

Configuring Cisco IP SoftPhone in Different Ways

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Introduction

Cisco IP SoftPhone is a communications application for your PC desktop. As an integral part of Cisco Architecture for Voice, Video and Integrated Data (AVVID), it can be used in any application where an IP phone can be used, and it is fully integrated with the Cisco line of IP telephones. There are three different Cisco IP SoftPhone configuration options that can be used, depending on the requirements of the installation.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the all versions of Cisco IP SoftPhone for Cisco CallManager.

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.

Cisco IP SoftPhone Configuration Options

There are three different ways that Cisco IP SoftPhone can be configured.

1. Cisco IP SoftPhone can be configured to take control of a physical IP phone.
2. Cisco IP SoftPhone can be configured to share lines on the physical IP phone, so that you can make and retrieve calls from both the SoftPhone and the IP phone.
3. Cisco IP SoftPhone can be configured to function like a standalone IP phone with its own lines.

Cisco IP SoftPhone Controlling a Physical IP Phone

In order to have Cisco IP SoftPhone control a physical IP phone, you need to create a user in the global directory and associate that user with the physical IP phone.

Cisco IP SoftPhone Sharing Lines on a Physical IP Phone

In order to have Cisco IP SoftPhone share lines on a physical IP phone, you need to create a computer telephony integration (CTI) Port (not a CTI Route Point) and add the same directory numbers as the physical IP phone, so that they show as shared lines. The CTI Port is then assigned to the user in Cisco CallManager. In case of multiple lines, you should configure multiple CTI Ports one for each line and associate all of them to the user.

Cisco IP SoftPhone as a Standalone IP Phone

To configure Cisco IP SoftPhone as a standalone IP phone with its own lines, start by creating a user in Cisco CallManager. Next, create a CTI Port and add the unique directory number that you want, and then assign that CTI Port to the user. Finally, install Cisco IP SoftPhone using the user name and password that were previously created in Cisco CallManager.

Note: More information about adding CTI Ports, adding users, and assigning them to devices can be found in the [Installing and Configuring Cisco IP SoftPhone](#) document.

Related Information

- [Installing and Configuring Cisco IP SoftPhone](#)
- [Cisco IP SoftPhone Introduction](#)
- [Cisco IP SoftPhone Quick Start Guide](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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