

# Setting Up Cisco IP SoftPhone Using the Customization Tool

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## **Introduction**

This document describes how to set up the Cisco IP Softphone one touch setup in a large environment using the Cisco Customization Tool and the Cisco Web Administrator.

## **Prerequisites**

### **Requirements**

The following items should be in place:

- Cisco CallManager must be installed and configured.
- User names must be set up in the DC Directory of Cisco CallManager.

### **Components Used**

This document is not restricted to specific software and hardware versions.

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**

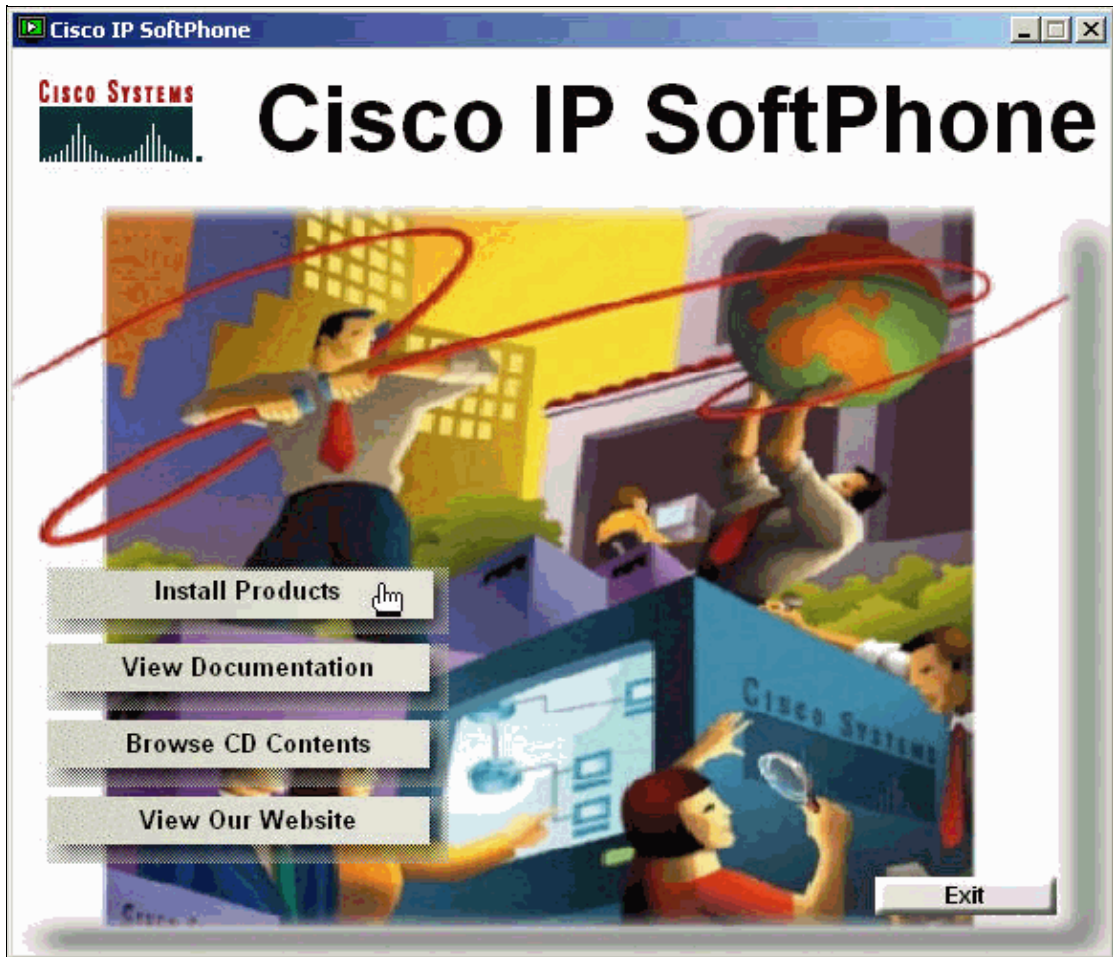
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## **Getting Started**

Follow the instructions provided below:

1. Install Cisco IP SoftPhone on a PC and verify that it is working. Prepare the settings for your users, such as the corporate directory, using low bandwidth, and volume settings. The user names and

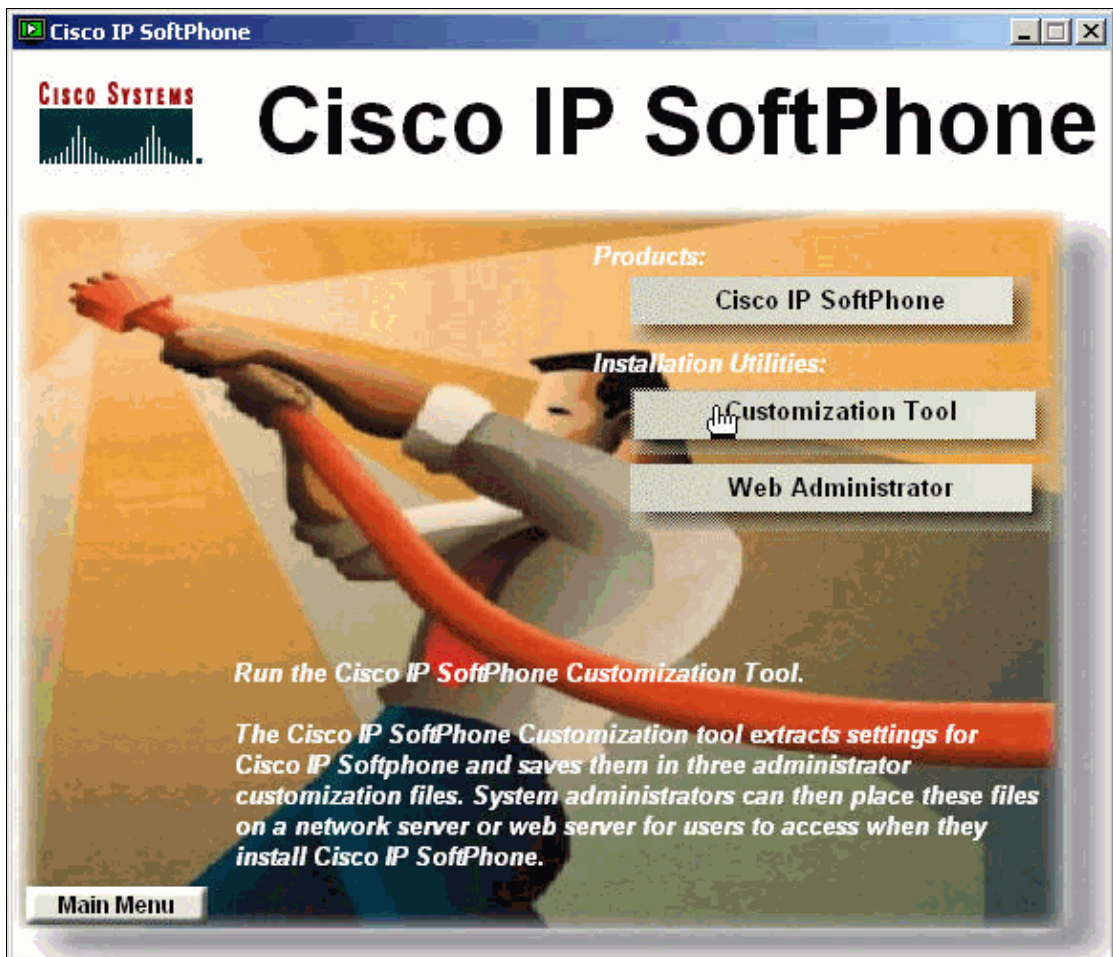
- passwords should already be set up in the DC Directory of Cisco CallManager.
2. Launch the Setup program on the PC that is running Cisco IP SoftPhone and click **Install Products**.



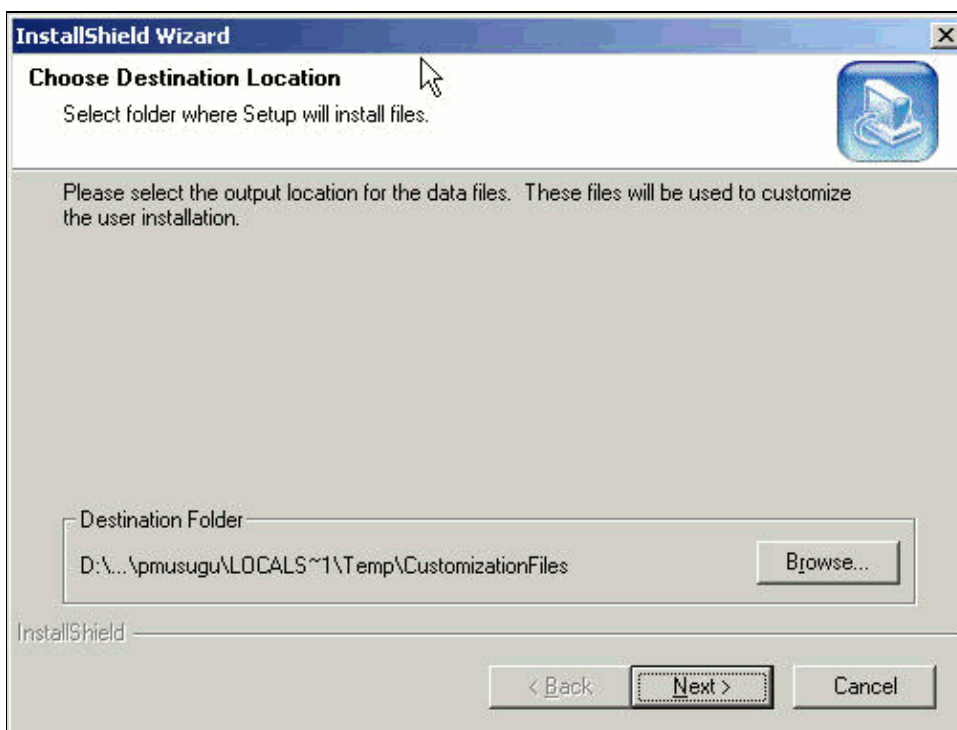
## Setting Up Cisco Customization Tool

Follow the instructions provided below:

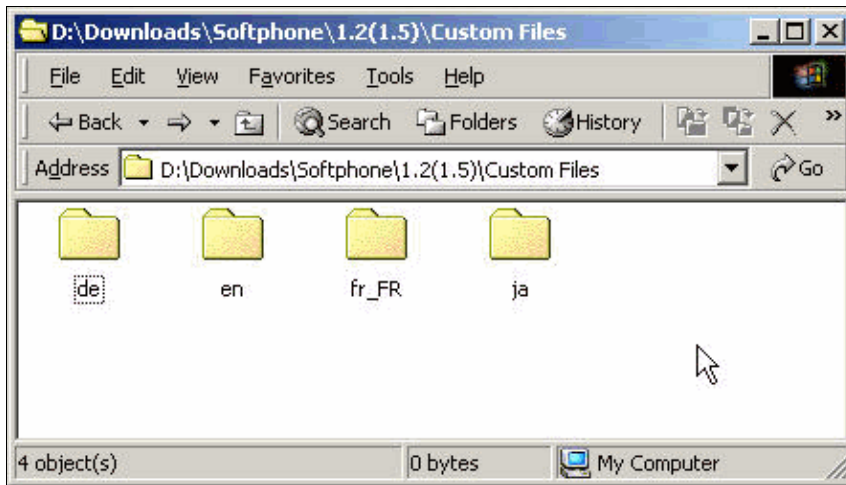
1. Select **Customization Tool** under Installation Utilities.



2. Choose the folder where you want to store the Customization files.



3. There should be four folders, one for each language. Each folder needs to contain the following files: CCNSoftPhone.reg, DialingRules.rul, and Directories.dir.

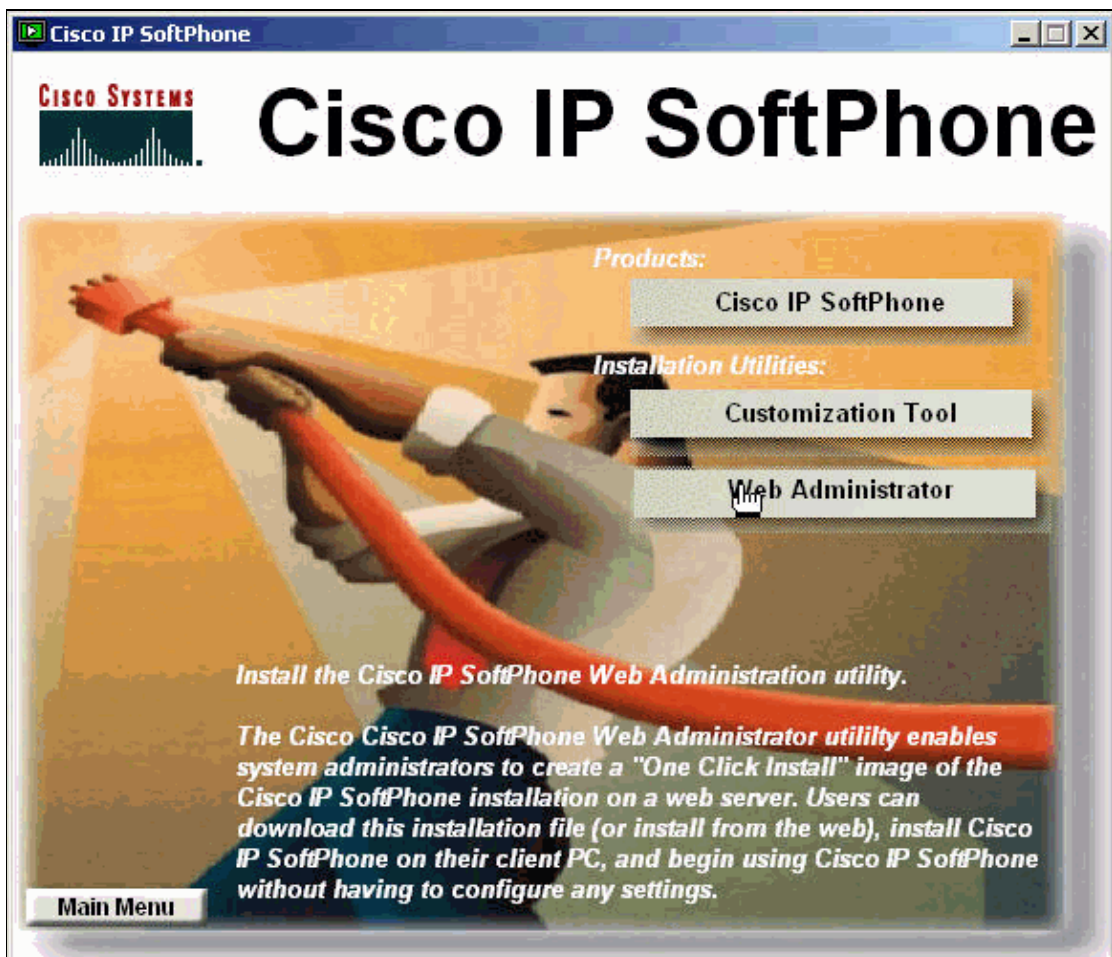


4. Copy these folders to the Web Server where you want the users to download the software for Cisco IP SoftPhone.

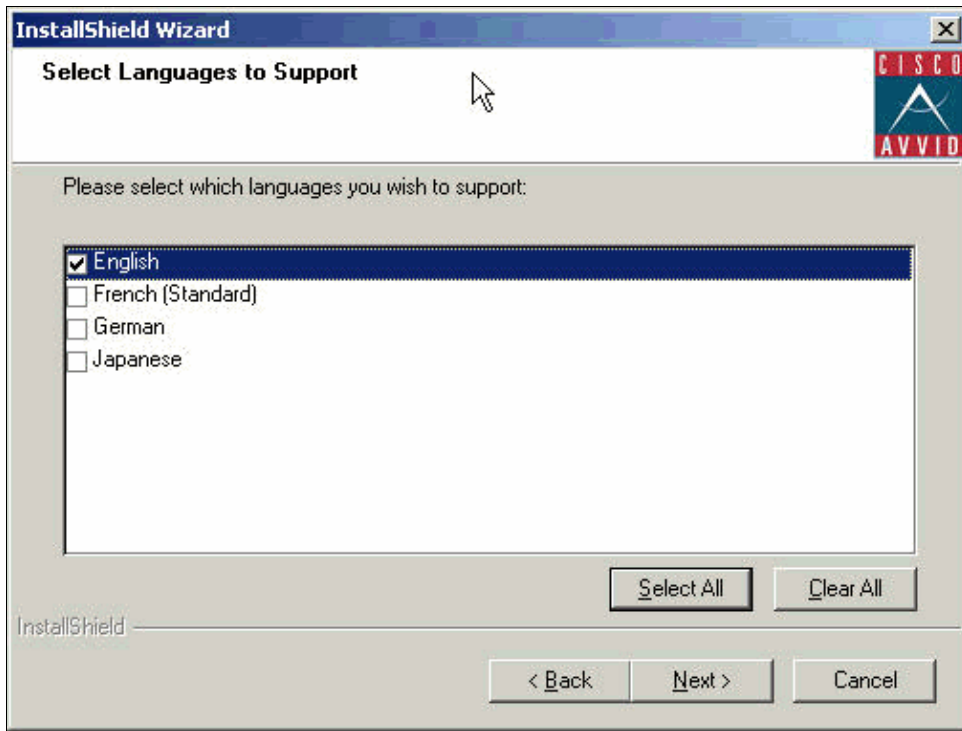
## Setting Up the Web Administrator

Follow the instructions provided below:

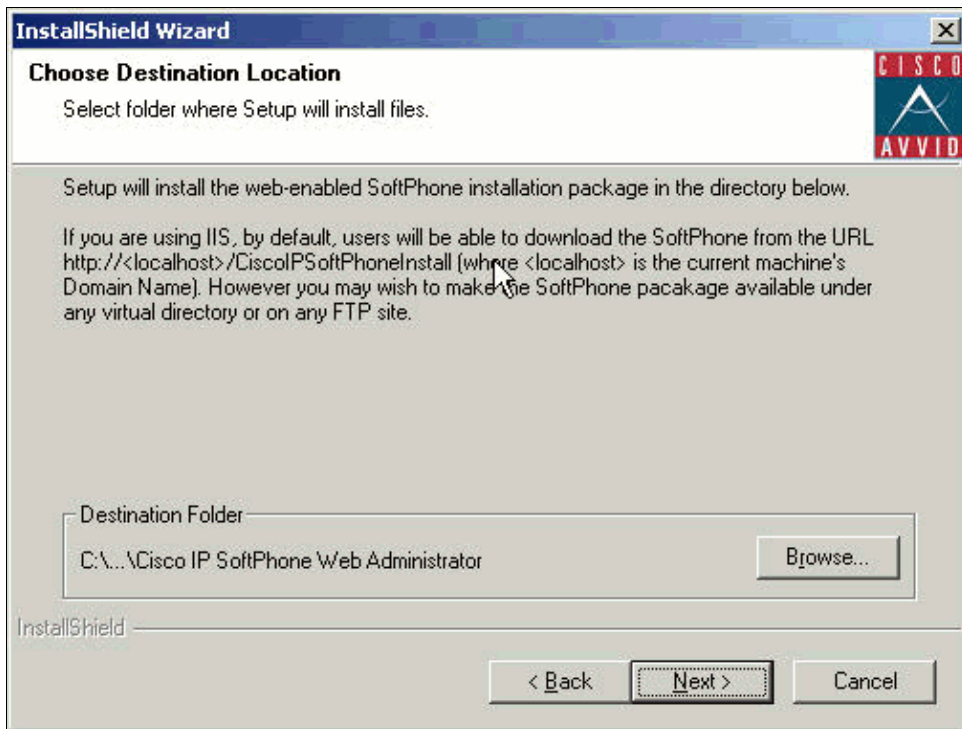
1. Go to the Web Server and again execute the Setup program. Select **Web Administrator** under Installation Utilities.



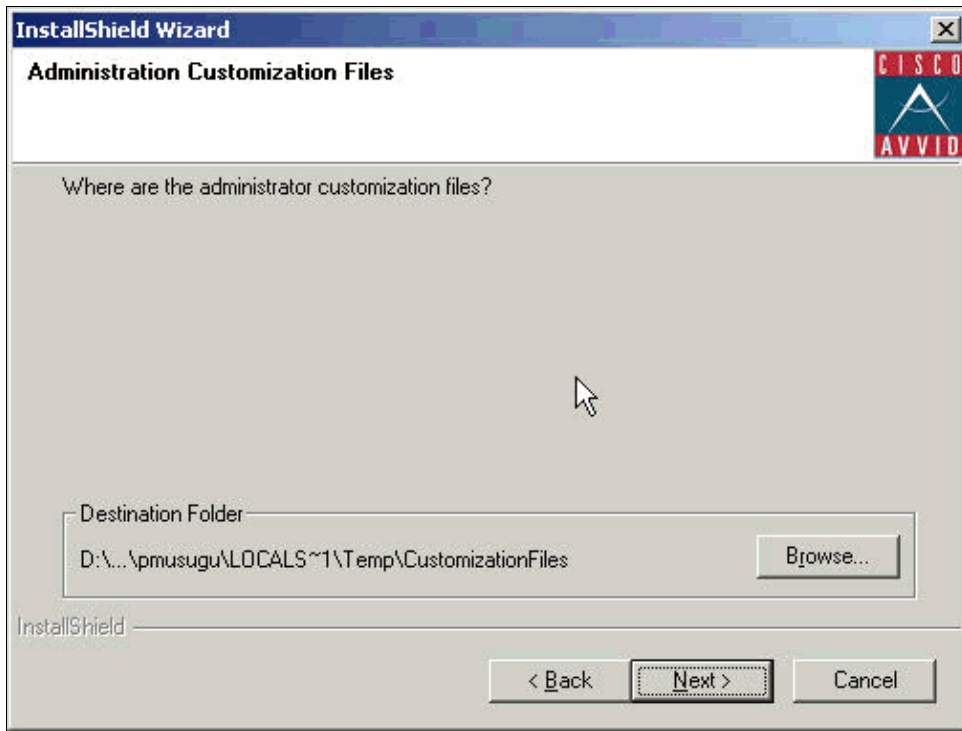
2. Select the languages you want to support by marking the checkbox to the left.



3. Choose a folder location to save this program to (such as, C:\Programs\SoftPhone).



4. You need to indicate the location of the Customization files. Point to the folder where these files were copied to (refer to Setting Up Cisco Customization Tools, step 2).

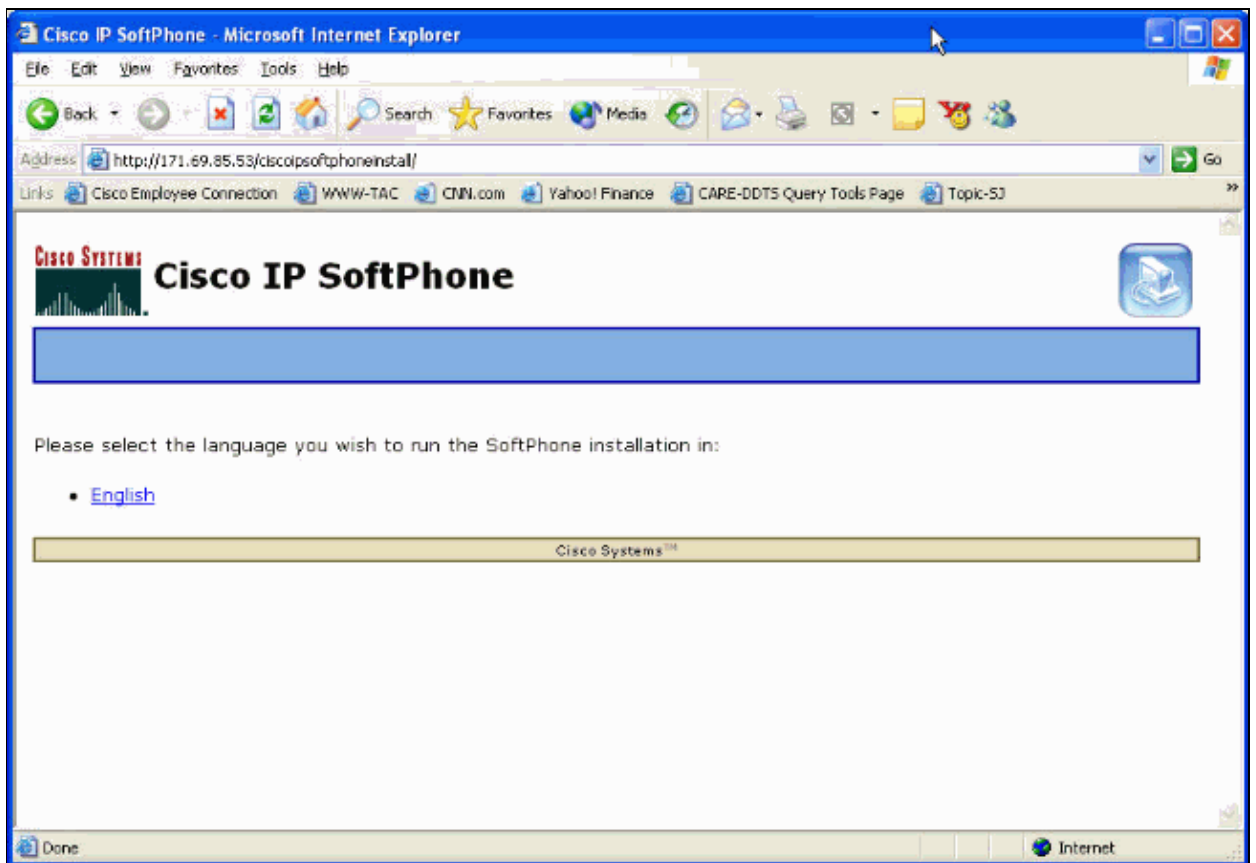


5. The Web Administrator installation is complete.

## Using the Web Site to Download Cisco IP SoftPhone

Follow the instructions provided below:

1. The users can go to the web site that has been created on the web server and install Cisco IP Softphone. In this example, the web address is <http://171.69.85.53/ciscoipsoftphoneinstall/>. The user will select a language to run the SoftPhone installation in and will be taken to the next installation page.



2. When the user clicks **Install Now**, the program will do everything and prompt the user for a username and password. The user names were created in the DC Directory by the Call Manager Administrator.

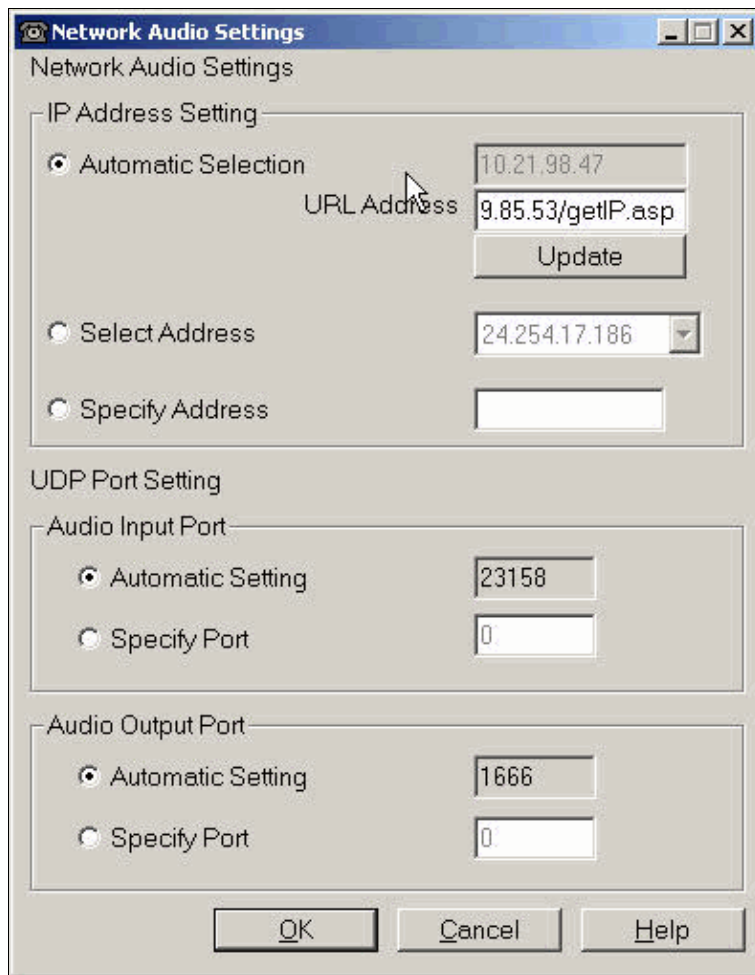


3. After the installation is complete, reboot and all the settings should be in place.

## Using Automatic Selection for IP Address Setting

There is an additional feature for users who use a Virtual Private Network (VPN) to connect to the network. Normally, the user would use the Specify Address option under IP Address Setting on the Network Audio Settings page, to point to the address from the VPN. Users need to specify the address each time they connect through a VPN and it often changes.

With the Customization Tool, you can use the Automatic Selection option and get around this problem. Point the Automatic Selection to the getIP.asp page on the Web Server. This page should be there by default when you install the Web Administrator in the same folder. This URL will return the IP address of the PC running Cisco IP SoftPhone, even if you are using a VPN.



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## 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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