

# Cisco IP SoftPhone User Guide

Version 1.2

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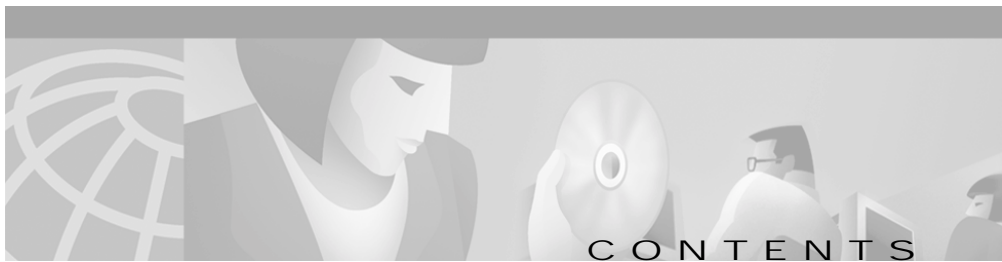
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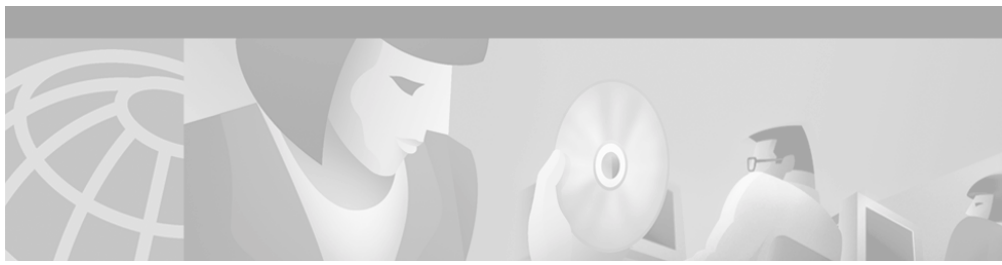
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# Preface

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This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page ix](#)
- [Audience, page x](#)
- [Organization, page x](#)
- [Related Documentation, page xi](#)
- [System Requirements, page xi](#)
- [Conventions, page xi](#)
- [Cisco Connection Online, page xiii](#)
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## Purpose

The *Cisco IP SoftPhone User Guide* provides instructions for installing, configuring, and using the Cisco IP SoftPhone. It will help you to:

- Understand the Cisco IP SoftPhone components and features
- Install and configure the Cisco IP SoftPhone on your Windows PC
- Use the Cisco IP SoftPhone to place, receive and control calls over an IP network

# Audience

The *Cisco IP SoftPhone User Guide* is written for computer users who will be using their desktop PC to make and receive phone calls, do desktop collaboration, and/or control a Cisco IP Phone.

# Organization

This guide is organized as follows:

Chapter	Description
Chapter 1	<a href="#">“Introducing Cisco IP SoftPhone”</a> Describes the features, components, and system requirements for Cisco IP SoftPhone
Chapter 2	<a href="#">“Installing and Starting Cisco IP SoftPhone”</a> Describes how to install and start Cisco IP SoftPhone
Chapter 3	<a href="#">“Using Cisco IP SoftPhone”</a> Describes how to use Cisco IP SoftPhone to place, receive, and control calls from your desktop PC
Chapter 4	<a href="#">“Collaborating with Virtual Conference Room”</a> Describes how to use the desktop collaboration features of Cisco IP SoftPhone
Appendix A	<a href="#">“Troubleshooting”</a> Describes troubleshooting procedures for common problems you may encounter when using Cisco IP SoftPhone.

## Related Documentation

Refer to the following documents for further information about Cisco IP SoftPhone and the Cisco CallManager. These documents can also be found online at [www.cisco.com/univercd/cc/td/doc/product/voice/](http://www.cisco.com/univercd/cc/td/doc/product/voice/).

- *Cisco IP SoftPhone Administrator Guide*
- *Cisco IP SoftPhone Quick Start Guide*
- *Cisco IP SoftPhone Release Notes*
- *Cisco CallManager Systems Guide*

## System Requirements

You can install Cisco IP SoftPhone on the following English, French, German and Japanese versions of Microsoft Windows:

- Windows 95
- Windows 98 SE
- Windows ME
- Windows NT 4.0 with Service Pack 4 or later
- Windows 2000

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.

Convention	Description
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

---

Means *the following are useful tips*.

---

Cautions use the following conventions:



Caution

---

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

---

Warnings use the following conventions:



Warning

---

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents. To see translated versions of the warning, refer to Appendix n, "Translated Safety Warnings."**

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## Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick

access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: [cco.cisco.com](http://cco.cisco.com)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact [cco-help@cisco.com](mailto:cco-help@cisco.com). For additional information, contact [cco-team@cisco.com](mailto:cco-team@cisco.com).

**Note**

If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or [tac@cisco.com](mailto:tac@cisco.com). To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or [cs-rep@cisco.com](mailto:cs-rep@cisco.com).

## Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

If you are reading Cisco product documentation on the World Wide Web, you can submit comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco. We appreciate your comments.







# Introducing Cisco IP SoftPhone

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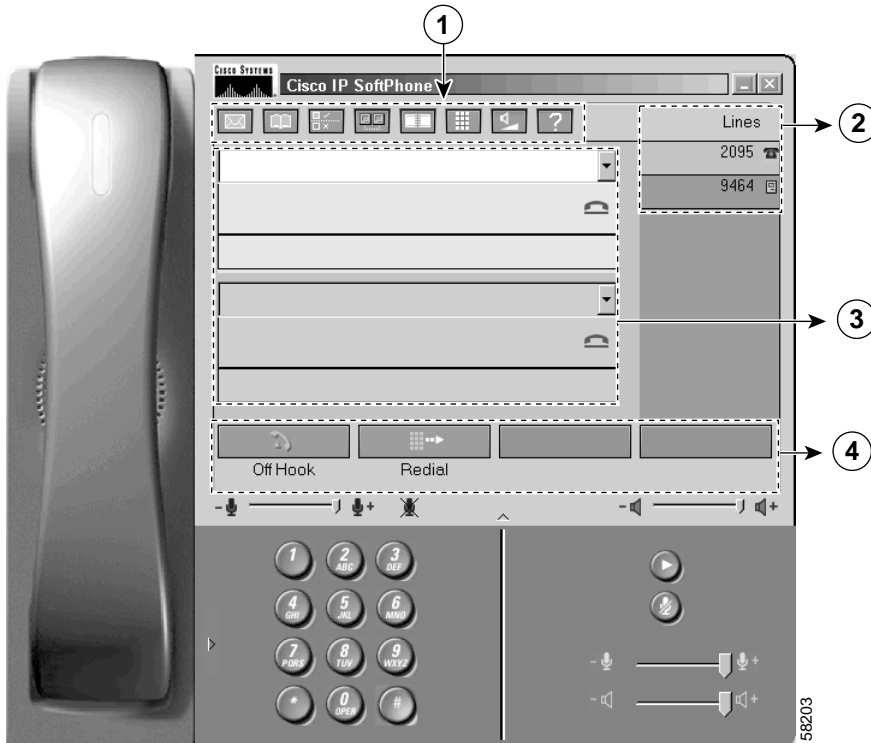
Cisco IP SoftPhone is a desktop application that turns your computer into a full-feature telephone with the added advantages of call tracking, desktop collaboration, and one-click dialing from online directories. You can also use Cisco IP SoftPhone in tandem with a Cisco IP Phone to place, receive and control calls from your desktop PC. All features are functional in both modes of operation.

These sections introduce you to the features, components, and system requirements for Cisco IP SoftPhone:

- [Using Cisco IP SoftPhone as a Stand-alone Phone, page 1-2](#)
- [Using Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-3](#)
- [Using Cisco IP SoftPhone in Other Languages, page 1-4](#)
- [Online Dialing and Directories, page 1-4](#)
- [Call Tracking, page 1-5](#)
- [Audio Conferencing, page 1-5](#)
- [Desktop Collaboration with Virtual Conference Room, page 1-6](#)
- [Voice Mail Integration, page 1-9](#)
- [Support for Cisco E911 Service, page 1-9](#)
- [Network Components, page 1-10](#)
- [System Requirements, page 1-10](#)
- [Standards Support, page 1-12](#)

Figure 1-1 shows the main components of the Cisco IP SoftPhone.

**Figure 1-1 Cisco IP SoftPhone**



1	Icon bar	3	Call blocks
2	Lines	4	Context-sensitive button bar

## Using Cisco IP SoftPhone as a Stand-alone Phone

You can use Cisco IP SoftPhone as a stand-alone phone to place and receive all calls through your computer rather than your Cisco IP Phone. In this mode, the media stream is terminated by your computer. This means that your computer “rings” when you have an incoming call and you need to use a computer headset

or computer handset to speak and listen during a call. The microphone and speaker volume is controlled by the volume controls on the Cisco IP SoftPhone user interface.

When you use Cisco IP SoftPhone as a stand-alone phone, you can take your phone extension with you and receive calls wherever you are connected to the corporate network. For example, when you are on a business trip, you can use Cisco IP SoftPhone to place and receive calls and check voice mail while online.

To use Cisco IP SoftPhone as a stand-alone phone, your PC must have a full-duplex sound card with the proper drivers installed, and a computer headset or computer handset. Use of the PC's speakers is not recommended as it may introduce echo.

#### Related Topics

- [Using Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-3](#)
- [Selecting Your Cisco IP Phone Line, page 3-3](#)

## Using Cisco IP SoftPhone to Control a Cisco IP Phone

You can use Cisco IP SoftPhone in tandem with a Cisco IP Phone, allowing you the flexibility of controlling calls from your computer or from your Cisco IP Phone. Both devices reflect the same current call state.

For example, you can accept an incoming call by picking up the Cisco IP Phone handset and then place the call on hold using the Cisco IP SoftPhone application. Both the Cisco IP Phone and the Cisco IP SoftPhone will reflect the fact that the call is on hold.

In this mode, the media stream is terminated by the Cisco IP Phone. This means that the Cisco IP Phone rings when you have an incoming call and you need to use the telephone handset to speak and listen during a call. The microphone and speaker volume is controlled by the volume controls on the Cisco IP Phone, rather than the volume controls provided with Cisco IP SoftPhone.

#### Related Topics

- [Using Cisco IP SoftPhone as a Stand-alone Phone, page 1-2](#)
- [Selecting Your Cisco IP Phone Line, page 3-3](#)

# Using Cisco IP SoftPhone in Other Languages

You have the flexibility to use Cisco IP SoftPhone in languages such as English, French, and German.

During installation, you can select the language in which you would like to run Cisco IP SoftPhone. As a result, text in the Cisco IP SoftPhone graphical user interface and dialog boxes will appear in the language of your choice. When you run Cisco IP SoftPhone, you can switch to another language at any time.

## Related Topic

- [Configuring Advanced Settings, page 3-33](#)

# Online Dialing and Directories



Cisco IP SoftPhone enables you to place phone calls using directory servers, web pages, and your computer keyboard. It integrates with the directory service used by the Cisco CallManager, allowing you to place calls by dragging a name from the corporate directory to the dialing window. To setup a conference call, simply drag names from the directory into the dialing window.

You can add names to your personal directory by dragging an active call into the directory. Cisco IP SoftPhone will automatically add the caller ID to your directory.

## Related Topics

- [Alphanumeric Translation, page 1-4](#)
- [Using the Dialing Directories, page 3-28](#)
- [Dialing from the Online Directories, page 3-16](#)

# Alphanumeric Translation

Cisco IP SoftPhone translates alphanumeric dialing strings into keypad digits. For example, if you enter 1-800-GOCISCO, Cisco IP SoftPhone will correctly translate the dial string to 1-800-462-4726. The values for 'Q' and 'Z' are translated to '7' and '9' respectively.

# Call Tracking



Whenever you place or receive a call, Cisco IP SoftPhone displays the caller address, caller name, and phone number for the duration of the call. It also logs this information to a call log. You can view the call log at any time to see an up-to-date history of your calls, including missed calls. The call log keeps track of which line placed or received the call, the duration of the call, the type of call, and how the call ended.

## Related Topic

- [Viewing Call History, page 3-32](#)

# Audio Conferencing



With Cisco IP SoftPhone, you can initiate a conference call simply by clicking the conference button and dragging a directory entry onto the active call block. Cisco IP SoftPhone provides full audio conferencing capabilities, allowing up to six parties to participate in a conference call. It supports full-duplex audio so people can speak simultaneously.

Once a conference call is established, you may add participants at any time. As participants are invited to join the conference, the Roster updates to show the current list of participants.

## Related Topics

- [Starting an Audio Conference, page 3-25](#)
- [Adding Participants to a Conference, page 3-26](#)
- [Leaving a Conference, page 3-26](#)
- [Using the Roster, page 4-2](#)

# Desktop Collaboration with Virtual Conference Room



Cisco IP SoftPhone includes a desktop collaboration utility called Virtual Conference Room. Using Virtual Conference Room, you can create online meetings where all parties can be heard and any party can share a document, application, or whiteboard, with other participants. Only one computer needs to have the program, and any participant can be given control of the document. Additionally, you can integrate with Microsoft NetMeeting for video and other modes of collaboration.

These sections describe the Virtual Conference Room desktop collaboration features of Cisco IP SoftPhone:

- [Whiteboarding, page 1-6](#)
- [Application and Document Sharing, page 1-7](#)
- [Chat, page 1-8](#)
- [Video Collaboration, page 1-8](#)
- [Chapter 4, “Collaborating with Virtual Conference Room”](#)

## Whiteboarding



The Virtual Conference Room whiteboard application allows everyone in a call or audio conference to draw and type simultaneously on a shared screen. When you press the whiteboard button, a whiteboard appears on the PC screen for each conference call participant. The whiteboard application includes tools you can use to add and delete whiteboard pages, draw shapes, type text, and emphasize an item with a highlighter or remote pointer.

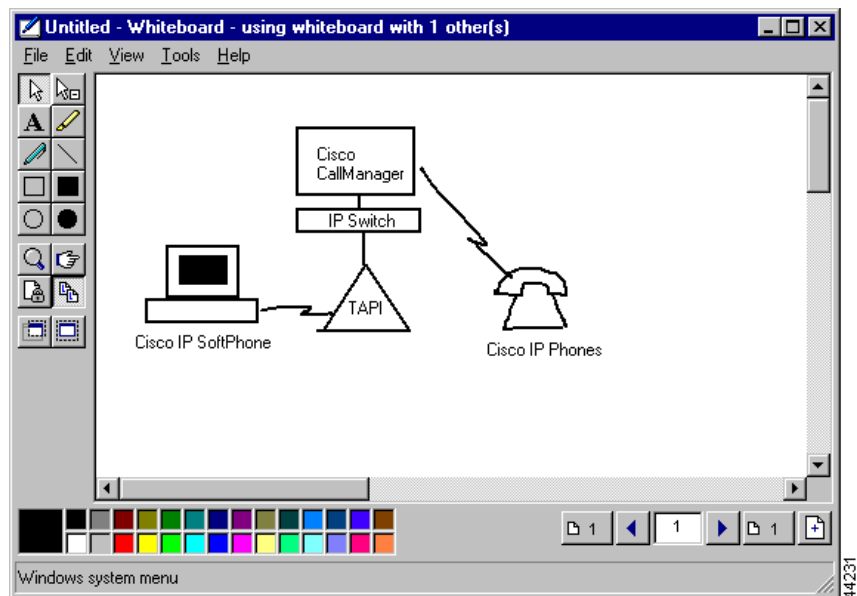
You can also use the whiteboard application to copy and paste items between the whiteboard and other programs. Then, you can use the whiteboard's tools to further illustrate the objects. Other meeting participants can see your work without having access to your desktop.

Figure 1-2 shows an example of a whiteboard session.

### Related Topics

- [Using the Roster, page 4-2](#)
- [Starting a Whiteboard Session, page 4-10](#)
- [Ending a Whiteboard Session, page 4-11](#)
- [Whiteboard Synchronization, page 4-11](#)
- [Collaboration Checklist, page 4-1](#)

**Figure 1-2 Sample Whiteboard Session**



## Application and Document Sharing

The Virtual Conference Room application and document sharing feature allows meeting participants to view and work on files simultaneously. For example, you may want several people to work on the same Microsoft Word document. You can

open the document on your computer, share it, and then everyone can provide their comments directly in the document. Only the person who opened the file is required to have the program on their computer. Other participants can work on the document without having the program. All meeting participants can share programs during a meeting. The shared programs of each participant appear in separate shared program windows on the other participants' desktops.

#### Related Topics

- [Collaboration Checklist, page 4-1](#)
- [Using the Roster, page 4-2](#)
- [Using the Application Sharing Window, page 4-4](#)
- [Starting a Document Sharing Session, page 4-5](#)
- [Transferring Control of a Document, page 4-7](#)
- [Requesting Control of a Document, page 4-9](#)
- [Ending a Document Sharing Session, page 4-9](#)

## Chat

Cisco IP SoftPhone integrates with the Microsoft NetMeeting chat application, allowing you to send a text message to all or selected participants in an audio or video call. Chat is useful in a group meeting because everyone can “talk” to each other simultaneously. In an audio or video connection, only two people can talk at a time.

#### Related Topic

- [Sending a Chat Message, page 4-12](#)

## Video Collaboration

Cisco IP SoftPhone integrates with Microsoft NetMeeting, allowing you to conduct video meetings. Even if you are unable to transmit video, you can still receive video calls in the NetMeeting video window.



If you choose to use video or prefer the NetMeeting interface, you will need to disable Virtual Conference Room. See [“Preparing for a Video Collaboration Session” section on page 4-13](#) for instructions on how to disable Virtual Conference Room. Once Virtual Conference Room is disabled, Cisco IP SoftPhone will place calls using the NetMeeting user interface.

See the Microsoft NetMeeting online help and documentation for details on how to use the video collaboration features of NetMeeting.

#### Related Topic

- [Preparing for a Video Collaboration Session, page 4-13](#)

## Voice Mail Integration



Cisco IP SoftPhone integrates with your voice mail system. It can transfer calls or place calls directly into a voice mailbox. When you have a voice mail message, the messages icon in the Cisco IP SoftPhone icon bar turns red until you check your messages. To dial your voice mailbox, simply click on the voice mail message icon.

#### Related Topics

- [Using Voice Mail, page 3-22](#)
- [Sending an Incoming Call to Voice Mail, page 3-18](#)

## Support for Cisco E911 Service

Cisco IP SoftPhone 1.2 includes support for Cisco E911 service. Cisco E911 service provides 911 dispatchers with your caller information such as phone number and location. You can operate Cisco IP SoftPhone with Cisco E911 service if you are using Cisco CallManager 3.1(x) and the Cisco CallManager has been configured for Cisco E911 support. To find out whether you have Cisco E911 service, see your system administrator.

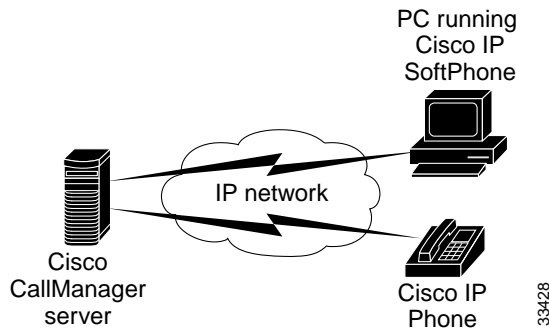
# Network Components

Cisco IP SoftPhone uses the services of the Cisco CallManager to route calls through an IP telephony network. The Cisco CallManager is an open and industry-standard call processing system which integrates traditional PBX functionality with the corporate IP network. Cisco CallManager manages the components of the IP telephony system, the phones, access gateways, and the resources necessary for such features as call conferencing and route planning.

Your system administrator must configure a line for you and assign user permissions on the Cisco CallManager system before you can send and receive calls with the Cisco IP SoftPhone.

Figure 1-3 shows a diagram of the network components required for Cisco IP SoftPhone.

**Figure 1-3** *Cisco IP SoftPhone and the Cisco IP Telephony Network*



## System Requirements

Table 1-1 lists the system and network requirements for installing and using Cisco IP SoftPhone on your PC.

**Table 1-1 Hardware and Software Requirements for Cisco IP SoftPhone**

Item	Requirement	Notes
Operating system	Microsoft Windows 95, Windows 98 SE (Second Edition), Windows NT 4.0 with Service Pack 4 or later, or Windows 2000.	English, French, German, and Japanese versions only.
Free disk space	40 MB	
Temporary disk space	60 MB	20 MB is used only for installation (TEMP directory).
Processor	Pentium II 266 MHZ	A Pentium 166 MHZ MMX is sufficient if using only in phone control mode.
Memory	64 to 128 MB RAM	Depends on which features are active.
Internet browser	Microsoft Internet Explorer 4.01 or later, or Netscape Navigator 4.06 or later with Internet Explorer 4.01 or later also installed.	You do not need an internet browser to use Cisco IP SoftPhone; however, Cisco IP SoftPhone requires the Java Virtual Machine (JVM) which is included with Microsoft Internet Explorer. An internet browser is required to install Cisco IP SoftPhone from the web.
Sound card	Microsoft Windows-compatible full-duplex sound card	If you have a USB <sup>1</sup> microphone/headset, you will not need an additional sound card.

**Table 1-1 Hardware and Software Requirements for Cisco IP SoftPhone (continued)**

Item	Requirement	Notes
Computer headset or handset	Any PC-compatible headset or handset (microphone and headphone)	<p>Required if you plan to use Cisco IP SoftPhone as a stand-alone application. A headset or handset is not required if you will be using Cisco IP SoftPhone to control a Cisco IP Phone.</p> <p>Cisco IP SoftPhone is compatible with Plantronics headsets. See the following URL for details on how to obtain a Plantronics headset:</p> <p><a href="http://cisco.getheadsets.com">http://cisco.getheadsets.com</a></p>
Microsoft NetMeeting client application	Version 3.01	Required if you plan to do desktop collaboration. NetMeeting is 3.01 is included as part of the Cisco IP SoftPhone installation.

1. Universal Serial Bus

## Standards Support

Cisco IP SoftPhone supports the following networking and telephony standards:

- Telephony Application Programming Interface (TAPI) compliant
- T.120 via networking integration
- H.323
- G.711, G.723.1 and G.729A coder/decoder (codec) support



# Installing and Starting Cisco IP SoftPhone

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You can install the Cisco IP SoftPhone from a web page within your company's intranet. If you do not have Internet access or are otherwise unable to install from the web page, you can download a self-extracting executable and run the installation locally. Alternatively, you can install Cisco IP SoftPhone from a CD-ROM.

The installation is quick and easy and requires little configuration. Your system administrator can pre-set the configuration information in administrator customization files so you can install and begin using Cisco IP SoftPhone right away.

The following sections help you to prepare for, install, and start Cisco IP SoftPhone:

- [Installing Cisco IP SoftPhone, page 2-2](#)
- [Starting Cisco IP SoftPhone, page 2-11](#)
- [Exiting Cisco IP SoftPhone, page 2-13](#)

# Installing Cisco IP SoftPhone

Depending on how your system administrator has set up Cisco IP SoftPhone on your network, you can install the Cisco IP SoftPhone using one of the following procedures:

- [Installing from a Web Page, page 2-2](#)
- [Installing from a Self-extracting Executable, page 2-4](#)
- [Installing from a CD-ROM, page 2-6](#)

## Installing from a Web Page

Use this procedure to install Cisco IP SoftPhone from an intranet web page.



---

**Note** You can only use this procedure if you Cisco IP SoftPhone administrator has created a “one-click install” on your web server.

---

### Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.  
You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
  - The URL for the Cisco IP SoftPhone installation files
  - The username and password configured for you on the Cisco CallManager

### .Procedure

- 
- Step 1** Open a web browser and go to the URL where the Cisco IP SoftPhone installation files reside.
- Step 2** If you are using Netscape Communicator, click **Grant** in the Java Security window.
- Step 3** Choose the language in which you want to view Cisco IP SoftPhone.

- Step 4** Click the **Install Now** button.
- Step 5** Read the software authenticity verification and click **Next** to begin the installation.
- Step 6** If you are installing Cisco IP SoftPhone for the first time:
- Click **Next** in the Welcome screen to begin the installation.
  - Read the software license agreement and then click **Yes** to accept the terms of the agreement.
  - Choose a destination to which you want to install Cisco IP SoftPhone and then click **Next**.

If are upgrading to a newer version of Cisco IP SoftPhone, choose **Upgrade to a Newer Version** and click **Next** in the Welcome screen.

- Step 7** In the Local TSP Configuration screen, enter your username and password and then click **Next**.



**Note** The username and password you configure for Cisco IP SoftPhone must be exactly the same as the username and password assigned to you on the Cisco CallManager.

- Step 8** If you are installing Cisco IP SoftPhone for the first time, select a Program Folder to which you want the Installer to add icons.
- By default, the Installer adds icons to a folder called Cisco IP SoftPhone.
- Step 9** Click **Next** and follow the instructions on the screen.
- Step 10** In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation.
- You must restart your computer before you can begin using Cisco IP SoftPhone.

## Installing from a Self-extracting Executable

Use this procedure to install Cisco IP SoftPhone from a self-extracting executable. This installation procedure allows you to download Cisco IP SoftPhone to your local drive and install the program at a later time.

### Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.  
You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
  - The URL for the Cisco IP SoftPhone installation files
  - The username and password configured for you on the Cisco CallManager

### Procedure

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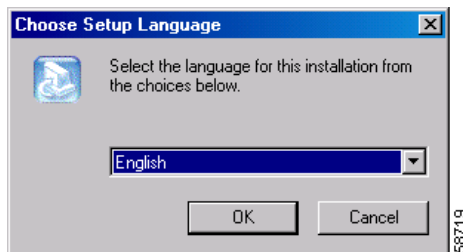
- Step 1** Open a web browser and go to the URL where the Cisco IP SoftPhone installation files reside.
- Step 2** If you are using Netscape Communicator, click **Grant** in the Java Security window.
- Step 3** Click the language in which you wish to install Cisco IP SoftPhone.
- Step 4** Click **download the Cisco IP SoftPhone installation**.  
The Cisco IP SoftPhone download instructions window appears with the URL where the Cisco IP SoftPhone customization files reside.
- Step 5** Make a note of the URL which you will need to provide in step 13.
- Step 6** Click **Cisco IP SoftPhone** to download the self-extracting executable.
- Step 7** In the File download window, choose either to **Run this program from its current location** or **Save this program to disk** and then click **OK**.  
If you select **Run this program from its current location**, skip to Step 10.
- Step 8** Choose a destination to which you want to download the installation files and click **Save**.
- Step 9** In the Download complete window, choose one of the following procedures:



- Click **Open** to launch **CiscoIPSoftPhoneSetup.exe** and begin the installation.
- Click **Open Folder** and launch **CiscoIPSoftPhoneSetup.exe** from the folder.
- Click **Close** to launch **CiscoIPSoftPhoneSetup.exe** at a later time.

The dialog box shown in [Figure 2-1](#) appears:

**Figure 2-1** *Choosing a Language for Cisco IP SoftPhone*



- Step 10** Choose the language in which you would like the installation screens to appear and click **OK**.
- Step 11** Choose the destination to which you want to download the installation files and click **Save**.
- Step 12** If you are installing Cisco IP SoftPhone for the first time:
- a. Click **Next** in the Welcome screen to begin the installation.
  - b. Read the software license agreement and then click **Yes** to accept the terms of the agreement.
  - c. Choose a destination to which you want to install Cisco IP SoftPhone and then click **Next**.

If you are upgrading to a new version of Cisco IP SoftPhone, choose **Upgrade to a Newer Version** and click **Next** in the Welcome screen.

- Step 13** In the Setup window, specify the URL where the customization files reside.



**Caution**

If you do not specify the correct URL, you will not receive customization files such as Microsoft NetMeeting 3.01, Cisco TSP and Cisco IP SoftPhone settings. You need these files to run Cisco IP SoftPhone.

**Step 14** In the Local TSP Configuration screen, enter your username and password.



**Note** The username and password you configure for Cisco IP SoftPhone must be exactly the same as the username and password assigned to you on the Cisco CallManager.

**Step 15** Click **Next**

**Step 16** If you are installing Cisco IP SoftPhone for the first time, select a Program Folder to which you want the Installer to add icons.

By default, the Installer adds icons to a folder called Cisco IP SoftPhone.

**Step 17** Follow the instructions on the screen.

**Step 18** In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation. You must restart your computer before you can begin using Cisco IP SoftPhone.

## Installing from a CD-ROM

Use this procedure to install Cisco IP SoftPhone from a CD-ROM.

### Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.  
You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
  - The username and password configured for you on the Cisco CallManager
  - The location of the customization files (if any) for the Cisco IP SoftPhone installation
  - Whether your Cisco IP SoftPhone is configured with Cisco CallManager 3.1(x) or Cisco CallManager 3.0(x)

**For Cisco CallManager 3.1(x):**

- The primary and backup CTI IP Manager addresses of the Cisco CallManager server you will be using
- Whether Cisco E911 service is configured on the Cisco CallManager
- If Cisco E911 is configured, the primary and backup server URLs for Cisco IP SoftPhone



**Note** For more information about Cisco E911 service, refer to the [“Support for Cisco E911 Service”](#) section on page 1-9.

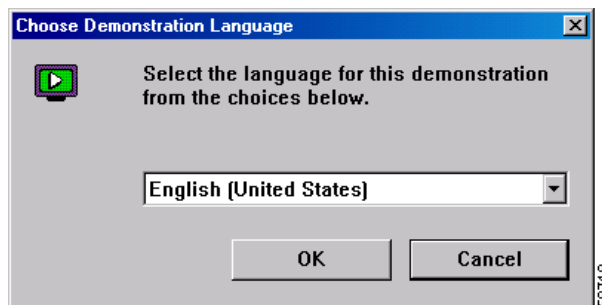
**For Cisco CallManager 3.0(x):**

- The IP address of the Cisco CallManager server you will be using.

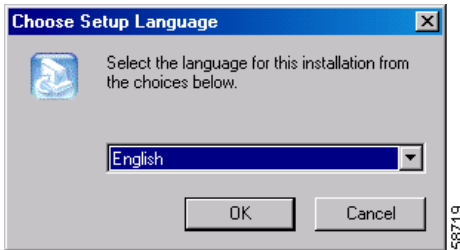
**Procedure**

- Step 1** Insert the installation CD-ROM and run **Launch.exe** to start the Cisco IP SoftPhone installation.
- Step 2** In the Demonstration Language window shown in [Figure 2-2](#), select the language in which you want to view the installation windows and click **OK**.

*Figure 2-2 Choosing a Demonstration Language*



- Step 3** Click **Install Products**.
- Step 4** Click the **Cisco IP SoftPhone** button.
- The dialog box shown in [Figure 2-3](#) appears:

*Figure 2-3 Choosing a Language for Cisco IP SoftPhone*

- Step 5** Choose the language in which you want to install Cisco IP SoftPhone from the drop-down menu and click **OK**.

The InstallShield wizard will launch and prepare for the installation.

- Step 6** Click **Next** in the welcome screen to begin the installation.

- Step 7** Read the software license agreement and then click **Yes** to accept the terms of the agreement.

- Step 8** Choose a destination to which you want to install Cisco IP SoftPhone and then click **Next**.

By default, the installation program installs Cisco IP SoftPhone in the following directory:

C:\...\Cisco Systems\Cisco IP SoftPhone

- Step 9** If you are using customization files:

- Enter the URL where the customization files reside and click **Next**. Refer to [Figure 2-4](#).

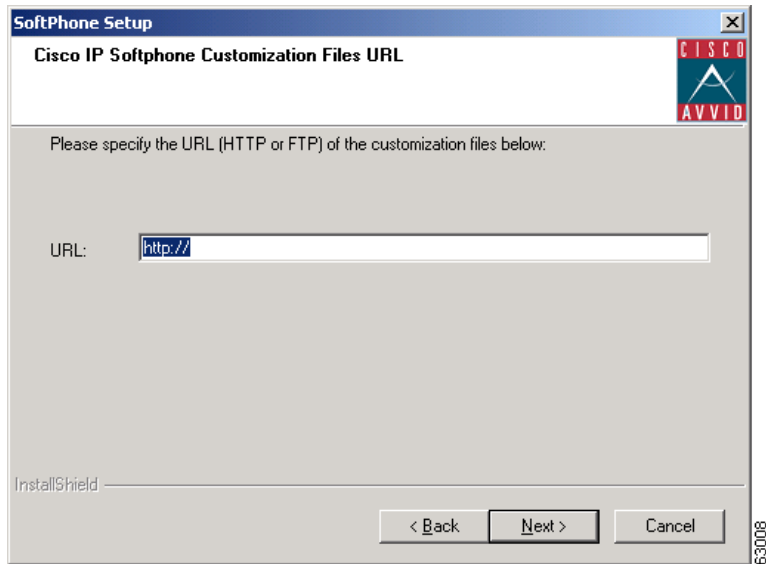
If you are not using customization files:

- Leave the URL field blank and click **Next**.

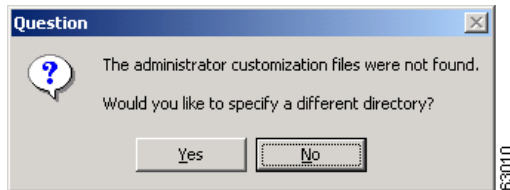
The question box shown in [Figure 2-5](#) will display.

- Click **No**.

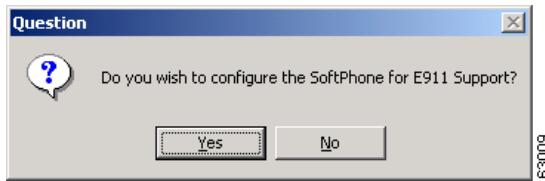
**Figure 2-4** Specifying the Location of the Customization Files



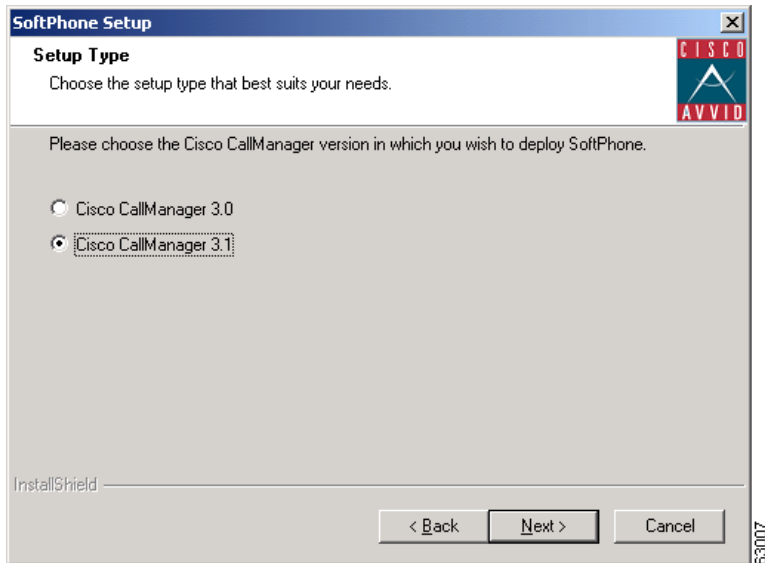
**Figure 2-5** Installing without Customization Files



- Step 10** If E911 service is configured on the Cisco CallManager:
- Click **Yes** in the question box shown in [Figure 2-6](#).
  - Enter the primary and backup E911 server URLs and click **Next**.
- If E911 service is not configured on the Cisco CallManager:
- Click **No**.

*Figure 2-6 Configuring Cisco IP SoftPhone for E911*

- Step 11** In the screen shown in [Figure 2-7](#), choose the Cisco CallManager version you are using and click **Next**.

*Figure 2-7 Choosing the Cisco CallManager Version*

- Step 12** Use one of the following procedures to configure the Local TSP:
- For Cisco CallManager 3.1(x):**
- Enter your username and password in the Local TSP Configuration screen.

**Note**

The username and password you configure for Cisco IP SoftPhone must be exactly the same as the username and password assigned to you on the Cisco CallManager.

- b. If you are not using customization files, enter the primary and backup CTI Manager IP addresses for the Cisco CallManager.

**For Cisco CallManager 3.0(x):**

- a. Enter your username and password in the Local TSP Configuration screen.

**Note**

The username and password you configure for Cisco IP SoftPhone must be exactly the same as the username and password assigned to you on the Cisco CallManager.

- b. If you are not using customization files, enter the IP address for the Cisco CallManager.

**Step 13** Click **Next**.

**Step 14** Select a Program folder to which you want the Installer to add icons.  
By default, the Installer adds icons to a folder called Cisco IP SoftPhone.

**Step 15** Follow the instructions on the screen.

**Step 16** In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation.  
You must restart your computer before you can begin using Cisco IP SoftPhone.

## Starting Cisco IP SoftPhone

### Procedure

**Step 1** From the Windows Start menu, choose **Programs > Cisco IP SoftPhone > Cisco IP SoftPhone**.

The first time you start Cisco IP SoftPhone, the Microsoft NetMeeting configuration program may display a window followed by the Cisco IP SoftPhone Line Selection window. See [Figure 2-8](#). On subsequent sessions, the main dialing window will open.

- Step 2** In the Microsoft NetMeeting configuration window, follow the instructions on the screen to tune audio parameters and specify user information for your system.



**Note** You will not see this window if you have previously configured Microsoft NetMeeting.



**Caution** The collaboration features of Cisco IP SoftPhone will not work unless you configure settings for Microsoft NetMeeting.

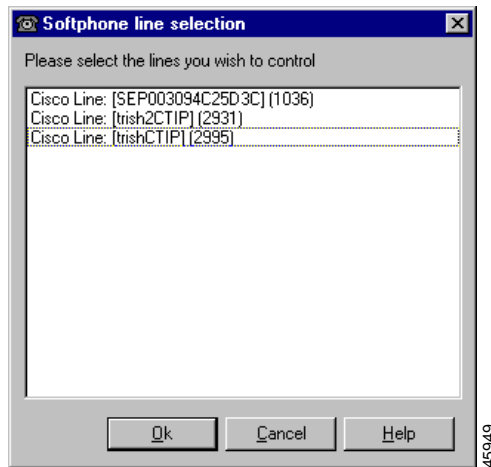
- Step 3** In the select lines window, click on the line(s) you want to control and click **OK**.



**Note** If there are no lines displayed in the line selection window, refer to the [“Selecting Lines to Control” section on page 3-2](#).



**Figure 2-8** Cisco IP SoftPhone Line Selection Window



#### Related Topics

- [Exiting Cisco IP SoftPhone, page 2-13](#)
- [Selecting Lines to Control, page 3-2](#)
- [Selecting Your Cisco IP Phone Line, page 3-3](#)
- [When I Start Cisco IP SoftPhone, Why Don't I See Any Lines to Control?, page A-2](#)

## Exiting Cisco IP SoftPhone



To exit Cisco IP SoftPhone, use one of the following procedures:

- Click your right mouse button and select **Exit** from the floating menu.
- Click the **x** in the upper right corner of the main dialing window.
- Press the ALT-F4 on your keyboard.





## Using Cisco IP SoftPhone

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The following sections describe how to use the Cisco IP SoftPhone application to place, receive, and control calls from your PC:

- [Selecting Lines to Control, page 3-2](#)
- [Using the Main Dialing Window, page 3-4](#)
- [Placing a Call, page 3-14](#)
- [Ending a Call, page 3-17](#)
- [Answering a Call, page 3-17](#)
- [Placing a Call on Hold, page 3-20](#)
- [Transferring a Call, page 3-21](#)
- [Using Voice Mail, page 3-22](#)
- [Starting an Audio Conference, page 3-25](#)
- [Playing .wav Files with Cisco IP SoftPhone, page 3-27](#)
- [Using the Dialing Directories, page 3-28](#)
- [Viewing Call History, page 3-32](#)
- [Configuring Advanced Settings, page 3-33](#)

# Selecting Lines to Control

Use this procedure to select the lines your system administrator has assigned to you on the Cisco CallManager. [Figure 3-1](#) illustrates an example of entries in the SoftPhone Line Selection window.

## Procedure



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Click the **Advanced** tab in the Settings dialog window.
- Step 3** Click **Select Lines...** on the **Advanced** tab.
- Step 4** Select the line(s) you want to control in the line selection dialog window.

Each line that you select must have a unique phone number. You cannot control multiple lines that share the same phone number.



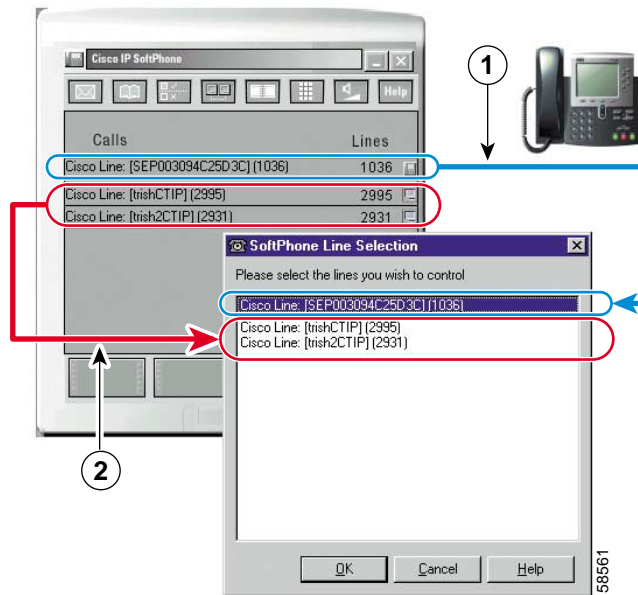
**Note** If there are no lines displayed in the line selection window, see [“When I Start Cisco IP SoftPhone, Why Don’t I See Any Lines to Control?”](#) section on page A-2.

- Step 5** Close the Settings dialog window.  
When the lines connect, the main dialing window is displayed.

## Related Topics

- [Using Cisco IP SoftPhone as a Stand-alone Phone, page 1-2](#)
- [Using Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-3](#)
- [Selecting Your Cisco IP Phone Line, page 3-3](#)
- [Line Buttons, page 3-10](#)
- [Frequently Asked Questions \(FAQs\), page A-1](#)

Figure 3-1 Selecting Lines to Control



1	Select this line to use Cisco IP SoftPhone to control your Cisco IP Phone.
2	Select these lines to use Cisco IP SoftPhone as a stand-alone phone.

## Selecting Your Cisco IP Phone Line

If you have multiple lines configured for you on the Cisco CallManager, you may see two types of entries in the Select Lines window:

- An entry with the device name and extension assigned to your Cisco IP Phone or Cisco IP SoftPhone. For example:

```
Cisco Line: [CTIPJChamber][52222]
```

- An entry with the Media Access Control (MAC) address and extension assigned to your Cisco IP Phone. For example:

```
Cisco Line: [SEP003049C2B80F][52222]
```

To use Cisco IP SoftPhone as a stand-alone phone, select the entry that contains the device name assigned to your Cisco IP Phone or Cisco IP SoftPhone.

To use Cisco IP SoftPhone in tandem with your Cisco IP Phone, select the entry that contains the MAC address for your Cisco IP Phone.

**Note**

---

If you have multiple lines with the same extension configured for you on the Cisco CallManager, you can only control one of those lines at a time with Cisco IP SoftPhone.

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**Related Topics**

- [Using Cisco IP SoftPhone as a Stand-alone Phone, page 1-2](#)
- [Using Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-3](#)
- [Selecting Lines to Control, page 3-2](#)
- [Line Buttons, page 3-10](#)
- [Why Does the Audio Sound Jittery and Broken?, page A-8](#)

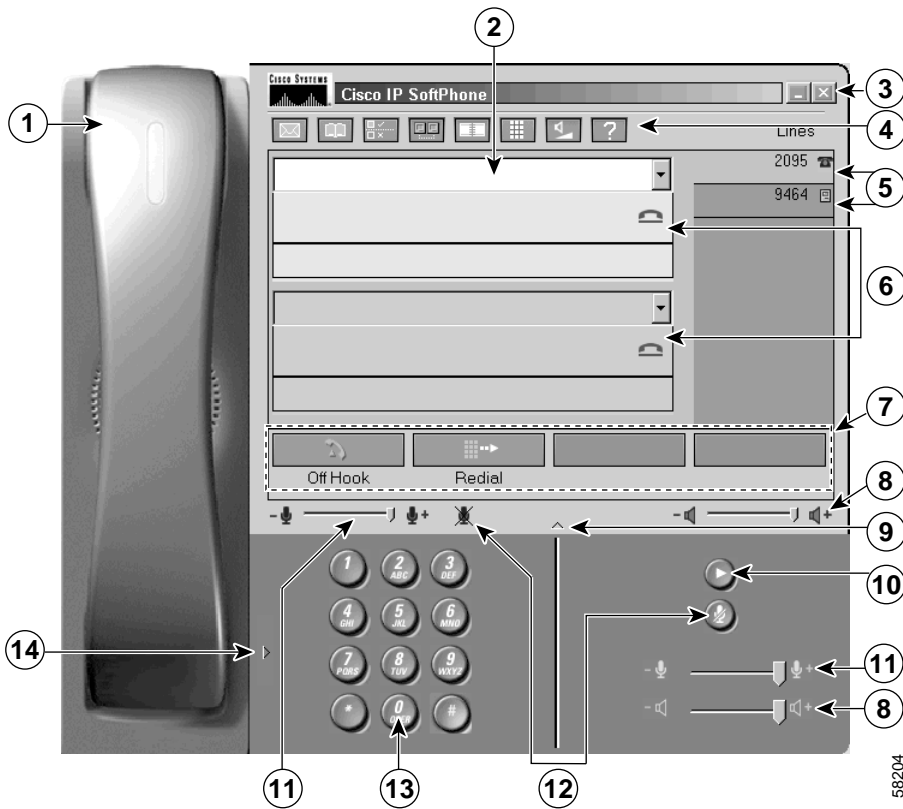
## Using the Main Dialing Window

The main dialing window, shown in [Figure 3-2](#), contains call blocks, icons, and buttons for answering, placing, and controlling calls.

[Table 3-1](#) defines components of the main dialing window. These sections describe how to use the controls in the main dialing window:

- [Icon Bar, page 3-7](#)
- [Context-Sensitive Button Bar, page 3-8](#)
- [Line Buttons, page 3-10](#)
- [Volume Controls, page 3-11](#)

Figure 3-2 Main Dialing Window (lines selected)



58204

Table 3-1 Main Dialing Window Components

Component	Description
1 Handset	Click the handset to go off-hook, depending on the current call state.
2 Dialing box	This is where you enter phone numbers when placing a call. See <a href="#">“Placing a Call” section on page 3-14</a> for details on how to use the dialing box.
3 Exit button	Click this button to close the main dialing window and exit Cisco IP SoftPhone. See <a href="#">“Exiting Cisco IP SoftPhone” section on page 2-13</a> for more details.

**Table 3-1 Main Dialing Window Components (continued)**

	Component	Description
4	Icon bar	Click these icons to access your voice mailbox, dialing directories, configuration settings, call log, Virtual Conference Room, keypad, volume controls, and online help.  See <a href="#">“Icon Bar” section on page 3-7</a> for more details.
5	Line buttons	Click these buttons to select a line when placing a call. The line buttons display the phone numbers you are currently controlling with Cisco IP SoftPhone.  See <a href="#">“Line Buttons” section on page 3-10</a> for details on how to use the line buttons.
6	Call block	Displays the call destination, length of call (in hh:mm:ss format) and call status for all calls.  See <a href="#">“Viewing Call History” section on page 3-32</a> for more details.
7	Context-sensitive button bar	Click these buttons to access call control functions that are relevant to the current call state.  See <a href="#">“Context-Sensitive Button Bar” section on page 3-8</a> for more details.
8	Speaker volume control	Drag the slider on this volume control to increase or decrease the volume of your speakerphone.  See <a href="#">“Adjusting the Speaker Volume” section on page 3-12</a> for more details.
9	Dialing pad button	Click this button to hide or display the online dialing pad.  See <a href="#">“Placing a Call” section on page 3-14</a> for more details.
10	Play messages button	Click this icon to plays voice mail for the currently selected line.
11	Microphone volume control	Drag the slider on this volume control to increase or decrease the volume of your headset microphone.  See <a href="#">“Adjusting the Microphone Volume” section on page 3-13</a> for more details.
12	Microphone mute button or icon	Click this button to mute the microphone, preventing the person you are speaking to from hearing what you are saying.  See <a href="#">“Adjusting the Microphone Volume” section on page 3-13</a> for more details.







**Table 3-1 Main Dialing Window Components (continued)**

	Component	Description
13	Online dialing pad	Click the buttons in the online dialing pad to dial telephone numbers. See <a href="#">“Dialing from the Online Keypad” section on page 3-15</a> for more details.
14	Handset button	Click this button to hide or display the handset image. See <a href="#">“Icon Bar” section on page 3-7</a> for more details.





## Icon Bar

[Table 3-2](#) describes the icons in the Cisco IP SoftPhone icon bar.

**Table 3-2 Cisco IP SoftPhone Icons**

Icon	Description
	Voice Messages icon. Turns red when you have a voice mail message. Also provides access your voice mailbox. See <a href="#">“Using Voice Mail” section on page 3-22</a> for more details.
	Dialing Directories icon. Displays the dialing directories available for use with Cisco IP SoftPhone. See <a href="#">“Using the Dialing Directories” section on page 3-28</a> for more details.
	Settings icon. Displays the Settings dialog window for selecting lines, editing the dialing directories and changing collaboration settings. See <a href="#">“Configuring Advanced Settings” section on page 3-33</a> for more details.
	Collaboration icon. Invokes a desktop collaboration session using Virtual Conference Room. See <a href="#">Chapter 4, “Collaborating with Virtual Conference Room”</a> for more details.

**Table 3-2 Cisco IP SoftPhone Icons (continued)**



Icon	Description
	Call Log icon. Displays the Call Log showing a history of the calls you have placed or received. See <a href="#">“Viewing Call History” section on page 3-32</a> for more details.
	Keypad icon. Displays/hides the online keypad for dialing phone numbers. See <a href="#">“Dialing from the Online Keypad” section on page 3-15</a> for more details.
	Volume Settings icon. Displays controls for adjusting the speaker, microphone, ring, and wave file volume. See the <a href="#">“Volume Controls” section on page 3-11</a> for more details.
	Help icon. Displays the online help system for Cisco IP SoftPhone.

## Context-Sensitive Button Bar











The context-sensitive button bar and button names change, depending on the current call state.

[Table 3-3](#) describes the buttons in the context-sensitive button bar.



**Table 3-3 Context-Sensitive Button Bar**

Button	Button Name	Call State	Description
	Off Hook or Answer	Idle or incoming call	Click this button to start or answer a call. It performs the same function as lifting the receiver on a telephone.
	End Call	In a call	Click this button to end or “hang up” a call.

**Table 3-3 Context-Sensitive Button Bar (continued)**

Button	Button Name	Call State	Description
	Dial	Idle	Click this button to dial the number entered in the dialing box.
	Redial	Idle/off-hook	Click this button to redial the most recently dialed number.
	Clear	Idle	Click this button to clear the entry in the dialing box.
	Hold or Resume	In a call or call hold	Click this button to place a call on hold or take a call off hold.
	Transfer or Send Call	In a call or call transfer	Click this button to begin a call transfer or to complete the transfer.
	Consult or Invite	Call transfer or Conference Call	When transferring a call, click this button to place a consultation call to the intended recipient. When in a conference call, click this button to add a party to the call.
	Cancel	Outgoing call	Click this button to cancel an outgoing call, call transfer or conference call before it connects.
	Conference	In a call	Click this button to initiate a conference call.
	Join	Conference call	Click this button to add a party to a conference call.
	Deflect	Incoming call	When click this button to deflect an incoming call to another number without interacting with the caller.

**Table 3-3 Context-Sensitive Button Bar (continued)**

Button	Button Name	Call State	Description
	Voice mail	Incoming call	Click this button to automatically send an incoming call to voice mail without interacting with the caller.
	Ignore	Incoming call	Click this button to ignore an incoming call. The call will automatically disconnect without interacting with the caller.

## Line Buttons

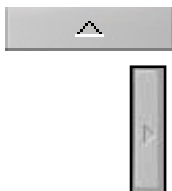
The line buttons in the main dialing window display the phone numbers of the lines you are currently controlling with Cisco IP SoftPhone. Lines that are terminated by a Cisco IP Phone device display a phone icon; lines that are terminated by your computer (e.g., stand-alone phone mode) display a PC icon. If you have multiple phone lines assigned to you, press a line button to select the line you want to use for outgoing calls.

If the call arrives on a line other than the selected line, the focus will automatically change to the incoming call. To accept the call, click the **Answer** button. You can also accept the call on a Cisco IP Phone by lifting the handset and pressing the appropriate line button.

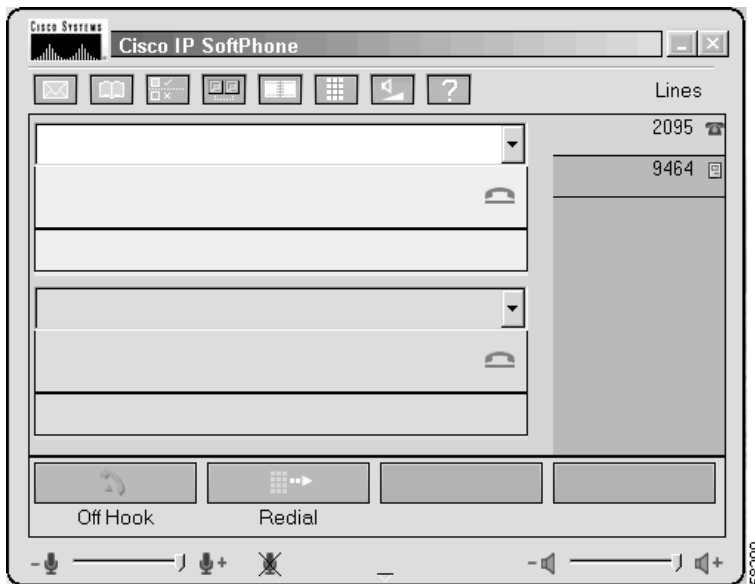
## Changing the Display

When you first start the Cisco IP SoftPhone, the main dialing window appears in the full-view mode. The full-view mode includes a handset image and dialing pad to provide the familiar look and feel of a telephone. However, you do not need to use the handset and keypad to place and receive calls with Cisco IP SoftPhone. Once you are familiar with the Cisco IP SoftPhone interface, you can hide these features so the main dialing window takes up less space on your desktop.

To hide the handset and/or keypad, click the handset button and/or dialing pad button. [The main dialing window will then appear as shown in Figure 3-3.](#)



**Figure 3-3** Main Dialing Window (minimized)



**Tip**

You can keep Cisco IP SoftPhone running in the background in a minimized state and open it whenever you want by clicking the telephone icon in the lower right corner of your Windows desktop. You can continue to work on other applications while making calls or while answering incoming calls.

## Volume Controls

The speaker and microphone controls in the main dialing window adjust the volume of the currently active voice receiver: the computer headset, computer handset, or the computer speaker. You can also use the volume settings icon in the icon bar to adjust these settings, as well as to adjust the ring and .wav file volume.



**Note**

The volume controls adjust the volume only if you are using Cisco IP SoftPhone. If you are using Cisco IP SoftPhone to control an IP phone, you will need to use the ringer, speakerphone and handset volume controls on the Cisco IP Phone base to adjust the volume.

**Related Topics**

- [Using Cisco IP SoftPhone as a Stand-alone Phone, page 1-2](#)
- [Using Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-3](#)
- [Adjusting the Speaker Volume, page 3-12](#)
- [Adjusting the Microphone Volume, page 3-13](#)

# Adjusting the Speaker Volume

If you are in full-view mode, use your mouse to drag the speaker volume controls to set the desired volume.

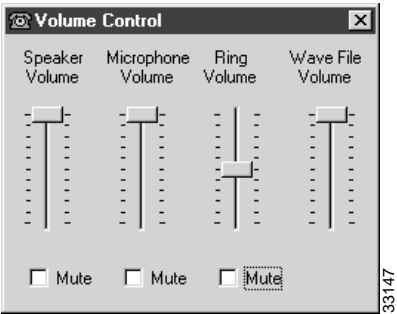


If you are not in full-view mode, click the volume control icon in the icon bar to access the volume controls. [See Figure 3-4](#). Use your mouse to drag the volume bars up and down to set the desired volume.

To mute the speaker, click the Mute checkbox beneath the speaker volume control.

[Table 3-4](#) defines the volume controls.

**Figure 3-4** *Volume Control dialog window*





**Table 3-4 Volume Controls**

Volume Control	Description
Speaker Volume	Adjusts the volume of the computer speaker. Enable the checkbox below this column to mute the computer speaker.
Microphone Volume	Adjusts the input sensitivity (volume) of the computer microphone. Enable the checkbox below this column to mute the computer microphone.
Ring Volume	Adjusts the ring volume of the output .wav file. Enable the checkbox below this column to mute the ring volume.
Wave File Volume	Adjusts the volume of .wav files played through Cisco IP SoftPhone.

## Adjusting the Microphone Volume

Use your mouse to drag the microphone volume controls to set the desired input sensitivity (volume) of the computer microphone or headset microphone. To mute the microphone, click the **Mute** button or icon. To locate the **Mute** button or icon, see [Table 3-5](#). The button and icon will turn red to indicate that the microphone is muted. To turn muting off, click the button or icon again.

**Table 3-5 Mute button and icon**

Button	Location
	In full-view mode, this <b>Mute</b> button is located below the <b>Play messages</b> button.
	This <b>Mute</b> icon is located to the left of the <b>Dialing pad</b> button.



You can adjust also the microphone volume using the **volume settings** icon. Click the **volume settings** icon in the icon bar to access the volume controls. [See Figure 3-4](#). Use your mouse to drag the microphone volume bar up and down to set the desired volume. To mute the microphone, click the Mute checkbox beneath the microphone volume control.

## Placing a Call

### Procedure

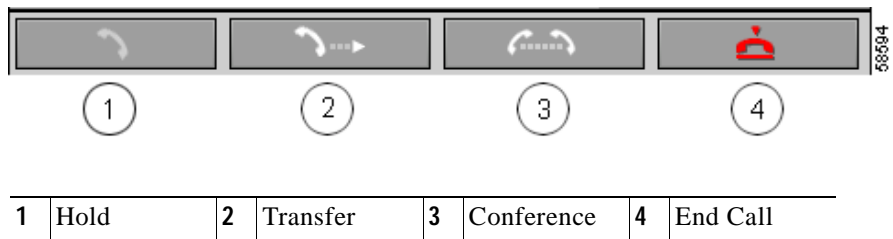
- 
- Step 1** In the main dialing window, click the line button for the line you want to use. The call block for that line displays.
- Step 2** Dial the number you want to call in one of the following ways:
- Use your keyboard to type the number in the dialing box and press **Enter**.
  - Enter the e-mail address or name (partial or full) for the person you want to call and press CTRL-K.
    - To use this feature, you must have a directory entry for the recipient that includes their e-mail address and phone number.
  - Use your mouse to click the keys on the online keypad and click **Dial**.  
See the [“Dialing from the Online Keypad” section on page 3-15](#) for more details.
  - Drag the number from your Internet browser into the dialing box.
  - Open a Cisco IP SoftPhone directory, click your mouse on the name of the person you want to dial and click **Dial**.  
See the [“Dialing from the Online Directories” section on page 3-16](#) for more information.
  - Click on the arrow next to the dialing box, select the number from the list of recently dialed numbers, and click **Dial**.  
See the [“Dialing the Last Number Dialed” section on page 3-17](#) for more details.
  - Drag the number from the Cisco IP SoftPhone dialing directory to the dialing box.



- Copy the number from any Windows program, paste it into the dialing box, and click **Dial**.
- Drag a v-card file from your desktop into the dialing box.

When the call connects, the context-sensitive button bar displays buttons that enable you to perform additional call functions. See [Figure 3-5](#).

**Figure 3-5** Calling Options



#### Related Topics

- [Dialing from the Online Keypad, page 3-15](#)
- [Dialing from the Online Directories, page 3-16](#)
- [Dialing the Last Number Dialed, page 3-17](#)
- [Ending a Call, page 3-17](#)
- [Placing a Call on Hold, page 3-20](#)
- [Transferring a Call, page 3-21](#)
- [Starting an Audio Conference, page 3-25](#)

## Dialing from the Online Keypad

To provide the familiar look and function of a telephone keypad, Cisco IP SoftPhone includes an online keypad for dialing calls. Simply click your mouse on the numbers you want to dial and then click the **Dial** button. Use of the online keypad is optional.

### Procedure



- 
- Step 1** In the main dialing window, click the line button for the line you want to use.
- Step 2** Click the **Off Hook** button or click on the handset image.
- Step 3** If the online keypad is not open, click the keypad icon in the icon bar.
- Step 4** Click on the telephone number digits in the keypad.
- The call will automatically connect once you enter the digits.
- 

## Dialing from the Online Directories

With Cisco IP SoftPhone, you can focus on names rather than numbers by placing calls through your public and personal online directories.

### Procedure



- 
- Step 1** Click the **Directories** icon.
- The Directories window opens.
- Step 2** Select the desired directory from the drop-down list box.
- The directory list displays, showing the name, phone number, and e-mail address for each person in the directory.



#### Tip

---

To narrow the list of names displayed in the directory, enter the first few characters of the person's last name in the find box and then click **Find**. You can also do a search on the person's name by typing it in the find box and then clicking **Find**.

---

- Step 3** To place a call from the directory, do one of the following:
- Click on the name of the person you want to call and click **Dial**.
  - Drag the name of the person you want to call from the directory to the dialing box.
-

### Related Topic

- [Using the Dialing Directories, page 3-28](#)

## Dialing the Last Number Dialed



Click the **Redial** button to automatically redial the last number dialed. You can also redial a recent number called by choosing it from the destination drop-down list box and clicking the **Dial** button. Cisco IP SoftPhone keeps a list of the last 15 dialed numbers.

## Ending a Call



Click the **End Call** button to disconnect a call.

If you are using Cisco IP SoftPhone with a Cisco IP Phone, you can also end a call by putting the phone on-hook.

## Answering a Call



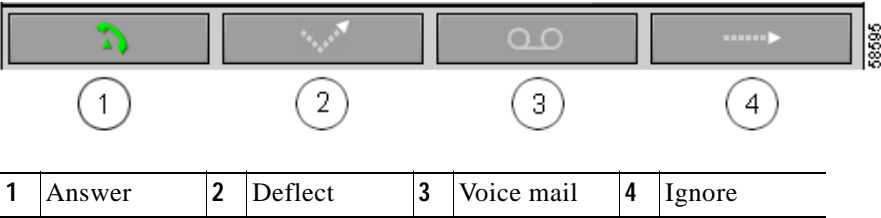
Click the **Answer** button to answer an incoming call.

Additionally, if you are using Cisco IP SoftPhone to control a Cisco IP Phone, you can answer an incoming call simply by picking up the handset or by using any answering method supported by the physical phone.

When you have an incoming call, the context-sensitive button bar displays buttons that enable you to answer, deflect, send the call to voice mail, or ignore the call. See [Figure 3-6](#). You can also configure Cisco IP SoftPhone to automatically answer the phone. See the [“Automatically Answering a Call” section on page 3-19](#) for more details.

If you receive an incoming call while you are already in a call, click the **Answer** button to place the current call on hold and answer the incoming call. Otherwise, use any of the other calling options that are presented to you on the context-sensitive button bar to handle the incoming call.

**Figure 3-6 Answering a Call Options**



**Related Topics**

- [Automatically Answering a Call, page 3-19](#)
- [Deflecting an Incoming Call, page 3-18](#)
- [Sending an Incoming Call to Voice Mail, page 3-18](#)
- [Ignoring an Incoming Call, page 3-19](#)

# Deflecting an Incoming Call



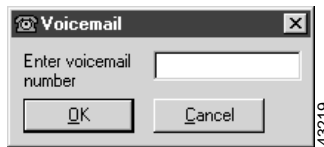
Click the **Deflect** button to send an incoming call to another number without interacting with the caller. The cursor will move to the dialing box, allowing you to type the number to which you want to deflect the call. Press the **Send Call** button on the Cisco IP SoftPhone, or **Enter** on your computer keyboard after you type the number.

You can also deflect an incoming call by dragging the number to which you want to deflect the call from the directory to the dialing box.

# Sending an Incoming Call to Voice Mail



Click the **Voice mail** button in the context-sensitive button bar to automatically send an incoming call to voice mail without interacting with the caller. If you have not configured a voice mail destination through the Settings menu for Cisco IP SoftPhone, you will be prompted to enter the voice mail box destination. [See Figure 3-7.](#)

*Figure 3-7 Deflecting an Incoming Call to Voice mail***Related Topic**

- [Using Voice Mail, page 3-22](#)

## Ignoring an Incoming Call



Click the **Ignore** button in the context-sensitive button bar to automatically send an incoming call to voice mail without interacting with the caller.

## Automatically Answering a Call

Use this procedure to configure Cisco IP SoftPhone to automatically answer incoming calls and play a .wav file to the caller.

**Procedure**

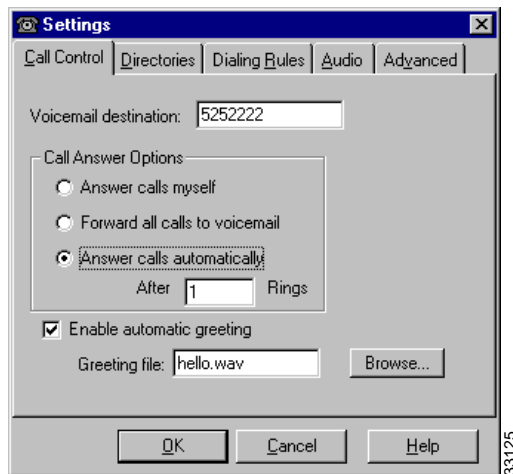
- Step 1** Click the **Settings** toolbar icon.  
This opens the Settings dialog window.
- Step 2** On the Call Control tab, enable the checkbox next to “Answer Calls Automatically,” and enter the number of rings you want the caller to hear before the call is answered.  
By default, the number of rings is set to one.
- Step 3** Enable the checkbox next to “Enable Automatic Greeting.”
- Step 4** In the Greeting File... selection box, enter the pathname for the .wav file you want to play as your greeting.  
The .wav file needs to be formatted as 16-bit, 8KHz PCM (Mono).

**Tip**

Use the Windows Sound Recorder to record a .wav file or to verify if a .wav file is the proper format. You can also use the Windows Sound Recorder to convert a .wav file to the proper format. See the online help for the Sound Recorder program for details.

**Step 5** Click **OK** to save your settings and close the Settings dialog window.

**Figure 3-8 Automatic Greeting Settings**

**Related Topic**

- [Using Auto-Greet Mode, page 3-27](#)

## Placing a Call on Hold



To place an active call on hold, click the **Hold** button in the context-sensitive button bar, or if you are controlling a Cisco IP Phone, the **Hold** button on the phone base.

While the call is on hold, caller information, and the time on hold will be displayed in the call block.

To retrieve a call on hold, press the **Resume** button in the context-sensitive button bar, or the **Resume** key on the Cisco IP Phone.

To place an active call on hold so you can receive an incoming call, click the **Answer** button.

## Transferring a Call

Call transfer allows you to send an existing call to an internal or external extension.

These sections describe two ways you can transfer a call with Cisco IP SoftPhone:

- [Performing a Consult Transfer, page 3-21](#)
- [Performing a Direct Transfer, page 3-22](#)

## Performing a Consult Transfer

In a consult transfer, also called an attended transfer, you place a consultation call to the intended recipient before you transfer the call.

### Procedure

- 
- Step 1** During an active call, click the **Transfer** button in the context-sensitive button bar or if you are controlling a Cisco IP Phone, the **Transfer** key on the phone base.
  - Step 2** In the dialing box, enter the new destination.
  - Step 3** Press **Consult** and announce the call to the new destination.
  - Step 4** Press **Send Call**.

When the transfer is complete, both the original and the consultation call are removed from your screen.

---

## Performing a Direct Transfer

In a direct transfer, also called an unattended transfer, you immediately transfer the original call to the destination without a consultation call.

### Procedure

---

- Step 1** During an active call, click the **Transfer** button in the context-sensitive button bar, or if you are controlling a Cisco IP Phone, the **Transfer** key on the phone base.

This opens a transfer dialing box.

- Step 2** In the transfer dialing box, enter the new destination

- Step 3** Press **Enter** on the keyboard or click **Send Call** to complete the transfer.

When the transfer is complete, both the original and the consultation call are removed from your screen.

---

## Using Voice Mail

These sections help you use the voice mail features of Cisco IP SoftPhone:

- [Configuring Your Voice Mailbox, page 3-22](#)
- [Checking Voice Mail, page 3-23](#)
- [Forwarding All Calls to Voice Mail, page 3-24](#)

## Configuring Your Voice Mailbox

Before you can access your voice mail with Cisco IP SoftPhone, you will need to configure the number for your voice mailbox.

### Procedure

---



- Step 1** Click the **Settings** toolbar icon.



This opens the Call Control tab.

**Step 2** Enter the number for your voice mailbox in the Voice mail Destination box.

**Step 3** Click **OK**.

---

#### Related Topics

- [Voice Mail Integration, page 1-9](#)
- [Checking Voice Mail, page 3-23](#)
- [Forwarding All Calls to Voice Mail, page 3-24](#)

## Checking Voice Mail

When you have a voice mail message, the messages icon in the icon bar turns red until you check your messages as follows:

#### Prerequisite

- Configure the number to access your voice mailbox. See [“Configuring Your Voice Mailbox” section on page 3-22](#).

#### Procedure

---



**Step 1** Click the **voice mail message** icon.

A pop-up dialog box will appear with the lines which have voice mail.

**Step 2** Select the line for which you want to check voice mail.

Cisco IP SoftPhone will automatically dial your voice mailbox.

**Step 3** Follow the voice prompts to access your voice mail.



#### Tip

To quickly check voice mail for a selected line, click the **Play Messages** button in the main dialing window.

---

### Related Topics

- [Voice Mail Integration, page 1-9](#)
- [Configuring Your Voice Mailbox, page 3-22](#)

## Forwarding All Calls to Voice Mail

Use this procedure to automatically forward all calls to voice mail.

### Prerequisite

- Configure the number to access your voice mailbox. See [“Configuring Your Voice Mailbox” section on page 3-22](#)

### Procedure



---

**Step 1** Click the **Settings** toolbar icon.

This opens the Call Control tab.

**Step 2** Enable Forward All Incoming Calls to Voice mail checkbox.

**Step 3** Click **OK**.

---

### To remove call forward:

---

**Step 1** Uncheck the Forward all incoming calls to Voice Mail checkbox on the Call Control tab.

**Step 2** Click **OK**.

---

### Related Topics

- [Voice Mail Integration, page 1-9](#)
- [Configuring Your Voice Mailbox, page 3-22](#)
- [Checking Voice Mail, page 3-23](#)

# Starting an Audio Conference



You set up audio conference calls with Cisco IP SoftPhone using the **Conference** button in the context-sensitive button bar, or by dragging a directory entry onto the call block of an active call. The name of each user who has agreed to join the conference will appear in the Cisco IP SoftPhone roster display.

## Procedure

- 
- Step 1** Place a call to the first conference call destination.
- Step 2** Once you have established a connection, click the **Conference** button in the context-sensitive button bar
- Step 3** In the dialing box, enter the second conference call destination.



### Tip

You can drag conference call destinations from your personal and public dialing directories into the dialing box.

---

- Step 4** Click **Invite** or press **Enter**.
- Step 5** Click **Join** to set up a three-way conference between yourself, the first destination, and the second destination
- Repeat steps 3 through 5 to add additional participants to the conference. A maximum of six participants are allowed in an audio conference.
- 

## Related Topics

- [Audio Conferencing, page 1-5](#)
- [Desktop Collaboration with Virtual Conference Room, page 1-6](#)
- [Adding Participants to a Conference, page 3-26](#)
- [Leaving a Conference, page 3-26](#)
- [Using the Roster, page 4-2](#)

## Adding Participants to a Conference

You may add participants to an audio conference call at any time, even while a collaboration session is in progress. The new participant will join both the audio and data portions of the conference. The most current data from the collaboration session will be displayed on the new participant's PC. A maximum of six participants are allowed in any given conference.

### Procedure

---

**Step 1** Start an audio conference.

See [“Starting an Audio Conference” section on page 3-25](#)

**Step 2** Enter the destination you want to add to the conference call in the dialing box.



#### Tip

You can drag conference call destinations from your personal and public dialing directories into the dialing box.

---

**Step 3** Click **Invite** or press **Enter**.

**Step 4** Click **Join** to add this person to the conference.

When the audio conference call is active, the caller ID for each participant will be displayed in the main dialing window. A maximum of six participants are allowed in any given conference.

---

### Related Topic

- [Leaving a Conference, page 3-26](#)

## Leaving a Conference



You can leave an audio conference at any time by clicking the **End Call** button in the context-sensitive button bar. When you exit from an audio conference, Cisco IP SoftPhone removes your name from the roster.

# Playing .wav Files with Cisco IP SoftPhone

When you use the Cisco IP SoftPhone as an online IP phone, you can play pre-recorded audio files (.wav) files to callers in the form of a customized greeting or during the course of a call. The Cisco IP SoftPhone supports .wav files that are formatted as 16-bit, 8KHz PCM (Mono). You can use the Microsoft Windows Sound Recorder application to create files in this format or convert other .wav files to this format.

These sections help you play .wav files with Cisco IP SoftPhone:

- [Using Auto-Greet Mode, page 3-27](#)
- [Playing a .wav File to a Caller, page 3-28](#)
- [Stopping a .wav File During a Call, page 3-28](#)

## Using Auto-Greet Mode

You can configure Cisco IP SoftPhone to automatically play a predetermined .wav file to the caller when a call is answered.



- 
- Step 1** Click the **Settings** toolbar icon.
- This opens the Call Control tab.
- Step 2** Enable the Enable Automatic Greeting checkbox.
- Step 3** In the Greeting File... selection box, enter the pathname for the .wav file you want to play as your greeting, or click **Browse...** to find and select the file.
- The .wav file needs to be formatted as 16-bit, 8KHz PCM (Mono).
- Step 4** Click **OK**.
- 

### Related Topic

- [Automatically Answering a Call, page 3-19](#)

## Playing a .wav File to a Caller

If you are using Cisco IP SoftPhone as a stand-alone application, you can play a .wav file to the caller at any time during the course of the call. The .wav file is also played simultaneously on your PC. Only one file may be played at a time.

### Procedure

---

- Step 1** Right-click your mouse in the main dialing window.
- Step 2** Choose **Play File...** from the floating menu.
- Step 3** In the filename box, enter the path and name of the .wav file you want to play. The .wav file needs to be formatted as 16-bit, 8KHz PCM (Mono).
- Step 4** Click **Open**.  
The .wav file will be played to the caller.
- 

### Related Topics

- [Volume Controls, page 3-11](#)
- [Stopping a .wav File During a Call, page 3-28](#)

## Stopping a .wav File During a Call

To stop a .wav file you are playing to a caller, click **Stop Playing Wave File** from the Cisco IP SoftPhone floating menu.

## Using the Dialing Directories

Cisco IP SoftPhone integrates with the directory service that is installed on the Cisco CallManager. The name of this directory is set by your system administrator when configuring your network for Cisco IP SoftPhone.

Additionally, the Cisco IP SoftPhone provides a personal directory for you to store directory entries that are not available in the corporate or public directories. Cisco IP SoftPhone always searches your personal directory first before looking up an entry in the public directories. It also integrates with other private directories like those implemented by the various email clients.

These sections help you configure and use the dialing directories:

- [Dialing from the Online Directories, page 3-16](#)
- [Adding a Directory Entry, page 3-29](#)
- [Deleting a Directory Entry, page 3-31](#)
- [Editing a Directory Entry, page 3-32](#)
- [Searching for a Directory Entry, page 3-32](#)

## Adding a Directory Entry

You can add entries to your personal directory by dragging an active call into the directory or adding the address through the Add/Edit Directory Entry dialog window.



### Tip

To collaborate with others, you need to add an entry for yourself to your personal directory. Be sure to specify the host name or IP address of your computer in the “Associated PC” field.

### Procedure



- Step 1** Click the **Directories** toolbar icon.
- Step 2** Click the **Add Directory Entry** button to open the Add/Edit Directory Entry dialog window.
- Step 3** Enter address information in the entry boxes in one of the following ways:
  - Use your keyboard to type the address information.

[Figure 3-9](#) illustrates the entries in the Add/Edit Directory Entry dialog window.

- Drag a v-card file from your web browser into the Add/Edit Directories dialog window. Cisco IP SoftPhone will display a prompt asking whether you want to add this destination to the address book.
- Drag an entry from your Public directory to your Personal directory.

**Step 4** When you are finished, click **OK**.

The name, number, and e-mail address you entered will now appear in the Directories dialog window. To dial that person, simply select the directory entry and click **Dial**.

**Figure 3-9 Adding/Editing an Address Book Entry**

The screenshot shows a dialog box titled "Add/Edit Directory Entry". It contains several text input fields: "First name:" with "David", "Middle name:" with "T", "Last name:" with "Johnson", "Phone:" with "408-555-2323", "Fax:", "Pager:", "Mobile:", "EMail:" with "davidt", and "Associated PC:" with "172.30.277.277". A circled number "1" with an arrow points to the "Associated PC" field. At the bottom are three buttons: "OK", "Cancel", and "Help".

**1**

IP address or host name of person's PC. You must specify this information to collaborate with this person.

### Related Topics

- [Dialing from the Online Directories, page 3-16](#)
- [Using the Dialing Directories, page 3-28](#)



- [Deleting a Directory Entry, page 3-31](#)
- [Editing a Directory Entry, page 3-32](#)

## Deleting a Directory Entry

Use this procedure to delete names from your personal directory.



### Note

---

You cannot delete names from a public directory.

---

### Procedure



**Step 1** Click the **Directories** toolbar icon.

**Step 2** Select the Personal directory name from the drop-down list box.

**Step 3** Select the entry you want to delete.

**Step 4** Click the **Remove Directory Entry** button.

A confirmation dialog window will display asking you to confirm whether you want to delete this person from the directory.

**Step 5** Click **Yes** to confirm the deletion.

The entry will be removed from the Directories dialog window.

---

### Related Topics

- [Dialing from the Online Directories, page 3-16](#)
- [Using the Dialing Directories, page 3-28](#)
- [Adding a Directory Entry, page 3-29](#)
- [Editing a Directory Entry, page 3-32](#)

## Editing a Directory Entry

Use this procedure to edit directory entries in your Personal directory.

### Procedure



- 
- Step 1** Click the **Directories** toolbar icon.
- Step 2** Select the Personal directory name from the drop-down list box.
- Step 3** Double-click on the directory entry you want to edit, or select it with your mouse and then click the **Edit Directory Entry** button.
- This opens the Add/Edit Directory Entry dialog window.
- Step 4** Make the desired changes to the address information.
- Step 5** Click **OK** to enable your changes.
- 

### Related Topics

- [Adding a Directory Entry, page 3-29](#)
- [Deleting a Directory Entry, page 3-31](#)
- [Using the Dialing Directories, page 3-28](#)
- [Dialing from the Online Directories, page 3-16](#)

## Searching for a Directory Entry

You can use the filter box to narrow the list of names displayed in the directory. Type the first few characters of the name of the person you want to call, and click the **Find** button.

## Viewing Call History



Click the **Call Log** icon in the icon bar to display a history of the calls you have placed or received. [See Figure 3-10.](#)

[Table 3-6](#) defines the information stored in the Call Log.

*Figure 3-10 Calls Log dialog window*

Line	Start Time	Direction	Other Party	End Time
2522	4/27/01 10:04 AM	Incoming	2002	4/27/01 10:05 AM
2522	4/27/01 10:05 AM	Outgoing	2094	4/27/01 10:05 AM
2522	4/27/01 10:05 AM	Outgoing	2032	4/27/01 10:05 AM
2522	4/27/01 10:06 AM	Outgoing	5014	4/27/01 10:06 AM
2522	4/27/01 10:07 AM	Outgoing		4/27/01 10:07 AM
2522	4/27/01 10:07 AM	Outgoing	918005558355	4/27/01 10:08 AM
2522	4/27/01 10:08 AM	Outgoing	918007425877	4/27/01 10:08 AM
2522	4/27/01 10:09 AM	Incoming	2094	4/27/01 10:09 AM
2522	4/27/01 10:09 AM	Incoming	2502	4/27/01 10:09 AM
2522	4/27/01 10:10 AM	Outgoing	2032	Call in progress

*Table 3-6 Calls Log Data*

	Field	Description
1	Line	Line which handled the call
2	Start Time	Date and time the call connected
3	Direction	Whether the call was an incoming call or an outgoing call
4	Other Party	The phone number of the connected party
5	End Time	Time the call ended

## Configuring Advanced Settings

Use the **Advanced** tab in the Settings dialog window to perform the following tasks:

- Configure the name of the Cisco CallManager server you are using (for remote TSP only).
- Select the lines you want to control.

- Change the collaboration settings
- Change the language settings.

### Procedure



**Step 1** Click the **Settings** toolbar icon.

**Step 2** Select the **Advanced** tab.

See [Figure 3-11](#).

**Step 3** Configure the settings described in [Table 3-7](#).

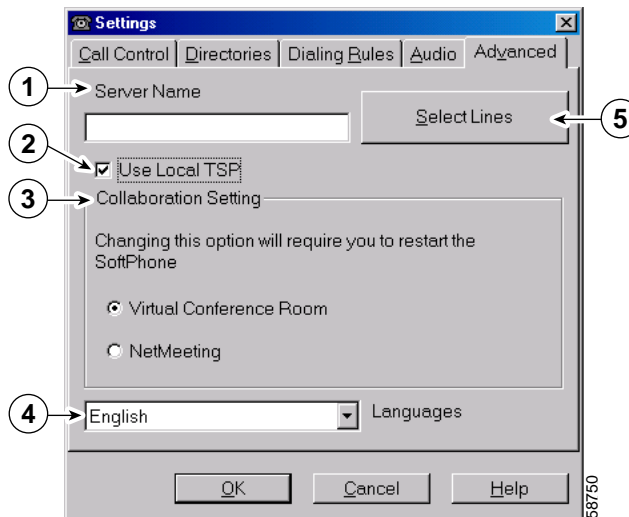
**Step 4** Click **OK**.



#### Note

If you are running Windows NT 4.0 and you have dial-up networking configured, you will need to reboot your PC for the remote TAPI server settings to take effect.

**Figure 3-11** *Advanced tab*



**Table 3-7** Configuring Advanced Settings

	Setting	Description
1	Server Name	If you are using remote TSP to communicate with the Cisco CallManager, disable the local TSP checkbox and enter the hostname of the remote TSP server you are using here. <sup>1</sup>
2	Local TSP checkbox	Enable this checkbox if you are using local TSP to communicate with the Cisco CallManager (default). Disable this checkbox if you are using remote TSP.
3	Collaboration Setting	Enable the Virtual Conference Room option to use the collaboration features of Cisco IP SoftPhone. Enable the NetMeeting option to use the video collaboration features of Microsoft NetMeeting. You must restart your computer to make these changes take effect.
4	Languages	Choose the language in which you want to run Cisco IP SoftPhone.
5	Select Lines	Click <b>Select Lines...</b> to select the IP phone line(s) you want to control.  See <a href="#">“Selecting Lines to Control” section on page 3-2</a> for more details.

1. Using remote TSP to communicate with the Cisco CallManager is not a supported configuration for Cisco IP SoftPhone.





# Collaborating with Virtual Conference Room

---

These sections help you understand and use the Virtual Conference Room desktop collaboration features of Cisco IP SoftPhone:

- [Collaboration Checklist, page 4-1](#)
- [Using the Roster, page 4-2](#)
- [Using the Application Sharing Window, page 4-4](#)
- [Starting a Whiteboard Session, page 4-10](#)
- [Sending a Chat Message, page 4-12](#)
- [Preparing for a Video Collaboration Session, page 4-13](#)

## Collaboration Checklist

Before you begin a collaboration session, verify the settings in [Table 4-1](#).



### Note

---

The collaboration features of Cisco IP SoftPhone will not work unless you configure settings for NetMeeting. See “[Diagnosing Problems with Collaboration](#)” section on [page A-18](#) for details on how to configure settings for NetMeeting.

---

**Table 4-1 Collaboration Checklist**

Setting	Description
Collaboration	Open the Settings window and verify that “Virtual Conference Room” is selected for the Collaboration Setting on the Advanced tab.
Associated PC	Open your personal or public directory and verify that the correct host name or IP address is specified for the “Associated PC” entry for all participants in the collaboration session, including yourself. If the “Associated PC” is not specified or incorrect for a participant, you will need to add or update the entry in your personal directory, or contact your system administrator to update the public directory. When setting up a collaboration session, Cisco IP SoftPhone first looks for the participants in your personal directory. If it does not find an entry, it then looks in the public directory.
Microsoft NetMeeting	<p>If you have upgraded your NetMeeting installation (version 3.01 or greater) since installing Cisco IP SoftPhone, be sure to tune your audio settings and configure user settings for NetMeeting.</p> <p>NetMeeting version 3.01 gets installed as part of the Cisco IP SoftPhone installation. You typically tune your audio settings and configure user settings for NetMeeting the very first time you run Cisco IP SoftPhone.</p>

## Using the Roster



When you click the Collaboration icon while in a call or audio conference, Cisco IP SoftPhone displays a roster window on your computer screen. The roster shows a list of the participants in the call. It updates this list as participants join



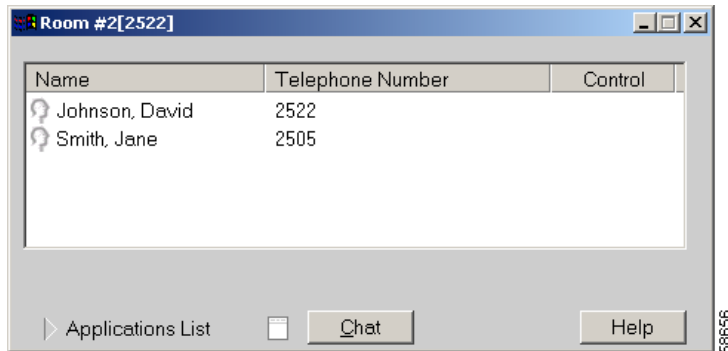
and exit the conference. The roster includes icons you can click to share a whiteboard, application, or document, or start a chat session with other participants in the call. See [Figure 4-1](#).

If participants are able to collaborate, the icon next to their name in the roster window will be highlighted in green.

**Tip**

If a participant's name is not highlighted in green on the roster, use the collaboration checklist to verify that all collaboration conditions are met. See the [“Collaboration Checklist”](#) section on [page 4-1](#) for details.

**Figure 4-1 Roster window**

**Related Topics**

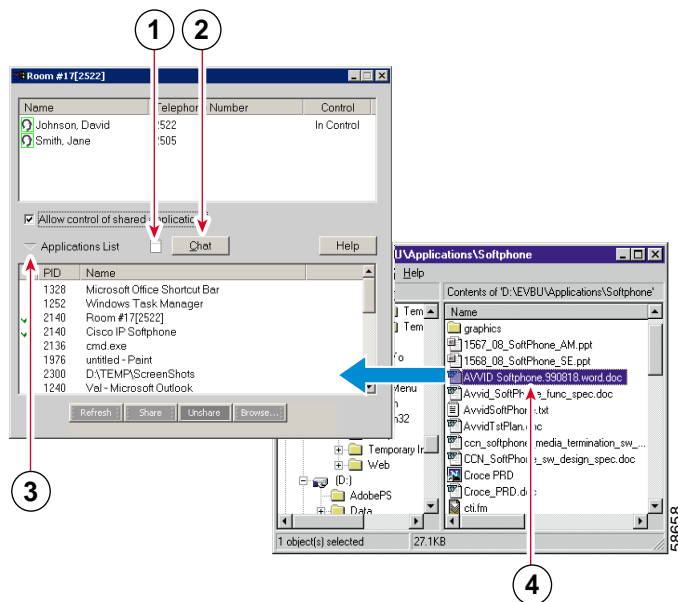
- [Desktop Collaboration with Virtual Conference Room, page 1-6](#)
- [Collaboration Checklist, page 4-1](#)
- [Using the Application Sharing Window, page 4-4](#)
- [Starting a Document Sharing Session, page 4-5](#)
- [Starting a Whiteboard Session, page 4-10](#)
- [Sending a Chat Message, page 4-12](#)

## Using the Application Sharing Window

The Applications List button in the roster window displays a list of the applications and files you currently have open on your machine. Click this button to initiate a data collaboration session or to collapse/expand the application window.

Figure 4-2 shows how to use the Application Sharing window. Table 4-2 describes the application sharing controls in the button bar.

**Figure 4-2 Application Sharing window**



1	Click here to start a whiteboarding session.
2	Click here to start a chat session.
3	Click here to initiate a collaboration session or expand/collapse the application window.
4	Drag a file into the roster window to share with other participants.

**Table 4-2 Application Sharing Controls**

Control	Description
Refresh button	Refreshes the list of applications in the roster window.
Share button	Shares the application or file selected in the roster window with all participants in the call.
Unshare button	Stops sharing the application or file selected in the roster window and removes the image from each participant's computer screen.
Browse button	Opens the file you choose, adds it to the list of applications in the roster window, and shares the associated application.
"Allow control of shared applications" checkbox	Assigns and removes control of shared applications. This option is active only when at least two parties in the call can collaborate.

**Related Topics**

- [Collaboration Checklist, page 4-1](#)
- [Using the Roster, page 4-2](#)
- [Starting a Document Sharing Session, page 4-5](#)
- [Transferring Control of a Document, page 4-7](#)
- [Requesting Control of a Document, page 4-9](#)
- [Ending a Document Sharing Session, page 4-9](#)

## Starting a Document Sharing Session

When you start a document or application sharing session, Cisco IP SoftPhone opens a new window on each person's desktop and displays the file you are sharing. Initially, you have control of the file. However, you can transfer control to any of the participants, allowing them to make changes even if they don't have the associated application installed on their computers.

You can share more than one program at a time and several people can share programs simultaneously. Also, you can share a whiteboard and document at the same time.

**Note**

---

To do application and document sharing, each participant must be listed in your public or personal directory with the correct Associated PC address configured. See [“Adding a Directory Entry” section on page 3-29](#) for details.

---

**Procedure**

- 
- Step 1** While in a call or audio conference, click the **Applications List** button on the roster.
- A list of the applications that are currently active on your computer will be displayed.
- Step 2** Click **Browse** and choose the file you want to share, or open your Microsoft Windows Explorer and drag the file icon into the list of applications in the roster window.
- Cisco IP SoftPhone will open the file and associated application on your desktop and add it to the list of active applications in the roster.
- Step 3** Select the file from the list of applications in the roster and click **Share**.
- The file will be displayed in a new window on each participants' computer screen, regardless of whether they have the associated application installed.
- Initially, you have control of the file. However, you can allow transfer of control at any time. See the [“Transferring Control of a Document” section on page 4-7](#) for details.

**Tip**

---

You can also share an application or document by dragging it from the Windows Explorer into the roster window.

---

**Caution**

If you share a Windows Explorer window, such as My Computer, Control Panel, or a folder on your computer, you will be sharing all the Explorer windows you have open. Also, once you have shared such a window, every program you start while you are still in the meeting is automatically shared with the other participants.

**Related Topics**

- [Desktop Collaboration with Virtual Conference Room, page 1-6](#)
- [Application and Document Sharing, page 1-7](#)
- [Collaboration Checklist, page 4-1](#)
- [Using the Application Sharing Window, page 4-4](#)
- [Transferring Control of a Document, page 4-7](#)
- [Requesting Control of a Document, page 4-9](#)
- [Ending a Document Sharing Session, page 4-9](#)

## Transferring Control of a Document

While in a document or application sharing session, the person who initially shared the document or application has control of the file. This person, called the “Top Provider” can transfer control of the file to other participants in the session. However, only one person can be in control of a shared program at a time. When the Top Provider is allowing others to work on the program, the word **Controllable** appears in the title bar of the shared program window. Participants can send a request to the Top Provider asking for control of the file. If the mouse pointer has a box with initials, then another meeting participant has control of the program.

**Note**

You can only transfer and remove control of a shared file if you are the Top Provider.

Procedure

- Step 1

Start a document sharing session.

See [“Starting a Document Sharing Session”](#) section on page 4-5.
- Step 2

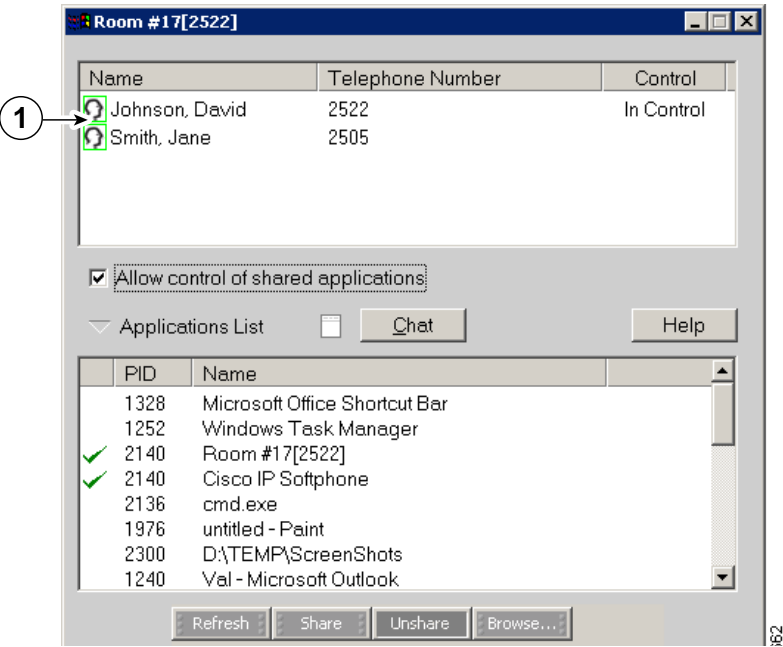
In the roster window, click on the participant to whom you would like to transfer control of the document.
- Step 3

Click in the checkbox next to “Allow control of shared applications.”

The roster will display “In Control” next to the participant’s name. This person will now have control of the file. See [Figure 4-3](#). **Controllable** will appear in the title bar of the shared program window on each participant’s computer screen.

To regain control of a shared application or file, double-click on the application being shared.

Figure 4-3 Transferring Control of a Document



- |   |                                      |
|---|--------------------------------------|
| 1 | This person has control of the file. |
|---|--------------------------------------|

### Related Topics

- [Requesting Control of a Document, page 4-9](#)
- [Ending a Document Sharing Session, page 4-9](#)

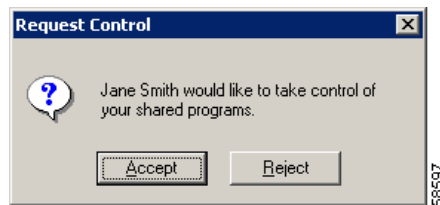
## Requesting Control of a Document

If you are participating in a document sharing session, you can request control of the document from the Top Provider by double-clicking in the document sharing application window, or by choosing **Control > Request Control**.

Cisco IP SoftPhone will send a message to the Top Provider asking to accept or reject the your request. See [Figure 4-4](#).

If the Top Provider does not respond to your request within 10 seconds, the request will fail.

**Figure 4-4** Requesting Control of a Document



## Ending a Document Sharing Session

To end a document sharing session, select the document in the roster window and click **Unshare**. This will close the document window for the file you are sharing and remove the document from each participant's screen. A document sharing session can only be ended by the Top Provider.

# Starting a Whiteboard Session

When you start a whiteboard session, a whiteboard will appear on each participant's computer screen. While in a whiteboard session, any participant can use the whiteboard tools to draw structured or free-hand objects on a shared screen. You can dismiss the whiteboard by closing it after (optionally) saving its contents. When you close the whiteboard, it disappears only from your computer screen; other participants can still see and participate in the whiteboard session. You can re-enter an active whiteboard session at any time by clicking the whiteboard button.

Only one whiteboard session may be open at a time. However, there can be a concurrent whiteboard and document sharing session.



## Note

To do whiteboarding, each participant must be listed in your public or personal directory with an entry in the "Associated PC" field. See ["Adding a Directory Entry" section on page 3-29](#) for details.

## Procedure



**Step 1** While in a call or audio conference, click the collaboration icon.

The roster will display showing all the participants in the call.



**Step 2** Click the whiteboard icon in the roster.

An empty whiteboard window will display on each participant's computer screen.

**Step 3** Use the whiteboard tools to illustrate your ideas in the whiteboard window. Each meeting participant will see your work without having access to your desktop.

For details on how to use the whiteboard tools, click the help button in the whiteboard window to access online help.

If you want to limit control of the whiteboard, see the ["Whiteboard Synchronization" section on page 4-11](#).

## Related Topics

- [Desktop Collaboration with Virtual Conference Room, page 1-6](#)
- [Whiteboarding, page 1-6](#)



- [Collaboration Checklist](#), page 4-1
- [Ending a Whiteboard Session](#), page 4-11
- [Whiteboard Synchronization](#), page 4-11

## Ending a Whiteboard Session

To end a whiteboard session, close the whiteboard window after (optionally) saving its contents. When you close the whiteboard, it will remain open on each participant's computer screen, allowing them to save its contents on their local drive and then close the whiteboard window when they are done. If you leave a whiteboard session but remain in the call, you can re-join the whiteboard session at any time by clicking the whiteboard button.



### Note

---

If you initiate a whiteboard session and exit Cisco IP SoftPhone while other participants remain in the whiteboard session, the whiteboard session will automatically terminate on each participants' PC.

---

## Whiteboard Synchronization

Synchronization allows everyone to automatically view the same whiteboard page. By default, synchronization is always selected when you first start a whiteboard session.

If you want to work on a page privately, you can remove synchronization to stop the page from displaying automatically. Synchronization does not affect other participant's views of the current page. If you turn off synchronization and keep working on the current page, the other participants can view your actions.

### Procedure



- 
- Step 1** Start a whiteboard session.  
See [“Starting a Whiteboard Session”](#) section on page 4-10.
- Step 2** On the whiteboard screen, click **View > Synchronize**.

This should remove the check mark next to “synchronization” indicating that it is not active.

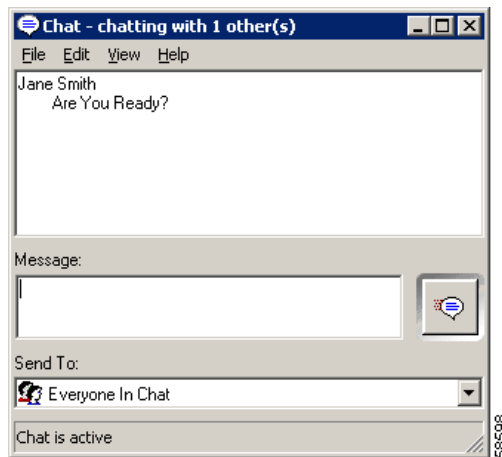
---

## Sending a Chat Message

The roster window includes a **chat** button which launches the Microsoft NetMeeting chat application. Use the chat application to send a message to all or selected meeting participants.

When someone sends you a chat message, the message appears in the Chat window. See [Figure 4-5](#).

**Figure 4-5** Chat Session



For details on how to customize the fonts, information display, and message format for the chat application, click the help menu in the chat window.

### Procedure

---



- Step 1** While in a call or audio conference, click the collaboration icon. The roster will display showing all the participants in the call.

- Step 2** Click the **Chat** button to open the Chat window.
- Step 3** In the **Message** block, type the message you want to send, then do one of the following:
- To send a message to all meeting participants, select **Everyone In Chat** from the **Send to** drop-down list.
  - To send a message to just one person, select the person's name from the **Send To** drop-down list.
- Step 4** Click the **Send Message** button or press **Enter** on your keyboard to send the chat message.
- 

#### Related Topics

- [Chat, page 1-8](#)
- [Collaboration Checklist, page 4-1](#)
- [Using the Roster, page 4-2](#)

## Preparing for a Video Collaboration Session

To use the video collaboration features of NetMeeting, you will need to disable Virtual Conference Room and enable NetMeeting as follows:

#### Procedure

---



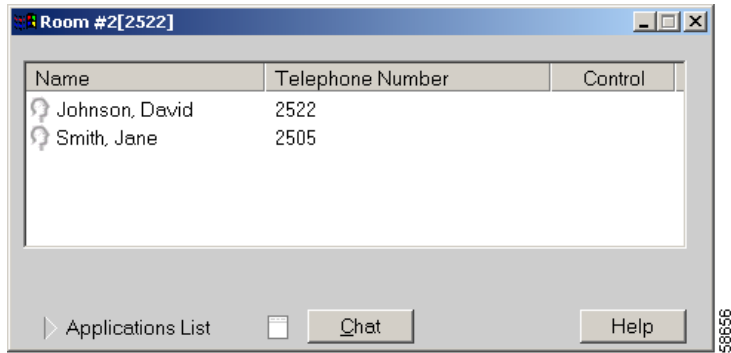
- Step 1** Click the **Settings** toolbar icon.
- Step 2** Click the **Advanced** tab.
- Step 3** Change the collaboration setting to NetMeeting.
- Step 4** Click **OK**.

You will need to restart Cisco IP SoftPhone for this setting to take effect.

When you restart Cisco IP SoftPhone, Cisco IP SoftPhone will place calls using the NetMeeting user interface. To start NetMeeting, open the roster and click the **Launch NetMeeting Call** button. See [Figure 4-6](#).

See the Microsoft NetMeeting online help for details on how to do use the video collaboration features of NetMeeting.

**Figure 4-6** *Launching NetMeeting*



#### Related Topics

- [Video Collaboration, page 1-8](#)
- [Collaboration Checklist, page 4-1](#)



# Troubleshooting

---

These sections help you troubleshoot common problems you may experience when using Cisco IP SoftPhone:

- [Frequently Asked Questions \(FAQs\), page A-1](#)
- [Finding and Changing the IP Address for the Cisco CallManager, page A-14](#)
- [Adjusting the Audio Settings, page A-16](#)
- [Diagnosing Problems with Collaboration, page A-18](#)

## Frequently Asked Questions (FAQs)

These Frequently Asked Questions (FAQs) help you resolve common problems you may experience with Cisco IP SoftPhone.

- [When I Start Cisco IP SoftPhone, Why Don't I See Any Lines to Control?, page A-2](#)
- [I Can See a Line But When I Try To Open it, Cisco IP SoftPhone Displays a 'Could not open address' Error., page A-7](#)
- [Why Does the Audio Sound Jittery and Broken?, page A-8](#)
- [Why am I Getting One-way Audio?, page A-8](#)
- [Why Do I Get a "Could Not Initialize Audio Error" When I Start Cisco IP SoftPhone?, page A-13](#)

## When I Start Cisco IP SoftPhone, Why Don't I See Any Lines to Control?

There are several possible causes for this:

**Possible Cause** You have not selected a line.

**Action** Refer to the [“Selecting Lines to Control” section on page 3-2](#).

---

**Possible Cause** You have not been assigned a line on the Cisco CallManager.

**Action** Ask your system administrator to assign and associate a line for you on the Cisco CallManager.

---

**Possible Cause** The Cisco IP SoftPhone is not properly configured to see lines.

**Action** Check the Cisco IP SoftPhone configuration. See the [“Verifying the Cisco IP SoftPhone Configuration” section on page A-3](#).

---

**Possible Cause** The Cisco local TSP (installed with Cisco IP SoftPhone) is not properly configured.

**Action** Verify the Cisco Local TSP configuration. See the [“Verifying the Cisco TSP Configuration” section on page A-4](#).

---

**Possible Cause** The Telephony Service needs to be restarted on your computer.

**Action** Restart the Telephony service. See the [“Restarting the Telephony Service” section on page A-6](#).

---

**Possible Cause** You do not have proper network access.

**Action** Verify Network Connectivity. See the [“Verifying Network Connectivity”](#) section on page A-7.

## Verifying the Cisco IP SoftPhone Configuration

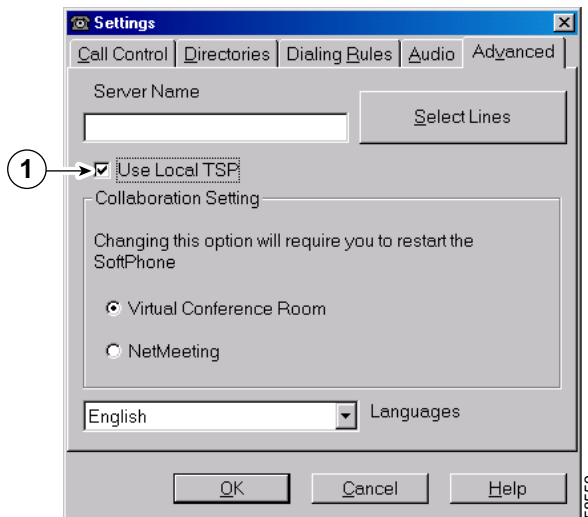
Use this procedure to verify if local TSP (Telephony Service Provider) is enabled on the Cisco IP SoftPhone.

### Procedure



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Click the **Advanced** tab.
- Step 3** Verify that the Use Local TSP checkbox is enabled. See [Figure A-1](#).

**Figure A-1** Enabling Local TSP



- 1** Check this box to enable local TSP.

- Step 4** Restart the Telephony service.  
See the [“Restarting the Telephony Service”](#) section on page A-6.
- Step 5** Launch Cisco IP SoftPhone.  
If you still do not see any lines, see the [“Verifying the Cisco TSP Configuration”](#) section on page A-4.
- 

## Verifying the Cisco TSP Configuration

Use the following procedures to verify that the Cisco TSP is properly configured to communicate with the Cisco CallManager:

- [Verifying the Cisco TSP Configuration for Cisco CallManager 3.1\(x\), page A-4](#)
- [Verifying the Cisco TSP Configuration for Cisco CallManager 3.0\(x\), page A-5](#)



**Note** Ask your system administrator which Cisco CallManager version you are using for Cisco IP SoftPhone.

---

### Verifying the Cisco TSP Configuration for Cisco CallManager 3.1(x)

#### Procedure

---

- Step 1** From the Windows Control Panel, select **Telephony** (Windows 95/98/ME/NT) or **Phone and Modem Options** (Windows 2000).
- Step 2** Click the **Telephony Drivers** tab (Windows 95/98/ME/NT) or **Advanced** tab (Windows 2000).
- Step 3** Select **Cisco TSP001.tsp** in the selection box and click **Configure...**  
If you do not see the **Cisco IP PBX Service Provider** telephony driver in the drop-down list box or if you see a listing for **ciscotsp.tsp**, uninstall Cisco IP SoftPhone and run the install program again. If you still do not see any lines, see your system administrator.



- Step 4** Configure (or verify) the following settings in the **Cisco IP PBX Service Provider** window:
- Click the **User** tab and re-enter the username and password assigned to this user on the Cisco CallManager.
  - Click the **CTI Manager** tab and verify that the CallManager IP Address radio button is enabled and that the correct IP address is displayed for the Cisco CallManager.  
If the wrong IP address is displayed, enter the correct address.
  - Click the **Advanced** tab and enter 15 in the “Synchronous Message Timeout” field
- Step 5** Click **OK**.
- Step 6** Restart the telephony service.  
See the [“Restarting the Telephony Service” section on page A-6](#).
- Step 7** Launch Cisco IP SoftPhone.  
If you still do not see any lines, see the [“Verifying Network Connectivity” section on page A-7](#).
- 

## Verifying the Cisco TSP Configuration for Cisco CallManager 3.0(x)

### Procedure

- Step 1** From the Windows Control Panel, open **Telephony** (Windows 95/98/ME/NT) or **Phone and Modem Options** (Windows 2000).
- Step 2** Click the **Telephony Drivers** tab (Windows 95/98/ME/NT) or **Advanced** tab (Windows 2000).
- Step 3** Select **Cisco IP PBX Service Provider** in the selection box and click **Configure...**
- If you do not see the **Cisco IP PBX Service Provider** telephony driver in the drop-down list box or if you see a listing for **ciscotsp.tsp**, uninstall Cisco IP SoftPhone and run the install program again. If you still do not see any lines, see system administrator.

- Step 4** Configure (or verify) the following settings in the Cisco IP PBX Service Provider window:
- In the Security section, re-enter the username and password assigned to this user on the Cisco CallManager.
  - In the CallManager Location section, verify that “CallManager IP Address” is enabled and that the correct IP address is displayed for the Cisco CallManager.  
If the wrong IP address is displayed, enter the correct address.
  - In the “Message Timeout” section, enter 15000.
- Step 5** Click **OK**.
- Step 6** Restart the telephony service.  
See the [“Restarting the Telephony Service” section on page A-6](#).
- Step 7** Launch Cisco IP SoftPhone.  
If you still do not see any lines, see the [“Verifying Network Connectivity” section on page A-7](#).
- 

## Restarting the Telephony Service

**For Windows 95/98/ME:**

- Step 1** Close all applications and wait for approximately 15 seconds. If this does not fix the problem for which you need to restart the telephony service, restart the computer.
- 

**For Windows NT/2000:**

- Step 1** From the Windows Control Panel, open **Services** (Windows NT) or **Administrative Tools** and then **Services** (Windows 2000).
- Step 2** Scroll down and select **Telephony Service**.
- Step 3** If the status is Started, click **Stop** and then **Start**.

You may be unable to stop the service, especially if other processes such as the Remote Access Connection Manager are running. If you are unable to stop the service, reboot the computer.

- Step 4** If you still do not see any lines, see the [“Verifying Network Connectivity” section on page A-7](#).
- 

## Verifying Network Connectivity

Use this procedure to verify that the client PC has network connectivity to the Cisco CallManager.

### Procedure

---

- Step 1** Open a DOS window or command prompt.
- Step 2** Type **ping a.b.c.d** where “a.b.c.d” is the IP address of your Cisco CallManager. If you are able to communicate with the Cisco CallManager, you will receive a “reply” message with the Cisco CallManager IP address. If you are not able to communicate with the Cisco CallManager, you will receive a “request timed out” message. This indicates there is a network problem.
- Step 3** If you do not know how to fix the problem, try rebooting the computer.
- 

## I Can See a Line But When I Try To Open it, Cisco IP SoftPhone Displays a 'Could not open address' Error.

**Possible Cause** This error typically occurs if the line has already been opened by another application locally or on another computer. Each line can only be opened once. To resolve this problem, restart the Telephony service and launch Cisco IP SoftPhone again.

**Action** Restart the Telephony service. See the [“Restarting the Telephony Service” section on page A-6](#).

## Why Does the Audio Sound Jittery and Broken?

**Possible Cause** You are using the wrong audio drivers.

**Action** Select the proper audio drivers. See the [“Selecting the Proper Audio Drivers” section on page A-8](#).

## Selecting the Proper Audio Drivers

There are two types of audio drivers that Cisco IP SoftPhone can use: Wave audio drivers and DirectSound audio drivers. DirectSound audio drivers allow more than one application to use the speaker simultaneously; this is not possible with Wave audio drivers. Windows NT supports only Wave audio drivers, while Windows 95/98/2000 support DirectSound and/or Wave audio drivers.

### Procedure

- 
- Step 1** Make sure you have the latest drivers for your sound card installed.  
Refer to the user documentation that came with your computer.
- Step 2** Click the **Settings** toolbar icon.
- Step 3** Click the **Audio** tab.
- Step 4** Choose the following settings:
- For Windows NT, select the Use Wave drivers for sound card checkbox.
  - For Windows 95/98/2000, de-select Use Wave drivers for sound card checkbox.
- 



## Why am I Getting One-way Audio?

One-way audio occurs when you fail to receive incoming audio.

**Possible Cause** Your sound card is not a full-duplex card.

**Action** Determine whether the you have a full-duplex or half-duplex sound card. See the [“Full-duplex vs. Half-duplex Sound Cards” section on page A-9](#).

---

**Possible Cause** The audio settings for your PC need adjustment.

**Action** Adjust the audio settings for your PC. See the [“Adjusting the Audio Settings” section on page A-16](#).

---

**Possible Cause** The audio stream is being misdirected.

**Explanation** There are multiple Network Interface Cards (NICs) on the PC or the system is using Virtual Private Network (VPN) to connect to the corporate network.

**Action** Configure the Network Audio Settings. See the [“Configuring Network Audio Settings” section on page A-10](#).

---

## Full-duplex vs. Half-duplex Sound Cards

Cisco IP SoftPhone requires a full-duplex sound card for proper operation. Full-duplex sound cards can capture audio and play audio at the same time, thus allowing a conversation. The sound cards on most computers are full-duplex; however in rare instances you may find a computer with a half-duplex card. If you have one-way audio with Cisco IP SoftPhone, you may have a half-duplex sound card installed in your computer.

To determine which type of sound card you have, check the documentation that came with your computer or sound card. You can also perform this simple test to determine whether you have a full-duplex or half-duplex sound card.

### Procedure

---

- Step 1** Exit Cisco IP SoftPhone.
- Step 2** Launch Microsoft NetMeeting.

- Step 3** Make a Microsoft NetMeeting call to a friend running NetMeeting.  
Make sure your friend is in the same building or campus and that the call does not go through a firewall.
- Step 4** Once the call connects, begin speaking at the same time as your friend.  
If you can hear your friend while you are speaking, and your friend can hear you, you have a full-duplex sound card.  
If this test fails, you probably have a half-duplex sound card. You will need to install a full-duplex sound card for proper operation of Cisco IP SoftPhone.
- 

## Configuring Network Audio Settings

You should configure the Network Audio Settings when one-way audio is the result of one of the following conditions:

- You are running Cisco IP SoftPhone over a Virtual Private Network (VPN) to connect to the corporate network.
- You are using multiple Network Interface Cards (NICs) on the PC.
- You disconnect and reconnect to the network (e.g., undocking and docking a laptop).

Under these conditions, Cisco IP SoftPhone may use the wrong IP address. You can obtain the correct address by configuring the Network Audio Settings.

### Before You Begin

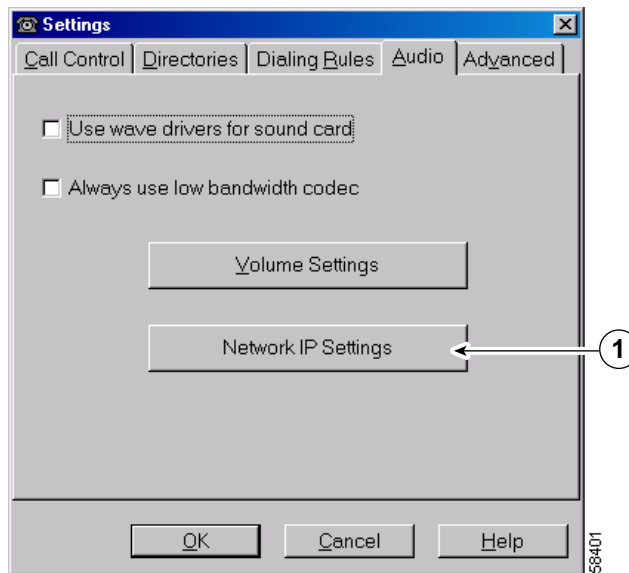
Determine whether you have multiple NICs on your PC or whether you are using a VPN to connect to your corporate network.

### Procedure

---



- Step 1** Click the **Settings** icon.
- Step 2** Click the **Audio** tab. See [Figure A-2](#).

**Figure A-2 Audio Tab**

- |   |   |
|---|---|
| 1 | Click here to configure network audio settings. |
|---|---|

**Step 3** Click the **Network IP Settings** button to open the Network Audio Settings window.

See [Figure A-3](#).

**Figure A-3 Network Audio Settings**

**Network Audio Settings**

Network Audio Settings

IP Address Setting

☒ Automatic Selection 171.69.93.36

URL Address http://softphone-cr

Update

☐ Select Address 171.69.93.36

☐ Specify Address

UDP Port Setting

Audio Input Port

☒ Automatic Setting 27460

☐ Specify Port 0

Audio Output Port

☒ Automatic Setting 1869

☐ Specify Port 0

OK Cancel Help

**Step 4** Configure your IP Address settings as follows:

**If you have multiple NICs on the PC:**

Choose the default setting: **Automatic Selection** (web installation) or **Select Address** (CD installation) and click the **Update** button.

**If your system is using VPN to connect to the corporate network:**

- Select **Automatic Selection** if the URL address field contains an IP address.
- If the URL field is blank, select **Specify Address** and enter the IP address that your VPN software is using.
- If you are unable to determine your VPN IP address, choose **Select Address**.



Select a random address from the drop-down menu. You may need to randomly select a different address from the drop-down menu until you are able to establish two-way audio.

d. If you still experience one-way audio, contact your system administrator.

**Step 5** In the UDP Port Setting area choose the default setting, **Automatic Setting**, for both Audio Input Port and Audio Output Port.

**Step 6** Click the **OK** button.



**Note** To refresh the screen with the original settings, click the **Refresh** button.

## Why Do I Get a “Could Not Initialize Audio Error” When I Start Cisco IP SoftPhone?

**Possible Cause** You do not have a sound card in your machine.

**Action** Install a full-duplex sound card in your machine.

**Possible Cause** You do not have the proper audio drivers installed.

**Action** Download the latest audio drivers for your sound card from the manufacturer’s website. To verify that the audio drivers, microphone, and speaker are working, try to record and play audio using an application such as Microsoft Sound Recorder.

# Finding and Changing the IP Address for the Cisco CallManager

To determine which Cisco CallManager a Cisco IP Phone is using:

- 
- Step 1** Click the **Settings** button on the Cisco IP Phone and then select **Network Configuration** from the menu on the LCD.
- Step 2** Scroll down until you see an entry for Cisco CallManager 1.
- The IP Address for the Cisco CallManager will be displayed as “Active.” This is the address you should use when installing Cisco IP SoftPhone.
- 

## Determining Which Cisco CallManager the Cisco IP SoftPhone is Using

### Before You Begin

Ask your system administrator if you are using Cisco CallManager 3.1(x) or 3.0(x).

### For Windows 95/98/ME/NT

- 
- Step 1** From the Windows Control Panel, select **Telephony**.
- Step 2** Click the **Telephony Drivers** tab.
- Step 3** Select the Cisco TSP Service Provider in one of the following ways:
- If you are using Cisco CallManager 3.1(x), select **Cisco TSP001.tsp** in the selection box.
  - If you are using Cisco CallManager 3.0(x), select **Cisco IP PBX Service Provider** in the selection box.
- Step 4** Click **Configure...**

The IP Address for the Cisco CallManager you are using with Cisco IP SoftPhone will be displayed in the CallManager Location of the Cisco IP PBX Service Provider window.

If this is not the same IP address that your Cisco IP Phone is using, you will need to edit it to match the Cisco IP Phone IP address.

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#### For Windows 2000

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**Step 1** From the Windows Control Panel, select **Phone and Modem Options**

**Step 2** Click the **Advanced** tab.

**Step 3** Select the Cisco TSP Service Provider in one of the following ways:

- If you are using Cisco CallManager 3.1(x), select **Cisco TSP001.tsp** in the selection box.
- If you are using Cisco CallManager 3.0(x), select **Cisco IP PBX Service Provider** in the selection box.

**Step 4** Click **Configure...**

The IP Address for the Cisco CallManager you are using with Cisco IP SoftPhone will be displayed in the **CTI Manager** tab section of the Cisco IP PBX Service Provider window.

If this is not the same IP address that your Cisco IP Phone is using, you will need to edit it to match the Cisco IP Phone IP address.

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## Changing the Cisco CallManager IP address Configured for the Cisco IP SoftPhone

#### For Windows 95/98/ME/NT

---

**Step 1** Type the IP Address of the Cisco CallManager to which you want to connect in the CallManager Location section of the Cisco IP PBX Service Provider window.

**Step 2** In the Security section of the Cisco IP PBX Service Provider window, type the username and password assigned to you for that Cisco CallManager.

**Step 3** Click **OK**.



**Note**

To use Cisco IP SoftPhone with a Cisco IP Phone, the username and password configured for Cisco IP SoftPhone must be exactly the same as the username and password assigned to this user on the Cisco CallManager.

#### For Windows 2000

**Step 1** Click **CTI Manager tab** in the Cisco IP PBX Provider window and select the IP address radio button.

**Step 2** Type the IP address of the Cisco CallManager to which you want to connect in the IP Address field.

**Step 3** Click the **User** tab of the Cisco IP PBX Service Provider window and type the username and password assigned to you for that Cisco CallManager.

**Step 4** Click **OK**.



**Note**


To use Cisco IP SoftPhone with a Cisco IP Phone, the username and password configured for Cisco IP SoftPhone must be exactly the same as the username and password assigned to this user on the Cisco CallManager.

## Adjusting the Audio Settings

Frequently, the volume settings on client PC's are improperly set, preventing users from having two-way audio in a telephone call. Use this procedure to check and adjust these settings.

### Procedure

**Step 1** Select **Start > Programs > Accessories > Multimedia > Sound Recorder**.

- Step 2** Record your voice using the microphone for 5-10 seconds.
- Step 3** Play back the recorded voice.
- If you hear your voice, your audio settings are properly set.
- If you do not hear your recorded voice, close the Sound Recorder application and go to Step 4.
- Step 4** Select **Start > Programs > Accessories > Multimedia > Volume Control**.
- Step 5** Select **Options > Properties**.
- Step 6** Under “Adjust volume for” select **Playback**.
- Step 7** Under “Show the following volume controls” make sure every item in the list is checked.
- Not all items are visible so be sure to scroll down to the end of the list.
- Step 8** Click **OK**.
- Step 9** Under “Adjust volume for” select **Recording** and repeat Steps 7 and 8.
- Step 10** Select **Options > Advanced Controls**.
-  **Note** If your sound card does not support advanced controls, this feature will not be available.
- Step 11** In the Master Out volume control window, set all the volume controls to about 80 percent. Set all balance controls to the middle.
- Step 12** Make sure that the Mute box is not checked for the Master Out control or the Wave control.
- Step 13** Although it may seem strange, make sure the microphone’s Mute box is checked in order not to route the microphone’s input directly to the multimedia speakers or internal speaker for your computer.
- You can mute the other controls as appropriate for your voice-computing applications.
- Step 14** Select **Options > Properties** and verify that you are using the proper audio device (sound card) to handle recording and playback.
- Step 15** Repeat Steps 1 through 3.

If you still cannot get the Sound Recorder application to work, you do not have a Cisco IP SoftPhone problem. Ask your system administrator for help in configuring you audio settings.

---

## Diagnosing Problems with Collaboration

**Symptom** I have defined the correct Associated PC for a person in my directory but I still cannot collaborate with him.

**Possible Cause** The person has moved on the LAN/WAN (e.g., the person has a portable computer) and the directory services of the LAN have not yet updated to reflect the current IP address.

**Action** Wait until Cisco IP SoftPhone detects the new IP address for the Associated PC and try collaborating with that person again.

**Symptom** I have met all the conditions on the Collaboration Checklist but I still cannot collaborate.

**Possible Cause** You have not tuned the audio settings or configured user settings for Microsoft NetMeeting. If you install a newer version of NetMeeting after you install Cisco IP SoftPhone, you need to configure user and audio settings for NetMeeting before you can collaborate. You need only do this one time.

### Procedure

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- Step 1** Launch NetMeeting from the **Start > Programs** menu.
  - Step 2** Follow the directions for tuning audio and configuring user settings.
  - Step 3** Quit NetMeeting.
  - Step 4** Restart Cisco IP SoftPhone.
-



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