



Configuring the Application

Cisco IP Communicator requires some configuration after installation and before first use. At the very least, users must select and tune audio devices with the Audio Tuning Wizard. (Users might need to complete additional configuration tasks during startup for Cisco IP Communicator to work properly.)

If any users rely on unsupported VPN clients, you must run the Cisco IP Communicator Administration Tool and enable HTTP access, if you have not done so already.

Additionally, if your company uses Cisco IP Communicator in an environment where users do not have administrative privileges, and if multiple users share a PC, you must run Cisco IP Communicator one time after installation using an administrator account on each machine and select a network interface and TFTP server, if required. Those settings will remain with the PC; all other settings in this environment will follow the user.

This chapter covers the following sections:

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Understanding Post-Installation Configuration Tasks, page 4-6](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)

An Overview of Post-Installation Configuration Tasks

The following tables provide an overview of configuration tasks that you or the user might need to perform before Cisco IP Communicator can function properly or before users can access some features. The necessity of these tasks depends upon variables such as settings on the client PC and the user's software VPN solution, among other factors.

- [Table 4-1](#)—Required Post-Installation Configuration Tasks
- [Table 4-2](#)—Recommended or optional Post-Installation Configuration Tasks

For a more detailed explanation of tasks that are outlined in the tables, refer to the [“Understanding Post-Installation Configuration Tasks”](#) section on page 4-6.



Note

- If you expect users to perform post-installation tasks, provide them with detailed instructions, including access to the *Cisco IP Communicator User Guide*. See the [“Helping Users with Post-Installation Configuration Tasks”](#) section on page 4-19.
 - Some settings (such as configuring a custom audio port range) can be configured both locally (on the client PC) and remotely (in Cisco CallManager Administration). Be aware that if a setting's value is modified locally, the modified value will become the active value, overwriting or preempting a value that is specified remotely. Therefore, once a setting has been modified on the client PC, the only way to change it is on the client PC. See the [“Understanding Local Configuration”](#) section on page 4-19.
-

Table 4-1 Required post-installation configuration tasks

Task	Required?	Configuration Notes	For details, see...
Select and tune audio devices when prompted at startup	Required at initial startup. Allows Cisco IP Communicator to recognize installed audio devices.	Use the Audio Tuning Wizard, which launches automatically at initial start up. To launch manually, right-click on Cisco IP Communicator or choose the program group. For device selection, access Preferences > Audio .	<ul style="list-style-type: none"> • Selecting and Tuning Audio Devices, page 4-6 • General Troubleshooting Tips, page 8-5
Specify a TFTP server address immediately after initial startup	Required if you are not using DHCP with Option 150 enabled in your network or want to specify an alternate TFTP address (only if you have not already specified this variable via a command line option during deployment).	<p>Cisco IP Communicator right-click menu: Preferences > Network > TFTP Servers.</p> <p>If users share a PC and do not have elevated privileges, you must do this task using an administrator account.</p>	<ul style="list-style-type: none"> • Deploying the Application, page 3-2 • Specifying a TFTP Server, page 4-8 • Resolving Startup Problems, page 8-3
Select a device name (derived from the network interface selection) when prompted after initial startup	Required at first launch if the client PC has multiple network interfaces, or is a laptop with a docking station (and if you have not already specified this variable via a command line option during deployment).	<p>Cisco IP Communicator right-click menu: Preferences > Network > Device Name.</p> <p>If users share a PC and do not have elevated privileges, you must do this task using an administrator account.</p>	<ul style="list-style-type: none"> • Deploying the Application, page 3-2 • Selecting a Device Name, page 4-9 • Resolving Startup Problems, page 8-3

Table 4-1 Required post-installation configuration tasks (continued)

Task	Required?	Configuration Notes	For details, see...
If you have not done so already, run the Cisco IP Communicator Administration Tool and select the option to enable HTTP access; specify the URL in Cisco CallManager Administration	Required to resolve audio IP address detection problems caused by unsupported VPN clients; recommended to improve AutoUpdate performance for remote users and to install the Directory Wizard.	Obtain the tool from the product software download web site and enter the getIP.asp URL in Cisco CallManager Administration (Device > Phones > Phone Configuration > IP Address Auto-detection URL).	<ul style="list-style-type: none"> • Running the Cisco IP Communicator Administration Tool, page 2-14 • Resolving Audio IP Address Auto-Detection Problems, page 4-11 • Resolving Startup Problems, page 8-3
Provide users with user name and password	Required if users are going to access one or both of these features: <ul style="list-style-type: none"> • Quick Search Directory • User Options web pages 	In Cisco CallManager Administration, choose User > Add a New User...	<ul style="list-style-type: none"> • Specifying User Authentication Information for Quick Search, page 5-11 • Helping Users Subscribe to Services and Configure Features, page A-3

Table 4-2 Recommended or optional post-installation configuration tasks

Task	Required?	Who configures where?	For details, see...
Modify advanced audio properties	Optional; used to improve sound quality. Recommended for advanced users.	Cisco IP Communicator right-click menu: Preferences > Audio > Advanced.	Configuring Settings for Remote Use, page 4-17
Specify low-bandwidth setting for remote use	Optional. Remote users with low bandwidth connections might experience better audio quality using a low-bandwidth codec.	Cisco IP Communicator right-click menu: Preferences > Audio.	Configuring Settings for Remote Use, page 4-17
Configure a custom audio port range	Optional. You might use this option if you want to open up a single port to pass audio through a firewall or want to apply a QoS policy using a restricted range of RTP ports.	Cisco IP Communicator right-click menu: Preferences > Audio > Network... Or, from Cisco CallManager Administration: Phone Configuration > Product Specific Configuration. Note that local configuration takes precedent over configuration done from Cisco CallManager.	Selecting an Audio Port Range, page 4-16

Related Topics

- [Understanding Post-Installation Configuration Tasks, page 4-6](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)
- [Customizing Cisco IP Communicator, page 6-1](#)
- [Troubleshooting Cisco IP Communicator, page 8-1](#)

Understanding Post-Installation Configuration Tasks

The following topics provide more detail about required and recommended post-installation configuration tasks, as outlined in [Table 4-1](#) and [Table 4-2](#):

- [Required Post-Installation Tasks, page 4-6](#)
- [Recommended or Optional Post-Installation Tasks, page 4-14](#)
- [Configuring Settings for Remote Use, page 4-17](#)
- [Understanding Local Configuration, page 4-19](#)

Required Post-Installation Tasks

Required post-installation tasks are defined as those that might be necessary before Cisco IP Communicator can function properly or before a user can access important features.

Refer to the following sections for more information:

- [Selecting and Tuning Audio Devices, page 4-6](#)
- [Specifying a TFTP Server, page 4-8](#)
- [Selecting a Device Name, page 4-9](#)
- [Resolving Audio IP Address Auto-Detection Problems, page 4-11](#)
- [Providing Password Information, page 4-13](#)

Selecting and Tuning Audio Devices

The first time Cisco IP Communicator runs, users are prompted to select and tune audio devices using the Audio Tuning Wizard. Users must complete this task before Cisco IP Communicator will launch.

Users are not prompted to use Audio Tuning Wizard again unless the audio device that they try to select by other means cannot be found (because it has not yet been tuned), or in cases where users directly modify the volume on an audio device. Users can launch the Wizard manually from the right-click menu in Cisco IP Communicator interface or from the Windows Start menu.

Selecting Devices to Use with Audio Modes and the Ringer

Before users can use an audio device that requires a device driver, they must select at least one audio mode (speakerphone mode, headset mode, or handset mode) for the device. Users should also make sure that the device that they want to use to alert them to incoming calls is selected as the ringer. More suggestions for audio mode selections can be found in the *Cisco IP Communicator User Guide*.

The Audio Tuning Wizard prompts users to select devices for audio modes and for the ringer during the first launch of Cisco IP Communicator. After first launch, users can select devices using either:

- The Audio Tuning Wizard—Start > Programs > Cisco IP Communicator
- The right-click menu—Preferences > Audio > Audio Device Selections

Tuning Devices

In addition to selecting a device for each audio mode and the ringer, users must also tune the device before using it. Tuning a device means testing and, if necessary, adjusting the input/output levels of the device.

The Audio Tuning Wizard is the only means by which to accomplish this task and:

- Runs at the first launch of the Cisco IP Communicator after installation
- Pops up if the user tries to select an un-tuned device from the Preferences menu
- Can be launched anytime from the Cisco IP Communicator right-click menu

Additionally, users will see a prompt offering to launch the Audio Tuning Wizard at startup if they have changed the volume levels for an audio device since last tuning it. The prompt asks users if they wish to retune the audio device, revert to previous settings, or cancel.

Keep in mind that changing the volume level on a USB device directly (such as moving the volume slider on a USB headset) alters the volume level as perceived by the Audio Tuning Wizard. However, changing the volume level on the Cisco IP Communicator interface does not. Ideally, users will use the Audio Tuning Wizard to establish acceptable volume levels for both listening and speaking for each audio device, but rely on the volume controls on the Cisco IP Communicator interface to adjust volume levels for listening on a per-call basis thereafter. This strategy allows users to maintain acceptable volume settings in the Audio Tuning Wizard without requiring constant adjustments. In this case, users can choose the revert option when prompted instead of relaunching the Audio Tuning Wizard.

Users can try adjusting advanced audio settings from the Preferences window if the sound is too harsh or flat. See the “[Modifying Advanced Audio Settings](#)” section on page 4-14. Additional suggestions for sound quality modifications can be found in the troubleshooting chapter of the *Cisco IP Communicator User Guide*.

**Note**

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

Related Topics

- [An Overview of Post-Installation Configuration Tasks](#), page 4-2
- [Specifying a TFTP Server](#), page 4-8
- [Selecting a Device Name](#), page 4-9
- [Providing Password Information](#), page 4-13
- [Helping Users with Post-Installation Configuration Tasks](#), page 4-19

Specifying a TFTP Server

You need to manually specify a TFTP server for each Cisco IP Communicator device if either of the following applies:

- You are not using DHCP Option 150 in your network
- You want to specify an alternate TFTP server

Users can specify this setting from the right-click menu: **Preferences > Network > TFTP Servers**.

If a user is specifying this setting, you will need to tell the user which TFTP server(s) to use.

If your company uses Cisco IP Communicator in an environment where users do not have administrative privileges, and if multiple users share a PC, then this task cannot be completed by the end-user. Instead, you will need to use an administrator account to run Cisco IP Communicator one time after installation

on each machine and select the network interface (if this selection is required). This instruction also applies to selecting network interface (device name) in this circumstance. (See the [“Specifying a TFTP Server”](#) section on page 4-8.)

**Note**

Specifying the TFTP server after installation is not necessary if you specify a device name using the command line option when deploying the application with the Windows Installer package. See the [“Deploying the Application”](#) section on page 3-2.

Related Topics

- [An Overview of Post-Installation Configuration Tasks](#), page 4-2
- [Selecting a Device Name](#), page 4-9
- [Resolving Audio IP Address Auto-Detection Problems](#), page 4-11
- [Providing Password Information](#), page 4-13
- [Helping Users with Post-Installation Configuration Tasks](#), page 4-19

Selecting a Device Name

Cisco IP Communicator formulates its device name using the MAC address of the network interface that it associates with during the installation process. You can specify the network interface by using a command line option while deploying the Cisco IP Communicator application with the Windows Installer package (see the [“Deploying the Application”](#) section on page 3-2). In this case, users will not need to choose a network interface.

If you do not use a command line option to specify a network interface, Cisco IP Communicator will try to make the association automatically at the time of installation, or prompt the user to make a selection:

- If there is only one enabled network interface available on the client PC, Cisco IP Communicator will automatically associate with that interface.
- If multiple network interfaces are available, Cisco IP Communicator will prompt the user to choose one (first launch only).

Choosing the correct interface is critical because Cisco IP Communicator uses the MAC address of the associated network interface to identify its device name to Cisco CallManager in the same manner as hardware-based Cisco IP Phones.

Therefore, every time Cisco IP Communicator starts, it verifies that the associated interface is still installed in the machine. This prevents users from modifying Cisco IP Communicator's original device name.

With multiple network interfaces

When multiple network interfaces exist—such with a laptop that uses both a wireless (802.11) and wired (Ethernet) network interface, or a laptop with a docking station—advise users to choose the interface that is most likely to provide permanent connectivity, or the one that is always enabled (even if it is inactive). In most cases, this means choosing an integrated Ethernet card over a wireless card, docking station, or PC card. (Wireless cards are to be avoided because they can appear disabled if they are not associated with a base station.) Ideally, you should tell users exactly which network interface to choose.



Note

At first launch, Cisco IP Communicator automatically chooses an Ethernet interface, if one is present. Because some laptop docking stations contain additional Ethernet interfaces, advise laptop users to undock before launching Cisco IP Communicator for the first time. Doing so will help Cisco IP Communicator choose the appropriate network.

With a shared PC

If your company uses Cisco IP Communicator in an environment where users do not have administrative privileges, and if multiple users share a PC, a user cannot select the device name. Instead, you will need to use an administrator account to run Cisco IP Communicator one time after installation on each machine and select the network interface (if this selection is required). This instruction also applies to selecting a TFTP setting in this circumstance, if one is required. (See the [“Specifying a TFTP Server”](#) section on page 4-8.)

After disabling or removing an interface

If the associated network interface is later disabled or removed, Cisco IP Communicator will prompt the user to either reinstall the interface or choose a new interface. If you or the user chooses a new interface, you must create a new device record in Cisco CallManager to preserve the user's original DN, softkey template, settings, and so on. Delete the old device record.

Tell users to coordinate with their system administrator before choosing a new interface.

Related Topics

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Specifying a TFTP Server, page 4-8](#)
- [Resolving Audio IP Address Auto-Detection Problems, page 4-11](#)
- [Providing Password Information, page 4-13](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)

Resolving Audio IP Address Auto-Detection Problems

If the PC on which Cisco IP Communicator is running uses an unsupported software VPN client, audio IP address auto-detection will not work. The resulting symptom is one-way audio.

In this case, you need to complete the following tasks:

- First, run the Cisco IP Communicator Administration Tool and select the option to enable the HTTP access. Doing this creates a getIP.asp reflector web page. (See the [“Running the Cisco IP Communicator Administration Tool” section on page 2-14](#) for help.)
- Next, specify the location of the getIP.asp web page in the Cisco CallManager Administration (**Device > Phones > Phone Configuration > Product Specific Configuration > IP Address Auto-detection URL**).

By default, getIP.asp is stored here:

<http://<server>/communicatorloads/communicator/getIP.asp>

If you want to change the location of the getIP.asp reflector web page, copy the getIP.asp from the default location, place it in a new location, and enter the new URL in the Cisco CallManager Administration (see the second bullet above). If you choose to change the location, be aware that getIP.asp must be placed on a Microsoft IIS Web server to work properly for auto-detection purposes.



Tip

Audio IP address settings can be viewed and configured from the Cisco IP Communicator interface by choosing: **Right-click > Preferences > Audio > Network... > Audio IP Address**.

What Software VPN Clients are Supported?

Supported software VPN clients include Cisco Systems VPN Client 3.x or 4.x, and the Microsoft PPTP client. Other third-party VPN clients might be unsupported. A VPN solution is typically unsupported if it is not a Cisco product and does not function like a network interface card.

Understanding how Cisco IP Communicator Obtains an Audio IP Address with a VPN

Software VPN clients are overlaid on top of an existing IP network, meaning that there are essentially two IP addresses on the computer when a VPN is in use:

- The IP address from the underlying network
- The IP address provided by the VPN client that is used by parties on the other side of the connection to communicate with applications on the computer

Some VPN clients, such as Cisco Systems VPN Client 3.x, assign the VPN IP address at a very low level, which makes it difficult for Cisco IP Communicator to specify the correct address. To eliminate this problem, Cisco IP Communicator queries the Cisco VPN client directly.

Other VPN Clients, such as the Microsoft PPTP client and Cisco VPN Client 4.x simply appear as alternative network interfaces. In these cases, the IP address can be selected with the same auto-detection process that is used to resolve selection when there are multiple interfaces.

Other third-party VPN clients might be unsupported and result in one-way audio. Fix the problem by running the Cisco IP Communicator Administration Tool to create a getIP.asp audio IP address reflector web page, then specify the URL for the web page in Cisco CallManager Administration. Cisco IP Communicator will attempt to fetch this reflector page rather than using other methods of auto-detection. The reflector page returns the IP address from which it sees the request originate, which is a relatively reliable way to identify Cisco IP Communicator's VPN IP address. See the opening paragraphs of this section ([Resolving Audio IP Address Auto-Detection Problems, page 4-11](#)) for more information on completing the getIP.asp tasks.

Related Topics

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Selecting a Device Name, page 4-9](#)
- [Providing Password Information, page 4-13](#)
- [Configuring Settings for Remote Use, page 4-17](#)

Providing Password Information

Provide users with a user name and password for the following Cisco IP Communicator settings:

- **Directories**—Provide a user ID and password to users to input from the Cisco IP Communicator right-click menu: **Preferences > Directories**. Users should enter the credentials for the directory account of the directory that will be searched. If more than one directory will be searched, the credential information must be the same for all of them. This information needs to be provided to users.

Users must enter Directories credential information if:

- You did not input global credentials in the Quick Search configuration file (LdapDirectories.xml) and users want to use Quick Search to search a corporate directory. (You can configure LdapDirectories.xml with the Directory Wizard, which is available from the Cisco IP Communicator Administration Tool. See the [“Configuring Quick Search” section on page 5-7](#) for details.)
 - Users want to use Quick Search to search a personal directory. (Personal directories are set up to use “user based authentication” and cannot use global credentials.)
- **User Options**—Provide a user ID and password to users to input from the Cisco IP Communicator right-click menu: **Preferences > User**. The credentials must be the user’s Cisco CallManager credentials. Users might already know this information, or you may need to provide the information to them.

Users must enter User credential information if:

- Users want to access their User Options web pages.
- Users want to use Quick Search to search a personal directory. (In this case, only the user ID field is required. This field determines where the personal directory is located within the Cisco CallManager directory.)

Related Topics

- [Running the Cisco IP Communicator Administration Tool, page 2-14](#)
- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)

- [Configuring Corporate and Personal Directories](#), page 5-5
- [Helping Users Subscribe to Services and Configure Features](#), page A-3

Recommended or Optional Post-Installation Tasks

- [Modifying Advanced Audio Settings](#), page 4-14
- [Specifying Low-Bandwidth for Remote Use](#), page 4-15
- [Selecting an Audio Port Range](#), page 4-16

Modifying Advanced Audio Settings

Advanced audio properties are entirely optional. Users might want to modify these settings to improve sound quality based on personal preferences.

Advanced audio settings are accessed from the Cisco IP Communicator right-click menu (**Preferences > Audio > Advanced...**) and are described in [Table 4-3](#).



Tip

You can find more information about voice quality issues in the troubleshooting section of the *Cisco IP Communicator User Guide*.

Table 4-3 *Advanced audio settings*

Setting	Purpose
Audio Mode drop-down menu	Use this menu to select an audio mode: Headset, Handset, or Speakerphone. This is the audio mode to which any changes you make in this window will apply when you click Apply . (If you click Apply to all , the changes that you make apply to all audio modes.)

Table 4-3 *Advanced audio settings*

Setting	Purpose
Filters	Filters can make the audio sound sharper and less flat when you are using a low-bandwidth codec. (Users enable or disable low bandwidth by right-clicking on Cisco IP Communicator and choosing Preferences > Audio .) Experiment with applying filters during a call. You can hear the effect of a playback (listening) filter as soon as you apply it. To gauge the effect of a recording (speaking) filter, ask the other party how you sound.
Volume limit check box	Enabling this feature might be helpful if calls originating outside of the network consistently sound louder than calls originating within the network.

Related Topics

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Specifying Low-Bandwidth for Remote Use, page 4-15](#)
- [Configuring Settings for Remote Use, page 4-17](#)
- [Selecting an Audio Port Range, page 4-16](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)

Specifying Low-Bandwidth for Remote Use

Remote users with low bandwidth connections might experience better audio quality using a low-bandwidth codec.

To specify low-bandwidth, choose **Preferences > Audio** from the Cisco IP Communicator right-click menu, and check the **Optimize for low bandwidth** check box.

Related Topics

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Modifying Advanced Audio Settings, page 4-14](#)
- [Configuring Settings for Remote Use, page 4-17](#)

- [Selecting an Audio Port Range](#), page 4-16
- [Helping Users with Post-Installation Configuration Tasks](#), page 4-19

Selecting an Audio Port Range

You might need to select an audio port range for Cisco IP Communicator to use if the network uses a custom port range for RTP audio. For example, if a single port is opened to allow audio to pass through a firewall or if a quality of service (QoS) policy has been applied to only those routers and switches with a restricted range of RTP ports.

You can do this from Cisco CallManager Administration: **Phone Configuration > Product Specific Configuration** panel. Alternately, users can do this from the Cisco IP Communicator right-click menu: **Preferences > Audio > Network > Audio Port Range**.



Note

Unless local settings access is disabled, the audio port range can be configured locally (on the client PC) and remotely (in Cisco CallManager Administration). Be aware that if the value is modified locally, the modified value will become the active value, overwriting or preempting a value that is specified remotely. Therefore, once a setting has been modified on the client PC, the only way to change it is on the client PC.

Related Topics

- [Understanding QoS Modifications](#), page 1-12
- [An Overview of Post-Installation Configuration Tasks](#), page 4-2
- [Specifying Low-Bandwidth for Remote Use](#), page 4-15
- [Configuring Settings for Remote Use](#), page 4-17
- [Understanding Local Configuration](#), page 4-19
- [Disabling Local Settings Access](#), page 5-18

Configuring Settings for Remote Use

Depending on the VPN client that is used to connect to the network, users who run Cisco IP Communicator remotely, or outside of the LAN, might need to modify certain settings from the Cisco IP Communicator interface. These settings are described in [Table 4-4](#).

Table 4-4 *Modifications for remote use*

Configuration task	Purpose	Where to do it
Optimize for low-bandwidth (G.729).	Remote users with low bandwidth connections might experience better audio quality using a low-bandwidth codec. (Users might want to apply listening and/or speaking filters when using a low-bandwidth codec. See the “Modifying Advanced Audio Settings” section on page 4-14 for details.	Cisco IP Communicator right-click menu: Preferences > Audio > Optimize for low bandwidth check box.

Table 4-4 Modifications for remote use

Configuration task	Purpose	Where to do it
Specify the TFTP address at first startup.	<p>Remote users are probably not going to receive their TFTP address from DHCP. However, Cisco IP Communicator caches the last TFTP address that it received and tries to use it the next time it starts up.</p> <p>First-time remote users with a freshly installed application will not be able to use Cisco IP Communicator until specifying a TFTP address.</p>	<p>Cisco IP Communicator right-click menu: Preferences > Network > Use these TFTP servers.</p> <p>See the “Specifying a TFTP Server” section on page 4-8.</p>
If you have not done so already, run the Cisco IP Communicator Administration Tool and select the option to enable HTTP access. Specify the getIP.asp URL in Cisco CallManager Administration.	<p>Enabling HTTP access will improve the performance of AutoUpdate for remote users (see “Updating the Application” section on page 3-7). Additionally, this step is necessary to resolve audio IP address auto-detection problems caused by unsupported software VPN clients. In this case, you need to enter the URL for getIP.asp (an IP address reflector page) in Cisco CallManager.</p>	<p>Obtain the tool from the software download site (http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm); run the tool and select the option to enable HTTP access. Specify the URL in Cisco CallManager Administration (Device > Phones > Phone Configuration > Product Specific Configuration > IP Address Auto-detection URL). See the “Resolving Audio IP Address Auto-Detection Problems” section on page 4-11.</p>

Related Topics

- [An Overview of Post-Installation Configuration Tasks](#), page 4-2
- [Resolving Audio IP Address Auto-Detection Problems](#), page 4-11
- [Helping Users with Post-Installation Configuration Tasks](#), page 4-19
- [Troubleshooting Cisco IP Communicator](#), page 8-1

Understanding Local Configuration

Many required and recommended post-installation tasks can be performed locally on the client PC; a few tasks require access to the Cisco CallManager Administration web interface and therefore must be performed by an administrator.

Additionally, some settings (such as configuring a custom audio port range) can be configured both locally (on the client PC) and remotely (in Cisco CallManager Administration). Be aware that if a setting's value is modified locally, the modified value will become the active value, overwriting or preempting a value that is specified remotely. Therefore, once a setting has been modified on the client PC, the only way to change it is on the client PC.

To prevent this scenario, you can disable access to some network settings so that they appear grayed-out on the client PC. The best time to do this is at the time that you are provisioning the device profile prior to deployment. See the [“Disabling Local Settings Access” section on page 5-18](#) for more information.

Related Topics

- [An Overview of Post-Installation Configuration Tasks, page 4-2](#)
- [Understanding Post-Installation Configuration Tasks, page 4-6](#)
- [Helping Users with Post-Installation Configuration Tasks, page 4-19](#)

Helping Users with Post-Installation Configuration Tasks

With a few exceptions, most of the post-installation configuration tasks that are recommended or required for Cisco IP Communicator to function properly must be performed on the client PC, and are therefore likely to be performed by users.

As the administrator, you should be prepared to perform post-installation configuration tasks at the client PC on behalf of users, or you should provide users with the specific information necessary to complete these tasks themselves. The *Cisco IP Communicator User Guide* provides general information to help users perform post-installation configuration, but users are likely to need more specific

direction from you—especially considering that most tasks are recommended on the basis of certain technical conditions that users might not know how to recognize or interpret.

The configuration tasks summarized in the [“An Overview of Post-Installation Configuration Tasks”](#) section on page 4-2 can help you determine the kind of information that you need to give to users to help them complete tasks.

Related Topics

- [An Overview of Post-Installation Configuration Tasks](#), page 4-2
- [Understanding Post-Installation Configuration Tasks](#), page 4-6
- [Understanding Local Configuration](#), page 4-19
- [Providing Information to Users Via a Website](#), page A-1