



# Cisco IP SoftPhone Overview

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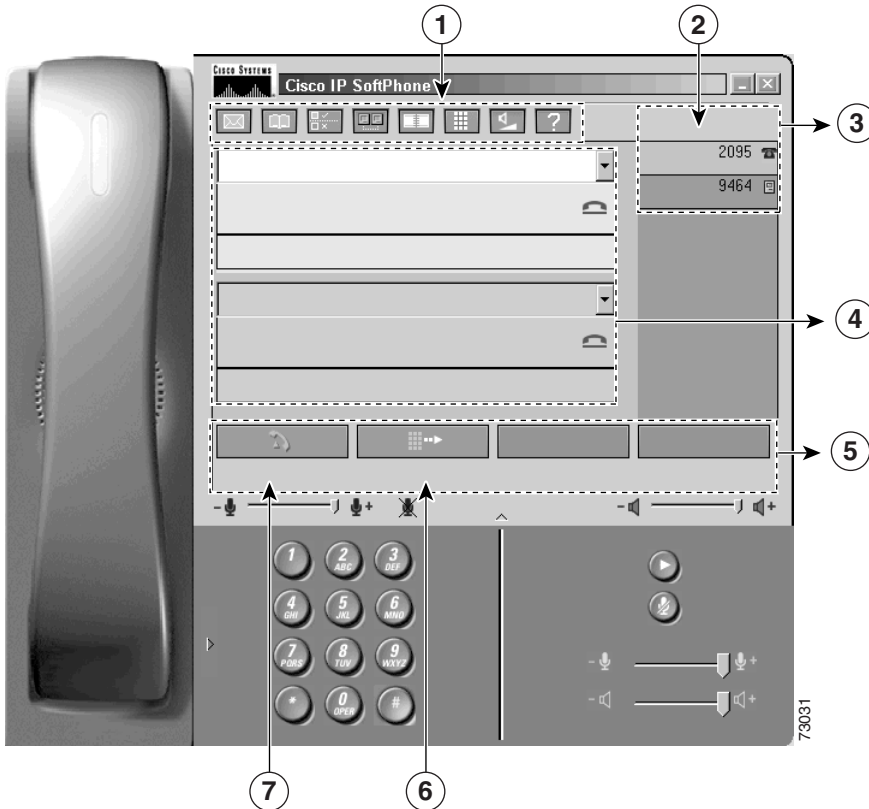
Cisco IP SoftPhone is a desktop application that turns your computer into a full-feature telephone with the added advantages of call tracking, desktop collaboration, and one-click dialing from online directories. You can also use Cisco IP SoftPhone in tandem with a Cisco IP Phone to place, receive and control calls from your desktop PC. All features are functional in both modes of operation. Cisco IP SoftPhone can also be used to control phones on supported analog lines.

These sections introduce you to the features, components, and system requirements for Cisco IP SoftPhone:

- [Cisco IP SoftPhone as a Stand-alone Phone, page 1-3](#)
- [Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-4](#)
- [Cisco IP SoftPhone in Languages Other Than English, page 1-4](#)
- [Online Dialing and Directories, page 1-5](#)
- [Tracking Calls, page 1-6](#)
- [Audio Conference, page 1-6](#)
- [Desktop Collaboration with Virtual Conference Room, page 1-7](#)
- [Voice Mail Integration, page 1-10](#)
- [Support for Cisco Emergency Responder, page 1-10](#)
- [Network Components, page 1-10](#)
- [System Requirements, page 1-11](#)
- [Standards Support, page 1-13](#)

Figure 1-1 shows the main components of the Cisco IP SoftPhone.

Figure 1-1 Cisco IP SoftPhone



<b>1</b>	Icon bar	<b>2</b>	Line(s) display	<b>3</b>	Line buttons	<b>4</b>	Call blocks
<b>5</b>	Context-sensitive button bar	<b>6</b>	OffHook soft key	<b>7</b>	Redial soft key		

# Cisco IP SoftPhone as a Stand-alone Phone

You can use Cisco IP SoftPhone as a stand-alone phone to place and receive all calls through your computer rather than your Cisco IP Phone. In this mode, the media stream is terminated by your computer. This means that your computer “rings” when you have an incoming call and you must use a computer headset or computer handset to speak and listen during a call. The volume controls on the Cisco IP SoftPhone user interface control the microphone and speaker volume.

When you use Cisco IP SoftPhone as a stand-alone phone, you can take your phone extension with you and receive calls wherever you are connected to the corporate network. For example, when you are on a business trip, you can use Cisco IP SoftPhone to place and receive calls and check voice mail while online.

To use Cisco IP SoftPhone as a stand-alone phone, your PC must have a full-duplex sound card or device with the proper drivers installed, and a computer headset or computer handset. Use of the PC’s speakers is not recommended as it may introduce echo.

## Related Topics

- [Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-4](#)
- [Select Your Cisco IP SoftPhone Line, page 3-3](#)

# Cisco IP SoftPhone to Control a Cisco IP Phone

You can use Cisco IP SoftPhone in tandem with a Cisco IP Phone to give you the flexibility to control calls from your computer or from your Cisco IP Phone. Both devices reflect the same current call state.

For example, you can pick up the Cisco IP Phone handset to accept an incoming call and use the Cisco IP SoftPhone application to place the call on hold. Both the Cisco IP Phone and the Cisco IP SoftPhone reflect the fact that the call is on hold.

In this mode, the Cisco IP Phone terminates the media stream. This means that the Cisco IP Phone rings when you have an incoming call and you need to use the telephone handset to speak and listen during a call. The volume controls on the Cisco IP Phone control the microphone and speaker volume, rather than the volume controls provided with Cisco IP SoftPhone.

## Related Topics

- [Cisco IP SoftPhone as a Stand-alone Phone, page 1-3](#)
- [Select Your Cisco IP SoftPhone Line, page 3-3](#)

# Cisco IP SoftPhone in Languages Other Than English

You have the flexibility to use Cisco IP SoftPhone in various languages, such as English, French, German, Japanese, Chinese, and Korean.

During installation, you can select the language in which you would like to run Cisco IP SoftPhone. As a result, text in the Cisco IP SoftPhone graphical user interface and dialog boxes appears in the language of your choice. When you run Cisco IP SoftPhone, you can switch to another language at any time.

## Related Topic

- [How to Configure Advanced Settings, page 3-54](#)

# Online Dialing and Directories



Cisco IP SoftPhone enables you to place phone calls using directory servers, web pages, and your computer keyboard. It integrates with the directory service used by the Cisco CallManager, allowing you to place calls by dragging a name from the corporate directory to the dialing window. To setup a conference call, simply drag names from the directory into the dialing window.

To add names to your personal directory, drag an active call into the directory. Cisco IP SoftPhone automatically adds the caller ID to your directory.

## Related Topics

- [Alphanumeric Translation, page 1-5](#)
- [How to Use the Dialing Directories, page 3-31](#)
- [Dial from the Online Directories, page 3-17](#)

## Alphanumeric Translation

Cisco IP SoftPhone translates alphanumeric dialing strings into keypad digits. For example, if you enter 1-800-GOCISCO, Cisco IP SoftPhone correctly translates the dial string to 1-800-462-4726. The values for 'Q' and 'Z' are translated to '7' and '9' respectively.

# Tracking Calls



Whenever you place or receive a call, Cisco IP SoftPhone displays the caller address, caller name, and phone number for the duration of the call. Cisco IP SoftPhone also logs this information to a call log. The call log keeps track of which line placed or received the call, the duration of the call, the type of call and how the call ended.

You can view the call log at any time to see an up-to-date history of your calls. You can place a call to any call log entry (with a phone number) or clear all entries in the call log.

## Related Topic

- [How to Use the Call Log, page 3-36](#)

# Audio Conference



To initiate a conference call with Cisco IP SoftPhone, you simply click the conference button and drag a directory entry onto the active call block. Cisco IP SoftPhone provides full audio conferencing capabilities, with up to six participants in a conference call. It supports full-duplex audio so people can speak simultaneously.

Once you establish a conference call, you may add participants at any time. As participants are invited to join the conference, the Roster updates to show the current list of participants.

## Related Topics

- [How to Start an Audio Conference, page 3-27](#)
- [Add Participants to a Conference, page 3-28](#)
- [Leave a Conference, page 3-28](#)
- [How to Use the Roster, page 4-3](#)

# Desktop Collaboration with Virtual Conference Room



Cisco IP SoftPhone includes a desktop collaboration utility called Virtual Conference Room. You can use Virtual Conference Room to create online meetings where all parties can be heard and any party can share a document, application, or whiteboard, with other participants. Only one computer must have the program, and any participant can be given control of the document. Additionally, you can integrate with Microsoft NetMeeting for video and other modes of collaboration.

These sections describe the Virtual Conference Room desktop collaboration features of Cisco IP SoftPhone:

- [Whiteboarding, page 1-7](#)
- [Application and Document Sharing, page 1-8](#)
- [Chat, page 1-9](#)
- [Video Collaboration, page 1-9](#)

## Related Topics

- [Chapter 4, “How to Use Virtual Conference Room”](#)

## Whiteboarding



The Virtual Conference Room whiteboard application allows everyone in a call or audio conference to draw and type simultaneously on a shared screen. When you press the whiteboard button, a whiteboard appears on the PC screen for each conference call participant. The whiteboard application includes tools you can use to add and delete whiteboard pages, draw shapes, type text, and emphasize an item with a highlighter or remote pointer.

You can also use the whiteboard application to copy and paste items between the whiteboard and other programs. Then, you can use the whiteboard's tools to further illustrate the objects. Other meeting participants can see your work without having access to your desktop.

**Related Topics**

- [How to Verify Settings, page 4-1](#)
- [How to Use the Roster, page 4-3](#)
- [How to Start a Whiteboard Session, page 4-8](#)
- [End a Whiteboard Session, page 4-10](#)
- [Remove Whiteboard Synchronization, page 4-10](#)

## Application and Document Sharing

The Virtual Conference Room application and document sharing feature allows meeting participants to view and work on files simultaneously. For example, you may want several people to work on the same Microsoft Word document. You can open the document on your computer, share it, and then everyone can provide their comments directly in the document. Only the person who opened the file must have the program, in this case, Microsoft Word, on their computer. Other participants do not need to have access to the program; they can work on the document without it. All meeting participants can share programs during a meeting. The shared programs of each participant appear in separate shared program windows on the other participants' desktops.

**Related Topics**

- [How to Verify Settings, page 4-1](#)
- [How to Use the Roster, page 4-3](#)
- [How to Use the Application Sharing Window, page 4-4](#)
- [Start a Document Sharing Session, page 4-5](#)
- [Transfer Control of a Document, page 4-7](#)
- [Request Control of a Document, page 4-8](#)
- [End a Document Sharing Session, page 4-8](#)

## Chat

Cisco IP SoftPhone integrates with the Microsoft NetMeeting chat application. This allows you to send a text message to all or selected participants in an audio or video call. Chat is useful in a group meeting because everyone can “talk” to each other simultaneously. In an audio or video connection, only two people can talk at a time.

### Related Topic

- [How to Send a Chat Message, page 4-11](#)

## Video Collaboration

Cisco IP SoftPhone integrates with Microsoft NetMeeting so you can conduct video meetings. Even if you are unable to transmit video, you can still receive video calls in the NetMeeting video window.

If you choose to use video or prefer the NetMeeting interface, you must disable Virtual Conference Room. See “[How to Prepare for a Video Collaboration Session](#)” section on page 4-12 for instructions on how to disable Virtual Conference Room. After you disable Virtual Conference Room, Cisco IP SoftPhone uses the NetMeeting user interface to place calls.

See the Microsoft NetMeeting online help and documentation for details on how to use the video collaboration features of NetMeeting.

### Related Topic

- [How to Prepare for a Video Collaboration Session, page 4-12](#)

# Voice Mail Integration



Cisco IP SoftPhone integrates with your voice mail system. It can transfer calls or place calls directly into a voice mailbox. When you have a voice mail message, the messages icon in the Cisco IP SoftPhone icon bar turns red until you check your messages. To dial your voice mailbox, simply click on the voice mail message icon.

## Related Topics

- [How to Use Voice Mail, page 3-23](#)
- [Send an Incoming Call to Voice Mail, page 3-20](#)

# Support for Cisco Emergency Responder

Cisco IP SoftPhone 1.2 includes support for the Cisco Emergency Responder service. Cisco Emergency Responder (CER) provides 911 dispatchers with your caller information such as phone number and location. You can operate Cisco IP SoftPhone with CER if you have Cisco CallManager 3.2 or Cisco CallManager 3.1 and your system administrator has configured Cisco CallManager for CER. To find out whether you have the CER service, contact your system administrator.

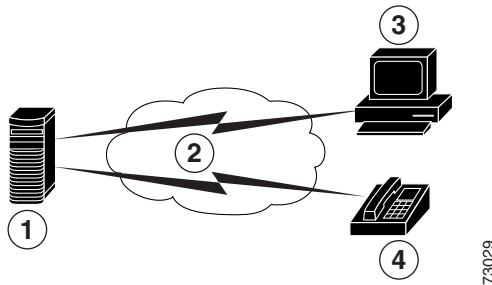
# Network Components

Cisco IP SoftPhone uses the services of the Cisco CallManager to route calls through an IP telephony network. The Cisco CallManager is an open and industry-standard call processing system which integrates traditional PBX functionality with a corporate IP network. Cisco CallManager manages the components of the IP telephony system, the phones, access gateways, and the resources necessary for such features as call conferencing and route planning.

Your system administrator must configure a line for you and assign user permissions on the Cisco CallManager system before you can send and receive calls with the Cisco IP SoftPhone.

Figure 1-2 shows a diagram of the network components required for Cisco IP SoftPhone.

**Figure 1-2 Cisco IP SoftPhone and the Cisco IP Telephony Network**



1	Cisco CallManager server	2	IP network
3	PC running Cisco IP SoftPhone	4	Cisco IP Phone

## System Requirements

Table 1-1 lists the system and network requirements necessary to install and use Cisco IP SoftPhone on your PC.

**Table 1-1 Hardware and Software Requirements for Cisco IP SoftPhone**

Item	Requirement	Notes
Operating system	Microsoft Windows 95, Windows 98 SE (Second Edition), Windows NT 4.0 with Service Pack 4 or later, Windows 2000 or Windows XP.	Cisco IP SoftPhone supports multiple languages.
Free disk space	40 MB	
Temporary disk space	60 MB	20 MB is used only for installation (TEMP directory).

**Table 1-1 Hardware and Software Requirements for Cisco IP SoftPhone (continued)**

Item	Requirement	Notes
Processor	Pentium II 266 MHZ	A Pentium 166 MHZ MMX is sufficient if you use Cisco IP SoftPhone only in phone control mode.
Memory	64 to 128 MB RAM	Depends on which features are active.
Internet browser	Microsoft Internet Explorer 4.01 or later, or Netscape Navigator 4.06 or later with Internet Explorer 4.01 or later also installed.	You do not need an internet browser to use Cisco IP SoftPhone; however, Cisco IP SoftPhone requires the Java Virtual Machine (JVM). Microsoft Internet Explorer includes JVM. You must have an internet browser to install Cisco IP SoftPhone from the web.
Sound card	Microsoft Windows-compatible full-duplex sound card	If you have a Universal Serial Bus (USB) microphone/headset, you do not need an additional sound card.
Computer headset or handset	Any PC-compatible headset or handset (microphone and headphone)	Required if you plan to use Cisco IP SoftPhone as a stand-alone application. A headset or handset is not required if you use Cisco IP SoftPhone to control a Cisco IP Phone.  Cisco IP SoftPhone is compatible with Plantronics headsets. See the following URL for details on how to obtain a Plantronics headset:  <a href="http://cisco.getheadsets.com">http://cisco.getheadsets.com</a>
Microsoft NetMeeting client application	Version 3.01	Required if you plan to use desktop collaboration. The Cisco IP SoftPhone installation includes NetMeeting 3.01.

# Standards Support

Cisco IP SoftPhone supports the following networking and telephony standards:

- Telephony Application Programming Interface (TAPI) compliant
- T.120 via networking integration
- H.323
- G.711, G.723.1 and G.729A coder/decoder (codec) support

