



## How to Use Cisco IP SoftPhone

---

The following sections describe how to use the Cisco IP SoftPhone application to place, receive, and control calls from your PC:

- [How to Select Lines to Control, page 3-2](#)
- [How to Use the Main Dialing Window, page 3-4](#)
- [How to Place a Call, page 3-15](#)
- [How to End a Call, page 3-18](#)
- [How to Answer a Call, page 3-19](#)
- [How to Place a Call on Hold, page 3-22](#)
- [How to Transfer a Call, page 3-22](#)
- [How to Use Voice Mail, page 3-23](#)
- [How to Start an Audio Conference, page 3-27](#)
- [How to Play .wav Files with Cisco IP SoftPhone, page 3-29](#)
- [How to Use the Dialing Directories, page 3-31](#)
- [How to Use the Call Log, page 3-36](#)
- [How to Set Call Control Options, page 3-37](#)
- [How to Configure Directory Settings, page 3-38](#)
- [How to Configure Dialing Rules, page 3-41](#)
- [How to Configure Audio Settings, page 3-43](#)
- [How to Configure Advanced Settings, page 3-54](#)

# How to Select Lines to Control

The first time you launch Cisco IP Phone, a dialog box appears for you to select the line(s) your system administrator has assigned to you on the Cisco CallManager. Or, you can use this procedure to select the line(s).

## Procedure

---



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Click the **Advanced** tab in the Settings dialog window.
- Step 3** Click **Select Lines...** on the **Advanced** tab.
- Step 4** Select the line(s) you want to control in the line selection dialog window.

Each line that you select must have a unique phone number. You cannot control multiple lines that share the same phone number.



---

**Note** If there are no lines displayed in the line selection window, see [“When I Start Cisco IP SoftPhone, Why Don’t I See Any Lines to Control?” section on page A-2.](#)

---

- Step 5** Close the Settings dialog window.
- When the lines connect, the main dialing window displays.
- 

## Related Topics

- [Cisco IP SoftPhone as a Stand-alone Phone, page 1-3](#)
- [Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-4](#)
- [Select Your Cisco IP SoftPhone Line, page 3-3](#)
- [Use Line Buttons, page 3-11](#)
- [Frequently Asked Questions \(FAQs\), page A-1](#)

## Select Your Cisco IP SoftPhone Line

If you have multiple lines configured for you on the Cisco CallManager, you may see two types of entries in the Select Lines window:

- An entry with the Media Access Control (MAC) address and extension assigned to your Cisco IP Phone, for example,

Cisco Line: [SEP003049C2B80F][52222]

- An entry with the device name and extension assigned to your Cisco IP Phone or Cisco IP SoftPhone, for example,

Cisco Line: [CTIPJSmith][52222]

Use [Table 3-1](#) to determine which line to select for your use with Cisco IP Phone.

**Table 3-1** How to Select Your Phone Line for Cisco IP SoftPhone

Cisco IP Phone Line	Example	When to Select
Media Access Control (MAC) address and extension assigned to your Cisco IP Phone	Cisco Line: [SEP003049C2B80F][52222]	Select this line to use Cisco IP SoftPhone to control your Cisco IP Phone.
Device name and extension assigned to your Cisco IP Phone	Cisco Line: [CTIPJSmith][52222]	Select this line to use Cisco IP SoftPhone as a stand-alone phone.



**Note**

If you have multiple lines with the same extension configured for you on the Cisco CallManager, you can control only one of those lines at a time with Cisco IP SoftPhone.



**Note**

Cisco IP SoftPhone can also be used to control phones on supported analog lines. If you are using an analog line, your line displays like the MAC address.

**Related Topics**

- [Cisco IP SoftPhone as a Stand-alone Phone, page 1-3](#)
- [Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-4](#)
- [How to Select Lines to Control, page 3-2](#)
- [Use Line Buttons, page 3-11](#)
- [Why Does the Audio Sound Jittery and Broken?, page A-9](#)

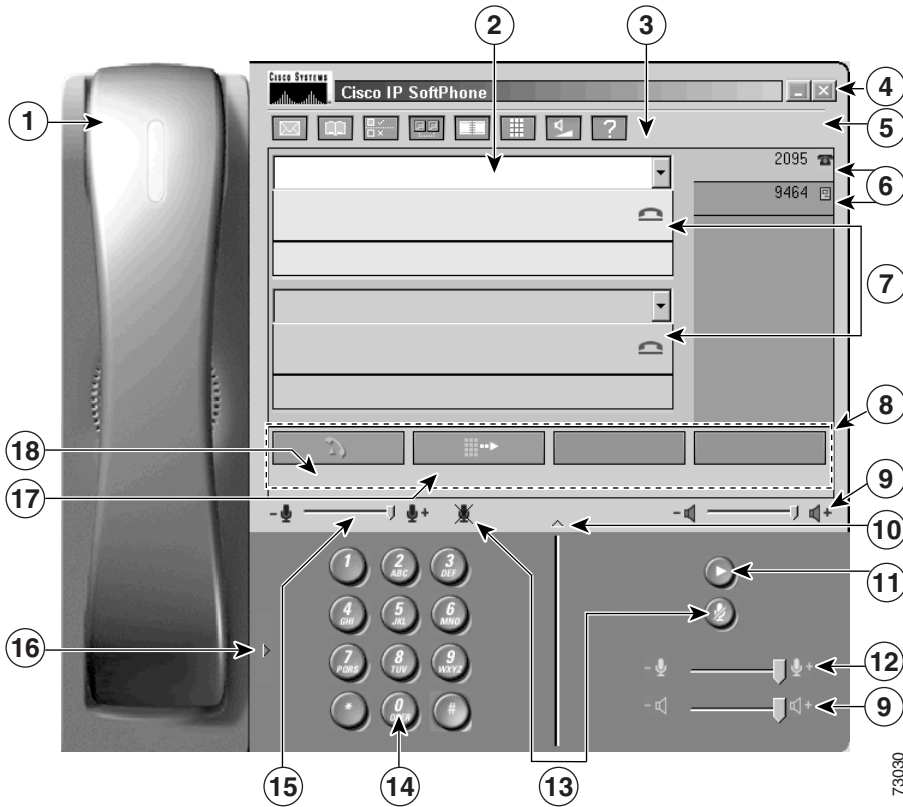
## How to Use the Main Dialing Window

The main dialing window, shown in [Figure 3-1](#), contains call blocks, icons, and buttons you can use to answer, place, and control calls.

[Table 3-2](#) defines components of the main dialing window. These sections describe how to use the controls in the main dialing window:

- [Use the Icon Bar, page 3-8](#)
- [Use the Context-Sensitive Button Bar, page 3-9](#)
- [Use Line Buttons, page 3-11](#)
- [Adjust Volume Controls, page 3-12](#)

Figure 3-1 Main Dialing Window



73030

Table 3-2 Components of the Main Dialing Window

Component	Description
1	Handset Click the handset to go off-hook, depending on the current call state.
2	Dialing box This is where you enter phone numbers when you place a call. See <a href="#">“How to Place a Call”</a> section on page 3-15 for details on how to use the dialing box.
3	Icon bar Click these icons to access your voice mailbox, dialing directories, configuration settings, call log, Virtual Conference Room, keypad, volume controls, and online help. See <a href="#">“Use the Icon Bar”</a> section on page 3-8 for more details.

**Table 3-2 Components of the Main Dialing Window (continued)**

	<b>Component</b>	<b>Description</b>
<b>4</b>	Exit button	Click this button to close the main dialing window and exit Cisco IP SoftPhone.  See <a href="#">“How to Exit Cisco IP SoftPhone”</a> section on page 2-11 for more details.
<b>5</b>	Line(s)	Display(s) on your Cisco IP SoftPhone above your line buttons.
<b>6</b>	Line buttons	Click these buttons to select a line when you place a call. The line buttons display the phone numbers you currently control with Cisco IP SoftPhone.  See <a href="#">“Use Line Buttons”</a> section on page 3-11 for details on how to use the line buttons.
<b>7</b>	Call block	Displays the call destination, length of call (in hh:mm:ss format) and call status for all calls.  See <a href="#">“How to Use the Call Log”</a> section on page 3-36 for more details.
<b>8</b>	Context-sensitive button bar	Click these buttons to access call control functions that are relevant to the current call state.  See <a href="#">“Use the Context-Sensitive Button Bar”</a> section on page 3-9 for more details.
<b>9</b>	Speaker volume control	Drag the slider on this volume control to increase or decrease the volume of your speakerphone.  See <a href="#">“Adjust the Speaker Volume”</a> section on page 3-13 for more details.
<b>10</b>	Dialing pad button	Click this button to hide or display the online dialing pad.  See <a href="#">“How to Place a Call”</a> section on page 3-15 for more details.
<b>11</b>	Play messages button	Click this icon to plays voice mail for the currently selected line.
<b>12</b>	Microphone volume control	Drag the slider on this volume control to increase or decrease the volume of your headset microphone.  See <a href="#">“Adjust the Microphone Volume”</a> section on page 3-14 for more details.
<b>13</b>	Microphone mute button or icon	Click this button to mute the microphone. The person on the line cannot hear what you say.  See <a href="#">“Adjust the Microphone Volume”</a> section on page 3-14 for more details.







**Table 3-2** Components of the Main Dialing Window (continued)

	<b>Component</b>	<b>Description</b>
<b>14</b>	Online dialing pad	Click the buttons in the online dialing pad to dial telephone numbers. See <a href="#">“Dial from the Online Keypad” section on page 3-17</a> for more details.
<b>15</b>	Microphone volume control	Drag the slider on this volume control to increase or decrease the volume of your headset microphone. See <a href="#">“Adjust the Microphone Volume” section on page 3-14</a> for more details.
<b>16</b>	Handset button	Click this button to hide or display the handset image. See <a href="#">“Use the Icon Bar” section on page 3-8</a> for more details.
<b>17</b>	OffHook soft key	Part of the Context-sensitive button bar. See <a href="#">“Use the Context-Sensitive Button Bar” section on page 3-9</a> for more details.
<b>18</b>	Redial soft key	Part of the Context-sensitive button bar. See <a href="#">“Use the Context-Sensitive Button Bar” section on page 3-9</a> for more details.



## Use the Icon Bar

Table 3-3 describes the icons in the Cisco IP SoftPhone icon bar.

**Table 3-3 Cisco IP SoftPhone Icons**

Icon	Description
	<p>Voice Messages icon. Turns red when you have a voice mail message. Also provides access to your voice mailbox.</p> <p>See <a href="#">“How to Use Voice Mail” section on page 3-23</a> for more details.</p>
	<p>Dialing Directories icon. Displays the dialing directories available for use with Cisco IP SoftPhone.</p> <p>See <a href="#">“How to Use the Dialing Directories” section on page 3-31</a> for more details.</p>
	<p>Settings icon. Displays the Settings dialog window to select lines, edit the dialing directories, change audio configurations and change collaboration settings.</p> <p>For more details, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">“How to Set Call Control Options” section on page 3-37</a>;</li> <li>• <a href="#">“How to Configure Directory Settings” section on page 3-38</a></li> <li>• <a href="#">“How to Configure Dialing Rules” section on page 3-41</a>;</li> <li>• <a href="#">“How to Configure Audio Settings” section on page 3-43</a></li> <li>• <a href="#">“How to Configure Advanced Settings” section on page 3-54</a></li> </ul>
	<p>Collaboration icon. Invokes a desktop collaboration session to use Virtual Conference Room.</p> <p>See <a href="#">Chapter 4, “How to Use Virtual Conference Room”</a> for more details.</p>
	<p>Call Log icon. Displays the Call Log with a history of the calls you placed or received. You can place a call to an entry in the Call Log. You can also delete all entries in the Call Log.</p> <p>See <a href="#">“How to Use the Call Log” section on page 3-36</a> for more details.</p>
	<p>Keypad icon. Displays or hides the online keypad to dial phone numbers.</p> <p>See <a href="#">“Dial from the Online Keypad” section on page 3-17</a> for more details.</p>

**Table 3-3 Cisco IP SoftPhone Icons (continued)**

Icon	Description
	Volume Settings icon. Displays controls to adjust the speaker, microphone, ring, and wave file volume.  See the <a href="#">“Adjust Volume Controls”</a> section on page 3-12 for more details
	Help icon. Displays the online help system for Cisco IP SoftPhone.

## Use the Context-Sensitive Button Bar

The context-sensitive button bar and button names change, depending on the current call state.

[Table 3-4](#) describes the buttons in the context-sensitive button bar.

**Table 3-4 Context-Sensitive Button Bar**















Button	Button Name	Call State	Description
	Off Hook or Answer	Idle or incoming call	Click this button to start or answer a call. It performs the same function as when you lift the receiver on a telephone.
	End Call	In a call	Click this button to end or “hang up” a call.
	Dial	Idle	Click this button to dial the number entered in the dialing box.
	Redial	Idle/off-hook	Click this button to redial the most recently dialed number.
	Clear	Idle	Click this button to clear the entry in the dialing box.

Table 3-4 Context-Sensitive Button Bar (continued)

Button	Button Name	Call State	Description
	Hold or Resume	In a call or call hold	Click this button to place a call on hold or take a call off hold.
	Transfer or Send Call	In a call or call transfer	Click this button to begin a call transfer or to complete the transfer.
	Consult or Invite	Call transfer or Conference Call	When you transfer a call, click this button to place a consultation call to the intended recipient. When in a conference call, click this button to add a party to the call.
	Cancel	Outgoing call	Click this button to cancel an outgoing call, call transfer or conference call before it connects.
	Conference	In a call	Click this button to initiate a conference call.
	Join	Conference call	Click this button to add a party to a conference call.
	Redirect	Incoming call	Click this button to redirect an incoming call to another number without interacting with the caller.
	Voice mail	Incoming call	Click this button to automatically send an incoming call to voice mail without any interaction with the caller.
	Ignore	Incoming call	Click this button to ignore an incoming call. The call automatically disconnects without any interaction with the caller.

## Use Line Buttons

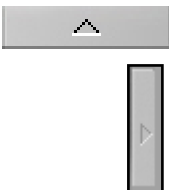
The line buttons in the main dialing window display the phone numbers of the lines you currently control with Cisco IP SoftPhone. When a Cisco IP Phone device terminates lines, a phone icon displays; when your computer (for example, stand-alone phone mode) terminates lines, a PC icon displays. If you have multiple phone lines assigned to you, press a line button to select the line you want to use for outgoing calls.

If the call arrives on a line other than the selected line, the focus automatically changes to the incoming call. To accept the call, click the **Answer** button. To accept the call on a Cisco IP Phone, lift the handset and press the appropriate line button.

## Change the Display

When you first start the Cisco IP SoftPhone, the main dialing window appears in the full-view mode. The full-view mode includes a handset image and dialing pad to provide the familiar look and feel of a telephone. However, you do not need to use the handset and keypad to place and receive calls with Cisco IP SoftPhone. Once you are familiar with the Cisco IP SoftPhone interface, you can hide these features so the main dialing window takes up less space on your desktop.

To hide the handset and/or keypad, click the handset button and/or dialing pad button. The main dialing window then appears.



## Adjust Volume Controls

The speaker and microphone controls in the main dialing window adjust the volume of the currently active voice receiver: the computer headset, computer handset, or the computer speaker. You can also use the volume settings icon in the icon bar to adjust these settings, as well as to adjust the ring and .wav file volume.

**Note**

---

The volume controls adjust the volume only if you use Cisco IP SoftPhone as a stand-alone phone. If you use Cisco IP SoftPhone to control an IP phone, use the ringer, speakerphone and handset volume controls on the Cisco IP Phone base to adjust the volume.

---

**Related Topics**

- [Cisco IP SoftPhone as a Stand-alone Phone, page 1-3](#)
- [Cisco IP SoftPhone to Control a Cisco IP Phone, page 1-4](#)
- [Adjust the Speaker Volume, page 3-13](#)
- [Adjust the Microphone Volume, page 3-14](#)

## Adjust the Speaker Volume

If you are in full-view mode, use your mouse to drag the speaker volume controls to set the desired volume.



If you are not in full-view mode, click the volume control icon in the icon bar to access the volume controls. See [Table 3-5](#) for a description of the volume controls. Use your mouse to drag the volume bars up and down to set the desired volume.

To mute the speaker, click the Mute checkbox beneath the speaker volume control.



**Table 3-5** *Volume Controls*

Volume Control	Description
Speaker Volume	Adjusts the volume of the computer speaker. Enable the checkbox below this column to mute the computer speaker.
Microphone Volume	Adjusts the input sensitivity (volume) of the computer microphone. Enable the checkbox below this column to mute the computer microphone.
Ring Volume	Adjusts the ring volume of the ringer (from an incoming call). Enable the checkbox below this column to mute the ringer.
Wave File Volume	Adjusts the volume of .wav files played through Cisco IP SoftPhone.

## Adjust the Microphone Volume

Use your mouse to drag the microphone volume controls to set the desired input sensitivity (volume) of the computer microphone or headset microphone. To mute the microphone, click the **Mute** button or icon. To locate the **Mute** button or icon, see [Table 3-6](#). The button and icon turn red to indicate that the microphone is muted. To turn muting off, click the button or icon again.

**Table 3-6 Mute Button and Icon**

Button	Location
	In full-view mode, this <b>Mute</b> button is located below the <b>Play messages</b> button.
	This <b>Mute</b> icon is located to the left of the <b>Dialing pad</b> button.



To adjust the microphone volume, use the **volume settings** icon. Click the **volume settings** icon in the icon bar to access the volume controls. Use your mouse to drag the microphone volume bar up and down to set the desired volume. To mute the microphone, click the Mute checkbox beneath the microphone volume control.

# How to Place a Call

## Procedure

---

- Step 1** In the main dialing window, click the line button for the line you want to use. The call block for that line displays.
- Step 2** Dial the number you want to call in one of the following ways:
- Use your keyboard to type the number in the dialing box and press **Enter**.
  - Enter the e-mail address or name (partial or full) for the person you want to call and press CTRL-K.
    - To use this feature, you must have a directory entry for the recipient that includes their e-mail address and phone number or you must have an Cisco CallManager (LDAP) directory configured.
  - Use your mouse to click the keys on the online keypad and click **Dial**.  
See the [“Dial from the Online Keypad” section on page 3-17](#) for more details.
  - Drag the number from your Internet browser into the dialing box.
  - Open a Cisco IP SoftPhone directory, click your mouse on the name of the person you want to dial and click **Dial**.  
See the [“Dial from the Online Directories” section on page 3-17](#) for more information.
  - Click on the arrow next to the dialing box, select the number from the list of recently dialed numbers, and click **Dial**.  
See the [“Dial the Last Number Dialed” section on page 3-18](#) for more details.
  - Drag the number from the Cisco IP SoftPhone dialing directory to the dialing box.

- Copy the number from any Windows program, paste it into the dialing box, and click **Dial**.
- Drag a v-card file from your desktop into the dialing box.

When the call connects, the context-sensitive button bar displays buttons that enable you to perform additional call functions. See [Figure 3-2](#).

**Figure 3-2 Call Options**



<b>1</b>	Hold	<b>2</b>	Transfer	<b>3</b>	Conference	<b>4</b>	End Call
----------	------	----------	----------	----------	------------	----------	----------

#### Related Topics


- [Dial from the Online Keypad, page 3-17](#)
- [Dial from the Online Directories, page 3-17](#)
- [Dial the Last Number Dialed, page 3-18](#)
- [How to End a Call, page 3-18](#)
- [How to Place a Call on Hold, page 3-22](#)
- [How to Transfer a Call, page 3-22](#)
- [How to Start an Audio Conference, page 3-27](#)

## Dial from the Online Keypad

To provide the familiar look and function of a telephone keypad, Cisco IP SoftPhone includes an online keypad for you to dial calls. Simply click your mouse on the numbers you want to dial and then click the **Dial** button. Use of the online keypad is optional.

### Procedure

---


- 
- Step 1** In the main dialing window, click the line button for the line you want to use.
  - Step 2** Click the **Off Hook** button or click on the handset image.
  - Step 3** If the online keypad is not open, click the keypad icon in the icon bar.
  - Step 4** Click on the telephone number digits in the keypad.  
The call automatically connects once you enter the digits.
- 

## Dial from the Online Directories

With Cisco IP SoftPhone, you can focus on names rather than numbers and place calls through your public and personal online directories.

### Procedure

---

- 
- Step 1** Click the **Directories** icon.  
The Directories window opens.
  - Step 2** Select the desired directory from the drop-down list box.  
The directory list displays the name, phone number, and e-mail address for each person in the directory.



#### Tip

To narrow the list of names displayed in the directory, enter the first few characters of the person's last name in the find box and then click **Find**. Or, to search on the person's name, type the name in the find box and click **Find**.

---

- Step 3** To place a call from the directory, you can do one of the following:
- Click on the name of the person you want to call and click **Dial**.
  - Drag the name of the person you want to call from the directory to the dialing box.
- 

**Related Topic**

- [How to Use the Dialing Directories, page 3-31](#)

## Dial the Last Number Dialed



Click the **Redial** button to automatically redial the last number dialed. Or, to redial a recent called number, choose it from the destination drop-down list box and click the **Dial** button. Cisco IP SoftPhone keeps a list of the last 15 dialed numbers.

## How to End a Call



Click the **End Call** button to disconnect a call.

If you use Cisco IP SoftPhone with a Cisco IP Phone, put the phone on-hook to end a call.

# How to Answer a Call



Click the **Answer** button to answer an incoming call.

When you have an incoming call, the context-sensitive button bar displays buttons that enable you to answer, redirect, send the call to voice mail, or ignore the call. See [Figure 3-3](#). You can also configure Cisco IP SoftPhone to automatically answer the phone. See the [“Answer a Call Automatically”](#) section on page 3-21 for more details.

If you receive an incoming call while you are already in a call, click the **Answer** button to place the current call on hold and answer the incoming call. Otherwise, use any of the other calling options that are presented to you on the context-sensitive button bar to handle the incoming call.

Additionally, if you use Cisco IP SoftPhone to control a Cisco IP Phone, to answer an incoming call, simply pick up the handset or use any answering method supported by the physical phone.

**Figure 3-3** Call Answer Options



<b>1</b>	Answer	<b>2</b>	Redirect	<b>3</b>	Voice mail	<b>4</b>	Ignore
----------	--------	----------	----------	----------	------------	----------	--------

## Related Topics

- [Redirect an Incoming Call, page 3-20](#)
- [Send an Incoming Call to Voice Mail, page 3-20](#)
- [Ignore an Incoming Call, page 3-20](#)
- [Answer a Call Automatically, page 3-21](#)

## Redirect an Incoming Call



Click the **Redirect** button to send an incoming call to another number without any interaction with the caller. The cursor moves to the dialing box where you can type the number to which you want to Redirect the call. Press the **Send Call** button on the Cisco IP SoftPhone, or **Enter** on your computer keyboard after you type the number.

Another way to Redirect an incoming call is to drag the number to which you want to Redirect the call from the directory to the dialing box.

## Send an Incoming Call to Voice Mail



Click the **Voice mail** button in the context-sensitive button bar to automatically send an incoming call to voice mail without interaction with the caller. If you have not configured a voice mail destination through the Settings menu for Cisco IP SoftPhone, you are prompted to enter the voice mail box destination.

### Related Topic

- [How to Use Voice Mail, page 3-23](#)

## Ignore an Incoming Call



Click the **Ignore** button in the context-sensitive button bar to automatically send an incoming call to voice mail without any interaction with the caller.

## Answer a Call Automatically

Use this procedure to configure Cisco IP SoftPhone to automatically answer incoming calls and play a .wav file to the caller.

### Procedure

---



**Step 1** Click the **Settings** toolbar icon.

This opens the Settings dialog window.

**Step 2** On the Call Control tab, enable the checkbox next to “Answer Calls Automatically,” and enter the number of rings you want the caller to hear before the call is answered.

By default, the number of rings is set to one.

**Step 3** Enable the checkbox next to “Enable Automatic Greeting.”

**Step 4** In the Greeting File... selection box, enter the pathname for the .wav file you want to play as your greeting.



#### Tip

Use the Windows Sound Recorder to record a .wav file or to verify if a .wav file is the proper format. See the online help for the Sound Recorder program for details.

---

**Step 5** Click **OK** to save your settings and close the Settings dialog window.

---

### Related Topic

- [Use Auto-Greet Mode, page 3-29](#)

## How to Place a Call on Hold



To place an active call on hold, click the **Hold** button in the context-sensitive button bar, or if you control a Cisco IP Phone, the **Hold** button on the phone base.

While the call is on hold, caller information, and the time on hold are displayed in the call block.

To retrieve a call on hold, press the **Resume** button in the context-sensitive button bar, or the **Resume** key on the Cisco IP Phone.

To place an active call on hold so you can receive an incoming call, click the **Answer** button.

## How to Transfer a Call

Call transfer allows you to send an existing call to an internal or external extension.

These sections describe two ways you can transfer a call with Cisco IP SoftPhone:

- [Perform a Consult Transfer, page 3-22](#)
- [Perform a Direct Transfer, page 3-23](#)

## Perform a Consult Transfer

In a consult transfer, also called an attended transfer, you place a consultation call to the intended recipient before you transfer the call.

### Procedure

- 
- Step 1** During an active call, click the **Transfer** button in the context-sensitive button bar or if you control a Cisco IP Phone, the **Transfer** key on the phone base.
- Step 2** In the dialing box, enter the new destination.

**Step 3** Press **Consult** and announce the call to the new destination.

**Step 4** Press **Send Call**.

When the transfer is complete, both the original and the consultation call are removed from your screen.

---

## Perform a Direct Transfer

In a direct transfer, also called an unattended transfer, you immediately transfer the original call to the destination without a consultation call.

### Procedure

---

**Step 1** During an active call, click the **Transfer** button in the context-sensitive button bar, or if you control a Cisco IP Phone, the **Transfer** key on the phone base.

This opens a transfer dialing box.

**Step 2** In the transfer dialing box, enter the new destination

**Step 3** Press **Enter** on the keyboard or click **Send Call** to complete the transfer.

When the transfer is complete, both the original and the consultation call are removed from your screen.

---

## How to Use Voice Mail

These sections help you use the voice mail features of Cisco IP SoftPhone:

- [Configure Your Voice Mailbox, page 3-24](#)
- [Check Voice Mail, page 3-25](#)
- [Forward All Calls to Voice Mail, page 3-26](#)

## Configure Your Voice Mailbox

Before you can access your voice mail with Cisco IP SoftPhone, you must configure the number for your voice mailbox.

### Procedure

---



**Step 1** Click the **Settings** toolbar icon.

This opens the Call Control tab.

**Step 2** Enter the number for your voice mailbox in the Voicemail Destination box.

**Step 3** Click **OK**.

---

### Related Topics

- [Voice Mail Integration, page 1-10](#)
- [Check Voice Mail, page 3-25](#)
- [Forward All Calls to Voice Mail, page 3-26](#)

## Check Voice Mail

When you have a voice mail message, the messages icon in the icon bar turns red until you check your messages as described in the following procedure:

### Prerequisite

- Configure the number to access your voice mailbox. See the “[Configure Your Voice Mailbox](#)” section on page 3-24.

### Procedure



**Step 1** Click the **voice mail message** icon.

A pop-up dialog box appears with the lines that have voice mail.

**Step 2** Select the line for which you want to check voice mail.

Cisco IP SoftPhone automatically dials your voice mailbox.

**Step 3** Follow the voice prompts to access your voice mail.



### Tip

To quickly check voice mail for a selected line, click the **Play Messages** button in the main dialing window.

### Related Topics

- [Voice Mail Integration](#), page 1-10
- [Configure Your Voice Mailbox](#), page 3-24

## Forward All Calls to Voice Mail

Use this procedure to automatically forward all calls to voice mail.

### Prerequisite

- Configure the number to access your voice mailbox. See [“Configure Your Voice Mailbox” section on page 3-24](#)

### Procedure



---

**Step 1** Click the **Settings** toolbar icon.

This opens the Call Control tab.

**Step 2** Enable Forward All Incoming Calls to Voice mail checkbox.

**Step 3** Click **OK**.

---

### To remove call forward:

---

**Step 1** Uncheck the Forward all incoming calls to Voice Mail checkbox on the Call Control tab.

**Step 2** Click **OK**.

---

### Related Topics

- [Voice Mail Integration, page 1-10](#)
- [Configure Your Voice Mailbox, page 3-24](#)
- [Check Voice Mail, page 3-25](#)

# How to Start an Audio Conference



To set up audio conference calls with Cisco IP SoftPhone, use the **Conference** button in the context-sensitive button bar, or drag a directory entry onto the call block of an active call. The name of each user who has agreed to join the conference appears in the Cisco IP SoftPhone roster display.

## Procedure

---

- Step 1** Place a call to the first conference call destination.
- Step 2** Once you have established a connection, click the **Conference** button in the context-sensitive button bar
- Step 3** In the dialing box, enter the second conference call destination.



### Tip

You can drag conference call destinations from your personal and public dialing directories into the dialing box.

---

- Step 4** Click **Invite** or press **Enter**.
- Step 5** Click **Join** to set up a three-way conference between yourself, the first destination, and the second destination

Repeat steps 3 through 5 to add additional participants to the conference. A maximum of six may participate in an audio conference.

---

## Related Topics

- [Audio Conference, page 1-6](#)
- [Desktop Collaboration with Virtual Conference Room, page 1-7](#)
- [Add Participants to a Conference, page 3-28](#)
- [Leave a Conference, page 3-28](#)
- [How to Use the Roster, page 4-3](#)

## Add Participants to a Conference

You may add participants to an audio conference call at any time, even while a collaboration session is in progress. The new participant joins both the audio and data portions of the conference. The most current data from the collaboration session is displayed on the new participant's PC. A maximum of six participants are allowed in any given conference.

### Procedure

---

**Step 1** Start an audio conference.

See [“How to Start an Audio Conference” section on page 3-27](#)

**Step 2** Enter the destination you want to add to the conference call in the dialing box.



#### Tip

You can drag conference call destinations from your personal and public dialing directories into the dialing box.

---

**Step 3** Click **Invite** or press **Enter**.

**Step 4** Click **Join** to add this person to the conference.

When the audio conference call is active, the caller ID for each participant is displayed in the main dialing window. A maximum of six participants are allowed in any given conference.

---

### Related Topic

- [Leave a Conference, page 3-28](#)

## Leave a Conference



To leave an audio conference at any time, click the **End Call** button in the context-sensitive button bar. When you exit from an audio conference, Cisco IP SoftPhone removes your name from the roster.

# How to Play .wav Files with Cisco IP SoftPhone

When you use the Cisco IP SoftPhone as a stand-alone IP phone, you can play pre-recorded audio files (.wav) files to callers in the form of a customized greeting or during a call. You can also use the Microsoft Windows Sound Recorder application to create files.

These sections help you play .wav files with Cisco IP SoftPhone:

- [Use Auto-Greet Mode, page 3-29](#)
- [Play a .wav File to a Caller, page 3-30](#)
- [Stop a .wav File During a Call, page 3-30](#)

## Use Auto-Greet Mode

You can configure Cisco IP SoftPhone to automatically play a predetermined .wav file to the caller.



- 
- Step 1** Click the **Settings** toolbar icon.  
This opens the Call Control tab.
- Step 2** Enable the Enable Automatic Greeting checkbox.
- Step 3** In the Greeting File... selection box, enter the pathname for the .wav file you want to play as your greeting, or click **Browse...** to find and select the file.
- Step 4** Click **OK**.
- 

### Related Topic

- [Answer a Call Automatically, page 3-21](#)

## Play a .wav File to a Caller

If you use Cisco IP SoftPhone as a stand-alone application, you can play a .wav file to the caller at any time during the course of the call. The .wav file also plays simultaneously on your PC. Only one file may play at a time.

### Procedure

---

- Step 1** Right-click your mouse in the main dialing window.
- Step 2** Choose **Play File...** from the floating menu.
- Step 3** In the filename box, enter the path and name of the .wav file you want to play.
- Step 4** Click **Open**.

The .wav file is played to the caller.

---

### Related Topics

- [Adjust Volume Controls, page 3-12](#)
- [Stop a .wav File During a Call, page 3-30](#)

## Stop a .wav File During a Call

To stop a .wav file while it plays to a caller, click **Stop Playing Wave File** from the Cisco IP SoftPhone floating menu.

# How to Use the Dialing Directories

Cisco IP SoftPhone integrates with the directory service on Cisco CallManager. System administrators set the name of this directory when they configure your network for Cisco IP SoftPhone.

Additionally, the Cisco IP SoftPhone provides a personal directory for you to store directory entries that are not available in the corporate or public directories. Cisco IP SoftPhone always searches your personal directory first before it looks up an entry in the public directories. It also integrates with other private directories like those implemented by the various email clients.

These sections help you configure and use the dialing directories:

- [Dial from the Online Directories, page 3-17](#)
- [Add a Directory Entry, page 3-32](#)
- [Delete a Directory Entry, page 3-34](#)
- [Edit a Directory Entry, page 3-35](#)
- [Search for a Directory Entry, page 3-35](#)

## Add a Directory Entry

To add entries to your personal directory, drag an active call into the directory or add the address through the Add/Edit Directory Entry dialog window.



### Tip

To collaborate with others, you must add an entry for yourself to your personal directory. Be sure to specify the host name or IP address of your computer in the “Associated PC” field.

### Procedure



- Step 1** Click the **Directories** toolbar icon.
- Step 2** Click the **Add Directory Entry** button to open the Add/Edit Directory Entry dialog window.
- Step 3** Enter address information in the entry boxes in one of the following ways:
- Use your keyboard to type the address information.
 

[Table 3-7](#) illustrates the entries in the Add/Edit Directory Entry dialog window.
  - Drag a v-card file from your web browser into the Add/Edit Directories dialog window. Cisco IP SoftPhone displays the prompt:
 

```
Do you want to add this destination to the address book?
```
  - Drag an entry from your Public directory to your Personal directory.

**Step 4** When you finish, click **OK**.

The name, number, and e-mail address that you entered now appears in the Directories dialog window. To dial that person, simply select the directory entry and click **Dial**.

**Table 3-7** *How to Add/Edit an Address Book Entry*

Field	Example
First name:	David
Middle name:	T
Last name:	Johnson
Phone:	408-555-2323
Fax:	
Pager:	
Mobile:	
EMail:	davidt
Associated PC:	172.30.277.277
	<p><b>Note</b> This is the IP address or host name of the person's PC. You must specify this information to collaborate with this person.</p>

#### Related Topics

- [Dial from the Online Directories, page 3-17](#)
- [How to Use the Dialing Directories, page 3-31](#)
- [Delete a Directory Entry, page 3-34](#)
- [Edit a Directory Entry, page 3-35](#)

## Delete a Directory Entry

Use this procedure to delete names from your personal directory.

**Note**

---

You cannot delete names from a public directory.

---

**Procedure**

- Step 1** Click the **Directories** toolbar icon.
- Step 2** Select the Personal Directory name from the drop-down list box.
- Step 3** Select the entry you want to delete.
- Step 4** Click the **Remove Directory Entry** button.

A confirmation dialog window displays:

Are you sure you want to delete this person from the directory?

- Step 5** Click **Yes** to confirm the deletion.
- The application removes the entry from the Directories dialog window.
- 

**Related Topics**

- [Dial from the Online Directories, page 3-17](#)
- [How to Use the Dialing Directories, page 3-31](#)
- [Add a Directory Entry, page 3-32](#)
- [Edit a Directory Entry, page 3-35](#)

## Edit a Directory Entry

Use this procedure to edit directory entries in your personal directory.

### Procedure

---



- Step 1** Click the **Directories** toolbar icon.
- Step 2** Select the Personal directory name from the drop-down list box.
- Step 3** Double-click on the directory entry you want to edit, or select it with your mouse and then click the **Edit Directory Entry** button.
- This opens the Add/Edit Directory Entry dialog window.
- Step 4** Make the desired changes to the address information.
- Step 5** Click **OK** to enable your changes.
- 

### Related Topics

- [Add a Directory Entry, page 3-32](#)
- [Delete a Directory Entry, page 3-34](#)
- [How to Use the Dialing Directories, page 3-31](#)
- [Dial from the Online Directories, page 3-17](#)

## Search for a Directory Entry

You can use the filter box to narrow the list of names displayed in the directory. Type the first few characters of the name of the person you want to call, and click the **Find** button.

# How to Use the Call Log

Use Call Log to perform the following tasks:

- View a history of the calls you have placed, missed or answered.
- Place a call to any Call Log entry (with a phone number).
- Clear entries in the Call Log.

## Procedure



**Step 1** Click the **Call Log** icon.

The Call Log displays a history of the calls that you have placed, missed or answered. The logs lists your 100 most recent entries, in the order of most recent calls first. [Table 3-8](#) shows the information stored in Call Log.

**Step 2** From the Call Log display, you can perform these tasks:

- To place a call to someone in the Call Log in one of two ways, simply select the entry and click **Dial** or select the entry and drag and drop it to the SoftPhone interface.
- To delete all entries in the Call Log, click **Clear All**.

**Table 3-8 Call Log Data**

Field	Description
Other Party Name	The name of the connected party
Other Party Number	The phone number of the connected party
Start Time	Date and time the call connected
Direction	Whether the call was a placed call, a missed call or an answered call
End Time	Time the call ended
Line	Directory Number of the line that handled the call

# How to Set Call Control Options

Use the **Call Control** tab to specify how you want Cisco IP SoftPhone to answer calls.

## Procedure



**Step 1** Click the **Settings** toolbar icon.

This opens the Call Control tab.

**Step 2** Select the appropriate call control settings as described in [Table 3-9](#).

**Step 3** Click **OK**.

**Table 3-9 Call Control Settings**

Setting	Description
Voicemail Destination	The number for your voice mail system.
Call Answer Options	Specify whether you want to answer calls yourself, forward all calls to your voice mailbox, or have Cisco IP SoftPhone automatically answer your calls after a specified number of rings.
Ring file	Specifies the wave file to be played as the ringer for incoming calls.
Enable automatic greeting	Specifies the wave file to be played as the greeting for incoming calls.

# How to Configure Directory Settings

Use the **Directories** tab in the Settings dialog window to specify the location of the Cisco CallManager (LDAP) directories you want Cisco IP SoftPhone to use when doing name completion lookups.

These procedures help you configure directory settings:

- [Add a Directory, page 3-38](#)
- [Remove a Directory, page 3-40](#)
- [Edit a Directory, page 3-40](#)

## Add a Directory

### Procedure



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Directories** tab.
- Step 3** Select **Add...**
- The Directory Service dialog window opens.
- Step 4** Configure directory settings as described in [Table 3-10](#).  
If you need help, see your system administrator.

**Table 3-10 Configuring Directory Settings**

Setting	Description
Display Name	Enter a name for the Cisco CallManager (LDAP) directory. For example, <b>SoftPhone-CM</b>
Server Name	Enter the name for the Cisco CallManager (LDAP) server. For example, <b>ldap.company.com</b>
Port Number	Enter the port number used by the directory. For example, <b>8404</b>

**Table 3-10 Configuring Directory Settings (continued)**

Setting	Description
Account name	If the “This server requires me to login” option is enabled, you must enter your user name for this account.  For example, <b>john</b> .
Password	If the “This server requires me to login” option is enabled, you must enter the account password.  If you have questions about the account name and password, see your system administrator.
Search Base	Enter the base—or root—of the directory service in which to search for names.  For example, <b>ou=users, o=company.com</b>

**Step 5** Click **OK**.

The **Directories** tab will redisplay showing the directory name you just added.

---

#### **Related Topics**

- [How to Configure Directory Settings, page 3-38](#)
- [Remove a Directory, page 3-40](#)
- [Edit a Directory, page 3-40](#)

## Remove a Directory

### Procedure

---



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Directories** tab.
- Step 3** Click on the directory you want to remove.
- Step 4** Click **Remove**.
- The directory is removed from the list of directories.



### Caution

You are not prompted before the directory is removed from the list.

---

### Related Topics

- [How to Configure Directory Settings, page 3-38](#)
- [Add a Directory, page 3-38](#)
- [Edit a Directory, page 3-40](#)

## Edit a Directory

### Procedure

---



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Directories** tab.
- Step 3** Double-click on the directory you want to edit or select the directory and click the **Edit** button.

- Step 4** Make the desired changes to the information in the directory service dialog window.
- Step 5** Click **OK** to make these changes take effect. Otherwise, click **Cancel**.
- 

#### Related Topics

- [How to Configure Directory Settings, page 3-38](#)
- [Add a Directory, page 3-38](#)
- [Remove a Directory, page 3-40](#)

## How to Configure Dialing Rules



#### Caution

Dialing rules should only be set by the system administrator.

---



#### Note

If there are no dialing rules, users must type phone numbers in the dialing box exactly as they need to be dialed out. The dialing rules also affect any numbers obtained from Cisco CallManager (LDAP) directories using Ctrl-K.

---

System administrators use the **Dialing Rules** tab in the Settings dialog window to set up dialing rules for Cisco IP SoftPhone. Dialing rules tell Cisco IP SoftPhone how to prefix the phone numbers so the Cisco CallManager can properly route them. The dialing rules apply only when you use Cisco IP SoftPhone to initiate a call; they do not apply to numbers dialed on the Cisco IP Phone.

Dialing rules are maintained in the dialing rule list in the order you created them. Dialing rules are searched from the top of the dialing rules list to the bottom of the list. When the search finds a match, that dialing rule is used.



#### Tip

Create the dialing rules in the order in which you want them to be used. Create specific rules first and create general rules later. In the examples shown in [Table 3-12](#), internal phone calls are the most commonly used. Therefore, it becomes rule1.

---

## Procedure



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Dialing Rules** tab.
- Step 3** Click **Add...**  
The Dialing Rule dialog window opens.
- Step 4** Configure a dialing rule as described in [Table 3-11](#).
- Step 5** Review the dialing rule description displayed in the text box to ensure the settings are as you intended.
- Step 6** Click **OK**.
- Step 7** Repeat Steps 3 through 6 to set additional dialing rules as necessary.

**Table 3-11 Setting Dialing Rules**

Setting	Description
Rule Name	Enter a name for the rule. For example, <b>Rule 1</b>
Starting Digits	Enter the starting digits to which the rule applies. For example, <b>525</b>
Total number of digits	Enter the number of digits to which the rule applies. For example, <b>7</b>
Number of digits to remove from front	Enter the number of digits this rule will remove from the beginning of all phone numbers you dial. For example, <b>2</b>
Add prefix	Enter a prefix this rule will add to the beginning of all phone numbers you dial. For example, <b>7</b>

**Examples**

Table 3-12 shows the dialing rule settings for the following three scenarios:

1. to place long-distance calls outside your company without first dialing 9 and 1
2. to place calls inside your company by dialing only the last five digits of the telephone number
3. to place local calls outside of your company without first dialing 9

**Table 3-12 Sample Dialing Rule Settings**

Dialing Rules Field	For Internal Calls	For Outside Local Calls	For Outside Long-Distance Calls
Rule Name	Rule1	Rule2	Rule3
Starting Digits	525	<Leave empty>	<Leave empty>
Total number of digits	7	7	10
Number of digits to remove from front	2	0	0
Add Prefix	<Leave empty>	9	91

## How to Configure Audio Settings

The Audio setting allows you to change settings that control the audio reception and transmission for Cisco IP SoftPhone.

Use the Audio settings to:

- [Adjust Your Volume Settings, page 3-44](#)
- [Configure Your Voice Settings, page 3-45](#)
- [Configure Advanced Voice Settings, page 3-47](#)
- [Choose Your Ringer Settings, page 3-50](#)
- [Set Network Audio Settings, page 3-51](#)

## Adjust Your Volume Settings

You can adjust your volume settings from the Audio tab. This is similar to the way you adjust them from the main dialing window (see the [“Adjust Volume Controls” section on page 3-12.](#))

**Note**

The volume controls adjust the volume only if you use Cisco IP SoftPhone as a stand-alone phone. If you use Cisco IP SoftPhone to control an IP phone, use the ringer, speakerphone and handset volume controls on the Cisco IP Phone base to adjust the volume.

**Procedure**

- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Audio** tab.
- Step 3** Click **Volume Settings**.  
Volume controls display as shown in [Table 3-13](#).
- Step 4** Use your mouse to drag the volume bars up and down to set the desired volume.
- Step 5** To mute the speaker, microphone or ringer, click the Mute checkbox beneath the speaker volume control.

**Table 3-13 Volume Settings**

<b>Volume Control</b>	<b>Description</b>
Speaker Volume	Adjusts the volume of the computer speaker. Enable the checkbox below this column to mute the computer speaker.
Microphone Volume	Adjusts the input sensitivity (volume) of the computer microphone. Enable the checkbox below this column to mute the computer microphone.
Ring Volume	Adjusts the ring volume of the ringer (from an incoming call). Enable the checkbox below this column to mute the ringer.
Wave File Volume	Adjusts the volume of .wav files played through Cisco IP SoftPhone.

## Configure Your Voice Settings

You can configure your voice settings in the following ways:

- If your Cisco IP phone line is configured to operate in a high bandwidth region (for example, a LAN) but you are temporarily connected by means of a low bandwidth connection (for example, a dial-up modem or iDSL), enable the “Always use low bandwidth codec” feature.
- If you have more than one audio device configured on your PC, you can choose which device Cisco IP SoftPhone uses for audio reception and transmission of your phone calls.

### Procedure



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Audio** tab.
- Step 3** Configure the settings described in [Table 3-14](#).
- Step 4** Click **OK**.

**Table 3-14** Configure Your Voice Settings

Voice Setting	Description
<ul style="list-style-type: none"> <li>Always use low bandwidth codec</li> </ul>	<p>If your Cisco IP phone line is configured to operate in a high bandwidth region (for example, a LAN) but you are temporarily connected by means of a low bandwidth connection (for example, a dial-up modem or iDSL), be sure to select this option.</p> <p>To enable low bandwidth codec:</p> <ul style="list-style-type: none"> <li>Click the checkbox next to the “Always use low bandwidth codec” field.</li> </ul>
<ul style="list-style-type: none"> <li>Sound device for Playback (Speaker)</li> </ul>	<p>If you have more than one audio device configured on your PC, you can choose which device Cisco IP SoftPhone uses for audio reception of your phone calls.</p> <p>At the Sound device for Playback (Speaker) drop-down list box:</p> <ul style="list-style-type: none"> <li>leave the default that your operating system has set, or</li> <li>select a different audio device for your audio reception.</li> </ul>
<ul style="list-style-type: none"> <li>Sound device for Transmit (Microphone)</li> </ul>	<p>If you have more than one audio device configured on your PC, you can choose which device Cisco IP SoftPhone uses for audio transmission of your phone calls.</p> <p>At the Sound device for Transmit (Microphone) drop-down list box:</p> <ul style="list-style-type: none"> <li>leave the default that your operating system has set, or</li> <li>select a different audio device for your audio transmission.</li> </ul>

## Configure Advanced Voice Settings

Use the Advanced Voice Settings option to:

- adjust the sound quality of your Cisco IP SoftPhone. For example, you can smooth out your audio or reduce audio delay. See [“Change the Jitter Buffer Size” section on page 3-47](#).
- adjust the frequency processing to sharpen the audio and to improve the sound quality of your phone calls. See [“Configure Frequency Processing” section on page 3-47](#).

### Change the Jitter Buffer Size

Jitter buffer size impacts how you receive audio. The larger the jitter buffer size, the smoother the audio reception. However, larger jitter buffer size increases the audio delay.

Cisco IP SoftPhone supports a dynamic configuration of jitter buffer size. With dynamic configuration enabled, Cisco IP SoftPhone automatically adjusts the jitter buffer size per call depending on your PC and network conditions. With dynamic configuration enabled, the jitter buffer size is not used.

If your sound quality requires some adjustment, you can disable the dynamic configuration and change the jitter buffer size. To smooth out the audio on your Cisco IP SoftPhone, increase the jitter buffer size. To reduce any delay in the audio, decrease the jitter buffer size.

### Configure Frequency Processing

Cisco IP SoftPhone allows you to set the frequency processing to sharpen the audio and to improve the sound quality of your phone calls. Post-processing handles audio reception and pre-processing handles audio transmission.

Cisco IP SoftPhone’s default setting for frequency processing uses parameters from the ITU (International Telecommunications Union). Try the various parameters (None, ITU and Telecaster) and see which sound quality works for you and your callers. If you find the audio too sharp, you may want to change the post-processing and pre-processing to None.

Perform the following steps to adjust the audio quality of your Cisco IP SoftPhone:

### Procedure

- 
- Step 1** Click the **Settings** toolbar icon.
  - Step 2** Click the **Advanced** tab.
  - Step 3** Click the **Advanced Voice Settings** tab.
  - Step 4** Configure the settings described in [Table 3-15](#).
  - Step 5** Click **OK**.

**Table 3-15** *Configure Advanced Voice Settings*

Advanced Voice Setting	Description
<ul style="list-style-type: none"> <li>• Enable dynamic jitter buffer</li> </ul>	<p>Enable dynamic jitter buffer is the default configuration. With this configuration, the Jitter Buffer Size field is inactive.</p> <p>If your sound quality requires some adjustment, you can disable the dynamic configuration and change the jitter buffer size. For example, to smooth out the audio on your Cisco IP SoftPhone, increase the jitter buffer size; to reduce any delay in the audio, decrease the jitter buffer size.</p> <p>To change the jitter buffer size:</p> <ul style="list-style-type: none"> <li>• Disable the dynamic jitter buffer size by unchecking the “Use dynamic jitter buffer” checkbox.</li> <li>• Enter a new jitter buffer size according to the guidelines shown in <a href="#">Table 3-16</a>.</li> </ul> <p><b>Note</b> You may increase the jitter buffer above the typical size, if required.</p>

**Table 3-15 Configure Advanced Voice Settings (continued)**

Advanced Voice Setting	Description
<ul style="list-style-type: none"> <li>Frequency post-processing</li> </ul>	<p>This setting is used for audio reception.</p> <p>Cisco IP SoftPhone's options for frequency post-processing parameters are:</p> <ul style="list-style-type: none"> <li>None</li> <li>ITU (International Telecommunications Union), the default</li> <li>Telecaster (Cisco IP Phone)</li> </ul> <p>Try the various parameters and see which sound quality works for you and your callers. For example, if you find the audio too sharp, try the post-processing frequency set to none.</p>
<ul style="list-style-type: none"> <li>Frequency pre-processing</li> </ul>	<p>This setting is used for audio transmission.</p> <p>Cisco IP SoftPhone's options for frequency pre-processing parameters are:</p> <ul style="list-style-type: none"> <li>None</li> <li>ITU (International Telecommunications Union), the default</li> <li>Telecaster (Cisco IP Phone)</li> </ul> <p>Try the various parameters and see which sound quality works for you and your callers. For example, if a caller says that your voice sounds too sharp, change the pre-processing frequency to None.</p>

**Table 3-16 Jitter Buffer Size**

Operating System	Minimum Jitter Buffer	Typical Jitter Buffer
Windows 95/98/ME/NT	120 ms	180 - 360 ms
Windows 2000/XP	40 ms	60 - 180 ms

## Choose Your Ringer Settings

You can configure the ringer settings as described here:

- If you have more than one audio device configured on your PC, you can select which device Cisco IP SoftPhone uses as your phone ringer. For example, if you are using a headset, you can redirect the ring to an external speaker.
- You can set your system speaker to beep when you receive a call. Use this feature to alert you of incoming calls when you have a headset plugged into the sound card but you are not wearing the headset.



---

**Note** The beep is available only on systems that have a system speaker. If you do not have a system speaker, the ring buzzer may play through your PC speaker.

---

### Procedure

---



- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Audio** tab.
- Step 3** Configure the settings described in [Table 3-17](#).
- Step 4** Click **OK**.

**Table 3-17 Choose Your Ringer Settings**

Ringer Setting	Description
<ul style="list-style-type: none"> <li>Sound device for Ringer</li> </ul>	<p>If you have more than one audio device configured on your PC, you can select which device Cisco IP SoftPhone uses as your phone ringer. For example, if you are using a headset, you can redirect the ring to an external speaker.</p> <ul style="list-style-type: none"> <li>At the Sound device for Ringer drop-down list, choose the device where you want Cisco IP SoftPhone to ring.</li> </ul>
<ul style="list-style-type: none"> <li>Enable ring buzzer</li> </ul>	<p>You can set your system speaker to beep when you receive a call. Use this feature to alert you of incoming calls when you have a headset plugged into the sound card but you are not wearing the headset.</p> <ul style="list-style-type: none"> <li>At the Enable Ring Buzzer field, click the checkbox.</li> </ul> <p><b>Note</b> The beep is available only on systems that have a system speaker. If you do not have a system speaker, the ring buzzer may play through your PC speaker.</p>

## Set Network Audio Settings

Cisco IP SoftPhone 1.2 and later includes network audio settings that allow you to perform the following tasks:

- Obtain the correct IP address (for voice streaming) of the PC on which Cisco IP SoftPhone is running.
- Establish two-way audio when you experience one-way audio.

You may experience one-way audio as result of one of the following conditions:

- You run Cisco IP SoftPhone over a Virtual Private Network (VPN) to connect to the corporate network.
- You use multiple Network Interface Cards (NICs) on the PC.
- You use Network Address Translation (NAT).
- You disconnect and reconnect to the network (for example, you undock and dock a laptop).




---

**Note** Cisco IP SoftPhone does not support Port Address Translation (PAT).

---

## Configure Network Audio Settings

### Before You Begin

Determine whether you have multiple NICs on your PC or whether you use a VPN or NAT to connect to your corporate network.

### Procedure



- 
- Step 1** Click the **Settings** toolbar icon.
  - Step 2** Click the **Audio** tab.
  - Step 3** Click the **Network IP Settings** button to open the Network Audio Settings screen.
- 

[Table 3-18](#) describes how to configure the Network Audio Settings.

Table 3-18 Network Audio Settings



IP Address Setting	Description
<ul style="list-style-type: none"> <li>Automatic Selection</li> </ul>	<p><b>Tip</b> This setting is highly recommended.</p> <hr/> <p> <b>Caution</b> For Automatic Selection to work, your administrator must have configured the URL and provided you with a valid URL.</p> <hr/> <p>Choose this primary setting to run Cisco IP SoftPhone. This setting allows Cisco IP SoftPhone to obtain the correct IP address from a web page. <b>Automatic Selection</b> is the default setting for web installation.</p>
<ul style="list-style-type: none"> <li>Select Address</li> </ul>	<p>Choose this setting under the following conditions:</p> <ul style="list-style-type: none"> <li>The Automatic Selection for obtaining the IP address is not available. This may be, for example, because your web server does not support the active server pages or the active server pages are inaccessible to the user.</li> <li>You installed Cisco IP SoftPhone from a CD-ROM.</li> </ul> <p>Select an address from the drop-down list box. You may need to randomly select a different address from the drop-down list box until you are able to establish two-way audio.</p> <p><b>Select Address</b> is the default setting for CD installation.</p>
<ul style="list-style-type: none"> <li>Specify Address</li> </ul>	<p>This field allows users to specify the IP address of their PC to which others will send their audio streams.</p> <hr/> <p> <b>Caution</b> Automatic Selection is the recommended setting. Use the Specify Address method <b>only</b> if Automatic Selection is not available.</p>
<b>Audio Input Port</b>	
<ul style="list-style-type: none"> <li>Automatic Setting</li> </ul>	<p>Choose this setting if you want Cisco IP SoftPhone to automatically select the local UDP port from which it will receive incoming audio streams. <b>Automatic Setting</b> is the default setting.</p>
<ul style="list-style-type: none"> <li>Specify Port</li> </ul>	<p>If you are not using the <b>Automatic Setting</b> for the Audio output port, use this field to specify the local UDP port for receiving incoming audio streams.</p>

Table 3-18 Network Audio Settings (continued)

IP Address Setting	Description
<b>Audio Output Port</b>	
<ul style="list-style-type: none"> <li>Automatic Setting</li> </ul>	Choose this setting if you want Cisco IP SoftPhone to automatically select the local UDP port from which it will send outgoing audio streams. <b>Automatic Setting</b> is the default setting.
<ul style="list-style-type: none"> <li>Specify Port</li> </ul>	If you are not using the <b>Automatic Setting</b> for the audio output port, use this field to specify the local UDP port to transmit audio streams.

## How to Configure Advanced Settings

Use the **Advanced** tab in the Settings dialog window to perform the following tasks:


- Configure user permissions (User Name and Password)
- Configure the primary CTI Manager server and (optionally) the backup of the primary CTI Manager server you use.
- Select the lines you want to control.
- Change the collaboration settings.
- Change the language settings.

### Procedure



- 
- Step 1** Click the **Settings** toolbar icon.
- Step 2** Select the **Advanced** tab.
- Step 3** Configure the settings described in [Table 3-19](#).
- Step 4** Click **OK**.
-

**Table 3-19 How to Configure Advanced Settings**

Setting	Description
User Name and Password	<p>Enter your Cisco CallManager UserName and Password here.</p> <p><b>Note</b> If you installed Cisco IP SoftPhone from the Web or if you upgraded to a later version of Cisco IP SoftPhone, the User Name and Password fields are automatically filled in from the information entered during installation.</p>
Primary CTI Manager and Backup CTI Manager	<p>If your system administrator installed Cisco IP SoftPhone from a self-executable file, the Primary CTI Manager and Backup CTI Manager fields are automatically filled in.</p> <p>Enter the IP address of the Primary CTI Manager server and (optionally) the IP address of your Backup CTI Manager server.</p> <p></p> <p><b>Caution</b> The IP address(es) must be valid for Cisco IP SoftPhone to work.</p> <p><b>Note</b> If you installed Cisco IP SoftPhone from the Web or if you upgraded to a later version of Cisco IP SoftPhone, the Primary CTI Manager and (optionally) the Backup CTI Manager fields are automatically filled in.</p>
Select Lines	<p>Click <b>Select Lines...</b> to select the IP phone line(s) you want to control.</p> <p>See <a href="#">“How to Select Lines to Control”</a> section on page 3-2 for more details.</p>
Collaboration Setting	<p>Enable the Virtual Conference Room option to use the collaboration features of Cisco IP SoftPhone. Enable the NetMeeting option to use the video collaboration features of Microsoft NetMeeting. You must restart Cisco IP SoftPhone to make these changes take effect.</p>
Languages	<p>Choose the language in which you want to run Cisco IP SoftPhone. You must restart Cisco IP SoftPhone for any changes to take effect.</p>

