Customizing Settings on Cisco IP Communicator

Where to Access Settings, page 4-1
Adjusting the Volume for a Call, page 4-2
Customizing Rings and Message Indicators, page 4-3
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About Viewing and Customizing Preferences, page 4-4

Where to Access Settings

Here is some useful information to keep in mind about Cisco IP Communicator settings:

- Most settings are accessible by choosing Preferences from the menu. You access the menu from the menu icon in the window control button bar, by right-clicking anywhere on the interface, or by pressing Shift + F10.
- Ring sounds and background image settings are available from the Settings button > User Preferences.
- Most settings are accessible on your IP Communicator, but a few are accessed online from your User Options web pages.
Note

If the Settings button is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.

Related Topics

- About Viewing and Customizing Preferences, page 4-4
- Customizing Rings and Message Indicators, page 4-3
- Logging In to the Cisco Unified CM User Options Web Pages, page 7-2

Adjusting the Volume for a Call

<table>
<thead>
<tr>
<th>If you want to…</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust the volume level during a call</td>
<td>Click the Volume button, or click the Page Up/Page Down keys on your keyboard during a call or after invoking a dial tone. Click Save to preserve the new volume as the default level for the currently active audio mode. You can also adjust the volume level by using the computer volume controls or any volume controls that are available on the audio device. (See the Tips section for more information about this method.)</td>
</tr>
<tr>
<td>Adjust the volume level for the ringer</td>
<td>Click the Volume button while Cisco IP Communicator is on-hook (no calls or dial tone active). The new ringer volume is automatically saved.</td>
</tr>
</tbody>
</table>

Tips

- You can adjust the volume only for the currently active audio mode. For example, if you increase the volume while using speakerphone mode, you have not affected the headset mode volume.

- If you adjust the volume without saving the change, the volume reverts to the previously saved level the next time you use that audio mode.

- If you adjust the volume on a selected audio device directly (for example, if you adjust the computer volume controls), the Check Audio Settings window might appear the next time you launch Cisco IP Communicator. See Using the Audio Tuning Wizard, page 1-6.
Customizing Rings and Message Indicators

You can customize the way Cisco IP Communicator indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2. The options in the Cisco Unified CM User Options web pages might vary. If you cannot locate a specific option, contact your system administrator.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Change the ring tone per line | 1. Click the **Settings** button and select **User Preferences > Rings**.  
   2. Choose a phone line or the default ring setting.  
   3. Choose a ring tone to play a sample of it.  
   4. Press **Select** and **Save** to set the ring tone, or press **Cancel**. |
| Change the ring pattern (flash-only, ring once, beep-only, and so forth) | 1. Select **Cisco Unified CM User Options** from the right-click menu.  
   2. Log in to your Cisco Unified CM User Options web pages.  
   3. Select your device.  
   4. Click **Line Settings**, and make selections from the Ring Settings section. |
| Change the way the voice message indicator behaves | 1. Select **Cisco Unified CM User Options** from the right-click menu.  
   2. Log in to your Cisco Unified CM User Options web pages.  
   3. Select your device.  
   4. Click **Line Settings**, and make changes to the Message Waiting Lamp section. Typically, the default policy is to always light the indicator when you receive a new voice message. |

Note the location of the message waiting indicator:

- If you are using Default Mode (**right-click > Skins > Default Mode**), the indicator is the light strip on the left side of the interface.
- If you are using Compact Mode (**right-click > Skins > Compact Mode**), the indicator is the blinking envelope icon beside the line button.
Customizing the Phone Screen

Related Topics
- Adjusting the Volume for a Call, page 4-2
- Logging In to the Cisco Unified CM User Options Web Pages, page 7-2

Customizing the Phone Screen

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
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<tr>
<td>Change the background image on the phone screen</td>
<td>Click the <strong>Settings</strong> button &gt; <strong>User Preferences</strong> &gt; <strong>Background Images</strong>. Click the button to the left of the image you want, click <strong>Select</strong>, and click <strong>Preview</strong> if you want to see how the background will look. Click <strong>Exit</strong> to return to the selection menu. Click <strong>Save</strong> to accept the image, or click <strong>Cancel</strong> to revert to the previously saved setting.</td>
</tr>
<tr>
<td>Change the language on your phone screen</td>
<td>Log in to your Cisco Unified CM User Options web pages, and select your device. Choose <strong>User Options</strong> &gt; <strong>User Settings</strong>, change the user locale information, and click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>

Related Topics
- Logging In to the Cisco Unified CM User Options Web Pages, page 7-2

About Viewing and Customizing Preferences

You can access most Cisco IP Communicator settings through the Preferences window (**right-click** > **Preferences**).

- User Settings, page 4-5
- Network Settings, page 4-7
- Audio Settings, page 4-8
- How to Assign Audio Modes, page 4-9
- Network Audio Settings, page 4-13
- Advanced Audio Settings, page 4-13
- Directories Settings, page 4-15
## User Settings

You can access the User tab on the Preferences window (right-click > Preferences > User tab).

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Logging</td>
<td>When enabled, your system administrator can retrieve detailed Cisco IP Communicator logs for troubleshooting purposes. Your system administrator might ask you to enable this setting.</td>
<td>Troubleshooting Cisco IP Communicator, page 8-1</td>
</tr>
<tr>
<td>Close Hides Application</td>
<td>When you enable this feature and close the application, CIPC does not exit or quit—it hides to the system icon tray instead. Double-click the icon in the system tray to restore the application. This feature is enabled by default.</td>
<td>Placing a Call, page 3-3</td>
</tr>
<tr>
<td>Bring to Front on Active Call</td>
<td>When enabled, the application appears on top of all other applications when an incoming call is received. If disabled, the application does not appear on the top when an incoming call is received. The only indication of the incoming call is the ringer sound and the notification pop-up window.</td>
<td>Answering a Call, page 3-8</td>
</tr>
<tr>
<td>Hide Incoming Call Notification</td>
<td>When enabled, the Incoming Call Notification no longer pops up when you receive a call.</td>
<td>Answering a Call, page 3-8</td>
</tr>
</tbody>
</table>
### About Viewing and Customizing Preferences

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Use default (TFTP Server)           | When selected the address for TFTP Server as specified on the Network Settings tab is used. This is the default. The format is as follows: http://<default TFTP IP address>/ccmuser  
Your system administrator will tell you if you need to modify this setting. | Chapter 7, “Customizing Cisco IP Communicator with Cisco Unified CM User Options” |
| Use specific URL                    | Enter an alternative URL to use when launching the Cisco Unified CM User Options page. Use the following format: http://<hostname>/ccmuser  
Your system administrator will tell you if you need to modify this setting. | Chapter 7, “Customizing Cisco IP Communicator with Cisco Unified CM User Options” |

### Related Topics
- Network Settings, page 4-7
- Audio Settings, page 4-8
- Directories Settings, page 4-15
Network Settings

You can access the Network tab on the Preferences window (right-click > Preferences > Network tab).

⚠️ Caution
Changing these settings could cause your phone to become inoperable. Do not change the settings without consulting your system administrator.

<table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Network Adapter to Generate Device Name</td>
<td>This setting, which is established immediately after installation, allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, you do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, your system administrator will tell you which adapter to choose.</td>
<td>Configuring and Registering Cisco IP Communicator, page 1-8</td>
</tr>
<tr>
<td>Use this Device Name</td>
<td>This setting allows you to enter a free-form device name by which Cisco IP Communicator can identify itself to the network. Your system administrator will provide you with the device name.</td>
<td>Configuring and Registering Cisco IP Communicator, page 1-8</td>
</tr>
<tr>
<td>TFTP Servers area</td>
<td>Allows you to specify TFTP servers or to return to using the default TFTP server. Your system administrator will tell you if you need to modify this setting.</td>
<td>Configuring and Registering Cisco IP Communicator, page 1-8</td>
</tr>
</tbody>
</table>
### Audio Settings

You can access the Audio tab on the Preferences window (right-click > Preferences > Audio tab).

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For related information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices for Audio Modes</td>
<td>Allows you to assign a device to an audio mode. The drop-down list displays your currently available audio devices, which you installed before launching Cisco IP Communicator. For information about the Default Windows Audio Device setting, see Selecting an Audio Mode, page 4-9.</td>
<td>• Installing Audio Devices Before First Launch, page 1-3&lt;br&gt;• How to Assign Audio Modes, page 4-9&lt;br&gt;• Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</td>
</tr>
<tr>
<td>Device for Ringer area</td>
<td>Allows you to assign a device to the ringer.</td>
<td>Installing Audio Devices Before First Launch, page 1-3</td>
</tr>
<tr>
<td>Optimize for Low Bandwidth</td>
<td>If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality might suffer from insufficient bandwidth. When you are using Cisco IP Communicator over a remote connection, you can prevent robotic-sounding audio and other problems by enabling Optimize for Low Bandwidth.</td>
<td>Troubleshooting Cisco IP Communicator, page 8-1</td>
</tr>
<tr>
<td>Network button</td>
<td>Opens the Network Audio Settings window.</td>
<td>Network Audio Settings, page 4-13</td>
</tr>
<tr>
<td>Advanced button</td>
<td>Opens the Advanced Audio Settings window.</td>
<td>Advanced Audio Settings, page 4-13</td>
</tr>
</tbody>
</table>
Related Topics

- How to Assign Audio Modes, page 4-9
- Network Audio Settings, page 4-13
- Advanced Audio Settings, page 4-13

How to Assign Audio Modes

You must assign an audio mode to each audio device that you plan to use with Cisco IP Communicator:

- Headset mode
- Speakerphone mode
- Handset mode
- Ringer mode

Audio mode selection tells Cisco IP Communicator which audio devices you want to use for audio input and output.

The first time that you launch Cisco IP Communicator, you can assign audio devices to audio modes by using the Audio Tuning Wizard. Subsequently, you can assign audio devices to modes by right-clicking Cisco IP Communicator and choosing Preferences > Audio tab.

Related Topics

- Installing Audio Devices Before First Launch, page 1-3
- Selecting an Audio Mode, page 4-9
- Activating an Audio Mode, page 4-11
- About Audio Devices in Audio Drop-Down Lists, page 4-12

Selecting an Audio Mode

By default, Cisco IP Communicator selects one audio device for all of your audio modes and for the ringer. This device could be a sound card, for example. If you have multiple audio devices available, you have additional configuration options. For example, if you have a USB headset, you can select it for headset mode and activate it by clicking the Headset button.
You can maintain the default configuration or customize it. If you choose to customize the configuration, follow these recommendations:

- If you use a USB headset, assign it to headset mode.
- If you use an external USB speakerphone, assign it to speakerphone mode.
- If you use a USB handset, assign it to handset mode.
- If you use an analog headset, assign the computer sound card to headset mode.
- If you do not have an external speakerphone device, select the computer sound card for speakerphone mode.
- Assign the ringer to the device that you want to alert you when you receive a call. Be aware, however, that if you assign the ringer to a sound card and plug an analog headset into your computer, you cannot hear the ringer unless you are wearing the headset.

**Tip**

You can use the sound playback and the sound recording settings in the Windows Control Panel (Sounds and Multimedia > Audio tab or Sounds and Audio Devices > Audio tab for Windows XP) as the audio devices in Cisco IP Communicator. In the Cisco IP Communicator Preferences window (right-click > Preferences > Audio tab), choose Default Windows Audio Device from the drop-down list for one or more settings, and click OK. Use this method if you want one device for sound playback and a different device (such as the VT camera microphone) for sound recording.

**Related Topics**

- Activating an Audio Mode, page 4-11
- About Audio Devices in Audio Drop-Down Lists, page 4-12
Activating an Audio Mode

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Activate headset mode | Click the unlit **Headset** button. Doing this activates the device you selected for this mode.  
If you want headset mode to be the default mode instead, click the unlit **Headset** button and **EndCall**.  
Headset mode acts as the default audio mode as long as the **Headset** button remains lit (unless you have a USB handset enabled). |
| Activate speakerphone mode | Click the **Speaker** button. Doing this activates the device you selected for this mode.  
By default, speakerphone mode is activated when you click softkeys, line buttons, and speed-dial buttons (unless you have a USB handset enabled). |
| Activate handset mode | Go off-hook with your USB handset (assuming this device is available and assigned to handset mode). The method you use to take a USB handset off-hook depends on how the handset is designed. You might need to press a hook-switch or an on button. |
| Activate the ringer | The ringer becomes active when you receive an incoming call. |

**Related Topics**
- Selecting an Audio Mode, page 4-9
- About Audio Devices in Audio Drop-Down Lists, page 4-12
- Using a Headset, page 5-2
- Using Your Computer as a Speakerphone, page 5-4
- Using a USB Handset, page 5-5
About Audio Devices in Audio Drop-Down Lists

Audio drop-down lists on the Audio tab (right-click > Preferences > Audio tab) contain one or more audio devices. Here is some information about what you might see in these lists:

- If you have only one audio device installed when Cisco IP Communicator launches, you see one audio device in each list.

- Not all installed audio devices appear in the audio mode lists. The devices that do appear are the devices that require drivers (meaning USB handsets, USB headsets, and sound cards).

- Analog audio devices, which plug into the audio jacks on your computer, do not appear in your audio drop-down lists. Cisco IP Communicator does not distinguish between analog audio devices and your sound card. To select an analog device, select your sound card.

- If you do not see an installed USB audio device or sound card in the list, make sure the device is inserted and relaunch Cisco IP Communicator. Cisco IP Communicator recognizes only the audio devices that are installed and plugged in when the application launches.)

Note
If the Windows OS finds audio devices and Default Windows Audio Device is displayed in the drop-down list, see Selecting an Audio Mode, page 4-9.

Related Topics
- Installing Audio Devices Before First Launch, page 1-3
- Using the Audio Tuning Wizard, page 1-6
- About Viewing and Customizing Preferences, page 4-4
- Removing and Re-Installing Audio Devices, page 5-6
Network Audio Settings

You can access the Network Audio settings on the Preferences window (right-click > Preferences > Audio tab > Network button).

⚠️ Caution
Changing these settings could cause your phone to become inoperable. Do not change the settings without consulting your system administrator.

<table>
<thead>
<tr>
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio IP Address area</td>
<td>The default setting for this area is <strong>Detect Automatically</strong>. Do not change this setting unless asked to do so by your system administrator.</td>
</tr>
<tr>
<td>Audio Port Range area</td>
<td>The default setting for this area is <strong>Use the Default Port Range</strong>. Do not change this setting unless asked to do so by your system administrator.</td>
</tr>
</tbody>
</table>

Related Topics
- Audio Settings, page 4-8
- Advanced Audio Settings, page 4-13
- Troubleshooting Cisco IP Communicator, page 8-1

Advanced Audio Settings

You can access the Advanced Audio settings on the Preferences window (right-click > Preferences > Audio tab > Advanced button).
### About Viewing and Customizing Preferences

<table>
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<th>For related information, see...</th>
</tr>
</thead>
</table>
| **Mode**              | Selects the audio mode (speakerphone, headset, or handset) to which to apply changes. | • How to Assign Audio Modes, page 4-9  
• Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1 |
| **Noise Suppression Enabled** | Attempts to suppress background noise that is picked up by the microphone and that interferes with your voice. Noise suppression is enabled by default. | Troubleshooting Cisco IP Communicator, page 8-1 |
| **Levels of Aggressiveness** | Sets the noise suppression strength. The Least setting is the default.  
You should increase the aggressiveness level to the next setting if you are speaking and the other party complains that background noise is making it difficult for them to hear you.  
Do not skip levels; for example, move from Least to Medium or from Medium to Most.  
Try to select the least aggressive mode to reduce or eliminate the noise.  
**Note** When you change the aggressiveness level, you might change the way your voice is transmitted. It might sound tinny or mechanical to the other party. | Troubleshooting Cisco IP Communicator, page 8-1 |
| **OK** button         | Saves all changes made (including those made to modes not currently selected). | How to Assign Audio Modes, page 4-9 |
| **Apply to All** button | Applies the settings for the currently selected audio mode to all of the other audio modes. | How to Assign Audio Modes, page 4-9 |

### Related Topics
- Audio Settings, page 4-8
- Network Audio Settings, page 4-13
Directories Settings

You can access the Directories tab on the Preferences window (right-click > Preferences > Directories tab).

Before you can use the Quick Search feature to search corporate directories, you might need to enter a username and password in the Directories window. First, try using Quick Search without entering this information. If Quick Search does not respond, obtain your Directories username and password from your system administrator and enter them here.

Additionally, you must specify your Directories username and password in this window if you want to use Quick Search to search your Personal Address Book.

Related Topics
- Using Personal Directory, page 6-7
- Entering Password Information for Quick Search, page 6-10