

Cisco IP Communicator / Soft Phone – Installation and Set-Up

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Introduction

Cisco IP Communicator / Soft Phone is a program that allows users part of a call center system to access their office phone configuration from a remote location. This guide will walk you through the installation and initial set-up. At this time, this software is only available for Windows operating systems.

Prior Requirements

Prior to installing this program, ensure that you have the GlobalProtect VPN application installed and connected to SCSU’s network. See our documentation on how to do so, if needed.

Installation

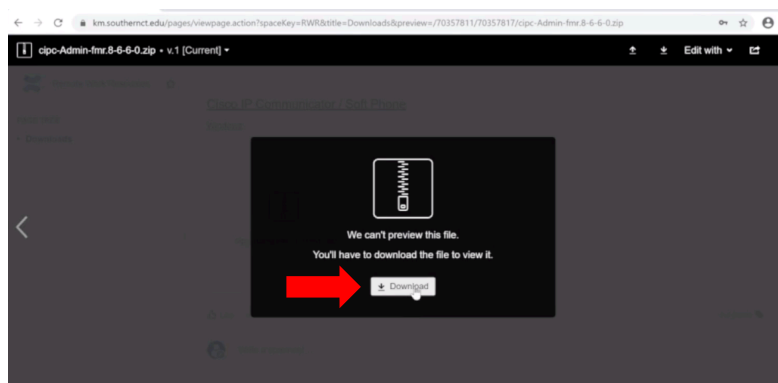
1. Open an internet browser. Go to: <https://km.southernct.edu/display/RWR/Downloads>
2. Sign in with your SCSU username and password.
3. Find and select the Cisco Communicator IP / Softphone installation file.

Cisco IP Communicator / Soft Phone

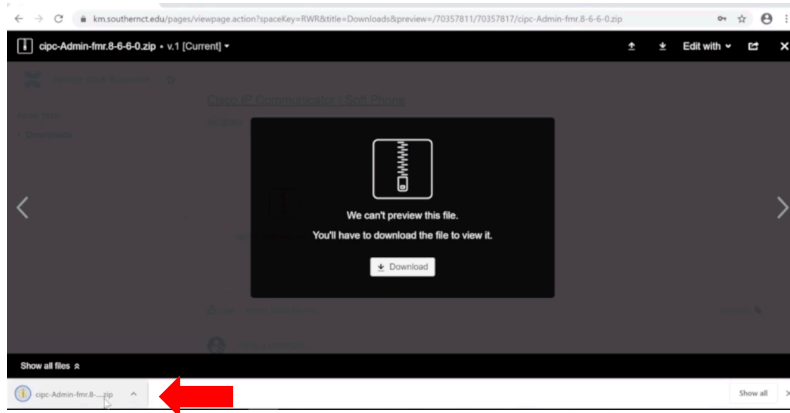
Windows Installation File:



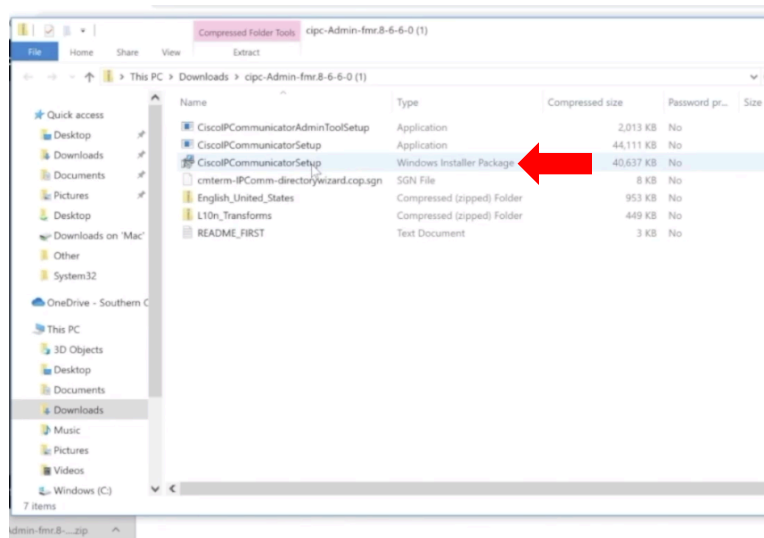
4. Select “Download”.



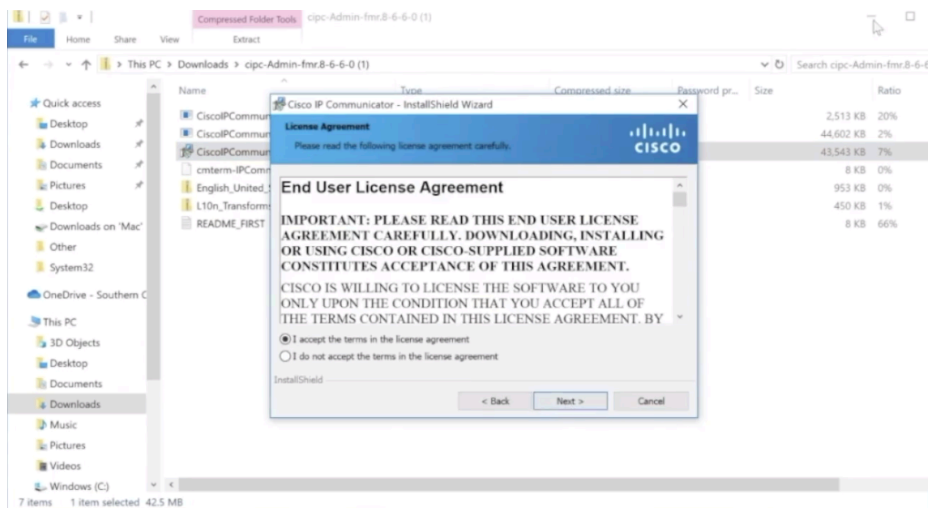
5. Open the file when finished downloading.



6. Open the "CiscoIPCommunicatorSetup" Windows Installer Package.

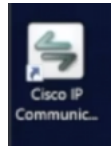


7. The installer will walk you through the installation.

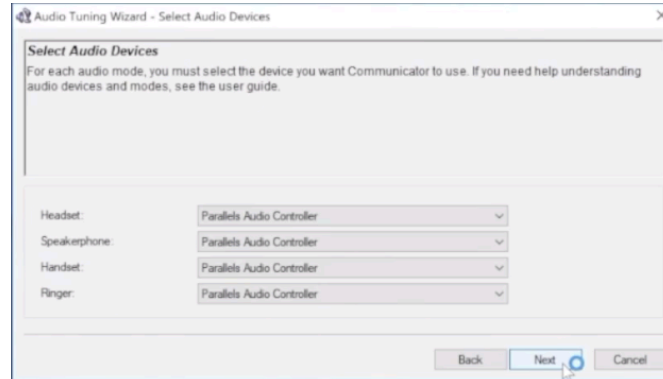


Set-up

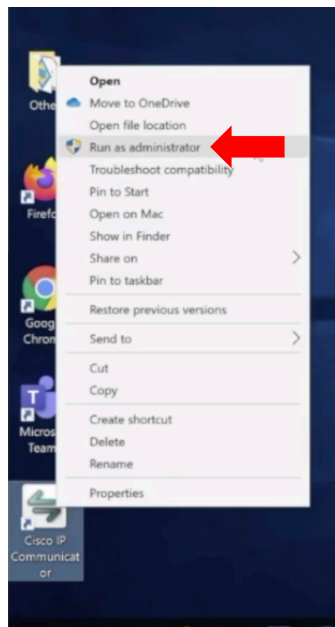
1. Once finished installing, open the program.



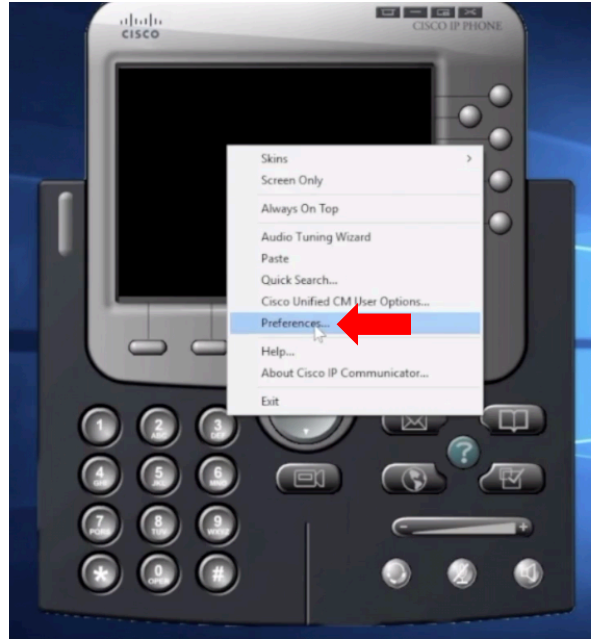
2. You will be prompted to select and test your audio settings for input and output sounds.



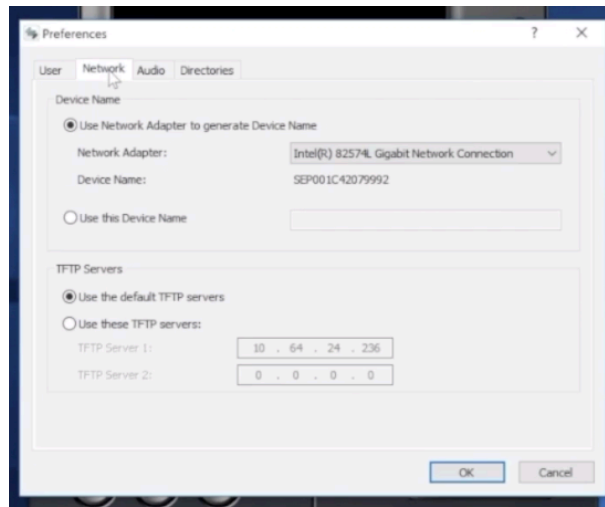
3. Once your audio settings are complete, close the program. Open the program this time by right-click on it, and selecting "Run as administrator".



4. The virtual, interactive phone will appear on your desktop. Right-click on the phone and select “Preferences”.



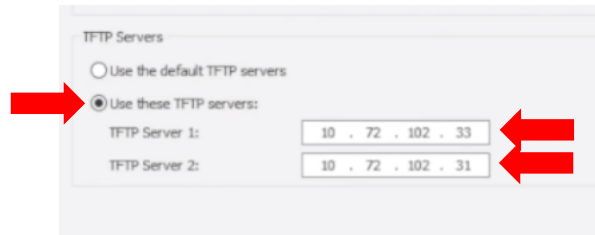
5. Select the “Network” tab. If the items under this tab are greyed out, you may need to start your computer.



6. Once you are able to edit these items, under “Device Name”, select “Use this Device Name”. Remove any text in this box and enter your IPC name. If you are unsure of yours, contact your supervisor.



7. Under “TFTP Servers”, select “Use these TFTP servers:”
 - a. For server 1, enter: 10.72.102.33
 - b. For server 2, enter: 10.72.102.31



8. After clicking “OK”, the phone will reboot.
9. Once rebooted, log in with your Cisco username and pin by selecting the button associated with “Login”. The phone will reboot again after login.



10. Once rebooted, any additional phone lines will appear. To log out, select the button associated with “Logout”.

