Installing the Cisco TelePresence Touch 12 That Ships With a New Product

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This chapter describes the steps that you perform to configure and install the Touch device for a new system and includes the following sections:

- Enabling the Directory for the Touch Device, page 2-1
- Connecting the Touch Device to Your System, page 2-3

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.

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

- 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 and look for CM Services there.

Figure 2-1   *Cisco User Data Services*

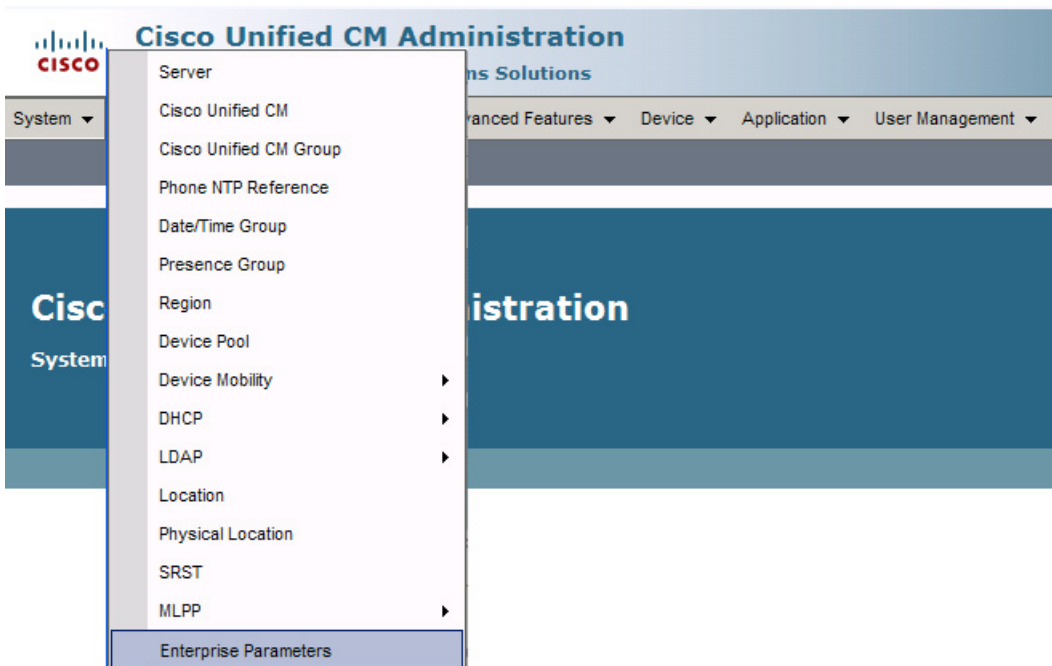e.   Click **Restart** to save your choice and start the service.

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 Parameter**s.

Figure 2-2   *Enterprise Parameters*

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).
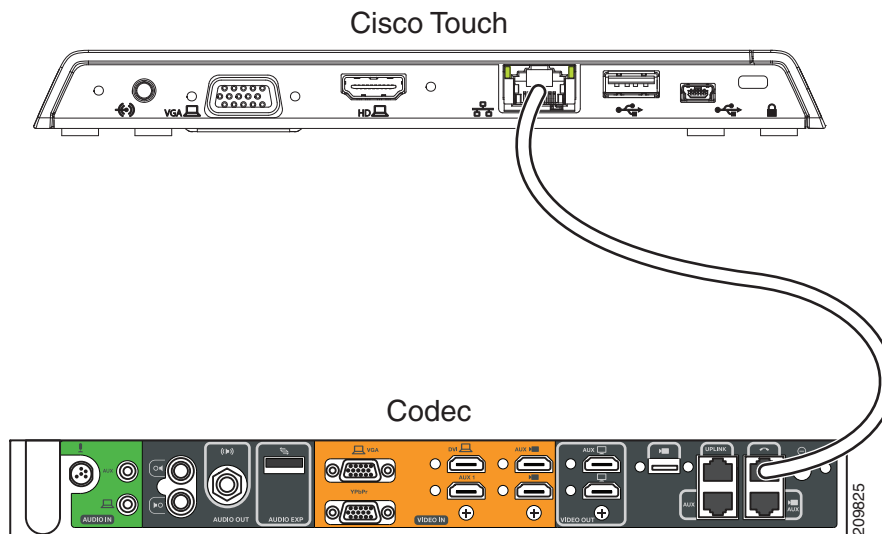
Connecting the Touch Device to Your System

Connect the Touch device to your system by using the diagram in Figure 2-3.

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.

Figure 2-3   ***Connection Diagram for New Systems***

The Ethernet cable for the Touch device is packaged with your system.

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 more troubleshooting information, see Chapter 4, "Troubleshooting Touch Device Installation Issues."

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