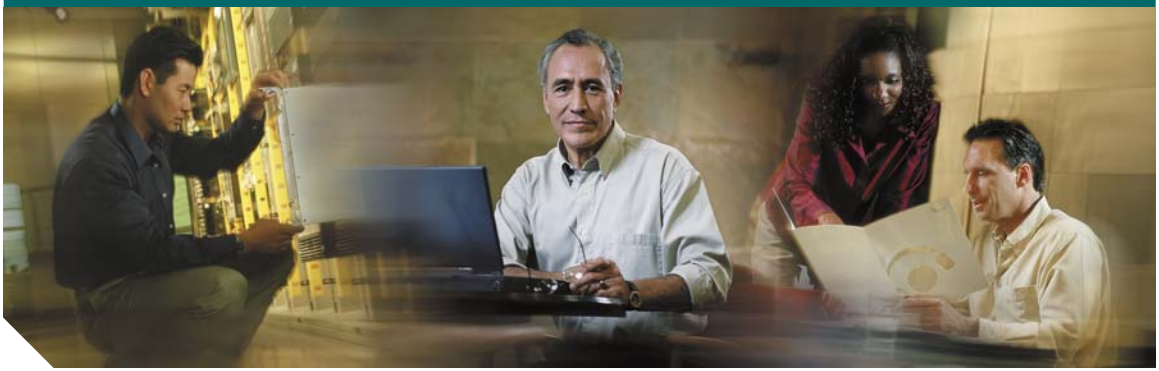
Phone Guide



Cisco IP Communicator Release 2.0

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Contents

iii

Getting Started with Cisco IP Communicator 7

What is Cisco IP Communicator? 7

Hardware and Platform Requirements 8

Installing a Hotfix for USB Audio Devices 9

Quick Start Checklist 9

Installing Audio Devices 10

Installing and Launching Cisco IP Communicator 11

Installing Cisco IP Communicator on Your Computer 11

Launching Cisco IP Communicator 12

Using the Audio Tuning Wizard 13

Configuration and Registration Tasks 14

Testing Cisco IP Communicator 16

An Overview of Cisco IP Communicator 18

Cisco IP Communicator Features 18

Using the Cisco IP Communicator Interface 19

Phone Screen Features 22

Call-Handling and Navigation Tips 24

Using Keyboard Shortcuts 24

Using the menu 25

Using the Window Control Buttons 26

Using the Incoming Call Notification 27

Understanding Lines vs. Calls 28

Understanding Call and Line Icons 28

Going On-Hook and Off-Hook 28

Selecting Calls 29

Viewing and Switching Between Calls 30
Choosing Phone Screen Items 31
Using Feature Menus 31
Entering and Editing Text 32
Accessing Online Help 32
Understanding Feature Functionality and Availability 33

Using Cisco IP Communicator to Handle Calls 34
Basic Call Handling 34
Placing a Call 35
Answering a Call 39
Ending a Call 40
Using Hold and Resume 41
Using Mute 41
Transferring a Connected Call 42
Switching Between Calls 42
Forwarding Your Calls to Another Number 44
Advanced Call Handling 45
Storing and Retrieving Parked Calls 45
Redirecting a Ringing Call to Cisco IP Communicator 46
Making Conference Calls 46
Types of Supported Conference Calls 46
Starting and Joining a Standard Conference 47
Starting or Joining a Meet-Me Conference Call 49
Understanding Shared Lines 49
Adding Yourself to a Shared-Line Call 50

Customizing Cisco IP Communicator Settings 51
An Overview of Settings 51
Adjusting the Volume for a Call 51
Customizing Rings and Message Indicators 52
Customizing the Phone Screen 53
Setting Up Speed Dial Buttons 54
Viewing and Customizing Preferences 55
User Settings 55

Network Settings 57
Audio Settings 59
Understanding Audio Modes 61
Network Audio Settings 63
Advanced Audio Settings 64
Directories Settings 67

Using Headsets and Other Audio Devices 69
Using a Headset 69
Using Your Computer as a Speakerphone 71
Using a USB Handset 72
Removing and Re-Installing Audio Devices 73
Obtaining Audio Devices 73

Using Voice Messaging, Call Logs, and Directories 74
Accessing Voice Messages 74
Using Call Logs and Directories 75
Using the Quick Search Feature 76
Entering Password Information for Quick Search 76

Accessing Your User Options Web Pages 78
Logging In to the User Options Web Pages 78
Subscribing to Phone Services 79

Troubleshooting Cisco IP Communicator 80
General Troubleshooting Issues 80
Voice Quality Issues 83

Getting Started with Cisco IP Communicator

These sections give you the basic information you need to start using your new Cisco IP Communicator.

- What is Cisco IP Communicator?, page 7
- Hardware and Platform Requirements, page 8
- Quick Start Checklist, page 9
- Installing Audio Devices, page 10
- Installing and Launching Cisco IP Communicator, page 11
- Using the Audio Tuning Wizard, page 13
- Configuration and Registration Tasks, page 14
- Testing Cisco IP Communicator, page 16

What is Cisco IP Communicator?

Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco IP Phone, allowing you to place, receive, and otherwise handle calls. If you install Cisco IP Communicator on a laptop or portable computer, you can use Cisco IP Communicator (and all of your phone services and settings) from any location where you can connect to the corporate network. For example, if you are on a business trip you can use Cisco IP Communicator to receive calls and check voice messages while online. Or, if you are working from home, co-workers can reach you by dialing your work number.

To get started installing and using Cisco IP Communicator, see the "Quick Start Checklist" section on page 9.

For an introduction to Cisco IP Communicator features, see the "Cisco IP Communicator Features" section on page 18.

Hardware and Platform Requirements

To use Cisco IP Communicator, you need a computer with a sound card and/or USB audio device. The tables that follow shows the minimum and recommended requirements for the computer and operating system on which Cisco IP Communicator runs. Providing a faster CPU and additional RAM (recommended configuration) allows Cisco IP Communicator to be more responsive and to launch faster.

Table 1 Cisco IP Communicator Only

Requirements	Operating System	Minimum CPU	Minimum RAM	Screen Resolution
Minimum Configuration	• Windows 2000 Professional with service pack 3.0 or later • Windows XP Professional with service pack 1.0 or later	450 MHz Pentium III or equivalent	128 MB (Win2K) 192 MB (WinXP)	800 x 600
Recommended Configuration	• Windows 2000 Professional with service pack 3.0 or later • Windows XP Professional with service pack 1.0 or later	733 MHz Pentium III or equivalent	256 MB	1024 x 768

Table 2 Cisco IP Communicator Interoperating with Cisco Unified Video Advantage

Requirements	Operating System	Minimum CPU	Minimum RAM	Screen Resolution
Minimum Configuration	• Windows 2000 Professional with service pack 4.0 or later • Windows XP Professional with service pack 1.0 or later	2.5 GHz Pentium IV or equivalent	256 MB	800 x 600
Recommended Configuration	• Windows 2000 Professional with service pack 4.0 or later • Windows XP Professional with service pack 1.0 or later	2.8 GHz Pentium IV or equivalent	512 MB	1024 x 768

In addition to requirements outlined in the table above, Cisco IP Communicator requires the following:

- A minimum of 100 MB free disk space
- A non-ISA full-duplex sound card or USB audio headset or handset
- A 10/100 Mbit Ethernet network interface card

To get started installing and using Cisco IP Communicator, see the "Quick Start Checklist" section on page 9.

Installing a Hotfix for USB Audio Devices

Caution If you are using Cisco IP Communicator with a USB audio device, you may need to install the specified Microsoft hotfix to avoid system crashes.

You must install a Microsoft Windows hotfix if you use Cisco IP Communicator with *both* of the following:

- Windows 2000 Service Pack 3 or later releases
- USB audio devices

To get the hotfix, contact your system administrator.

Quick Start Checklist

Follow the checklist below to get Cisco IP Communicator set up on your desktop so that you can start making calls. The checklist provides pointers to sections in this User Guide where you can find details.

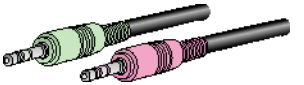
Quick Start task	For more information, see...
1. Install any sound cards or USB audio devices that you want to use, including a USB headset or handset.	Installing Audio Devices, page 10
2. Install the Cisco IP Communicator application.	Installing Cisco IP Communicator on Your Computer, page 11
3. Launch Cisco IP Communicator.	Launching Cisco IP Communicator, page 12
4. Use the Audio Tuning Wizard to select audio modes and tune audio devices.	• Using the Audio Tuning Wizard, page 13 • Understanding Audio Modes, page 61
5. Accomplish network configuration or registration steps required by your system administrator.	Configuration and Registration Tasks, page 14
6. Place test calls.	Testing Cisco IP Communicator, page 16

Installing Audio Devices

You can install audio devices any time, but the ideal time to do this is before you install and launch Cisco IP Communicator.

What kind of audio devices can I use?

You can use several audio devices with Cisco IP Communicator. The table below provides an overview. If you want a list of specific brand-name audio devices that you can use with Cisco IP Communicator, ask your system administrator.

Audio device	Description	Notes
USB devices: • a USB handset • a USB headset	USB devices require device driver software and have rectangular plugs. 	Follow the device manufacturer's instructions to install USB devices. If prompted, complete the Microsoft Windows Found New Hardware Wizard.
External analog devices: • an analog headset • external speakers or microphones	Analog audio devices do not require software. They work as extensions of your computer's sound card. 	Plug analog devices into audio jacks on your computer. Cisco IP Communicator recognizes analog devices as extensions of your sound card; choose your sound card when you want to modify or view settings for analog devices.
Internal audio devices: • built-in microphone • built-in speakers	These audio devices are internal to your computer and work with your computer's sound card.	Internal audio devices only work when you do *not* have external audio devices plugged into the audio jacks on your computer; otherwise, sound will be routed to the external devices.

Note If you install or insert an audio device that requires a driver (a USB handset, USB headset, or sound card) *after* launching Cisco IP Communicator, you will need to close and relaunch the application before Cisco IP Communicator will recognize the device.

The next step

After installing audio devices, you are ready to install and launch Cisco IP Communicator. The Audio Tuning Wizard will recognize your installed audio devices and give you the opportunity to select and tune them. See the "Installing and Launching Cisco IP Communicator" section on page 11.

Related topics

- Using a Headset, page 69
- Removing and Re-Installing Audio Devices, page 73

Installing and Launching Cisco IP Communicator

This section covers these topics:

- Installing Cisco IP Communicator on Your Computer, page 11
- Launching Cisco IP Communicator, page 12

Installing Cisco IP Communicator on Your Computer

Your system administrator will provide you with an executable file or an installation link. Follow the procedure below to install the Cisco IP Communicator software on your computer.

Note If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

Procedure

Step 1 Open **CiscoIPCommunicatorSetup.exe** by double-clicking on this file or on the installation link provided by your system administrator.

The InstallShield wizard opens and begins preparing for installation.

Step 2 When prompted, click **Next** to initiate the InstallShield wizard.

Step 3 Read the license agreement carefully, then click "I accept" and **Next**.

Step 4 Enter data in the Customer Information window and click **Next**. If you think other people need to use Cisco IP Communicator on this computer, select **yes**.

Step 5 In the Ready to Install window, click **Install**.

Installation might take a few minutes.

Step 6 If you want to launch Cisco IP Communicator now, click the "Launch the program" check box and click **Finish**. (In some cases, you will be prompted to reboot at this point and will not see the "Launch the program" check box.)

The next step

See the "Launching Cisco IP Communicator" section on page 12.

Launching Cisco IP Communicator

Note If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

If you clicked the "Launch the program" check box as a final step in installation, Cisco IP Communicator will automatically launch.

To launch manually, choose **Start > Programs > Cisco IP Communicator**, or double-click the Cisco IP Communicator desktop shortcut.

The first time that you launch Cisco IP Communicator, the Audio Tuning Wizard opens. On subsequent launches, you might be prompted to use the Audio Tuning Wizard to revert to previous volume settings. See the "Using the Audio Tuning Wizard" section on page 13.

Accepting updates

Additionally, you might be prompted upon launching to accept an AutoUpdate software installation. You can accept or decline. In general, you should accept AutoUpdate prompts as soon as possible in order to maintain the latest version of the product on your computer. However, if you are using Cisco IP Communicator over a remote connection, you might choose to postpone running AutoUpdate until you are connected locally. (For example, if you are working from home, you might wait until you return to the office.) AutoUpdate might take longer to complete over a remote connection.

The next step

After installing and launching Cisco IP Communicator, the next step is to select and tune audio devices. See the "Using the Audio Tuning Wizard" section on page 13.

Using the Audio Tuning Wizard

The Audio Tuning Wizard guides you through the process of selecting and tuning installed audio devices.

- *Selecting* means assigning an audio device to one or more audio modes and/or to the ringer. See the "Understanding Audio Modes" section on page 61 for more information about audio modes.
- *Tuning* involves testing and, if necessary, modifying the speaker and microphone volume for each selected device.

The Audio Tuning Wizard appears automatically the first time that you launch Cisco IP Communicator after installation. Or you can access it manually from the menu as needed on subsequent launches. The table below provides more information about the Audio Tuning Wizard and other audio setting options.

If you...	Then....	Notes
Just installed Cisco IP Communicator and need to use the Audio Tuning Wizard for the first time	Tune each audio device when the Audio Tuning Wizard appears. The Audio Tuning Wizard gives you the opportunity to select audio devices for audio modes. For more information about making these selections, see the "Understanding Audio Modes" section on page 61.	Tuning a device is a different task from changing the volume setting for a call. Ideally, you will tune each device only once and re-tune only if you encounter voice quality issues.
See the Check Audio Settings window on a subsequent launch after installing	Choose one of these buttons: • **Revert**—to reinstate previous settings for this audio device • **Tune**—to re-tune this device • **Cancel**—to maintain modified settings (for example, to keep the sound card muted) If your audio settings have been working properly, choose **Revert**.	The Check Audio Settings window appears on subsequent launches if you modified (or muted) the volume for a device since you last tuned it. For example, if you muted your computer's sound card or changed the volume controls on a USB handset or USB headset.
Want to change the volume for a call	Click on the Cisco IP Communicator interface. To save your settings, click Save.	This is the best way to change volume settings on a per-call basis. See the "Adjusting the Volume for a Call" section on page 51 for details.

If you...	Then....	Notes
Want to re-tune an audio device to address voice quality issues	Access the Audio Tuning Wizard manually. To do so, click the menu button on the top of the interface, right-click on Cisco IP Communicator, or choose **Start > Programs > Cisco IP Communicator > Audio Tuning Wizard.**	See the "Voice Quality Issues" section on page 83 for help with troubleshooting.
Want to change your audio mode selections without re-tuning audio devices	Click the menu button on the top of the interface, or right-click on Cisco IP Communicator and choose **Preferences> Audio.**	For more information about changing audio mode selections, see the "Understanding Audio Modes" section on page 61.

Note Before you use the Audio Tuning Wizard to tune an audio device that has its own volume adjustor, such as a headset with inline volume controls, increase the device's volume level to the highest setting.

The next step

If you are completing the Quick Start Checklist and have finished using the Audio Tuning Wizard, the next step is to perform any necessary configuration tasks required before you begin using Cisco IP Communicator to make calls. See the "Configuration and Registration Tasks" section on page 14.

Configuration and Registration Tasks

After you have installed the Cisco IP Communicator application, completed the Audio Tuning Wizard, and can see the Cisco IP Communicator interface on your desktop, you may need to complete one or more of the configuration and registration tasks listed below before you can start making calls.

Note The following tasks vary by company and phone system; your system administrator will give you specific instructions. Do not perform these tasks unless instructed to do so.

Choosing a device name

You have two options when deciding how to configure a device name for Cisco IP Communicator. In the first option, Cisco IP Communicator relies on your network adapter selection to identify itself to the network; the correct network adapter must be selected for Cisco IP Communicator to function properly. To select a network adapter, right-click on the Cisco IP Communicator interface, then

choose **Preferences > Network > Device Name**, and choose a network adapter from the Network Adapter drop-down menu. Your system administrator will tell you which network adapter to choose. In general, you should choose the adapter that is most likely to provide permanent connectivity or the adapter that is always enabled—even if it is not plugged in. Avoid choosing a wireless card.

Note This setting is used for network identification, not audio transmission. You do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.

Your second option is to configure Cisco IP Communicator to use a free-form device name. This option can only be used when connecting to a Cisco CallManager release 5.0(1) or later. To do this, right-click on Cisco IP Communicator or click on the menu icon. Then, choose **Preferences > Network > Use this Device Name**. Enter a string for the device name. The string must be less than 15 characters, can only contain ASCII characters and cannot contain any spaces. Your system administrator should tell you what device name to use.

Locating a device name

To view the device name of your selected network adapter, access the menu, then choose **Preferences > Network > Device Name**. Note the device name and send it to your system administrator, if requested.

Specifying a TFTP server

Your system administrator might ask you to specify one or two TFTP server addresses in the Cisco IP Communicator interface. To do this, access the menu, then choose **Preferences > Network > Use these TFTP servers**, and enter a TFTP address in the field.

Your system administrator will tell you if you need to perform this task.

Registering with TAPS

After you install and launch Cisco IP Communicator, you might need to auto-register using TAPS (the Tool for Auto-Registered Phones Support).

To register with TAPS, use Cisco IP Communicator to dial the TAPS extension provided by your system administrator and follow the voice prompts. You might need to enter your entire extension, including the area code. After Cisco IP Communicator displays a confirmation message, you can end the call. Cisco IP Communicator will re-start.

The next step

The next step is to make sure Cisco IP Communicator is ready for use. See the “Testing Cisco IP Communicator” section on page 16.

Testing Cisco IP Communicator

If you are following the "Quick Start Checklist" section on page 9 and have performed the configuration and registration tasks required by your system administrator, Cisco IP Communicator is ready to test. Make sure that you can see your extension number and hear a dial tone after going off-hook.

- If you cannot see your extension number or hear a dial tone, ask your system administrator for help. There may be further steps that your system administrator requires of you.
- Otherwise, place a few test phone calls and ask other parties how your voice sounds. Read the sections below for more information.

If you need to adjust the volume

Start by adjusting the audio mode volume on the Cisco IP Communicator interface. Click or press the **Page Up/Page Down** keys on your keyboard. For more information, see the"Adjusting the Volume for a Call" section on page 51. If you experience voice quality problems, see the "Voice Quality Issues" section on page 83.

If you are using a remote connection

If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), enable the "Optimize for low bandwidth" feature. To do so, access the menu and choose **Preferences > Audio**.

After optimizing for low bandwidth, call someone and ask how your voice sounds. If you or the other party sound muffled or unnatural, try applying audio filters during the call. Audio filters can improve sound quality when low bandwidth is enabled. For information about applying audio filters, see the "Advanced Audio Settings" section on page 64.

The next step

Now that you have set up and tested your new phone, you might want to learn more about the features and services that it offers. See the "An Overview of Cisco IP Communicator" section on page 18.

An Overview of Cisco IP Communicator

These sections provide an overview of Cisco IP Communicator:

- Cisco IP Communicator Features, page 18
- Using the Cisco IP Communicator Interface, page 19
- Call-Handling and Navigation Tips, page 24

Cisco IP Communicator Features

Cisco IP Communicator functions much like a traditional telephone, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, and so on. Cisco IP Communicator also supports special telephony features (such as Call Park and Meet-Me conferencing) that can extend and customize your call-handling capabilities.

In addition to call-handling features, Cisco IP Communicator supports:

- An Audio Tuning Wizard
- Quick Search directory dialing
- Easy access to your User Options web pages and phone services
- A comprehensive online help system
- You can change the look of Cisco IP Communicator
- Drag-and Drop dialing
- Cut-and-Paste dialing
- Pop-up Incoming Call Notification
- Alphanumeric dialing
- New keyboard shortcuts
- Video interoperability with Cisco Unified Video Advantage Release 2.0

For an overview of Cisco IP Communicator components, see the “Using the Cisco IP Communicator Interface” section on page 19.

Using the Cisco IP Communicator Interface

Use your mouse to click buttons and menu items and your computer keyboard to enter letters, numbers, and keyboard shortcuts.

Cisco IP Communicator comes with two desktop appearances called *skins*:

- Figure 1 shows Cisco IP Communicator with compact mode selected.
- Figure 2 shows Cisco IP Communicator with the default mode selected.

Table 3 identifies buttons and other components shared by both skins.

Figure 1 Cisco IP Communicator with the compact mode selected

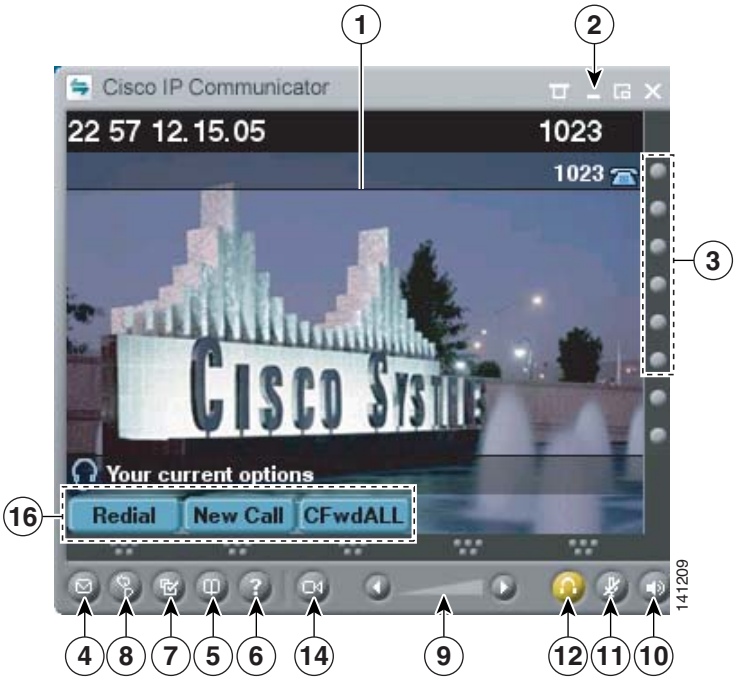


Figure 2 Cisco IP Communicator with the default mode selected

Table 3 Buttons and other components

1	Phone screen	Allows you to view call status and feature menus, and activate items. See the "Phone Screen Features" section on page 22 for details.
2	Window control buttons	Allows you to view the menu, hide the Cisco IP Communicator interface, toggle between skins, or quit the application. See the "Understanding Feature Functionality and Availability" section on page 33.

Table 3 Buttons and other components

3	Line buttons and speed dial buttons	Each button opens or closes a line or speed dials a number. (Ctrl + numbers 1 - 8 are keyboard shortcuts). Line buttons indicate line status as follows: •Green, steady—Active call on this line (off-hook) •Green, blinking—Call on hold on this line •Orange, blinking—Incoming call ringing on this line •Red—Shared line, currently in use •No color—No call activity on this line (on hook) You can convert extra line buttons into speed-dial buttons. See the "Setting Up Speed Dial Buttons" section on page 54.
4	Messages button	Typically auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.) For more information, see item 16 in this table and the "Using Voice Messaging, Call Logs, and Directories" section on page 74.
5	Directories button	Opens or closes the Directories menu. Use it to view and dial from call logs and a corporate directory. (Ctrl + D is the keyboard shortcut.) Alternately, you can use the Quick Search feature (Alt + K) to search directories. See "Using Voice Messaging, Call Logs, and Directories" section on page 74.
6	Help button	Activates the Help menu. (Ctrl + I is the keyboard shortcut.) See the "Selecting Calls" section on page 29.
7	Settings button	Opens or closes the Settings menu. Use it to control phone screen appearance and ring sounds. (Ctrl + S is the keyboard shortcut.) See the "Customizing Cisco IP Communicator Settings" section on page 51.
8	Services Button	Opens or closes the Services menu. (Ctrl + R is the keyboard shortcut.) See the "Logging In to the User Options Web Pages" section on page 78.
9	Volume button	Controls audio mode volume and other settings. (Page up/Page down are keyboard shortcuts). See the "Customizing Cisco IP Communicator Settings" section on page 51.[1]
10	Speaker button	Toggles speakerphone mode on or off. (Ctrl + P is the keyboard shortcut.) See the "Using Headsets and Other Audio Devices" section on page 69.
11	Mute button	Toggles the Mute feature on or off. (Ctrl + T is the keyboard shortcut.) See the "Using Mute" section on page 41.
12	Headset button	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.) See the "Using Headsets and Other Audio Devices" section on page 69.

Table 3 Buttons and other components

13	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items. Also, while the Cisco IP Communicator is on-hook, click the Navigation button to access phone numbers from your Placed Calls log.
14	Launch Video button	Launches Cisco Unified Video Advantage. You must be running Cisco Unified Video Advantage release 2.0 and Cisco IP Communicator release 2.0 on the same PC in order to use this feature.
15	Dial Pad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
16	Softkey buttons	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 - F6 are the keyboard shortcuts.) See the "Using Cisco IP Communicator to Handle Calls" section on page 34.
17	Voice message and ring indicator	Indicates an incoming call and new voice message. See the "Using Voice Messaging, Call Logs, and Directories" section on page 74.

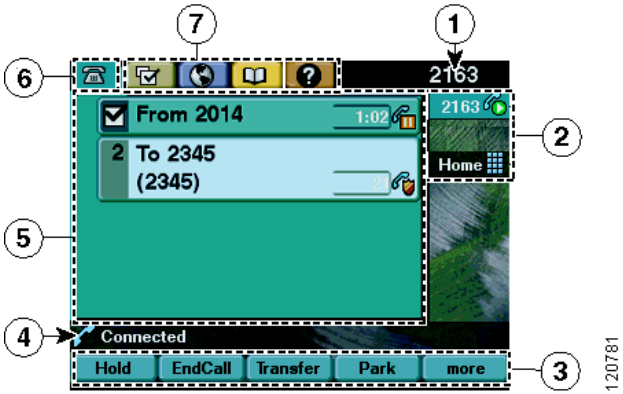
1. In all releases prior to release 2.0, the keyboard shortcut is Ctrl + V

Tips

- You can click the menu icon at the top of either skin, or right-click on the Cisco IP Communicator interface to view and configure settings, choose skins, and enable screen-only mode. See the "Using the menu" section on page 25.
- The default mode (Figure 2) and the compact mode (Figure 1) use the same set of button icons. However, button shapes and locations may differ by skin.
- For a complete list of shortcuts, see the "Using Keyboard Shortcuts" section on page 24.
- See the "Phone Screen Features" section on page 22 for information about how calls and lines are displayed on the Cisco IP Communicator phone screen.

Phone Screen Features

This is what your Cisco IP Communicator phone screen might look like with active calls and several feature menus open.



1	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2	Icons for programmable buttons	Icons indicate how programmable buttons are set up on your phone: Phone line icon—Corresponds to a phone line. Line icons can vary. Speed-dial icon—If available, corresponds to a speed-dial button. Phone service icon—If available, corresponds to a web-based phone service, such as the Personal Address Book. Feature icon—If available, corresponds to a feature, such as Privacy.
3	Softkey labels	Each displays a softkey function.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays calls and call information for the highlighted line (standard view).
6	Phone tab	Indicates call activity. Click this tab to return to the call activity area, if needed.
7	Feature tabs	Each indicates an open feature menu.

Related topics

- Using the Cisco IP Communicator Interface, page 19
- Call-Handling and Navigation Tips, page 24

Call-Handling and Navigation Tips

These sections provide guidelines to help you handle calls and navigate the Cisco IP Communicator interface:

- Using Keyboard Shortcuts, page 24
- Using the menu, page 25
- Using the Window Control Buttons, page 26
- Understanding Lines vs. Calls, page 28
- Understanding Call and Line Icons, page 28
- Selecting Calls, page 29
- Understanding Feature Functionality and Availability, page 33

Using Keyboard Shortcuts

Keyboard shortcut	Function
Ctrl + Shift + A	Answers an incoming call
Ctrl + D	Opens or closes the Directories menu
Ctrl + S	Opens or closes the Settings menu
Ctrl + R	Opens or closes the Services menu[1]
Ctrl + M	Opens the voice message system
Ctrl + I	Opens or closes the online help system
Ctrl + H	Toggles headset mode on/off
Ctrl + P	Toggles speakerphone mode on/off
Ctrl + T	Toggles the Mute feature on/off
Ctrl + (number keys 1 through 8)	Opens or closes line buttons or speed dial buttons 1 - 8
Ctrl + V	Pastes a name or phone number
Alt + S	Opens the Preferences dialog box
Alt + K	Opens the Quick Search directory feature
Alt + X	Exits Cisco IP Communicator
Alt + F4	Closes Cisco IP Communicator
Enter	Dials a call
Esc	Hangs up a call
Page up	Increases volume for the current audio mode

Keyboard shortcut	Function
Page down	Decreases volume for the current audio mode
F2 - F6	Activates softkeys 1 - 5
/ (with NumLk function enabled)	Activates the # key

1. In all releases prior to Release 2.0, the keyboard shortcut is Ctrl + V

Using the menu

You can access these menu items by clicking the menu icon on the top right corner of the interface, or by right-clicking anywhere on the interface.

Item	Description
Skins	Allows you to change the look of the interface. Cisco IP Communicator comes with two skins: the default skin (**right-click > Skins > Default mode**) and an compact skin (**right-click > Skins > Compact mode**). Figure 2 and Figure 1 show illustrations of the skins.
Screen Only	Toggles the screen-only view on and off. Keyboard shortcuts are particularly useful if you are using Cisco IP Communicator in screen-only view. See the "Using Keyboard Shortcuts" section on page 24.
Always on top	Toggles this feature on and off. When enabled, this feature keeps the Cisco IP Communicator interface visible on your desktop, even if other applications are active. (You can still minimize the interface.) See the "Understanding Feature Functionality and Availability" section on page 33.
Audio Tuning Wizard	Launches the Audio Tuning Wizard, a tool that helps you select and tune audio devices. See the "Using the Audio Tuning Wizard" section on page 13 and the "Troubleshooting Cisco IP Communicator" section on page 80.
Paste	Allows you to copy the number from any Windows program, paste it into the dialing box, and click **Dial** or **Enter** to place the call. (The keyboard shortcut for this feature is Ctrl + V.) Cisco IP Communicator will run the number through any appropriate dialing rules, and dial it automatically.
Quick Search	Opens the Quick Search dialog box. (The keyboard shortcut for this dialog box is Alt + K.) Quick Search allows you to search one or more directories with a single search command. See the "Using the Quick Search Feature" section on page 76.

Item	Description
Cisco User Options	Opens the Cisco IP Phone User Options web page where you can configure features, settings, and IP phone services—including Speed Dial buttons. This menu option remains disabled until you fill out the user name and password fields in the User Preferences window. See the "Setting Up Speed Dial Buttons" section on page 54 and "Logging In to the User Options Web Pages" section on page 78.
Preferences...	Opens the Preferences dialog box, which includes User, Network, Audio, and Directories windows. See the "Viewing and Customizing Preferences" section on page 55. (The keyboard shortcut for accessing Preferences is Alt + S.)
Help	Provides a link to an online help version of the *Cisco IP Communicator User Guide*.
About Cisco IP Communicator	Displays Cisco IP Communicator software version information.
Exit	Allows you to quit the Cisco IP Communicator interface.

Using the Window Control Buttons

If you want to...	Then...
Access the menu	Do one of the following: • Click the menu button in the top right corner of the interface • Right-click anywhere on the interface
Minimize the interface	Do one of the following: • Click the minimize button in the top right corner of the interface • Click the Cisco IP Communicator taskbar button one or more times
Toggle between modes	Do one of the following: • Click the mode button in the top right corner of the interface • Choose **Skins** from the menu
Hide the interface	Right-click the system tray icon and choose **Hide**. This removes the Cisco IP Communicator icon from your taskbar but does not close the application.

If you want to...	Then...
Retrieve the interface	Do one of the following: • Double-click the system tray icon • Click the button icon in the task bar
Quit	Do one of the following: • Click the close icon in the top right corner of the interface • Choose **Exit** from the menu • Right-click the system tray icon and choose **Exit**

Tips

- If you receive a new call when the Cisco IP Communicator interface is hidden or minimized, the Incoming Call Notification window will pop up. If you have enabled the Always On Top feature, the interface will be retrieved automatically and will appear on the foreground of your desktop.
- If you want the Cisco IP Communicator interface to remain visible on your desktop even if you have other applications active, choose **Always on top** from the menu. (You can still choose to minimize the interface with the Always on top feature selected.)

Using the Incoming Call Notification

If you want to...	Then...
Answer a call	• Click the anywhere on the pop-up box (except on the mute icon)
Mute the ringer	• Click mute icon on the pop-up box
Hide the Incoming Call Notification	• Navigate to **Preferences > User**, then check the Hide the Incoming Call Notification checkbox.

Tip If you mute the ringer on the Incoming Call Notification pop-up box, you must remember to disable mute to avoid muting the ringer for all subsequent incoming calls.

Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

- Lines—Each corresponds to a phone number (or extension) that others can use to call you. Your Cisco IP Communicator can support one to eight lines, depending on configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have phone numbers and phone line icons: .
- Calls—Each line can support multiple calls. By default, your Cisco IP Communicator supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Call and Line Icons

Your Cisco IP Communicator displays icons to help you determine the call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Call or line state	Description
	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in-progress until you go off-hook.
	Off-hook line	You are actively dialing a number or an outgoing call is ringing. See the "Placing a Call" section on page 35 for dialing options.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines. See the "Answering a Call" section on page 39 for more information.
	Call on hold	You have put this call on hold. See the "Using Hold and Resume" section on page 41 for details.
	Remote-in-use	Another phone that shares your line has a connected call. See the "Understanding Shared Lines" section on page 49 for details.

Going On-Hook and Off-Hook

Some Cisco IP Communicator tasks and instructions differ depending on whether the Cisco IP Communicator is *on-hook* or *off-hook*.

- On-Hook—No calls are active, and you do not have an active dial tone. Your Cisco IP Communicator provides on-hook dialing (*pre-dial*), which enables you to enter or choose phone numbers before activating the call. When your Cisco IP Communicator is on-hook, this icon appears next to each phone number:

- Off-Hook—The speakerphone is active, or any of several other methods are used to get a dial tone or to answer an incoming call. When your phone is off-hook, one of these icons appears, depending on the call or line state:
  , , or . See the “Understanding Call and Line Icons” section on page 28

Selecting Calls

Many Cisco IP Communicator features require that you select the calls you want to use with a particular feature. For example, if you have four held calls but only want to join two of them in a conference call, you can select the calls that you want to add to the conference before activating the feature.

If you want to...	Then...
Highlight a call	Use your mouse to click any call in a call list. Highlighted calls appear on a lighter and brighter background.
Select a call	Highlight a connected or held call and click **Select**. Selected calls are indicated with a ☑ next to them.
Verify selected calls	Click the Navigation button to scroll through the list of calls. Selected calls are indicated with a ☑ and are grouped together in the call list.

Viewing and Switching Between Calls

These tips can help you switch between calls on one or more lines. If the call that you want to switch to is not automatically highlighted, click the call appearance on your phone screen.

If you want to...	Then...
Switch between calls on one line	Highlight the call you are switching to and click **Resume**. The other call is placed on hold automatically.
Switch from a connected call to answer a ringing call	Click **Answer** or the blinking amber button . Doing so automatically places the first call on hold.
Switch between calls on different lines	Click the blinking green button for the line that you are switching to. If there is a single call holding on the line, the call will resume automatically. If there are multiple calls holding on the line, highlight the specific call (if necessary) and click **Resume**.
See all calls on a specific line	Click , then immediately click the line button. Doing so shows call details but will not impact the call state; it is therefore useful if you are talking on one line and want to view held calls on another line.
See an overview of line activity (one call per line)	Click for the highlighted line. (A line appears highlighted when the calls associated with it are displayed on the phone screen.) Doing so prompts the phone to switch to *call overview mode* and display one call per line. This call is either the active call or, if all calls are on hold, the held call with the longest duration. To return to the standard view, click , then immediately click the line button.

Tips

- Only one call can be active; other calls will be placed on hold automatically.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
- Calls of a similar type are grouped together in the call list. For example, calls that you have interacted with are grouped near the top, selected calls are grouped next, and calls that you have not yet answered are grouped last.

Choosing Phone Screen Items

To choose a phone screen item...	Do this...
By clicking	Use your mouse to click an item on the phone screen. Note that clicking a phone number on the phone screen can cause the Cisco IP Communicator to dial the number.
By item number	Click the corresponding number on your dial pad. For example, click **4** to choose the fourth item in a menu.
By scrolling	Click on the Navigation button, or use the arrow keys on your keyboard to scroll through a list and to highlight an item. Click a relevant softkey such as **Select** or **Dial** to finish the action.

Using Feature Menus

If you want to...	Then...
Open or close a feature menu	Click a feature button: Messages Services Help Directories Settings
Scroll through a list or menu	Click the Navigation button.
Go back one level in a feature menu	Click **Exit**. (Note that if you click Exit from the top level of a menu, the menu will close.)
Switch among open feature menus	Click a feature tab on your phone screen. (Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.)

Entering and Editing Text

If you want to...	Then...
Enter a letter on your phone screen	Click to highlight a call feature and use your keyboard to enter letters or numbers.
Delete within an entry or move your cursor	Use the backspace key on your keyboard, or click **<<** or **Delete** on the phone screen to remove a letter or digit. Use your mouse or click **>>** on the phone screen to move the cursor to the right.

Accessing Online Help

Your Cisco IP Communicator provides a comprehensive online help system. Help topics appear on the phone screen. See the table below for details.

If you want to...	Then...
View the main menu	Click ? on your Cisco IP Communicator and wait a few seconds for the menu to display. If you are already in Help, click **Main**. Main menu topics include: • About Your Cisco IP Communicator—Descriptive details about your Cisco IP Communicator • How do I...?—Procedures and information about common Cisco IP Communicator tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Learn about a button or softkey	Click ?, then quickly click a button or softkey.
Learn about a menu item	Click ?, then quickly click the menu item on the phone screen. Or, click ? twice quickly with the menu item highlighted.
Get help using Help	Click ?. After a second or two, click ? again or choose Help from the Main Menu.
Access the User Guide	Click **menu > Help**, or right-click on the application, and select Help.

Understanding Feature Functionality and Availability

The operation of your Cisco IP Communicator and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this User Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature operation or availability.

Using Cisco IP Communicator to Handle Calls

These sections describe how to handle calls using Cisco IP Communicator:

- Basic Call Handling, page 34
- Advanced Call Handling, page 45

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, and transferring calls. The features required to perform these tasks are standard and available on most phone systems.

This section contains the following topics:

- Placing a Call, page 35
- Answering a Call, page 39
- Ending a Call, page 40
- Using Hold and Resume, page 41
- Using Mute, page 41
- Transferring a Connected Call, page 42
- Switching Between Calls, page 42
- Forwarding Your Calls to Another Number, page 44

Tip For more information about placing, receiving, and ending calls while using a handset, speakerphone, or headset, see the "Using Voice Messaging, Call Logs, and Directories" section on page 74.

Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Pre-dial (dial on-hook, without first getting a dial tone)	Do one of the following: • Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your Placed Calls log.) • Click the **Navigation** button to display phone numbers from your Placed Calls log. Next, click the phone number appearance on your phone screen to dial. Or do one of the these actions to go off-hook and dial the highlighted phone number: • Click or • Click **Dial** or the **Enter** key on your keyboard • Click (a line button) • Click the **Enter** key on your keyboard *or* • Drag a number from any Windows program, drop it anywhere on the Cisco IP Communicator interface, and click Dial or the **Enter** key on your keyboard. • Drag a vCard and drop it anywhere on the Cisco IP Communicator interface. If the vCard contains more than one number, select the one you want from the pop-up window, and click **Dial** or the **Enter** key on your keyboard. *or* • Copy a number from any source, then click **Menu > Paste**. The number will automatically be entered. Click **Dial** or the **Enter** key on your keyboard. You can also paste a phone number by using the **Ctrl + V** keyboard shortcut.
Dial off-hook (after invoking a dial tone)	Click **NewCall**, , , or (a line button), then enter a number.
Redial the most recently dialed number	Click **Redial**. By default, Redial uses your primary line. However, you can open a secondary line and then click **Redial**. To open a line, click .

If you want to...	Then...
Speed dial a number	Do one of the following: • Click (a speed-dial button) before or after going off-hook. • Enter a speed dial index number (1-99 on the keypad) while on-hook and click **AbbrDial**.
Place a call when another call is active (using another line)	Click for the new line. The call on the first line will be placed on hold automatically.
Place a call when another call is active (using the same line)	Click **Hold**, then click **New Call**. You can now dial, redial, or speed dial a number. Or you can continue talking on the active call while preparing to dial from a call log or directory. (See the next two rows in this table for details.)
Dial from a call log	Choose **> Missed Calls**, **Received Calls**, or **Placed Calls**. To dial, click the listing or scroll to it and go off-hook. If you want to dial from a call log while on another active call, scroll to a call record and click **Dial** or the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second. (Then click **Transfer** again to complete the action.) • **Conference**—Creates a conference call with all parties. (Then click **Confrn** to complete the action.) • **End Call**—Disconnects the first call and dials the second.
Dial from a corporate directory on the phone	Choose **> Corporate Directory** (exact name can vary). Use your keyboard to enter letters, then click **Search**. To dial, click the listing or scroll to it and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing and click **Dial** or the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second. (Then click **Transfer** again to complete the action.) • **Conference**—Creates a conference call with all parties. (Then click **Confrn** to complete the action.) • **End Call**—Disconnects the first call and dials the second.

If you want to...	Then...
Dial from a corporate directory web page	Use the Cisco WebDialer feature. Open a web browser and go to your company directory. Click on a phone number in the directory. Click **Dial** or the **Enter** key on your keyboard to place the call. Click **Hangup** to end the call. See the *Customizing Your Cisco IP Phone on the Web* guide for more details: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Dial using headset mode	Do one of the following: • If is unlit, click it before or after dialing, re-dialing, or speed-dialing a number. • If is lit, click **New Call**, **Redial**, a speed dial button, or (a line button). If necessary, enter a phone number and click **Dial** or the **Enter** key on your keyboard. For more information, see the "Using a Headset" section on page 69
Dial using speakerphone mode	First make sure that an analog headset is not plugged in to the audio jacks on your computer. Click **New Call** or and enter a phone number. Or, use another method to place the call, then click to switch over to speakerphone mode. Many of the actions you take to dial a number will automatically trigger speakerphone mode. For more information, see the "Using Your Computer as a Speakerphone" section on page 71.
Dial using handset mode	Lift or otherwise enable the handset before or after dialing, re-dialing, or speed-dialing a number. See the "Using a USB Handset" section on page 72.
Dial on a secondary line	Click for the line that you want to use.
Dial from a Personal Address Book (PAB) entry	Choose **> PAB service** (exact name might vary). (Depending on configuration, you might be able to use Quick Search, as well. See the "Using the Quick Search Feature" section on page 76.) Before you can use the PAB service, you must subscribe to it. For help, see the "Logging In to the User Options Web Pages" section on page 78.
Dial using a Fast Dial code	choose **> Fast Dials** (exact name might vary). To dial from a listing, click it, or scroll to it and go off-hook. For help subscribing to the Fast Dial service, see the "Logging In to the User Options Web Pages" section on page 78.
Place a call using a billing or tracking code	Dial a number and enter a client matter code (CMC) or a forced authorization code (FAC) when prompted by a distinctive tone. Your system administrator will tell you if you need to enter CMC or FAC codes and can provide you with detailed instructions.

If you want to...	Then...
Place a call when another call is active	Click **Hold**. Next, click **New Call**. Then dial, redial, or speed dial a number. To return to the held call, click **resume**.
Place a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Place a call using your Cisco Extension Mobility profile	Make sure that you are logged in to Extension Mobility (EM). **Choose** **> EM Service** (exact name might vary), then use your keypad to enter login information. If you are sharing a phone, you might need to log in to EM before you can access certain features or complete a call. EM is a special, non-default feature that your system administrator can assign to phones and phone users. Refer to the *Customizing Your Cisco IP Phone on the Web:* http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Place a video call using Cisco Unified Video Advantage	Check the phone screen display for this icon: If the icon is present, your Cisco IP Communicator is video-enabled and can support Cisco Unified Video Advantage release 2.0 (earlier releases are Cisco IP Communicator). Contact your system administrator for assistance and refer to the *Cisco Unified Video Advantage User Guide*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Receive notification when a busy or ringing extension becomes available	Call the number and click **CallBack** while listening to the busy tone or ring sound. Hang up. When the extension becomes available, your phone will provide you with an audio and visual alert. (The call back to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for your phone. Note that CallBack will fail if the other party has call forwarding enabled.

Tips

- To add a prefix to a number in one of your call logs, scroll to the number and click **EditDial**.
- If you are dialing without a dial tone, you cannot use * or # as the leading digit. If you need to use these digits, go off-hook to invoke a dial tone, then dial.

Related topics

- Answering a Call, page 39
- Ending a Call, page 40

Answering a Call

To answer a call, go-off hook. See the table below for details.

If you want to...	Then...
Answer with headset mode	Click , if unlit. Or, if is already lit, click **Answer** or (a flashing line button). For more information, see the "Using a Headset" section on page 69.
Answer with speakerphone mode	Click , **Answer**, or . See the "Using Your Computer as a Speakerphone" section on page 71.
Answer with handset mode	Lift (or otherwise enable) the handset. See the "Using Your Computer as a Speakerphone" section on page 71.
Answer with the Incoming Call Notification	Click on the ringing telephone icon, or on the caller ID information. If you click the Mute icon on the Incoming Call Notification pop-up window for a new call that comes in while you are on an active call, the ringer will mute and the pop-up window will disappear. You must return to the application interface to see call details for the muted call and to disable mute on all future incoming calls.
Switch from a connected call to answer a ringing call	Click **Answer** or . Doing so answers the new call and automatically places the first call on hold. See the "Using Hold and Resume" section on page 41 for more information.
Set up Cisco IP Communicator to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature for one or more of your lines. You can use AutoAnswer with either speakerphone mode or headset mode. For more information, see the "Using Headsets and Other Audio Devices" section on page 69.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the "Storing and Retrieving Parked Calls" section on page 45.
Use your line to answer a call that is ringing on another phone	Use Call Pickup. See the "Redirecting a Ringing Call to Cisco IP Communicator" section on page 46.
Answer a priority call	Hang up the current call and click **Answer**.
Send an incoming call directly to your voice messaging system	Click **iDivert**. The incoming call automatically transfers to your voice message greeting.

Related topics

- Using Hold and Resume, page 41
- Transferring a Connected Call, page 42
- Switching Between Calls, page 42

Ending a Call

To end a call, hang up. See the table below for details.

If you want to...	Then...
Hang up while using handset mode	Disable the handset, click **EndCall** or click the **Esc** key. See the "Using a USB Handset" section on page 72.
Hang up while using headset mode	Click , if lit. If you want headset mode to remain active, keep the button lit by clicking **EndCall** or click the **Esc** key. See the "Using a Headset" section on page 69.
Hang up while using speakerphone mode	Click or **EndCall** or click the **Esc** key. See the "Using Your Computer as a Speakerphone" section on page 71.
Hang up one call but preserve another call on the same line	Click **EndCall** or click the **Esc** key. If necessary, first click **Resume** to remove the call from hold.

Tip You need to keep headset mode activated if you want to use AutoAnswer with your headset. (First, your system administrator must configure AutoAnswer for you.) If you use a headset but do not use AutoAnswer, you might still prefer to keep headset mode activated. For more information, see the "Obtaining Audio Devices" section on page 73.

Related topics

- Placing a Call, page 35
- Answering a Call, page 39
- Transferring a Connected Call, page 42

Using Hold and Resume

Only one call can be active at any given time; all other remaining connected calls must be placed on hold. You cannot continue, end, transfer, or otherwise handle a call while it is on hold.

If you want to ...	Then...
Put a call on hold	Make sure the call you want to put on hold is selected and click **Hold**.
Remove a call from hold on the current line	Make sure that the appropriate call is highlighted and click **Resume**.
Remove a call from hold on a different line	Click (a blinking line button). If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted and click Resume. Note that a held call is indicated by the call-on-hold icon:

Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Using Mute

Mute disables the audio input for your audio devices, such as a headset, speakerphone, or microphone. With Mute enabled, you can hear other parties on a call but they cannot hear you.

If you want to...	Then...
Toggle Mute on	Click .
Toggle Mute off	Click .

Note If you launch Cisco IP Communicator while your audio device or computer is muted, the Check Audio Settings window might appear to ask you if you want to Revert, Tune, or Cancel your audio settings. If your audio settings have been working properly, choose **Revert**. If you want to view or change them, choose **Tune**. If you want to keep the device muted, choose **Cancel**.

Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, click **Transfer** and enter the target number. When you hear the call ringing, click **Transfer** again.
Talk to the transfer recipient before transferring a call ("consult transfer")	During a connected call, click **Transfer** and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, click **Transfer** again. If the recipient refuses the call, click **Resume** to return to the original call.
Transfer two current calls to each other (direct transfer)	Highlight any call on the line and click **Select**. Repeat this process for the second call. With one of the selected calls highlighted, click **DirTrfr**. (You might need to click **more** to see **DirTrfr**.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the"Making Conference Calls" section on page 46.
Send a call to your voice messaging system	Click **iDivert**. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- When on-hook transfer is enabled, you can either hang up or click **Transfer**, then hang up.
- If on-hook transfer is not enabled on your Cisco IP Communicator, be aware that hanging up instead of clicking **Transfer** cancels the transfer action and places the party to be transferred on hold.
- You cannot use **Transfer** to redirect a call on hold. Click **Resume** to remove the call from hold before transferring it.

Switching Between Calls

You can switch between connected calls on one or more lines. If the call you want to switch to is not automatically selected (highlighted), click the call appearance on your phone screen.

If you want to...	Then...
Switch between connected calls on one line	Select the call you are switching to and click **Resume**.
Switch between connected calls on different lines	Click the appropriate (blinking line button) for the line (and call) you are switching to. If necessary, select the call and click **Resume**.
Switch from a connected call to answer a ringing call	Click **Answer** or (a flashing line button). Doing so answers the new call and places the first call on hold automatically.
Switch between incoming calls using the Incoming Call Notification pop-up window	Click anywhere on the Incoming Call Notification pop-up window for the incoming call (except on the mute ringer icon). This will put the active call on hold, and allow you to answer the incoming call.
Display an overview of active calls	Click while a call is active to return to the main background screen, hiding the active call information. This gives you an overview of all active calls on each of your lines. Click again to return to the original view.

Tips

- Only one call can be active at any given time; other connected calls will be placed on hold automatically.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Communicator to another number.

Note Enter the Call Forward All target number exactly as you would need to dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Click **CFwdALL** and enter a target phone number.
Cancel call forwarding on your primary line	Click **CFwdALL**.
Verify that call forwarding is enabled on your primary line	Look for this icon above the primary phone number: . Also, check that the status text near the bottom of the phone screen displays the call forwarding target number.
Set up or cancel call forwarding for any line	Log in to your User Options web pages, choose your Cisco IP Communicator from the device list, then choose **Forward all calls...** from the main menu. You can set up or cancel call forwarding for each line on your Cisco IP Communicator. See the "Logging In to the User Options Web Pages" section on page 78 for login instructions. When call forwarding is enabled for any line other than the primary line, your Cisco IP Communicator does not provide you with any confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options pages.

Tips

- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Related topics

- Answering a Call, page 39
- Transferring a Connected Call, page 42
- Advanced Call Handling, page 45

Advanced Call Handling

Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for you to use on Cisco IP Communicator, depending on your call-handling needs and work environment. You will not have access to these features by default.

This section contains the following topics:

- Storing and Retrieving Parked Calls, page 45
- Redirecting a Ringing Call to Cisco IP Communicator, page 46
- Making Conference Calls, page 46
- Understanding Shared Lines, page 49
- Adding Yourself to a Shared-Line Call, page 50

Storing and Retrieving Parked Calls

You can "park" a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, at a co-worker's desk or in a conference room). Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call using Call Park	During a call, click **Park** (you might need to click the **more** softkey first). This prompts Cisco IP Communicator to store the call. Note the call park number displayed on the phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Communicator or Cisco IP Phone in your network to connect to the call.

Note You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Related topics

- Basic Call Handling, page 34
- Using Hold and Resume, page 41
- Transferring a Connected Call, page 42

Redirecting a Ringing Call to Cisco IP Communicator

Call PickUp allows you to redirect a call that is ringing on a co-worker's phone to your Cisco IP Communicator so that you can answer it. Call PickUp is a special feature that your system administrator might configure for you, depending on your call-handling needs and work environment. For example, you might use this feature if you share call-handling responsibilities with co-workers.

If you want to...	Then...
Answer a call ringing on another extension within your group	Click (an available line button) and **PickUp**. The call now rings on your line.
Answer a call ringing on another extension outside of your group	Click (an available line button) and **GPickUp**. Enter the call group pickup code number provided by your system administrator. The call now rings on your line.

Related topics

- Transferring a Connected Call, page 42

Making Conference Calls

Your Cisco IP Communicator allows you to join three or more people into one telephone conversation, creating a conference call.

Types of Supported Conference Calls

There are two types of conference calls: Standard and Meet-Me.

Standard Conference Calls

In standard (or "ad hoc") conference calls, the conference organizer must call participants to add them to the conference. Using your Cisco IP Communicator, you can create standard conference calls in different ways, depending on your needs and your Cisco IP Communicator's configuration:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference among several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This is an optional feature available only for shared lines, and your system administrator must configure it for you. See the "Understanding Shared Lines" section on page 49 for details.

See the "Starting and Joining a Standard Conference" section on page 47 for additional instructions.

Meet-Me Conference Calls

Meet-Me conferencing allows participants to join a conference by calling the conference number directly, rather than waiting for the conference initiator to call them.

To start a Meet-Me conference, click the **MeetMe** softkey on your Cisco IP Communicator, then dial the Meet-Me phone number provided by your system administrator.

To participate in a Meet-Me conference, dial the Meet-Me phone number at a specified time. Conference participants hear a busy tone if they call into the conference before the conference initiator has dialed in. Once the conference initiator has dialed in, the Meet-Me conference is established and can continue even if the conference initiator disconnects.

Meet-Me conferencing is a special feature that your system administrator must configure for you.

Starting and Joining a Standard Conference

A standard conference allows at least three people to participate in a single call. See the table below for details.

If you want to...	Then...
Start a standard conference call by calling participants	During a connected call, click **Confrn** to add another party to the call. (You may need to click the **more** softkey to see **Confrn**.) Enter the conference participant's phone number. After the call connects and you have spoken to the conference participant, click **Confrn** again to add this party to your call. Repeat to add additional participants.
Invite current callers to join a standard conference	With two or more calls on a single line, scroll to highlight any call on the line and click **Select**. Repeat this process for each call you want to add to the conference. From one of the selected calls, click **Join**. (You may need to click the **more** softkey to see **Join**.) Note that the active call is selected and added to the conference automatically.
Participate in a standard conference	Answer the phone when it rings. You do not need to do anything special to participate in a standard conference call.
Barge (add yourself to) a call on a shared line and turn the call into a standard conference call	Highlight a remote-in-use call on a shared line and click **cBarge**. (You may need to click the **more** softkey to display **cBarge**.) Other parties on the call will hear a barge tone. See the "Understanding Shared Lines" section on page 49 for details.
View a list of conference participants	Highlight an active conference, and click **ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, click **Update**.
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.

If you want to...	Then...
Drop the last party added to the conference	Highlight the participant's name at the top of the conference list and click **Remove**. (The last participant is always listed at the top of the list.) Or, when not viewing the conference list, click **RmLstC**. You can remove participants only if you initiated the conference call.
Remove any conference participant	Highlight the participant's name and click **Remove**. You can remove participants only if you initiated the conference call.
End your participation in a standard conference	Hang up or click **EndCall**. If you did not initiate the conference call, hanging up will not disrupt the connection for the remaining parties. If you initiated the conference call, hanging up might end the conference (depending on how your system administrator configured your Cisco IP Communicator). To avoid this, you can transfer the conference to another caller before hanging up. That caller then acts as the "virtual controller" for the conference. A virtual controller cannot add or remove parties; however, the conference continues with the established participants.

Tips

- Calls must be on the same line before you can add them to a standard conference call. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- If you get an error stating, "No Participant Info" when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is selected automatically.
- Depending on how your Cisco IP Communicator is configured, if you leave a conference after creating it, the conference might end. See the last row of the above table for more information.

Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows participants to join a conference by calling the conference number directly, rather than waiting for the conference initiator to call them. See the following table for details.

If you want to...	Then...
Establish a Meet-Me conference	Click **NewCall** or go off-hook. Then click **MeetMe** and dial the Meet-Me conference number. (See your administrator for a list of valid numbers.) Remember to inform participants about the conference number so that they can dial in. Participants will hear a busy tone if they call the conference number before you have dialed in.
Participate in a Meet-Me conference	Dial the Meet-Me conference number (provided by the conference initiator). You will be connected to the conference only after the conference initiator has dialed in.
End a Meet-Me conference	Hang up or click **EndCall**.

Note The feature described in this section is a standard conference calling feature available on most phone systems. You might have access to Meet-Me conference calling, as well. Your system administrator must set up Meet-Me conference calling for you.

Related topics

- Placing a Call, page 35
- Forwarding Your Calls to Another Number, page 44

Understanding Shared Lines

Your system administrator might give you a “shared” line. Typically, a shared line has two main uses:

- One person applies a shared line to multiple phones that he or she uses—For example, your shared line, extension 23456, applies to your Cisco IP Communicator and your desktop phone. In this case, an incoming call to extension 23456 rings on your Cisco IP Communicator and your desktop phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both your phone and your assistant’s phone. If your assistant answers, you can use a shared line feature called Barge to add yourself to the connected call. (See the “Adding Yourself to a Shared-Line Call” section on page 50 for more information about Barge.)

Your system administrator will tell you if you use a shared line. Shared line features, such as Barge, do not apply to standard, unshared lines.

Adding Yourself to a Shared-Line Call

If you use a shared line, you can use Barge to join an established conversation. When you use Barge, other parties on the call hear a beep tone announcing your presence. When you hang up, the remaining parties hear a disconnect tone, and the original call continues. Barge applies to shared lines only.

If you want to...	Then...
Add yourself to a call in-progress on a shared line	Select the call on the phone screen and click **Barge**. (You might need to click the **more** softkey first.)
End a barge conference	Hang up.

Tips

- You will be disconnected from a call you have barged if the call is put on hold, transferred, or turned into a conference call.
- You cannot answer a second line while you are on a barged call.
- Click while a call is active to return to the main background screen. This shows you an overview of all active calls.

Related topics

- Basic Call Handling, page 34
- Understanding Shared Lines, page 49

Customizing Cisco IP Communicator Settings

This section contains these topics:

- An Overview of Settings, page 51
- Adjusting the Volume for a Call, page 51
- Customizing Rings and Message Indicators, page 52
- Customizing the Phone Screen, page 53
- Setting Up Speed Dial Buttons, page 54
- Viewing and Customizing Preferences, page 55

An Overview of Settings

Here is some useful information to keep in mind about Cisco IP Communicator settings:

- Most settings are accessible by choosing **Preferences** from the menu. You can access the menu from the menu icon in the window control button bar, or by right-clicking anywhere on the interface. See the "Viewing and Customizing Preferences" section on page 55.
- Ring sounds and background image settings are available from **> User Preferences**. See the "Customizing Rings and Message Indicators" section on page 52.
- Most settings are accessible on your IP Communicator, but a few are accessed online from your User Options web pages. See the "Logging In to the User Options Web Pages" section on page 78 for more information.
- If is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.

Adjusting the Volume for a Call

If you want to...	Then...
Adjust the volume level during a call	Click or click the **Page Up/Page Down** keys on your keyboard during a call or after invoking a dial tone. Click **Save** to preserve the new volume as the default level for the currently active audio mode. You can also adjust the volume level using your computer's volume controls or any volume controls that are available on the audio device. (See the Tips that follow for more information about this method.)

If you want to...	Then...
Adjust the volume level for the ringer	Click while Cisco IP Communicator is on-hook (no calls or dial tone active). The new ringer volume is saved automatically.

Tips

- You can adjust the volume only for the currently active audio mode. For example, if you increase the volume while using speakerphone mode, you have not affected the headset mode volume.
- If you adjust the volume without saving the change, the volume will revert to the previously-saved level the next time you use that audio mode.
- If you adjust the volume on a selected audio device directly (for example, if you adjust your computer's volume controls), the Check Audio Settings window might appear the next time you launch Cisco IP Communicator. See the "Using the Audio Tuning Wizard" section on page 13.

Customizing Rings and Message Indicators

You can customize the way Cisco IP Communicator indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2

.

If you want to...	Then...
Change the ring sound	Choose **> User Preferences > Rings** and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring you want, click **Select** and **Save**. Click **Default** to reset the ring sound back to the original default setting.

If you want to...	Then...
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages, select your device, then choose **Change the Ring Settings for your phone** from the main menu. See the "Logging In to the User Options Web Pages" section on page 78.
Change the way that the voice message indicator behaves	Log in to your User Options web pages, select your device, then choose **Change the Message Waiting Lamp policy...** from the main menu. Typically, the default policy tells the indicator to "always light" when you receive a new voice message. Note the location of the message waiting indicator: • If you are using Default Mode (**right-click > Skins > Default Mode**), the indicator is the light strip on the left side of the interface. • If you are using Optional Mode (**right-click > Skins > Optional Mode**), the indicator is the blinking envelope icon beside the line button.

Related topics

- Adjusting the Volume for a Call, page 51
- Customizing the Phone Screen, page 53

Customizing the Phone Screen

You can change the language and background image that your phone screen uses.

If you want to...	Then...
Change the background image	Choose **> User Preferences > Background Images**. Click the button to the left of the image you want, then click **Preview** if you want to see how the background will look. Click **Exit** to return to the selection menu. Click **Save** to accept the image or **Cancel** to revert to the previously saved setting.
Change the language on your phone screen	Log in to your User Options web pages, select your device, then choose **Change the Locale...** from the main menu.

Related topics

- Customizing Rings and Message Indicators, page 52
- Logging In to the User Options Web Pages, page 78

Setting Up Speed Dial Buttons

Speed dial features allow you to click a button or enter an index code to place a call.

You can set up speed dialing for your phone in two ways:

- Speed dialing with a button—You can assign a speed dial number to any available programmable button on your IP Communicator that has not already been configured as a line, feature, or service button.
- Speed dialing with an index code—Using the Abbreviated Dialing feature, you can enter an assigned index number (1 to 99) rather than dialing the entire phone number.

Set up both types of speed dial features from your User Options web pages, as described in the table below. (See the "Logging In to the User Options Web Pages" section on page 78 for more information about your User Options pages.)

If you want to...	Then...
Add speed dial numbers to phone buttons	Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings on Phone** section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary. The label you enter appears next to the speed dial button on your phone screen.
Add speed dial numbers to use with Abbreviated Dialing	Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings not associated with a phone button** section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.
Remove a speed dial number	Delete the phone number and label from either of the speed dial web pages.

Tips

- For details on making calls using either speed dial feature, see the "Placing a Call" section on page 35.
- Your system administrator can assign speed dial buttons to your Cisco IP Communicator and restrict the number of speed dial buttons that you can configure.

Related topics

- Basic Call Handling, page 34

- Logging In to the User Options Web Pages, page 78

Viewing and Customizing Preferences

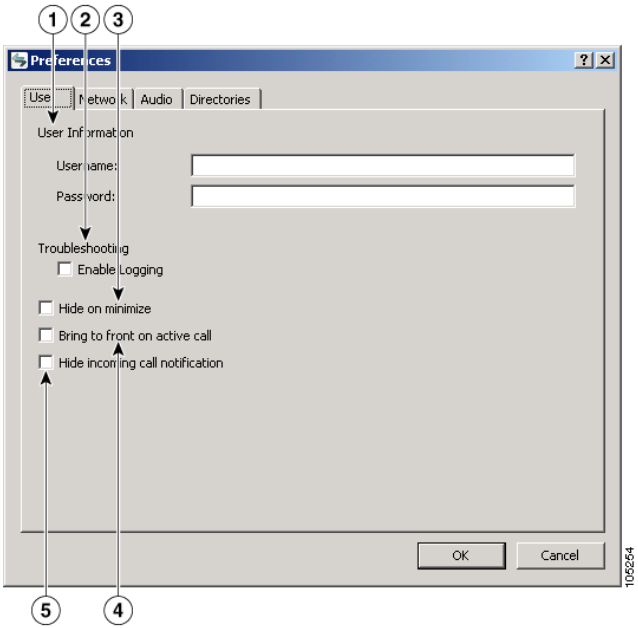
Most Cisco IP Communicator settings can be accessed from windows in the Preferences dialog box. To access Preferences, enter the **Alt + S** keyboard shortcut, click the Menu button, or right-click on Cisco IP Communicator and choose **Preferences**.

The topics below describe the windows in the Preferences dialog box:

- User Settings, page 55
- Network Settings, page 57
- Audio Settings, page 59
- Directories Settings, page 67

User Settings

Access the User settings window by choosing **Alt + S > User, menu > Preferences > User**, or **right-click > Preferences > User.**



#	Item	Description	For related information, see...
1	User Information area	Enter your Cisco CallManager username and password in order to access: • Your User Options web pages and phone services • Your Personal Address Book from the Quick Search feature If you do not know your Cisco CallManager username and password, ask your system administrator.	• Using the Quick Search Feature, page 76 • Logging In to the User Options Web Pages, page 78
2	Enable Logging check box	When enabled, allows your system administrator to retrieve detailed Cisco IP Communicator logs for troubleshooting purposes. Your system administrator might ask you to enable this setting.	Troubleshooting Cisco IP Communicator, page 80
3	Hide on Minimize	When this feature is enabled and the user minimizes the application, Cisco IP Communicator does *not* appear as a toolbar button, but appears in the system icon tray. Double-click the icon in the system tray to restore the application.	Answering a Call, page 39
4	Bring to Front on Active Call	When enabled, this feature brings the application to the top of all other applications when an incoming call is received. If disabled, the application does not appear on the top when an incoming call is received, and the only indication of the incoming call is the ringer sound and the incoming call notification pop-up window.	Answering a Call, page 39
5	Hide Incoming Call Notification	When you enable this feature, the Incoming Call Notification will no longer pop up when you receive a call.	Answering a Call, page 39

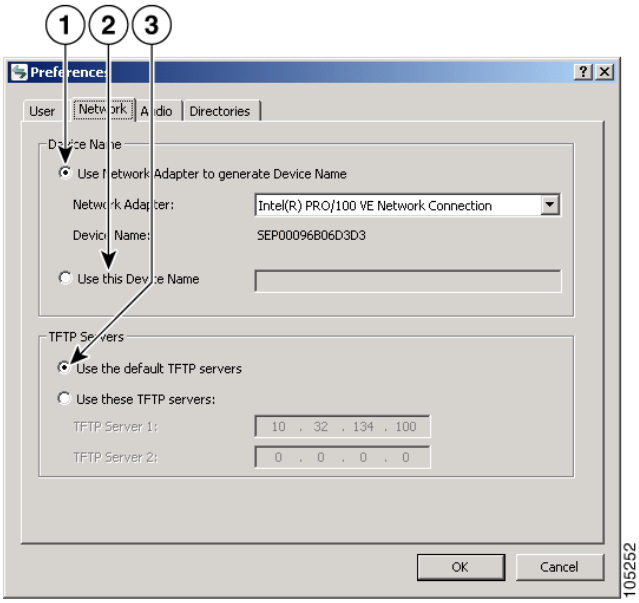
Related topics

- An Overview of Settings, page 51
- Network Settings, page 57
- Audio Settings, page 59

- Directories Settings, page 67

Network Settings

Access the Network settings window by choosing **Alt + S > Network**, or **right-click > Preferences > Network**.



#	Item	Description	For related information, see...
1	Use Network Adapter to generate Device Name	This setting, which is established right after installation, allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, you do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if unplugged. Your system administrator can tell you which adapter to choose.	Configuration and Registration Tasks, page 14
2	Use this Device Name	This option also allows the user to enter a free-form device name by which Cisco IP Communicator can identify itself to the network. This device name must match the configured device name for the user. Your system administrator may provide the text that you should enter for the device name.	Configuration and Registration Tasks, page 14
3	TFTP Servers area	Allows you to specify TFTP servers, or to return to using the default TFTP server. Your system administrator will tell you if you need to modify this setting.	Configuration and Registration Tasks, page 14

Note The network settings shown in the above illustration are examples only.

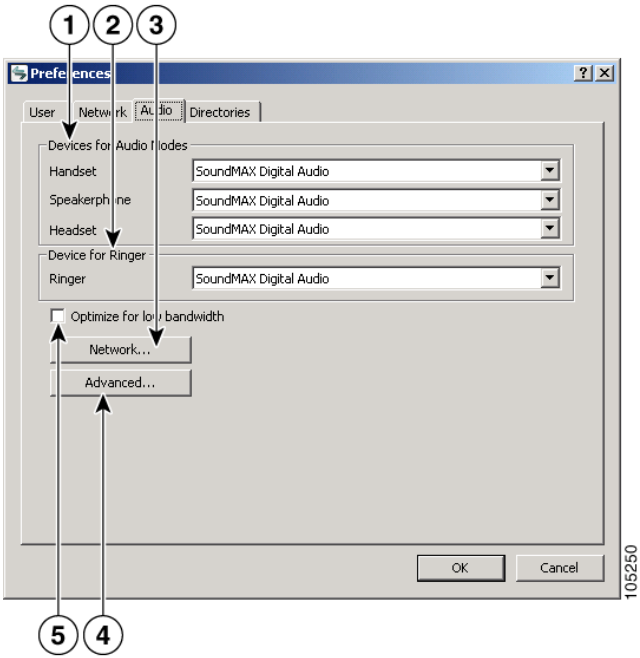
Related topics

- An Overview of Settings, page 51
- Audio Settings, page 59

- Directories Settings, page 67

Audio Settings

Access the Audio settings window by choosing **Alt + S > Audio**, **Menu > Preferences > Audio**, or **right-click > Preferences > Audio**.



#	Item	Description	For related information, see...
1	Audio Modes area	Allows you to assign devices to audio modes. The drop-down menu associated with each audio mode displays your currently available audio devices. Depending on what devices you installed before launching Cisco IP Communicator, your available audio devices can include: • a USB handset • a speakerphone • a USB headset	• Installing Audio Devices, page 10 • Understanding Audio Modes, page 61 • Using Headsets and Other Audio Devices, page 69
2	Device for Ringer	Allows you to assign a device to the ringer.	Installing Audio Devices, page 10
2	Advanced... button	Opens the Advanced Audio Settings window.	Advanced Audio Settings, page 64
3	Network... button	Opens the Network Audio Settings window.	Network Audio Settings, page 63
4	Optimize for low bandwidth check box	If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality might suffer from insufficient bandwidth. Enabling the "Optimize for low bandwidth" feature when you are using Cisco IP Communicator over a remote connection can prevent robotic-sounding audio and other problems. To enable this feature, right-click on the Cisco IP Communicator interface and choose **Preferences > Audio**. You might choose to apply audio filters to enhance voice quality when using low bandwidth.	• Advanced Audio Settings, page 64 • Troubleshooting Cisco IP Communicator, page 80

Note The audio settings shown in the above illustration are examples only.

Related topics

- Understanding Audio Modes, page 61

- Network Audio Settings, page 63
- Advanced Audio Settings, page 64

Understanding Audio Modes

Each audio device that you plan to use with Cisco IP Communicator must be assigned to an audio mode:

- Handset mode
- Headset mode
- Speakerphone mode

The ringer, which alerts you to an incoming call, must have a device assigned to it, as well.

Audio mode selection tells Cisco IP Communicator which audio devices you want to use for audio input and output.

The first time that you launch Cisco IP Communicator, you have an opportunity to assign audio devices to audio modes using the Audio Tuning Wizard. Subsequently, you can assign audio devices to modes by right-clicking on Cisco IP Communicator and choosing **Preferences > Audio**.

Tip For a description of analog and USB audio devices, see the "Installing Audio Devices" section on page 10.

Audio mode selection tips

By default, Cisco IP Communicator selects one audio device for all of your audio modes and the ringer. This device could be a sound card, for example. If you have multiple audio devices available, you have additional configuration options. For example, if you have a USB headset, you can select it for headset mode, then activate it by clicking .

You can maintain the default configuration or customize it. If you choose to customize the configuration, follow these recommendations:

- If you use a USB handset, assign it to handset mode.
- If you use a USB headset, assign it to headset mode.
- If you use an external USB spearkerphone, assign it to headset mode.
- If you use an analog headset, assign your computer's sound card to headset mode.
- Select your computer's sound card for speakerphone mode.
- Assign the ringer to the device that you want to alert you when you receive call. Be aware, however, that if you assign the ringer to a sound card and plug an analog headset into your computer, you will not be able to hear the ringer unless you are wearing the headset.

How to activate audio modes

- To activate headset mode, click . To activate speakerphone mode, click . Doing so will also activate whatever device you have selected for each mode.
- By default, speakerphone mode will be activated when you click softkeys, line buttons, and speed dial buttons (unless you have a USB handset enabled). If you want headset mode to be the default mode instead, click , then click EndCall. Headset mode will act as the default audio mode as long as remains lit (unless you have a USB handset enabled).
- To activate handset mode, go off-hook with your USB handset (assuming this device is available and assigned to handset mode). The method you use to take a USB handset off-hook depends on how the handset is designed. You might need to press a hook-switch or "on" button.
- The ringer becomes active when you receive an incoming call.

Tip See the "Using Headsets and Other Audio Devices" section on page 69 for more information.

How audio devices are displayed in audio mode menus

Audio mode menus are drop-down menus that contain one or more audio devices. (**Right-click > Preferences > Audio**). Here is some information about what you might see in these menus:

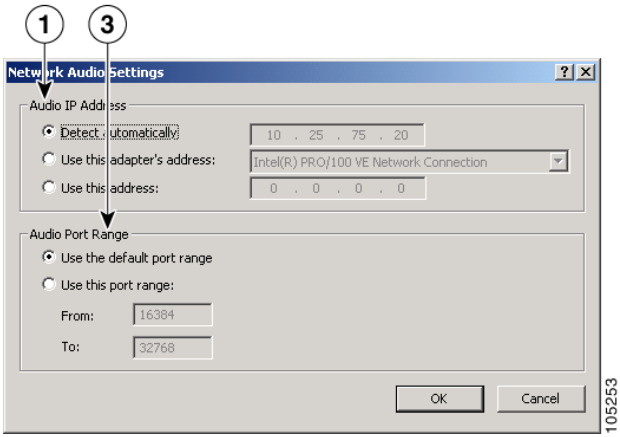
- If you have only one audio device installed when Cisco IP Communicator launches, you will see one audio device in each menu.
- Not all installed audio devices appear in audio mode menus. The devices that *do* appear are the devices that require drivers (meaning USB handsets, USB headsets, and sound cards).
- Analog audio devices, which plug into the audio jacks on your computer, do not appear in your audio mode menus. Cisco IP Communicator does not distinguish between analog audio devices and your sound card. To select an analog device, select your sound card. (See the "Installing Audio Devices" section on page 10 if you need help installing or identifying analog audio devices.)
- If you do not see an installed USB audio device or sound card in the menu, make sure the device is inserted and re-launch Cisco IP Communicator. Cisco IP Communicator will only recognize audio devices that are installed and plugged in when the application launches. (See the "Installing Audio Devices" section on page 10 if you need help installing or identifying USB audio devices.)

Related topics

- Using the Audio Tuning Wizard, page 13
- Viewing and Customizing Preferences, page 55
- Removing and Re-Installing Audio Devices, page 73

Network Audio Settings

Access the Network Audio settings window by choosing **Alt + S > Audio > Network...**, or **right-click > Preferences > Audio > Network...**.



#	Item	Description
1	Audio IP Address area	The default setting for this area is "Detect automatically." Do not change this setting unless asked to do so by your system administrator.
2	Audio Port Range area	The default setting for this area is "Use the default port range." Do not change this setting unless asked to do so by your system administrator.

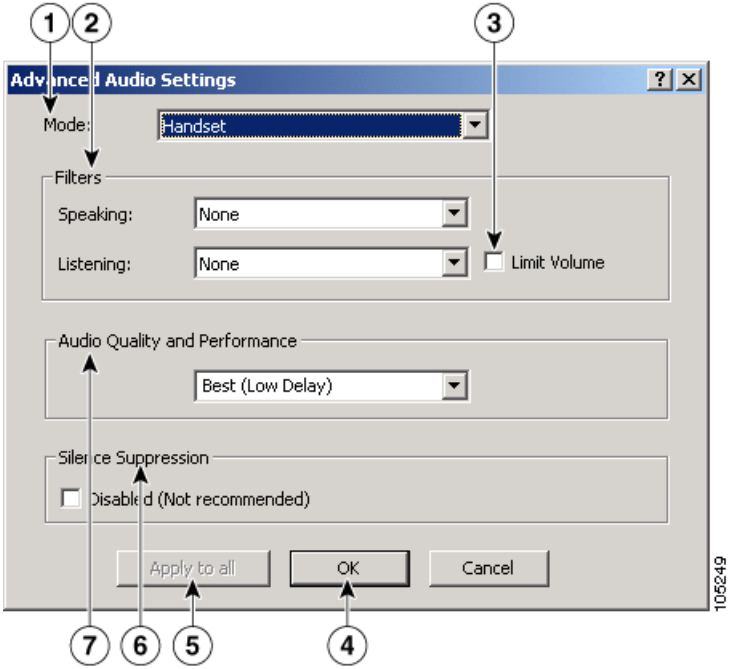
Note The network audio settings shown in the above illustration are examples only.

Related topics

- Audio Settings, page 59
- Advanced Audio Settings, page 64
- Troubleshooting Cisco IP Communicator, page 80

Advanced Audio Settings

Access the Advanced Audio settings window by choosing **Alt + S > Audio > Advanced...**, or **right-click > Preferences > Audio > Advanced....**



#	Item	Description	For related information, see...
1	Mode menu	Use this menu if you want to apply a speaking or listening filter to one audio mode in particular.	• Understanding Audio Modes, page 61 • Using Headsets and Other Audio Devices, page 69

#	Item	Description	For related information, see...
2	Filters • Speaking • Listening	Applying a speaking filter can alter the sound of your voice; applying a listening filter can alter the sound of the other party's voice. As a rule, keep filters set to "None" unless you are using Cisco IP Communicator over a VPN connection and have enabled low bandwidth (**Preferences > Audio**). With low bandwidth enabled, applying filters can make your voice or the other party's voice sound sharper and more natural. You can experiment with applying filters during a call. To gauge the effect of a speaking filter, ask the other party how you sound.	• Audio Settings, page 59 • Troubleshooting Cisco IP Communicator, page 80
3	Volume Limit check box	Your system administrator might advise you to enable this feature if calls originating outside of your company's network consistently sound louder than calls originating within the network.	• Using the Audio Tuning Wizard, page 13 • Adjusting the Volume for a Call, page 51 • Troubleshooting Cisco IP Communicator, page 80
4	OK button	Applies the filter settings to the selected audio mode only.	Understanding Audio Modes, page 61
5	Apply to all button	Applies the filter settings to all audio modes.	Understanding Audio Modes, page 61
6	Silence Suppression check box	Do not disable silence suppression unless advised to do so by your network administrator.	

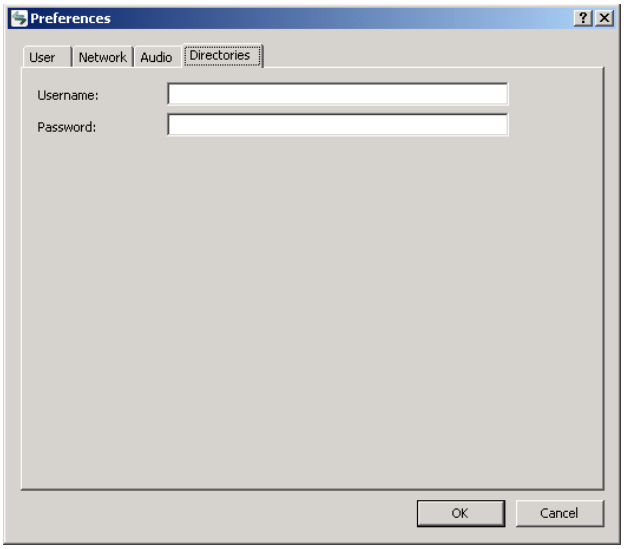
#	Item	Description	For related information, see...
7	Audio Quality and Performance Area	To test which latency setting is best for your particular set of audio devices (USB headsets, USB handsets, or sound cards), test your device against the delay settings in the drop down list. • Best (Low Delay) • Very Good (MediumDelay) • Good (High Delay) Make a test phone call and verify that the audio sounds good to you and to the other party. If you hear distortion, audio dropouts, or robotic sound, proceed to the next item on the list and repeat the previous steps.	• Using the Audio Tuning Wizard, page 13

Related topics

- Audio Settings, page 59
- Network Audio Settings, page 63

Directories Settings

Access the Directories settings window by choosing **Alt + S > Directories**, or **right-click > Preferences > Directories**.



Before you can use the Quick Search feature to search corporate directories, you might need to enter a username and password in the Directories window of the Preferences dialog box. First, try using Quick Search without entering this information. If Quick Search does not respond, obtain your Directories username and password from your system administrator and enter them here.

Additionally, you must specify your Directories username and password in this window if you want to use Quick Search to search your Personal Address Book. See the "Using the Quick Search Feature" section on page 76 for more information.

Related topics

- An Overview of Settings, page 51
- User Settings, page 55
- Audio Settings, page 59
- Entering Password Information for Quick Search, page 76

Using Headsets and Other Audio Devices

This chapter provides information about using audio devices such as a handset, headset, and your computer's speaker and microphone with Cisco IP Communicator's audio modes (handset mode, headset mode, and speakerphone mode).

This section contains the following topics:

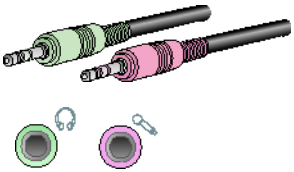
- Using a Headset, page 69
- Using Your Computer as a Speakerphone, page 71
- Using a USB Handset, page 72
- Removing and Re-Installing Audio Devices, page 73
- Obtaining Audio Devices, page 73

Using a Headset

You can use a USB headset or an analog headset with Cisco IP Communicator.

- A USB headset has a flat, rectangular plug that connects to a USB port on your computer.

- An analog headset has rounded plugs that connect to your computer's audio jacks.



Analog headsets work in conjunction with your computer's sound card and do not require device drivers.

Refer to the table below for details.

If you...	Then...
Want to use a headset to place and receive calls	Make sure that is activated (lit) to indicate that Cisco IP Communicator is operating in headset mode. You can toggle headset mode on and off by clicking or by entering the keyboard shortcut **Ctrl + H**. If you use a headset as your primary audio device, you might want to keep lit even after you end a call by clicking **EndCall** instead of to hang up. When is not lit, Cisco IP Communicator uses speakerphone mode as the default audio mode. Cisco IP Communicator responds to softkeys, speed dial buttons, and other features by routing audio through the active mode. You can use a headset in conjunction with all of the controls on Cisco IP Communicator, including and . **Note** An analog headset will work in speakerphone mode, but using it in headset mode can improve audio quality.
Use an analog headset as your only audio device	Follow the guidelines listed above. In addition, be aware the ringer will be audible only through your headset speakers when the headset is plugged in to your computer. You must be wearing your headset to hear the phone ring.
Use AutoAnswer with a headset	Keep activated (lit) by clicking **EndCall** to hang up. (Click first, if necessary). When is lit, Cisco IP Communicator is operating in headset mode.
Want to switch to a headset during a call	Click or enter the keyboard shortcut **Ctrl + H**. If you were using a USB handset before switching, you can turn it off or hang it up.

Tip AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator answers phone calls automatically and routes them through speakerphone mode or headset mode, depending on configuration.

Related topics

- Basic Call Handling, page 34
- Understanding Audio Modes, page 61
- Using Your Computer as a Speakerphone, page 71

Using Your Computer as a Speakerphone

You can use your computer's sound card to place and receive calls in speakerphone mode. See the table below for details.

If you want to...	Then...
Use your computer like a speakerphone to place and answer calls	Make sure that is lit so that Cisco IP Communicator will operate in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking or by entering the keyboard shortcut **Ctrl + P**. By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call will automatically trigger speakerphone mode, such as using a speed dial button or softkey. **Note** If you have an analog headset plugged in to the computer, you will not be able hear audio through your computer's speakers in speakerphone mode.
Switch to the speakerphone during a call	Click or the keyboard shortcut **Ctrl + P**. If you were using a handset before switching, turn it off or hang it up.
Use your computer's speaker as a ringer to alert you to incoming calls	Make sure that your sound card is assigned to the ringer mode and that you have not muted your computer's speaker. Additionally, if you plug an analog headset into your computer, the ringer will be audible from the headset speakers only.
Use AutoAnswer with speakerphone mode	Click or to place, answer, and end calls, open and close lines, and to switch from other audio devices to speakerphone mode. Because speakerphone mode is active by default, you do not need to keep the corresponding button lit as you do for headset mode. (AutoAnswer is a non-standard feature that your system administrator might enable for you.)

Related topics

- Basic Call Handling, page 34
- Understanding Audio Modes, page 61
- Using a Headset, page 69
- Using a USB Handset, page 72

Using a USB Handset

You can use a USB handset with Cisco IP Communicator. See the table below for details.

Note You should assign a USB handset to handset mode; this configuration allows Cisco IP Communicator to recognize if the handset is on-hook or off- hook, allowing you to end a call by hanging up the USB handset, for example. For more information about this assignment, see the "Understanding Audio Modes" section on page 61.

If you want to...	Then...
Place or end a call with the handset	Enable or disable the USB handset. Many handsets have a hook-switch or on/off button. Lift or enable the handset to take it "off-hook." You can use a USB handset in conjunction with all of the controls on Cisco IP Communicator, including and .
Switch to the handset during a call	Lift (or otherwise) enable the handset.

Related topics

- Installing Audio Devices, page 10
- Basic Call Handling, page 34
- Using a Headset, page 69
- Using Your Computer as a Speakerphone, page 71
- Removing and Re-Installing Audio Devices, page 73

Removing and Re-Installing Audio Devices

If you use Cisco IP Communicator on a laptop, you might find that you often remove and re-install audio devices as you travel between locations. Refer to the table below for information about reinstalling an audio device when you are ready to use it again.

If you want to...	Then...
Re-install a previously tuned USB handset, USB headset, or sound card	**1.** Install the audio device (for example, plug in the USB handset) when Cisco IP Communicator is not running. **2.** Launch Cisco IP Communicator. **3.** Select and, if necessary, tune the device. (To manually access the Audio Tuning Wizard, right-click on the Cisco IP Communicator interface and choose **Preferences > Audio**.) **4.** If necessary, assign the device to the desired audio mode(s). See the "Understanding Audio Modes" section on page 61.

Tips

- Each time that you launch, Cisco IP Communicator checks to see if the audio device that you used during your previous session is installed. If the device is not found, the Cisco IP Communicator will prompt you to re-install it.
- If you install an audio device that requires device drivers (a USB handset, USB headset, or a sound card) *after* launching, Cisco IP Communicator will not recognize the device until you re-launch the application.
- If you are using Cisco IP Communicator over a remote connection, establish VPN connectivity before launching Cisco IP Communicator.

Related topics

- Installing Audio Devices, page 10
- Using the Audio Tuning Wizard, page 13

Obtaining Audio Devices

Your system administrator might supply you with audio devices. If you plan to purchase them, ask your system administrator for the most up-to-date list of supported devices.

Using Voice Messaging, Call Logs, and Directories

This section contains these topics:

- Accessing Voice Messages, page 74
- Using Call Logs and Directories, page 75
- Using the Quick Search Feature, page 76

Accessing Voice Messages

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about this service, refer to the documentation that came with it. For a general overview of voice message service features, refer to the table below.

If you want to...	Then...
Set up and personalize your voice message service	Click and follow the voice instructions. If a menu appears on your touchscreen, choose an appropriate menu item.
See if you have a new voice message	Look at your IP Communicator for the following indicators: • A steady red light on default skin. • A flashing envelope icon and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	Click . Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your phone screen.
Send a call to your voice message system	Click **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.

Using Call Logs and Directories

Your Cisco IP Communicator maintains logs of your missed, placed, and received calls. You can use the Directories button to access these records. You can also access a corporate directory (if available).

If you want to...	Then...
View your call logs	Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. Each log can store up to 100 records.
Dial from a call log	Choose a listing and go off-hook. If you need to edit the number displayed in the record (to add or to remove a prefix, for example), press **EditDial** followed by **<<** or **>>** to erase digits or move the cursor. If you want to dial from a call log while on an active call, scroll to a call record and click **Dial** or the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.) • **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** after dialing to complete the action.) • **End Call**—Disconnects the first call and dials the second.
Erase your call logs	Choose , then press **Clear**. Doing so erases your Missed, Placed, and Received call logs.
Dial from a corporate directory	Choose > **Corporate Directory** (exact name can vary). Search for a listing by entering letters with your keyboard. (You can search using a partial name.) To dial from a listing, click it and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing and click **Dial**. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.) • **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** after dialing to complete the action.) • **End Call**—Disconnects the first call and dials the second.

Note If the network shuts down or is reset, you might lose information in your call logs.

Using the Quick Search Feature

Quick Search allows you to search one or more directories with a single search command. These directories can include multiple corporate directories and your personal address book, depending on how your system administrator configured the Quick Search feature.

To access Quick Search, right-click on Cisco IP Communicator and choose **Quick Search** or enter the keyboard shortcut (**Alt + K**).

In the Quick Search window, enter a name or extension number, then click **Quick Dial** or **Search**:

- **Quick Dial**—Automatically dials when the search yields one match. (You still need to click the **Dial** softkey to place the call). If the search yields multiple matches, Quick Dial displays them.
- **Search**—Displays search results without automatically dialing a number.

To place a call from search results, click a listing in the Quick Search window, then click the **Dial** softkey on Cisco IP Communicator.

See the "Entering Password Information for Quick Search" section on page 76 for more information.

Entering Password Information for Quick Search

Depending on how you want to use Quick Search, you might need to enter credential information, including a user name and password:

Searching a corporate directory

If you do not use the Personal Address Book service and will use Quick Search to look up co-workers in the corporate directory only, you may not need to take any configuration steps. Test this by choosing **Quick Search** from the right-click menu or by entering **Alt + K**:

- If Quick Search opens, no configuration is necessary on your part.
- If Quick Search does not open, you need to enter a username and password in the Directories window of the Preferences dialog box (**right-click > Preferences > Directories**). Ask your system administrator to provide you with the values to enter.

Searching your Personal Address Book

If you use the Personal Address Book (PAB) service, Quick Search can look for matches in your PAB first and in your corporate directory second. Before Quick Search will access your PAB, however, the following conditions must be met:

- Your system administrator must configure Quick Search to integrate with personal directories.
- You must subscribe to the PAB service from the Cisco CallManager User Options web pages.
- Your Cisco CallManager username must appear in the User window (**Preferences > User**).
- You must enter your Directories username and password (**Preferences > Directories**).

Alternate search methods

If you want to use an alternate search method instead of using Quick Search, try these:

- To search corporate directories, choose **> Corporate Directory** (exact name can vary).
- To search your Personal Address Book, choose **> PAB service** (exact name might vary).

Enter search information and click **Search**.

Related topics

- Using Cisco IP Communicator to Handle Calls, page 34
- Customizing Cisco IP Communicator Settings, page 51
- Using Call Logs and Directories, page 75
- Logging In to the User Options Web Pages, page 78

Accessing Your User Options Web Pages

Because your Cisco IP Communicator is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible using a web browser on your computer.

You can establish phone services, and control settings and features from your computer using the Cisco CallManager User Options web pages. Once you configure features and services on the web pages, you can access them on your phone.

Note To access your User Options web pages, you must first enter your username and password in the User area of the Preferences page. To access the username and password fields, choose **Alt + S > User**, **Menu > Preferences > User**, or **right-click > Preferences > User**. See the "Using the menu" section on page 25 for more information.

For example, you can set up speed dial buttons from your web pages, then access them on your phone.

This section describes how to access your User Options web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

This chapter contains these sections:

- Logging In to the User Options Web Pages, page 78
- Subscribing to Phone Services, page 79

Logging In to the User Options Web Pages

Procedure

Step 1 Click the Menu button or right-click in the Cisco IP Communicator interface and choose **User Options....**

Step 2 Enter the user ID and default password provided by your system administrator.

Step 3 From the general menu, select your device type from the "Select a device" drop-down list.

After you make your selection, a context-sensitive menu appears with options appropriate for your device type. (If you do not see your device type listed, see your system administrator.)

See the "Subscribing to Phone Services" section on page 79 for related information.

Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your Cisco IP Communicator, you need to subscribe to them from the User Options web pages. (See the "Logging In to the User Options Web Pages" section on page 78 if you need help logging in.)

Services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Your system administrator determines the services that are available to you.

Refer to the table below for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	From the main menu, choose **Configure your Cisco IP Phone Services**. Select a service from the "Available Services" drop-down list and click **Continue**. Enter more information upon request (such as a zip code or PIN), then click **Subscribe**.
Change or end subscriptions	From the main menu, choose **Configure your Cisco IP Phone Services**. Click a service in the "Your Subscribed Services" panel. Click **Update** after making changes, or click **Unsubscribe**.
Add a service to a programmable button	After subscribing to a service, choose **Add/Update your Service URL Buttons** from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click **Update** after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone.
Access a service on Cisco IP Communicator	Click on Cisco IP Communicator. Doing so allows you to use services that you have subscribed to or that your system administrator has assigned to you.
Learn how to use phone services	See *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Troubleshooting Cisco IP Communicator

This section contains these topics:

- General Troubleshooting Issues, page 80
- Voice Quality Issues, page 83

Note If you are experiencing problems with Cisco IP Communicator, you might want to run the Error Reporting Tool to capture relevant data for troubleshooting purposes. Choose **Start > Programs > Cisco IP Communicator**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

General Troubleshooting Issues

The table below can help you troubleshoot general issues you may experience. with Cisco IP Communicator.

Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)

If...	Then try this...	For more information, see...
After first launch, no extension number appears and the status line area shows "Registering"	Make sure that you chose a TFTP server, if necessary. Your system administrator should provide you with the TFTP address if one is needed. If you are a remote user, make sure to establish network connectivity before you launch Cisco IP Communicator.	• Configuration and Registration Tasks, page 14 • Network Settings, page 57
After launching, Cisco IP Communicator cannot locate your network adapter and asks you to reinsert it	Replace the missing network interface device, if possible. (For example, replace a wireless card or a USB Ethernet adapter.) If you first launched Cisco IP Communicator on laptop that was connected to a docking station, try docking to see if this fixes the problem. If so, ask your system administrator to help you configure your device name so that Cisco IP Communicator will work without the docking station attached. If you have permanently removed or disabled your selected network adapter, coordinate with your system administrator before selecting a new adapter.	• Configuration and Registration Tasks, page 14 • Network Settings, page 57
Your audio device does not show up in an audio mode drop-down menu	If the device is a USB handset, USB headset, or sound card, make sure that the device is properly installed and re-launch Cisco IP Communicator. (Devices installed after launching are not recognized until the next launch.) If the device is an analog device, it will not appear in the audio mode list because analog devices are extensions of your sound card. Choose your sound card instead.	• Installing Audio Devices, page 10 • Understanding Audio Modes, page 61 • Removing and Re-Installing Audio Devices, page 73

If...	Then try this...	For more information, see...
After launching, Cisco IP Communicator shows no extension number or the wrong extension number	Contact you system administrator for assistance. You might have selected the wrong network adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if it is not plugged in. Your system administrator can tell you which adapter to choose. Note that the network adapter setting allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, do not change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.	• Configuration and Registration Tasks, page 14 • Network Settings, page 57
When you invoke Quick Search, nothing happens	Choose **right-click > Preferences > Directories** and enter a username and password (Your system administrator can tell you what user name and password to use.) If you want to search your Personal Address Book using Quick Search, you must also choose **right-click > Preferences > User** and enter your user name.	• Directories Settings, page 67 • Using the Quick Search Feature, page 76
Your phone ringer is not audible or is hard to hear	Adjust your ringer volume by clicking on the Cisco IP Communicator interface when no calls are active. If you use a USB handset, do not select it to serve as your ringer. In general, you should choose your sound card for the ringer. If your sound card is selected for ringer mode, and a headset is plugged in to the audio jacks on your computer, then you must be wearing your analog headset in order to hear the ringer.	• Installing Audio Devices, page 10 • Understanding Audio Modes, page 61

Related topics

- Using the Audio Tuning Wizard, page 13
- An Overview of Settings, page 51
- Voice Quality Issues, page 83

Voice Quality Issues

The table below can help you troubleshoot voice quality issues you may experience with Cisco IP Communicator.

Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)

Before you begin

Note the following information before you use the troubleshooting table below.

- If the problem is related to volume, first try adjusting the volume by clicking on the Cisco IP Communicator interface.
- Try to determine if the source of the problem lies with your Cisco IP Communicator or with the remote party's phone by calling additional parties. If you suspect that the problem lies with the other party's phone, adjust the volume on the Cisco IP Communicator interface, but avoid modifying settings using the Audio Tuning Wizard (as these modifications might not be broadly applicable).

Note Your system administrator might ask you to enable logging in order to capture detailed information for troubleshooting purposes. To enable logging, choose **Alt + S > User**, **Menu > Preferences > User**, or **right-click > Preferences > User**, and click **Enable Logging**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

If you are having trouble with volume levels, follow these guidelines:

- In the Audio Tuning Wizard, adjust the master volume slider first. Because this setting affects all applications that play sound, test the setting against other applications (such as Microsoft Windows Media Player and RealPlayer) to ensure that volume levels are appropriate.
- In the Audio Tuning Wizard, adjust the wave volume slider to a comfortable level for phone calls after adjusting the master volume.

- If you have changed the volume settings from Microsoft Windows, run the Audio Tuning Wizard again (according these guidelines) to re-tune the master and wave volume settings.

If...	Then try this...
The other party sounds too loud	• Try adjusting the volume by clicking . • Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.
The other party reports that you sound too loud	• Move the microphone boom slightly away from your mouth and toward your chin if you are using a headset. • If the problem persists, launch the Audio Tuning Wizard and decrease the microphone volume for the current audio device. • If you still sound too loud to the other party, disable the Microphone Boost feature, if it is enabled for that device. Do this from the Audio Tuning Wizard.
The other party sounds too quiet	• Try adjusting the volume by clicking . • Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.
The other party reports that you sound too quiet	• Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. Headset mode is operating if is lit. If it is unlit, click it. • Make sure that the microphone boom is positioned correctly if you are using a headset. • If the problem persists, launch the Audio Tuning Wizard and increase the microphone volume for the current audio device. Before you tune an audio device that has its own volume adjustor, such as a USB headset with volume controls on the wire, increase the device's volume level to the highest setting. • If you still sound too quiet, enable the Microphone Boost feature for the audio device from the Audio Tuning Wizard.
The other party sounds muffled	• If you are using Cisco IP Communicator remotely and have enabled the "Optimize for low bandwidth" feature (**Preferences > Audio**), apply a Listening audio filter. See the "Audio Settings" section on page 59. • If you are not using Cisco IP Communicator over a remote connection, disable the low bandwidth option. • Ask the other party to decrease his or her microphone volume, if possible.

If...	Then try this...
The other party reports that you sound muffled	• Launch the Audio Tuning Wizard and adjust the microphone volume for the current audio device. • If you have enabled the "Optimize for low bandwidth" feature (**Preferences > Audio**), try applying a speaking filter and asking how you sound. See the "Advanced Audio Settings" section on page 64 for information about applying audio filters. See the "Audio Settings" section on page 59 for information about the low bandwidth feature. • If you are not using Cisco IP Communicator over a remote connection, disable the low bandwidth option.
The other party sounds distant or unnatural	• Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. (The button should be lit.) • If you have enabled an audio filter to use with low bandwidth, try disabling it. (**Preferences > Audio > Advanced...**.)
The other party reports that you sound distant or unnatural	If you have enabled the "Optimize for low bandwidth" feature (**Preferences > Audio**), try applying a speaking filter and asking how you sound. See the "Advanced Audio Settings" section on page 64 for information about applying audio filters. See the "Audio Settings" section on page 59 for information about the low bandwidth feature.
The other party's voice is disrupted by unintended silences or sounds jittery	• Close any unnecessarily applications. Be aware that launching applications and performing network-intensive tasks such as sending email may affect audio quality. • Verify that you are not on speakerphone • Try choosing a different audio setting by going to **Preferences > Audio > Advanced** and changing the Audio Quality setting. • If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality is probably suffering from insufficient bandwidth. Enable the "Optimize for low bandwidth" feature by right-clicking on the Cisco IP Communicator interface and choosing: **Preferences > Audio**. • Verify that your sound cards and audio drivers are correctly installed. **Note** You may hear occasional pops, clicks, or broken audio when the network is experiencing congestion or data traffic problems.

If...	Then try this...
You hear echo	• Ask the other party to decrease his or her microphone or speaker volume, if possible. • If the other party is using Cisco IP Communicator in speakerphone mode, ask him/her to make sure that the button is lit. • Make sure that your sound card is not feeding back audio from the microphone to the speaker. Follow these steps: 1. Right-click on the microphone icon in the system try and choose **Open Volume Controls**. 2. Choose **Options > Properties > Playback** and make sure that all the check boxes in the lower part of the window are selected, then click **OK**. 3. In the Volume Control window, make sure that **Mute** is selected for the Microphone Balance column.
The other party hears echo	• Launch the Audio Tuning Wizard and reduce the microphone volume for the current audio device. • If you are using your computer as a speakerphone, keep the button lit. • As a last resort, change your audio device.
The other party cannot hear you at all (but you can hear him/her)	• Make sure that you have not enabled Mute from controls on the headset wire or on the USB handset. • Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer. • Make sure that no other application is using your microphone, such as a sound recorder or another software-based phone.
The other party can hear you, but you cannot hear any audio	Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
Simultaneous speaking fails	• Make sure that you are using a full-duplex sound card. • Make sure that you are not in speakerphone mode.
You cannot hear any audio, not even a dial tone	• If you are using a docking station, and your audio device is plugged into it, make sure that your computer is connected to the docking station, as well. • Try restarting Cisco IP Communicator.

Related topics

- Using the Audio Tuning Wizard, page 13
- An Overview of Settings, page 51
- General Troubleshooting Issues, page 80

Index

A

about window, accessing **26**
address book
  dialing from **37**
  username and password for **56**, **67**, **76**
advanced audio settings window, using **64**
always-on-top feature **25**
answering calls, options for **39**
audio devices
  for audio modes **60**
  for ringer mode **60**
  how displayed **62**
  installing **10**, **73**
  purchasing **73**
  removing and replacing **73**
  selecting and tuning **13**
  types supported **10**
  using **69**
  volume, during a call **51**
audio IP address, setting for **63**
audio modes
  activating **62**
  description of **61**
  help selecting **61**
  selecting devices for **60**
  setting for **60**
  troubleshooting menus for **81**
  understanding menus for **62**
audio port range, setting for **63**
audio quality, troubleshooting **83**
audio settings window, using **59**
audio settings, changing **13**, **51**
Audio Tuning Wizard
  accessing **13**
  and the check audio settings window **13**
  description of **13**
  with Microsoft Windows 2000 **80**
AutoAnswer
  description of **70**
  using with headset mode **70**
  using with speakerphone mode **71**
  using, general **39**
AutoDial **35**
auto-dial, description of **35**
AutoUpdate, using **12**

B

background, changing **53**
barge, using **50**

C

call forwarding, using **44**

call logs
dialing from **35**
erasing **75**
viewing and dialing from **75**
call park, using **45**
call pickup, using **46**
CallBack **38**
call-handling, advanced **45**
call-handling, basic **34**
calls
answering **39**
compared to lines **28**
conference features for **46**
displaying **43**
ending **40**
forwarding **44**
handling multiple **30**, **42**
holding and resuming **41**
icons for **28**
maximum per line **28**
multiple parties on **46**
muting **41**
parking **45**
placing **35**
redirecting while ringing **39**, **46**
selecting **29**
storing and retrieving **45**
transferring **42**
troubleshooting **83**
viewing **30**
volume for **51**
check audio settings window, using **13**
checklist, for installation **9**
Cisco IP Communicator
configuring **14**
features of **7**, **18**
illustration of **19**
installing **11**
launching **12**
software version information **26**
testing **16**
updating **12**
with VPN **60**
Cisco IP Phone
feature configuration for **33**
conference calls
Meet-Me **47**, **49**
standard **46**, **47**
configuring, checklist for **9**
corporate directory
dialing from web page with **37**
using on phone **36**

D

device name
locating **14**
setting for **58**
troubleshooting **82**
dial pad, identifying **22**
dialing
options for **35**
directories
button, identifying **21**
directories settings window, using **67**
directory

dialing from web page with **37**
using on phone **36**, **75**

disrupted audio **85**
docking station, and first launching **12**

E

echo problems **86**
enable logging, setting for **56**
error logs, enabling **56**
error messages, troubleshooting **80**
error reporting tool, using **80**

F

fast dial service
dialing with **37**
subscribing to **79**
feature menus **31**
features, availability of **33**
filters
applying **65**
troubleshooting with **84**
forwarding calls, options for **44**

G

group call pickup, using **46**

H

handset
purchasing **73**
handset mode
activating **62**
selecting audio device for **60**
using **37**, **72**
handsets
installing **10**
using **72**
hanging up
options for **40**
with multiple lines **40**
hardware, requirements **8**
headset
answering calls with **39**
button, identifying **21**
hanging up with **40**
installing **10**
placing calls with **37**
types of **69**
using **69**
headset mode
activating **62**
selecting audio device for **60**
using **70**
headsets

purchasing **73**
help
button for **21**
hold
and switching between calls **42**
and switching calls **30**
display for **41**
using **41**
with conference calls **41**

I

icons, for call states **28**
installing
audio devices **10**, **73**
checklist for **9**
Cisco IP Communicator **11**
requirements **8**
testing after **16**
interface
always-on-top feature for **25**
exiting closing
instructions for **26**
illustration of **19**
navigating **24**
screen-only view **25**

K

keyboard shortcuts, using **24**
keypad
entering text with **32**

L

laptop, and first launching **12**
launching
and Audio Tuning Wizard **13**
and check audio settings window **13**
and laptop docking stations **12**
Cisco IP Communicator **12**
configuration tasks after **14**
troubleshooting **80**
updating after **12**
lines
call forwarding for **44**
description of **28**
identifying buttons for **21**
shared, using **49**
using barge with **50**
using multiple **42**
wrong or missing at startup **82**
low bandwidth
enabling **60**
troubleshooting with **85**
with filters **65**

M

Meet-Me conferences **47**, **49**
menus, using **31**
messages
button, identifying **21**
indicator for **22**, **52**, **74**
listening to **74**
missed calls, records of **75**
multiple calls, handling **30**

mute
and check audio settings window **41**

button, identifying **21**
using **41**

N

navigation button **22**
network adapter
choosing **14**
setting for **58**
troubleshooting **82**
network audio settings window, using **63**
network settings window, using **57**
no audio **86**

O

off-hook
description of **28**
with answering **39**
with dialing **35**
with hanging up **40**
with USB handset **62**
one-way audio problems **86**
on-hook
description of **28**
dialing **35**
with dialing **35**
optimize for low bandwidth setting **60**

P

password setting
for directories window **67**
for user window **56**
personal address book
username and password for **76**
phone lines
description of **28**
phone screen
customizing image for **53**
displaying multiple calls on **43**
identifying **20**
placed calls, records of **75**
platform, requirements **8**
pre-dial **28**, **35**
preferences
advanced audio settings **64**
audio settings **59**
dialog box, accessing **55**
directories settings **67**
network audio settings **63**
network settings **57**
user settings **55**

Q

quick dial, using **76**
quick search
  password for **67**
  troubleshooting **82**
  using **76**

R

received calls, records of **75**
redial **35**
registration
  tasks associated with **14**
  troubleshooting **80**
  with TAPS **14**
reinserting audio devices **73**
removing audio devices **73**
requirements, for installing **8**
resume softkey, using **41**
right-click menu, description of **25**
ring sound, changing **52**
ringer
  adjust volume for **52**
  indicator for **22**, **52**
  selecting devices for **60**
  troubleshooting **82**

S

screen-only view **25**
searching
  password for **76**
selecting calls **29**
services
  button, identifying **21**
  subscribing to **79**
settings
  advanced audio window **64**
  audio window **59**
  button, identifying **21**
  directories window **67**
  network audio window **63**
  network settings window **57**
  overview of **51**
  user window **55**
shared lines
  description of **49**
  with barge **50**
shortcuts, keyboard **24**
skins
  buttons on **22**
  changing **25**
  illustration of **19**
softkeys, about **22**
sound card, using in speakerphone mode **71**
speaker button, identifying **21**
speakerphone mode
  activating **62**
  selecting audio device for **60**
  using **37**, **71**
speakerphone, using **71**
speed dial
  buttons, configuring **54**
  buttons, identifying **21**
  using **36**
switching calls **30**

T

TAPS, using **14**

testing, after installation **16**
text, entering on phone **32**
TFTP server
  selecting **14**, **58**
  setting for **58**
touchscreen
  choosing items **31**
transferring, options for **42**
troubleshooting
  at startup **80**
  enable logging for **56**
  error messages **80**
  general **80**
  using error reporting tool for **80**
tuning, audio devices **13**

U

updating, Cisco IP Communicator **12**
user options web pages
  accessing **78**
  for services **79**
  username and password for **56**, **78**
user settings window, using **55**
username setting
  for quick search **76**
  for user window **56**, **67**

V

voice message indicator **74**
  identifying **22**, **53**
voice message service **74**
voice quality, troubleshooting **83**
volume
  adjusting with Audio Tuning Wizard **13**
  button, identifying **21**
  for a call **51**
  for ringer **52**
  saving **51**
  troubleshooting **83**
volume limit setting **65**

W

WebDialer **37**
wireless card, as selected adapter **81**

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