



Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

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Purpose

The *Cisco IP SoftPhone User Guide* provides instructions for installing, configuring, and using the Cisco IP SoftPhone. It will help you to:

- Understand the Cisco IP SoftPhone components and features
- Install and configure the Cisco IP SoftPhone on your Windows PC
- Use the Cisco IP SoftPhone to place, receive and control calls over an IP network

Audience

The *Cisco IP SoftPhone User Guide* is written for computer users who will use their desktop PC to make and receive phone calls, use desktop collaboration, and/or control a Cisco IP Phone.

Organization

This guide is organized as follows:

Chapter	Description
Chapter 1	“Cisco IP SoftPhone Overview” Describes the features, components, and system requirements for Cisco IP SoftPhone
Chapter 2	“How to Install and Start Cisco IP SoftPhone” Describes how to install and start Cisco IP SoftPhone
Chapter 3	“How to Use Cisco IP SoftPhone” Describes how to use Cisco IP SoftPhone to place, receive, and control calls from your desktop PC
Chapter 4	“How to Use Virtual Conference Room” Describes how to use the desktop collaboration features of Cisco IP SoftPhone
Appendix A	“How to Troubleshoot” Describes troubleshooting procedures for common problems you may encounter when you use Cisco IP SoftPhone.

Related Documentation

Refer to the following documents for further information about Cisco IP SoftPhone and the Cisco CallManager. These documents can also be found online at www.cisco.com/univercd/cc/td/doc/product/voice/.

- *Cisco IP SoftPhone Administration Guide*
- *Cisco IP SoftPhone Quick Start Guide*
- *Cisco IP SoftPhone Release Notes*
- *Cisco CallManager System Guide*

System Requirements

You can install Cisco IP SoftPhone on the following English, French, German and Japanese versions of Microsoft Windows:

- Windows 95
- Windows 98 SE
- Windows ME
- Windows NT 4.0 with Service Pack 4 or later
- Windows 2000
- Windows XP

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip**

Means *the following are useful tips*.

Cautions use the following conventions:

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents. To see translated versions of the warning, refer to Appendix n, "Translated Safety Warnings."

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

**Note**

If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

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