



Preface

This guide provides the information you need to install, configure, manage, and troubleshoot Cisco IP Communicator on a VoIP network.

Because of the complexity of an IP telephony network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) or other network devices. For this information, see the *Cisco Unified Communications Manager Administration Guide* and other documentation in the Cisco Unified Communications Manager documentation suite.



Note

Depending on context, this guide refers to Cisco IP Communicator as a *phone, device, application, or interface*.

Audience

Network engineers, system administrators, and telecommunication engineers should review this guide to learn the steps required to properly set up Cisco IP Communicator on the network.

The tasks described are administration-level tasks and are not intended for end-users of the phones (hereafter referred to as *users*). Many of the tasks involve configuring network settings and affect the phone's ability to function in the network. We recommend that administrators also read the *User Guide for Cisco IP Communicator* to learn how the application works.

Because of the close interaction between Cisco IP Communicator and the call-processing server, many of the tasks in this guide require familiarity with Cisco Unified Communications Manager.

Organization

Table 1 provides the organization of this guide.

Table 1 Document Organization

Chapter	Description
Chapter 1, “Overview of Cisco IP Communicator”	Introduces the application and summarizes its relationship to the network.
Chapter 2, “Preparing to Deploy Cisco IP Communicator”	Provides a checklist for deploying and configuring; describes methods for adding devices to Cisco Unified Communications Manager; describes how to configure Cisco IP Communicator with different protocols; describes how to configure security features.
Chapter 3, “Deploying and Updating Cisco IP Communicator”	Provides installation requirements; describes how to properly deploy and update the application software.
Chapter 4, “Configuring Cisco IP Communicator”	Describes how to configure settings locally and remotely to ensure functionality and improve performance; discusses supporting users who configure settings locally.
Chapter 5, “Configuring Features and Services for Cisco IP Communicator”	Provides an overview of procedures for configuring the application as a phone device from Cisco Unified Communications Manager Administration. Includes adding users to the network, configuring corporate directories, and setting up web information services.
Chapter 6, “Customizing Cisco IP Communicator”	Describes how to customize phone ring sounds, background images, and the idle display.
Chapter 7, “Viewing Operational Information for Cisco IP Communicator”	Explains how to view device and network configuration, status messages, network statistics, and other information locally (from the Cisco IP Communicator interface) and remotely (from a device web page). Also describes how to set up and use Windows performance monitoring tools.
Chapter 8, “Troubleshooting Cisco IP Communicator”	Provides tips for troubleshooting the application.
Appendix A, “Providing Information to Users About Cisco IP Communicator”	Provides suggestions for providing users with important information about using the application.

Conventions

Notes, cautions, and timesavers use these conventions and symbols:



Note

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



Caution

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

**Timesaver**

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

**Tip**

Means *the information contains useful tips*.

Related Documentation

For complete documentation for Cisco IP Communicator, see this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html

The user guide is also available from the Cisco IP Communicator program folder, or by right-clicking the Cisco IP Communicator interface.

You can find related product information at these URLs:

- Cisco Unified Video Advantage documentation

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

- Cisco Unified Communications Manager documentation:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

**Tip**

You can view and search several Cisco Unified Communications Manager guides by using the Cisco Unified Communications Manager Administration online help system. To access the online help system, choose **Help > This Page** or **Help > Contents** from the main menu bar in the Administration web application.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>.