

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.

· · · •	> This PC	Downloads > cipc-Admin-fmr.8-6-6-0 (1)				¥
10.11	^	Name	Туре	Compressed size	Password pr	Size
Quick access		CiscolPCommunicatorAdminToolSetup	Application	2,013 KB	No	
Desktop	× .	CiscolPCommunicatorSetup	Application	44,111 KB	No	
Downloads	1	SiscolPCommunicatorSetup	Windows Installer Package	40,637 KB	No	
Documents	1	cmterm-IPComm-directorywizard.cop.sgn	SGN File	8 KB	No	
E Pictures	1	English_United_States	Compressed (zipped) Folder	953 KB	No	
👃 Desktop		L10n_Transforms	Compressed (zipped) Folder	449 KB	No	
Downloads on	'Mac'	README_FIRST	Text Document	3 KB	No	
I Other						
System32						
loneDrive - Sou	them C					
🧶 This PC						
📙 3D Objects						
E Desktop						
Documents						
& Downloads						
Music						
Pictures						
Videos						
		1				

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.

For each audio mode, you must seled the device you want Communicator to use. If you need help understand sudio devices and modes, see the user guide. Headset: Parallels Audio Controller Speakerphone: Parallels Audio Controller Handset: Parallels Audio Controller	ct Audio Devices			
Headset: Parallels Audo Controller Speakerphone: Parallels Audo Controller Handset: Parallels Audo Controller	ach audio mode, yo > devices and mode	u must select the device you want Communie s, see the user guide.	calor to use. If you need help und	ferstanding
Speakerphone: Parallels Audio Controller V Handset: Parallels Audio Controller V	adset:	Parallels Audio Controller	~	
Handset: Parallels Audio Controller 🗸	eakerphone:	Parallels Audio Controller	~	
	ndset:	Parallels Audio Controller	~	
Ringer: Parallels Audio Controller ~	iger:	Parallels Audio Controller	~	

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".

-	
	Open
Othe 🥌	Move to OneDrive
	Open file location
. 😌	Run as administrator
*	Troubleshoot compatibility
	Pin to Start
Firefc	Open on Mac
	Show in Finder
	Share on >
0	Pin to taskbar
Goog	Restore previous versions
Chron	Send to >
	Cut
Т	Сору
	Create shortcut
Micros	Delete
i com	Rename
A	Properties
7	The second s
Cisco IP	
or	

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.

Use Network Adapter to	generate Device Name		
Network Adapter:	Intel(R) 82574L Gigabit Network Connection	¥	
Device Name:	SEP001C42079992		
O Use this Device Name			
TFTP Servers			
Use the default TFTP service	vers		
O Use these TFTP servers:			
TFTP Server 1:	10 . 64 . 24 . 236		
TFTP Server 2:	0.0.0.0		

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.

Prefe	erences							?	,	×
User	Network	Audio	Directories							
De	vice Name									
(Use Netwo	ork Adap	ter to gener	ate Device Nam	e					
	Network A	dapter:		Int	el(R) 82574L	Gigabit Net	work Conn	ection		
	Device Nar	ne:		SE	P001C42079	992				
	Use this D	evice Na	me	IP	COWLO				_	

- 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

O Use the default TFTP servers			
• Use these TFTP servers:			
TFTP Server 1:	10 .	72 . 102 .	33
TFTP Server 2:	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 buttom associated with "Logout".

