

# Configuring Your Preferences

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You must configure your preferences before you can use Cisco Unified Phone Application Suite features. This section contains topics on how to configure your preferences, how to change your preferences if you later decide to designate a different phone to associate with the click-to-dial feature, and where to locate associated log files if necessary:

- [Using the Preferences Screen, page 7](#)
- [Choosing a Different Phone for Click to Dial, page 10](#)
- [Finding the Preferences Log Files, page 11](#)

## Using the Preferences Screen

The Cisco Unified Phone Application Suite Preferences screen is used to configure those parameters required to access your Cisco Unified Communications Manager and thus your phone.

Follow these steps:

### Procedure

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**Step 1** Right-click on  and choose Cisco Unified Phone Application Suite Preferences.

The Cisco Unified Phone Application Suite Preferences screen displays.

Refer to [Table 3](#) for descriptions of the fields in the Cisco Unified Phone Application Suite Preferences screen as you continue this procedure.

**Step 2** Enter your user name from your Cisco Unified Communications Manager end user account.

**Step 3** Enter your password from your Cisco Unified Communications Manager end user account.

**Step 4** Click  next to the Server Address field.

If Cisco Unified Phone Application Suite finds the Cisco Unified Communications Manager server, the IP address of this server appears in the Server Address field, and you can proceed to Step 5.

However, if you receive the message “Unable to find default Cisco Unified Communications Manager Server on the network,” you need to look up the IP address of the TFTP Server 1 option on your phone by doing the following:

- a. On the Cisco Unified IP Phone that you will be using for the click-to-dial feature, press the Settings button, then navigate to **Network Configuration > TFTP Server 1**.
- b. Enter the IP address that the TFTP Server 1 option displays into the Server Address field of the Cisco Unified Phone Application Suite Preferences screen.





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**Note** If Cisco WebDialer Service is not activated on the default TFTP server of the Cisco Unified Communications Manager cluster, enter the IP address of the Cisco Unified Communications Manager server which has the Cisco WebDialer service running.

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c. Proceed to Step 5.

**Step 5** If you entered the Server IP Address manually, click  next to the Directory Number field.




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**Note** This step starts automatically if Step 4 worked to automatically locate the default TFTP Server IP address.

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You are presented with a selection screen called “Look up default Cisco Unified IP Phone,” which lists all the phones that are associated with the user ID you entered.

Choose the phone for which you want the click-to-dial function associated, then click **OK**.

If the phone has multiple lines, select one of the lines from the directory number drop-down list.




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**Note** Even if you only have one phone associated with the user ID you entered, you still are presented with this screen, and you must click **OK**.

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The renaming fields—Description and Phone Type—populate automatically. You can now use all Cisco Unified Phone Application Suite features.

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**Table 3** *Cisco Unified Phone Application Suite Preferences Screen Field Descriptions*

<b>Parameter</b>	<b>Description</b>
User Name	The User ID of your end-user account on Cisco Unified Communications Manager that your system administrator provides to you.
Password	The password of your end-user account on Cisco Unified Communications Manager that your system administrator provides to you.

Table 3 Cisco Unified Phone Application Suite Preferences Screen Field Descriptions (continued)




Parameter	Description
Server Address	<p>The IP address of the Cisco Unified Communications Server to which your Cisco Unified IP Phone is connected.</p> <p>This field gets populated in one of two ways:</p> <ul style="list-style-type: none"> <li>• First, click  next to the Server Address field, then wait a few moments as Cisco Unified Phone Application Suite looks up the default TFTP Server IP address on your network. If the lookup is successful, select the server IP address from the list. For the default TFTP server lookup to work properly, your user account must reside in the home cluster in which your Cisco Unified IP Phone registers.</li> <li>• If the lookup is not successful or if the default TFTP server is not defined on your network's DHCP server, manually enter the IP address that has been configured for the TFTP Server 1 option on your phone. To locate this IP address, press the Settings button on your phone, then navigate to <b>Network Configuration &gt; TFTP Server 1 Configuration</b>.</li> </ul> <p>  <b>Note</b> Cisco WebDialer Service must be activated on the default TFTP server of your Cisco Unified Communications Manager cluster for either of the above methods to work. If Cisco WebDialer Service is not activated on the default TFTP server, enter the IP address of the Cisco Unified Communications Manager server that is running the Cisco WebDialer service. Your system administrator needs to give you this IP address.</p>
Description	<p>A display-only field that is a descriptive name of the Cisco Unified IP Phone that you have chosen to use as your click-to-dial phone. This name is configured by your system administrator.</p>

Table 3 Cisco Unified Phone Application Suite Preferences Screen Field Descriptions (continued)

Parameter	Description
Phone Type	A display-only field that lists the model number of the Cisco Unified IP phone that you have chosen to use as your click-to-dial phone.
Directory Number	<p>The phone number of your Cisco Unified IP Phone that you have chosen as the phone for which you want click-to-dial calls associated. This field gets populated when you click  next to the Directory Number field.</p> <p>All devices associated with your end-user account get displayed. Select one of the devices from the list as your primary click-to-dial device. If your selected device contains more than one line, specify the line you wish to use in this field.</p> <p>If this field does not populated, check the following:</p> <ul style="list-style-type: none"> <li>• The device you selected is not CTI-controllable. Please ask your system administrator to enable the feature on your Cisco Unified IP Phone.</li> <li>• Cisco WebDialer service is not running or not configured properly on your Cisco Unified Communications Manager server. Check with your system administrator.</li> <li>• Log in to the selected Cisco Unified IP Phone device using Cisco Extension Mobility, and make sure that the click-to-dial feature is working properly.</li> </ul>


## Choosing a Different Phone for Click to Dial

If you ever want to change the phone for which click-to-dial is associated, perform the following step:




**Note** To use this procedure, your Cisco Unified Communications Manager end-user account must be associated with other phones on the server.

### Procedure

- Step 1** Right-click on  and choose Cisco Unified Phone Application Suite Preferences.

The Cisco Unified Phone Application Suite Preferences screen displays.

Refer to [Table 3](#) for descriptions of the fields in the Cisco Unified Phone Application Suite Preferences screen as you continue this procedure.
- Step 2** Click  next to the Directory Number field.

You are presented with a selection screen called “Look up default Cisco Unified IP Phone,” which lists all the phones that are associated with the user ID you entered.
- Step 3** Choose the phone for which you want the click-to-dial function associated, then click **OK**.

If the phone contains multiple lines, select one of the lines from the directory number drop-down list.

The renaming fields—Description and Phone Type—populate automatically.

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## Finding the Preferences Log Files

If you ever need to send a log file to your system administrator, all Cisco Unified Phone Application Suite log files are located in the following folder:

C:\Program Files\Cisco Systems\Unified Phone Application Suite

The log file called phonesuite.log always contains logging information for Preferences-screen configuration for the current day.

Also located in this folder are Preferences-screen configuration log files from the 10 most recent days on which you accessed the Preferences screen. Each of these log files includes the date that the log was created as an extension of its filename. For example, a log file called phonesuite.log.2007-03-09 was created on March 9, 2007.

