



How to Install and Start Cisco IP SoftPhone

You can install the Cisco IP SoftPhone from a web page within your company's intranet. If you do not have Internet access or are otherwise unable to install from the web page, you can download a self-extracting executable and run the installation locally. Alternatively, you can install Cisco IP SoftPhone from a CD-ROM.

The installation is quick and easy and requires little configuration. Your system administrator can pre-set the configuration information in administrator customization files so you can install and use Cisco IP SoftPhone right away.

The following sections help you to prepare for, install, start and exit Cisco IP SoftPhone:

- [How to Install Cisco IP SoftPhone, page 2-2](#)
- [How to Start Cisco IP SoftPhone, page 2-10](#)
- [How to Exit Cisco IP SoftPhone, page 2-11](#)

How to Install Cisco IP SoftPhone

Use one of the following procedures to install the Cisco IP SoftPhone. Choose the procedure based on how your system administrator has set up Cisco IP SoftPhone on your network.

- [Install from a Web Page, page 2-2](#)
- [Install from a Self-extracting Executable, page 2-4](#)
- [Install From a CD-ROM, page 2-6](#)

Install from a Web Page

Use this procedure to install Cisco IP SoftPhone from an intranet web page.



Note

You can only use this procedure if your Cisco IP SoftPhone administrator has created a “one-click install” option on your web server.

Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.
- You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
 - The URL for the Cisco IP SoftPhone installation files
 - The username and password configured for you on the Cisco CallManager

Procedure

- Step 1** Open a web browser and go to the URL where the Cisco IP SoftPhone installation files reside.
- Step 2** For use with Netscape Communicator, click **Grant** in the Java Security window.
- Step 3** Choose the language in which you want to view Cisco IP SoftPhone.
- Step 4** Click the **Install Now** button.

- Step 5** Read the software authenticity verification and click **Next** to begin the installation.
- Step 6** If this is your first installation of Cisco IP SoftPhone:
- Click **Next** in the Welcome screen to begin the installation.
 - Read the software license agreement and then click **Yes** to accept the terms of the agreement.
 - Choose a destination to install Cisco IP SoftPhone and then click **Next**.
- If are upgrading to a newer version of Cisco IP SoftPhone, choose **Upgrade to a Newer Version** and click **Next** in the Welcome screen.
- Step 7** In the Local TSP Configuration screen, enter your username and password and then click **Next**.



Note The username and password you configure for Cisco IP SoftPhone must exactly match your Cisco CallManager username and password.

- Step 8** If this is your first installation of Cisco IP SoftPhone, select a Program Folder for the icons.
- By default, the Installer adds icons to a folder called Cisco IP SoftPhone.
- Step 9** Click **Next** and follow the instructions on the screen.
- Step 10** In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation.
- You must restart your computer before you can use Cisco IP SoftPhone.
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Install from a Self-extracting Executable

Use this procedure to install Cisco IP SoftPhone from a self-extracting executable. This installation procedure allows you to download Cisco IP SoftPhone to your local drive and install the program at a later time.

Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.
- You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
 - The URL for the Cisco IP SoftPhone installation files
 - The username and password configured for you on the Cisco CallManager

Procedure

- Step 1** Open a web browser and go to the URL where the Cisco IP SoftPhone installation files reside.
- Step 2** For use with Netscape Communicator, click **Grant** in the Java Security window.
- Step 3** Click the language in which you wish to install Cisco IP SoftPhone.
- Step 4** Click **download the Cisco IP SoftPhone installation**.
The Cisco IP SoftPhone download instructions window appears with the URL where the Cisco IP SoftPhone customization files reside.
- Step 5** Make a note of the URL which you must provide in Step 13.
- Step 6** Click **Cisco IP SoftPhone** to download the self-extracting executable.
- Step 7** In the File download window, choose either to **Run this program from its current location** or **Save this program to disk** and then click **OK**.
If you select **Run this program from its current location**, skip to Step 10.
- Step 8** Choose a destination to which you want to download the installation files and click **Save**.

- Step 9** In the Download complete window, choose one of the following procedures:
- Click **Open** to launch **CiscoIPSoftPhoneSetup.exe** and begin the installation.
 - Click **Open Folder** and launch **CiscoIPSoftPhoneSetup.exe** from the folder.
 - Click **Close** to launch **CiscoIPSoftPhoneSetup.exe** at a later time.

- Step 10** The Setup Language dialog box appears.

Choose the language in which you would like the installation screens to appear and click **OK**.

- Step 11** Choose the destination to which you want to download the installation files and click **Save**.

- Step 12** If this is your first installation of Cisco IP SoftPhone:

- a. Click **Next** in the Welcome screen to begin the installation.
- b. Read the software license agreement and then click **Yes** to accept the terms of the agreement.
- c. Choose a destination to which you want to install Cisco IP SoftPhone and then click **Next**.

If this is an upgrade to a new version of Cisco IP SoftPhone, choose **Upgrade to a Newer Version** and click **Next** in the Welcome screen.

- Step 13** In the Setup window, specify the URL where the customization files reside.



Caution

If you do not specify the correct URL, you will not receive customization files such as Microsoft NetMeeting 3.01, Cisco TSP and Cisco IP SoftPhone settings. You need these files to run Cisco IP SoftPhone.

- Step 14** In the Local TSP Configuration screen, enter your username and password.



Note

The username and password you configure for Cisco IP SoftPhone must exactly match your Cisco CallManager username and password.

- Step 15** Click **Next**.

- Step 16** If this is your first installation of Cisco IP SoftPhone, select a Program Folder to which you want the Installer to add icons.
- By default, the Installer adds icons to a folder called Cisco IP SoftPhone.
- Step 17** Follow the instructions on the screen.
- Step 18** In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation.
- You must restart your computer before you can use Cisco IP SoftPhone.
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Install From a CD-ROM

Use this procedure to install Cisco IP SoftPhone from a CD-ROM.

Before You Begin

- Install Microsoft Internet Explorer 4.01 or later.
You can download this browser from the Microsoft web site at <http://www.microsoft.com/windows/ie/>
- Obtain the following information from your network or system administrator:
 - The username and password configured for you on the Cisco CallManager
 - The location of the customization files (if any) for the Cisco IP SoftPhone installation
 - Which version of Cisco CallManager your Cisco IP SoftPhone is configured with, for example, Cisco CallManager 3.2.

For Cisco CallManager 3.1 and later, also obtain the following information from your network or system administrator:

- The primary and backup CTI Manager IP addresses of the Cisco CallManager server you use
- Whether the Cisco Emergency Responder service is configured on the Cisco CallManager
- If Cisco Emergency Responder is configured, the primary and backup server URLs for Cisco IP SoftPhone

**Note**

For more information about the Cisco Emergency Responder service, refer to the [“Support for Cisco Emergency Responder” section on page 1-10](#).

For Cisco CallManager 3.0, also obtain the following information from your network or system administrator:

- The IP address of the Cisco CallManager server you use.

Procedure

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- Step 1** Insert the installation CD-ROM and run **Launch.exe** to start the Cisco IP SoftPhone installation.
- Step 2** In the Demonstration Language window, select the language in which you want to view the installation windows and click **OK**.
- Step 3** Click **Install Products**.
- Step 4** Click the **Cisco IP SoftPhone** button.
The Setup Language dialog box appears.
- Step 5** Choose the language in which you want to install Cisco IP SoftPhone from the drop-down menu and click **OK**.
The InstallShield wizard launches and prepares for the installation.
- Step 6** Click **Next** in the welcome screen to begin the installation.
- Step 7** Read the software license agreement and then click **Yes** to accept the terms of the agreement.
- Step 8** Choose a destination to which you want to install Cisco IP SoftPhone and then click **Next**.

By default, the installation program installs Cisco IP SoftPhone in the following directory:

C:\...\Cisco Systems\Cisco IP SoftPhone

Step 9 To use customization files:

- Enter the URL where the customization files reside and click **Next**.

If you do not plan to use customization files:

- Leave the URL field blank and click **Back**.

A question box asks whether you want to download and import the customization files.

- Click **No**.

Step 10 If Cisco Emergency Responder is configured on the Cisco CallManager:

- Click **Yes** in the question box:

Do you wish to configure the SoftPhone for Emergency Responder Support?

- Enter the URLs for the primary and backup Cisco Emergency Responder servers and click **Next**.

If Cisco Emergency Responder is not configured on the Cisco CallManager:

- Click **No**.

Step 11 In the Cisco IP SoftPhone Setup screen, choose your Cisco CallManager version and click **Next**.

Step 12 Use one of the following procedures to configure the Local TSP:

For Cisco CallManager 3.1 and later:

- a. Enter your username and password in the Local TSP Configuration screen.



Note The username and password you configure for Cisco IP SoftPhone must exactly match your Cisco CallManager username and password.

- b. If you do not plan to use customization files, enter the primary and backup CTI Manager IP addresses for the Cisco CallManager.

For Cisco CallManager 3.0:

- a. Enter your username and password in the Local TSP Configuration screen.



Note The username and password you configure for Cisco IP SoftPhone must exactly match your Cisco CallManager username and password.

- b. If you are do not plan to use customization files, enter the IP address for the Cisco CallManager.

Step 13 Click **Next**.

Step 14 Select a Program folder to which you want the Installer to add icons.

By default, the Installer adds icons to a folder called Cisco IP SoftPhone.

Step 15 Follow the instructions on the screen.

Step 16 In the Install Wizard Complete dialog window, choose whether you want to restart your computer now or later, and click **Finish** to complete the installation.

You must restart your computer before you can use Cisco IP SoftPhone.

How to Start Cisco IP SoftPhone

Perform the following steps to start your Cisco IP SoftPhone.

**Caution**

If you are using VPN software, be sure to launch it and verify that it is working before you start Cisco IP SoftPhone.

Procedure

- Step 1** From the Windows Start menu, choose **Programs > Cisco IP SoftPhone > Cisco IP SoftPhone**.

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

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

**Note**

You do not see this window if you have previously configured Microsoft NetMeeting.

**Caution**

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

- Step 3** In the select lines window, click on the line(s) you want to control and click **OK**.

**Note**

If there are no lines displayed in the line selection window, refer to the [“How to Select Lines to Control” section on page 3-2](#).

Related Topics

- [How to Exit Cisco IP SoftPhone, page 2-11](#)
- [How to Select Lines to Control, page 3-2](#)
- [Select Your Cisco IP SoftPhone Line, page 3-3](#)
- [When I Start Cisco IP SoftPhone, Why Don't I See Any Lines to Control?, page A-2](#)

How to Exit Cisco IP SoftPhone



To exit Cisco IP SoftPhone, use one of the following procedures:

- Click your right mouse button and select **Exit** from the floating menu.
- Click the **x** in the upper right corner of the main dialing window.
- Press the ALT-F4 on your keyboard.

