

Installing Cisco IP SoftPhone from a Web Based Install Image

Document ID: 6180

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Introduction

This document shows an example of a successful installation of Cisco IP SoftPhone using an install image derived through earlier examples.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None>, and all Partitions are set to <None>. Please make sure to adapt these fields' values to your topology when appropriate.

Note: This document is part of a document set, please refer to the Requirements section for further information.

Prerequisites

Requirements

This document is part of a document set. It assumes you have already gone through the previous steps and are able to log in as an administrator on the Cisco CallManager system. For information on each of the other documents, consult the Installing and Configuring Cisco IP SoftPhone index for this set.

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 requires Cisco IP SoftPhone version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (Service Pack 4 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.

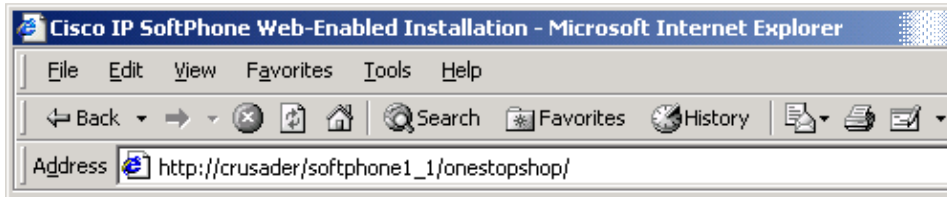
Conventions

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

Task 1: Open a Web Browser to the Location of the Cisco IP SoftPhone Install Files

Complete these steps to open a web browser to the location of the Cisco IP SoftPhone install files.

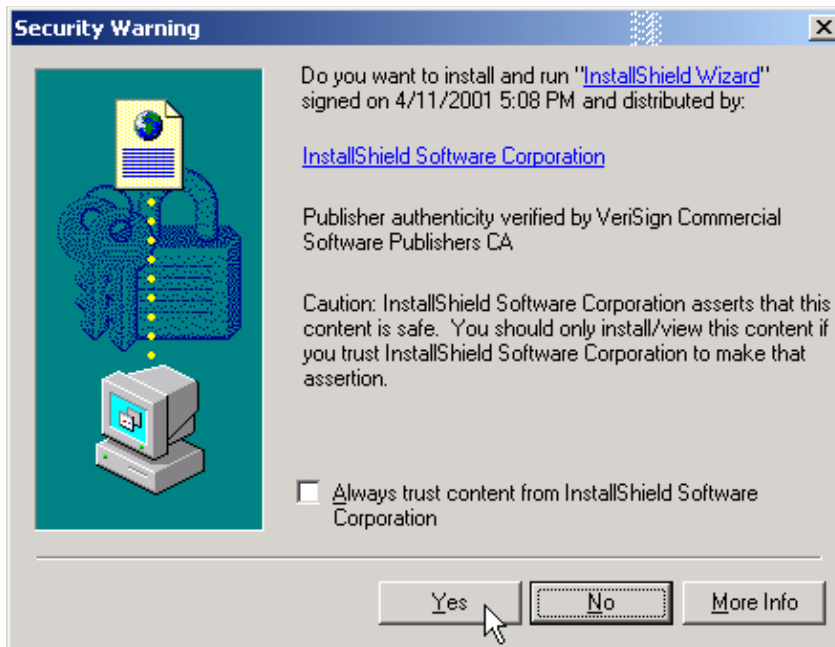
1. From the previous steps, this web directory is available:



2. When you go to the web directory from step 1, this screen immediately appears. Click **download the Cisco IP SoftPhone installation**.



3. The local system prompts the user for clearance to perform this action. Click **Yes** to continue.



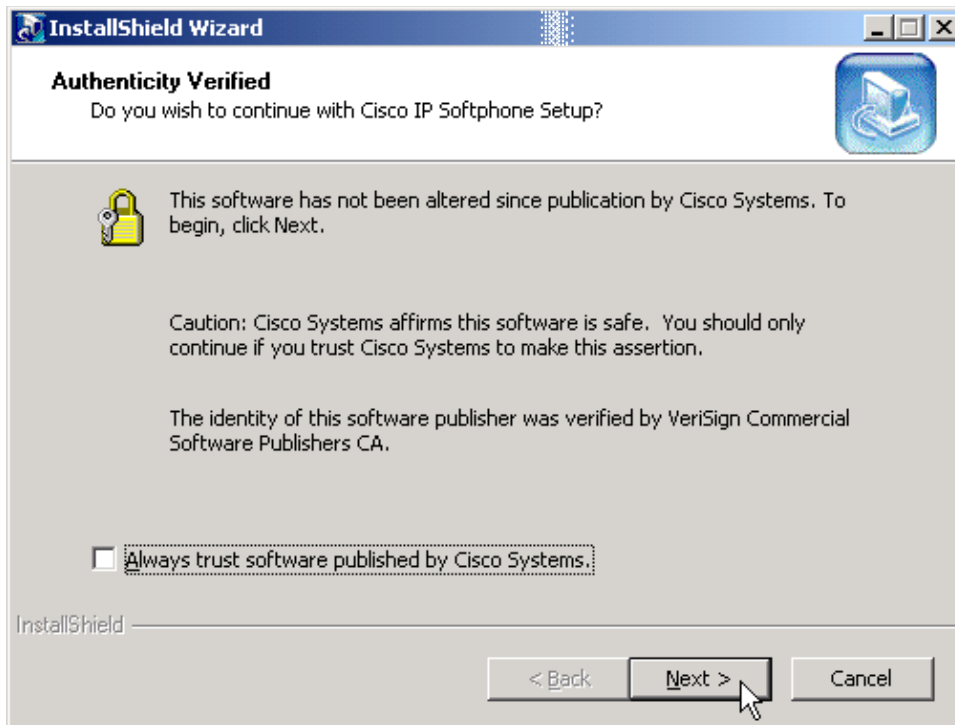
Task 2: Start the Installation

Complete these steps to start the installation.

1. Click **Install Now!** to begin the installation.

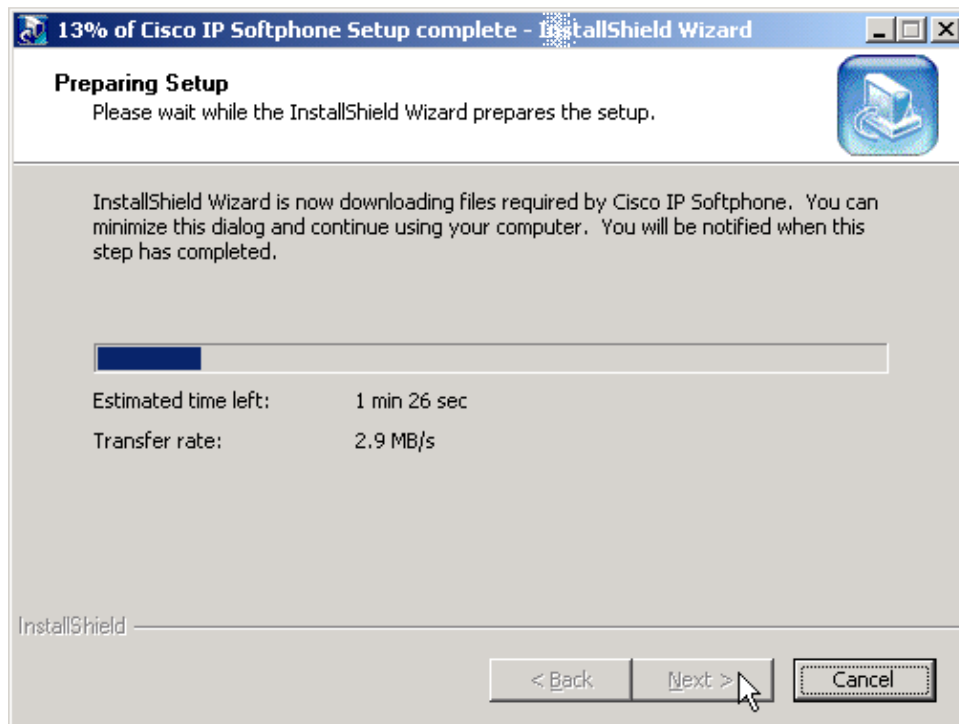


2. When the Authenticity Verified screen appears, click **Next** to continue.

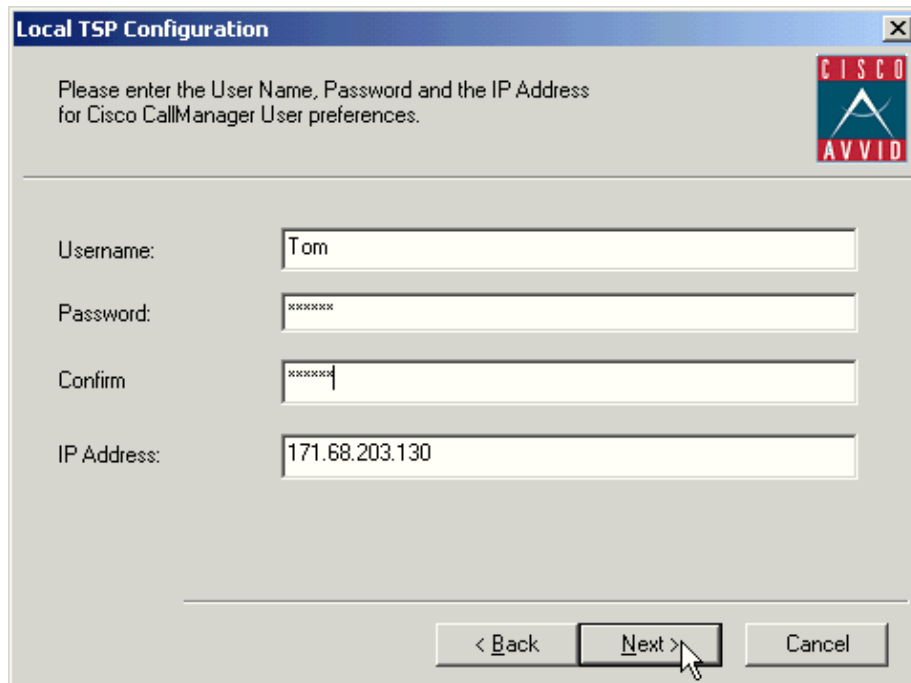


Task 3: Enter TSP Configuration Information

The Preparing Setup screen shows you how long it takes to download the files.



In earlier examples, the user was *bwayne* (Bruce). This user is *Tom* (password: TomTom). Tom was added using the same techniques that Bruce was added with. To review the steps involved, see the Installing and Configuring Cisco IP SoftPhone index page for this document series.



Local TSP Configuration

Please enter the User Name, Password and the IP Address for Cisco CallManager User preferences.

CISCO
AVVID

Username: Tom

Password: xxxxxx

Confirm: xxxxxx

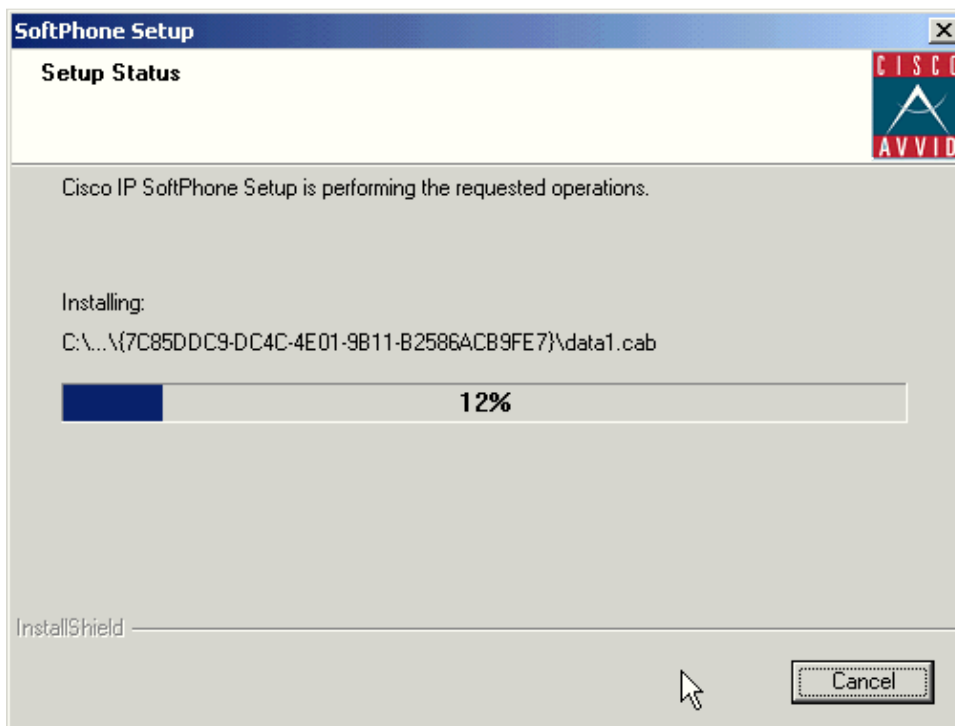
IP Address: 171.68.203.130

< Back Next > Cancel

Task 4: Select Startup Options and Rebooting

This procedure is designed to help the user customize Cisco IP SoftPhone's startup and presence on the desktop.

1. The status indicator shows the progress of the installation.



SoftPhone Setup

Setup Status

CISCO
AVVID

Cisco IP SoftPhone Setup is performing the requested operations.

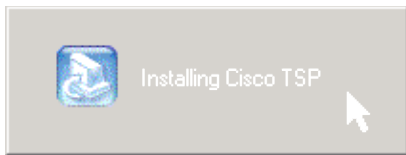
Installing:
C:\...\{7C85DDC9-DC4C-4E01-9B11-B2586ACB9FE7}\data1.cab

12%

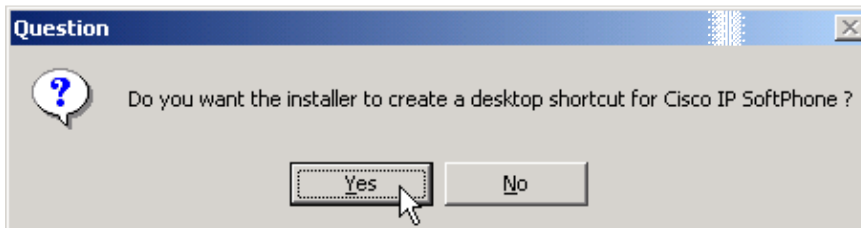
InstallShield

Cancel

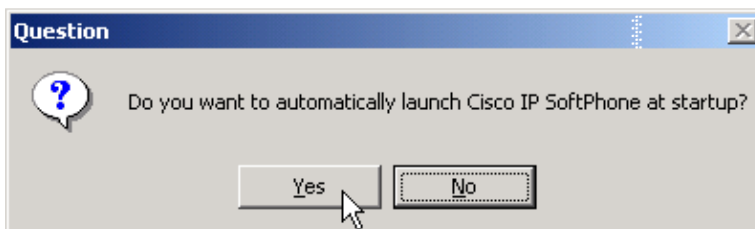
2. This popup shows further progress during the install.



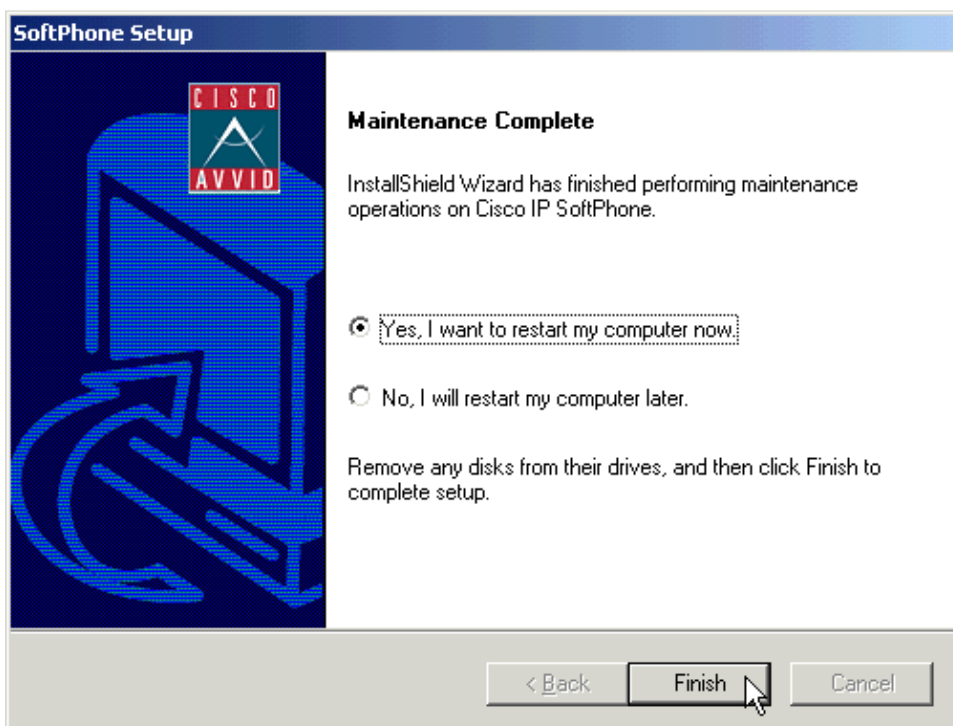
3. Click either **Yes** or **No** when you are asked whether you want the installer to create a desktop shortcut for Cisco IP SoftPhone.



4. Setup also offers the option of having Cisco IP SoftPhone start as soon as the user logs into Windows. Click either **Yes** or **No**.



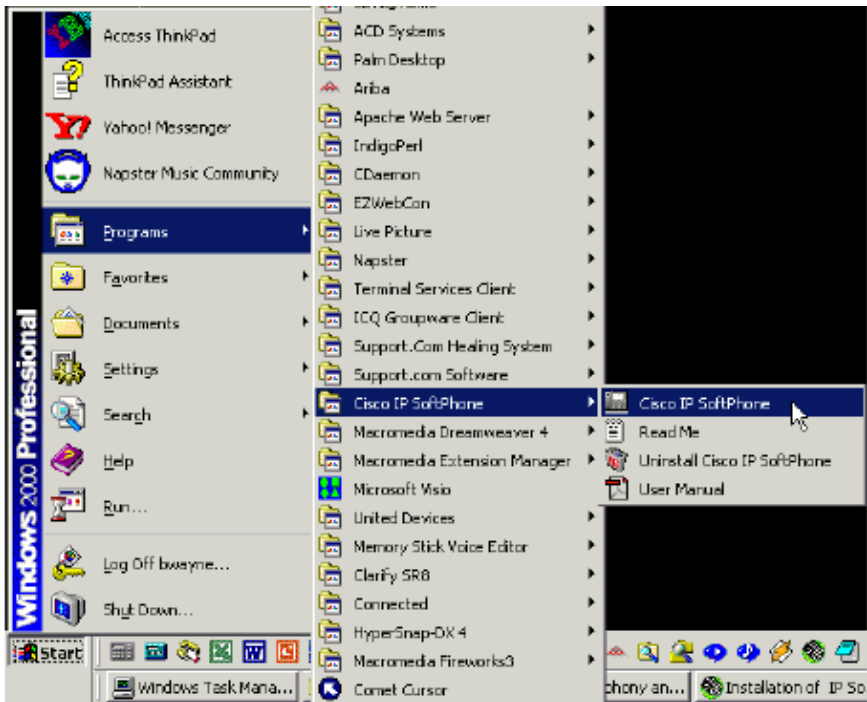
5. You must restart your computer before you can begin using Cisco IP SoftPhone. Click **Yes, I want to restart my computer now** and then click **Finish**.



Task 5: Start Cisco IP SoftPhone for the First Time

Complete these steps to start Cisco IP SoftPhone for the first time.

1. From the Windows Start menu, select **Programs > Cisco IP SoftPhone > Cisco IP SoftPhone**. If the desktop icon option was taken, the icon should be visible.

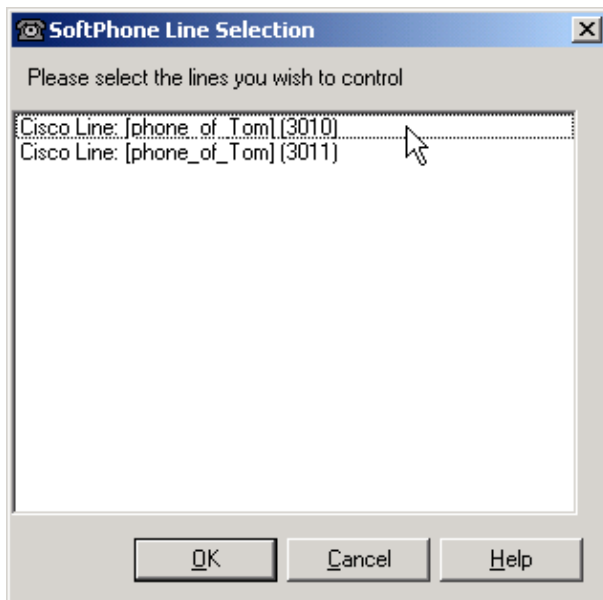


The first time you start Cisco IP SoftPhone, the Microsoft NetMeeting configuration program displays, followed by the Cisco IP SoftPhone Line Selection window. On subsequent sessions, the main dialing window opens.

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

Note: The collaboration features of Cisco IP SoftPhone will not work unless you configure settings for NetMeeting.

3. In the SoftPhone Line Selection window, click the line(s) you want to control and click **OK**.




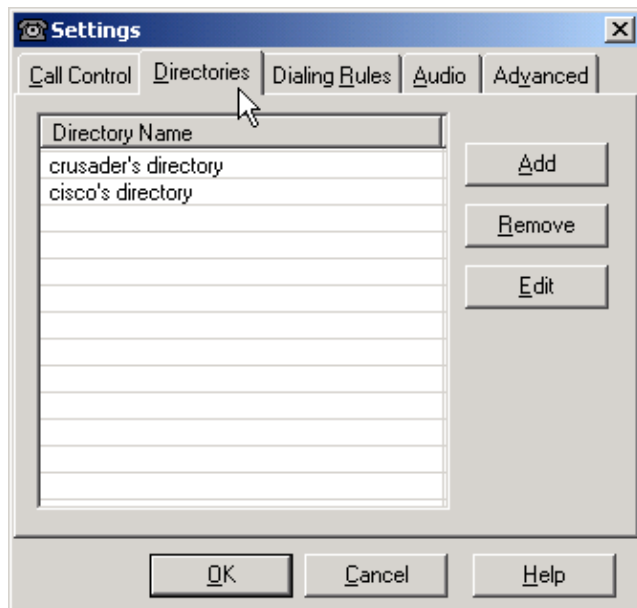
Note: If there are no lines displayed in the line selection window, refer to Specification for SoftPhone Client Configuration.

After selecting the lines, the display should look something like this:



Task 6: Verify Configuration Parameters

If you click the  button to check the directories, notice the settings that you had for the bwayne install (illustrated in Verify Cisco IP SoftPhone Directory Services) have been brought forward to the new installations based off the original install.



You have now completed this task. Return to the Install and Configure Cisco IP SoftPhone page.

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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