

Cisco IP Communicator User Guide

Version 1.1

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Contents

Getting Started with Cisco IP Communicator 1

- What is Cisco IP Communicator? 1
- Hardware and Platform Requirements 2
- Quick Start Checklist 2
- Installing Audio Devices 3
- Installing and Launching Cisco IP Communicator 4
 - Installing Cisco IP Communicator on Your Computer 4
 - Launching Cisco IP Communicator 5
- Using the Audio Tuning Wizard 6
- Configuration and Registration Tasks 8
- Testing Cisco IP Communicator 9

An Overview of Cisco IP Communicator 10

- Cisco IP Communicator Features 10
- Using the Cisco IP Communicator Interface 10
 - Phone Screen Features 14
- Call-Handling and Navigation Tips 15
 - Using Keyboard Shortcuts 15
 - Using the Right-Click Menu 16
 - Closing and Minimizing Cisco IP Communicator 17
 - Understanding Lines vs. Calls 17
 - Going On-Hook and Off-Hook 18
 - Using Online Help 18
 - Understanding Feature Availability 18

Using Cisco IP Communicator to Handle Calls 19

- Basic Call Handling 19
 - Placing a Call 20

Answering a Call	22
Ending a Call	23
Using Hold and Resume	24
Using Mute	24
Transferring a Connected Call	25
Switching Between Calls	25
Starting or Joining a Standard Conference Call	26
Forwarding Your Calls to Another Number	27
Advanced Call Handling	28
Storing and Retrieving Parked Calls	28
Redirecting a Ringing Call to Cisco IP Communicator	29
Starting or Joining a Meet-Me Conference Call	29
Understanding Shared Lines	30
Adding Yourself to a Shared-Line Call	30
Customizing Cisco IP Communicator Settings	31
An Overview of Settings	31
Adjusting the Volume for a Call	31
Customizing Rings and Message Indicators	32
Customizing the Phone Screen	33
Setting Up Speed Dial Buttons	33
Viewing and Customizing Preferences	34
User Settings	34
Network Settings	36
Audio Settings	38
Understanding Audio Modes	39
Network Audio Settings	42
Advanced Audio Settings	43
Directories Settings	45
Using Headsets and Other Audio Devices	46
Using a Headset	46
Using Your Computer as a Speakerphone	48
Using a USB Handset	49
Removing and Re-Installing Audio Devices	50

Obtaining Audio Devices 50

Using Voice Messaging, Call Logs, and Directories 51

Using a Voice Message Service 51

Searching Your Call Logs and Directories 52

Using the Quick Search Feature 53

 Entering Password Information for Quick Search 53

Accessing Your User Options Web Pages 55

Logging In to the User Options Web Pages 55

Subscribing to Phone Services 56

Troubleshooting Cisco IP Communicator 57

General Troubleshooting Issues 57

Voice Quality Issues 60



Getting Started with Cisco IP Communicator

These sections give you the basic information you need to start using your new Cisco IP Communicator.

- What is Cisco IP Communicator?, page 1
- Hardware and Platform Requirements, page 2
- Quick Start Checklist, page 2
- Installing Audio Devices, page 3
- Installing and Launching Cisco IP Communicator, page 4
- Using the Audio Tuning Wizard, page 6
- Configuration and Registration Tasks, page 8
- Testing Cisco IP Communicator, page 9

What is Cisco IP Communicator?

Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco IP Phone, allowing you to place, receive, and otherwise handle calls. If you install Cisco IP Communicator on a laptop or portable computer, you can use Cisco IP Communicator (and all of your phone services and settings) from any location where you can connect to the corporate network. For example, if you are on a business trip you can use Cisco IP Communicator to receive calls and check voice messages while online. Or, if you are working from home, co-workers can reach you by dialing your work number.

To get started installing and using Cisco IP Communicator, see the “Quick Start Checklist” section on page 2.

For an introduction to Cisco IP Communicator features, see the “An Overview of Cisco IP Communicator” section on page 10.

Hardware and Platform Requirements

To use Cisco IP Communicator, you need a computer with a sound card and/or USB audio device. The table that follows shows the minimum and recommended requirements for the computer and operating system on which Cisco IP Communicator runs. Providing a faster CPU and additional RAM (recommended configuration) allows Cisco IP Communicator to be more responsive and launch faster.

Requirements	Operating System	Minimum CPU	Minimum RAM	Screen Resolution
Minimum Configuration	<ul style="list-style-type: none">Windows 2000 Professional with service pack 3.0 or laterWindows XP Professional with service pack 1.0 or later	450 MHz Pentium III or equivalent	128 MB	800 x 600
Recommended Configuration	<ul style="list-style-type: none">Windows 2000 Professional with service pack 3.0 or laterWindows XP Professional with service pack 1.0 or later	733 MHz Pentium III or equivalent	192 MB	1.024 x 768

In addition to requirements outlined in the table above, Cisco IP Communicator requires the following:

- A minimum of 100 MB free disk space
- A non-ISA full-duplex sound card or USB audio headset or handset
- A 10/100 Mbit Ethernet network interface card
- SVGA video card

To get started installing and using Cisco IP Communicator, see the “Quick Start Checklist” section on page 2.

Quick Start Checklist

Follow the checklist below to get Cisco IP Communicator set up on your desktop so that you can start making calls. The checklist provides pointers to sections in this User Guide where you can find details.

Quick Start task	For more information, see...
1. Install any sound cards or USB audio devices that you want to use, including a USB headset or handset.	Installing Audio Devices, page 3
2. Install the Cisco IP Communicator application.	Installing Cisco IP Communicator on Your Computer, page 4
3. Launch Cisco IP Communicator.	Launching Cisco IP Communicator, page 5


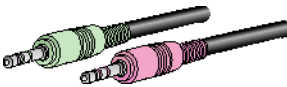

Quick Start task	For more information, see...
4. Use the Audio Tuning Wizard to select audio modes and tune audio devices.	<ul style="list-style-type: none"> Using the Audio Tuning Wizard, page 6 Understanding Audio Modes, page 39
5. Accomplish network configuration or registration steps required by your system administrator.	Configuration and Registration Tasks, page 8
6. Place test calls.	Testing Cisco IP Communicator, page 9

Installing Audio Devices

You can install audio devices any time, but the ideal time to do this is before you install and launch Cisco IP Communicator.

What kind of audio devices can I use?

You can use several audio devices with Cisco IP Communicator. The table below provides an overview. If you want a list of specific brand-name audio devices that you can use with Cisco IP Communicator, ask your system administrator.

Audio device	Description	Notes
USB devices: <ul style="list-style-type: none"> a USB handset a USB headset 	USB devices require device driver software and have rectangular plugs. 	Follow the device manufacturer's instructions to install USB devices. If prompted, complete the Microsoft Windows Found New Hardware Wizard.
External analog devices: <ul style="list-style-type: none"> an analog headset external speakers or microphones 	Analog audio devices do not require software. They work as extensions of your computer's sound card. 	Plug analog devices into audio jacks on your computer.  Cisco IP Communicator recognizes analog devices as extensions of your sound card; choose your sound card when you want to modify or view settings for analog devices.
Internal audio devices: <ul style="list-style-type: none"> built-in microphone built-in speakers 	These audio devices are internal to your computer and work with your computer's sound card.	Internal audio devices only work when you do <i>not</i> have external audio devices plugged into the audio jacks on your computer; otherwise, sound will be routed to the external devices.



Note If you install or insert an audio device that requires a driver (a USB handset, USB headset, or sound card) *after* launching Cisco IP Communicator, you will need to close and relaunch the application before Cisco IP Communicator will recognize the device.

The next step

After installing audio devices, you are ready to install and launch Cisco IP Communicator. The Audio Tuning Wizard will recognize your installed audio devices and give you the opportunity to select and tune them. See the “Installing and Launching Cisco IP Communicator” section on page 4.

Related topics

- Using Headsets and Other Audio Devices, page 46
- Removing and Re-Installing Audio Devices, page 50

Installing and Launching Cisco IP Communicator

This section covers these topics:

- Installing Cisco IP Communicator on Your Computer, page 4
- Launching Cisco IP Communicator, page 5

Installing Cisco IP Communicator on Your Computer

Your system administrator will provide you with an executable file or an installation link. Follow the procedure below to install the Cisco IP Communicator software on your computer.



Note If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

Procedure

-
- Step 1** Open `CiscoIPCommunicatorSetup.exe` by double-clicking on this file or on the installation link provided by your system administrator.
- The InstallShield wizard opens and begins preparing for installation.
- Step 2** When prompted, click **Next** to initiate the InstallShield wizard.
- Step 3** Read the license agreement carefully, then click “I accept” and **Next**.
- Step 4** Enter data in the Customer Information window and click **Next**. If you think other people need to use Cisco IP Communicator on this computer, select **yes**.

Step 5 In the Ready to Install window, click **Install**.

Installation might take a few minutes.

Step 6 If you want to launch Cisco IP Communicator now, click the “Launch the program” check box and click **Finish**. (In some cases, you will be prompted to reboot at this point and will not see the “Launch the program” check box.)

The next step

See the “Launching Cisco IP Communicator” section on page 5.

Launching Cisco IP Communicator



Note

If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

If you clicked the “Launch the program” check box as a final step in installation, Cisco IP Communicator will automatically launch.

To launch manually, choose **Start > Programs > Cisco IP Communicator**, or double-click the Cisco IP Communicator desktop shortcut.



The first time that you launch Cisco IP Communicator, the Audio Tuning Wizard opens. On subsequent launches, you might be prompted to use the Audio Tuning Wizard to revert to previous volume settings. See the “Using the Audio Tuning Wizard” section on page 6.

Accepting updates

Additionally, you might be prompted upon launching to accept an AutoUpdate software installation. You can accept or decline. In general, you should accept AutoUpdate prompts as soon as possible in order to maintain the latest version of the product on your computer. However, if you are using Cisco IP Communicator over a remote connection, you might choose to postpone running AutoUpdate until you are connected locally. (For example, if you are working from home, you might wait until you return to the office.) AutoUpdate might take longer to complete over a remote connection.

The next step

After installing and launching Cisco IP Communicator, the next step is to select and tune audio devices. See the “Using the Audio Tuning Wizard” section on page 6.


Using the Audio Tuning Wizard

The Audio Tuning Wizard guides you through the process of selecting and tuning installed audio devices.



- *Selecting* means assigning an audio device to one or more audio modes and/or to the ringer. See the “Understanding Audio Modes” section on page 39 for more information about audio modes.
- *Tuning* involves testing and, if necessary, modifying the speaker and microphone volume for each selected device.

The Audio Tuning Wizard appears automatically the first time that you launch Cisco IP Communicator after installation. Or you can access it manually from the right-click menu as needed on subsequent launches. The table below provides more information about the Audio Tuning Wizard and other audio setting options.

If you...	Then....	Notes
Just installed Cisco IP Communicator and need to use the Audio Tuning Wizard for the first time	Tune each audio device when the Audio Tuning Wizard appears. The Audio Tuning Wizard gives you the opportunity to select audio devices for audio modes. For more information about making these selections, see the “Understanding Audio Modes” section on page 39.	Tuning a device is a different task from changing the volume setting for a call. Ideally, you will tune each device only once and re-tune only if you encounter voice quality issues.
See the Check Audio Settings window on a subsequent launch after installing	Choose one of these buttons: <ul style="list-style-type: none">• Revert—to reinstate previous settings for this audio device• Tune—to re-tune this device• Cancel—to maintain modified settings (for example, to keep the sound card muted) If your audio settings have been working properly, choose Revert .	The Check Audio Settings window appears on subsequent launches if you modified (or muted) the volume for a device since you last tuned it. For example, if you muted your computer’s sound card or changed the volume controls on a USB handset or USB headset.
Want to change the volume for a call	Click  on the Cisco IP Communicator interface. To save your settings, click Save.	This is the best way to change volume settings on a per-call basis. See the “Adjusting the Volume for a Call” section on page 31 for details.

If you...	Then....	Notes
Want to re-tune an audio device to address voice quality issues	Access the Audio Tuning Wizard manually. To do so, right-click on Cisco IP Communicator, or choose Start > Programs > Cisco IP Communicator > Audio Tuning Wizard .	See the “Voice Quality Issues” section on page 60 for help with troubleshooting.
Want to change your audio mode selections without re-tuning audio devices	Right-click on Cisco IP Communicator and choose Preferences> Audio .	For more information about changing audio mode selections, see the “Understanding Audio Modes” section on page 39.



Note

Before you use the Audio Tuning Wizard to tune an audio device that has its own volume adjustor, such as a headset with inline volume controls, increase the device’s volume level to the highest setting.

The next step

If you are completing the Quick Start Checklist and have finished using the Audio Tuning Wizard, the next step is to perform any necessary configuration tasks required before you begin using Cisco IP Communicator to make calls. See the “Configuration and Registration Tasks” section on page 8.

Configuration and Registration Tasks

After you have installed the Cisco IP Communicator application, completed the Audio Tuning Wizard, and can see the Cisco IP Communicator interface on your desktop, you may need to complete one or more of the configuration and registration tasks listed below before you can start making calls.



Note The following tasks vary by company and phone system; your system administrator will give you specific instructions. Do not perform these tasks unless instructed to do so.

Choosing a network adapter

Cisco IP Communicator relies on your network adapter selection to identify itself to the network; the correct network adapter must be selected for Cisco IP Communicator to function properly. To select a network adapter, right-click on the Cisco IP Communicator interface, then choose **Preferences > Network > Device Name**, and choose a network adapter from the Network Adapter drop-down menu. Your system administrator will tell you which network adapter to choose. In general, you should choose the adapter that is most likely to provide permanent connectivity or the adapter that is always enabled—even if it is not plugged in. Avoid choosing a wireless card.



Note This setting is used for network identification, not audio transmission. You do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.

Locating a device name

To view the device name of your selected network adapter, right-click on the Cisco IP Communicator interface, then choose **Preferences > Network > Device Name**. Note the device name and send it to your system administrator, if requested.

Specifying a TFTP server

Your system administrator might ask you to specify one or two TFTP server addresses in the Cisco IP Communicator interface. To do this, right-click on the interface, then choose **Preferences > Network > Use these TFTP servers**, and enter a TFTP address in the field.

Your system administrator will tell you if you need to perform this task.

Registering with TAPS

After you install and launch Cisco IP Communicator, you might need to auto-register using TAPS (the Tool for Auto-Registered Phones Support).

To register with TAPS, use Cisco IP Communicator to dial the TAPS extension provided by your system administrator and follow the voice prompts. You might need to enter your entire extension, including the area code. After Cisco IP Communicator displays a confirmation message, you can end the call. Cisco IP Communicator will re-start.

The next step


The next step is to make sure Cisco IP Communicator is ready for use. See the “Testing Cisco IP Communicator” section on page 9.

Testing Cisco IP Communicator

If you are following the “Quick Start Checklist” section on page 2 and have performed the configuration and registration tasks required by your system administrator, Cisco IP Communicator is ready to test. Make sure that you can see your extension number and hear a dial tone after going off-hook.

- If you cannot see your extension number or hear a dial tone, ask your system administrator for help. There may be further steps that your system administrator requires of you.
- Otherwise, place a few test phone calls and ask other parties how your voice sounds. Read the sections below for more information.

If you need to adjust the volume

Start by adjusting the audio mode volume on the Cisco IP Communicator interface. Click  or press the **Page Up/Page Down** keys on your keyboard. For more information, see the “Adjusting the Volume for a Call” section on page 31. If you experience voice quality problems, see the “Troubleshooting Cisco IP Communicator” section on page 57.

If you are using a remote connection

If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), enable the “Optimize for low bandwidth” feature. To do so, right-click on the Cisco IP Communicator interface and choose **Preferences > Audio**.

After optimizing for low bandwidth, call someone and ask how your voice sounds. If you or the other party sound muffled or unnatural, try applying audio filters during the call. Audio filters can improve sound quality when low bandwidth is enabled. For information about applying audio filters, see the “Advanced Audio Settings” section on page 43.

The next step

Now that you have set up and tested your new phone, you might want to learn more about the features and services that it offers. See the “An Overview of Cisco IP Communicator” section on page 10.

An Overview of Cisco IP Communicator

These sections provide an overview of Cisco IP Communicator:

- Cisco IP Communicator Features, page 10
- Using the Cisco IP Communicator Interface, page 10
- Call-Handling and Navigation Tips, page 15

Cisco IP Communicator Features

Cisco IP Communicator functions much like a traditional telephone, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, and so on. Cisco IP Communicator also supports special telephony features (such as Call Park and Meet-Me conferencing) that can extend and customize your call-handling capabilities.

In addition to call-handling features, Cisco IP Communicator supports:

- An Audio Tuning Wizard
- Quick Search directory dialing
- Easy access to your User Options web pages and phone services
- A comprehensive online help system
- An optional skin to change the look of Cisco IP Communicator

For an overview of Cisco IP Communicator components, see the “Using the Cisco IP Communicator Interface” section on page 10.

Using the Cisco IP Communicator Interface

Use your mouse to click buttons and menu items and your computer keyboard to enter letters, numbers, and keyboard shortcuts.

Cisco IP Communicator comes with two desktop appearances called *skins*:

- Figure 1 shows Cisco IP Communicator with an optional skin selected (Mercurio.xml)
- Figure 2 shows Cisco IP Communicator with the default skin selected (Default.xml)

Table 1 identifies buttons and other components shared by both skins.

Figure 1 Cisco IP Communicator with an optional skin selected



Figure 2 Cisco IP Communicator with the default skin selected



Table 1 **Buttons and other components, as illustrated in Figure 2**


















1	Phone screen	Allows you to view call status and feature menus, and activate items. See the “Phone Screen Features” section on page 14 for details.
2	Minimize and close icons	Allows you to hide the Cisco IP Communicator interface or quit the application. See the “Understanding Feature Availability” section on page 18.
3	Line buttons and speed dial buttons 	<p>Each button opens/closes a line or speed dials a number. (Ctrl + numbers 1 - 8 are keyboard shortcuts). Line buttons indicate line status as follows:</p> <ul style="list-style-type: none">  •Green, steady—Active call on this line (off-hook)  •Green, blinking—Call on hold on this line  •Orange, blinking—Incoming call ringing on this line  •Red—Shared line, currently in use  •No color—No call activity on this line (on hook) <p>You can convert extra line buttons into speed-dial buttons. See the “Setting Up Speed Dial Buttons” section on page 33.</p>
4	Messages button 	Typically auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.) For more information, see item 16 in this table and the “Using Voice Messaging, Call Logs, and Directories” section on page 51.
5	Directories button 	Opens/closes the Directories menu. Use it to view and dial from call logs and a corporate directory. (Ctrl + D is the keyboard shortcut.) Alternately, you can use the Quick Search feature (Alt + K) to search directories. See “Using Voice Messaging, Call Logs, and Directories” section on page 51.
6	Help button 	Activates the Help menu. (Ctrl + I is the keyboard shortcut.) See the “Using Online Help” section on page 18.
7	Settings button 	Opens/closes the Settings menu. Use it to control phone screen appearance and ring sounds. (Ctrl + S is the keyboard shortcut.) See the “Customizing Cisco IP Communicator Settings” section on page 31.
8	Services Button 	Opens/closes the Services menu. (Ctrl + V is the keyboard shortcut.) See the “Accessing Your User Options Web Pages” section on page 55.
9	Volume button 	Controls audio mode volume and other settings. (Page up/Page down are keyboard shortcuts). See “Customizing Cisco IP Communicator Settings” section on page 31.
10	Speaker button 	Toggles speakerphone mode on or off. (Ctrl + P is the keyboard shortcut.) See the “Using Headsets and Other Audio Devices” section on page 46.

Table 1 *Buttons and other components, as illustrated in Figure 2*

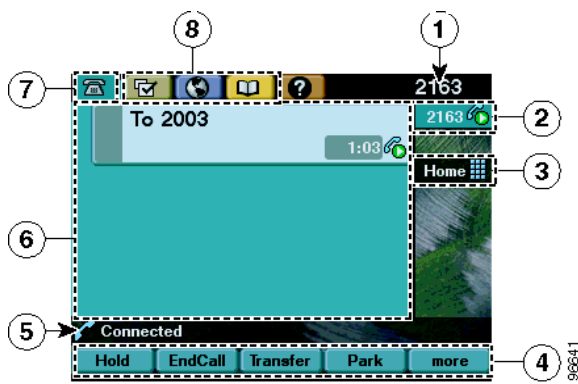
11	Mute button 	Toggles the Mute feature on or off. (Ctrl + T is the keyboard shortcut.) See the “Using Mute” section on page 24.
12	Headset button 	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.) See the “Using Headsets and Other Audio Devices” section on page 46.
13	Navigation button	Allows you to scroll through menus and highlight items. (Not available on the optional skin.) Alternately, use the arrow keys on your computer.
14	Keypad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
15	Softkey buttons 	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 - F6 are the keyboard shortcuts.) See the “Using Cisco IP Communicator to Handle Calls” section on page 19.
16	Voice message and ring indicator 	Indicates an incoming call and new voice message. If you are using the optional skin, the message waiting indicator is the Cisco IP Communicator icon in the left corner of the interface (as shown). See the “Using Voice Messaging, Call Logs, and Directories” section on page 51.


Tips

- You can right-click on the Cisco IP Communicator interface to view and configure settings, choose skins, and enable screen-only mode. See the “Using the Right-Click Menu” section on page 16.
- The default skin (Figure 2) and the optional skin (Figure 1) use the same set of button icons. However, button shapes and locations may differ by skin.
- For a complete list of shortcuts, see the “Using Keyboard Shortcuts” section on page 15.
- See the “Phone Screen Features” section on page 14 for information about how calls and lines are displayed on the Cisco IP Communicator phone screen.

Phone Screen Features

This is what your Cisco IP Communicator phone screen might look like with a call active and several feature menus open. You can click screen items to select or activate them.



1	Primary line	Displays your primary extension number and the time and date. If several tabs are open, the time and date alternate with the extension number.
2	Line area	Displays your extension number(s). Each extension represents a phone line and corresponds to a ● (line button).
3	Speed dial area	Displays speed dial labels. Each label corresponds to a speed dial button. See the “Setting Up Speed Dial Buttons” section on page 33.
4	Softkey labels	Each displays a softkey function. Activate a softkey by clicking the softkey label or the button below the label.
5	Status line	Displays status information and user prompts.
6	Call activity area	Displays currently active calls, including caller ID, call duration, and call-state icons. You can click an active call to select it.
7	Phone tab	Appears when there is call activity. Click this tab to return to the call activity area from another screen.
8	Feature tabs	Each indicates an open feature menu. Feature tabs appear after you open a feature by clicking the corresponding feature button: 

Related topics

- Using the Cisco IP Communicator Interface, page 10
- Call-Handling and Navigation Tips, page 15

Call-Handling and Navigation Tips

These sections provide guidelines to help you handle calls and navigate the Cisco IP Communicator interface:

- Using Keyboard Shortcuts, page 15
- Using the Right-Click Menu, page 16
- Closing and Minimizing Cisco IP Communicator, page 17
- Understanding Lines vs. Calls, page 17
- Going On-Hook and Off-Hook, page 18
- Using Online Help, page 18
- Understanding Feature Availability, page 18

Using Keyboard Shortcuts

Keyboard shortcut	Function
Ctrl + D	Opens/closes the Directories menu
Ctrl + S	Opens/closes the Settings menu
Ctrl + V	Opens/closes the Services menu
Ctrl + M	Opens the voice message system
Ctrl + I	Opens/closes the online help system
Ctrl + H	Toggles headset mode on/off
Ctrl + P	Toggles speakerphone mode on/off
Ctrl + T	Toggles the Mute feature on/off
Ctrl + (number keys 1 through 8)	Opens/closes line buttons or speed dial buttons 1 - 8
Alt + S	Opens the Preferences dialog box
Alt + K	Opens the Quick Search directory feature
Alt + X	Exits Cisco IP Communicator
Alt + F4	Closes Cisco IP Communicator
Page up	Increases volume for the current audio mode
Page down	Decreases volume for the current audio mode
F2 - F6	Activates softkeys 1 - 5
/ (with NumLk function enabled)	Activates the # key

Using the Right-Click Menu

Right-click on any part of the Cisco IP Communicator interface to access these menu items.

Item	Description
Skins	Allows you to change the look of the interface. Cisco IP Communicator comes with two skins: the default skin (right-click > Skins > Default.xml) and an optional skin (right-click > Skins > Mercurio.xml). Figure 2 and Figure 1 show illustrations of the skins.
Screen Only	Toggles screen-only view on and off. Keyboard shortcuts are particularly useful if you are using Cisco IP Communicator in screen-only view. See the “Using Keyboard Shortcuts” section on page 15.
Always on top	Toggles this feature on and off. When enabled, this feature keeps the Cisco IP Communicator interface visible on your desktop, even if other applications are active. (You can still minimize the interface.) See the “Understanding Feature Availability” section on page 18.
Audio Tuning Wizard	Launches the Audio Tuning Wizard, a tool that helps you select and tune audio devices. See the “Using the Audio Tuning Wizard” section on page 6 and the “Troubleshooting Cisco IP Communicator” section on page 57.
Quick Search	Opens the Quick Search dialog box. (The keyboard shortcut for this dialog box is Alt + K.) Quick Search allows you to search one or more directories with a single search command. See the “Using the Quick Search Feature” section on page 53.
Cisco User Options	Opens the Cisco IP Phone User Options web page where you can configure features, settings, and IP phone services—including Speed Dial buttons. See the “Setting Up Speed Dial Buttons” section on page 33 and “Accessing Your User Options Web Pages” section on page 55.
User Guide	Provides a link to a PDF version of the <i>Cisco IP Communicator User Guide</i> .
Preferences...	Opens the Preferences dialog box, which includes User, Network, Audio, and Directories windows. See the “Viewing and Customizing Preferences” section on page 34. (The keyboard shortcut for accessing Preferences is Alt + S.)
About Cisco IP Communicator	Displays Cisco IP Communicator software version information.
Exit	Allows you to quit the Cisco IP Communicator interface.

Closing and Minimizing Cisco IP Communicator

If you want to...	Then...
Minimize the interface	Do one of the following: <ul style="list-style-type: none"> Click the minimize icon in the top right corner of the interface Click the Cisco IP Communicator taskbar button one or more times
Hide the interface	Right-click the system tray icon and choose Hide . This removes the Cisco IP Communicator icon from your taskbar but does not close the application.
Retrieve the interface	Do one of the following: <ul style="list-style-type: none"> Double-click the system tray icon Click the button icon in the task bar
Quit	Do one of the following: <ul style="list-style-type: none"> Click the close icon in the top right corner of the interface Choose Exit from the right-click menu Right-click the system tray icon and choose Exit

Tips

- If you receive a new call when the Cisco IP Communicator interface is hidden or minimized, the interface will be retrieved automatically and appear on the foreground of your desktop.
- If you want the Cisco IP Communicator interface to remain visible on your desktop even if you have other applications active, choose **Always on top** from the right-click menu. (You can still choose to minimize the interface with the Always on top feature selected.)

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls*. Use these tips to avoid confusion:

- Lines**—Lines support calls. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have extension numbers. You might have just one line.
- Calls**—Each line supports two calls. (That is why you might find yourself handling two calls, even though you have only one line on your phone.)



Note

Only one call can be *active* at any given time. Other connected calls must be on hold. See the “Using Hold and Resume” section on page 24.






Going On-Hook and Off-Hook

Some call-handling tasks and instructions differ depending on whether Cisco IP Communicator is *on-hook* or *off-hook*.

- On-Hook—No calls are active, and you do not have an active dial tone. Cisco IP Communicator provides *on-hook dialing*, which allows you to enter or choose phone numbers before activating a dial tone.
- Off-Hook—The handset is enabled, the speakerphone or headset is active, or any of several other methods are used to get a dial tone or to answer an incoming call.

Using Online Help

Cisco IP Communicator provides a convenient online help system. Help topics appear on the phone screen. See the table below for details.

If you want to...	Then...
View the main menu	Click  on your phone (or Ctrl + I on your keyboard) and wait several seconds for the menu to display. If you are already in Help, click Main .
Learn about a button or softkey	Click  , then quickly click a button or softkey.
Learn about a menu item	Click  , then quickly click the menu item. Or, click  twice quickly with the menu item highlighted.
Get help using Help	Click  and choose Help from the Main Menu.

Understanding Feature Availability

Your company’s phone support team determines which features and services are available to you and how they will be configured. Therefore, some of the features included in this User Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature availability.

Using Cisco IP Communicator to Handle Calls

These sections describe how to handle calls using Cisco IP Communicator:

- Basic Call Handling, page 19
- Advanced Call Handling, page 28

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, and transferring calls. The features required to perform these tasks are standard and available on most phone systems.

This section contains the following topics:











- Placing a Call, page 20
- Answering a Call, page 22
- Ending a Call, page 23
- Using Hold and Resume, page 24
- Using Mute, page 24
- Transferring a Connected Call, page 25
- Switching Between Calls, page 25
- Starting or Joining a Standard Conference Call, page 26
- Forwarding Your Calls to Another Number, page 27








**Tip**

For more information about placing, receiving, and ending calls while using a handset, speakerphone, or headset, see the “Using Headsets and Other Audio Devices” section on page 46.

Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial on-hook (before invoking a dial tone)	<p>Enter a phone number and go off-hook by using one of these methods:</p> <ul style="list-style-type: none">• Click the number that you have just entered• Click  or • Click Dial• Click  (a line button)• Lift the handset (if available) <p>or</p> <p>Begin entering a phone number. The AutoDial feature might pop up to display matching phone numbers, if available, from your Placed Calls log. Click a matching number to dial it.</p>
Dial off-hook (after invoking a dial tone)	Click NewCall ,  ,  , or  (a line button), then enter a number.
Redial a number	Click Redial to dial the most recently dialed number. Or, click the Navigation button (or the up/down arrow keys on your computer keyboard) while on-hook to access your Placed Calls log. Click a number to dial it.
Speed dial a number	Click  (a speed dial button). See the “Setting Up Speed Dial Buttons” section on page 33.
Dial from a call log	Click  > Missed Calls , Received Calls , or Placed Calls . To access Placed Calls only, you can click the Navigation button (or the up/down arrow keys on your computer keyboard) while on-hook. To dial a number in any call log, click it. If you need to edit the number first, scroll to the number and click EditDial .
Dial from a corporate directory	Right-click on Cisco IP Communicator to access Quick Search. Alternately, choose  > Corporate Directory (exact name can vary). For more information, see the “Using Voice Messaging, Call Logs, and Directories” section on page 51.
Dial from a Personal Address Book (PAB) entry	<p>Choose  > PAB service (exact name might vary). (Depending on configuration, you might be able to use Quick Search, as well. See the “Using the Quick Search Feature” section on page 53.)</p> <p>Before you can use the PAB service, you must subscribe to it. For help, see the “Accessing Your User Options Web Pages” section on page 55.</p>

If you want to...	Then...
Place a call when another call is active	Click Hold . Next, click New Call . Then dial, redial, or speed dial a number. To return to the held call, click resume .
Receive notification when a busy or ringing extension becomes available	Call the number and click CallBack while listening to the busy tone or ring sound. Hang up. When the extension becomes available, Cisco IP Communicator will provide an audio and visual alert. (The call back to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for you.
Dial on a secondary line	Before or after entering a number, click  .
Dial using a Fast Dial code	choose  > Fast Dials (exact name might vary). To dial from a listing, click it, or scroll to it and go off-hook. For help subscribing to the Fast Dial service, see the “Accessing Your User Options Web Pages” section on page 55.
Dial using headset mode	Do one of the following: <ul style="list-style-type: none"> • If  is unlit, click it before or after dialing, re-dialing, or speed-dialing a number. • If  is lit, click New Call, Redial, a speed dial button, or  (a line button). If necessary, enter a phone number. For more information, see the “Using a Headset” section on page 46.
Dial using speakerphone mode	First make sure that an analog headset is not plugged in to the audio jacks on your computer. Click New Call or  and enter a phone number. Or, use another method to place the call, then click  to switch over to speakerphone mode. Many of the actions you take to dial a number will automatically trigger speakerphone mode. For more information, see the “Using Your Computer as a Speakerphone” section on page 48.
Dial using handset mode	Lift or otherwise enable the handset before or after dialing, re-dialing, or speed-dialing a number. See the “Using a USB Handset” section on page 49.

Tips







- To add a prefix to a number in one of your call logs, scroll to the number and click **EditDial**.
- If you are dialing without a dial tone, you cannot use * or # as the leading digit. If you need to use these digits, go off-hook to invoke a dial tone, then dial.

Related topics

- Answering a Call, page 22
- Ending a Call, page 23

Answering a Call

To answer a call, go-off hook. See the table below for details.



If you want to...	Then...
Answer with a headset	Click  , if unlit. Or, if  is already lit, click Answer or  (a flashing line button). For more information, see the “Using a Headset” section on page 46.
Answer with the speakerphone	Click  , Answer , or  . See the “Using Your Computer as a Speakerphone” section on page 48.
Answer with a handset	Lift (or otherwise enable) the handset. See the “Using a USB Handset” section on page 49.
Switch from a connected call to answer a ringing call	Click Answer or  . Doing so answers the new call and automatically places the first call on hold. See the “Using Hold and Resume” section on page 24 for more information.
Set up Cisco IP Communicator to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature for one or more of your lines. You can use AutoAnswer with either speakerphone mode or headset mode. For more information, see the “Using Headsets and Other Audio Devices” section on page 46.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the “Storing and Retrieving Parked Calls” section on page 28.
Use your line to answer a call that is ringing on another phone	Use Call Pickup. See the “Redirecting a Ringing Call to Cisco IP Communicator” section on page 29.

Related topics

- Using Hold and Resume, page 24
- Transferring a Connected Call, page 25
- Switching Between Calls, page 25

Ending a Call

To end a call, hang up. See the table below for details.

If you want to...	Then...
Hang up while using the handset	Disable the handset or click EndCall . See the “Using a USB Handset” section on page 49.
Hang up while using the headset	Click  , if lit. If you want headset mode to remain active, keep the button lit by clicking EndCall . See the “Using a Headset” section on page 46.
Hang up while using the speakerphone	Click  or EndCall . See the “Using Your Computer as a Speakerphone” section on page 48.
Hang up one call but preserve another call on the same line	Click EndCall . If necessary, first click Resume to remove the call from hold.



Tip



You need to keep headset mode activated if you want to use AutoAnswer with your headset. (First, your system administrator must configure AutoAnswer for you.) If you use a headset but do not use AutoAnswer, you might still prefer to keep headset mode activated. For more information, see the “Using Headsets and Other Audio Devices” section on page 46.

Related topics

- Placing a Call, page 20
- Answering a Call, page 22
- Transferring a Connected Call, page 25

Using Hold and Resume

Only one call can be active at any given time; all other remaining connected calls must be placed on hold. You cannot continue, end, transfer, or otherwise handle a call while it is on hold.



If you...	Then...
Want to put a call on hold	Make sure the call you want to put on hold is selected and click Hold .
Want to remove a call from hold	Make sure the call you want to remove from hold is selected and click Resume or  (a blinking line button).
Have multiple calls on multiple <i>lines</i> on hold	Click  (a blinking line button). If necessary, make sure the call you want to remove from hold is selected and click Resume .


Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Using Mute

Mute disables the audio input for your audio devices, such as a headset, speakerphone, or microphone. With Mute enabled, you can hear other parties on a call but they cannot hear you.

If you want to...	Then...
Toggle Mute on	Click  .
Toggle Mute off	Click  .

**Note**

If you launch Cisco IP Communicator while your audio device or computer is muted, the Check Audio Settings window might appear to ask you if you want to Revert, Tune, or Cancel your audio settings. If your audio settings have been working properly, choose **Revert**. If you want to view or change them, choose **Tune**. If you want to keep the device muted, choose **Cancel**.

Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.





If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, click Transfer and enter the target number. When you hear the call ringing, click Transfer again.
Talk to the transfer recipient before transferring a call (“consult transfer”)	During a connected call, click Transfer and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, click Transfer again. If the recipient refuses the call, click Resume to return to the original call.

Tips

- You cannot transfer a call that it is on hold. Click **Resume** to take a selected call off of hold, then transfer it.
- Similarly, you cannot transfer a call—even if it is *not* on hold—when there is another call on the same line on hold. Resume and end one call before transferring the other call.

Switching Between Calls

You can switch between connected calls on one or more lines. If the call you want to switch to is not automatically selected (highlighted), click the call appearance on your phone screen.

If you want to...	Then...
Switch between connected calls on one line	Select the call you are switching to and click Resume .
Switch between connected calls on different lines	Click the appropriate  (blinking line button) for the line (and call) you are switching to. If necessary, select the call and click Resume .
Switch from a connected call to answer a ringing call	Click Answer or  (a flashing line button). Doing so answers the new call and places the first call on hold automatically.
Display an overview of active calls	Click  while a call is active to return to the main background screen, hiding the active call information. This gives you an overview of all active calls on each of your lines. Click  again to return to the original view.


Tips

- Only one call can be active at any given time; other connected calls will be placed on hold automatically.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Starting or Joining a Standard Conference Call

A standard conference allows 3 or more people to participate in a single call. See the table below for details.

If you want to...	Then...
Start a conference call	During a connected call, click Confrn to add another party to the call. (You might need to click the more softkey first.) Enter the conference participant’s phone number. After the call connects and you have spoken to the conference participant, click Confrn again to add this party to your call.
Add parties to a conference call	Follow the procedure above to add each participant.
Join a conference call	Answer the call when it rings. You do not need to do anything special to join a standard conference call.
Drop the last party added to a conference call	Click RmLstC .
End a conference call	Hang up.



Note The feature described in this section is a standard conference calling feature available on most phone systems. You might have access to Meet-Me conference calling, as well. Your system administrator must set up Meet-Me conference calling for you. See the “Starting or Joining a Meet-Me Conference Call” section on page 29 for information about using this feature.

Related topics

- Placing a Call, page 20
- Forwarding Your Calls to Another Number, page 27
- Advanced Call Handling, page 28

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Communicator to another number.



Note Enter the Call Forward All target number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Click CFwdALL and enter a target phone number.
Cancel call forwarding on your primary line	Click CFwdALL .
Verify that call forwarding is enabled on your primary line	Look at the call state icon for the line. When call forwarding is enabled, an animated arrow appears over the phone icon, and a message appears in the status area indicating the number to which calls are forwarding.
Set up or cancel call forwarding for any line	Log in to your User Options web pages, select your device, then choose Forward all calls... from the main menu. You can set up or cancel call forwarding from the Call Forwarding web page. (See the “Accessing Your User Options Web Pages” section on page 55.)

Tips

- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Related topics

- Answering a Call, page 22
- Transferring a Connected Call, page 25
- Advanced Call Handling, page 28

Advanced Call Handling

Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for you to use on Cisco IP Communicator, depending on your call-handling needs and work environment. You will not have access to these features by default.


This section contains the following topics:

- Storing and Retrieving Parked Calls, page 28
- Redirecting a Ringing Call to Cisco IP Communicator, page 29
- Starting or Joining a Meet-Me Conference Call, page 29
- Understanding Shared Lines, page 30
- Adding Yourself to a Shared-Line Call, page 30

Storing and Retrieving Parked Calls

You can “park” a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, at a co-worker’s desk or in a conference room). Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call using Call Park	During a call, click Park (you might need to click the more softkey first). This prompts Cisco IP Communicator to store the call. Note the call park number displayed on the phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Communicator or Cisco IP Phone in your network to connect to the call.

**Note**



You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Related topics

- Basic Call Handling, page 19
- Using Hold and Resume, page 24
- Transferring a Connected Call, page 25

Redirecting a Ringing Call to Cisco IP Communicator

Call Pickup allows you to redirect a call that is ringing on a co-worker’s phone to your Cisco IP Communicator so that you can answer it. Call Pickup is a special feature that your system administrator might configure for you, depending on your call-handling needs and work environment. For example, you might use this feature if you share call-handling responsibilities with co-workers.

If you want to...	Then...
Answer a call ringing on another extension within your group	Click  (an available line button) and PickUp . The call now rings on your line.
Answer a call ringing on another extension outside of your group	Click  (an available line button) and GPickUp . Enter the call group pickup code number provided by your system administrator. The call now rings on your line.

Related topics

- Transferring a Connected Call, page 25

Starting or Joining a Meet-Me Conference Call

Conference calling allows multiple parties to talk simultaneously. Unlike a standard conference, where the conference organizer must call participants, a Meet-Me conference call allows participants to dial a Meet-Me conference number at a pre-determined time to join the conference call. The Meet-Me conference calling option is a special feature that your system administrator might configure for you.

If you want to...	Then...
Establish a Meet-Me conference	Click Meet-Me , if available. (You might need to click the more softkey first.) Dial the Meet-Me conference number provided by your system administrator or phone help desk, then follow the voice instructions.
Join a Meet-Me conference	Dial the Meet-Me number provided by the conference initiator. You can join after the initiator has established the conference. You do not need to use the Meet-Me softkey to join a conference.
End a Meet-Me conference	Hang up.

Tips

- To use the standard conference calling option, see the “Starting or Joining a Standard Conference Call” section on page 26. Standard conference calling is available on most phone systems.
- A Meet-Me conference call can typically support more than 100 participants. The maximum number is determined by your system administrator.

Understanding Shared Lines

Your system administrator might give you a “shared” line. Typically, a shared line has two main uses:

- One person applies a shared line to multiple phones that he or she uses—For example, your shared line, extension 23456, applies to your Cisco IP Communicator and your desktop phone. In this case, an incoming call to extension 23456 rings on your Cisco IP Communicator and your desktop phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both your phone and your assistant’s phone. If your assistant answers, you can use a shared line feature called Barge to add yourself to the connected call. (See the “Adding Yourself to a Shared-Line Call” section on page 30 for more information about Barge.)


Your system administrator will tell you if you use a shared line. Shared line features, such as Barge, do not apply to standard, unshared lines.

Adding Yourself to a Shared-Line Call

If you use a shared line, you can use Barge to join an established conversation. When you use Barge, other parties on the call hear a beep tone announcing your presence. When you hang up, the remaining parties hear a disconnect tone, and the original call continues. Barge applies to shared lines only.

If you want to...	Then...
Add yourself to a call in-progress on a shared line	Select the call on the phone screen and click Barge . (You might need to click the more softkey first.)
End a barge conference	Hang up.

Tips

- You will be disconnected from a call you have barged if the call is put on hold, transferred, or turned into a conference call.
- You cannot answer a second line while you are on a barged call.
- Click  while a call is active to return to the main background screen. This shows you an overview of all active calls.

Related topics

- Basic Call Handling, page 19
- Understanding Shared Lines, page 30



Customizing Cisco IP Communicator Settings

This section contains these topics:



- An Overview of Settings, page 31
- Adjusting the Volume for a Call, page 31
- Customizing Rings and Message Indicators, page 32
- Customizing the Phone Screen, page 33
- Setting Up Speed Dial Buttons, page 33
- Viewing and Customizing Preferences, page 34

An Overview of Settings

Here is some useful information to keep in mind about Cisco IP Communicator settings:

- Most settings are accessible by right-clicking on Cisco IP Communicator and choosing **Preferences**. See the “Viewing and Customizing Preferences” section on page 34.
- Ring sounds and background image settings are available from  > **User Preferences**. See the “Customizing Rings and Message Indicators” section on page 32.
- A few settings are accessed online from your Cisco CallManager User Options web pages. See the “Accessing Your User Options Web Pages” section on page 55.
- If  and some settings in the right-click menu are not responsive, your system administrator might have disabled settings access. Ask your system administrator for more information.

Adjusting the Volume for a Call



If you want to...	Then...
Adjust the volume level during a call	Click  or press the Page Up/Page Down keys on your keyboard during a call or after invoking a dial tone. Click Save to preserve the new volume as the default level for the currently active audio mode. You can also adjust the volume level using your computer's volume controls or any volume controls that are available on the audio device. (See the Tips that follow for more information about this method.)
Adjust the volume level for the ringer	Click  while Cisco IP Communicator is on-hook (no calls or dial tone active). The new ringer volume is saved automatically.

Tips

- You can adjust the volume only for the currently active audio mode. For example, if you increase the volume while using speakerphone mode, you have not affected the headset mode volume.
- If you adjust the volume without saving the change, the volume will revert to the previously-saved level the next time you use that audio mode.
- If you adjust the volume on a selected audio device directly (for example, if you adjust your computer’s volume controls), the Check Audio Settings window might appear the next time you launch Cisco IP Communicator. See the “Using the Audio Tuning Wizard” section on page 6.

Customizing Rings and Message Indicators

You can customize the way Cisco IP Communicator indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2


If you want to...	Then...
Change the ring sound	Choose  > User Preferences > Rings and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring you want, click Select and Save . Press Default to reset the ring sound back to the original default setting.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages, select your device, then choose Change the Ring Settings for your phone from the main menu. See the “Accessing Your User Options Web Pages” section on page 55.
Change the way that the voice message indicator behaves	Log in to your User Options web pages, select your device, then choose Change the Message Waiting Lamp policy... from the main menu. Typically, the default policy tells the indicator to “always light” when you receive a new voice message. Note the location of the message waiting indicator: <ul style="list-style-type: none">• If you are using the default skin (right-click > Skins > Default.xml), the indicator is the light strip on the left side of the interface.• If you are using the optional skin (right-click > Skins > Mercurio.xml), the indicator is the Cisco IP Communicator icon in the left corner of the interface. 

Related topics

- Adjusting the Volume for a Call, page 31
- Customizing the Phone Screen, page 33

Customizing the Phone Screen

You can change the language and background image that your phone screen uses.

If you want to...	Then...
Change the background image	Choose  > User Preferences > Background Images . Click a thumbnail image, then click Select . Next, click Preview or Save .
Change the language on your phone screen	Log in to your User Options web pages, select your device, then choose Change the Locale... from the main menu.

Related topics

- Customizing Rings and Message Indicators, page 32
- Accessing Your User Options Web Pages, page 55

Setting Up Speed Dial Buttons

You can assign a speed dial label to any line button that does not represent a phone line. (A line button represents a phone line when your extension number appears next to the button on your phone screen.) For example, you might have one phone line and seven “empty” line buttons on your phone screen that you can convert to speed dial buttons. Set up speed dial buttons from your User Options web pages, as described in the table below.



Note Your system administrator can assign speed dial buttons to you; he or she can also restrict the number of speed dial buttons that you can configure.

If you want to...	Then...
Set up speed dial buttons	<p>Log in to your User Options web pages, select your device, then choose Add/Update Speed Dials from the main menu.</p> <p>Enter a phone number and label for each available speed dial button. Enter the number exactly as you would need to dial it from your desk phone. For example, enter an access code or area code, if necessary.</p>

Related topics

- Basic Call Handling, page 19
- Accessing Your User Options Web Pages, page 55

Viewing and Customizing Preferences

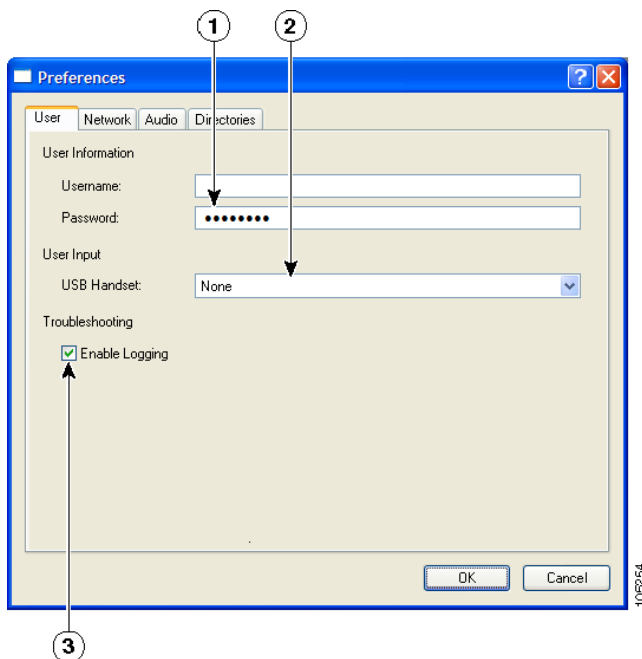
Most Cisco IP Communicator settings can be accessed from windows in the Preferences dialog box. To access Preferences, enter the **Alt + S** keyboard shortcut or right-click on Cisco IP Communicator and choose **Preferences**.

The topics below describe the windows in the Preferences dialog box:

- User Settings, page 34
- Network Settings, page 36
- Audio Settings, page 38
- Directories Settings, page 45

User Settings

Access the User settings window by choosing **Alt + S > User**, or **right-click > Preferences > User**.



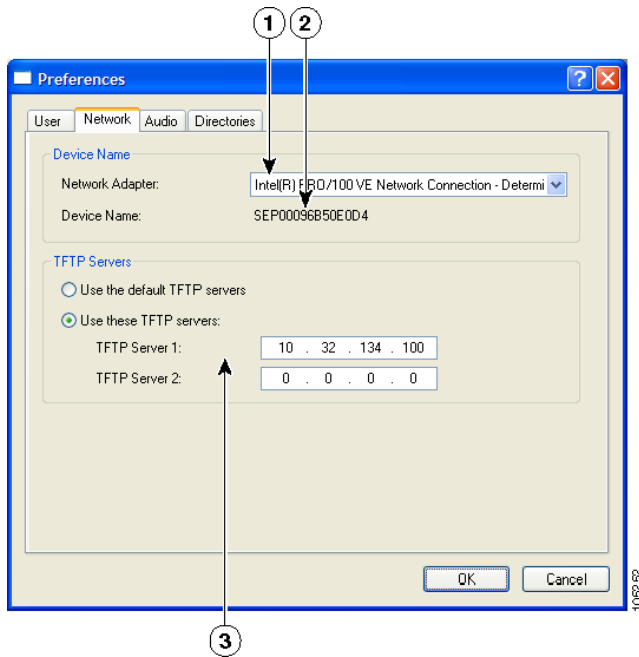
#	Item	Description	For related information, see...
1	User Information area	<p>Enter your Cisco CallManager username and password in order to access:</p> <ul style="list-style-type: none"> • Your User Options web pages and phone services • Your Personal Address Book from the Quick Search feature <p>If you do not know your Cisco CallManager username and password, ask your system administrator.</p>	<ul style="list-style-type: none"> • Using the Quick Search Feature, page 53 • Accessing Your User Options Web Pages, page 55
2	USB Handset menu	Allows you to choose among multiple USB handsets if you have more than one handset available.	<ul style="list-style-type: none"> • Installing Audio Devices, page 3 • Using Headsets and Other Audio Devices, page 46
3	Enable Logging check box	<p>When enabled, allows your system administrator to retrieve detailed Cisco IP Communicator logs for troubleshooting purposes.</p> <p>Your system administrator might ask you to enable this setting.</p>	Troubleshooting Cisco IP Communicator, page 57

Related topics

- An Overview of Settings, page 31
- Network Settings, page 36
- Audio Settings, page 38
- Directories Settings, page 45

Network Settings

Access the Network settings window by choosing **Alt + S > Network**, or **right-click > Preferences > Network**.



#	Item	Description	For related information, see...
1	Network Adapter menu	<p>This setting, which is established right after installation, allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, you do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.</p> <p>If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if unplugged. Your system administrator can tell you which adapter to choose.</p>	Configuration and Registration Tasks, page 8
2	Device Name	The device name is unique to your network adapter. Your system administrator might ask you to collect the device name for registration or troubleshooting purposes.	Configuration and Registration Tasks, page 8
3	TFTP Servers area	Allows you to specify TFTP servers, or to return to using the default TFTP server. Your system administrator will tell you if you need to modify this setting.	Configuration and Registration Tasks, page 8



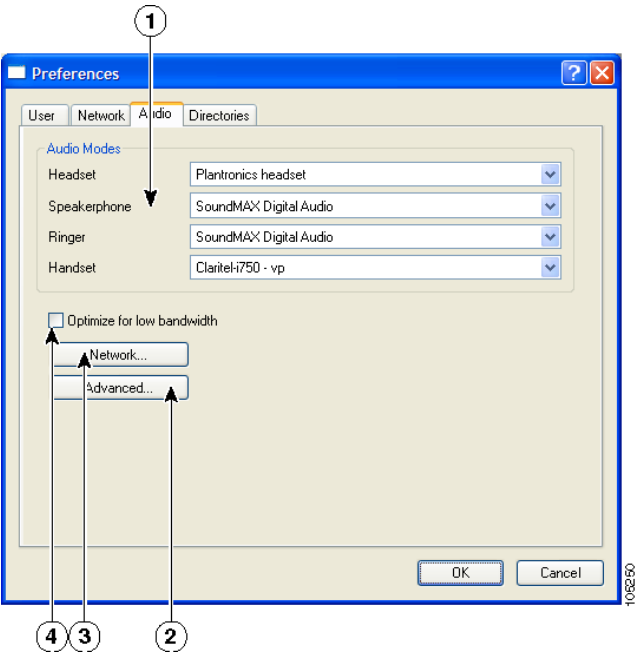
Note The network settings shown in the above illustration are examples only.

Related topics

- An Overview of Settings, page 31
- Audio Settings, page 38
- Directories Settings, page 45

Audio Settings

Access the Audio settings window by choosing **Alt + S > Audio**, or **right-click > Preferences > Audio**.



#	Item	Description	For related information, see...
1	Audio Modes area	<p>Allows you to assign devices to audio modes and the ringer. The drop-down menu associated with each audio mode displays your currently available audio devices.</p> <p>Depending on what devices you installed before launching Cisco IP Communicator, your available audio devices can include:</p> <ul style="list-style-type: none">• a USB handset• a USB headset• a sound card	<ul style="list-style-type: none">• Installing Audio Devices, page 3• Understanding Audio Modes, page 39• Using Headsets and Other Audio Devices, page 46

#	Item	Description	For related information, see...
2	Advanced... button	Opens the Advanced Audio Settings window.	Advanced Audio Settings, page 43
3	Network... button	Opens the Network Audio Settings window.	Network Audio Settings, page 42
4	Optimize for low bandwidth check box	<p>If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality might suffer from insufficient bandwidth. Enabling the “Optimize for low bandwidth” feature when you are using Cisco IP Communicator over a remote connection can prevent robotic-sounding audio and other problems.</p> <p>To enable this feature, right-click on the Cisco IP Communicator interface and choose Preferences > Audio.</p> <p>You might choose to apply audio filters to enhance voice quality when using low bandwidth.</p>	<ul style="list-style-type: none"> Advanced Audio Settings, page 43 Troubleshooting Cisco IP Communicator, page 57

**Note**

The audio settings shown in the above illustration are examples only.

Related topics

- Understanding Audio Modes, page 39
- Network Audio Settings, page 42
- Advanced Audio Settings, page 43

Understanding Audio Modes

Each audio device that you plan to use with Cisco IP Communicator must be assigned to an audio mode:

- Handset mode
- Headset mode
- Speakerphone mode

The ringer, which alerts you to an incoming call, must have a device assigned to it, as well.


Audio mode selection tells Cisco IP Communicator which audio devices you want to use for audio input and output.

The first time that you launch Cisco IP Communicator, you have an opportunity to assign audio devices to audio modes using the Audio Tuning Wizard. Subsequently, you can assign audio devices to modes by right-clicking on Cisco IP Communicator and choosing **Preferences > Audio**.



Tip For a description of analog and USB audio devices, see the “Installing Audio Devices” section on page 3.





Audio mode selection tips

By default, Cisco IP Communicator selects one audio device for all of your audio modes and the ringer. This device could be a sound card, for example. If you have multiple audio devices available, you have additional configuration options. For example, if you have a USB headset, you can select it for headset mode, then activate it by clicking .

You can maintain the default configuration or customize it. If you choose to customize the configuration, follow these recommendations:

- If you use a USB handset, assign it to handset mode.
- If you use a USB headset, assign it to headset mode.
- If you use an analog headset, assign your computer’s sound card to headset mode.
- Select your computer’s sound card for speakerphone mode.
- Assign the ringer to the device that you want to alert you when you receive call. Be aware, however, that if you assign the ringer to a sound card and plug an analog headset into your computer, you will not be able to hear the ringer unless you are wearing the headset.

How to activate audio modes

- To activate headset mode, click . To activate speakerphone mode, click . Doing so will also activate whatever device you have selected for each mode.
- By default, speakerphone mode will be activated when you click softkeys, line buttons, and speed dial buttons (unless you have a USB handset enabled). If you want headset mode to be the default mode instead, click , then click EndCall. Headset mode will act as the default audio mode as long as  remains lit (unless you have a USB handset enabled).
- To activate handset mode, go off-hook with your USB handset (assuming this device is available and assigned to handset mode). The method you use to take a USB handset off-hook depends on how the handset is designed. You might need to press a hook-switch or “on” button.
- The ringer becomes active when you receive an incoming call.



Tip See the “Using Headsets and Other Audio Devices” section on page 46 for more information.

How audio devices are displayed in audio mode menus

Audio mode menus are drop-down menus that contain one or more audio devices. (**Right-click > Preferences > Audio**). Here is some information about what you might see in these menus:

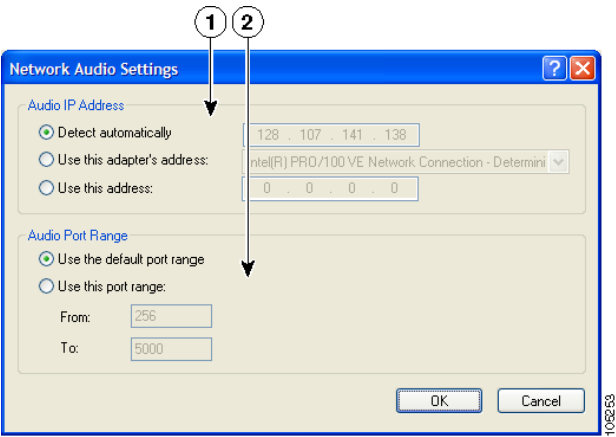
- If you have only one audio device installed when Cisco IP Communicator launches, you will see one audio device in each menu.
- Not all installed audio devices appear in audio mode menus. The devices that *do* appear are the devices that require drivers (meaning USB handsets, USB headsets, and sound cards).
- Analog audio devices, which plug into the audio jacks on your computer, do not appear in your audio mode menus. Cisco IP Communicator does not distinguish between analog audio devices and your sound card. To select an analog device, select your sound card. (See the “Installing Audio Devices” section on page 3 if you need help installing or identifying analog audio devices.)
- If you do not see an installed USB audio device or sound card in the menu, make sure the device is inserted and re-launch Cisco IP Communicator. Cisco IP Communicator will only recognize audio devices that are installed and plugged in when the application launches. (See the “Installing Audio Devices” section on page 3 if you need help installing or identifying USB audio devices.)

Related topics

- Using the Audio Tuning Wizard, page 6
- Viewing and Customizing Preferences, page 34
- Removing and Re-Installing Audio Devices, page 50

Network Audio Settings

Access the Network Audio settings window by choosing **Alt + S > Audio > Network....**, or **right-click > Preferences > Audio > Network....**



#	Item	Description
1	Audio IP Address area	The default setting for this area is “Detect automatically.” Do not change this setting unless asked to do so by your system administrator.
2	Audio Port Range area	The default setting for this area is “Use the default port range.” Do not change this setting unless asked to do so by your system administrator.



Note

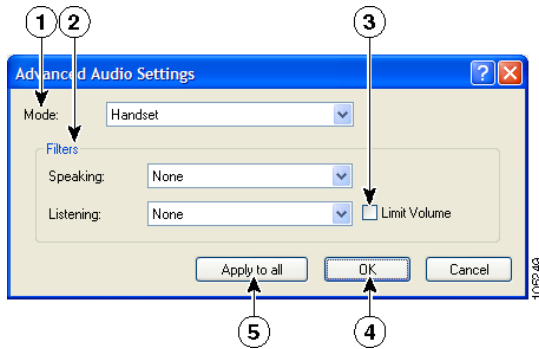
The network audio settings shown in the above illustration are examples only.

Related topics

- Audio Settings, page 38
- Advanced Audio Settings, page 43
- Troubleshooting Cisco IP Communicator, page 57

Advanced Audio Settings

Access the Advanced Audio settings window by choosing **Alt + S > Audio > Advanced...**, or **right-click > Preferences > Audio > Advanced...**



#	Item	Description	For related information, see...
1	Mode menu	Use this menu if you want to apply a speaking or listening filter to one audio mode in particular.	<ul style="list-style-type: none"> Understanding Audio Modes, page 39 Using Headsets and Other Audio Devices, page 46
2	Filters <ul style="list-style-type: none"> Speaking Listening 	<p>Applying a speaking filter can alter the sound of your voice; applying a listening filter can alter the sound of the other party's voice.</p> <p>As a rule, keep filters set to “None” unless you are using Cisco IP Communicator over a VPN connection and have enabled low bandwidth (Preferences > Audio). With low bandwidth enabled, applying filters can make your voice or the other party's voice sound sharper and more natural.</p> <p>You can experiment with applying filters during a call. To gauge the effect of a speaking filter, ask the other party how you sound.</p>	<ul style="list-style-type: none"> Audio Settings, page 38 Troubleshooting Cisco IP Communicator, page 57

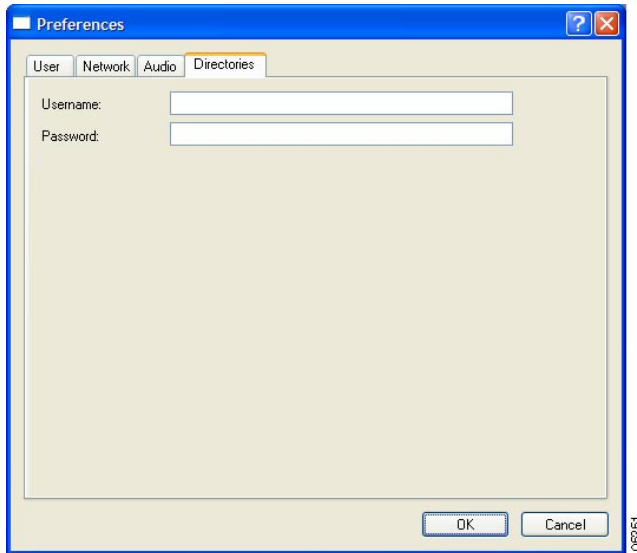
#	Item	Description	For related information, see...
3	Volume Limit check box	Your system administrator might advise you to enable this feature if calls originating outside of your company's network consistently sound louder than calls originating within the network.	<ul style="list-style-type: none"> Using the Audio Tuning Wizard, page 6 Adjusting the Volume for a Call, page 31 Troubleshooting Cisco IP Communicator, page 57
4	"OK" button	Applies the filter settings to the selected audio mode only.	Understanding Audio Modes, page 39
5	"Apply to all" button	Applies the filter settings to all audio modes.	Understanding Audio Modes, page 39

Related topics

- Audio Settings, page 38
- Network Audio Settings, page 42

Directories Settings

Access the Directories settings window by choosing **Alt + S > Directories**, or **right-click > Preferences > Directories**.



Before you can use the Quick Search feature to search corporate directories, you might need to enter a username and password in the Directories window of the Preferences dialog box. First, try using Quick Search without entering this information. If Quick Search does not respond, obtain your Directories username and password from your system administrator and enter them here.

Additionally, you must specify your Directories username and password in this window if you want to use Quick Search to search your Personal Address Book. See the “Using the Quick Search Feature” section on page 53 for more information.

Related topics

- An Overview of Settings, page 31
- User Settings, page 34
- Audio Settings, page 38
- Entering Password Information for Quick Search, page 53

Using Headsets and Other Audio Devices

This chapter provides information about using audio devices such as a handset, headset, and your computer's speaker and microphone with Cisco IP Communicator's audio modes (handset mode, headset mode, and speakerphone mode).

This section contains the following topics:

- Using a Headset, page 46
- Using Your Computer as a Speakerphone, page 48
- Using a USB Handset, page 49
- Removing and Re-Installing Audio Devices, page 50
- Obtaining Audio Devices, page 50

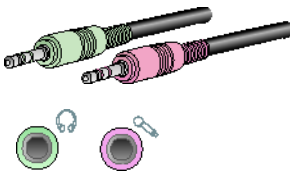
Using a Headset

You can use a USB headset or an analog headset with Cisco IP Communicator.

- A USB headset has a flat, rectangular plug that connects to a USB port on your computer.















- An analog headset has rounded plugs that connect to your computer's audio jacks.



Analog headsets work in conjunction with your computer's sound card and do not require device drivers.

Refer to the table below for details.

If you...	Then...
Want to use a headset to place and receive calls	<p>Make sure that  is activated (lit) to indicate that Cisco IP Communicator is operating in headset mode. You can toggle headset mode on and off by clicking  or by entering the keyboard shortcut Ctrl + H.</p> <p>If you use a headset as your primary audio device, you might want to keep  lit even after you end a call by clicking EndCall instead of  to hang up. When  is not lit, Cisco IP Communicator uses speakerphone mode as the default audio mode. Cisco IP Communicator responds to softkeys, speed dial buttons, and other features by routing audio through the active mode.</p> <p>You can use a headset in conjunction with all of the controls on Cisco IP Communicator, including  and .</p> <p></p> <hr/> <p>Note An analog headset will work in speakerphone mode, but using it in headset mode can improve audio quality.</p>
Use an analog headset as your only audio device	Follow the guidelines listed above. In addition, be aware the ringer will be audible only through your headset speakers when the headset is plugged in to your computer. You must be wearing your headset to hear the phone ring.
Use AutoAnswer with a headset	Keep  activated (lit) by clicking EndCall to hang up. (Click  first, if necessary). When  is lit, Cisco IP Communicator is operating in headset mode.
Want to switch to a headset during a call	Click  or enter the keyboard shortcut Ctrl + H . If you were using a USB handset before switching, you can turn it off or hang it up.



Tip







AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator answers phone calls automatically and routes them through speakerphone mode or headset mode, depending on configuration.

Related topics

- Basic Call Handling, page 19
- Understanding Audio Modes, page 39
- Using Your Computer as a Speakerphone, page 48

Using Your Computer as a Speakerphone

You can use your computer’s sound card to place and receive calls in speakerphone mode. See the table below for details.

If you want to...	Then...
Use your computer like a speakerphone to place and answer calls	<p>Make sure that  is lit so that Cisco IP Communicator will operate in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking  or by entering the keyboard shortcut Ctrl + P.</p> <p>By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call will automatically trigger speakerphone mode, such as using a speed dial button or softkey.</p> <div>Note If you have an analog headset plugged in to the computer, you will not be able hear audio through your computer’s speakers in speakerphone mode.</div>
Switch to the speakerphone during a call	Click  or the keyboard shortcut Ctrl + P . If you were using a headset before switching, turn it off or hang it up.
Use your computer’s speaker as a ringer to alert you to incoming calls	Make sure that your sound card is assigned to the ringer mode and that you have not muted your computer’s speaker. Additionally, if you plug an analog headset into your computer, the ringer will be audible from the headset speakers only.
Use AutoAnswer with speakerphone mode	<p>Click  or  to place, answer, and end calls, open and close lines, and to switch from other audio devices to speakerphone mode. Because speakerphone mode is active by default, you do not need to keep the corresponding button lit as you do for headset mode.</p> <p>(AutoAnswer is a non-standard feature that your system administrator might enable for you.)</p>

Related topics



- Basic Call Handling, page 19
- Understanding Audio Modes, page 39
- Using a Headset, page 46
- Using a USB Handset, page 49

Using a USB Handset

You can use a USB handset with Cisco IP Communicator. See the table below for details.



Note You should assign a USB handset to handset mode; this configuration allows Cisco IP Communicator to recognize if the handset is on-hook or off- hook, allowing you to end a call by hanging up the USB handset, for example. For more information about this assignment, see the “Understanding Audio Modes” section on page 39.

If you want to...	Then...
Place or end a call with the handset	Enable or disable the USB handset. Many handsets have a hook-switch or on/off button. Lift or enable the handset to take it “off-hook.” You can use a USB handset in conjunction with all of the controls on Cisco IP Communicator, including  and  .
Switch to the handset during a call	Lift (or otherwise) enable the handset.

Related topics

- Installing Audio Devices, page 3
- Basic Call Handling, page 19
- Using a Headset, page 46
- Using Your Computer as a Speakerphone, page 48
- Removing and Re-Installing Audio Devices, page 50

Removing and Re-Installing Audio Devices

If you use Cisco IP Communicator on a laptop, you might find that you often remove and re-install audio devices as you travel between locations. Refer to the table below for information about reinstalling an audio device when you are ready to use it again.

If you want to...	Then...
Re-install a previously tuned USB handset, USB headset, or sound card	<ol style="list-style-type: none">1. Install the audio device (for example, plug in the USB handset) when Cisco IP Communicator is not running.2. Launch Cisco IP Communicator.3. Select and, if necessary, tune the device. (To manually access the Audio Tuning Wizard, right-click on the Cisco IP Communicator interface and choose Preferences > Audio.)4. If necessary, assign the device to the desired audio mode(s). See the “Understanding Audio Modes” section on page 39.

Tips

- Each time that you launch, Cisco IP Communicator checks to see if the audio device that you used during your previous session is installed. If the device is not found, the Cisco IP Communicator will prompt you to re-install it.
- If you install an audio device that requires device drivers (a USB handset, USB headset, or a sound card) *after* launching, Cisco IP Communicator will not recognize the device until you re-launch the application.
- If you are using Cisco IP Communicator over a remote connection, establish VPN connectivity before launching Cisco IP Communicator.

Related topics

- Installing Audio Devices, page 3
- Using the Audio Tuning Wizard, page 6

Obtaining Audio Devices

Your system administrator might supply you with audio devices. If you plan to purchase them, ask your system administrator for the most up-to-date list of supported devices.

Using Voice Messaging, Call Logs, and Directories

This section contains these topics:





- Using a Voice Message Service, page 51
- Searching Your Call Logs and Directories, page 52
- Using the Quick Search Feature, page 53

Using a Voice Message Service




Note

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about using the service, see the product documentation.




If you want to...	Then...
Set up and personalize your voice message service	<p>Click  and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item.</p> <p>Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.</p>
Listen to your voice messages or access the messages menu	<p>Click .</p> <p>Depending on your voice message service, clicking  either auto-dials the message service or provides a pop-up menu on your touchscreen.</p>
See if you have a new voice message	<p>Look at Cisco IP Communicator for the following indicators:</p> <ul style="list-style-type: none"> • A flashing envelope icon and text message on your phone screen. • A steady red light in your message waiting indicator: <ul style="list-style-type: none"> – If you are using the default skin (right-click > Skins > Default.xml), the indicator is the light strip on the left side of the interface. – If you are using the optional skin (right-click > Skins > Mercurio.xml) the indicator is the Cisco IP Communicator icon in the left corner of the interface.  <p>The behavior of the message waiting indicator can vary. See the “Customizing Rings and Message Indicators” section on page 32.</p>

Searching Your Call Logs and Directories

The table below provides an overview of how to search—and dial from—listings in your call logs and corporate and personal directories.



Note For more information about Quick Search, see the “Using the Quick Search Feature” section on page 53.

If you want to...	Then...
View your call logs	Choose  > Missed Calls, Placed Calls, or Received Calls . A maximum of 100 records is stored in each of these logs. To view your Placed Calls only, press the Navigation button (or the arrow keys on your keypad) while on-hook.
Dial from a call log	Choose a listing. If you need to edit the number displayed in the log (to add or to remove a prefix, for example), scroll to the number to select it, then click EditDial .
Dial from a corporate directory	<p>You have two search options:</p> <ul style="list-style-type: none">• Access Quick Search from the right-click menu.• Access the Corporate directory by choosing  > Corporate Directory (exact name can vary). <p>Depending on various factors, these search methods might yield different results. A good rule of thumb is to use the Quick Search feature first.</p>
Dial from your Personal Address Book (PAB)	<p>You have two search options:</p> <ul style="list-style-type: none">• Use Quick Search. If configured to work with your PAB, Quick Search will look for a match in your PAB first and, if no matches are found, in your corporate directory second.• Access your PAB by choosing  > PAB service (exact name can vary). <p>Before you can use the PAB service, you must subscribe to it. See the “Accessing Your User Options Web Pages” section on page 55.</p>

Tips

- To erase all of your call logs, click **Clear**.
- If network connectivity is disrupted, you might lose information in your call logs. Also, a limited number of records can be stored. Ask your system administrator for details.

Using the Quick Search Feature

Quick Search allows you to search one or more directories with a single search command. These directories can include multiple corporate directories and your personal address book, depending on how your system administrator configured the Quick Search feature.

To access Quick Search, right-click on Cisco IP Communicator and choose **Quick Search** or enter the keyboard shortcut (**Alt + K**).

In the Quick Search window, enter a name or extension number, then click **Quick Dial** or **Search**:

- **Quick Dial**—Automatically dials when the search yields one match. (You still need to click the **Dial** softkey to place the call). If the search yields multiple matches, Quick Dial displays them.
- **Search**—Displays search results without automatically dialing a number.

To place a call from search results, click a listing in the Quick Search window, then click the **Dial** softkey on Cisco IP Communicator.

See the “Entering Password Information for Quick Search” section on page 53 for more information.

Entering Password Information for Quick Search

Depending on how you want to use Quick Search, you might need to enter credential information, including a user name and password:

Searching a corporate directory

If you do not use the Personal Address Book service and will use Quick Search to look up co-workers in the corporate directory only, you may not need to take any configuration steps. Test this by choosing **Quick Search** from the right-click menu or by entering **Alt + K**:

- If Quick Search opens, no configuration is necessary on your part.
- If Quick Search does not open, you need to enter a username and password in the Directories window of the Preferences dialog box (**right-click > Preferences > Directories**). Ask your system administrator to provide you with the values to enter.



Searching your Personal Address Book

If you use the Personal Address Book (PAB) service, Quick Search can look for matches in your PAB first and in your corporate directory second. Before Quick Search will access your PAB, however, the following conditions must be met:

- Your system administrator must configure Quick Search to integrate with personal directories.
- You must subscribe to the PAB service from the Cisco CallManager User Options web pages.
- Your Cisco CallManager username must appear in the User window (**Preferences > User**).
- You must enter your Directories username and password (**Preferences > Directories**).

Alternate search methods

If you want to use an alternate search method instead of using Quick Search, try these:

- To search corporate directories, choose  > **Corporate Directory** (exact name can vary).
- To search your Personal Address Book, choose  > **PAB service** (exact name might vary).

Enter search information and click **Search**.

Related topics

- Using Cisco IP Communicator to Handle Calls, page 19
- Customizing Cisco IP Communicator Settings, page 31
- Searching Your Call Logs and Directories, page 52
- Accessing Your User Options Web Pages, page 55

Accessing Your User Options Web Pages

You can establish, customize, and enable phone services, and control settings and features using the Cisco CallManager User Options web pages.

**Tip**

You can set up speed dial numbers from your User Options web pages. See the “Setting Up Speed Dial Buttons” section on page 33 for information about this feature.

This chapter contains these sections:

- Logging In to the User Options Web Pages, page 55
- Subscribing to Phone Services, page 56

Logging In to the User Options Web Pages

Procedure

Step 1 Right-click in the Cisco IP Communicator interface and choose **User Options....**

Step 2 Enter the user ID and default password provided by your system administrator.

Step 3 From the general menu, select your device type from the “Select a device” drop-down list.

After you make your selection, a context-sensitive menu appears with options appropriate for your device type. (If you do not see your device type listed, see your system administrator.)

See the “Subscribing to Phone Services” section on page 56 for related information.

Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services


Before you can access subscription phone services on your Cisco IP Communicator, you need to subscribe to them from the User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55 if you need help logging in.)

Services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Your system administrator determines the services that are available to you.

Refer to the table below for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	From the main menu, choose Configure your Cisco IP Phone Services . Select a service from the “Available Services” drop-down list and click Continue . Enter more information upon request (such as a zip code or PIN), then click Subscribe .
Change or end subscriptions	From the main menu, choose Configure your Cisco IP Phone Services . Click a service in the “Your Subscribed Services” panel. Click Update after making changes, or click Unsubscribe .
Access a service on Cisco IP Communicator	Click  on Cisco IP Communicator. Doing so allows you to use services that you have subscribed to or that your system administrator has assigned to you.

Troubleshooting Cisco IP Communicator

This section contains these topics:

- General Troubleshooting Issues, page 57
- Voice Quality Issues, page 60



Note

If you are experiencing problems with Cisco IP Communicator, you might want to run the Error Reporting Tool to capture relevant data for troubleshooting purposes. Choose **Start > Programs > Cisco IP Communicator**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

General Troubleshooting Issues


The table below can help you troubleshoot general issues you may experience, with Cisco IP Communicator.



Note

If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)

If...	Then try this...	For more information, see...
After first launch, no extension number appears and the status line area shows “Registering”	<p>Make sure that you chose a TFTP server, if necessary. Your system administrator should provide you with the TFTP address if one is needed.</p> <p>If you are a remote user, make sure to establish network connectivity before you launch Cisco IP Communicator.</p>	<ul style="list-style-type: none"> • Configuration and Registration Tasks, page 8 • Network Settings, page 36
After launching, Cisco IP Communicator cannot locate your network adapter and asks you to reinsert it	<p>Replace the missing network interface device, if possible. (For example, replace a wireless card or a USB Ethernet adapter.)</p> <p>If you first launched Cisco IP Communicator on laptop that was connected to a docking station, try docking to see if this fixes the problem. If so, ask your system administrator to help you configure your device name so that Cisco IP Communicator will work without the docking station attached.</p> <p>If you have permanently removed or disabled your selected network adapter, coordinate with your system administrator before selecting a new adapter.</p>	<ul style="list-style-type: none"> • Configuration and Registration Tasks, page 8 • Network Settings, page 36
Your audio device does not show up in an audio mode drop-down menu	<p>If the device is a USB handset, USB headset, or sound card, make sure that the device is properly installed and re-launch Cisco IP Communicator. (Devices installed after launching are not recognized until the next launch.)</p> <p>If the device is an analog device, it will not appear in the audio mode list because analog devices are extensions of your sound card. Choose your sound card instead.</p>	<ul style="list-style-type: none"> • Installing Audio Devices, page 3 • Understanding Audio Modes, page 39 • Removing and Re-Installing Audio Devices, page 50

If...	Then try this...	For more information, see...
<p>After launching, Cisco IP Communicator shows no extension number or the wrong extension number</p>	<p>Contact your system administrator for assistance.</p> <p>You might have selected the wrong network adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if it is not plugged in. Your system administrator can tell you which adapter to choose.</p> <p>Note that the network adapter setting allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, do not change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.</p>	<ul style="list-style-type: none"> • Configuration and Registration Tasks, page 8 • Network Settings, page 36
<p>When you invoke Quick Search, nothing happens</p>	<p>Choose right-click > Preferences > Directories and enter a username and password (Your system administrator can tell you what user name and password to use.)</p> <p>If you want to search your Personal Address Book using Quick Search, you must also choose right-click > Preferences > User and enter your user name.</p>	<ul style="list-style-type: none"> • Directories Settings, page 45 • Using the Quick Search Feature, page 53
<p>Your phone ringer is not audible or is hard to hear</p>	<p>Adjust your ringer volume by clicking  on the Cisco IP Communicator interface when no calls are active.</p> <p>If you use a USB handset, do not select it to serve as your ringer. In general, you should choose your sound card for the ringer.</p> <p>If your sound card is selected for ringer mode, and a headset is plugged in to the audio jacks on your computer, then you must be wearing your analog headset in order to hear the ringer.</p>	<ul style="list-style-type: none"> • Installing Audio Devices, page 3 • Understanding Audio Modes, page 39

Related topics

- Using the Audio Tuning Wizard, page 6
- An Overview of Settings, page 31
- Voice Quality Issues, page 60

Voice Quality Issues


The table below can help you troubleshoot voice quality issues you may experience with Cisco IP Communicator.



Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)




Before you begin



Note the following information before you use the troubleshooting table below.



- If the problem is related to volume, first try adjusting the volume by clicking  on the Cisco IP Communicator interface.
- Try to determine if the source of the problem lies with your Cisco IP Communicator or with the remote party's phone by calling additional parties. If you suspect that the problem lies with the other party's phone, adjust the volume on the Cisco IP Communicator interface, but avoid modifying settings using the Audio Tuning Wizard (as these modifications might not be broadly applicable).



Note Your system administrator might ask you to enable logging in order to capture detailed information for troubleshooting purposes. To enable logging, choose **Alt + S > User**, or **right-click > Preferences > User**, and click **Enable Logging**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

If...	Then try this...
The other party sounds too loud	<ul style="list-style-type: none"> Try adjusting the volume by clicking . Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.
The other party reports that you sound too loud	<ul style="list-style-type: none"> Move the microphone boom slightly away from your mouth and toward your chin if you are using a headset. If the problem persists, launch the Audio Tuning Wizard and decrease the microphone volume for the current audio device. If you still sound too loud to the other party, disable the Microphone Boost feature, if it is enabled for that device. Do this from the Audio Tuning Wizard.
The other party sounds too quiet	<ul style="list-style-type: none"> Try adjusting the volume by clicking . Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.
The other party reports that you sound too quiet	<ul style="list-style-type: none"> Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. Headset mode is operating if  is lit. If it is unlit, click it. Make sure that the microphone boom is positioned correctly if you are using a headset. If the problem persists, launch the Audio Tuning Wizard and increase the microphone volume for the current audio device. Before you tune an audio device that has its own volume adjustor, such as a USB headset with volume controls on the wire, increase the device's volume level to the highest setting. If you still sound too quiet, enable the Microphone Boost feature for the audio device from the Audio Tuning Wizard.
The other party sounds muffled	<ul style="list-style-type: none"> If you are using Cisco IP Communicator remotely and have enabled the "Optimize for low bandwidth" feature (Preferences > Audio), apply a Listening audio filter. See the "Audio Settings" section on page 38. If you are not using Cisco IP Communicator over a remote connection, disable the low bandwidth option. Ask the other party to decrease his or her microphone volume, if possible.

If...	Then try this...
The other party reports that you sound muffled	<ul style="list-style-type: none"> • Launch the Audio Tuning Wizard and adjust the microphone volume for the current audio device. • If you have enabled the “Optimize for low bandwidth” feature (Preferences > Audio), try applying a speaking filter and asking how you sound. See the “Advanced Audio Settings” section on page 43 for information about applying audio filters. See the “Audio Settings” section on page 38 for information about the low bandwidth feature. • If you are not using Cisco IP Communicator over a remote connection, disable the low bandwidth option.
The other party sounds distant or unnatural	<ul style="list-style-type: none"> • Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. (The  button should be lit.) • If you have enabled an audio filter to use with low bandwidth, try disabling it. (Preferences > Audio > Advanced....)
The other party reports that you sound distant or unnatural	<p>If you have enabled the “Optimize for low bandwidth” feature (Preferences > Audio), try applying a speaking filter and asking how you sound.</p> <p>See the “Advanced Audio Settings” section on page 43 for information about applying audio filters. See the “Audio Settings” section on page 38 for information about the low bandwidth feature.</p>
The other party’s voice is disrupted by unintended silences or sounds jittery	<ul style="list-style-type: none"> • Close any unnecessarily applications. Be aware that launching applications and performing network-intensive tasks such as sending email may affect audio quality. • If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality is probably suffering from insufficient bandwidth. Enable the “Optimize for low bandwidth” feature by right-clicking on the Cisco IP Communicator interface and choosing: Preferences > Audio. • Verify that your sound cards and audio drivers are correctly installed.
	<div>  <div> Note <p>You may hear occasional pops, clicks, or broken audio when the network is experiencing congestion or data traffic problems.</p> </div> </div>

If...	Then try this...
You hear echo	<ul style="list-style-type: none"> • Ask the other party to decrease his or her microphone or speaker volume, if possible. • If the other party is using Cisco IP Communicator in speakerphone mode, ask him/her to make sure that the  button is lit. • Make sure that your sound card is not feeding back audio from the microphone to the speaker. Follow these steps: <ol style="list-style-type: none"> 1. Right-click on the microphone icon in the system tray and choose Open Volume Controls. 2. Choose Options > Properties > Playback and make sure that all the check boxes in the lower part of the window are selected, then click OK. 3. In the Volume Control window, make sure that Mute is selected for the Microphone Balance column.
The other party hears echo	<ul style="list-style-type: none"> • Launch the Audio Tuning Wizard and reduce the microphone volume for the current audio device. • If you are using your computer as a speakerphone, keep the  button lit. • As a last resort, change your audio device.
The other party cannot hear you at all (but you can hear him/her)	<ul style="list-style-type: none"> • Make sure that you have not enabled Mute from controls on the headset wire or on the USB handset. • Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer. • Make sure that no other application is using your microphone, such as a sound recorder or another software-based phone.
The other party can hear you, but you cannot hear any audio	Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
Simultaneous speaking fails	Make sure that you are using a full-duplex sound card.
You cannot hear any audio, not even a dial tone	<ul style="list-style-type: none"> • If you are using a docking station, and your audio device is plugged into it, make sure that your computer is connected to the docking station, as well. • Try restarting Cisco IP Communicator.

Related topics

- Using the Audio Tuning Wizard, page 6
- An Overview of Settings, page 31
- General Troubleshooting Issues, page 57



Index

A

about window, accessing **16**

address book

- dialing from **20**

- searching **52**

- username and password for **35, 45, 53**

advanced audio settings window, using **43**

always-on-top feature **16**

answering calls, options for **22**

audio devices

- for audio modes **38**

- for ringer mode **38**

- how displayed **41**

- installing **3, 50**

- purchasing **50**

- removing and replacing **50**

- selecting and tuning **6**

- types supported **3**

- using **46**

- volume, during a call **31**

audio IP address, setting for **42**

audio modes

- activating **40**

- description of **39**

- help selecting **40**

- selecting devices for **38**

- setting for **38**

- troubleshooting menus for **58**

- understanding menus for **41**

audio port range, setting for **42**

audio quality, troubleshooting **60**

audio settings window, using **38**

audio settings, changing **6, 31**

Audio Tuning Wizard

- accessing **6**

- and the check audio settings window **6**

- description of **6**

- with Microsoft Windows 2000 **57**

AutoAnswer

- description of **47**

- using with headset mode **47**

- using with speakerphone mode **48**

- using, general **22**

auto-dial, description of **20**

AutoUpdate, using **5**

B

background, changing **33**

barge, using **30**

C

call forwarding, using **27**

- call logs
 - dialing from **20**
 - editing **20**
 - erasing **52**
 - searching **52**
- call park, using **28**
- call pickup, using **29**
- callback feature, using **21**
- call-handling, advanced **28**
- call-handling, basic **19**
- calls
 - answering **22**
 - compared to lines **17**
 - displaying **14, 25**
 - ending **23**
 - forwarding **27**
 - handling multiple **25**
 - holding and resuming **24**
 - meet-me conferencing for **29**
 - multiple parties on **26, 29**
 - muting **24**
 - parking **28**
 - per line **17**
 - placing **20**
 - redirecting while ringing **29**
 - standard conferencing for **26**
 - storing and retrieving **28**
 - transferring **25**
 - troubleshooting **60**
 - volume for **31**
- check audio settings window, using **6**
- checklist, for installation **2**
- Cisco IP Communicator

- configuring **8**
- features of **1, 10**
- illustration of **10**
- installing **4**
- launching **5**
- online help for **18**
- software version information **16**
- testing **9**
- updating **5**
- user guide for **16**
- with VPN **39**
- closing
 - icon for **12**
 - instructions for **17**
- conference calling
 - meet-me **29**
 - standard **26**
- configuring, checklist for **2**
- corporate directory, searching **52**

D

- device name
 - locating **8**
 - setting for **37**
 - troubleshooting **59**
- dial pad, identifying **13**
- dialing
 - from call logs **20**
 - options for **20**
- directories
 - button, identifying **12**
 - dialing from **20**

- searching **52**
- directories settings window, using **45**
- disrupted audio **62**
- docking station, and first launching **5**
- documentation, accessing **16**

E

- echo problems **63**
- enable logging, setting for **35**
- error logs, enabling **35**
- error messages, troubleshooting **57**
- error reporting tool, using **57**

F

- fast dial service
 - dialing with **21**
 - subscribing to **56**
- feature buttons, identifying **14**
- feature tabs, identifying **14**
- features, availability of **18**
- filters
 - applying **43**
 - troubleshooting with **61**
- forwarding calls, options for **27**

G

- group call pickup, using **29**

H

- handset
 - purchasing **50**
- handset mode
 - activating **40**
 - selecting audio device for **38**
 - using **21, 49**
- handsets
 - choosing from multiple **35**
 - installing **3**
 - using **49**
- hanging up
 - options for **23**
 - with multiple lines **23**
- hardware, requirements **2**
- headset
 - answering calls with **22**
 - button, identifying **13**
 - hanging up with **23**
 - installing **3**
 - types of **46**
 - using **46**
- headset mode
 - activating **40**
 - selecting audio device for **38**
 - using **21, 47**
- headsets
 - purchasing **50**
- help
 - button for **12**
 - button, using **18**
- hiding, instructions for **17**
- hold

- and switching between calls **25**
- and transferring **25**
- display for **24**
- using **24**
- with conference calls **24**
- with multiple lines **24**

I

- installing
 - audio devices **3, 50**
 - checklist for **2**
 - Cisco IP Communicator **4**
 - requirements **2**
 - testing after **9**
- interface
 - always-on-top feature for **16**
 - closing and hiding **17**
 - exiting closing
 - instructions for **16**
 - illustration of **10**
 - navigating **15**
 - screen-only view **16**

K

- keyboard shortcuts, using **15**

L

- laptop, and first launching **5**
- launching
 - and Audio Tuning Wizard **6**

- and check audio settings window **6**
- and laptop docking stations **5**
- Cisco IP Communicator **5**
- configuration tasks after **8**
- troubleshooting **57**
- updating after **5**

- lines

- call forwarding for **27**
 - compared to calls **17**
 - identifying buttons for **12**
 - shared, using **30**
 - using barge with **30**
 - using multiple **21, 25**
 - wrong or missing at startup **59**
- low bandwidth
 - enabling **39**
 - troubleshooting with **62**
 - with filters **43**

M

- meet-me **29**
- messages
 - button, identifying **12**
 - checking **51**
 - indicator for **13, 32**
 - listening to **51**
- minimizing
 - icon for **12**
 - instructions for **17**
- missed calls, records of **20**
- mute
 - and check audio settings window **24**

- button, identifying **13**
- using **24**

N

- navigation button, identifying **13**
- network adapter
 - choosing **8**
 - setting for **37**
 - troubleshooting **59**
- network audio settings window, using **42**
- network settings window, using **36**
- no audio **63**

O

- off-hook
 - description of **18**
 - with answering **22**
 - with dialing **20**
 - with hanging up **23**
 - with USB handset **40**
- one-way audio problems **63**
- on-hook
 - description of **18**
 - with dialing **20**
- optimize for low bandwidth setting **39**

P

- password setting
 - for directories window **45**
 - for user window **35**

- personal address book
 - searching **52**
 - username and password for **53**
- phone screen
 - customizing image for **33**
 - displaying multiple calls on **26**
 - identifying **12**
- phone tab, identifying **14**
- placed calls, records of **20**
- platform, requirements **2**
- preferences
 - advanced audio settings **43**
 - audio settings **38**
 - dialog box, accessing **34**
 - directories settings **45**
 - network audio settings **42**
 - network settings **36**
 - user settings **34**

Q

- quick dial, using **53**
- quick search
 - password for **45**
 - troubleshooting **59**
 - using **52, 53**

R

- received calls, records of **20**
- redial, using **20**
- registration
 - tasks associated with **8**

- troubleshooting **57**
 - with TAPS **8**
- reinserting audio devices **50**
- removing audio devices **50**
- requirements, for installing **2**
- resume softkey, using **24**
- right-click menu, description of **16**
- ring sound, changing **32**
- ringer
 - adjust volume for **31**
 - indicator for **13, 32**
 - selecting devices for **38**
 - troubleshooting **59**

S

- screen-only view **16**
- scrolling, how to **13**
- searching
 - options for **52**
 - password for **53**
- services
 - button, identifying **12**
 - subscribing to **56**
- settings
 - advanced audio window **43**
 - audio window **38**
 - button, identifying **12**
 - directories window **45**
 - network audio window **42**
 - network settings window **36**
 - overview of **31**
 - user window **34**

- shared lines
 - description of **30**
 - with barge **30**
- shortcuts, keyboard **15**
- skins
 - buttons on **13**
 - changing **16**
 - illustration of **10**
- softkeys, about **13**
- sound card, using in speakerphone mode **48**
- speaker button, identifying **12**
- speakerphone mode
 - activating **40**
 - selecting audio device for **38**
 - using **21, 48**
- speakerphone, using **48**
- speed dial
 - buttons, configuring **33**
 - buttons, identifying **12**
 - labels **14**
 - using **20**
- status line, identifying **14**

T

- TAPS, using **8**
- testing, after installation **9**
- TFTP server
 - selecting **8, 37**
 - setting for **37**
- transferring, options for **25**
- troubleshooting
 - at startup **57**

- enable logging for **35**
- error messages **57**
- general **57**
- using error reporting tool for **57**

tuning, audio devices **6**

U

updating, Cisco IP Communicator **5**

user guide, accessing **16**

user input, setting for **35**

user options web pages

- accessing **55**
- for services **56**
- username and password for **35, 55**

user settings window, using **34**

username setting

- for quick search **53**
- for user window **35, 45**

V

voice message indicator

- identifying **13, 32**

voice message service, using **51**

voice quality, troubleshooting **60**

volume

- adjusting with Audio Tuning Wizard **6**
- button, identifying **12**
- for a call **31**
- for ringer **31**
- saving **31**
- troubleshooting **60**

volume limit setting **44**

W

wireless card, as selected adapter **58**

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