



# Upgrading From a Cisco Unified IP Phone to a Cisco TelePresence Touch 12

**Revised: November 13, 2013, OL-25603-01**

The following chapter describes the tasks that you perform to upgrade your system from a Cisco Unified IP Phone to a Cisco TelePresence Touch 12 and includes the following sections:

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- [Kit and Parts List, page 3-2](#)
- [Enabling the Directory for the Touch Device, page 3-3](#)
- [Upgrading the CTS Software for Systems That Are Running Cisco TelePresence Software Versions Prior to 1.7.4, page 3-5](#)
- [Upgrading the CTS Software for Systems That Are Running Cisco TelePresence Software Versions 1.7.4 and Above, page 3-14](#)
- [Connecting the Touch Device to the System, page 3-22](#)
- [Special Restriction for CTS-500-32 Systems Running Cisco TelePresence System Software Version 1.7.1.1, page 3-24](#)



**Caution**

The display used in this product contains mercury. Dispose of according to local, state, and federal laws.

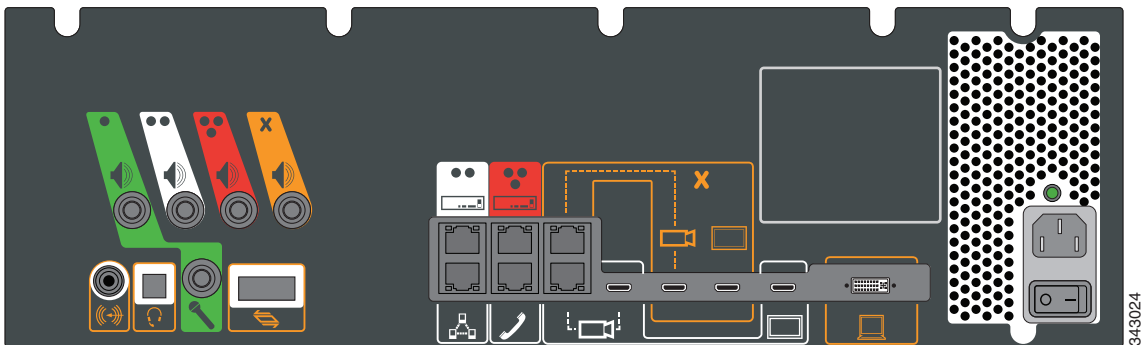
## Determining the Type of Codec Used by Your System

The following installation instructions specify loading an .sbn or .SPA file in Unified CM before you specify the COP file name with no extensions. The file extension depends on the type of codec you use in your system. To determine the type of file you specify, use the following guide:

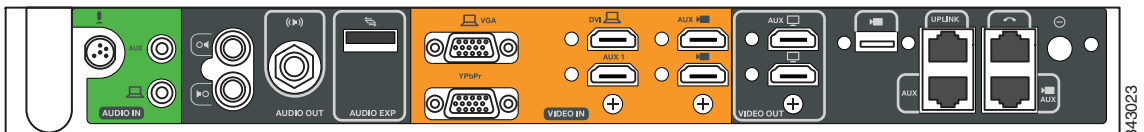
- If your codec looks like the codec in [Figure 3-1](#), use the .sbn file. The following systems use this codec:
  - Cisco TelePresence System 500-37 (PID: CTS-500-37)
  - Cisco TelePresence System 1000 (PID: CTS-1000)
  - Cisco TelePresence System 1100 (PID: CTS-1100)
  - Cisco TelePresence System 1300-65 (PID: CTS-1300)
  - Cisco TelePresence System 3000 (PID: CTS-3000)

- Cisco TelePresence System 3010 (PID: CTS-3010)
- Cisco TelePresence System 3200 (PID: CTS-3200)
- Cisco TelePresence System 3210 (PID: CTS-3210)
- If your codec looks like the codec in [Figure 3-2](#), use the .SPA file. The following systems use this codec:
  - Cisco TelePresence System 500-32 (PID: CTS-500-32)
  - Cisco TelePresence System 1300-47 (PID: CTS-1300-47)
  - Cisco TelePresence System TX1310-65 (PID: CTS-TX1310-65)
  - Cisco TelePresence System TX9000 (PID: CTS-TX9000)
  - Cisco TelePresence System TX9200 (PID: CTS-TX9200)

**Figure 3-1** Codec CTS-CODEC-PRI-G2 or CTS-CODEC-PRIM



**Figure 3-2** Codec CTS-CODEC-SING-G1 or CTS-CODEC-PRI-G2R



## Kit and Parts List

Order the following kits to upgrade your system from a Cisco Unified IP Phone to a Cisco Touch 12 (CTT 12):

- Order kit number **CTS-CTRL-DV12-A=** for the following systems:
  - Cisco TelePresence System 500-32 (PID: CTS-500-32)
  - Cisco TelePresence System 1300-47 (PID: CTS-1300-47)
  - Cisco TelePresence System TX1310-65 (PID: CTS-TX1310-65)
  - Cisco TelePresence System TX9000 (PID: CTS-TX9000)
  - Cisco TelePresence System TX9200 (PID: CTS-TX9200)

This includes the CTT 12 device, part number CTS-CTRL-DV12.

- Order kit number **CTS-CTRL-DV12-B=** for the following systems:

- Cisco TelePresence System 1000 (PID: CTS-1000)
- Cisco TelePresence System 1100 (PID: CTS-1100)
- Cisco TelePresence System 1300-65 (PID: CTS-1300)
- Cisco TelePresence System 3000 (PID: CTS-3000)
- Cisco TelePresence System 3010 (PID: CTS-3010)
- Cisco TelePresence System 3200 (PID: CTS-3200)
- Cisco TelePresence System 3210 (PID: CTS-3210)

CTS-CTRL-DV12-B= includes the following parts:

- CTS-CTRL-DV12: CTT 12 device
  - CTS-PWR-PDU: Power Distribution Unit
  - AIR-PWRINJ4: The Power injector for the CTT 12
  - CTS-JUMPER-CORD: This cord connects the power injector to the power distribution unit (PDU) for your system. The PDU end of the cord uses a IEC 60320 C19 connector to connect to the PDU.
- Order kit number **CTS-CTRL-DV12-C=** for the Cisco TelePresence System 500-37 (PID: CTS-500-37).

CTS-CTRL-DV12-C= contains the same parts as the CTS-CTRL-DV12=B; however the CTS-JUMPER-CORD is removed and replaced with a country-specific power cord. This change is required because a Cisco TelePresence System 500-37 does not ship with a PDU.

## Enabling the Directory for the Touch Device

To use the directory service for the Touch device, you must make the following changes in Cisco Unified Communications Manager (Unified CM):

- Check that Cisco User Data Services are enabled.

Releases between 8.5.1 and 8.6.0 have the User Data Services enabled by default. Release 8.6.1 has the services disabled by default.




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**Note** The Touch device requires a minimum Unified CM version of 8.5.1.

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- Configure the User Search Limit to 500

If you do not make these changes, your Touch device still functions but you cannot access the directory.

To enable the directory for the Touch device, complete the following steps:

- 
- Step 1** Check to make sure that Cisco User Data Services are enabled by completing the following steps:
- a. From the Navigation drop-down list on the top right of the Unified CM GUI, select **Cisco Unified Serviceability** and click **Go**.  
The Cisco Unified Serviceability window displays.
  - b. Navigate to **Tools > Control Center—Network Services**.
  - c. Select the Unified CM server from the drop-down list and click **Go**.
  - d. In the CM Services area, click the **Cisco User Data Services** option button.

**Note**

Some older software versions of Unified CM have CM Services in the **Tools > Control Center—Feature Services** page. If you cannot find Cisco User Data Services in this area on this page, navigate to the Feature Services Page.

**Figure 3-3** Cisco User Data Services

CM Services	
	Service Name
<input type="radio"/>	Cisco CallManager Personal Directory
<input type="radio"/>	Cisco Extension Mobility Application
<input type="radio"/>	Cisco CallManager Cisco IP Phone Services
<input checked="" type="radio"/>	Cisco User Data Services
<input type="radio"/>	Cisco Change Credential Application

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- e. Click **Restart** to save your choice and start the service.

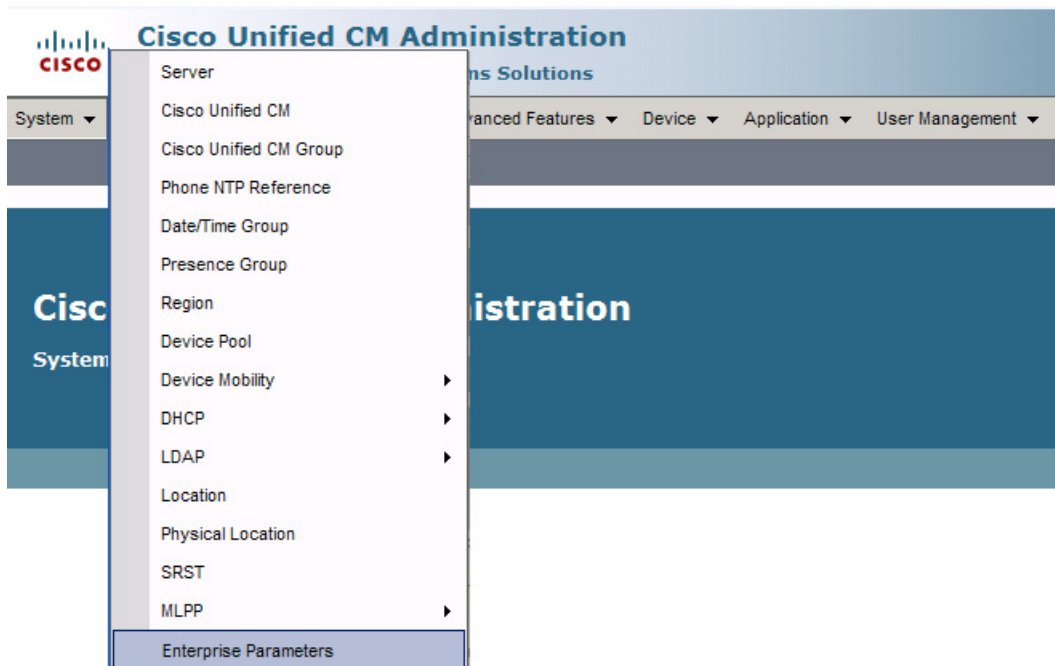
**Step 2** Configure the Search User Limit to 500 by performing the following actions:

- a. Log in to the Unified CM GUI.

The Cisco Unified CM Administration window displays.

- b. Navigate to **System->Enterprise Parameters**.

**Figure 3-4** Enterprise Parameters Area



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- c. In the User Search Limit field, enter **500**.

**Note**

This field is in the User Search Parameters area.

- d. Click **Save** to save your changes.
  - e. Click **Apply Config** to apply the changes to your Cisco Touch device(s).
- 

## Upgrading the CTS Software for Systems That Are Running Cisco TelePresence Software Versions Prior to 1.7.4

To load the .sbn or .SPA and COP files to Unified CM and upgrade your codec and CTT 12 software for systems that are running CTS software versions that are lower than 1.7.4, complete the following steps.

For the summary steps you perform, see the “[Upgrading Systems That Are Running Cisco TelePresence Software Versions Prior To 1.7.4](#)” section on page 1-5.

**Note**

Do not physically connect the CTT 12 to the system until you complete the software upgrade procedure.

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**Note**

Some Cisco TelePresence 500-32 systems and some replacement codecs are pre-loaded with Cisco TelePresence System software version 1.7.1.1; if your system is loaded with this software, perform the procedure as shown in the “[Special Restriction for CTS-500-32 Systems Running Cisco TelePresence System Software Version 1.7.1.1](#)” section on page 3-24.

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**Step 1** Copy the COP file to a Secure File Transfer Protocol (SFTP) server that is accessible by Unified CM.

**Step 2** Log in to the Unified CM administrative GUI.

**Step 3** From the Navigation drop-down list, on the top right of the GUI, select Cisco Unified OS Administration.

The Cisco Unified Operation System Administration screen displays.

**Note**

Enter your user ID and password if prompted to do so.

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**Step 4** Navigate to **Software Upgrades > Install/Upgrade**.

**Step 5** In the Software Location area, specify the following information in the fields:

- In the Source drop-down list, select **Remote Filesystem**.
- In the Directory and Server fields, enter the location of the COP file on the SFTP server.
- In the User Name and User Password fields, enter the user name and password used to access the SFTP server.
- In the Transfer Protocol drop-down list, select **SFTP**.

**Figure 3-5** Specifying SFTP Server and File Location

The screenshot shows the Cisco Unified Operating System Administration interface for Software Installation/Upgrade. The page title is "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions". The navigation menu includes Show, Settings, Security, Software Upgrades, Services, and Help. The main heading is "Software Installation/Upgrade". Below the heading are "Cancel" and "Next" buttons. The "Status" section shows "Status: Ready". The "Software Location" section contains the following fields:

Source*	Remote Filesystem
Directory*	/home/users/defaultuser/sftpdirectory
Server*	10.1.1.1
User Name*	username
User Password*	••••••••
Transfer Protocol*	SFTP
SMTP Server	
Email Destination	

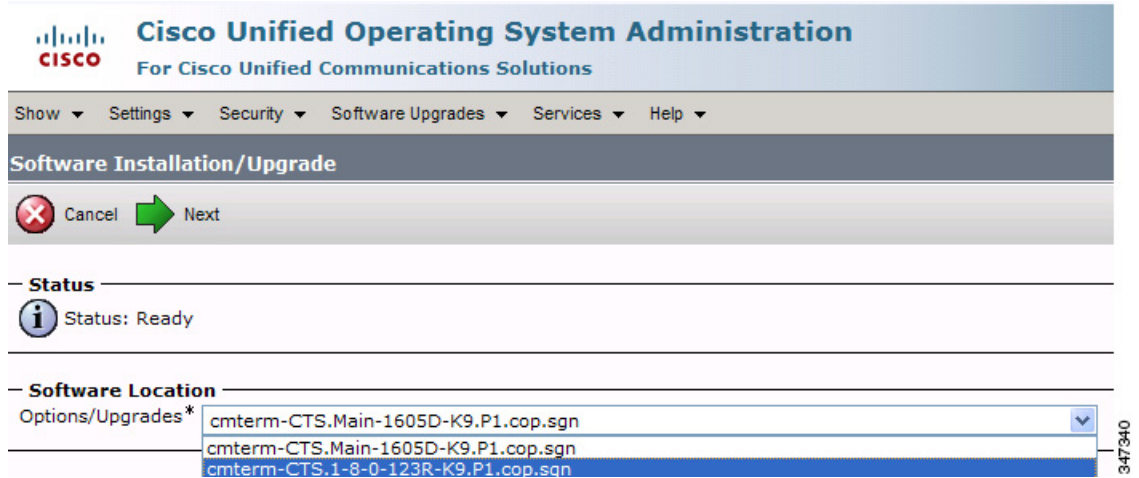
At the bottom of the form are "Cancel" and "Next" buttons. A note at the bottom left states: "i \*- indicates required item." A vertical ID number "347635" is visible on the right side of the screenshot.

**Step 6** Click **Next**.

Unified CM accesses the SFTP server. The Software Location area lists the COP files that Unified CM finds in the directory that you specified.

- Step 7** Choose the COP file that you want to install from the available file names in the Options/Upgrades drop-down list.

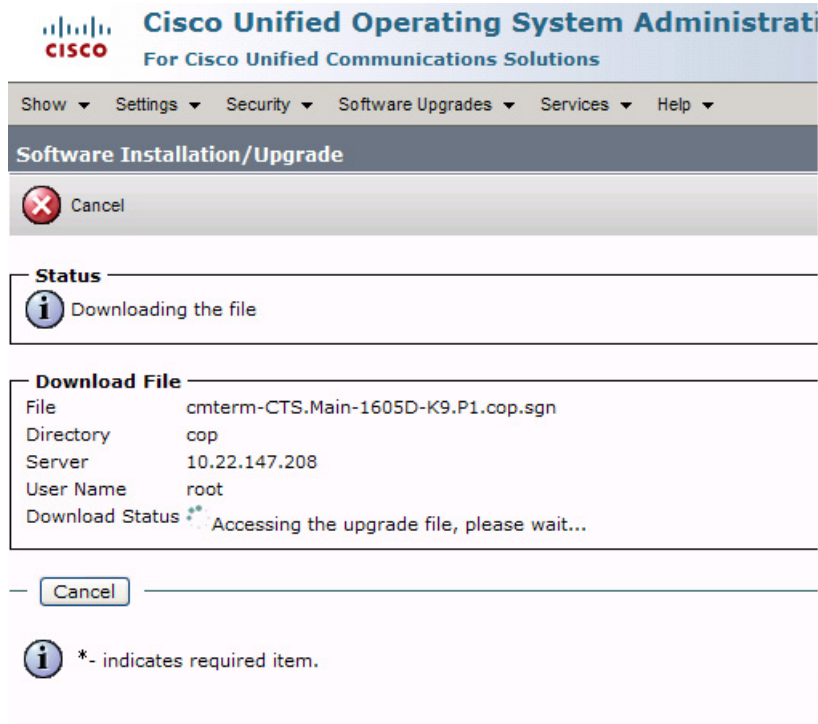
**Figure 3-6** Specifying the COP File



- Step 8** Click Next.

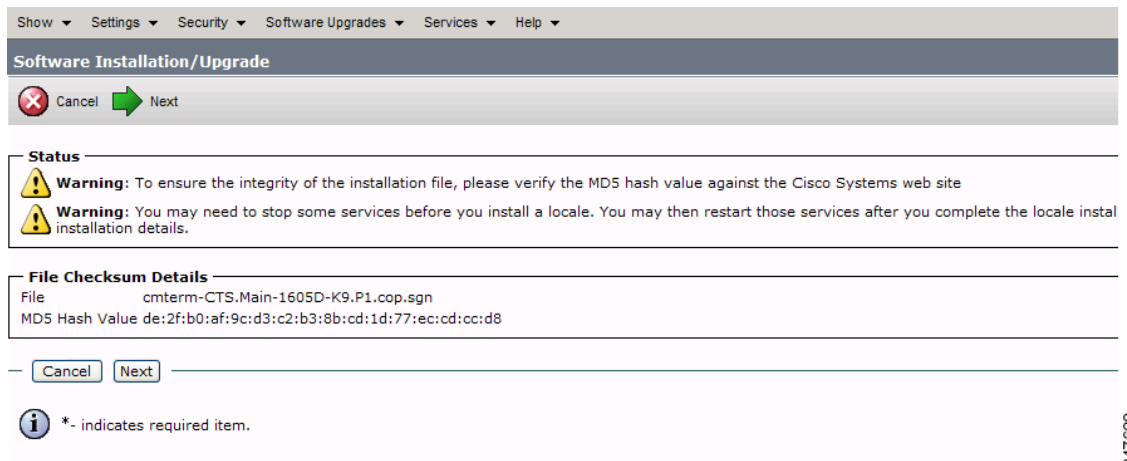
The Unified CM GUI shows the COP file being installed.

**Figure 3-7** COP File Installation



- Step 9** After installation completes, verify the file validity by completing the following steps:
- Make a note of the information in the File Checksum Details area. This value is shown in [Figure 3-8](#).
  - Log in to the SFTP server and enter the following command:
  - md5sum filename.cop.sgn**  
where:  
*filename* is the file name of the COP file on the SFTP server.
  - Make a note of the checksum value that displays as a result of the md5sum command.
  - Compare the MD5 Hash Value that displays in this area to the MD5 checksum value that you find in the COP file on the server and make sure that they match to ensure that the file is not corrupted.
  - If the values match, continue to the next step; if the values do not match, retry the file installation.

**Figure 3-8** File Checksum Details Area



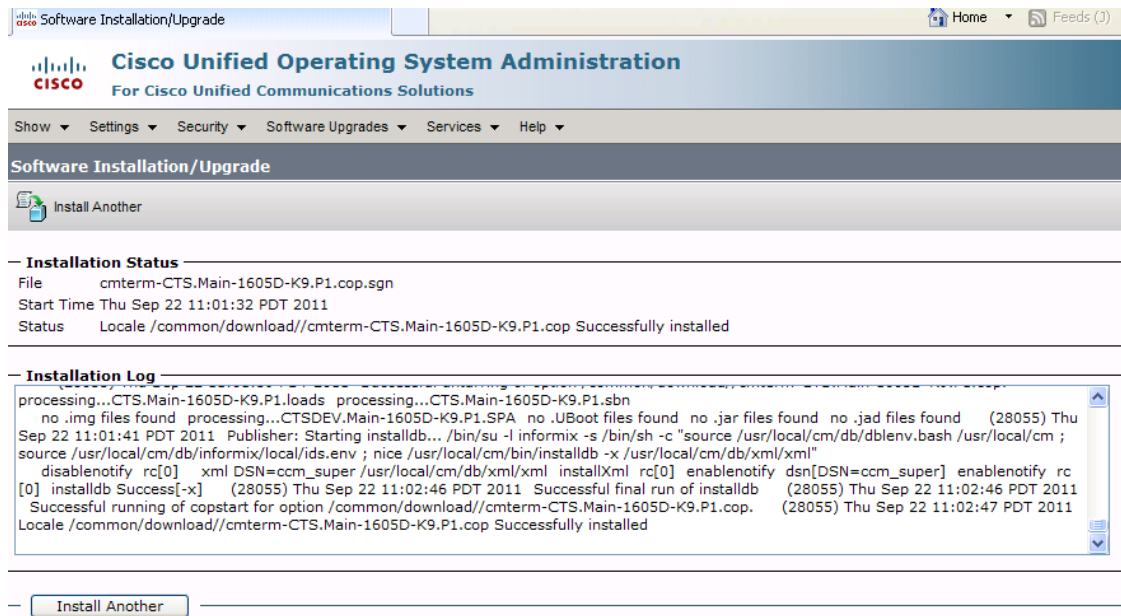


**Step 10** Click **Next** to begin installation.

The installation log displays the installation progress.

After the .loads, codec and CTT 12 files are extracted, the interface displays a status of Complete in the Installation Status area.

**Figure 3-9** Installation Status Area



**Step 11** From the Navigation drop-down list on the top right of the GUI, select **Cisco Unified Serviceability** and click **Go**.

The Cisco Unified Serviceability window displays.



**Note** Enter your user ID and password if prompted to do so.

**Step 12** Restart the TFTP server by completing the following steps:

- Navigate to **Tools > Control Center - Feature Services**.

**Figure 3-10** Cisco Unified Serviceability Window

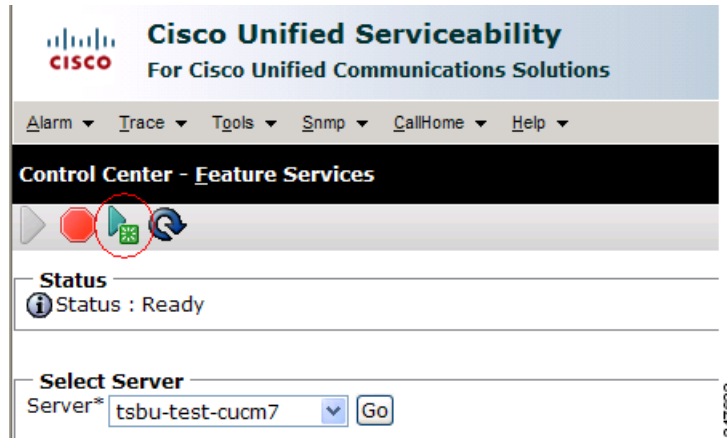


- Choose the correct TFTP server from the drop-down list that displays and click **Go**.

- In the CM Services area click the Cisco **Tftp** radio button.

- d. Click the Restart button (either the Restart button on the bottom of the page or the button circled in red in [Figure 3-11](#)).

**Figure 3-11** Restart Button in Features Services Page



- Step 13** From the Navigation drop-down list on the top right of the GUI, select **Cisco Unified CM Administration** and click **Go**.

The Cisco Unified CM Administration window displays.

- Step 14** To apply the software to all devices of a specified type, complete the following steps:



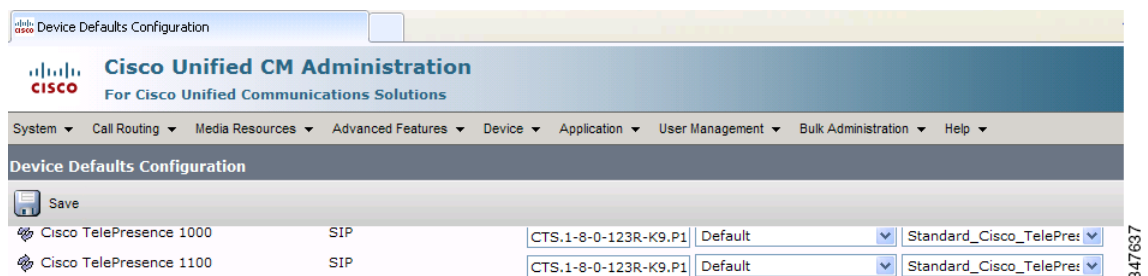
**Note**

To load the software per device, rather than apply it as a default, continue to [Step 15](#).

- a. Navigate to **Device > Device Settings > Device Defaults**.
- b. Locate the system to which you want to apply a default codec image.
- c. Apply the software image file as the default image file for all systems of a specified type by completing the following steps:
  1. In the Load Information field, enter the name of the COP file, making the following changes:
    - If your system uses the codec shown in [Figure 3-1](#), append a file type of `.sbn`.

In the example in [Figure 3-12](#), the administrator specified a default codec file image of `CTS.1-8-0-123R-K9.P1.sbn` for all Cisco TelePresence 1100 systems. The original COP file name was `cmterm-CTS.1-8-0-123R-K9.P1`.

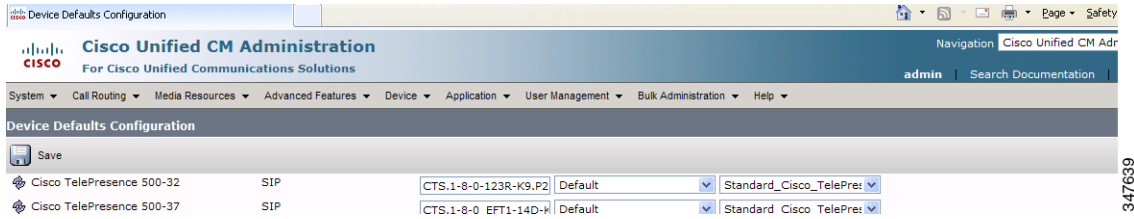
**Figure 3-12** Specifying the Default `.sbn` File Image for All Systems of a Specified Type



- If your system uses the codec shown in [Figure 3-2](#), append a file type of `.SPA`.

In the example in [Figure 3-13](#), the administrator specified device a default codec file image of CTS.1-8-0-123R-K9.P2.SPA for all Cisco TelePresence 500-32 systems. The original COP file name was cmterm-CTS.1-8-0-123R-K9.P2.

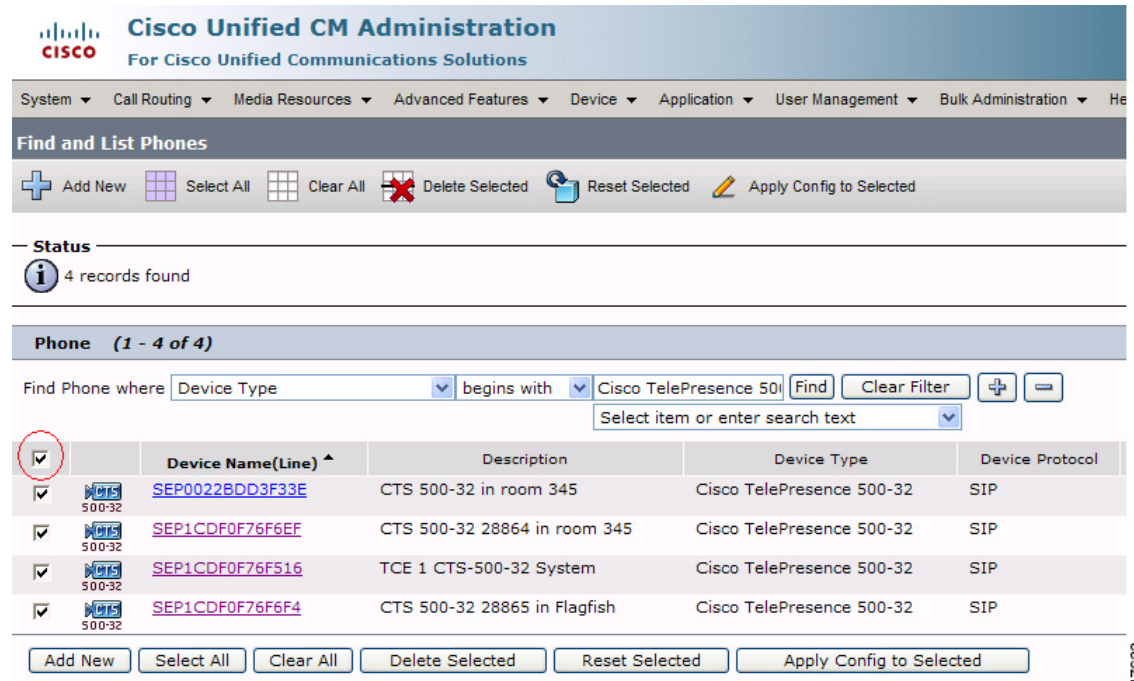
**Figure 3-13** Specifying the Default .SPA File Image for All Systems of a Specified Type



2. Click **Save** to save your changes.
- d. Navigate to **Device > Phone**.
- e. Search and access the device type for which you want to apply the new codec image file by completing the following steps:
  1. In the Find Phone Where area, choose the **Device Type** and **begins with** drop-down choices.
  2. Enter the device type for the endpoint; for example, **Cisco TelePresence 500-32**.
  3. Click **Find**.

An example results screen is shown in [Figure 3-14](#).

**Figure 3-14** Results Screen After Device Type Search



4. Select the check box on the left side of the page to select all devices.  
This check box is circled in red in [Figure 3-14](#).

5. Click **Apply Config to Selected** to apply the configuration to all selected devices.
- f. Continue to [Step 16](#).

**Step 15** To load the software for a specific device, complete the following steps:

- a. Navigate to **Device > Phone**.
- b. Search and access your device by completing the following steps:
  1. Use the drop-down choices to specify a valid search term, or leave the fields blank to find all devices.
  2. Click **Find**.
  3. Click the hypertext link in the Device Name (Line) row that corresponds to your device.

**Step 16** Apply the 1.8.0 codec file image to your system by completing the following steps:

- If your system uses the codec shown in [Figure 3-1](#), append a file type of .sbn.

In the example in [Figure 3-15](#), the administrator specified a default codec file image of CTS.1-8-0-123R-K9.P1.sbn for all the specified system. The original COP file name was cmterm-CTS.1-8-0-123R-K9.P1.

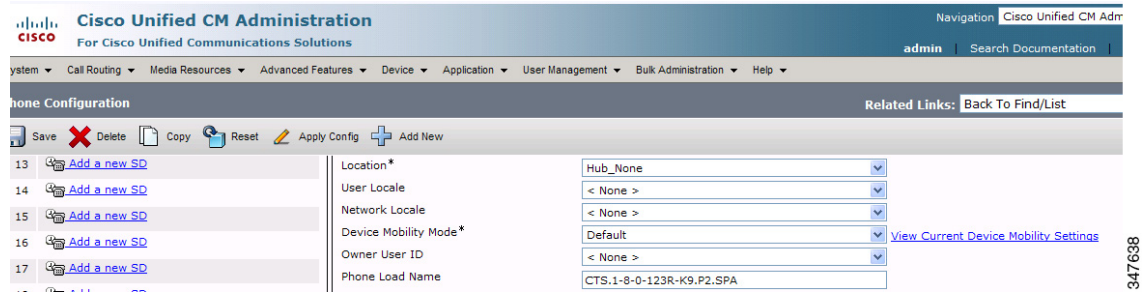
**Figure 3-15** Specifying an .sbn File Image for a Specific System

The screenshot displays the Cisco Unified CM Administration web interface. The top navigation bar includes 'System', 'Call Routing', 'Media Resources', 'Advanced Features', 'Device', 'Application', 'User Management', 'Bulk Administration', and 'Help'. The main content area is titled 'Phone Configuration' and shows a list of devices on the left and configuration details on the right. The configuration details for a selected device include fields for 'Common Device Configuration', 'Phone Button Template\*', 'Common Phone Profile\*', 'Calling Search Space', 'Media Resource Group List', 'Location\*', 'User Locale', 'Network Locale', 'Device Mobility Mode\*', 'Owner User ID', 'Phone Load Name', 'Use Trusted Relay Point\*', 'Always Use Prime Line\*', 'Always Use Prime Line for Voice Message\*', 'Calling Party Transformation CSS', and 'Geolocation'. The 'Phone Load Name' field is highlighted, showing the value 'CTS.1-8-0-123R-K9.P1.sbn'. A checkbox for 'Use Device Pool Calling Party Transformation CSS' is checked at the bottom.

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- If your system uses the codec shown in [Figure 3-2](#), append a file type of .SPA. In the example in [Figure 3-16](#), the administrator specified a codec file image of CTS.1-8-0-123R-K9.P2.SPA. The original COP file name was cmterm-CTS.1-8-0-123R-K9.P2.

**Figure 3-16** Specifying an .SPA File Image for a Specific System



4. Click **Save**.
5. Click **Apply Config** to apply the configuration to this device.

The codec shuts down, applies the .SPA codec file as its boot file, and reboots.

**Step 17** Apply the COP (Loads) file to the codec, which in turn allows the CTT 12 file to be installed by the CTT 12, by completing the following steps:

- a. Redo [Step 13](#) through [Step 16](#) in this section, making the following changes:
- b. In the Load Information field (for all devices of a specified type) or the Phone Load Name field (for a single device), enter the name of the COP file, omitting all file types.

In the examples in [Figure 3-13](#) and [Figure 3-16](#), you would change the file name from CTS.1-8-0-123R-K9.P2.SPA to CTS.1-8-0-123R-K9.P2. In the examples in [Figure 3-12](#) and [Figure 3-15](#), you would change the file name from CTS.1-8-0-123R-K9.P1.sbn to CTS.1-8-0-123R-K9.P1.

- c. Click **Save**.
- d. Click **Apply Config**.

**Step 18** Connect the CTT 12 to the system as described in the [“Connecting the Touch Device to the System”](#) section on [page 3-22](#).

# Upgrading the CTS Software for Systems That Are Running Cisco TelePresence Software Versions 1.7.4 and Above

To load the COP files to Unified CM and upgrade your codec and CTT 12 software for systems that are running CTS software version 1.7.4 and above, complete the following steps.


**Note**

Do not physically connect the CTT 12 to the system until you complete the software upgrade procedure.

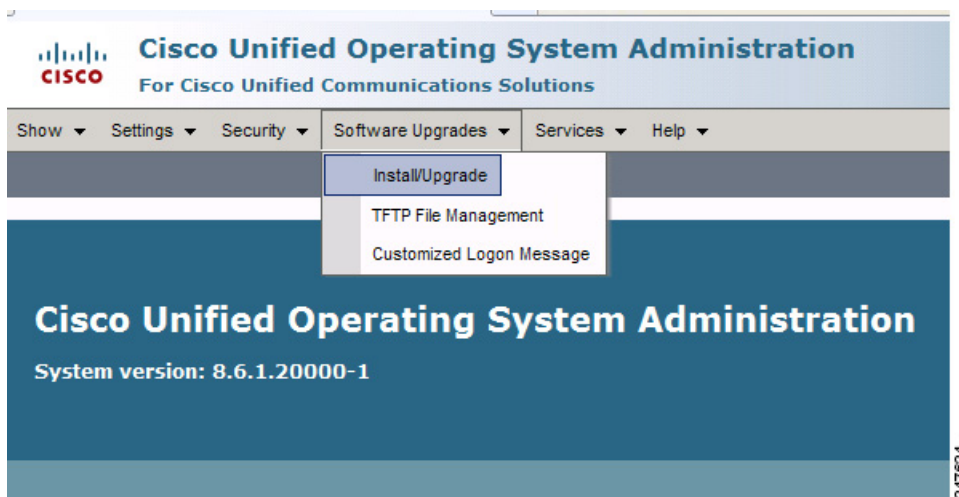
- Step 1** Copy the COP file to a Secure File Transfer Protocol (SFTP) server that is accessible by Unified CM.
- Step 2** Log in to the Unified CM administrative GUI.
- Step 3** From the Navigation drop-down list, on the top right of the GUI, select Cisco Unified OS Administration.
- The Cisco Unified Operation System Administration screen displays.


**Note**

Enter your user ID and password if prompted to do so.

- Step 4** Navigate to **Software Upgrades > Install/Upgrade**.

**Figure 3-17** Cisco Unified Operating System Administration Screen



- Step 5** In the Software Location area, specify the following information in the fields:
- In the Source drop-down list, select **Remote Filesystem**.
  - In the Directory and Server fields, enter the location of the COP file on the SFTP server.
  - In the User Name and User Password fields, enter the user name and password used to access the SFTP server.
  - In the Transfer Protocol drop-down list, select **SFTP**.
- Step 6** Click **Next**.

Figure 3-18 Specifying SFTP Server and File Location

The screenshot shows the Cisco Unified Operating System Administration interface. At the top, there is a navigation bar with the following menu items: Show, Settings, Security, Software Upgrades, Services, and Help. Below the navigation bar is a section titled "Software Installation/Upgrade".

At the top of the "Software Installation/Upgrade" section, there are two buttons: "Cancel" (with a red 'X' icon) and "Next" (with a green arrow icon).

Below the buttons is a "Status" section with an information icon and the text "Status: Ready".

The main section is titled "Software Location" and contains the following fields:

- Source\*: Remote Filesystem (dropdown menu)
- Directory\*: /home/users/defaultuser/sftpdirectory (text input)
- Server\*: 10.1.1.1 (text input)
- User Name\*: username (text input)
- User Password\*: (password input field with dots)
- Transfer Protocol\*: SFTP (dropdown menu)
- SMTP Server (text input)
- Email Destination (text input)

At the bottom of the "Software Location" section, there are two buttons: "Cancel" and "Next".

Below the buttons is an information icon and the text " \*- indicates required item."

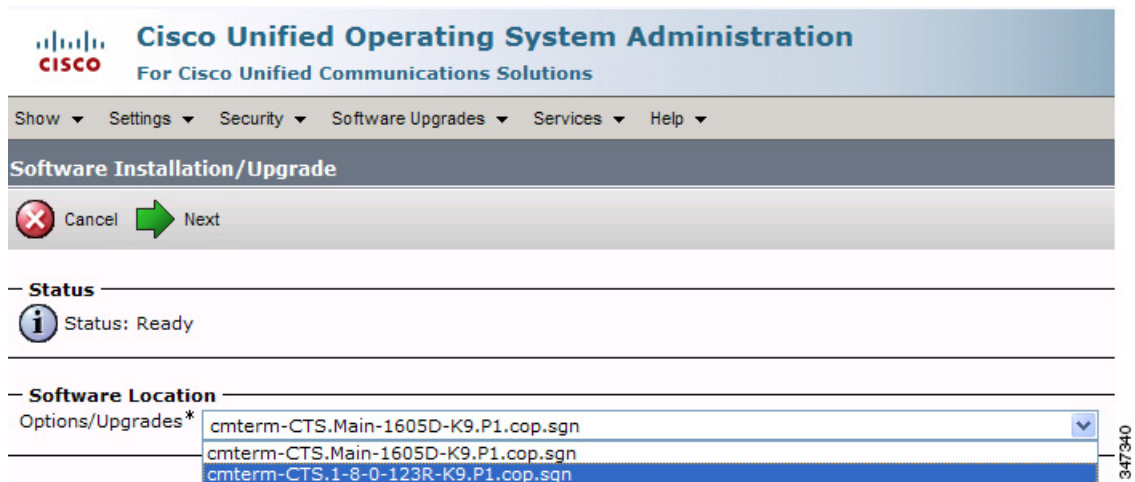
On the right side of the page, there is a vertical text string "347635".

**Step 7** Click **Next**.

Unified CM accesses the SFTP server. The Software Location area lists the COP files that Unified CM finds in the directory that you specified.

**Step 8** In the Options/Upgrades drop-down list, choose the COP file that you want to install from the available file names.

**Figure 3-19** Specifying the File To Be Used After Installing the COP File

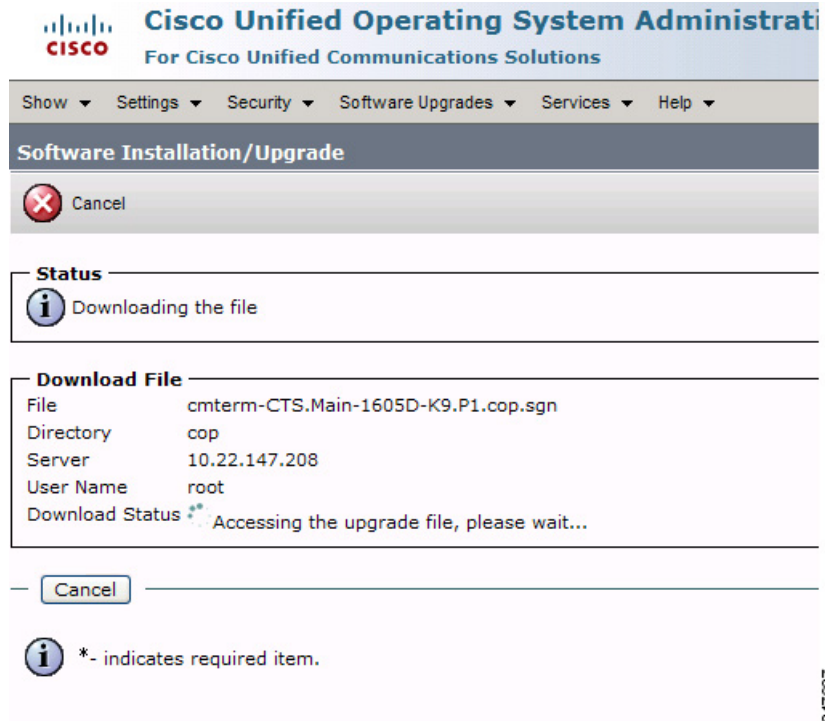




**Step 9** Click **Next**.

The Unified CM GUI shows the COP file being installed.

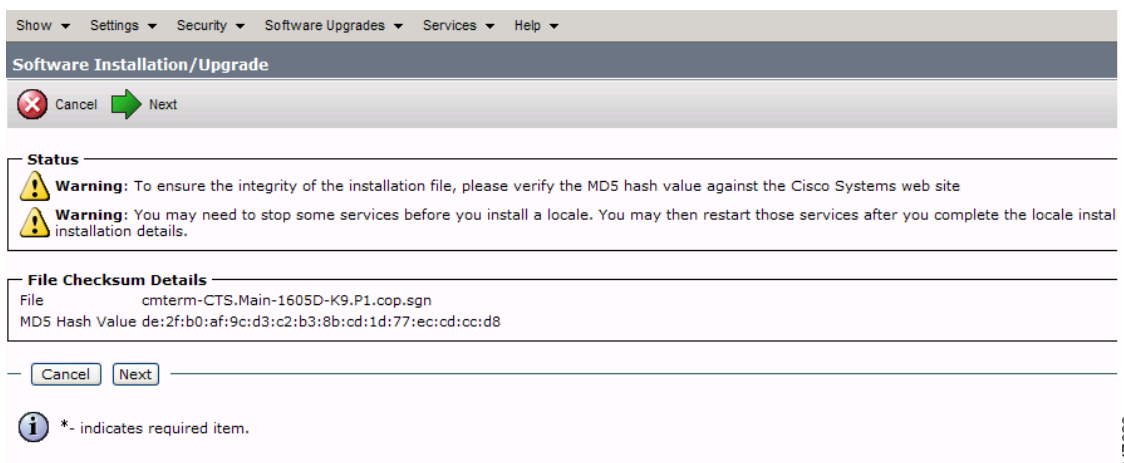
**Figure 3-20** COP File Installation



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- Step 10** After installation completes, verify the file validity by completing the following steps:
- Make a note of the information in the File Checksum Details area. This value is circled in [Figure 3-21](#).
  - Log in to the SFTP server and enter the following command:
  - `md5sum filename.cop.sgn`  
where:  
*filename* is the file name of the COP file on the SFTP server.
  - Make a note of the checksum value that displays as a result of the md5sum command.
  - Compare the MD5 Hash Value that displays in this area to the MD5 checksum value that you find in the COP file on the server and make sure that they match to ensure that the file is not corrupted.
  - If the values match, continue to the next step; if the values do not match, retry the file installation.

**Figure 3-21** File Checksum Details Area



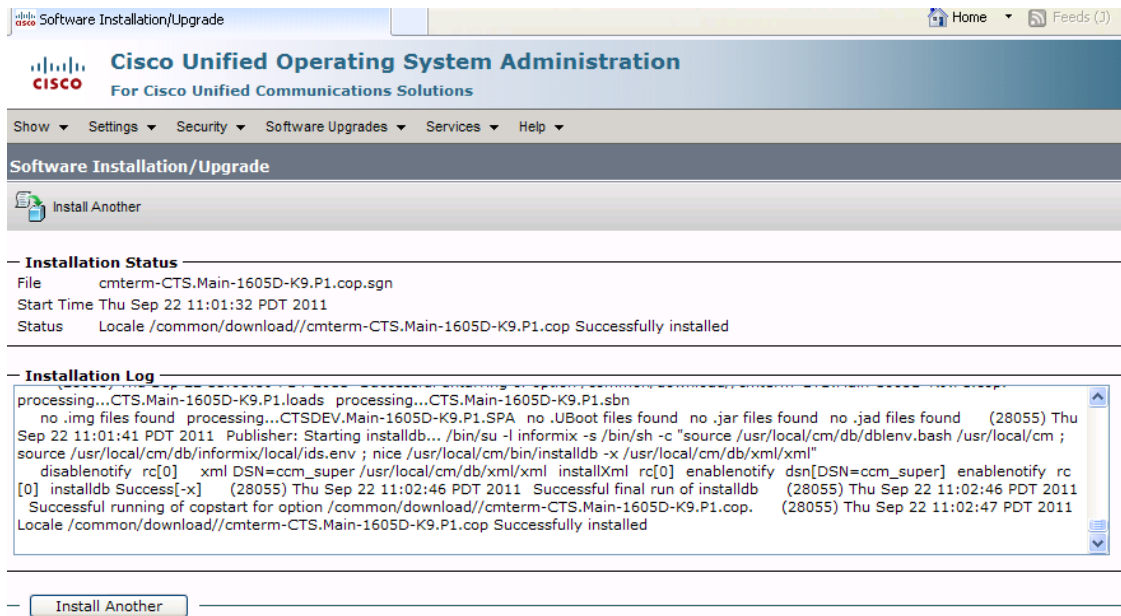
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**Step 11** Click **Next** to begin installation.

The installation log displays the installation progress.

After the .loads, codec and CTT 12 files are extracted, the interface displays a status of Complete in the Installation Status area.

**Figure 3-22** Installation Status Area



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**Step 12** from the Navigation drop-down list on the top right of the GUI, select **Cisco Unified Serviceability** and click **Go**.

The Cisco Unified Serviceability window displays.



**Note** Enter your user ID and password if prompted to do so.

**Step 13** Restart the TFTP server by completing the following steps:

- a. Navigate to **Tools > Control Center - Feature Services**.

**Figure 3-23** Feature Services



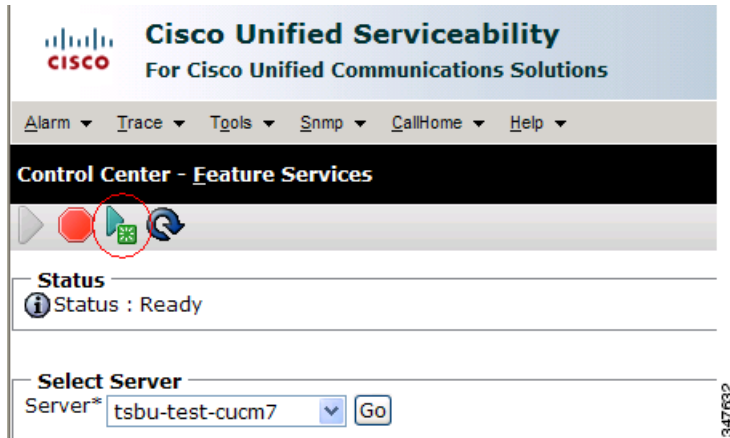
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- b. Choose the correct TFTP server from the drop-down list that displays and click **Go**.

- c. In the CM Services area, click the Cisco **Tftp** radio button.

- d. Click the Restart button (either the Restart button on the bottom of the page, or the button circled in red in [Figure 3-24](#)).

**Figure 3-24** Restart Button in Features Services Page



- Step 14** From the Navigation drop-down list on the top right of the GUI, select **Cisco Unified CM Administration** and click **Go**.

The Cisco Unified CM Administration window displays.

- Step 15** To apply the software to all devices of a specified type, complete the following steps:

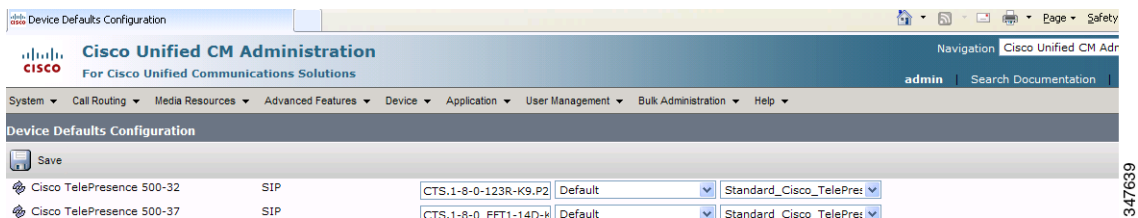


**Note** To load the software per device, rather than apply it as a default, continue to [Step 16](#).

- a. Navigate to **Device > Device Settings > Device Defaults**.
- b. Locate the system to which you want to apply a default codec image.
- c. Apply the image file as the default image file for all systems of a specified type by completing the following steps:
  1. In the Load Information field, enter the name of the COP file, removing the cmterm- in front of the file name.

In the example in [Figure 3-25](#), the administrator specified a default codec file image of CTS.1-8-0-123R-K9.P2 for all Cisco TelePresence 500-32 systems.

**Figure 3-25** Specifying the Default Codec File Image for All Systems of a Specified Type



2. Click **Save** to save your changes.
- d. Navigate to **Device > Phone**.

- e. Search and access the device type for which you want to apply the new codec image file by completing the following steps:
  1. In the Find Phone Where area, choose the **Device Type** and **begins with** drop-down choices.
  2. Enter the device type for the endpoint; for example, **Cisco TelePresence 500-32**.
  3. Click **Find**.

An example results screen is shown in [Figure 3-26](#).

**Figure 3-26** Results Screen After Device Type Search

The screenshot shows the Cisco Unified CM Administration interface. The search criteria are 'Device Type' and 'begins with Cisco TelePresence 500-32'. The search results table is as follows:

Device Name(Line)	Description	Device Type	Device Protocol
SEP0022BDD3F33E	CTS 500-32 in room 345	Cisco TelePresence 500-32	SIP
SEP1CDF0F76F6EF	CTS 500-32 28864 in room 345	Cisco TelePresence 500-32	SIP
SEP1CDF0F76F516	TCE 1 CTS-500-32 System	Cisco TelePresence 500-32	SIP
SEP1CDF0F76F6F4	CTS 500-32 28865 in Flagfish	Cisco TelePresence 500-32	SIP

The first checkbox in the table is circled in red. The interface also shows a search bar with the criteria 'Device Type' and 'begins with Cisco TelePresence 500-32', and a 'Find' button. The status bar indicates '4 records found'.

4. Select the check box on the left side of the page to select all devices.  
This check box is circled in red in [Figure 3-26](#).
  5. Click **Apply Config to Selected** to apply the configuration to all selected devices.
- f. Continue to [Step 17](#).

- Step 16** To load the software for a specific device, complete the following steps:
- a. Navigate to **Device > Phone**.
  - b. Search and access your device by completing the following steps:
    1. Use the drop-down choices to specify a valid search term, or leave the fields blank to find all devices.
    2. Click **Find**.
    3. Click the hypertext link in the Device Name (Line) row that corresponds to your device.
- Step 17** Apply the 1.8.0 codec file image to your system by completing the following steps:
- a. In the Phone Load Name field, enter the name of the COP file, removing the cmterm-in front of the file name.
- In the example in [Figure 3-27](#), the administrator specified a file name of CTS.1-8-0-123R-K9.P2.SPA

**Figure 3-27** Phone Load Name Field

The screenshot shows the Cisco Unified CM Administration interface. The page title is "Cisco Unified CM Administration" and the sub-header is "For Cisco Unified Communications Solutions". The user is logged in as "admin". The navigation menu includes "system", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", "User Management", "Bulk Administration", and "Help". The current page is "Phone Configuration". The "Phone Load Name" field is filled with "CTS.1-8-0-123R-K9.P2.SPA". Other fields include "Location\*" (Hub\_None), "User Locale" (<None>), "Network Locale" (<None>), "Device Mobility Mode\*" (Default), and "Owner User ID" (<None>). There are buttons for "Save", "Delete", "Copy", "Reset", "Apply Config", and "Add New". A "Related Links" section contains a link to "Back To Find/List".

- b. Click **Save**.
- c. Click **Apply Config**.

- Step 18** Connect the CTT 12 to the system as described in the [“Connecting the Touch Device to the System”](#) section on page 3-22.

## Connecting the Touch Device to the System

For systems that use the codec shown in [Figure 3-1](#), connect the CTT 12 device, by completing the following tasks:



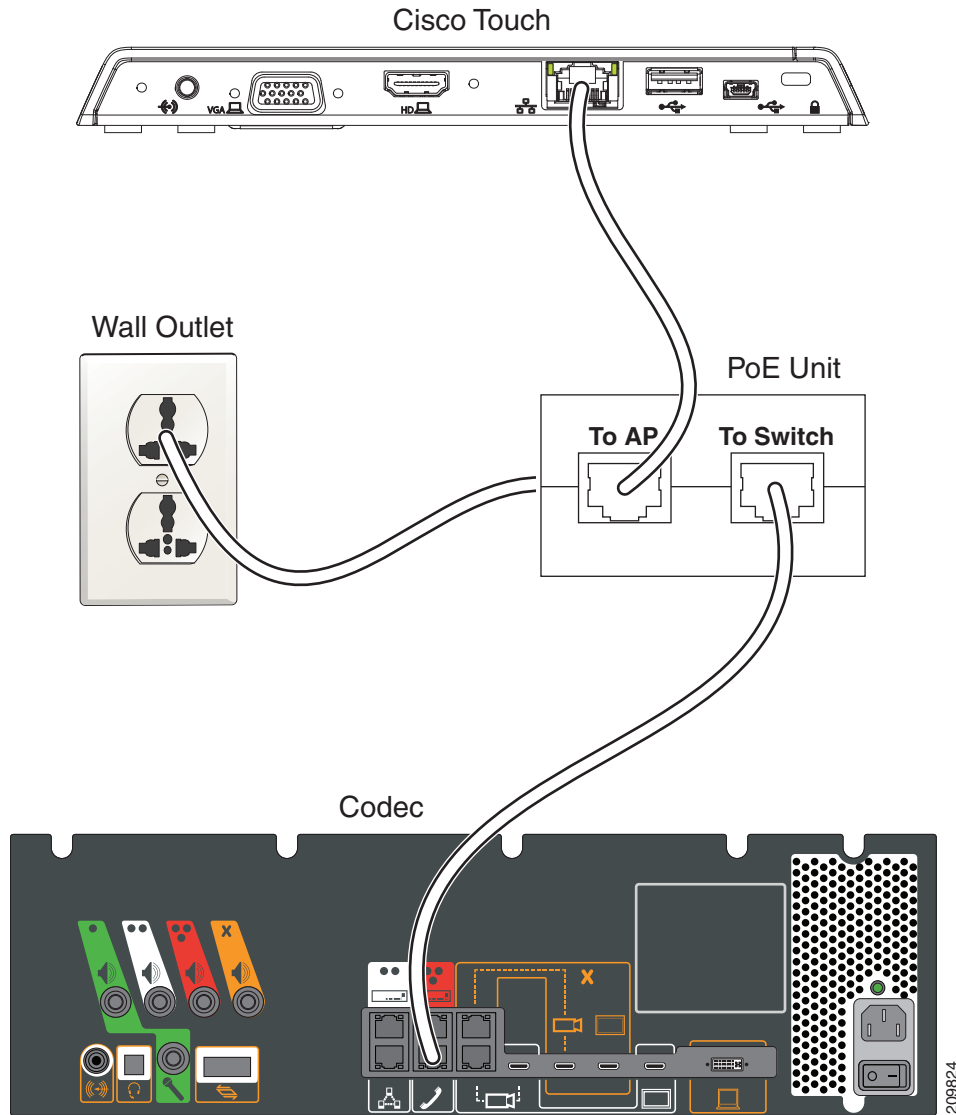
### Note

If you need to swap out a Touch device, or are replacing a Cisco Unified IP Phone with a Touch device, reboot the system after installing the new Touch device. For a first-time installation, install the Touch device before powering on the system.

- Step 1** Connect one Ethernet cable between the “Network Uplink Input RJ-45” port on the rear of the CTT 12 and the connection labeled “To AP” on the PoE unit.
- Step 2** Connect one Ethernet cable between the “To Phone” connection on the codec and the connection labeled “To Switch” on the PoE unit.

**Step 3** Connect one end of the power cord to the PoE unit and plug the other end into a wall outlet.

**Figure 3-28** Cisco TelePresence Touch Connections with Power over Ethernet Unit



**Note**

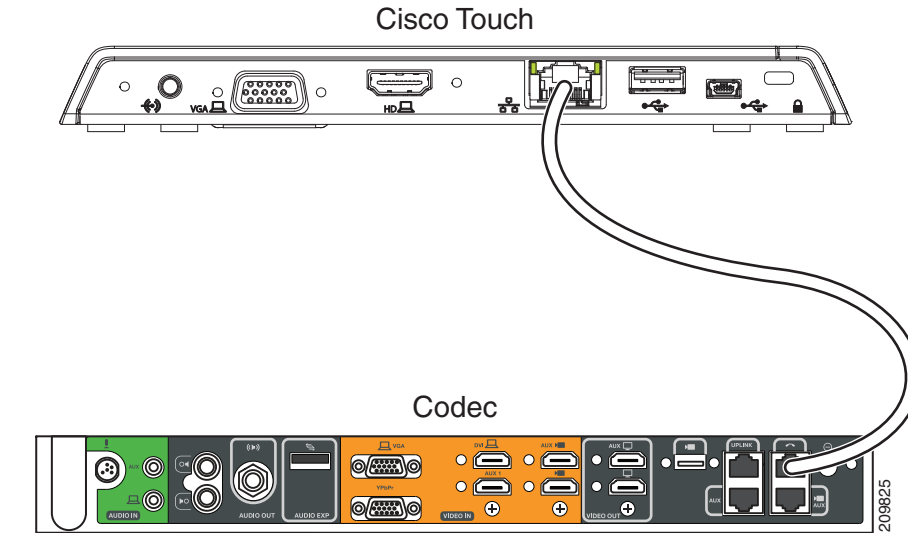
After you connect the Touch device, you should see a series of circled numbers on the lower left side of the Touch display. The numbers change to check marks as the device is starting. If the circled numbers do not change to check marks or you receive a message on the Touch device that it could not register to the codec, disconnect the Touch device, wait 5 minutes, then reconnect it.

For systems that use the codec shown in [Figure 3-2](#), connect the CTT 12 by performing the following tasks:

**Step 1** Connect the other side of the Ethernet cable to the “To Phone” connection on the system codec.

- Step 2** Connect one side of the Ethernet cable that is supplied with the CTT 12 to the “Network Uplink Input RJ-45” port on the rear of the device.

**Figure 3-29** Cisco TelePresence Touch Connection



**Note**

After you connect the Touch device, you should see a series of circled numbers on the lower left side of the Touch display. The numbers change to check marks as the device is starting. If the circled numbers do not change to check marks or you receive a message on the Touch device that it could not register to the codec, disconnect the Touch device, wait 5 minutes, then reconnect it.

## Special Restriction for CTS-500-32 Systems Running Cisco TelePresence System Software Version 1.7.1.1

Some Cisco TelePresence System 500-32 systems come pre-loaded with Cisco TelePresence System (CTS) Software Version 1.7.1.1. If you need to replace a codec, that codec might also come pre-loaded with version 1.7.1.1 software. In this case, you cannot immediately load the newest version of CTS software and need to perform an interim upgrade to 1.7.x. To do so, modify the following steps in the [“Upgrading the CTS Software for Systems That Are Running Cisco TelePresence Software Versions Prior to 1.7.4”](#) section on page 3-5:

- Step 1** Follow [Step 1](#) through [Step 16](#), replacing the 1.8.0 file shown with a 1.7.x file (for example, 1.7.5 or 1.7.6).
- Step 2** For [Step 7](#) and [Step 8](#), download both the 1.7.x file and the minimum version 1.8.0 file.



**Note**

You need two files for this procedure: The file on which you want your system to run, and the 1.7.x file.



**Step 3** Continue to [Step 17](#) with no further changes.

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