

# Installing and Configuring Cisco IP SoftPhone

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## **Introduction**

The 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), you can use it in any application where an IP phone can be used and is fully integrated with the Cisco line of IP telephones.

The Cisco IP SoftPhone can take advantage of the usability of a PC and controls your hardware IP phone or functions as a standalone software IP phone. Its intuitive user interface and context-sensitive controls replace the overwhelming, nonintuitive buttons and archaic keystroke combinations of legacy phones. Since the Cisco IP SoftPhone integrates with Microsoft NetMeeting, advanced multimedia collaboration tools are right at your fingertips with a single click.

The Cisco IP SoftPhone takes full advantage of Lightweight Directory Access Protocol (LDAP) services that are part of Cisco AVVID. Calling a user is now as simple as looking up names in a directory and dragging and dropping that information into the Cisco IP SoftPhone. And with your personal directory/phone book, you can always find your contact list and connection information, even if you are not connected to a main directory server.

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

### **Components Used**

The information in this document is based on these software and hardware versions.

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 and 3.2 require 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

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## Tasks

This table provides an overview of the steps you need to complete in order to install Cisco IP SoftPhone and to configure the basic settings necessary to test the installation.

Task and Document	
<b><i>Configure the Cisco CallManager Server</i></b>	
1	Make sure that a Computer Telephony Integration (CTI) port exists for each active voice line that you set up in the Cisco TAPI Service Provider configuration dialog box. The CTI port is actually a virtual device that allows you to create a virtual line. <i>Setting Up CTI Ports On Cisco CallManager 3.0 / 3.1 / 3.2</i>
2	Add Cisco IP SoftPhone users that plan to run the application. <i>Adding Cisco IP SoftPhone Users for CallManager 3.0 / 3.1 / 3.2</i>
3	Associate a user to the CTI port device (line). When the user logs in, they see only the lines assigned to them from here. <i>Associating Users with CTI Ports in CallManager 3.0 / 3.1 / 3.2</i>
<b><i>Install and Configure Cisco IP SoftPhone Client PCs</i></b>	
4	Install and configure the basic settings for the Cisco IP SoftPhone client on each user's PC <i>Installing and Configuring Cisco IP SoftPhone on the Client PC 1.1 / 1.2 / 1.3</i>
5	Configure Cisco IP SoftPhone directory services. <i>Configuring Settings for Cisco IP SoftPhone 1.2 / 1.3</i>
<b><i>Prepare for an IP SoftPhone Deployment</i></b>	
6	Create the IP SoftPhone customization files. <i>Creating Cisco IP SoftPhone Customization Files 1.1 / 1.2 / 1.3</i>
7	Create a 'One Click Install' image with the IP SoftPhone Web Administration Utility. <i>Creating an Install Image for Cisco IP SoftPhone 1.1 / 1.2 / 1.3</i>
8	Test the new install image by trying it out. <i>Installing Cisco IP SoftPhone from a Web Based Install Image 1.1 / 1.2 / 1.3</i>
<b><i>Troubleshoot Common Questions and Problems</i></b>	
9	If you do not see any lines to control for IP SoftPhone, refer to <i>Verifying Username and Password Specification for</i>

	<i>Cisco IP SoftPhone Client Configuration .</i>
<b>10</b>	If no directory entries are listed from your directory server, refer to <i>Verifying Cisco IP SoftPhone Directory Services</i>
<b>11</b>	Use several common troubleshooting tasks to investigate problems. Refer to <i>Troubleshooting Problems with Cisco IP SoftPhone</i>
<b>12</b>	How To use IP SoftPhone through a VPN connection. Refer to <i>How to Use Cisco IP SoftPhone over VPN</i>

When you complete these tasks, refer to Cisco IP SoftPhone Documentation for information on how to configure and use the more advanced options.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

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

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