

Cisco IP SoftPhone Does Not Go Offhook (No Dial Tone)

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Introduction

When launched, Cisco IP SoftPhone shows up with the line number but does not go offhook; the user does not hear dial tone. This document describes one possible misconfiguration that can cause this problem.

Prerequisites

Requirements

Before performing this configuration, you should be familiar with Cisco IP SoftPhone and Cisco CallManager functionality.

Components Used

The information in this document is based on the software and hardware versions:

- Cisco CallManager version 3.1 or later
- Cisco IP SoftPhone version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Problem

Cisco IP SoftPhone shows up with the line number but does not go offhook; the user does not hear dial tone.

Solution

Check the Cisco IP SoftPhone configuration on the CallManager. To check this, perform the following steps.

1. Go to the CallManager Administration page at **http://<CCM>/ccmadmin**.
2. Click **Device**, then click **CTI Route Point**.
3. Select **Directory Number** and search for the directory number (DN) of the SoftPhone.
4. Select the CTI route point configured as the DN of the SoftPhone and delete it.
5. Click **Device**, then click **Phone**.
6. Click **Add** to add a new phone.
7. Select **CTI Port** and click **Next**.
8. Configure the CTI port with the DN of the SoftPhone, and required parameters, and click **Insert**.
9. Click **User**, then click **Global Directory**.
10. Search for and select the user name associated with the SoftPhone.
11. Click **Device Association** and search for the DN of the CTI port.
12. Select the CTI port and click **Update** to associate the user to the CTI port.
13. Launch Cisco IP SoftPhone.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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