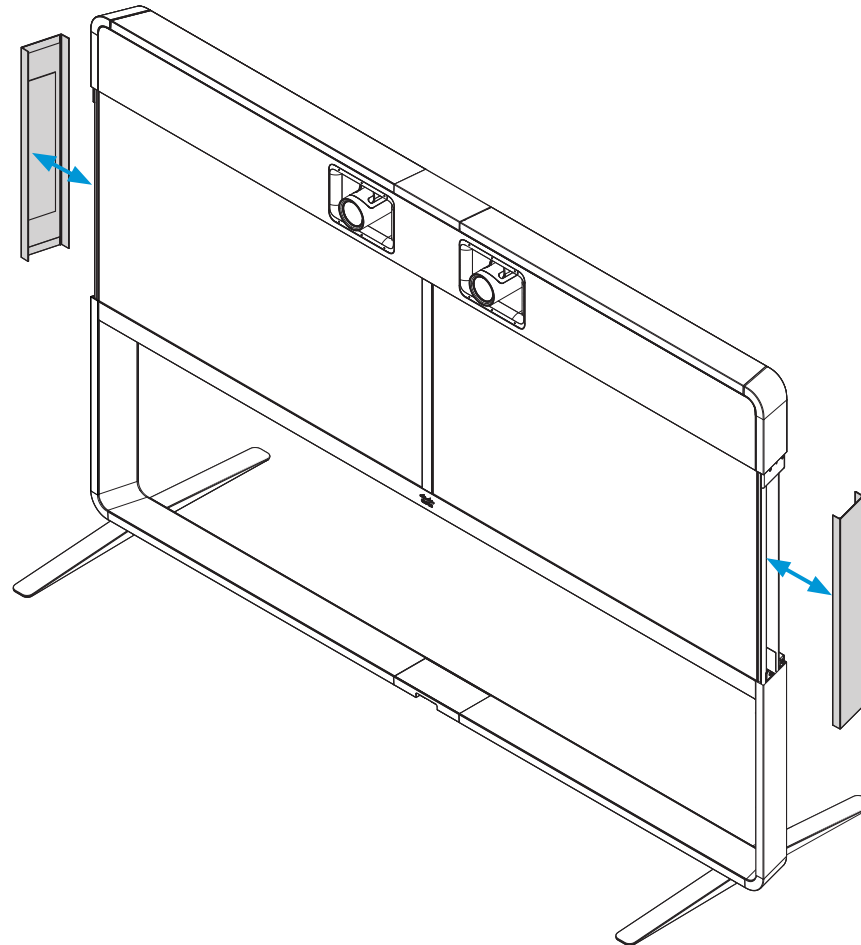
Re-assembly:

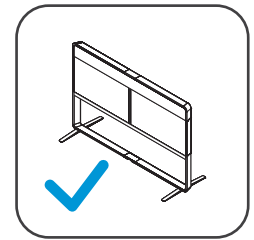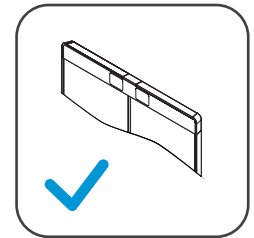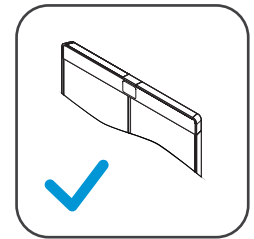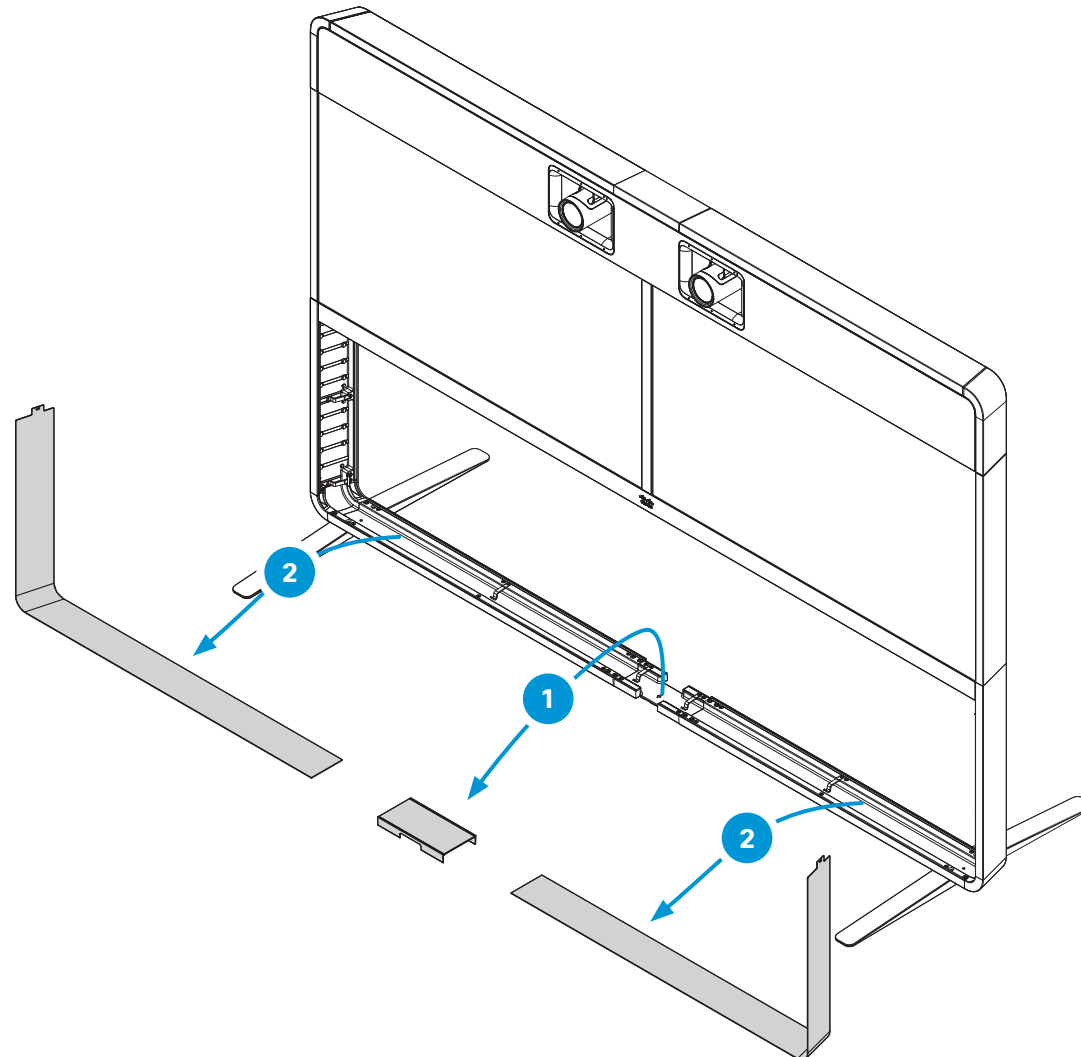The covers snap to the magnets when put back in place.
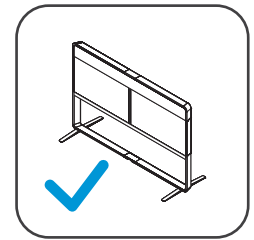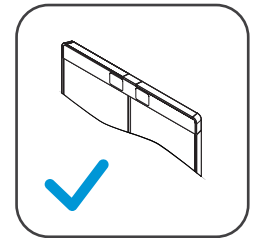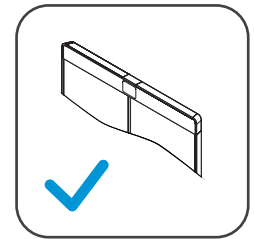
Spare part:
- CTS-MX700-MON-SCV=

Replace center top profile, camera cover and center back cover (page 1 of 3)

Step 1: Remove the center top profile

The center top cover is click-fastened. Pull out gently.

Spare parts:
- Center back cover kit for single camera system: CTS-MX700-S-CAMCV=
- Center back cover kit for dual camera system: CTS-MX700-D-CAMCV=
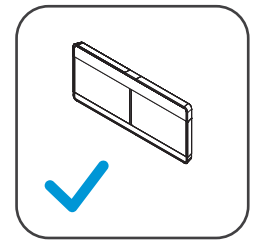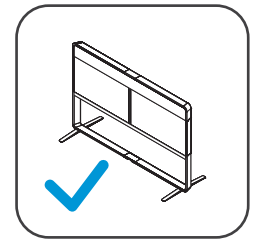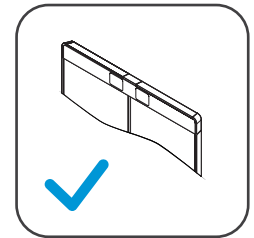
Replace center top profile, camera cover and center back cover (page 2 of 3)
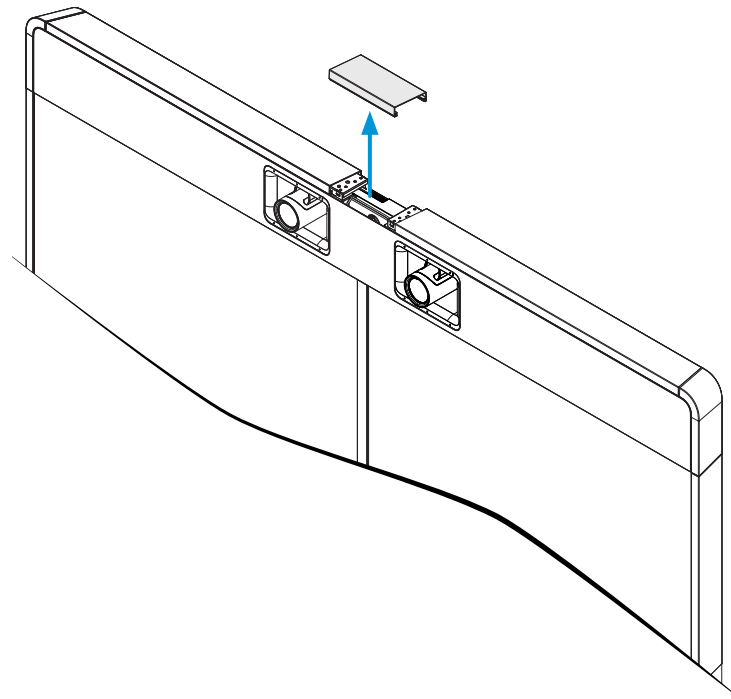
Step 2: Remove the camera cover

The camera cover is fastened with magnets. Pull up gently.
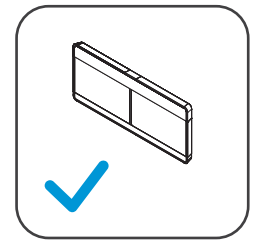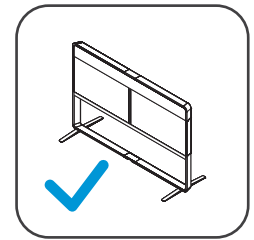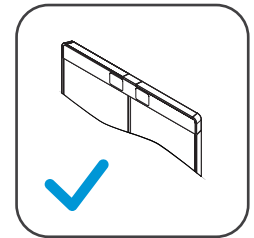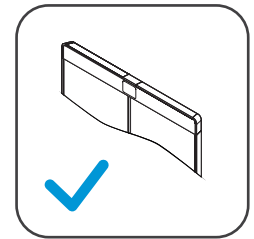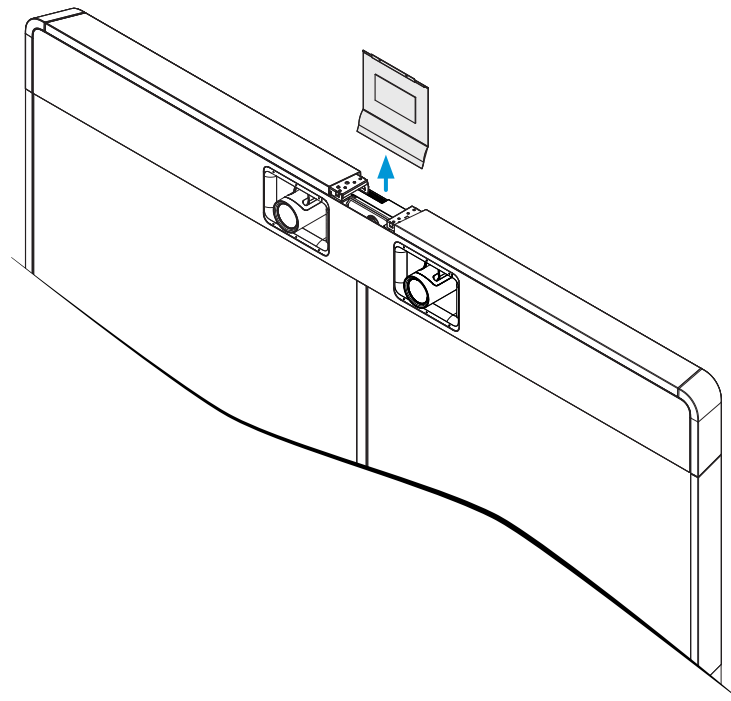
Replace center top profile, camera cover and center back cover (page 3 of 3)

Step 3: Remove the center back cover

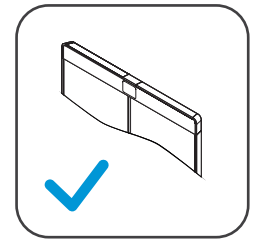The center back cover is fastened with magnets and two guidance pins.

Tilt the back cover out at the bottom, and slide it upward.
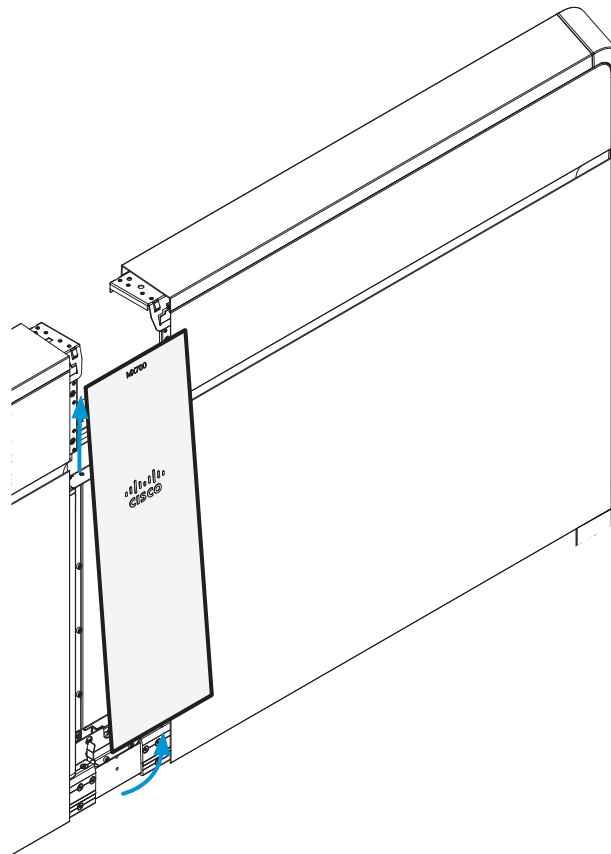
Re-assembly:

In order to replace the covers, follow the steps in reversed order.

Speakers and cameras
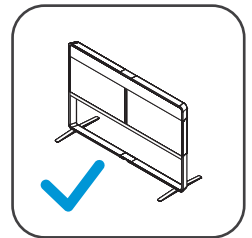
Replace a loudspeaker (page 1 of 2)

Step 1: Remove the speaker grille

Use clean gloves when handling the textile grille.

The speaker grille is fastened with magnets.

Pull out gently and lay it aside.
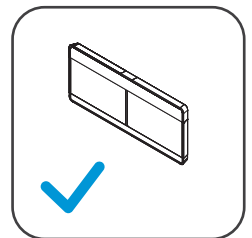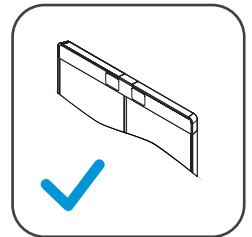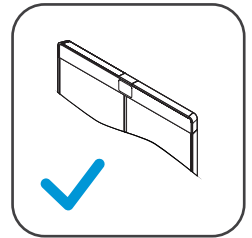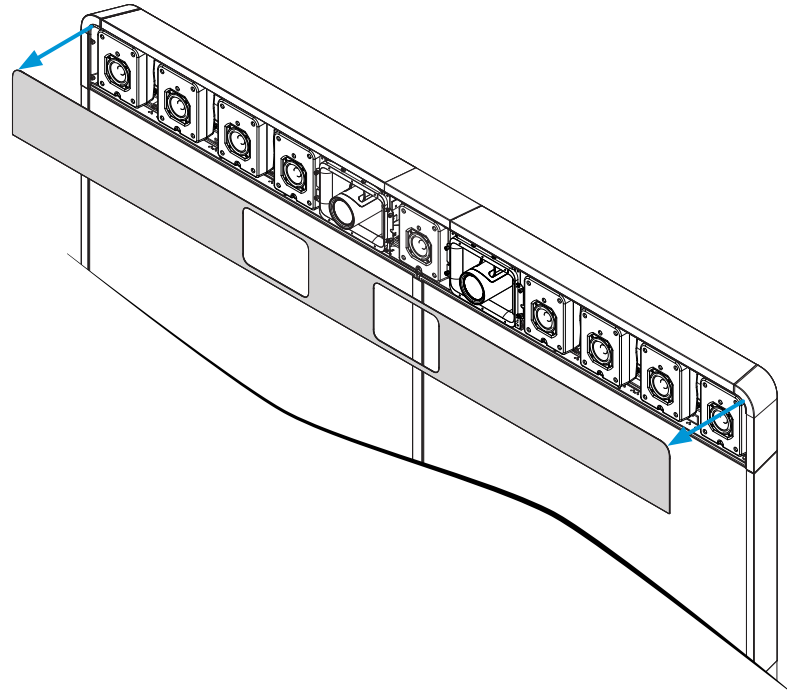
Spare part:
· CTS-MX700800-SPKR= (first version) or CS-R70-R55D-SPKR= (new version, introduced in early 2021).
  The new version can replace the first version.

Replace a loudspeaker (page 2 of 2)

Step 2: Remove the loudspeaker

The same procedure applies for loudspeakers in all positions.
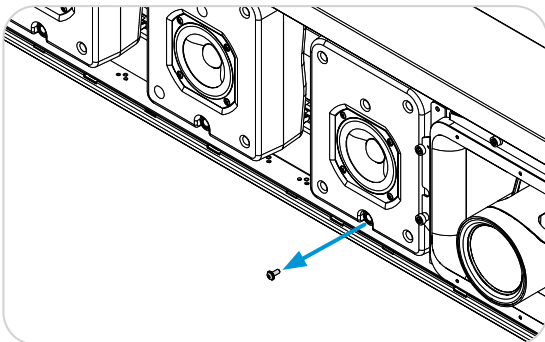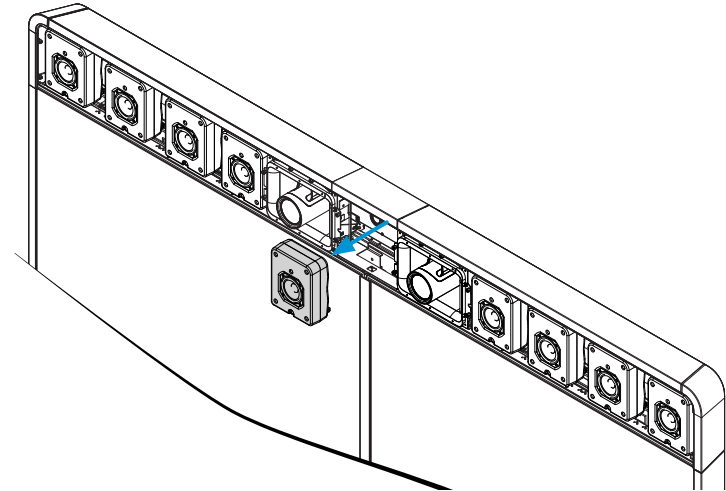
2a Unscrew camera screw.
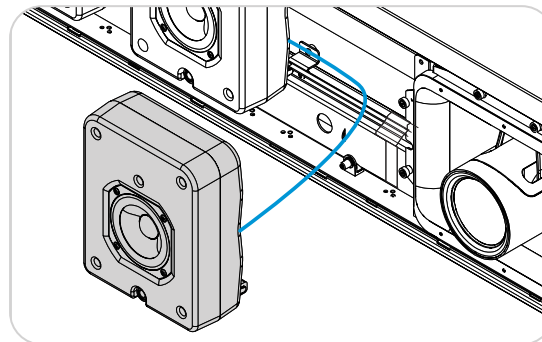
PT4x10, Torx T20

2b Pull loudspeaker 10-15 cm (4-6 inch) out.
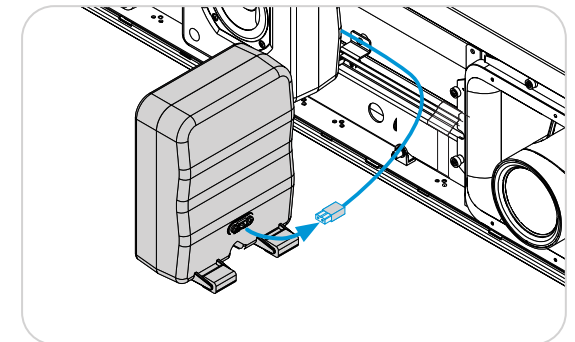
2c Unplug the cable from the connector on the back of the loudspeaker.

Re-assembly:

In order to install the new loudspeaker, follow the steps in reversed order.

Replace single camera module (page 1 of 6)

Step 1: Remove speaker grille and center top profile

Use clean gloves when handling the textile grille.

The speaker grille is fastened with magnets, and the center top profile is click–fastened.

Pull out the parts gently and lay them aside.
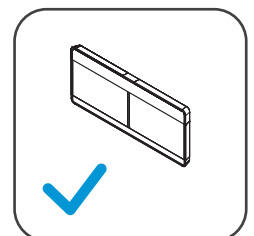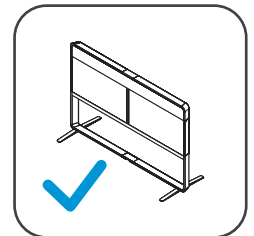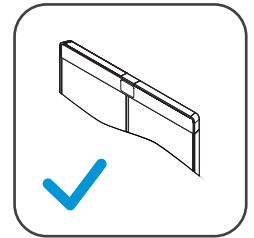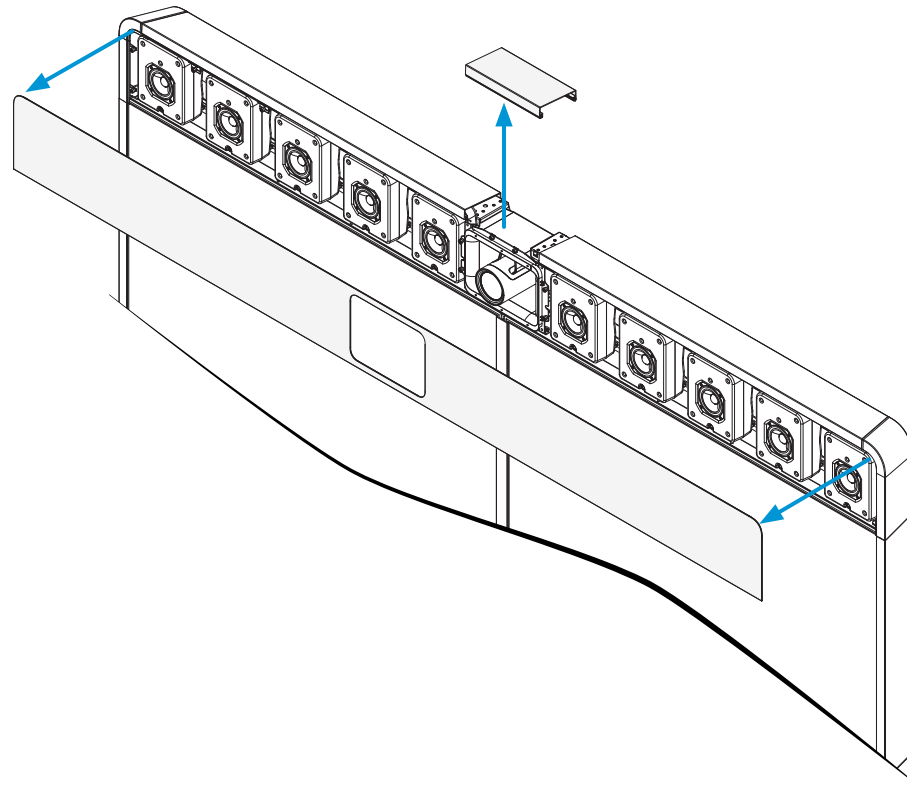
Spare part:
• CTS–MXCAM–S=

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Replace single camera module (page 2 of 6)

Step 2: Remove loudspeakers from position 5 (above left monitor) and positions 1 and 2 (above right monitor)

This procedure is shown for the loudspeaker in position 5 above the left monitor. Repeat the procedure for loudspeaker 1 and 2 above the right monitor.

Loudspeaker positions

ℹ️ When reconnecting the loudspeakers, make sure to connect the correct cable. The cables are marked with the loudspeaker's position.
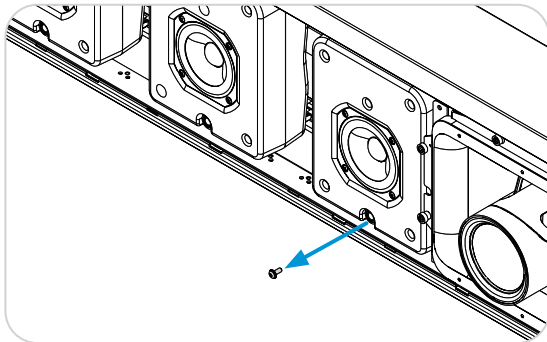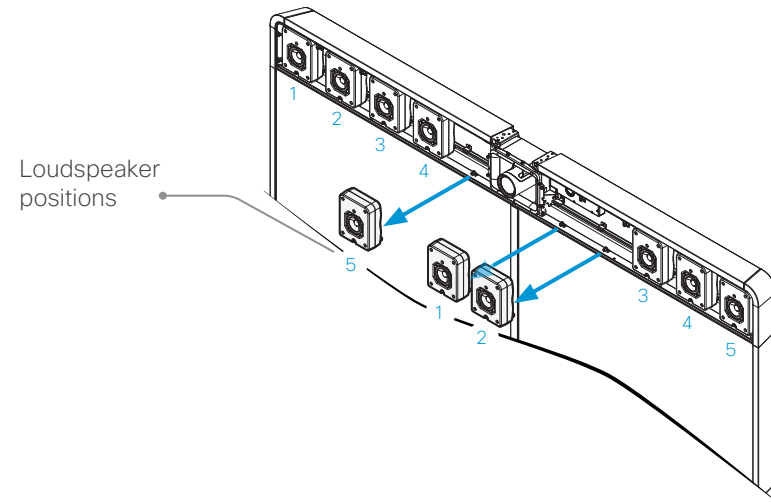
2a Unscrew camera screw.
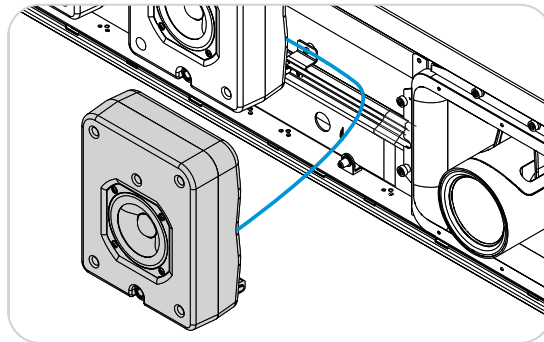
PT4x10, Torx T20

2b Pull loudspeaker 10-15 cm (4-6 inch) out.
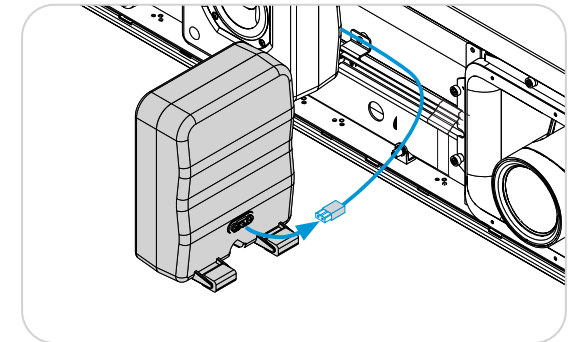
2c Unplug the cable from the connector on the back of the loudspeaker.

Replace single camera module (page 3 of 6)

Step 3: Unplug camera cables

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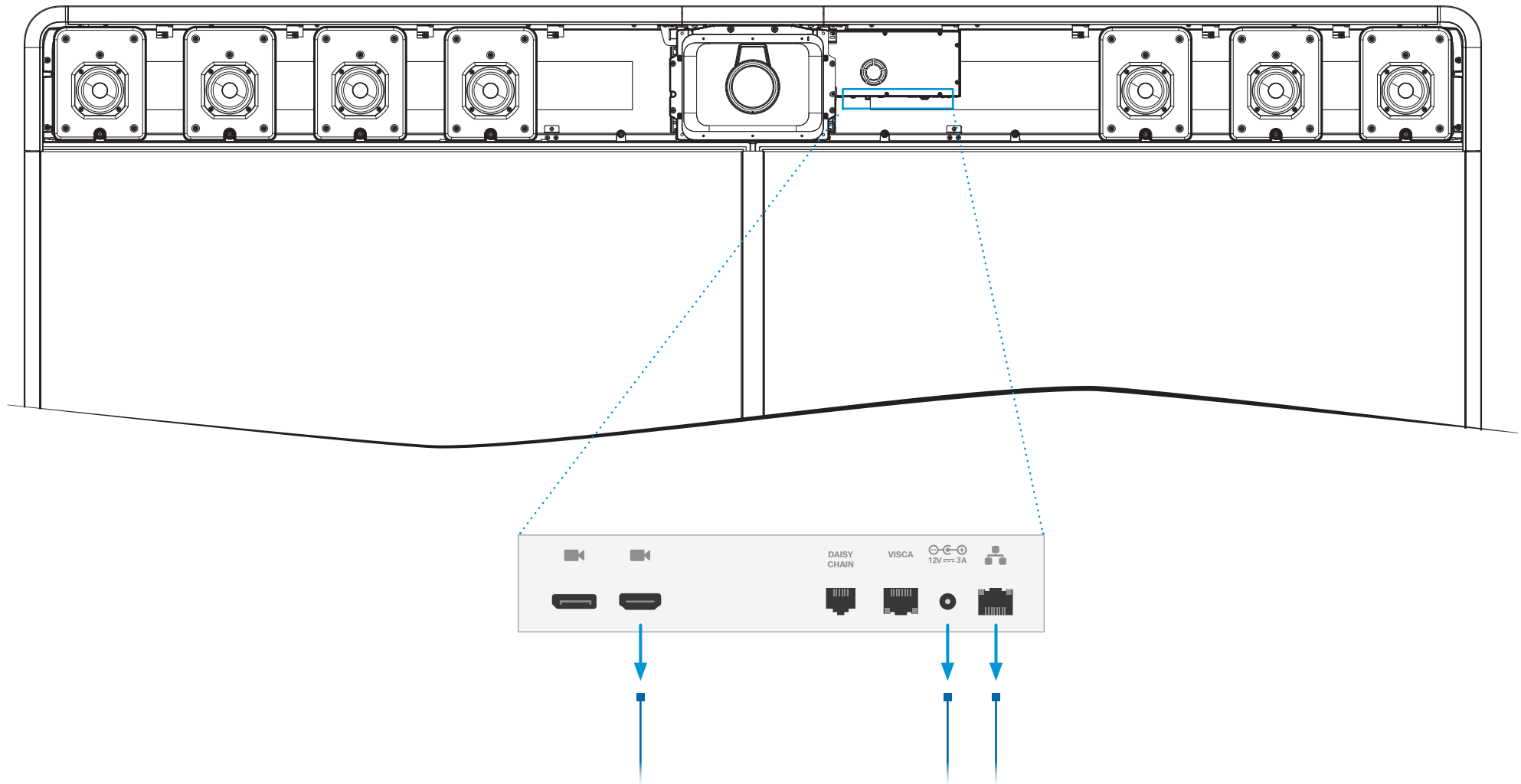
Replace single camera module (page 4 of 6)

Step 4: Unscrew camera screws

4 × M4x8 (pan),
Allen key, 2.5 mm
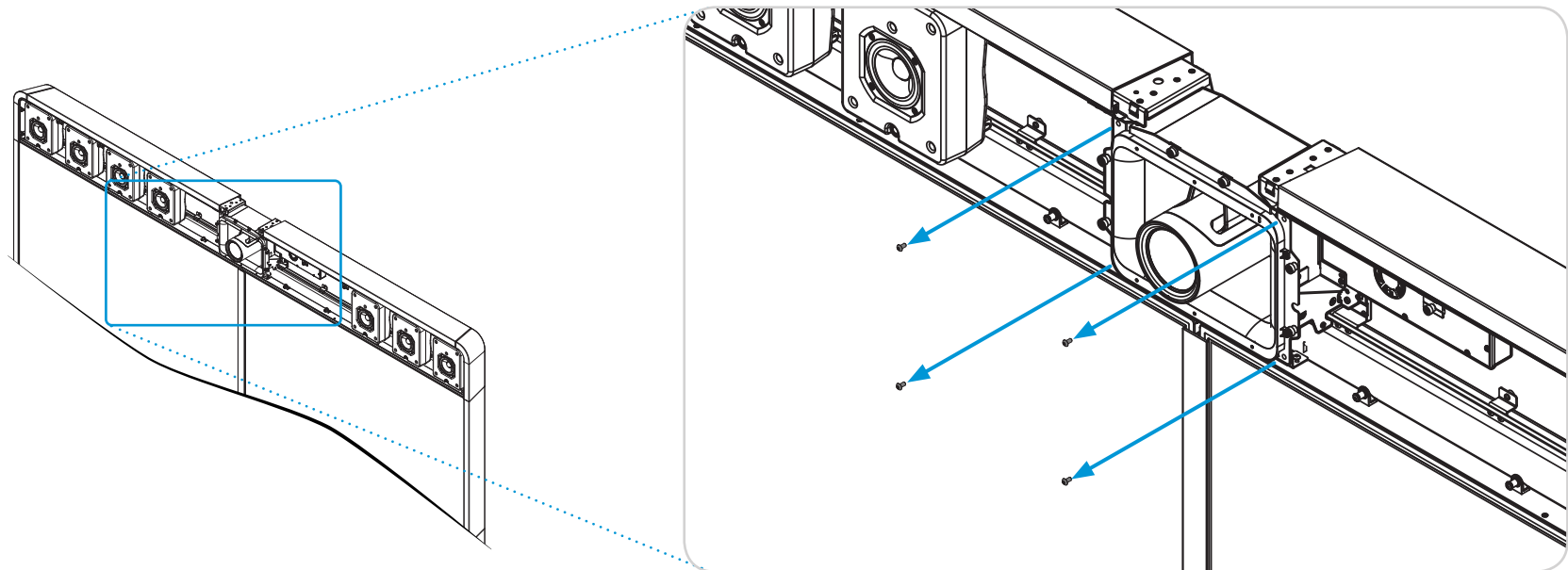
Replace single camera module (page 5 of 6)

Step 5: Remove brackets
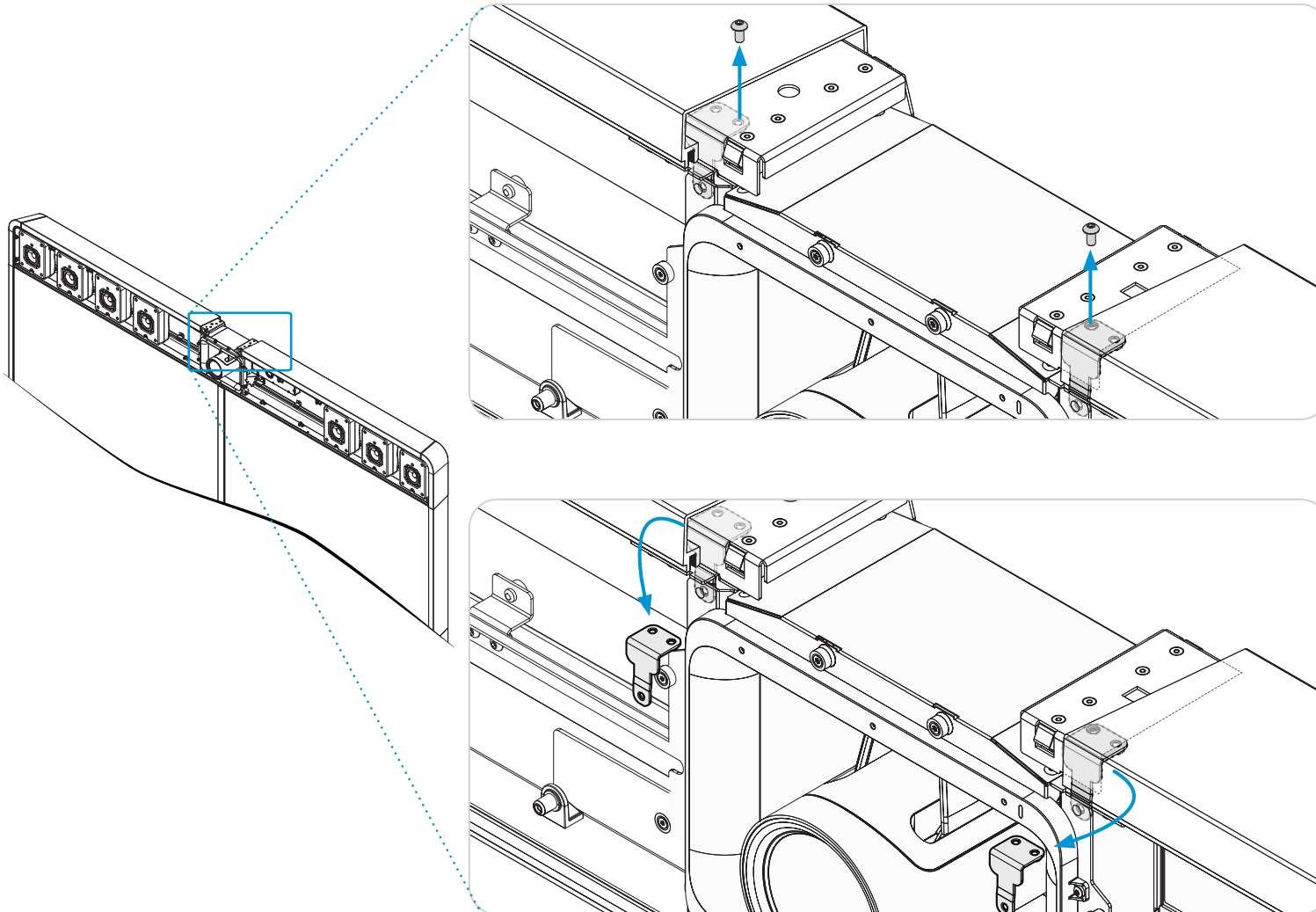
5a Unscrew bracket screws.

    2 × M4x8 (pan),
Allen key, 2.5 mm

5b Slide out brackets.
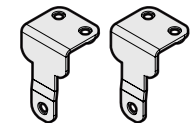
Replace single camera module (page 6 of 6)

Step 6: Pull out camera module

Gently pull out the camera module.

⚠️ Do not touch the lens.

Do not apply stress or strain to the camera module.
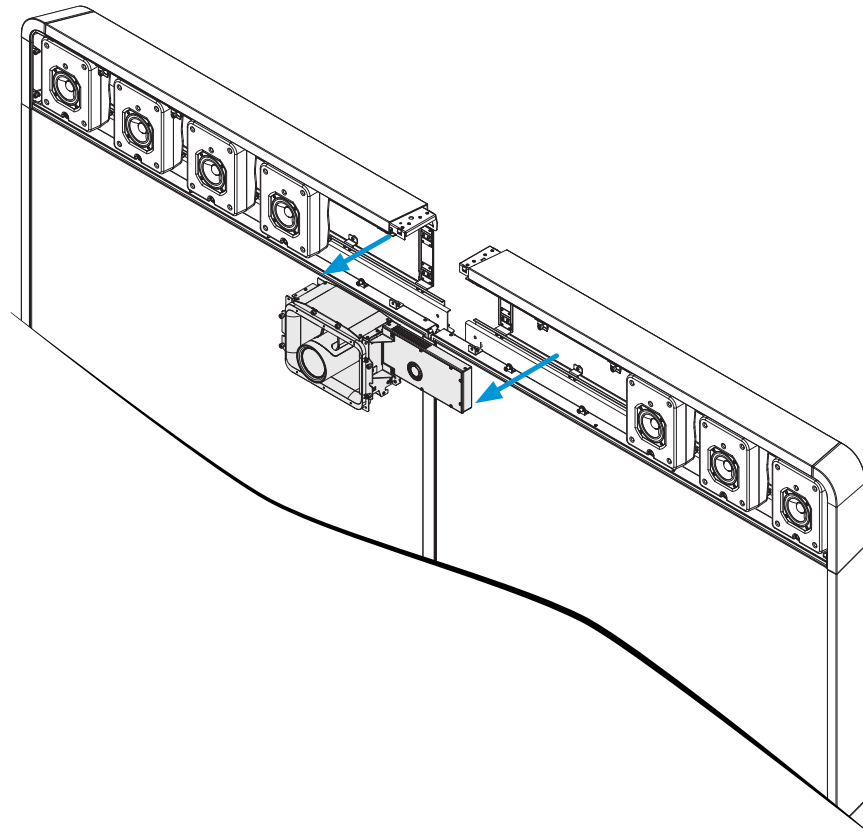
Re-assembly:

In order to install the new camera module, follow the steps in reversed order.

Replace dual camera module (page 2 of 7)

Step 2: Remove loudspeakers from positions 3, 4 and 5 above left monitor and positions 1 and 2 above right monitor

This procedure is shown for loudspeaker 4 above the left monitor. Repeat the procedure for loudspeaker 3 and 5 above the left monitor, and 1 and 2 above the right monitor.

ℹ️ When reconnecting a loudspeaker, make sure to connect the correct cable. The cables are marked with the loudspeaker's position. Loudspeaker cable 4 above the right monitor is not used.

Loudspeaker positions
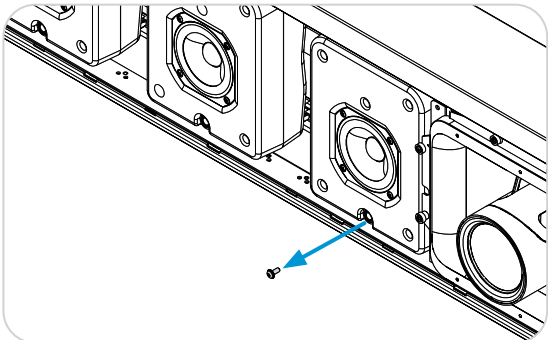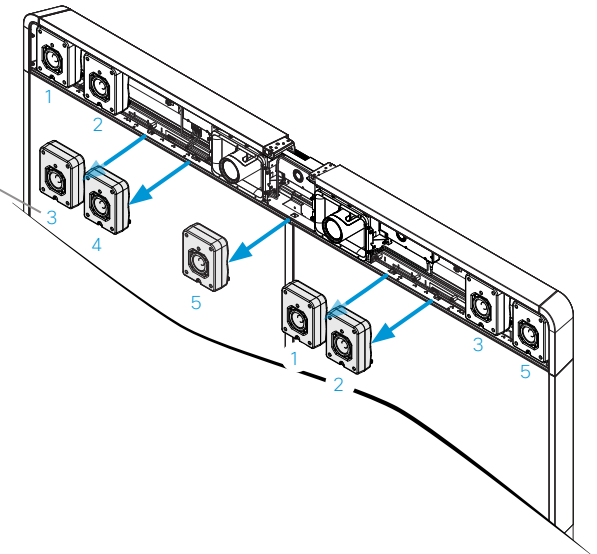
2a Unscrew camera screw.
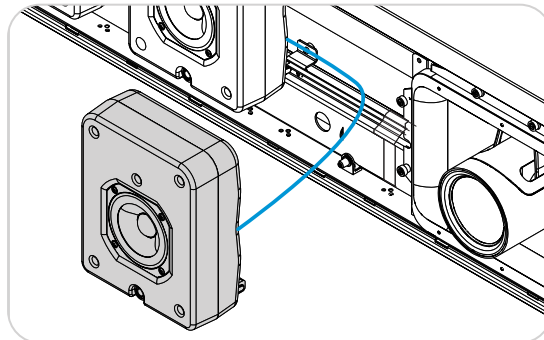
PT4x10, Torx T20

2b Pull loudspeaker 10-15 cm (4-6 inch) out.
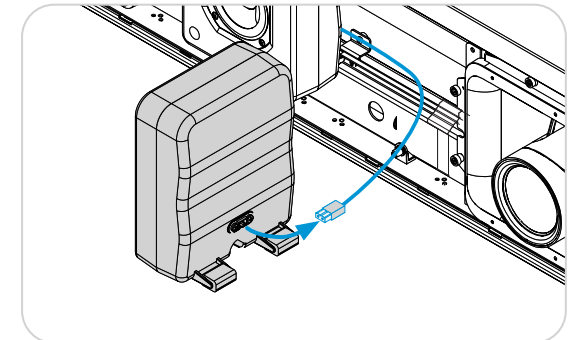
2c Unplug the cable from the connector on the back of the loudspeaker.

Replace dual camera module (page 3 of 7)

Step 3: Remove center speaker clip
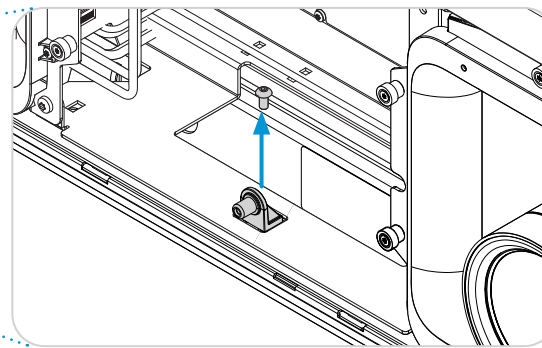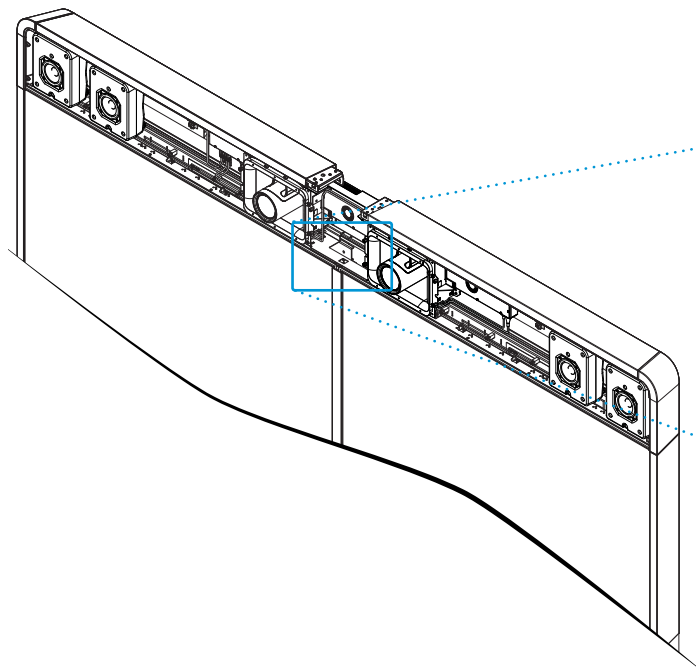
3a Unscrew speaker clip screw.

1 × M4x8 (pan),
Allen key, 2.5 mm
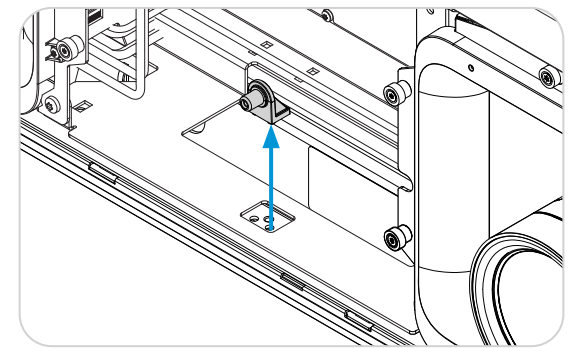
3b Remove speaker clip.

1 × Speaker clip

Replace dual camera module (page 4 of 7)

Step 4: Unplug camera cables

Camera assembly board

Left camera board

Right camera board
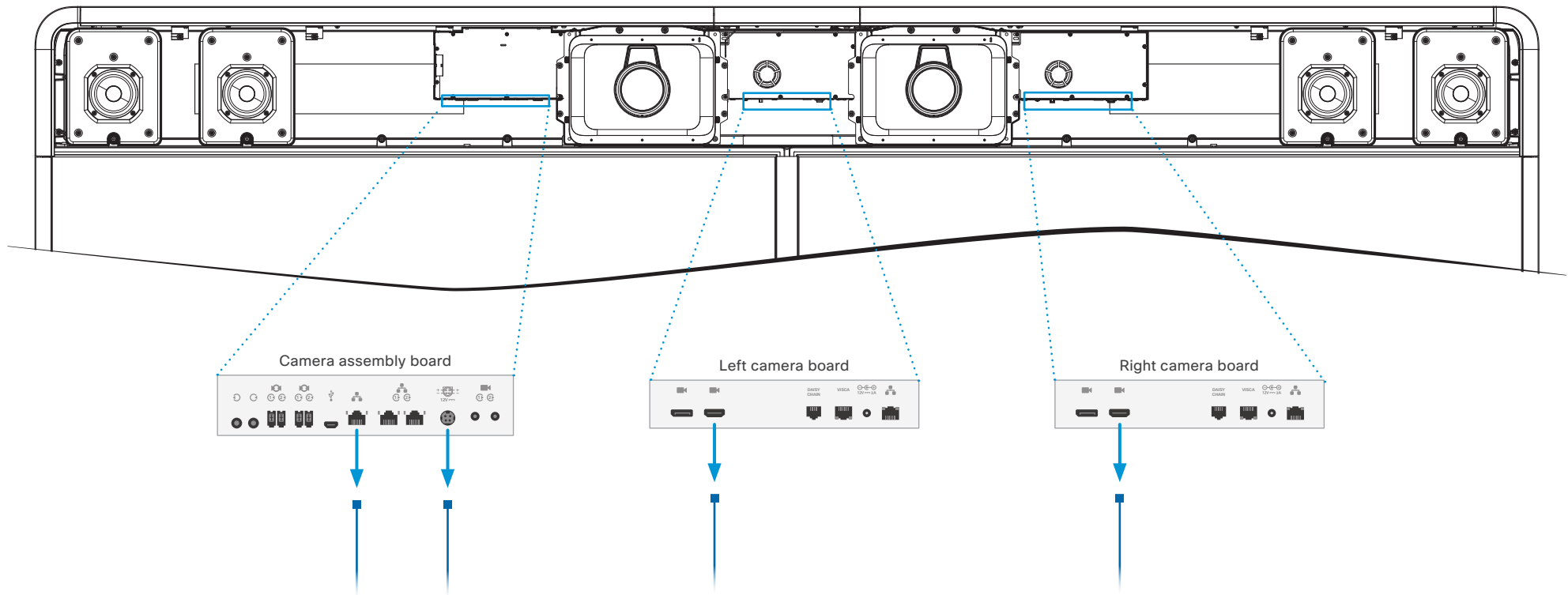
⚠ **Only remove the cables shown here**

The other cables are internal to the dual camera module
and should not be disconnected.

Replace dual camera module (page 5 of 7)

Step 5: Unscrew camera screws
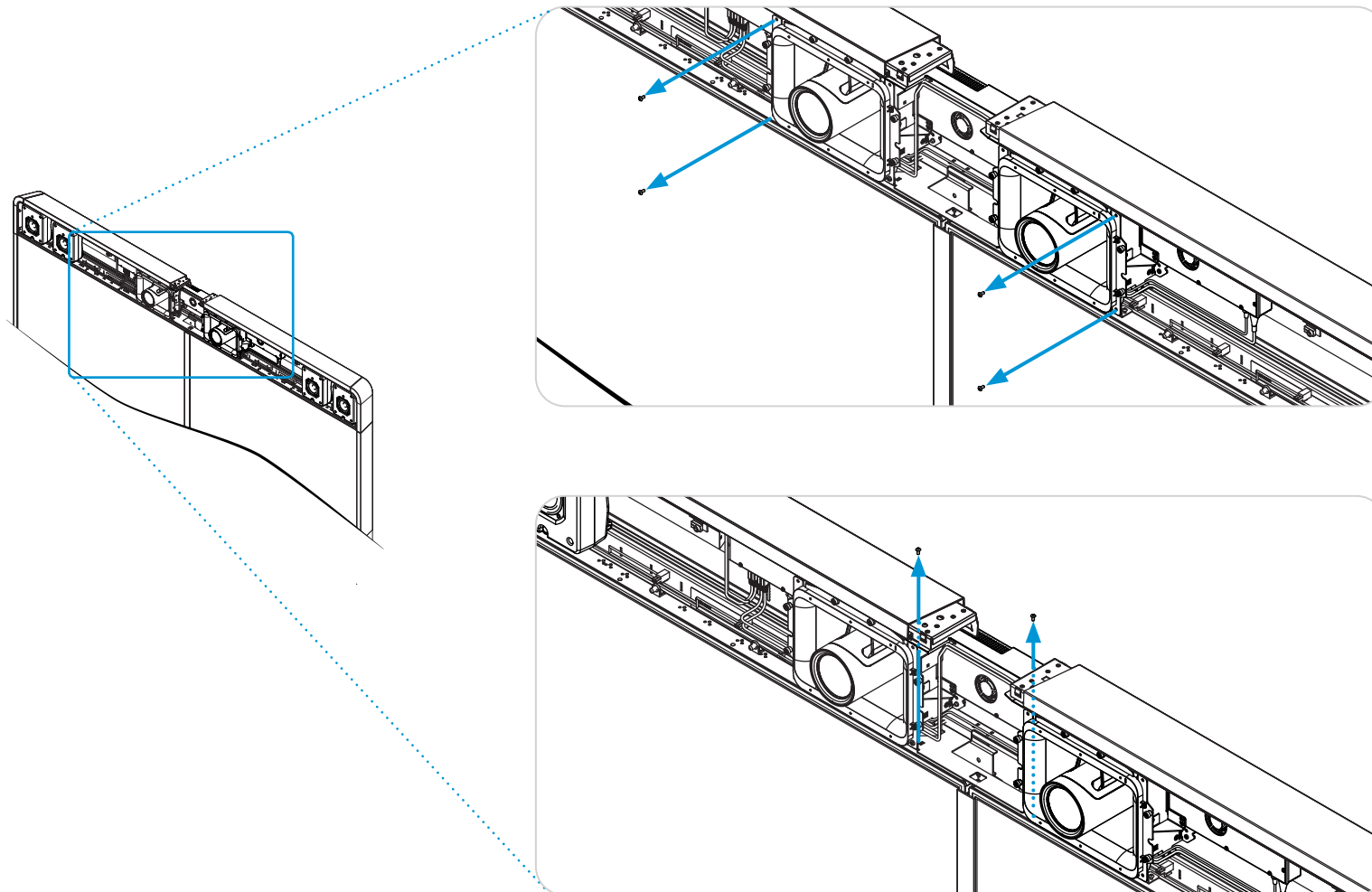
5a Unscrew four screws from the front.

4 × M4x8 (pan),
Allen key, 2.5 mm

5b Unscrew lower screws.

2 × M4x8 (pan),
Allen key, 2.5 mm

Replace dual camera module (page 6 of 7)

Step 6: Remove brackets
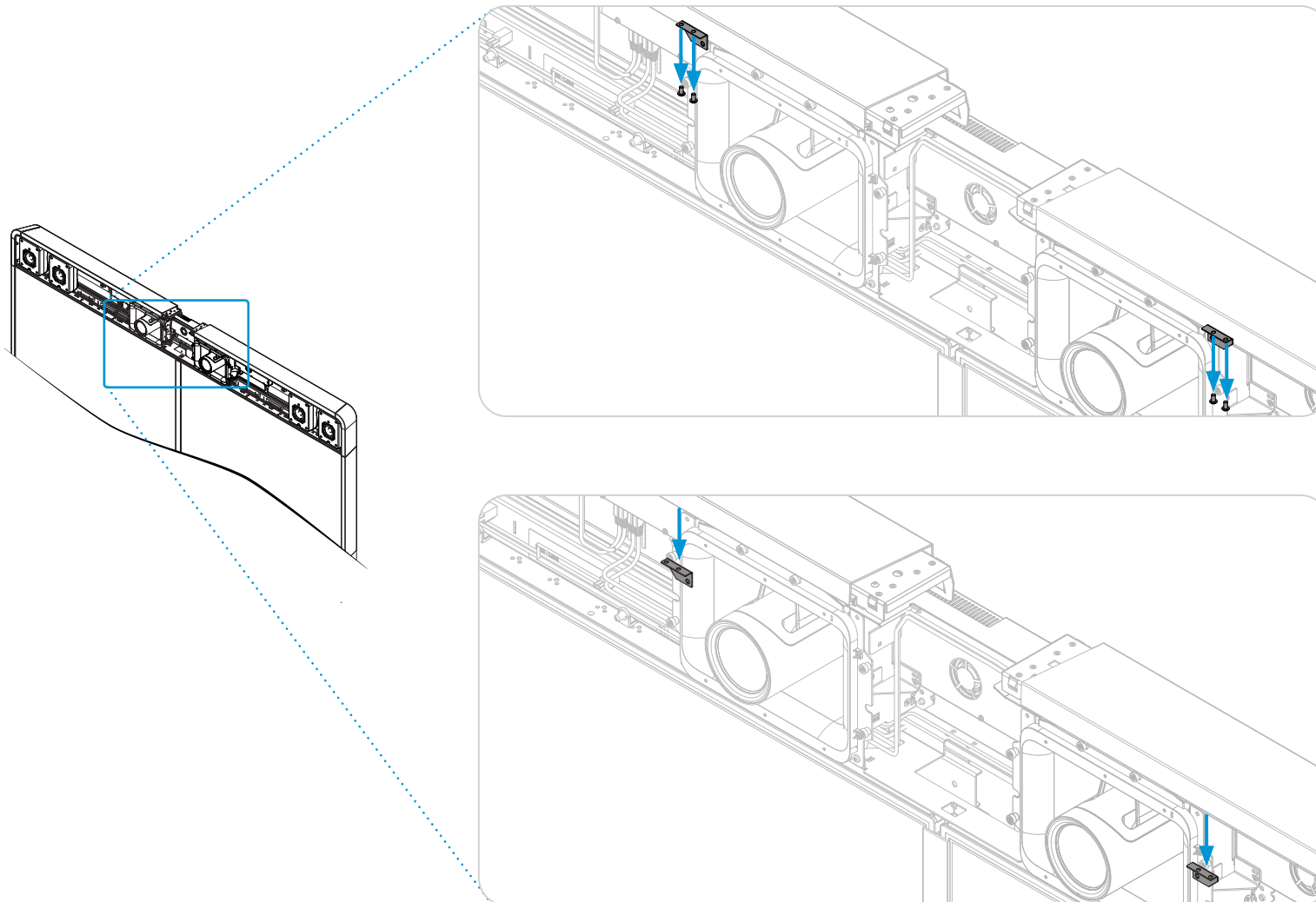
6a Unscrew four screws.

    4 × M4x8 (pan),
Allen key 2.5 mm

6b Remove brackets.
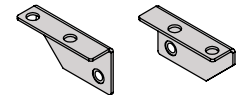
Replace dual camera module (page 7 of 7)

Step 7: Pull out camera module

Gently pull out the camera module.

⚠️ Do not touch the lens.

Do not apply stress or strain to the camera module.
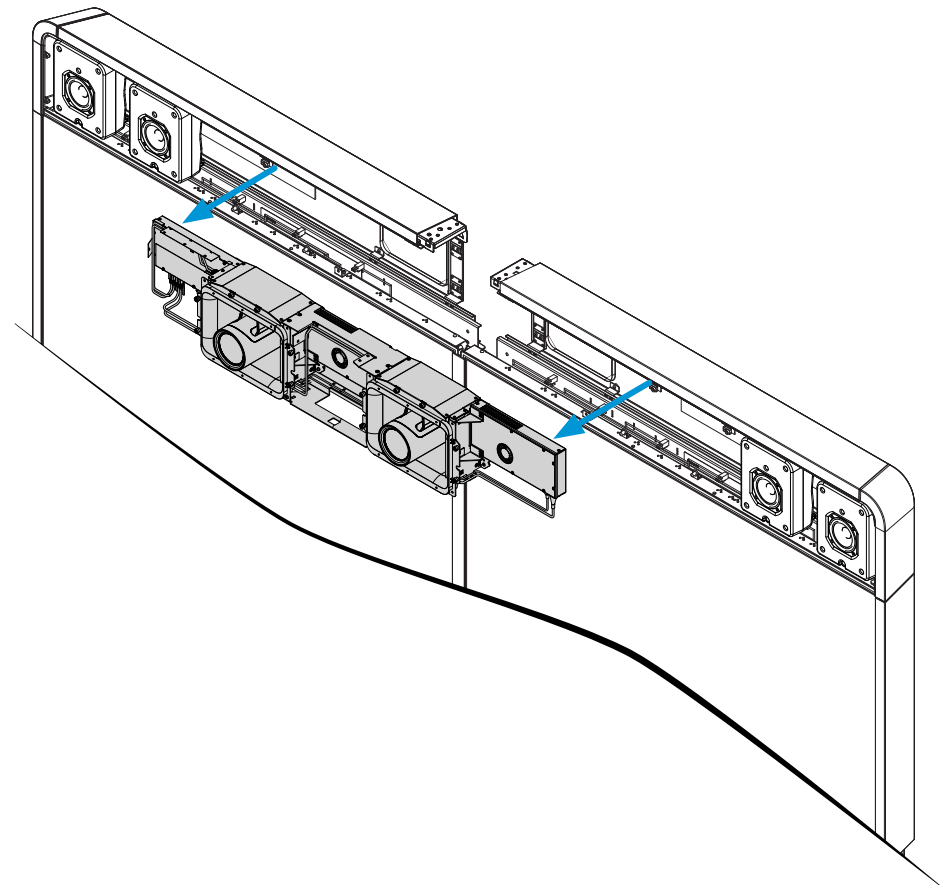
Re-assembly:

In order to install the new camera module, follow the steps in reversed order.

Codec and monitors

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Replace codec (page 1 of 4)

Step 1: Remove left side cover

The side cover is fastened with magnets.

Pull out gently and set aside.
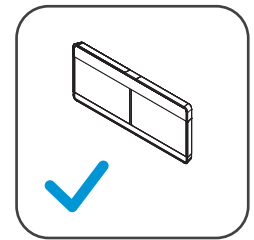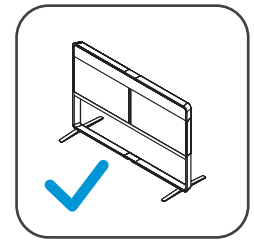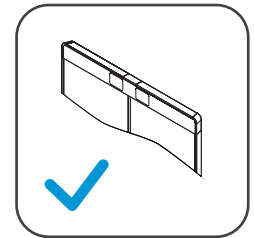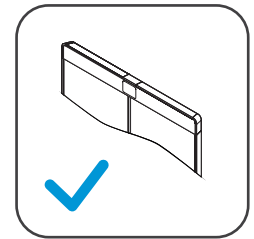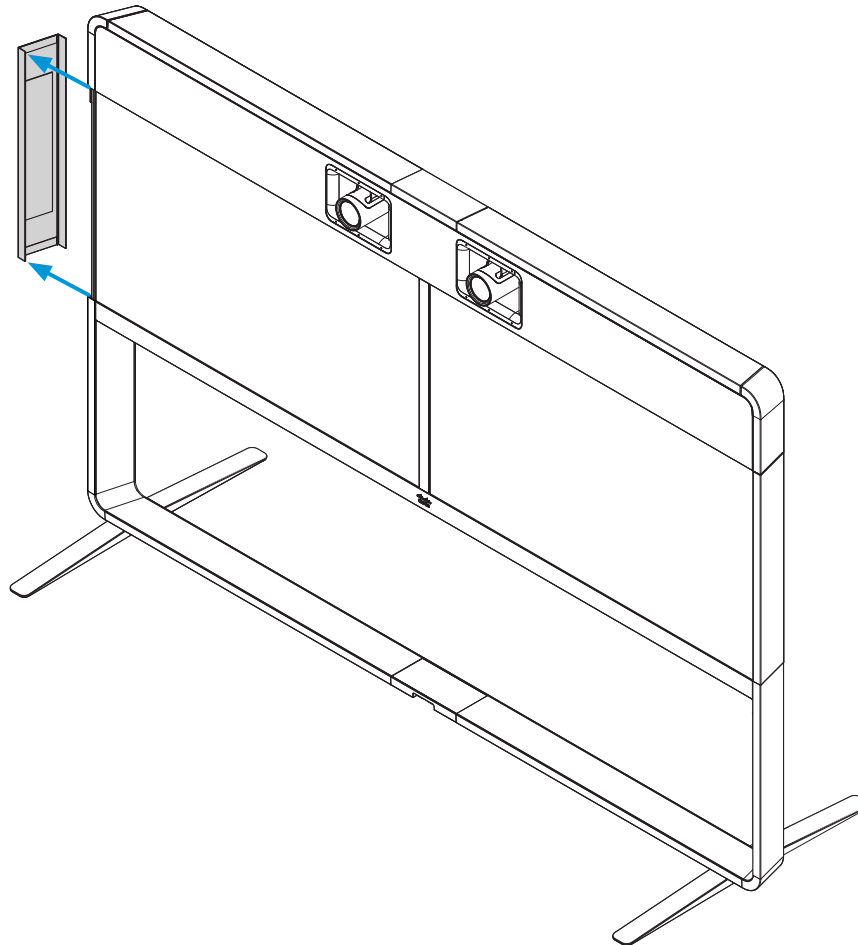
Spare part:
· CTS–MXCODEC=

Replace codec (page 2 of 4)

Step 2: Disconnect all cables from codec

Make sure to remember the position of the cables.

Refer to cabling details in the *Cable schema* and *Spare part list* on our web site. Go to https://www.cisco.com/go/mx-docs and select *Maintain and Operate Guides.*
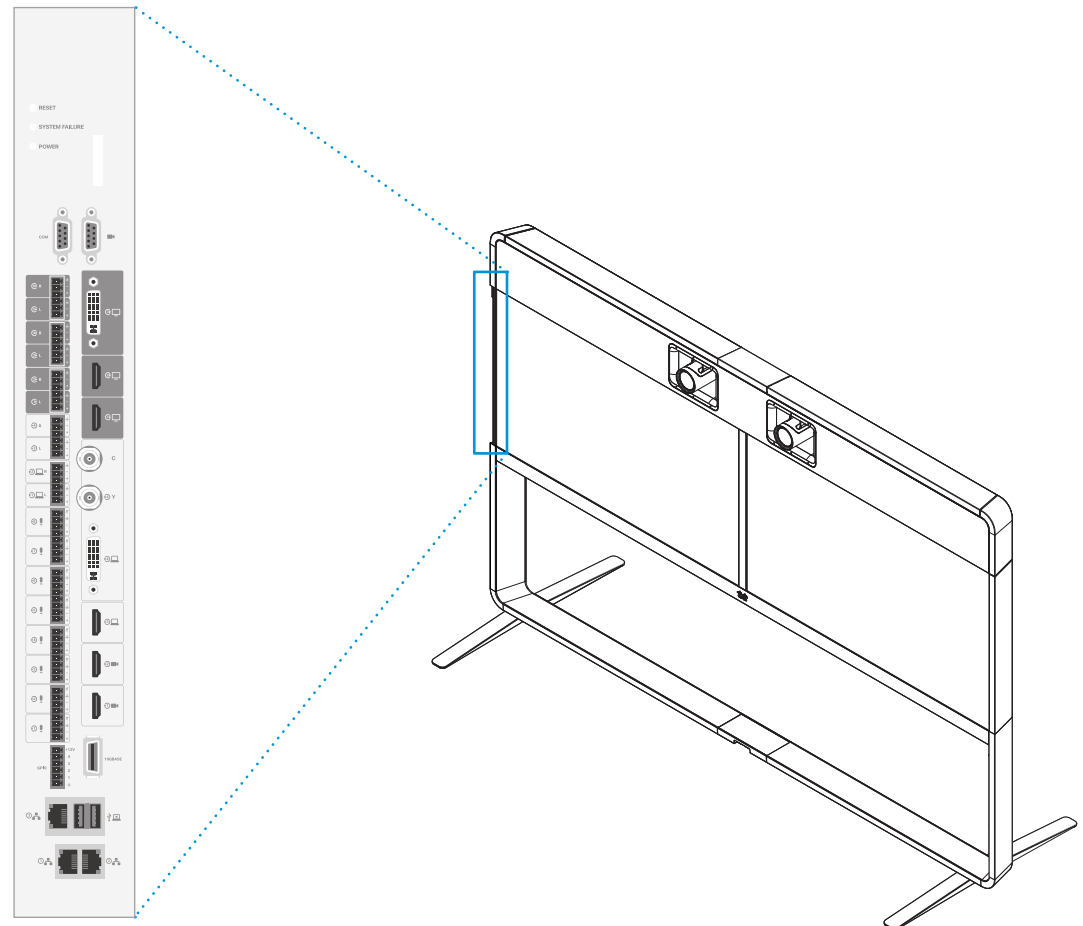
Replace codec (page 3 of 4)

Step 3: Unscrew fixing screws

2 × M3x8 (countersunk),
Torx T10
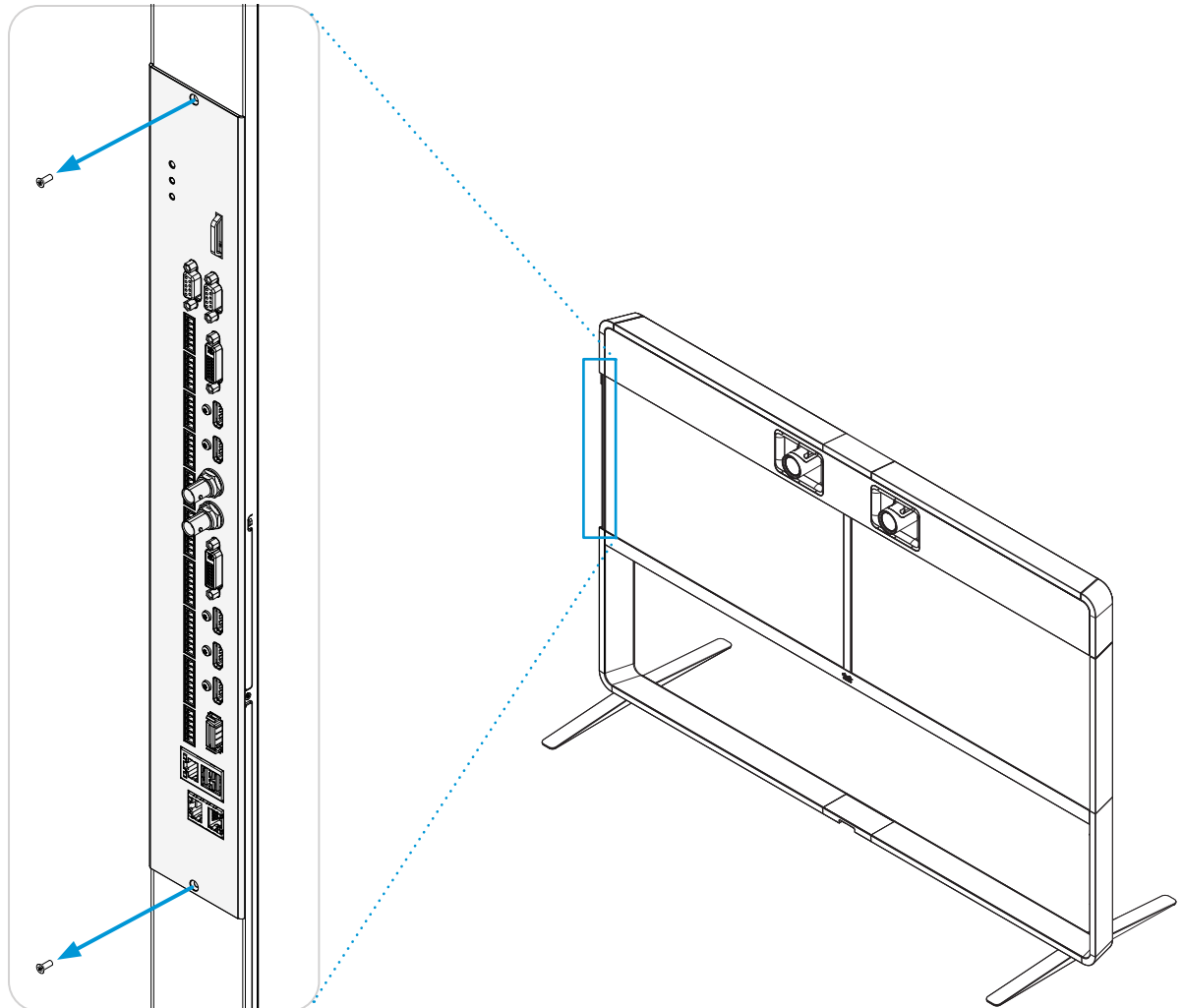
Replace codec (page 4 of 4)

Step 4: Pull out codec using velcro strap at top

ℹ The codec is mounted in a power dock. Pull firmly to get it out.
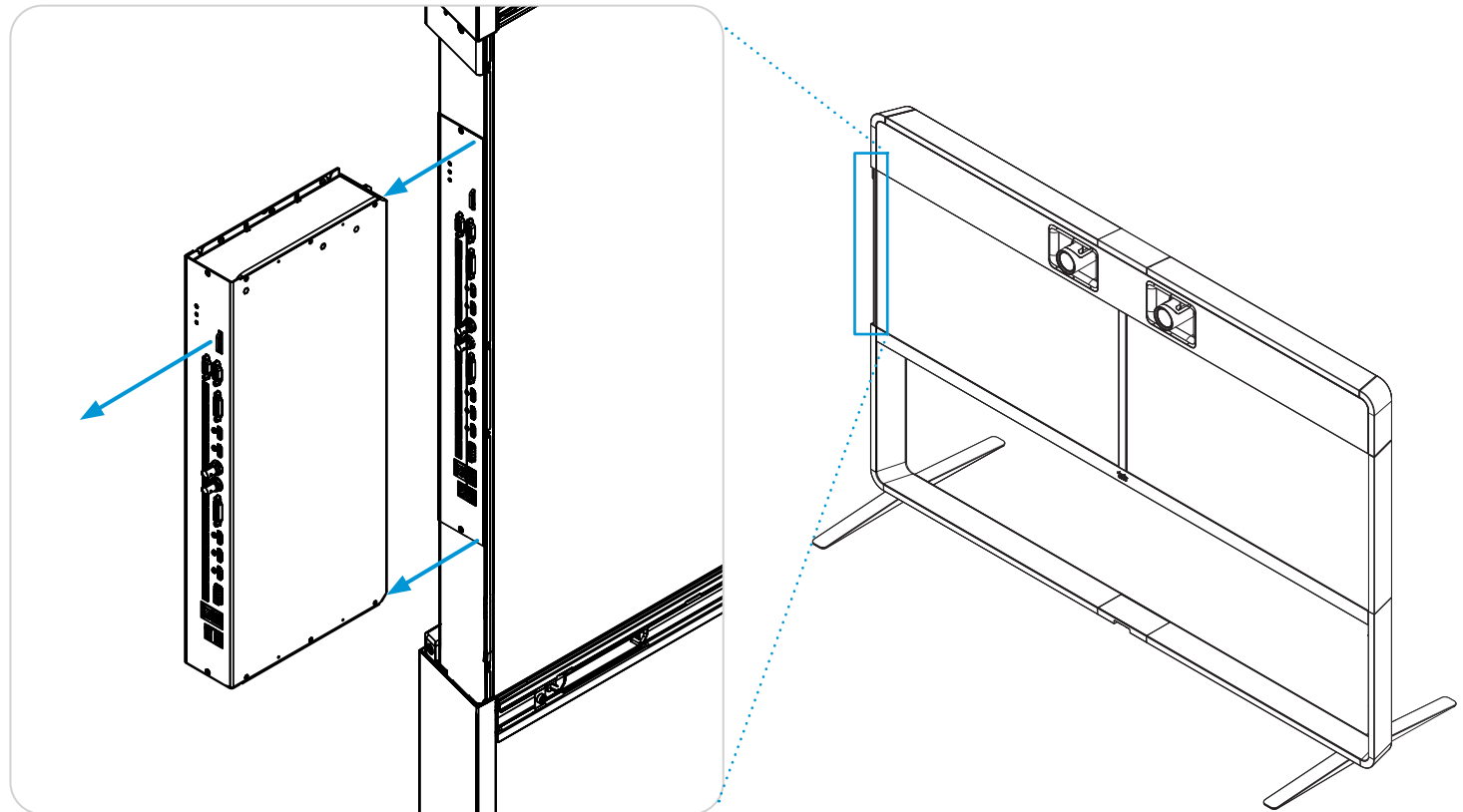
Re-assembly:

In order to install the new codec, follow all the steps in reverse order.

Replace PoE injector (page 1 of 2)

Step 1: Remove right side cover

The side cover is fastened with magnets.

Pull out gently and set aside.
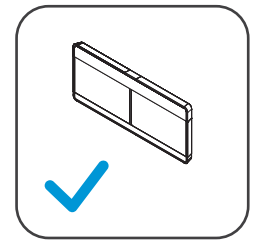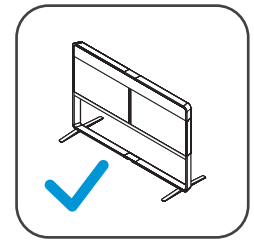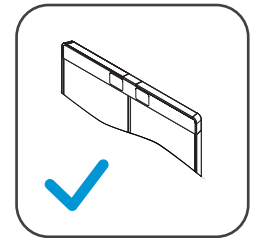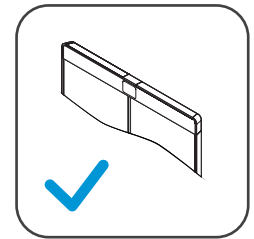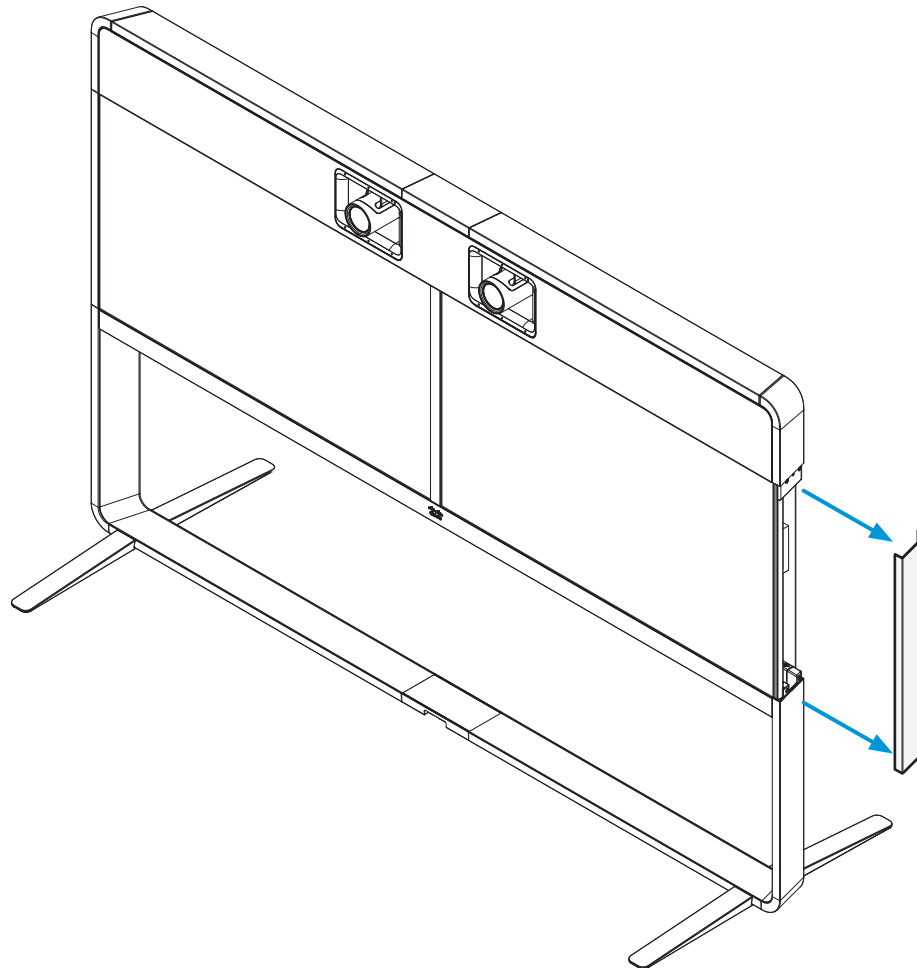
Spare part:
- CTS–PWR–AIR–INJ5=

Replace PoE injector (page 2 of 2)

Step 2: Remove PoE injector

2a Disconnect cables:
1 × Power (top)
2 × RJ45 (bottom),
Ethernet and Touch 10
user interface.

2b Unscrew and remove
screws and washers.

2 × M3x8 (pan),
Torx T10

2c Remove PoE injector.
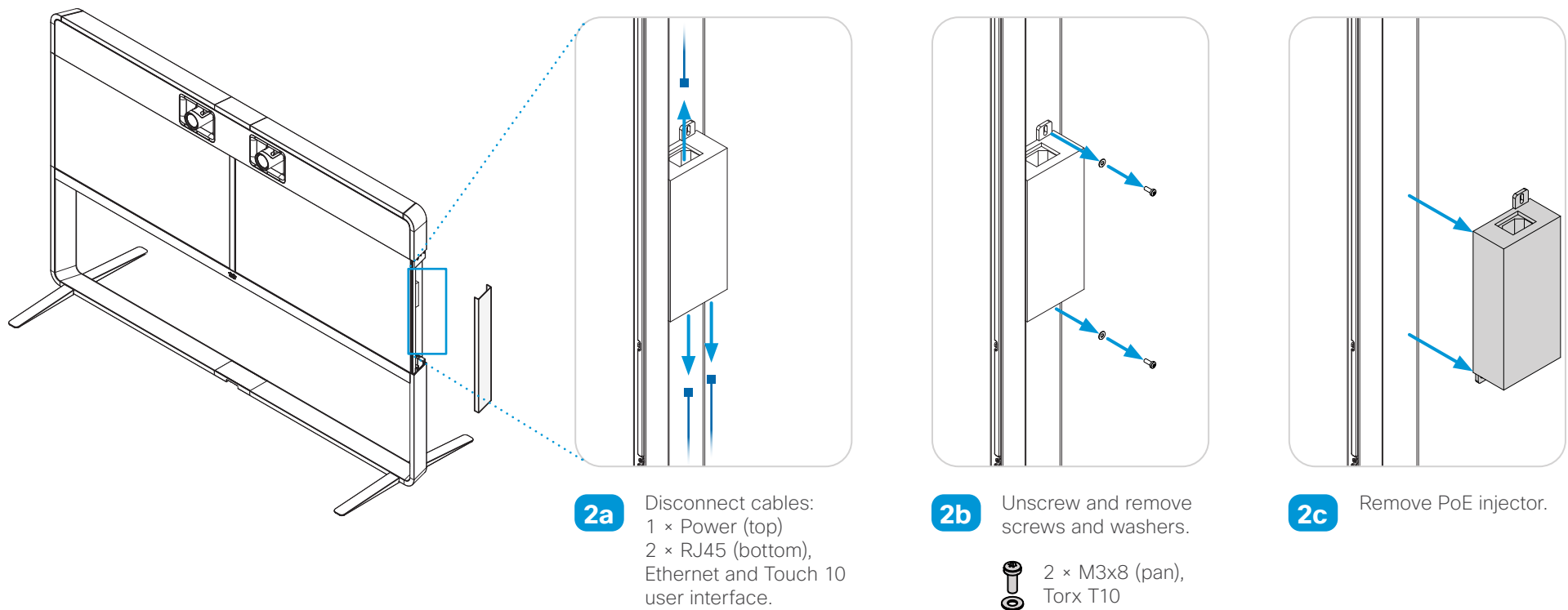
Re-assembly:

In order to install the new PoE injector, follow all the steps in reverse order.

Replace monitor (mounted on a stand) (page 1 of 7)

The illustrations provided show how to replace the right monitor. The same steps should be taken on the left monitor, when replacing the left monitor.

Step 1: Remove speaker grille, lower grille, loudspeakers and camera

Follow the steps described in "Replace single camera module" on page 16 to page 21; or "Replace dual camera module" on page 22 to page 28.

ℹ️ Note that you have to remove **all** loudspeakers that are mounted on the monitor that you are replacing.

Choose Step 2 based on which of the two monitors you are going to replace:

Step 2 – When replacing the *left* monitor: Remove codec

Follow the steps described in "Replace codec" on page 30 to page 33.

Step 2 – When replacing the *right* monitor: Remove PoE injector

Follow the steps described in "Replace PoE injector" on page 34 to page 35.

Step 3: Remove center covers

Follow the steps described in "Replace center top profile, camera cover and center back cover" on page 11 to page 12.

⚠️ 👤 **x3**

65 kg / 144 lb

The monitor is heavy. We recommend three people working together to replace the monitor.

Spare parts:
· Left monitor for single camera system: CTS-MX700-MON-L-S= or CTS-MX700-MONLS++=
· Right monitor for single camera system: CTS-MX700-MON-R-S= or CTS-MX700-MONRS++=
· Left monitor for dual camera system: CTS-MX700-MON-L-D= or CTS-MX700-MONLD++=
· Right monitor for dual camera system: CTS-MX700-MON-R-D= or CTS-MX700-MONRD++=

Replace monitor (mounted on a stand) (page 2 of 7)

Step 4: Remove all cables

ℹ All cables that were shipped with the system remain in your property and should not be returned to the supplier.

You will not receive new cables with the replacement part.

Only remove cables for the monitor that you are replacing.

For reconnecting the cables, refer to cabling details in the *Cable schema* and *Spare part list* on our web site. Go to https://www.cisco.com/go/mx-docs and select *Maintain and Operate Guides*.

From codec connector panel

Power

From codec, camera, loudspeakers and right monitor

From codec, loudspeakers and left monitor

From PoE injector

Replace monitor (mounted on a stand) (page 3 of 7)

Step 5: Remove joining bracket
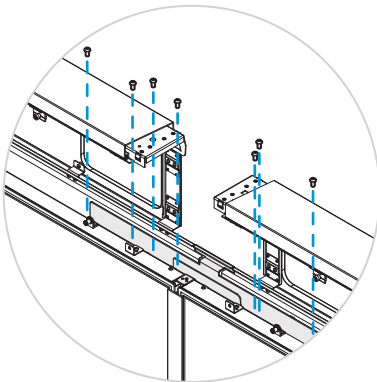
5a 7 × M6x12 (pan)
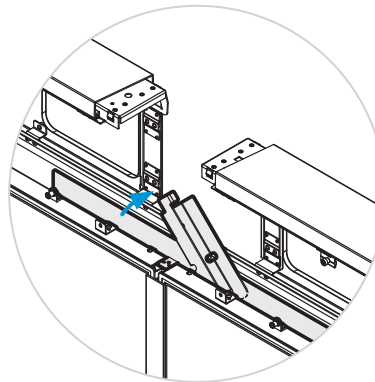
5b Pull up the lever.

5c Remove the joining bracket from the channel.

Replace monitor (mounted on a stand) (page 4 of 7)

Step 6: Install support handles on the monitor to be replaced

First remove the support handles from your replacement monitor as illustrated.

Then mount the handles on the monitor you want to replace.

This is neccessary in order to safely lift the monitor.
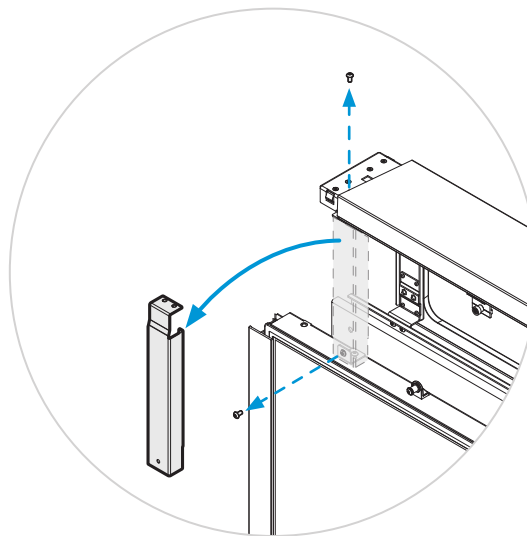
6a Unscrew the screws (4 × M4x8, two on each handle) and remove the two support handles from the replacement monitor.
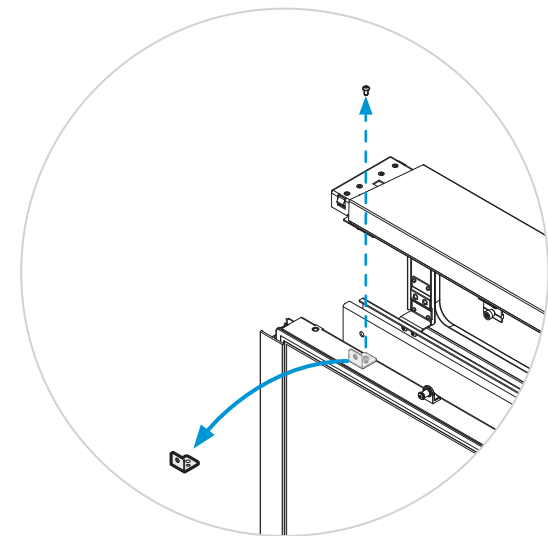
6b Unscrew the screws (2 × M4x8, one on each bracket) and remove the brackets that the support handles were fastened to.

6c Mount the brackets and handles on the monitor you want to replace.

Replace monitor (mounted on a stand) (page 5 of 7)

Step 7: Unscrew monitor screws and security brackets, and disconnect power cable

Secure the monitor

⚠ 🧍x3

65 kg / 144 lb

We recommend three people working together to replace the monitor. Two people must hold the monitor.

7a Unscrew the four M6x35 screws (countersunk), in front at each side.

Use an Allen key, 4 mm

7b Unscrew the two M6x90 screws (countersunk), from underneath at each side.
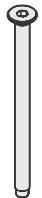
Use an Allen key, 4 mm

7c Unscrew the M6x100 screws (pan), from underneath as illustrated, and remove the two security brackets.
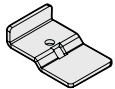
Use an Allen key, 4 mm

7d Disconnect the power cable between the two monitors.
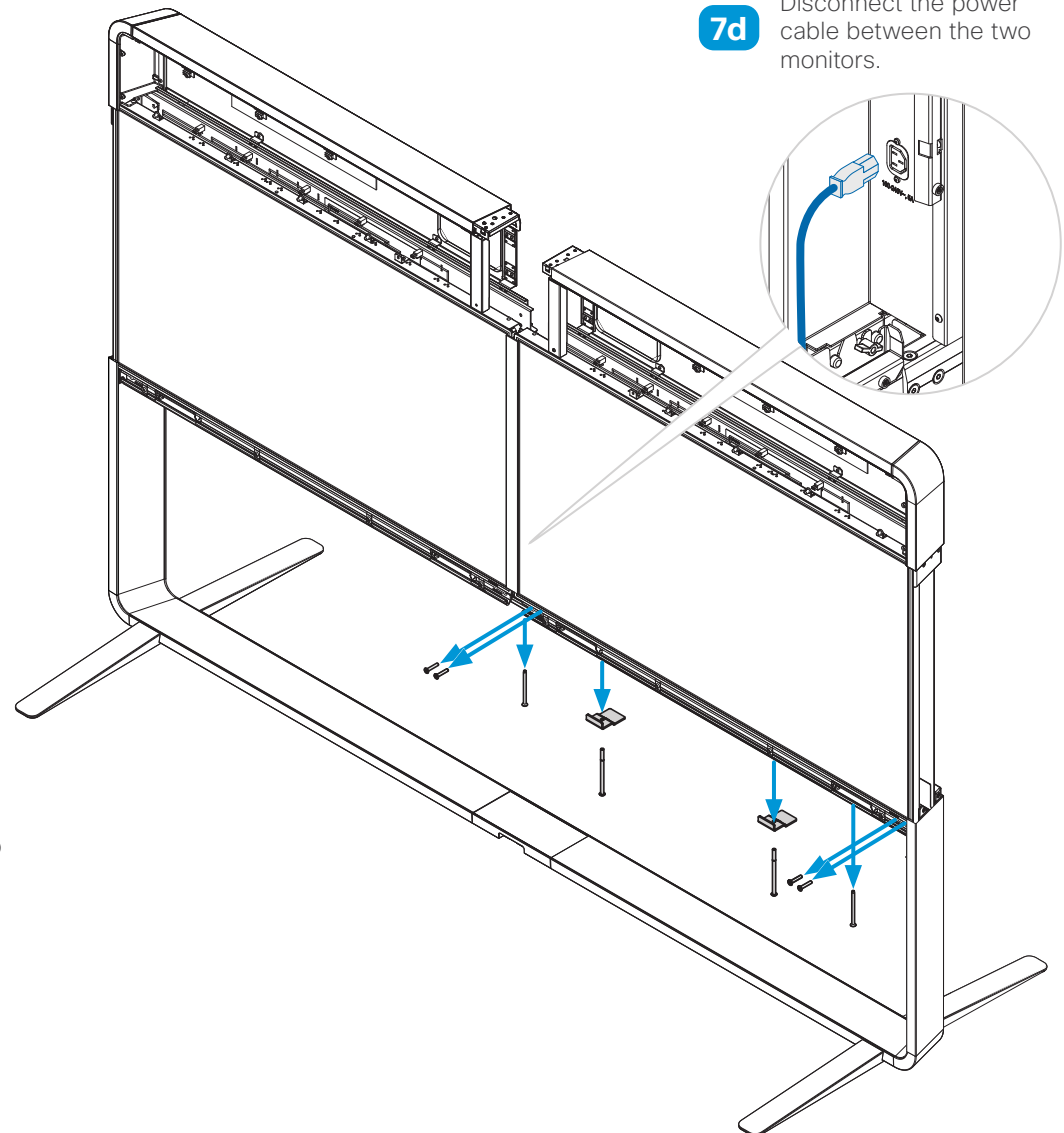
Replace monitor (mounted on a stand) (page 6 of 7)

Step 8: Lift monitor

⚠ **Before moving the monitor**

Plan ahead where to put down the monitor. Ideally, place it in the original shipping packaging.

⚠ 👤 **x3**

65 kg / 144 lb

The monitor is heavy

We recommend three people working together to replace the monitor. Two people should lift the monitor using the handles as described below; the other person must help stabilizing the monitor.

⚠ **Use lifting handles**

To avoid trapping your fingers, use the lifting handles at the bottom of the monitor.

Rear view

Rear view
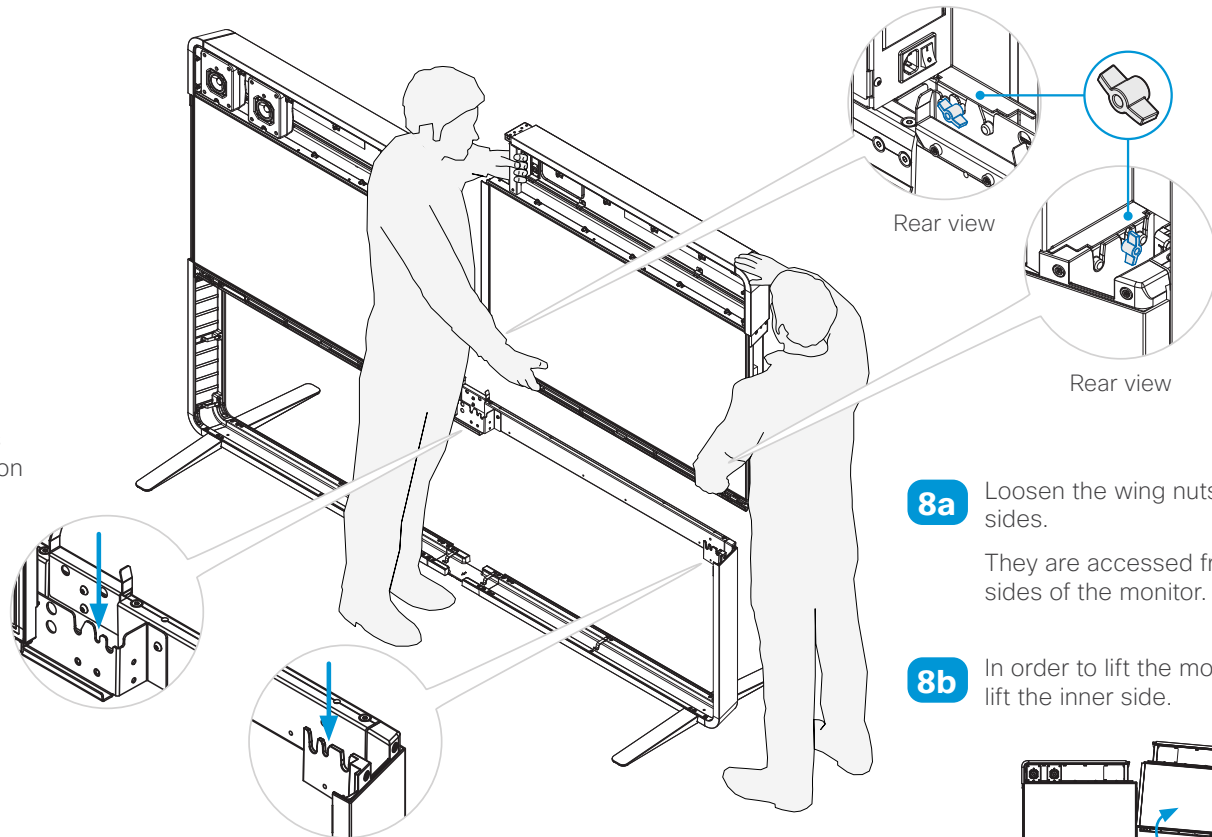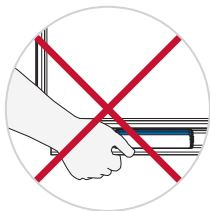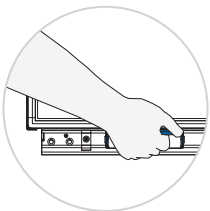
8a Loosen the wing nuts on both sides.

They are accessed from the sides of the monitor.

8b In order to lift the monitor, first lift the inner side.
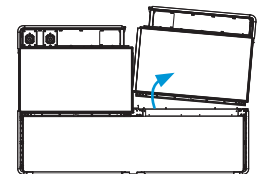
Do not let go of the monitor before it is securely placed.

Replace monitor (mounted on a stand) (page 7 of 7)

Re-assembly:

In order to install the new monitor, follow all the steps in reversed order.

Replace monitor (wall mounted) (page 1 of 9)

The illustrations provided show how to replace the right monitor. Similar steps should be taken on the left monitor, when replacing the left monitor.

Step 1: Remove speaker grille, lower grille, loudspeakers and camera

Follow the steps described in "Replace single camera module" on page 16 to page 21; or "Replace dual camera module" on page 22 to page 28.

ⓘ Note that you have to remove **all** loudspeakers that are mounted on the monitor that you are replacing.

Choose Step 2 based on which of the two monitors you are going to replace:

Step 2 – When replacing the *left* monitor: Remove codec

Follow the steps described in "Replace codec" on page 30 to page 33.

Step 2 – When replacing the *right* monitor: Remove PoE injector

Follow the steps described in "Replace PoE injector" on page 34 to page 35.
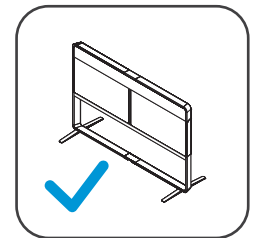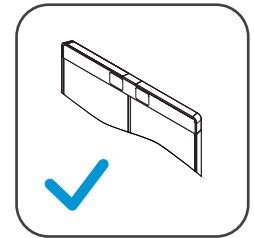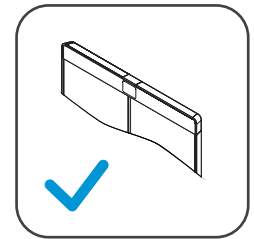
Step 3: Remove center covers

Follow the steps described in "Replace center top profile, camera cover and center back cover" on page 11 to page 12.

Spare parts:
· Left monitor for single camera system: CTS-MX700-MON-L-S= or CTS-MX700-MONLS++=
· Right monitor for single camera system: CTS-MX700-MON-R-S= or CTS-MX700-MONRS++=
· Left monitor for dual camera system: CTS-MX700-MON-L-D= or CTS-MX700-MONLD++=
· Right monitor for dual camera system: CTS-MX700-MON-R-D= or CTS-MX700-MONRD++=

⚠ 👤 **x3**

65 kg / 144 lb

The monitor is heavy. We recommend three people working together to replace the monitor.
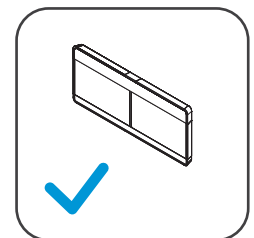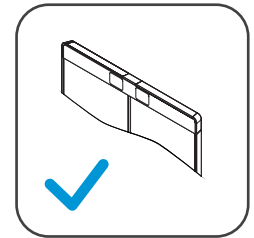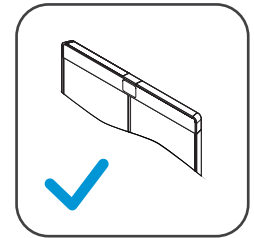
Replace monitor (wall mounted) (page 2 of 9)

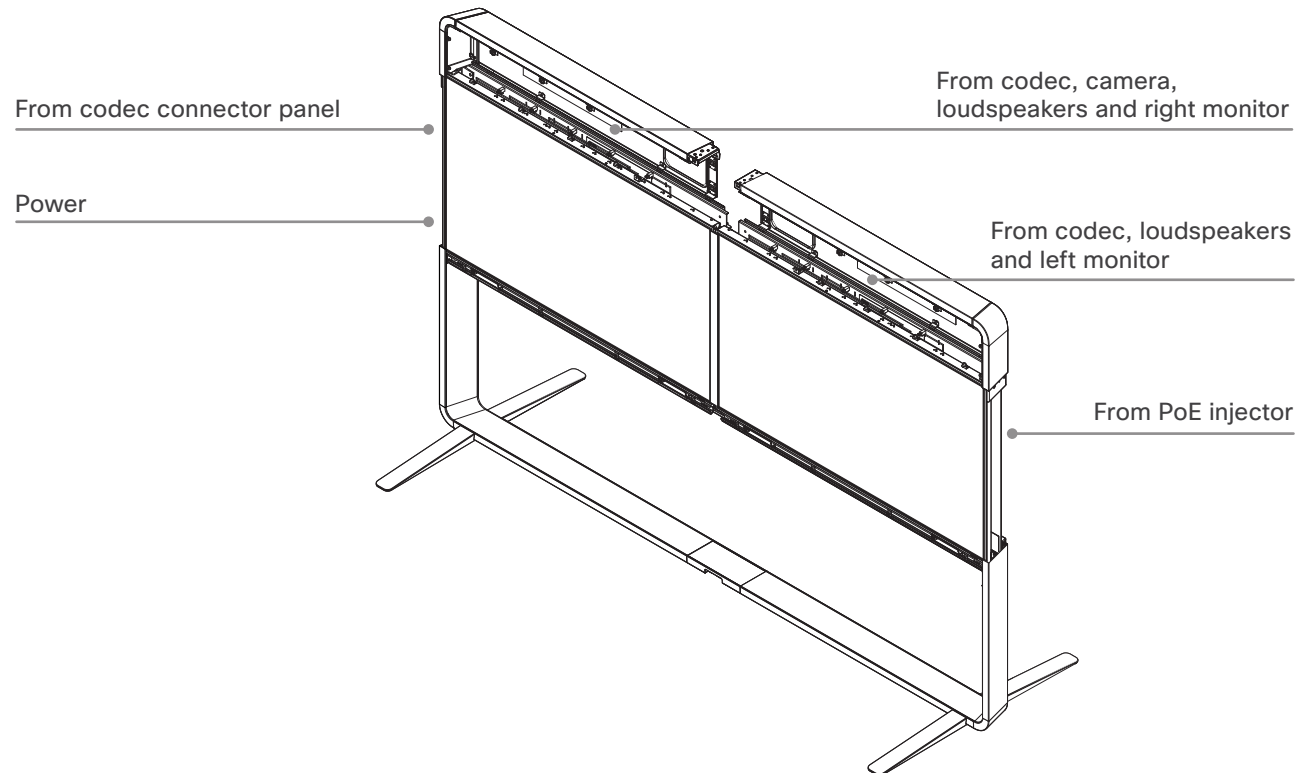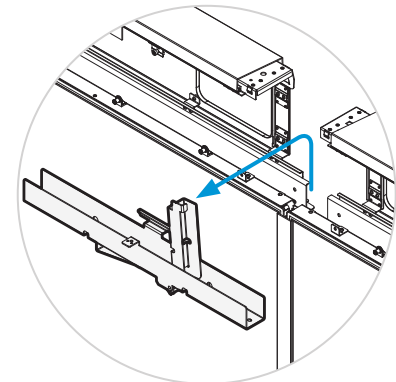Step 4: Remove joining bracket
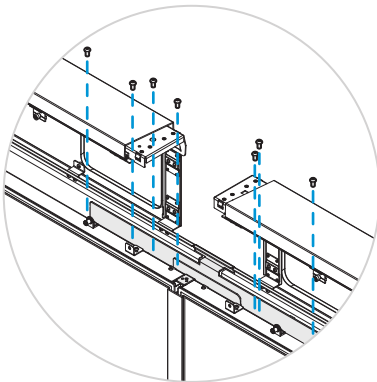
4a 7 × M6x12 (pan)
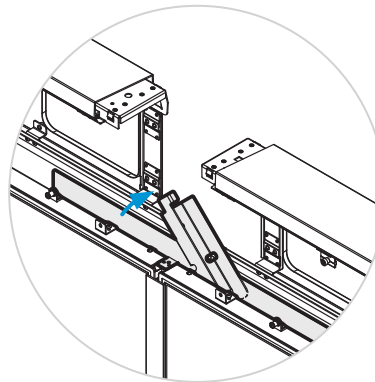
4b Pull up the lever.
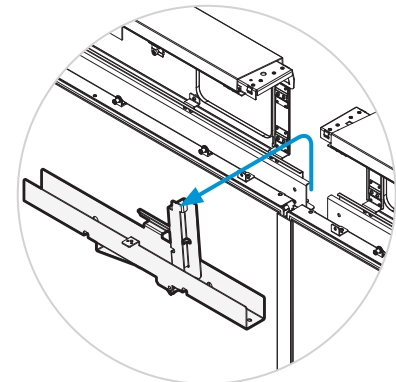
**4c** Remove the joining bracket from the channel.

Replace monitor (wall mounted) (page 3 of 9)

Step 5: Install support handles

First remove the support handles from your replacement monitor as illustrated.

Then mount the handles on the monitor you want to replace.

This is neccessary in order to safely lift the monitor.
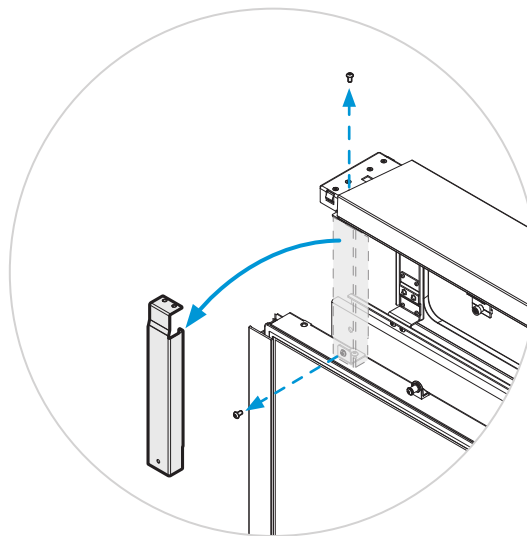
5a Unscrew the screws (4 × M4x8, two on each handle) and remove the two support handles from the replacement monitor.
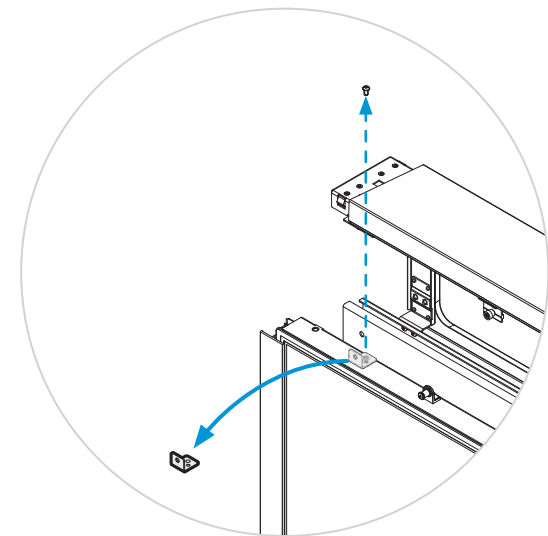
5b Unscrew the screws (2 × M4x8, one on each bracket) and remove the brackets that the support handles were fastened to.

5c Mount the brackets and handles on the monitor you want to replace.

Replace monitor (wall mounted) (page 4 of 9)

Step 6: Remove cable bridge and lower profile

6a 2 × M6x12 (pan)
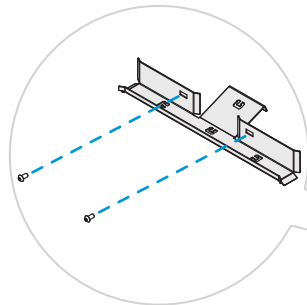
6b 1 × M6x12 (pan)

The cover rests on the bottom frame on one side. Hold the cover in place while you remove the screw.
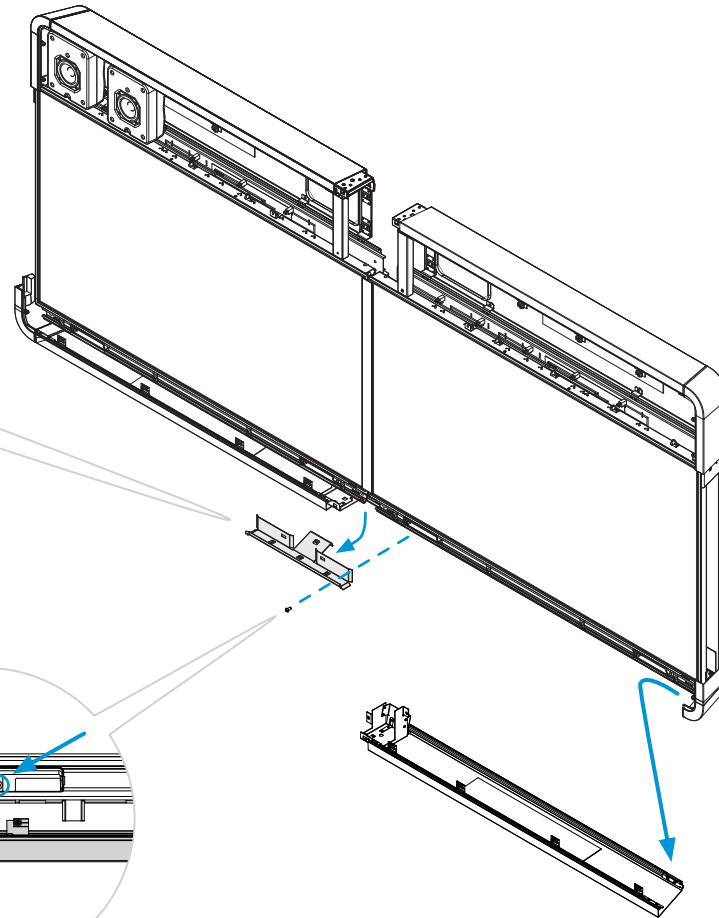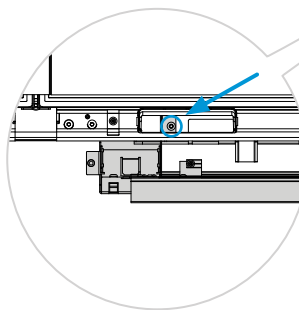
Replace monitor (wall mounted) (page 5 of 9)

Step 7: Remove all cables

ℹ️ All cables that were shipped with the system remain in your property and should not be returned to the supplier.

You will not receive new cables with the replacement part.

Only remove cables for the monitor that you are replacing.

For reconnecting the cables, refer to cabling details in the *Cable schema* and *Spare part list* on our web site. Go to https://www.cisco.com/go/mx-docs and select *Maintain and Operate Guides*.

From codec connector panel

Power

From codec, camera, loudspeakers and right monitor

From codec, loudspeakers and left monitor

From PoE injector
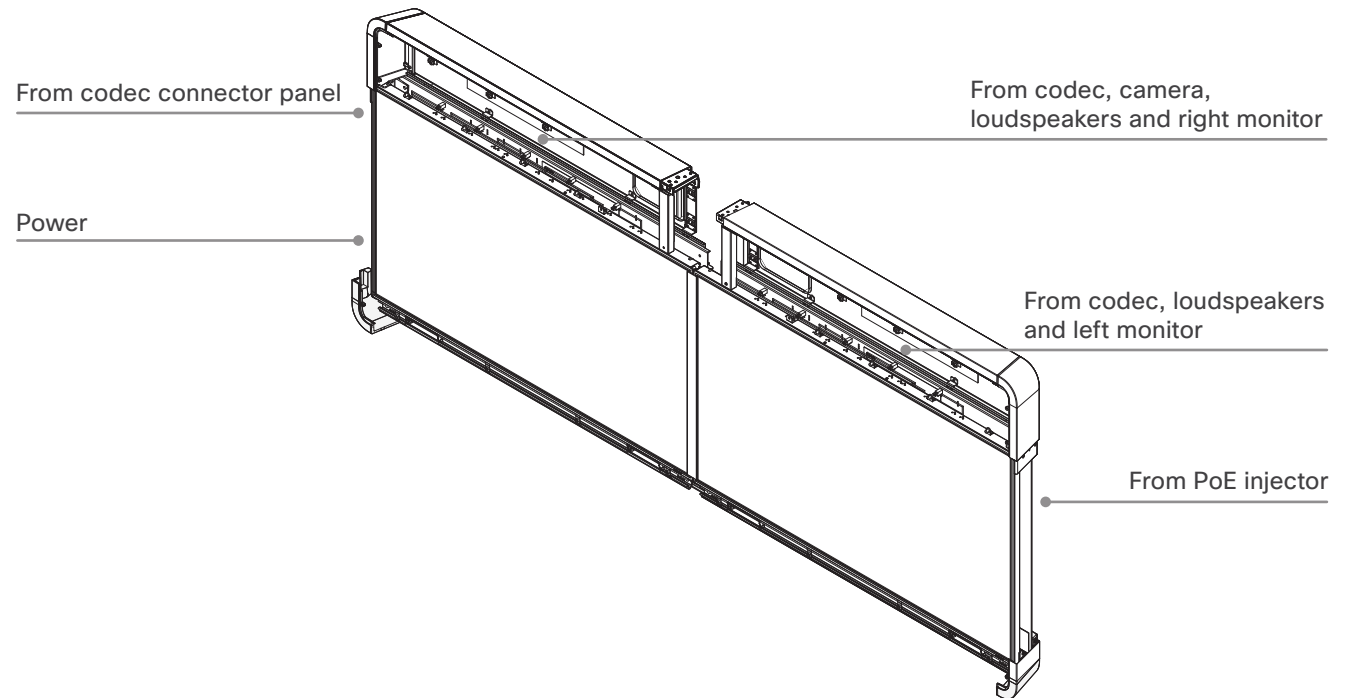
Replace monitor (wall mounted) (page 6 of 9)

Step 8: Unscrew monitor screws and security bracket, and
disconnect power cable

8d Disconnect the power cable between the two monitors.

Secure the monitor

x3

65 kg / 144 lb

We recommend three people working together to replace the monitor. Two people must hold the monitor.

8a Unscrew the four M6x35 screws (countersunk), in front at each side.

Use an Allen key, 4 mm

8b Unscrew the two M6x90 screws (countersunk), from underneath at each side.
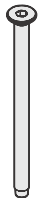
Use an Allen key, 4 mm

8c Unscrew the M6x100 screws (pan), from underneath as illustrated, and remove the two security brackets.
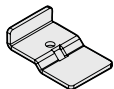
Use an Allen key, 4 mm
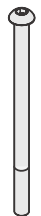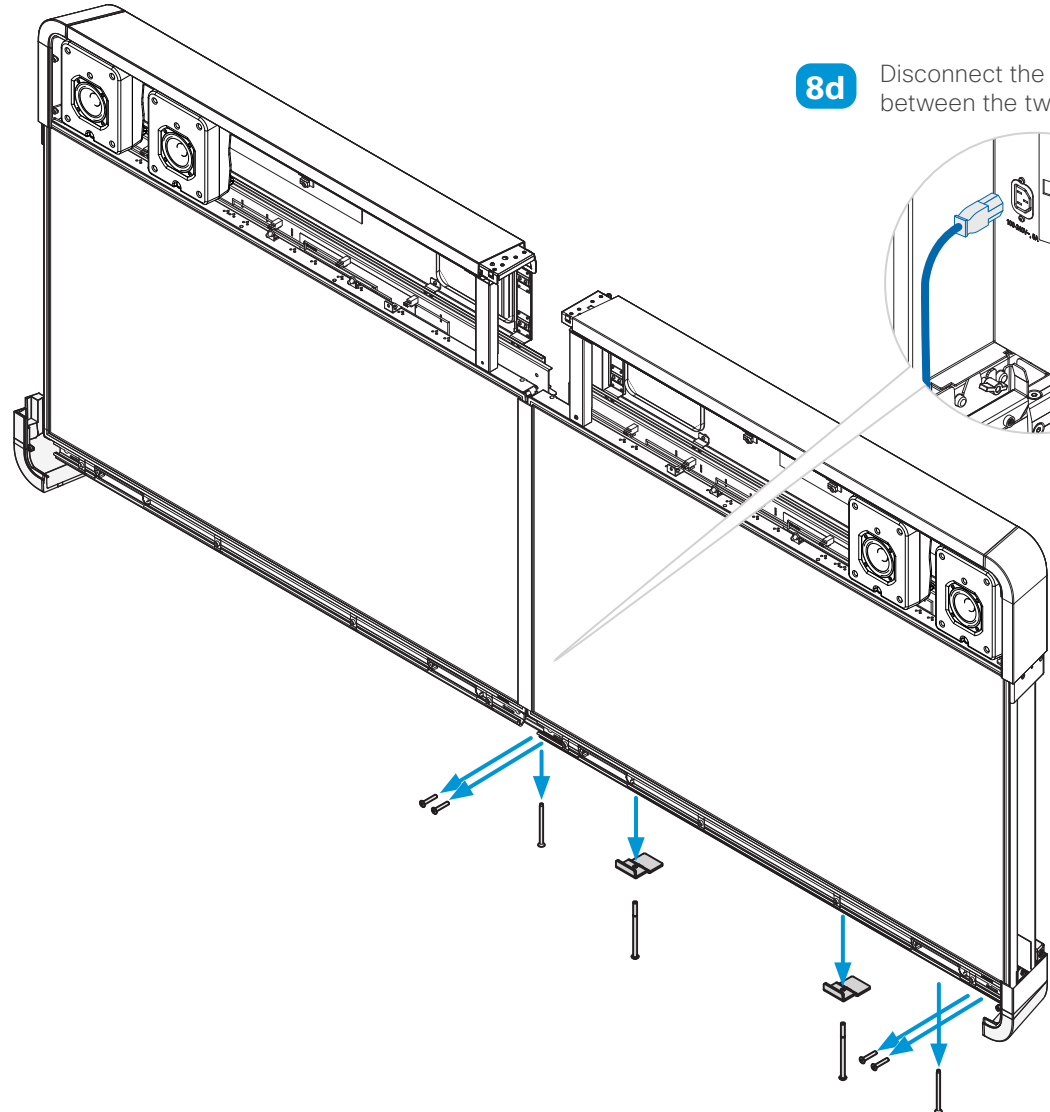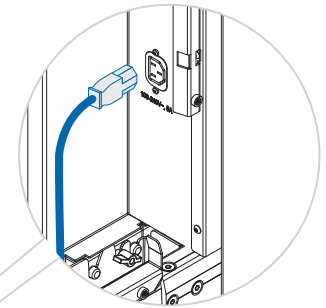
Replace monitor (wall mounted) (page 7 of 9)

Step 9: Lift monitor

⚠ **Before moving the monitor**

Plan ahead where to put down the monitor. Ideally, place it in the original shipping packaging.

⚠ **x3** **The monitor is heavy**

65 kg / 144 lb

We recommend three people working together to replace the monitor. Two people should lift the monitor using the handles as described below; the other person must help stabilizing the monitor.

⚠ **Use lifting handles**

To avoid trapping your fingers, use the lifting handles at the bottom of the monitor.

Rear view

Rear view
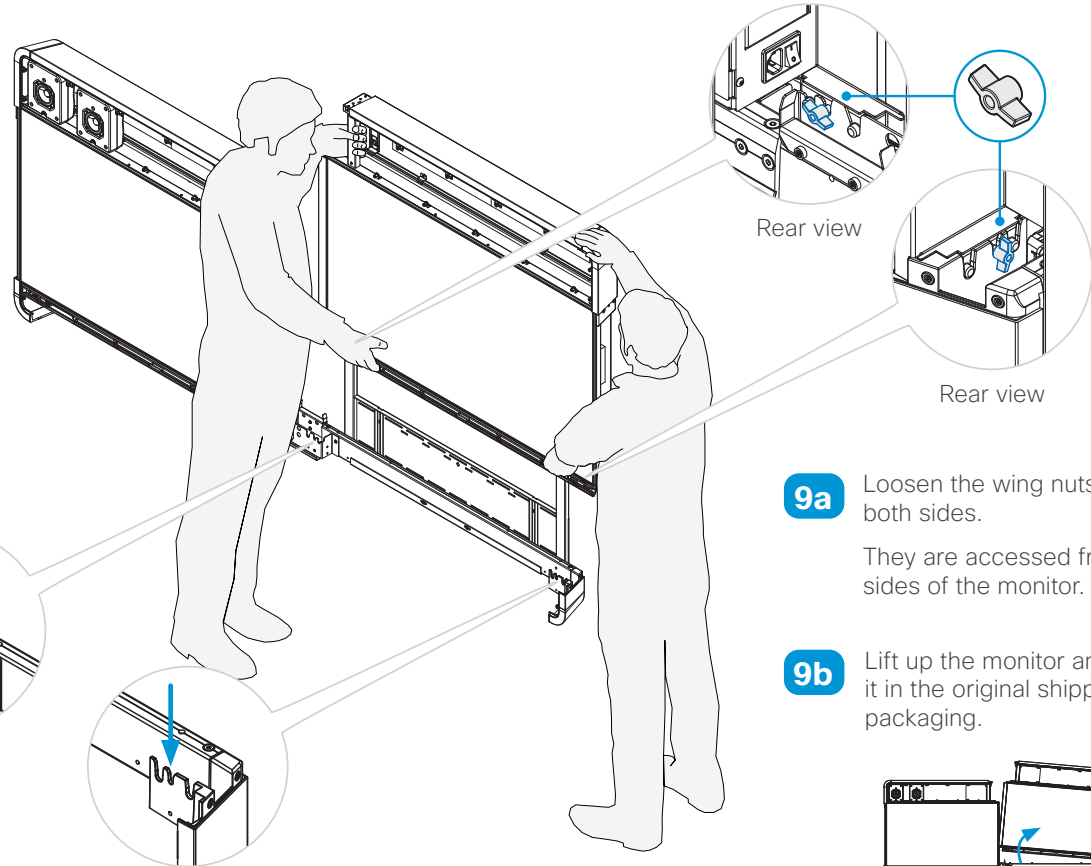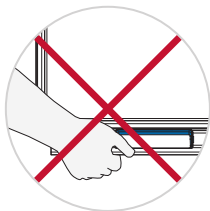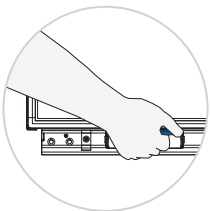
9a Loosen the wing nuts on both sides.

They are accessed from the sides of the monitor.

9b Lift up the monitor and place it in the original shipping packaging.
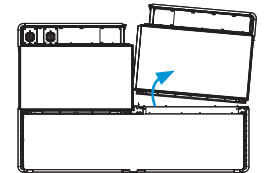
Do not let go of the monitor before it is securely placed.

Replace monitor (wall mounted) (page 8 of 9)

Step 10: Uninstall the clamp at the rear side

10a Place the monitor on a stable surface, and secure the monitor so it is not tipping.

Use an Allen key 2.5 mm and remove the clamp as described in step 10b and 10c.

10b Loosen the screws that fasten the clamp. Do not remove the screws.
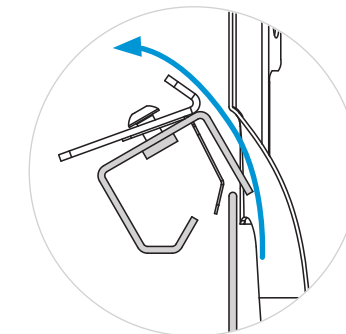
10c Gently loosen the clamp from all mounting points and then remove the clamp.

Re-assemble the clamp on the new monitor:

Slide the clamp in place on the monitor and check that it is properly fitted. Locate the support brackets; the support brackets are the loose brackets that you see between the screws and clamp. Push the support bracket tight against the back plate of the monitor and tighten the screws. **Check that the clamp is properly fastened**.

Replace monitor (wall mounted) (page 9 of 9)

Re-assembly:

In order to install the new monitor, follow all the steps in reversed order.

Appendix

Part numbers for spare parts

Part number	Part description
CTS-MX700-D-FSK=	Floor stand kit (all stand parts for both free standing and wall secured options are included)
CTS-MX-FSK-SKI=	Feet for free standing floor stand. This is only the feet; it is not the complete frame. The feet are also included in the floor stand kit (CTS-MX700-D-FSK=)
CTS-MX700800-CFBB=	Lower joining bracket for floor stand. The bracket is also included in the floor stand kit (CTS-MX700-D-FSK=)
CTS-MX700-D-WMK=	Wall mount kit
CTS-MXCAM-S=	Single camera
CTS-MXCAM-D=	Dual camera assembly
CTS-MXCODEC=	Codec
CTS-MX700800-SPKR=	One loudspeaker, fits in all positions (first version)
CS-R70-R55D-SPKR=	One loudspeaker, fits in all positions (new version, introduced in early 2021). Can replace a first version loudspeaker
CTS-PWR-AIR-INJ5=	Power over Ethernet (PoE) injector (without cables)
CTS-MX700-MON-L-S=	Left monitor for single camera system (without codec, loudspeakers, covers and cables)
CTS-MX700-MON-R-S=	Right monitor for single camera system (without PoE injector, loudspeakers, covers and cables)
CTS-MX700-MON-L-D=	Left monitor for dual camera system (without codec, loudspeakers, covers and cables)
CTS-MX700-MON-R-D=	Right monitor for dual camera system (without PoE injector, loudspeakers, covers and cables)
CTS-MX700-MONLS++=	TAA (Trade Agreement Act) compliant left monitor for single camera system (without codec, loudspeakers, covers and cables)

Part number	Part description
CTS-MX700-MONRS++=	TAA (Trade Agreement Act) compliant right monitor for single camera system (without PoE injector, loudspeakers, covers and cables)
CTS-MX700-MONLD++=	TAA (Trade Agreement Act) compliant left monitor for dual camera system (without codec, loudspeakers, covers and cables)
CTS-MX700-MONRD++=	TAA (Trade Agreement Act) compliant right monitor for dual camera system (without PoE injector, loudspeakers, covers and cables)
CTS-MX700-DSC-TGR=	Speaker grille for single camera systems
CTS-MX700-DDC-TGR=	Speaker grille for dual camera systems
CTS-MX700-D-LGR=	Lower grille for systems mounted on a stand (for both free standing and secured to the wall)
CTS-MX700-DWM-LGR=	Lower grille for wall mounted systems
CTS-MX700-MON-SCV=	Left and right side covers
CTS-MX700-S-CAMCV=	Center back cover, center top profile and camera cover for single camera system
CTS-MX700-D-CAMCV=	Center back cover, center top profile and camera cover for dual camera system

For a complete overview of spare parts and cables for MX700, refer to the *Spare part list* that is available on our web site. Go to https://www.cisco.com/go/mx-docs and select *Maintain and Operate Guides*.

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