



# **User Guide for Cisco IP Communicator**

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# CHAPTER 1

## Getting Started with Cisco IP Communicator

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Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco Unified IP Phone, allowing you to place, receive, and otherwise handle calls. If you install Cisco IP Communicator on a laptop or portable computer, you can use Cisco IP Communicator (and all of your phone services and settings) from any location where you can connect to the corporate network. For example, if you are on a business trip, you can use Cisco IP Communicator to receive calls and check voice messages while online. Or, if you are working from home, co-workers can reach you by dialing your work number.

Cisco IP Communicator works with Cisco Unified Video Advantage, another desktop application, to enhance your communication experience with video. For example, you can place a call through Cisco IP Communicator and the available video is automatically displayed through Cisco Unified Video Advantage.

- [Cisco Product Security Overview, page 1-2](#)
- [Getting Started Checklist, page 1-2](#)
- [Installing Audio Devices Before First Launch, page 1-3](#)
- [Installing Cisco IP Communicator on Your Computer, page 1-4](#)
- [Launching Cisco IP Communicator, page 1-5](#)
- [Using the Audio Tuning Wizard, page 1-6](#)
- [Configuring and Registering Cisco IP Communicator, page 1-8](#)
- [Testing Cisco IP Communicator, page 1-9](#)

# 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>. If you require further assistance please contact us by sending e-mail to [export@cisco.com](mailto:export@cisco.com).

## Getting Started Checklist

Follow this checklist to set up Cisco IP Communicator on your desktop so that you can start making calls.

Quick Start Task	For more information, see...
1. Install any sound cards or USB audio devices that you want to use, including a USB headset or handset.	<a href="#">Installing Audio Devices Before First Launch, page 1-3</a>
2. Install the Cisco IP Communicator application.	<a href="#">Installing Cisco IP Communicator on Your Computer, page 1-4</a>
3. Launch Cisco IP Communicator.	<a href="#">Launching Cisco IP Communicator, page 1-5</a>
4. Use the Audio Tuning Wizard to select audio modes and tune audio devices.	<ul style="list-style-type: none"> <li>• <a href="#">Using the Audio Tuning Wizard, page 1-6</a></li> <li>• <a href="#">How to Assign Audio Modes, page 4-9</a></li> </ul>
5. Accomplish network configuration or registration steps required by your system administrator.	<a href="#">Configuring and Registering Cisco IP Communicator, page 1-8</a>
6. Place test calls.	<a href="#">Testing Cisco IP Communicator, page 1-9</a>

# Installing Audio Devices Before First Launch

Before installing and launching Cisco IP Communicator for the first time, you should install and configure any audio device (such as sound cards, universal serial bus (USB) handsets, or USB headset) that require drivers. For best audio experience, we recommend using a certified USB headset or headset.

You can use several audio devices with Cisco IP Communicator as shown in the table. If you want a list of specific brand-name audio devices that you can use with Cisco IP Communicator, ask your system administrator.

Audio Device	Description	Notes
USB devices: <ul style="list-style-type: none"> <li>• a USB handset</li> <li>• a USB headset</li> </ul>	USB devices require device driver software and have rectangular plugs. 	Follow the instructions of the device manufacturer to install USB devices. If prompted, complete the Microsoft Windows Found New Hardware Wizard.
External analog devices: <ul style="list-style-type: none"> <li>• an analog headset</li> <li>• external speakers or microphones</li> </ul>	Analog audio devices do not require software. They work as extensions of your computer sound card. 	Plug analog devices into audio jacks on your computer.  Cisco IP Communicator recognizes analog devices as extensions of your sound card; choose your sound card when you want to modify or view settings for analog devices.
Internal audio devices: <ul style="list-style-type: none"> <li>• built-in microphone</li> <li>• built-in speakers</li> </ul>	These audio devices are internal to your computer and work with your computer sound card.	Internal audio devices are always available for you to select and use.

**Note**

If you install or insert an audio device that requires a driver (a USB headset, USB headset, or sound card) *after* launching Cisco IP Communicator, the application does not recognize the device until you relaunch Cisco IP Communicator. Then the Audio Tuning Wizard automatically launches so that you can tune the device.

**Related Topics**

- [Installing Cisco IP Communicator on Your Computer, page 1-4](#)
- [Using a Headset, page 5-2](#)
- [Removing and Re-Installing Audio Devices, page 5-6](#)

# Installing Cisco IP Communicator on Your Computer

**Before You Begin**

- If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation. The docking station can interfere with the ability of Cisco IP Communicator to locate the computer network adapter.
- If Cisco Unified Personal Communicator is running, exit it before launching Cisco IP Communicator.
- If you are installing Cisco IP Communicator on a computer running Microsoft Vista, the security message *Microsoft cannot verify the publisher of this driver software* might appear. Click **Install This Driver Software Anyway** to continue the installation.

**Procedure**

- 
- Step 1** Double-click the executable (CiscoIPcommunicatorSetup.exe) to open it, or click the installation link provided by your system administrator.
- Step 2** Click **Next** to initiate the InstallShield wizard.
- Step 3** Read the license agreement carefully, and click **I Accept** and **Next**.
- Step 4** Select the default destination folder for the application or browse to select a different one.

- Step 5** Click **Install** in the **Ready to Install** window. Installation might take a few minutes.
- Step 6** Click **Launch the Program** and click **Finish** to launch Cisco IP Communicator. (In some cases, you are prompted to reboot at this point, and you do not see the **Launch the Program** check box.)
- 

#### Related Topics

- [Launching Cisco IP Communicator, page 1-5](#)

## Launching Cisco IP Communicator



#### Note

If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

If Cisco Unified Personal Communicator is running, exit it before launching Cisco IP Communicator.

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If you clicked the Launch the Program check box as a final installation step, Cisco IP Communicator automatically launches.

To launch manually, choose **Start > Programs > Cisco IP Communicator**, or double-click the Cisco IP Communicator desktop shortcut.

When you launch Cisco IP Communicator for the first time:

- The security message *Microsoft cannot verify the publisher of this driver software* might appear if you are launching Cisco IP Communicator on a computer running Microsoft Vista. Click **Install This Driver Software Anyway** to continue.
- The Audio Tuning Wizard opens. Your audio device must be available for tuning.

On subsequent launches, you might be prompted to use it to revert to previous volume settings.

- LocaleDownloader prompts might appear.

In general, you should accept these prompts as soon as possible to maintain the latest version of the product on your computer. However, if you are using Cisco IP Communicator over a remote connection, you might choose to postpone running LocaleDownloader until you are connected locally. (For example, if you are working from home, you might wait until you return to the office.) LocaleDownloader might take longer to complete over a remote connection.

#### Related Topics

- [Using the Audio Tuning Wizard, page 1-6](#)

## Using the Audio Tuning Wizard

The Audio Tuning Wizard guides you through the process of selecting and tuning installed audio devices.

- *Selecting* means assigning an audio device to one or more audio modes and/or to the ringer.
- *Tuning* involves testing and, if necessary, modifying the speaker and microphone volume for each selected device.

The Audio Tuning Wizard automatically appears the first time that you launch Cisco IP Communicator after installation. You can access it manually from the menu as needed on subsequent launches. The table provides more information about the Audio Tuning Wizard and other audio setting options.



#### Note

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Before you use the Audio Tuning Wizard to tune an audio device that has its own volume adjuster, such as a headset with inline volume controls, increase the device volume level to the highest setting.

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If you...	Then...	Notes
Just installed Cisco IP Communicator and need to use the Audio Tuning Wizard for the first time	Tune each audio device when the Audio Tuning Wizard appears.  The Audio Tuning Wizard gives you the opportunity to select audio devices for audio modes or to use the default Windows audio device.	Tuning a device is a different task from changing the volume setting for a call. Ideally, you tune each device only once and retune only if you encounter voice quality issues.  For information, see <a href="#">How to Assign Audio Modes, page 4-9</a> and <a href="#">Selecting an Audio Mode, page 4-9</a> .
See the Check Audio Settings window on a subsequent launch after installing	Choose one of these buttons: <ul style="list-style-type: none"> <li>• <b>Revert</b>—to re-instate previous settings for this audio device</li> <li>• <b>Tune</b>—to retune this device</li> <li>• <b>Skip</b>—to maintain modified settings (for example, to keep the sound card muted)</li> </ul>	The Check Audio Settings window appears on subsequent launches if you modified (or muted) the volume for a device since you last tuned it. For example, if you muted your computer sound card or changed the volume controls on a USB headset or USB handset.
Want to change the volume during a call	Click the <b>Volume</b> button on Cisco IP Communicator. To save your settings, click <b>Save</b> .	This is the best way to change volume settings on a per-call basis. See <a href="#">Adjusting the Volume for a Call, page 4-2</a> .
Want to retune an audio device to address voice quality issues	Access the Audio Tuning Wizard ( <b>right-click &gt; Audio Tuning Wizard</b> ).	See <a href="#">Voice Quality Issues, page 8-4</a> .
Want to change your audio mode selections without retuning audio devices	<b>Right-click &gt; Preferences &gt; Audio</b> tab.	See <a href="#">How to Assign Audio Modes, page 4-9</a> .

### Related Topics

- [Configuring and Registering Cisco IP Communicator, page 1-8](#)

# Configuring and Registering Cisco IP Communicator

After installing the Cisco IP Communicator application, completing the Audio Tuning Wizard, and viewing the Cisco IP Communicator interface on your desktop, you might need to complete one or more configuration and registration tasks before you can start making calls.


**Note**

The following tasks vary by company and phone system; your system administrator will give you specific instructions. Do not perform these tasks unless instructed to do so.

Task	Notes
Choose a device name	<p>Cisco IP Communicator relies on either the network adapter or the device name to identify itself to the network. In either case, your system administrator will tell you which adapter to choose or which device name to enter:</p> <ul style="list-style-type: none"> <li>• Select the network adapter specified by your system administrator in Cisco IP Communicator (<b>right-click &gt; Preferences &gt; Network</b> tab). In general, the selected adapter is the one that provides permanent connectivity or the one that is always enabled—even if it is not plugged in. Wireless cards should be avoided. The correct network adapter must be selected for Cisco IP Communicator to function properly.</li> </ul> <p><b>Note</b> This setting is used for network identification, not audio transmission. 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.</p> <ul style="list-style-type: none"> <li>• Enter the device name provided by your system administrator in Cisco IP Communicator (<b>right-click &gt; Preferences &gt; Network</b> tab &gt; <b>Use this Device Name</b>).</li> </ul>
Locate a device name	<p>If your system administrator requests the device name of your network adapter, you can view it in Cisco IP Communicator (<b>right-click &gt; Preferences &gt; Network</b> tab &gt; <b>Device Name</b> section).</p>

Task	Notes
Specify TFTP server addresses	Under the guidance of your system administrator, enter TFTP server addresses in Cisco IP Communicator ( <b>right-click &gt; Preferences &gt; Network</b> tab > <b>Use these TFTP servers</b> ).
Register with TAPS	<p>After you install and launch Cisco IP Communicator and under the guidance of your system administrator, auto-register Cisco IP Communicator by using the Tool for Auto-Registered Phones Support (TAPS).</p> <p>Your system administrator will provide you with the number to dial in Cisco IP Communicator to register with TAPS. You might need to enter your entire extension, including the area code. Follow the voice prompts. After Cisco IP Communicator displays a confirmation message, you can end the call. Cisco IP Communicator will restart.</p>

#### Related Topics

- [Testing Cisco IP Communicator, page 1-9](#)

## Testing Cisco IP Communicator

Before you can test Cisco IP Communicator, make sure that you can see your extension number on the display screen and can hear a dial tone after going off-hook.



#### Note

If you cannot see your extension number or hear a dial tone, see [General Troubleshooting Issues, page 8-1](#).

Place a few test phone calls, and ask other parties how your voice sounds. The table lists actions that you might need to take while placing test calls.

If you need to...	Do this...
Adjust the volume	Adjust the audio mode volume in Cisco IP Communicator. Click the <b>Volume</b> button or press the <b>Page Up/Page Down</b> keys on your keyboard.
Use a remote connection	If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), enable Optimize for Low Bandwidth ( <b>right-click &gt; Preferences &gt; Audio</b> tab).  After optimizing for low bandwidth, call someone and ask how your voice sounds.

### Related Topics

- [Cisco IP Communicator Features, page 2-1](#)
- [Adjusting the Volume for a Call, page 4-2](#)
- [Audio Settings, page 4-8](#)
- [Voice Quality Issues, page 8-4.](#)



## CHAPTER 2

# Learning About Cisco IP Communicator Features and the Interface

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- [Cisco IP Communicator Features, page 2-1](#)
- [About the Cisco IP Communicator Interface, page 2-4](#)
- [How to Navigate the Interface, page 2-9](#)
- [Accessing Online Help, page 2-18](#)

## Cisco IP Communicator Features

Cisco IP Communicator functions much like a traditional telephone, allowing you to place and receive phone calls, put calls on hold, speed-dial numbers, transfer calls, and so on. Cisco IP Communicator also supports special telephony features (such as Call Park and Meet-Me conferencing) that can extend and customize your call-handling capabilities.

The operation of your Cisco IP Communicator and the features available to you might vary. Available features depend on the call processing agent used by your company and on how the support team for your company has configured your phone system. Contact your support desk or system administrator for information about feature operation or availability.

You can access many features either by using a softkey or by pressing a line button. See [Table 2-1](#) for a list of features and softkeys. You can configure some features, but your system administrator controls most of them.

In addition to call-handling features, Cisco IP Communicator supports:

- An Audio Tuning Wizard
- Quick Search directory dialing
- Easy access to your Cisco Unified CM User Options web pages and phone services
- A comprehensive online help system
- Changing the look of Cisco IP Communicator
- Drag-and drop dialing
- Cut-and-paste dialing
- Pop-up incoming call notification
- Alphanumeric dialing
- Keyboard shortcuts
- Video interoperability with Cisco Unified Video Advantage Release 2.0




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**Note** If Cisco IP Communicator is using the SIP call-control protocol, it does not support video with Cisco Unified Video Advantage. Your system administrator should tell you if your deployment supports video.

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**Table 2-1**      **Features and Softkeys**

<b>Feature</b>	<b>Softkey</b>
Call Back	CallBack
Call Forward	CFwdALL
Call Park	Park
Call PickUp	PickUp
Conference	Conf rn
Conference List	ConfList

<b>Feature</b>	<b>Softkey</b>
Do Not Disturb	DND
End Call	EndCall
Group Pickup	GPickUp
Hold	Hold
Malicious Call Identification	MCID
Meet Me Conferencing	MeetMe
Mobility	Mobility
New Call	New Call
Other PickUp	OPickUp
Quality Reporting Tool	QRT
Redial	Redial
Remove Last Conference Party	RmLstC
Transfer	Transfer

**Related Topics**

- [About the Cisco IP Communicator Interface, page 2-4](#)

# About the Cisco IP Communicator Interface

Use your mouse to click buttons and menu items; use your computer keyboard to enter letters, numbers, and keyboard shortcuts.

Cisco IP Communicator comes with two desktop appearances called *skins*:

- [Buttons and Other Components](#), page 2-4
- [Phone Screen Features](#), page 2-8

## Buttons and Other Components

[Table 2-2](#) identifies buttons and other components shared by both skins.

**Figure 2-1** Cisco IP Communicator with the Compact Mode Selected

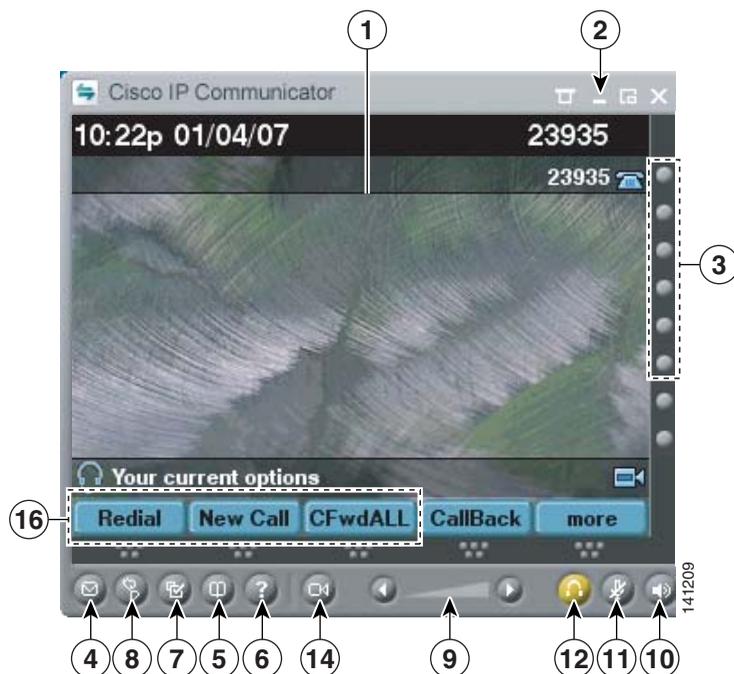


Figure 2-2 Cisco IP Communicator with the Default Mode Selected



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Table 2-2 Buttons and Other Components

1	Phone screen	Allows you to view call status and feature menus, and activate items. See <a href="#">Phone Screen Features, page 2-8</a> .
2	Window control buttons	Allows you to view the menu, hide Cisco IP Communicator, toggle between skins, or quit the application. See <a href="#">Feature Functionality and Availability, page 2-19</a> .

Table 2-2 Buttons and Other Components (continued)

3	Programmable buttons	<p>Depending on configuration, programmable buttons provide access to:</p> <ul style="list-style-type: none"> <li>• Phone lines and intercom lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Call features (for example, a Privacy, Hold, or Transfer button)</li> </ul> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li>• Green, steady—Active call or two-way intercom call</li> <li>• Green, flashing—Held call</li> <li>• Amber, steady—Privacy in use, one-way intercom call, or DND active.</li> <li>• Amber, flashing—Incoming call or reverting call</li> <li>• Red, steady—Remote line in use (shared line or BLF status)</li> </ul> <p>You can convert extra line buttons into speed-dial buttons. See <a href="#">Setting Up Speed Dials, page 7-5</a></p>
4	<b>Messages</b> button	Auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.) See <a href="#">Accessing Voice Messages, page 6-1</a> .
5	<b>Directories</b> button	Opens or closes the <b>Directories</b> menu. Use it to view and dial from call logs and a corporate directory. (Ctrl + D is the keyboard shortcut.) Alternately, you can use the Quick Search feature (Alt + K) to search directories. See <a href="#">Using Call Logs, page 6-3</a> .
6	<b>Help</b> button	Activates the <b>Help</b> menu. (Ctrl + I is the keyboard shortcut.) See <a href="#">Accessing Online Help, page 2-18</a> .
7	<b>Settings</b> button	Opens or closes the Settings menu. Use it to change touchscreen and ring settings.(Ctrl + S is the keyboard shortcut.) See <a href="#">Customizing Rings and Message Indicators, page 4-3</a> .
8	<b>Services</b> button	Opens or closes the <b>Services</b> menu. (Ctrl + R is the keyboard shortcut.) See <a href="#">Setting Up Phone Services, page 7-7</a> .
9	<b>Volume</b> button	Controls audio mode volume and other settings. (Page up/Page down are keyboard shortcuts). See <a href="#">Adjusting the Volume for a Call, page 4-2</a> . <sup>1</sup>

**Table 2-2 Buttons and Other Components (continued)**

<b>10</b>	<b>Speaker</b> button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit. (Ctrl + P is the keyboard shortcut.) See <a href="#">Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</a> .
<b>11</b>	<b>Mute</b> button	Toggles the Mute feature on or off. When the feature is on the button is lit. (Ctrl + T is the keyboard shortcut.) See <a href="#">Using Mute, page 3-12</a> .
<b>12</b>	<b>Headset</b> button	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.) See <a href="#">Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</a> .
<b>13</b>	<b>Navigation</b> button	Allows you to scroll through menus and highlight items. Use with softkeys to activate highlighted items. Also, while the Cisco IP Communicator is on-hook, click the Navigation button to access phone numbers from your Placed Calls log.
<b>14</b>	<b>Cisco Unified Video Advantage</b> button	Launches Cisco Unified Video Advantage. You must be running Cisco Unified Video Advantage Release 2.1.1 and Cisco IP Communicator Release 2.0 (or later) on the same PC to use this feature. <sup>2</sup>
<b>15</b>	<b>Keypad</b>	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
<b>16</b>	<b>Softkey</b> buttons	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 - F6 are the keyboard shortcuts.) See <a href="#">Handling Calls with Cisco IP Communicator, page 3-1</a> .
<b>17</b>	<b>Voice message and ring</b> indicator	Indicates an incoming call and new voice message. See <a href="#">Customizing Rings and Message Indicators, page 4-3</a> .

1. In all releases prior to release 2.0, the keyboard shortcut is Ctrl + V
2. If Cisco IP Communicator is using the SIP call-control protocol, it does not support video with Cisco Unified Video Advantage. Your system administrator should tell you if your deployment supports video.

### Tips

- You can click the menu icon at the top of either skin, right-click Cisco IP Communicator, or press Shift + F10 on the keyboard to view and configure settings, choose skins, and enable screen-only mode. See [Using the Menu, page 2-11](#).
- The default mode ([Figure 2-2](#)) and the compact mode ([Figure 2-1](#)) use the same set of button icons. However, button shapes and locations might differ by skin.

- For a complete list of navigation shortcuts, see [Using Keyboard Shortcuts, page 2-10](#).
- See [Phone Screen Features, page 2-8](#) for information about how calls and lines are displayed on the Cisco IP Communicator phone screen.

## Phone Screen Features

This is what your Cisco IP Communicator phone screen might look like with active calls and several feature menus open.



1	Primary phone line	Displays the phone number (directory number) for your primary phone line.
2	Programmable button indicators	<p>Programmable buttons serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons, or phone feature buttons. Icons and labels indicate how these buttons are configured.</p> <ul style="list-style-type: none"> <li> Phone line icon—Corresponds to a phone line. Line icons can vary.</li> <li> Speed-dial icon —If available, corresponds to a speed-dial button.</li> <li> Phone service icon—If available, corresponds to a web-based phone service, such as the Personal Address Book.</li> <li> Feature icon—If available, corresponds to a feature, such as Privacy.</li> </ul> <p>For information about other icons, see <a href="#">Call and Line States and Icons, page 2-16</a>.</p>
3	Softkey labels	Each displays a softkey function.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view).
6	Phone tab	Indicates call activity. Click this tab to return to the call activity area, if needed.
7	Feature tabs	Each indicates an open feature menu.

### Related Topics

- [About the Cisco IP Communicator Interface, page 2-4](#)
- [How to Navigate the Interface, page 2-9](#)

## How to Navigate the Interface

- [Using Keyboard Shortcuts, page 2-10](#)
- [Using the Menu, page 2-11](#)
- [Using the Window Control Buttons, page 2-13](#)
- [Using the Incoming Call Notification, page 2-14](#)
- [Choosing Phone Screen Items, page 2-14](#)

- [Using Feature Menus, page 2-15](#)
- [Entering and Editing Text, page 2-15](#)
- [Going On-Hook and Off-Hook, page 2-16](#)
- [Call and Line States and Icons, page 2-16](#)

## Using Keyboard Shortcuts

Cisco IP Communicator provides functionality allows you to access buttons on the window without using a mouse. These navigation shortcuts are especially useful if you are visually impaired or blind and cannot navigate the interface.

Use [Table 2-3](#) as a guide for navigating the interface by using keyboard shortcuts.

**Table 2-3** *Navigation Shortcuts for Cisco IP Communicator*

Keystroke	Action
Ctrl + D	Opens or closes the Directories menu
Ctrl + S	Opens or closes the Settings menu
Ctrl + R	Opens or closes the Services menu
Ctrl + M	Opens the voice message system
Ctrl + I	Opens or closes the online help system
Ctrl + H	Toggles headset mode on or off
Ctrl + P	Toggles speakerphone mode on or off
Ctrl + T	Toggles the Mute feature on or off
Ctrl + (number keys 1 through 8)	Opens or closes line buttons or speed dial buttons 1 - 8
Ctrl + V	Pastes a name or phone number
Ctrl + Shift + A, or F2	Answers a call
Alt + S	Opens the Preferences dialog box
Alt + K	Opens the Quick Search directory feature
Alt + X	Exits Cisco IP Communicator
Alt + F4	Closes Cisco IP Communicator
Enter	Dials a call

**Table 2-3** Navigation Shortcuts for Cisco IP Communicator (continued)

Keystroke	Action
Esc	Hangs up a call
Page up	Increases volume for the current audio mode
Page down	Decreases volume for the current audio mode
F2 - F6	Activates softkeys 1 - 5
/ (with NumLk function enabled)	Activates the # key
Shift + F10	Opens the menu

## Using the Menu

You can access these menu items by clicking the menu icon at the top right corner of the interface, by right-clicking anywhere on the interface, or by pressing Shift + F10 on the keyboard.

Item	Description
Skins	Allows you to change the look of the interface. Cisco IP Communicator comes with two skins: the default skin ( <b>right-click &gt; Skins &gt; Default Mode</b> ) and the compact skin ( <b>right-click &gt; Skins &gt; Compact Mode</b> ). <a href="#">Figure 2-2</a> and <a href="#">Figure 2-1</a> show illustrations of the skins.
Screen Only	Toggles the screen-only view on and off. Keyboard shortcuts are particularly useful if you are using Cisco IP Communicator in screen-only view. See <a href="#">Using Keyboard Shortcuts, page 2-10</a> .
Always On Top	Toggles this feature on and off. When enabled, this feature keeps Cisco IP Communicator visible on your desktop even if other applications are active. (You can still minimize the interface.) See <a href="#">Feature Functionality and Availability, page 2-19</a> .
Audio Tuning Wizard	Launches the Audio Tuning Wizard, a tool that helps you select and tune audio devices. See <a href="#">Using the Audio Tuning Wizard, page 1-6</a> and <a href="#">Troubleshooting Cisco IP Communicator, page 8-1</a> .

Item	Description
Paste	Allows you to copy the number from any Windows program, paste it into the dialing box, and click <b>Dial</b> or <b>Enter</b> to place the call. (The keyboard shortcut for this feature is Ctrl + V.) Cisco IP Communicator runs the number through any appropriate dialing rules and automatically dials it.
Quick Search	Opens the Quick Search dialog box. (The keyboard shortcut for this dialog box is Alt + K.) Quick Search allows you to search one or more directories with a single search command. See <a href="#">Using Personal Directory, page 6-7</a> .
Cisco Unified CM User Options	Opens the Cisco Unified CM User Options web page where you can configure features, settings, and IP phone services—including speed-dial buttons. See <a href="#">Customizing Cisco IP Communicator with Cisco Unified CM User Options, page 7-1</a> .
Preferences	Opens the Preferences dialog box, which includes User, Network, Audio, and Directories tabs. (The keyboard shortcut for accessing Preferences is Alt + S.)
Help	Launches the Cisco IP Communicator online help.
About Cisco IP Communicator	Displays Cisco IP Communicator software version information and important notices about Cisco IP Communicator.
Exit	Allows you to quit Cisco IP Communicator.

## Using the Window Control Buttons

If you want to...	Then...
Access the menu	Do one of the following: <ul style="list-style-type: none"> <li>• Click the menu button in the top right corner of the interface</li> <li>• Right-click anywhere on the interface</li> <li>• Press Shift + F10 on the keyboard</li> </ul>
Minimize the interface	Do one of the following: <ul style="list-style-type: none"> <li>• Click the minimize button in the top right corner of the interface</li> <li>• Click the Cisco IP Communicator taskbar button one or more times</li> </ul>
Toggle between modes	Do one of the following: <ul style="list-style-type: none"> <li>• Click the mode button in the top right corner of the interface</li> <li>• Choose <b>Skins</b> from the menu</li> </ul>
Hide the interface	Right-click the system tray icon, and choose <b>Hide Cisco IP Communicator</b> . This removes the Cisco IP Communicator icon from your taskbar but does not close the application.
Retrieve the interface	Do one of the following: <ul style="list-style-type: none"> <li>• Double-click the system tray icon</li> <li>• Click the button icon in the taskbar</li> </ul>
Quit	Do one of the following: <ul style="list-style-type: none"> <li>• Choose <b>Exit</b> from the menu</li> <li>• Right-click the system tray icon, and choose <b>Exit</b></li> </ul>

### Tips

- If you receive a new call when Cisco IP Communicator is hidden or minimized, the Incoming Call Notification window appears, if enabled. If you enabled Bring To Front On Active Call (**right-click > Preferences > User tab**), Cisco IP Communicator is automatically displayed in the foreground of your desktop.
- If you want Cisco IP Communicator to remain visible on your desktop even if you have other applications active, choose **Always On Top** from the menu. (You can still choose to minimize the interface with Always On Top selected.)

## Using the Incoming Call Notification

If you want to...	Then...
Answer a call	Click anywhere on the pop-up box (except on the mute icon).
Mute the ringer	Click the mute icon on the pop-up box. Mute applies to the current ringing call.
Hide the Incoming Call Notification	Choose <b>Preferences &gt; User tab &gt; Hide Incoming Call Notification</b> .

## Choosing Phone Screen Items

To choose a phone screen item by...	Do this...
Clicking	Use your mouse to click an item on the phone screen. Clicking a phone number on some phone screens, such as the PreDial screen, can cause Cisco IP Communicator to dial the number.  Clicking an item or entering a number can cause an action to occur. If the item leads to a menu, that menu is opened.
Item number	Click the corresponding number on your keypad. For example, click <b>4</b> to choose the fourth item in a menu.
Scrolling	Click the Navigation button, or use the arrow keys on your keyboard to scroll through a list and to highlight an item. Click a relevant softkey such as <b>Select</b> or <b>Dial</b> to finish the action.

## Using Feature Menus

If you want to...	Then...
Open or close a feature menu	Click a feature button: <ul style="list-style-type: none"> <li>• <b>Messages</b></li> <li>• <b>Services</b></li> <li>• <b>Help</b></li> <li>• <b>Directories</b></li> <li>• <b>Settings</b></li> </ul>
Scroll through a list or menu	Click the <b>Navigation</b> button.
Go back one level in a feature menu	Click <b>Exit</b> . (Note that if you click <b>Exit</b> from the top level of a menu, the menu closes.)
Switch among open feature menus	Click a feature tab on your phone screen. (Each feature menu has a corresponding tab on the top of the phone screen. The tab is visible when the feature menu is open.)

## Entering and Editing Text

If you want to...	Then...
Enter a letter on your phone screen	Click to highlight a call feature, and use your keyboard to enter letters or numbers.
Delete within an entry or move your cursor	Use the <b>Backspace</b> key on your keyboard, or click << or <b>Delete</b> on the phone screen to remove a letter or digit. To move the cursor to the right, click >> on the phone screen. You might be able to use the <b>Navigation</b> button or the <b>Left</b> and <b>Right</b> arrow keys on your keyboard.

## Going On-Hook and Off-Hook

Some Cisco IP Communicator tasks and instructions differ depending on whether the Cisco IP Communicator is *on-hook* or *off-hook*.

- On-Hook—No calls are active, and you do not have an active dial tone. Your Cisco IP Communicator provides on-hook dialing (*pre-dial*), which enables you to enter or choose phone numbers before activating the call. When your Cisco IP Communicator is on-hook, this icon appears next to each phone number: 
- Off-Hook—The speakerphone is active, or any of several other methods are used to get a dial tone or to answer an incoming call. When your phone is off-hook, one of these icons appears, depending on the call or line state: 

### Related Topics

- [Call and Line States and Icons, page 2-16](#)

## Call and Line States and Icons

- Lines—Each corresponds to a directory number or intercom number that others can use to call you. Your Cisco IP Communicator can support up to eight lines, depending on configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have phone numbers and phone line icons: .
- Calls—Each line can support multiple calls. By default, your Cisco IP Communicator supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

[Table 2-4](#) describes the icons that help you determine the call and line state.

**Table 2-4 Call and Line State Icons**

Icon	Call or line state	Description
	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in-progress until you go off-hook.
	Off-hook line	You are actively dialing a number, or an outgoing call is ringing. See <a href="#">Placing a Call, page 3-3</a> .
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines. See <a href="#">Answering a Call, page 3-8</a> .
	Call on hold	You have put this call on hold. See <a href="#">Using Hold and Resume, page 3-11</a> .
	Remote-in-use	Another phone that shares your line has a connected call. See <a href="#">How to Use Shared Lines, page 3-32</a> .
	Authenticated call	The connected call is secured. See <a href="#">Logging Out of Hunt Groups, page 3-26</a> .
	Encrypted call	The connected call is encrypted. Encrypted calls are also authenticated. See <a href="#">Logging Out of Hunt Groups, page 3-26</a> .

[Table 2-5](#) describe the icons that indicate how a line button is configured.

**Table 2-5 Line Button Icons**

Icon	Call or line state	Description
	Idle line (BLF)	See <a href="#">Using Busy Lamp Field to Determine a Line State, page 3-31</a> .
	Busy line (BLF)	See <a href="#">Using Busy Lamp Field to Determine a Line State, page 3-31</a> .
	Line in Do Not Disturb (BLF)	See <a href="#">Using Busy Lamp Field to Determine a Line State, page 3-31</a> .
	Idle Intercom line	The intercom line is not in use. See <a href="#">Placing or Receiving Intercom Calls, page 3-34</a> .
	One-way intercom call	The intercom line is sending or receiving one-way audio. See <a href="#">Placing or Receiving Intercom Calls, page 3-34</a> .
	Two-way intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See <a href="#">Placing or Receiving Intercom Calls, page 3-34</a> .

# Accessing Online Help

Your Cisco IP Communicator provides a comprehensive online help system. Help topics appear on the phone screen.

If you want to...	Then...
View the main menu	<p>Click the <b>Help</b> button on Cisco IP Communicator and wait a few seconds for the menu to display. If you are already in Help, click <b>Main</b>.</p> <p>Main menu topics include:</p> <ul style="list-style-type: none"> <li>• About Your Cisco IP Communicator—Descriptive details about your Cisco IP Communicator</li> <li>• How do I?—Procedures and information about common Cisco IP Communicator tasks</li> <li>• Calling Features—Descriptions and procedures for calling features</li> <li>• Help—Tips on using and accessing Help</li> </ul>
Learn about a button or softkey	Click the <b>Help</b> button, then quickly click a button or softkey.
Learn about a menu item	<p>Click the <b>Help</b> button, then quickly click the menu item on the phone screen.</p> <p>Or, click the <b>Help</b> button twice quickly with the menu item highlighted.</p>
Get help using Help	Click the <b>Help</b> button. After a second or two, click the <b>Help</b> button again or choose Help from the Main Menu.
Access the User Guide	Choose <b>menu &gt; Help</b> or <b>right-click &gt; Help</b> .

## Feature Functionality and Availability

The operation of your Cisco IP Communicator and the features available to you depend on the call processing agent used by your company and on how the support team for your company has configured your phone system. Contact your support desk or system administrator for information about feature operation or availability. You can access many features either by using a softkey or by pressing a line button. You can configure some features, but your system administrator controls most of them. Here are some details about using softkeys to access features:

<b>Feature</b>	<b>Softkey</b>
Call Back	CallBack
Call Forward	CFwdALL
Call Park	Park
Call Pickup	PickUp
Conference	Confrn
Conference List	ConfList
Do Not Disturb	DND
End Call	EndCall
Group Pickup	GPickUp
Hold	Hold
Malicious Call Identification	MCID
Meet Me Conferencing	MeetMe
Mobility	Mobility
New Call	New Call
Other Pickup	OPickUp
Quality Reporting Tool	QRT
Redial	Redial
Remove Last Conference Party	RmLstC
Transfer	Transfer





## CHAPTER 3

# Handling Calls with Cisco IP Communicator

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- [How to Handle Basic Calls, page 3-1](#)
- [How to Make Conference Calls, page 3-18](#)
- [How to Handle Advanced Call Features, page 3-22](#)

## How to Handle Basic Calls

This section describes basic call-handling tasks such as placing, answering, and transferring calls. The features required to perform these tasks are standard and available on most phone systems.



### Note

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The protocol that your phone uses can determine which features you have. Ask your administrator which features your phone supports.

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- [Placing a Call, page 3-3](#)
- [Placing a Video Call, page 3-8](#)
- [Answering a Call, page 3-8](#)
- [Ending a Call, page 3-10](#)
- [Using Hold and Resume, page 3-11](#)
- [Using Mute, page 3-12](#)

- [Transferring a Connected Call, page 3-12](#)
- [Selecting Calls, page 3-13](#)
- [Switching Between Calls, page 3-14](#)
- [Forwarding Your Calls to Another Number, page 3-15](#)
- [Using Do Not Disturb, page 3-17](#)

## Placing a Call

If you want to...	Then...
Pre-dial (dial on-hook, without first getting a dial tone)	<ul style="list-style-type: none"> <li>• Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your Placed Calls log.)</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>• Click the <b>Navigation</b> button to display phone numbers from your Placed Calls log.</li> </ul> <p>Next, click the phone number appearance on your phone screen to dial. Or do one of the these actions to go off-hook and dial the highlighted phone number:</p> <ul style="list-style-type: none"> <li>• Click the <b>Speaker</b> or <b>Headset</b> buttons.</li> <li>• Click <b>Dial</b> or the <b>Enter</b> key on your keyboard.</li> <li>• Click a line button.</li> <li>• Click the <b>Enter</b> key on your keyboard</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>• Drag a number from any Windows program that supports drag and drop, drop it anywhere on the Cisco IP Communicator interface, and click Dial or the <b>Enter</b> key on your keyboard.</li> <li>• Drag a vCard and drop it anywhere on the Cisco IP Communicator interface. If the vCard contains more than one number, select the one you want from the pop-up window, and click <b>Dial</b> or the <b>Enter</b> key on your keyboard.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>• Copy a number from any source, and click <b>Menu &gt; Paste</b>. (You can also paste a phone number by using the <b>Ctrl + V</b> keyboard shortcut.) The number is automatically entered. Click <b>Dial</b> or the <b>Enter</b> key on your keyboard.</li> </ul>
Dial off-hook (after invoking a dial tone)	Click <b>NewCall</b> , the <b>Speaker</b> , <b>Headset</b> , or a line button, and enter a number.
Redial the most recently dialed number	Click <b>Redial</b> . By default, Redial uses your primary line. However, you can open a secondary line and then click <b>Redial</b> . To open a line, click a line button.

If you want to...	Then...
Speed dial a number	<ul style="list-style-type: none"> <li>• Click a speed-dial button before or after going off-hook.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>• Enter a speed dial index number (1-99 on the keypad) while on-hook, and click <b>AbbrDial</b>.</li> </ul>
Place a call when another call is active (using another line)	Click a line button for the new line. The call on the first line is automatically placed on hold.
Place a call when another call is active (using the same line)	Click <b>Hold</b> , and click <b>New Call</b> . You can now dial, redial, or speed dial a number. Or you can continue talking on the active call while preparing to dial from a call log or directory. To return to the held call, click <b>Resume</b> . (See the next two rows in this table for details.)
Dial from a call log	<p>Click the <b>Directories</b> button.</p> <p>Choose <b>Missed Calls</b>, <b>Received Calls</b>, or <b>Placed Calls</b>. To dial, click the listing or scroll to it and go off-hook.</p> <p>If you want to dial from a call log while on another active call, scroll to a call record, and click <b>Dial</b> or the <b>Enter</b> key on your keyboard. Then choose a menu item to handle the original call:</p> <ul style="list-style-type: none"> <li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>• <b>Transfer</b>—Transfers the first party to the second. (Click <b>Transfer</b> again to complete the action.)</li> <li>• <b>Conference</b>—Creates a conference call with all parties. (Click <b>Confrn</b> to complete the action.)</li> <li>• <b>End Call</b>—Disconnects the first call and dials the second.</li> </ul>

If you want to...	Then...
Dial from a corporate directory on the phone	<p>Click the <b>Directories</b> button.</p> <p>Choose <b>Corporate Directory</b> (exact name can vary). Use your keyboard to enter letters, and click <b>Search</b>. To dial, click the listing or scroll to it and go off-hook.</p> <p>If you want to dial from a directory while on an active call, scroll to a listing, and click <b>Dial</b> or the <b>Enter</b> key on your keyboard. Then choose a menu item to handle the original call:</p> <ul style="list-style-type: none"> <li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>• <b>Transfer</b>—Transfers the first party to the second. (Click <b>Transfer</b> again to complete the action.)</li> <li>• <b>Conference</b>—Creates a conference call with all parties. (Click <b>Confrn</b> to complete the action.)</li> <li>• <b>End Call</b>—Disconnects the first call and dials the second.</li> </ul>
Dial from a corporate directory on your personal computer using Cisco WebDialer	<ul style="list-style-type: none"> <li>• Open a web browser and go to a WebDialer-enabled corporate directory.</li> <li>• Click the number that you want to dial.</li> </ul> <p>See the <i>Customizing Your Cisco Unified IP Phone on the Web</i> guide for more details:  <a href="http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html">http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html</a></p>
Use Cisco CallBack to receive notification when a busy or ringing extension is available	<ul style="list-style-type: none"> <li>• Press <b>CallBack</b> while listening to the busy tone or ring sound.</li> <li>• Hang up. Your phone alerts you when the line is free.</li> <li>• Place the call again.</li> </ul>
See if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line	<p>Look for Busy Lamp Field indicators. <a href="#">Using Busy Lamp Field to Determine a Line State, page 3-31</a></p>

If you want to...	Then...
Dial using headset mode	<ul style="list-style-type: none"> <li>If the <b>Headset</b> button is unlit, click it before or after dialing, re-dialing, or speed-dialing a number.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>If the <b>Headset</b> button is lit, click <b>New Call</b>, <b>Redial</b>, a speed-dial button, or a line button). If necessary, enter a phone number, and click <b>Dial</b> or the <b>Enter</b> key on your keyboard. See <a href="#">Using a Headset, page 5-2</a>.</li> </ul>
Dial using speakerphone mode	<p>First make sure that an analog headset is not plugged in to the audio jacks on your computer. Click <b>New Call</b> or the <b>Speaker</b> button, and enter a phone number. Or, use another method to place the call, and click the <b>Speaker</b> button to switch over to speakerphone mode.</p> <p>Many of the actions you take to dial a number automatically trigger speakerphone mode. See <a href="#">Using Your Computer as a Speakerphone, page 5-4</a>.</p>
Dial using handset mode	<p>Lift or otherwise enable the handset before or after dialing, re-dialing, or speed-dialing a number. See <a href="#">Using a USB Handset, page 5-5</a>.</p>
Dial from a Personal Address Book (PAB) entry	<p>Available only if enabled on Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager). Ask your system administrator.</p> <ul style="list-style-type: none"> <li>If you are using a version of Cisco Unified Communications Manager other than 4.x, click the <b>Directories</b> button and choose <b>Personal Directory</b>.</li> <li>If you are using Cisco Unified Communications Manager 4.x, click the <b>Services</b> button and choose <b>PAB Service</b> (exact name might vary).</li> </ul> <p>(Depending on configuration, you might be able to use Quick Search. See <a href="#">Using Personal Directory, page 6-7</a>.)</p> <p>Before you can use the PAB service, you must subscribe to it. See <a href="#">Using Your Personal Address Book (PAB)</a>.</p>

If you want to...	Then...
Dial using a Fast Dial code	<p>Available only if enabled on Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager). Ask your system administrator.</p> <ul style="list-style-type: none"> <li>• If you are using a version of Cisco Unified Communications Manager other than 4.x, click the <b>Directories</b> button and choose <b>Personal Directory</b>.</li> <li>• If you are using Cisco Unified Communications Manager 4.x, click the <b>Services</b> button and choose <b>Fast Dials</b> (exact name might vary). To dial from a listing, click it, or scroll to it, and go off-hook.</li> </ul> <p>For help subscribing to the Fast Dial service, see <a href="#">Configuring Fast Dials, page 7-4</a>.</p>
Place a call using a billing or tracking code	Dial a number, and enter a client matter code (CMC) or a forced authorization code (FAC) when prompted by a distinctive tone. Your system administrator will tell you if you need to enter CMC or FAC codes and will provide you with detailed instructions.
Place a priority (precedence) call	Enter the Multilevel Precedence and Preemption (MLPP) access number (provided by your system administrator) followed by the phone number.
Place a call using your Cisco Extension Mobility profile	Make sure that you are logged in to Extension Mobility (EM). Click the <b>Services</b> button and choose <b>EM Service</b> (exact name might vary), and use your keypad to enter login information. If you are sharing a phone, you might need to log in to EM before you can access certain features or complete a call. EM is a special, non-default feature that your system administrator can assign to phones and phone users.

### Tips

- To add a prefix to a number in one of your call logs, scroll to the number and click **EditDial**.
- If you are dialing without a dial tone, you cannot use \* or # as the leading digit. If you need to use these digits, go off-hook to invoke a dial tone and then dial.

### Related Topics

- [Answering a Call, page 3-8](#)
- [Ending a Call, page 3-10](#)

## Placing a Video Call

When you use Cisco IP Communicator with Cisco Unified Video Advantage, you can make video calls to other users.

To make a video call, you must meet these criteria:

- You must have Cisco Unified Video Advantage installed on your system.
- Cisco IP Communicator must be enabled for video calls on the call-processing server. After you are enabled, your Cisco IP Communicator displays the  icon in the lower right corner of the of the phone screen.
- You must launch Cisco Unified Video Advantage before initiating the video call.
- The person you call must also meet these same criteria and use a device that is a video endpoint.

To enable your phone for video calls, contact your system administrator for assistance and see the Cisco Unified Video Advantage User Guide:

[http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html)

## Answering a Call

If you want to...	Then...
Answer with headset mode	Click the <b>Headset</b> button, if unlit.  Or, if the <b>Headset</b> button is already lit, click <b>Answer</b> or a flashing line button. See <a href="#">Using a Headset, page 5-2</a> .
Answer with speakerphone mode	Click the <b>Speaker</b> button, <b>Answer</b> , or a flashing line button. See <a href="#">Using Your Computer as a Speakerphone, page 5-4</a> .
Answer with handset mode	Lift (or otherwise enable) the handset. See <a href="#">Using a USB Handset, page 5-5</a> .
Answer a call with the keyboard shortcut	Press <b>F2</b> , or press <b>Ctrl + Shift + A</b> on your keyboard.

If you want to...	Then...
Answer with the Incoming Call Notification	Click the ringing telephone icon or the caller ID information.  If you click the Mute icon on the Incoming Call Notification pop-up window for a new call that comes in while you are on an active call, the ringer mutes and the pop-up window disappears. You must return to the application interface to see call details for the muted call and to disable mute on all future incoming calls.
Switch from a connected call to answer a ringing call	See <a href="#">Switching Between Calls, page 3-14</a> and <a href="#">Using Hold and Resume, page 3-11</a> .
Set up Cisco IP Communicator to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature for one or more of your lines. You can use AutoAnswer with either speakerphone mode or headset mode. See <a href="#">Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</a> .
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See <a href="#">Using Cisco Extension Mobility, page 3-23</a> .
Use your phone to answer a call that is ringing on another phone	Use Call Pickup. See <a href="#">Redirecting a Ringing Call to Cisco IP Communicator, page 3-30</a> .
Answer a priority call	Hang up the current call, and click <b>Answer</b> .
Send an incoming call directly to your voice messaging system	Click <b>iDivert</b> . The incoming call automatically transfers to your voice message greeting.
Answer a call on your cellular phone or other remote destination	Set up Mobile Connect and answer your phone.  When you enable Mobile Connect:  Your desktop and remote destinations receive calls simultaneously. When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message. When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

### Related Topics

- [Ending a Call, page 3-10](#)
- [Using Hold and Resume, page 3-11](#)

- [Transferring a Connected Call](#), page 3-12
- [Switching Between Calls](#), page 3-14
- [Using Cisco Extension Mobility](#), page 3-23

## Ending a Call

If you want to...	Then...
Hang up while using handset mode	Disable the handset, click <b>EndCall</b> , or press the <b>Esc</b> key on your keyboard. See <a href="#">Using a USB Handset</a> , page 5-5.
Hang up while using headset mode	Click the <b>Headset</b> button, if lit. If you want headset mode to remain active, keep the button lit by clicking <b>EndCall</b> or press the <b>Esc</b> key on your keyboard. See <a href="#">Using a Headset</a> , page 5-2.
Hang up while using speakerphone mode	Click <b>EndCall</b> , or press the <b>Esc</b> key on your keyboard. See <a href="#">Using Your Computer as a Speakerphone</a> , page 5-4.
Hang up one call but preserve another call on the same line	Click <b>EndCall</b> or press the <b>Esc</b> key. If necessary, first click <b>Resume</b> to remove the call from hold.



### Tip

You need to keep headset mode activated if you want to use AutoAnswer with your headset. (First, your system administrator must configure AutoAnswer for you.) If you use a headset but do not use AutoAnswer, you might still prefer to keep headset mode activated. See [Obtaining Audio Devices](#), page 5-1.

### Related Topics

- [Placing a Call](#), page 3-3
- [Answering a Call](#), page 3-8
- [Transferring a Connected Call](#), page 3-12

## Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears next to the caller ID and the corresponding line button flashes green.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The “reverting” call remains on hold until you resume it or until Hold Reversion times out.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen.
- Displaying the animated Hold Reversion icon next to the caller ID for the held call.
- Displaying a flashing amber line button (depending on the line state)

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"> <li>1. Make sure the call you want to put on hold is selected.</li> <li>2. Click <b>Hold</b>.</li> </ol>
Remove a call from hold on the current line	<ol style="list-style-type: none"> <li>1. Make sure that the appropriate call is highlighted.</li> <li>2. Click <b>Resume</b>.</li> </ol>
Remove a call from hold on a different line	<ol style="list-style-type: none"> <li>1. Click a green blinking line button. If there is a single call holding on this line, the call automatically resumes.</li> <li>2. If there are multiple calls holding, make sure that the appropriate call is highlighted, and click <b>Resume</b>.</li> </ol>

### Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.

- The duration between Hold Reversion alerts is determined by your system administrator.

## Using Mute

Mute disables the audio input for your audio devices, such as a headset, speakerphone, or microphone. With Mute enabled, you can hear other parties on a call, but they cannot hear you.

If you want to...	Then...
Turn Mute on	Click the unlit <b>Mute</b> button.
Turn Mute off	Click the lit <b>Mute</b> button.



### Note

If you start Cisco IP Communicator while your audio device or computer is muted, the Check Audio Settings window might prompt you to Revert, Tune, or Cancel your audio settings. If your audio settings have been working properly, choose **Revert**. If you want to view or change them, choose **Tune**. If you want to keep the device muted, choose **Cancel**.

## Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, click <b>Transfer</b> , and enter the target number. When you hear the call ringing, click <b>Transfer</b> again.
Talk to the transfer recipient before transferring a call (consult transfer)	During a connected call, click <b>Transfer</b> , and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, click <b>Transfer</b> again. If the recipient refuses the call, click <b>Resume</b> to return to the original call.

If you want to...	Then...
Transfer two current calls to each other (direct transfer)	Highlight any call on the line, and click <b>Select</b> . Repeat this process for the second call. With one of the selected calls highlighted, click <b>DirTrfr</b> . (You might need to click <b>more</b> to see <b>DirTrfr</b> .) The two calls connect to each other and drop you from the call.  If you want to stay on the line with the callers, use <b>Join</b> to create a conference instead.
Send a call to your voice messaging system	Click <b>iDivert</b> . The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

### Tips

- When on-hook transfer is enabled, you can either hang up, or click **Transfer** and then hang up.
- If on-hook transfer is not enabled on your Cisco IP Communicator, be aware that hanging up instead of clicking **Transfer** cancels the transfer action and places the party to be transferred on hold.
- You cannot use **Transfer** to redirect a call on hold. Click **Resume** to remove the call from hold before transferring it.

## Selecting Calls

Many Cisco IP Communicator features require that you select the calls you want to use with a particular feature. For example, if you have four held calls but only want to join two of them in a conference call, you can select the calls that you want to add to the conference before activating the feature.

If you want to...	Then...
Highlight a call	Use your mouse to click any call in a call list. Highlighted calls appear on a lighter and brighter background.
Select a call	Highlight a connected or held call, and click <b>Select</b> . Selected calls are indicated with a check mark next to them.
Verify selected calls	Click the Navigation button to scroll through the list of calls. Selected calls are indicated with a check mark and are grouped together in the call list.

## Switching Between Calls

You can switch between connected calls on one or more lines. If the call you want to switch to is not automatically selected (highlighted), click the call appearance on your phone screen.

If you want to...	Then...
Switch between connected calls on one line	Select the call you are switching to and click <b>Resume</b> . The other call is automatically placed on hold.
Switch between connected calls on different lines	Click the appropriate green blinking line button for the line (and call) you are switching to. If there is a single call holding on the line, the call automatically resumes. If there are multiple calls holding on the line, highlight the specific call (if necessary), and click <b>Resume</b> .
Switch from a connected call to answer a ringing call	Click <b>Answer</b> or a yellow flashing line button. Doing so answers the new call and automatically places the first call on hold.
Switch between incoming calls by using the Incoming Call Notification	Click anywhere on the Incoming Call Notification pop-up window for the incoming call (except on the mute ringer icon). This puts the active call on hold and allows you to answer the incoming call.
Display an overview of active calls	Click a green line button while a call is active to return to the main background screen, hiding the active call information. This gives you an overview of all active calls on each of your lines. This call is either the active call or, if all calls are on hold, the held call with the longest duration. Click the green line button again to return to the original view.
See all calls on a specific line	Click the <b>Help</b> button and immediately click the line button. Doing so shows call details but does not impact the call state. Use this when you are talking on one line and want to view held calls on another line.

### Tips

- Only one call can be active at any given time; other connected calls are automatically placed on hold.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
- Calls of a similar type are grouped together in the call list. For example, calls that you have interacted with are grouped near the top, selected calls are grouped next, and calls that you have not yet answered are grouped last.

## Switching an In-Progress Call to Another Phone

If you Mobile Connect setup, you can switch in-progress calls between the Cisco IP Communicator softphone and your cellular phone or other remote destination.

If you want to...	Then...
Switch an in-progress call on your Cisco IP Communicator softphone to a cellular phone	Press the Mobility softkey and select Send call to mobile.
Answer the in-progress call on your cellular phone.	The phone line button turns red and handset icons and the calling party number appear on the phone display. You cannot use same phone line for any other calls, but if your phone supports multiple lines, you can use another line to make or receive calls.
Switch an in-progress call from a cellular phone to your Cisco IP Communicator softphone	Hang up the call on your cellular phone to disconnect the cellular phone, but not the call.  Press Resume on your phone within 4 seconds and start talking on the desk phone.

## Forwarding Your Calls to Another Number

You can use call forwarding features to redirect incoming calls from your phone to another number.



### Note

Enter the Call Forward All target number exactly as you would to dial it from your phone. For example, enter an access code such as 9 or the area code, if necessary.

Your system administrator might allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.

- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone; other call forwarding features are accessible only on your Cisco Unified CM User Options web pages. Your system administrator determines which call forwarding features are available to you.

If you want to...	Then...
Set up Call Forward All on your primary line	Press <b>CFwdALL</b> or <b>Forward All</b> and enter a target phone number.
Cancel Call Forward All on your primary line	Press <b>CFwdALL</b> or <b>Forward All</b> .
Verify that Call Forward All is enabled on your primary line	Look for: <ul style="list-style-type: none"> <li>• The call forward icon above the primary phone number: .</li> <li>• The call forward target number in the status line.</li> </ul>
Set up or cancel call forwarding remotely, or for a non-primary line	<ol style="list-style-type: none"> <li>1. Log in to your Cisco Unified CM User Options web pages.</li> <li>2. Access your call forwarding settings. See <a href="#">Controlling Line Settings, page 7-10</a>.</li> </ol> <p><b>Note</b> When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the Cisco Unified CM User Options web pages.</p>

### Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.

**Related Topics**

- [Answering a Call, page 3-8](#)
- [Transferring a Connected Call, page 3-12](#)
- [How to Handle Advanced Call Features, page 3-22](#)

## Using Do Not Disturb

You can use the Do Not Disturb (DND) feature to block incoming calls on your phone with a busy tone.

When DND and Call Forward are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

If you want to...	Then...
Turn on DND	<ol style="list-style-type: none"> <li>1. Click <b>Settings &gt; Device Configuration &gt; Call Preferences &gt; Do Not Disturb</b>.</li> <li>2. Select <b>Yes</b>, and then click <b>Save</b>. <i>Do Not Disturb</i> displays on the status line, and a DND softkey is added.</li> </ol>
Turn off DND	Click the DND softkey. The DND softkey is removed.
Customize DND settings	<ol style="list-style-type: none"> <li>1. Select <b>Cisco Unified CM User Options</b> from the Menu button.</li> <li>2. Log in to your Cisco Unified CM User Options web pages.</li> <li>3. From the drop-down menu, choose <b>User Options &gt; Device</b></li> <li>4. Select your Cisco IP Communicator <b>Name</b>.</li> <li>5. You can set the following options: <ul style="list-style-type: none"> <li>– Do Not Disturb—Turn DND on/off.</li> <li>– DND Incoming Call Alert—Set the alert to beep only, flash only, or disable all visible and audible alert notifications.</li> </ul> </li> </ol>

**Tips**

- When you enable DND:
  - Cisco IP Communicator does not block calls to intercom lines, and critical calls such as calls from Cisco Emergency Responder and MLPP calls.
  - Cisco IP Communicator does not log incoming calls to the Missed Calls directory on your phone.
  - If you also enabled Call Forward All, Call Forward All takes precedence on incoming calls. That is, Cisco IP Communicator forwards your calls, and the caller does not hear a busy tone.
  - If Call Forward Busy is set on your line, Cisco IP Communicator forwards calls to the Call Forward Busy number. Callers do not hear a busy tone.
- If DND is disabled on your phone, contact your system administrator.

**Related Topics**

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)

## How to Make Conference Calls

You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- **Conference**—Allows you to create a standard (ad hoc) conference by calling each participant. Use the **Conf rn** softkey.
- **Join**—Allows you to create a standard (ad hoc) conference by combining existing calls. Use the **Join** softkey. Join is available on SCCP phones only.
- **cBarge**—Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use the **cBarge** softkey. cBarge is only available on phones that use shared lines.
- **Meet-Me**—Allows you to create or join a conference by calling a conference number. Use the **MeetMe** softkey.

## Using Conference.

If you want to...	Then...
Create a conference	<ol style="list-style-type: none"><li data-bbox="465 318 1239 375">1. From a connected call, press <b>Conf rn</b>. (You may need to press the <b>more</b> softkey to see <b>Conf rn</b>.)</li><li data-bbox="465 391 928 418">2. Enter the participant's phone number.</li><li data-bbox="465 435 821 462">3. Wait for the call to connect.</li><li data-bbox="465 479 1116 506">4. Press <b>Conf rn</b> again to add the participant to your call.</li><li data-bbox="465 522 928 550">5. Repeat to add additional participants.</li></ol>
Add new participants to an existing conference	<p data-bbox="465 574 991 602">Repeat the steps listed for Create a Conference.</p> <p data-bbox="465 618 1193 672">Your system administrator determines whether non-initiators of a conference can add or remove participants.</p>

## Using Join (SCCP phones only)

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

If you want to...	Then...
Create a conference by joining together existing calls that are on a single phone line	<ol style="list-style-type: none"> <li>1. From an active call, highlight another call that you want to include in the conference and press <b>Select</b>.</li> <li>2. Repeat this step for each call that you want to add.</li> <li>3. Press <b>Join</b>. (You may need to press the <b>more</b> softkey to see <b>Join</b>.)</li> </ol>
Create a conference by joining together existing calls that are on multiple phone lines	<ol style="list-style-type: none"> <li>1. From an active call, press <b>Join</b>. (You may need to press the <b>more</b> softkey to see <b>Join</b>.)</li> <li>2. Press the green flashing line button for the call(s) that you want to include in the conference.  One of the following occurs: <ul style="list-style-type: none"> <li>• The calls are joined.</li> <li>• A window opens on your phone screen prompting you to select the call(s) that you want to join. Highlight the call(s) and press <b>Select</b>, then press <b>Join</b> to complete the action.</li> </ul> </li> </ol> <p><b>Note</b> If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.</p>
Join together two existing conferences	<p>Use the <b>Join</b> or <b>DirTrfr</b> softkeys.</p> <p>Check with your system administrator to see if this feature is available to you.</p>

## Using cBarge

You can create a conference by using cBarge to add yourself to a call on a shared line.

If you want to...	Then...
Create a conference by barging a call on a shared line	<p>Press the line button for the shared line.</p> <p>In some cases, you must highlight the call and press <b>cBarge</b> to complete the action.</p> <p>See <a href="#">Adding Yourself to a Shared-Line Call, page 3-32</a> for more information.</p>

## Using Meet-Me

Meet-Me conferencing allows you to start or join a conference by calling the conference number.

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"> <li>1. Obtain a Meet-Me phone number from your system administrator.</li> <li>2. Distribute the number to participants.</li> <li>3. When you are ready to start the meeting, go off-hook to get a dial tone, then press <b>MeetMe</b>.</li> <li>4. Dial the Meet-Me conference number.</li> </ol> <p>Participants can now join the conference by dialing in.</p> <p><b>Note</b> Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>
Join a Meet-Me conference	<p>Dial the Meet-Me conference number (provided by the conference initiator).</p> <p><b>Note</b> You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.</p>
End a Meet-Me conference	<p>All participants must hang up.</p> <p>The conference does not automatically end when the conference initiator disconnects.</p>

## Viewing or Removing Conference Participants

If you want to...	Then...
View a list of conference participants	Press <b>ConfList</b> . Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, press <b>Update</b> .
See who initiated the conference	While viewing the conference list, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	While viewing the conference list, highlight the participant's name and press <b>Remove</b> .
Drop the last participant added to the conference	While viewing the conference list, press <b>RMLstC</b> or <b>Remove Last Participant</b> .

## How to Handle Advanced Call Features

Advanced call-handling tasks involve special (non-standard) features that your system administrator can configure for you to use on Cisco IP Communicator (depending on your call-handling needs and work environment). You do not have access to these features by default.

- [Using Cisco Extension Mobility, page 3-23](#)
- [Managing Business Calls Using a Single Phone Number, page 3-24](#)
- [Using Cisco Extension Mobility, page 3-23](#)
- [Logging Out of Hunt Groups, page 3-26](#)
- [Tracing Suspicious Calls, page 3-28](#)
- [Prioritizing Critical Calls, page 3-28](#)
- [Redirecting a Ringing Call to Cisco IP Communicator, page 3-30](#)
- [Calling Back a Busy Line When It Becomes Available, page 3-30](#)
- [Using Busy Lamp Field to Determine a Line State, page 3-31](#)
- [How to Use Shared Lines, page 3-32](#)

- [Placing or Receiving Intercom Calls, page 3-34](#)

## Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

If you want to...	Then...
Log in to EM	<ol style="list-style-type: none"> <li>1. Click the <b>Services</b> button and select <b>EM Service</b> (name can vary).</li> <li>2. Enter your user ID and PIN (provided by your system administrator).</li> <li>3. If prompted, select a device profile.</li> </ol>
Log out of EM	<ol style="list-style-type: none"> <li>1. Click the <b>Services</b> button and select <b>EM Service</b> (name can vary).</li> <li>2. When prompted to log out, press <b>Yes</b>.</li> </ol>

### Tips

- EM automatically logs you out after a certain amount of time. Your system administrators establishes this time limit.
- Changes that you make to your EM profile from your User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

## Managing Business Calls Using a Single Phone Number

With Mobile Connect and Mobile Voice Access installed, you can use your cellular phone to handle calls associated with your desktop phone number. A smartphone is a mobile phone with personal computer capabilities such as web browsing, email, address book, and calendar.

If you want to...	Then...
Configure Mobile Connect	Use the Cisco Unified CM User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See <a href="#">Setting Up Phones and Access Lists for Mobile Connect, page 7-12</a> .
Answer a call using your cellular phone	See <a href="#">Answering a Call, page 3-8</a> .
Switch an in-progress call between your desk phone and cellular phone	See <a href="#">Switching an In-Progress Call to Another Phone, page 3-15</a> .
Put a call that has been picked up on a smartphone on hold	<ol style="list-style-type: none"> <li>1. Press the <i>Enterprise Hold</i> (name may vary) softkey on the smartphone. The other party is placed on hold.</li> <li>2. On your smartphone, press the <i>Resume</i> (name may vary) softkey on the smartphone. See <a href="#">Switching an In-Progress Call to Another Phone, page 3-15</a>.</li> </ol>
Transfer a call that has been picked up on a smartphone to another number	<ol style="list-style-type: none"> <li>1. Press the <i>Enterprise Transfer</i> (name may vary) softkey on the smartphone.</li> <li>2. Dial your enterprise access code for transferring calls to initiate a new call. The other party is placed on hold.</li> <li>3. Press the <i>Enterprise Transfer</i> softkey to complete the call transfer.</li> </ol>
Initiate a conference call on a call that has been picked up on a smartphone	<ol style="list-style-type: none"> <li>1. Press the <i>Enterprise Conference</i> (name may vary) softkey on the smartphone.</li> <li>2. Dial your enterprise access code for conferencing to initiate a new call. The other party is placed on hold.</li> <li>3. Press the <i>Enterprise Conference</i> softkey to complete the conference set-up and include both callers in the conference.</li> </ol>

If you want to...	Then...
Connect to Mobile Voice Access	<ol style="list-style-type: none"> <li>1. From any phone, dial your assigned Mobile Voice Access number.</li> <li>2. Enter the number you are calling from, if prompted, and your PIN.</li> </ol>
Turn on Mobile Connect from your cellular phone	<ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your cellular phone number (if requested) and PIN.</li> <li>3. Press <b>2</b> to enable Mobile Connect.</li> <li>4. Choose whether to turn Mobile Connect on for all configured phones or just one: <ul style="list-style-type: none"> <li>– All phones—Enter <b>2</b>.</li> <li>– One phone—Enter <b>1</b> and enter the number you want to add as a remote destination, followed by #.</li> </ul> </li> </ol>
Turn off Mobile Connect from your cellular phone	<ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your cellular phone number (if requested) and PIN.</li> <li>3. Press <b>3</b> to disable Mobile Connect.</li> <li>4. Choose whether to turn Mobile Connect off for all configured phones or just one: <ul style="list-style-type: none"> <li>– All phones—Enter <b>2</b>.</li> <li>– One phone—Enter <b>1</b> and enter the number you want to remove as a remote destination, followed by #.</li> </ul> </li> </ol>

## Storing and Retrieving Parked Calls

You can *park* a call when you want to store the call so that you or someone else can retrieve it from another phone (for example, at the desk of a co-worker or in a conference room) on the call-processing system. Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call by using Call Park	During a call, click <b>Park</b> (you might need to click the <b>more</b> softkey first). This prompts Cisco IP Communicator to store the call. Note the call park number displayed on the phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Communicator or Cisco IP Phone in your network to connect to the call.

**Note**

You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

**Related Topics**

- [How to Handle Basic Calls, page 3-1](#)
- [Using Hold and Resume, page 3-11](#)
- [Transferring a Connected Call, page 3-12](#)

## Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

If you want to...	Then...
Log out of hunt groups to temporarily block hunt group calls	Press <b>HLog</b> or <b>Hunt Group</b> . Your phone screen displays, “Logged out of Hunt Group.”
Log in to receive hunt group calls	Press <b>HLog</b> or <b>Hunt Group</b> . When logged in, the Hunt Group button is lit.

**Tip**

Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.

## Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, Cisco IP Communicator might support making and receiving secure calls.

Cisco IP Communicator is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Nonsecure* call—At least one of the participating phones or the connection does not support this security feature, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: <ul style="list-style-type: none"> <li data-bbox="530 995 955 1036"> Authenticated call or conference</li> <li data-bbox="530 1105 915 1146"> Encrypted call or conference</li> </ul> If these icons do not display, the call is not secure.
Determine if secure calls can be made in your company	Contact your system administrator.

**Note**

There are interactions, restrictions, and limitations that affect how security features work on Cisco IP Communicator. For details, ask your system administrator.

## Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages. The call-processing system can then identify and register the source of this incoming call in the network.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Press <b>MCID</b> . Your phone plays a tone and displays the <i>MCID successful</i> message.

## Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.

If you...	Then...
Want to view priority level of a call	<p data-bbox="549 238 1072 269">Look for an MLPP icon on your phone screen:</p> <ul style="list-style-type: none"> <li data-bbox="603 285 798 316"> Priority call</li> <li data-bbox="603 334 1040 365"> Medium priority (immediate) call</li> <li data-bbox="603 378 939 409"> High priority (flash) call</li> <li data-bbox="603 409 1170 488"> Highest priority (flash override) or Executive Override call</li> </ul> <p data-bbox="549 505 1228 597">Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).</p>
Hear a continuous tone interrupting your call	<p data-bbox="549 615 1228 706">You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.</p>

### Tips

- When you make or receive an MLPP-enabled call, you hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement alerts you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb (DND) feature.

## Redirecting a Ringing Call to Cisco IP Communicator

Call PickUp allows you to redirect a call that is ringing on the phone of a co-worker to your Cisco IP Communicator so that you can answer it. Call PickUp is a special feature that your system administrator can configure for you depending on your call-handling needs and work environment. For example, you might use this feature if you share call-handling responsibilities with co-workers.

If you want to...	Then...
Answer a call that is ringing on another extension within your group	Click an available line button and <b>PickUp</b> . The call now rings on your line.
Answer a call that is ringing on another extension outside of your group	Click an available line button and <b>GPickUp</b> . Enter the call group pickup code number provided by your system administrator. The call now rings on your line.
Answer any call that is ringing, whether it is on another extension in your group or in an associated group	Click an available line button and <b>OPickUp</b> .

### Tips

- To connect to the call that has been ringing for the longest time, press **PickUp** or **GPickUp**.
- To connect to the call in the pickup group with the highest priority, press **OPickUp**.

### Related Topics

- [Transferring a Connected Call, page 3-12](#)

## Calling Back a Busy Line When It Becomes Available

If a number that you call is busy or does not answer, you can set Cisco IP Communicator to notify you when the line becomes available. To set up the notification, call the number and click **CallBack** while listening to the busy tone or ring sound. Then, hang up.

When the extension becomes available, your phone provides an audio and visual alert. (The call back to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for your phone.

**Tip**


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CallBack fails if the other party has Call Forwarding enabled.

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## Using Busy Lamp Field to Determine a Line State

Depending on the configuration, you can use the Busy Lamp Field (BLF) feature to determine the state of a phone line associated with a speed-dial button, call log, or directory listing on your Cisco IP Communicator. You can place a call to this line regardless of the BLF status. This feature does not prevent dialing.

If you want to...	Then...
See the state of a speed-dial line	Look for one of these indicators next to the line number: <ul style="list-style-type: none"> <li data-bbox="435 829 717 857"> +  Line is in-use.</li> <li data-bbox="435 873 690 901"> +  Line is idle.</li> <li data-bbox="435 917 1126 945"> BLF indicator unavailable or not configured for this line.</li> <li data-bbox="435 982 938 1010"> +  Line is in Do Not Disturb state.</li> </ul>
See the state of a line listed in a call log or directory	Look for one of these indicators next to the line number: <ul style="list-style-type: none"> <li data-bbox="435 1118 650 1146"> Line is in-use.</li> <li data-bbox="435 1162 623 1190"> Line is idle.</li> <li data-bbox="435 1206 924 1234"> BLF indicator unavailable for this line.</li> <li data-bbox="435 1250 861 1278"> Line is in Do Not Disturb state.</li> </ul>

## How to Use Shared Lines

Your system administrator might give you a *shared* line. Typically, a shared line has these uses:

- One person applies a shared line to multiple phones that he or she uses—For example, your shared line, extension 23456, applies to your Cisco IP Communicator and your desktop phone. In this case, an incoming call to extension 23456 rings your Cisco IP Communicator and your desktop phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings both your phone and the phone of your assistant. If your assistant answers, you can use a shared line feature called Barge to add yourself to the connected call.
- Your system administrator will tell you if you use a shared line. Shared line features, such as Barge, do not apply to standard, not shared lines.

### Related Topics

- [Adding Yourself to a Shared-Line Call, page 3-32](#)
- [Preventing Others from Viewing or Barging a Shared-Line Call, page 3-33](#)

## Adding Yourself to a Shared-Line Call

If you use a shared line, you can use Barge to join an established conversation. When you use Barge, other parties on the call hear a beep tone announcing your presence. When you hang up, the remaining parties hear a disconnect tone, and the original call continues. Barge applies to shared lines only.

If you want to...	Then...
Add yourself to a call in-progress on a shared line	Select the call on the phone screen, and click <b>Barge</b> . (You might need to click the <b>more</b> softkey first.)
End a barge conference	Hang up.

### Tips

- You will be disconnected from a call you have barged if the call is put on hold, transferred, or turned into a conference call.

- You cannot answer a second line while you are on a barged call.
- Click a green line button while a call is active to return to the main background screen. This shows you an overview of all active calls.

#### Related Topics

- [How to Handle Basic Calls, page 3-1](#)
- [Using Busy Lamp Field to Determine a Line State, page 3-31](#)
- [Preventing Others from Viewing or Barging a Shared-Line Call, page 3-33](#)

## Preventing Others from Viewing or Barging a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	<ol style="list-style-type: none"> <li>1. Press <b>Private</b>.</li> <li>2. To verify that Privacy is on, look for the feature-enabled icon next to an amber line button.</li> </ol>
Allow others to view or barge calls on a shared line	<ol style="list-style-type: none"> <li>1. Press <b>Private</b>.</li> <li>2. To verify that Privacy is off, look for the feature-disabled icon next to an unlit line button.</li> </ol>

#### Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers are not able to view or barge calls on any of your shared lines.

#### Related Topics

- [How to Handle Basic Calls, page 3-1](#)
- [Using Busy Lamp Field to Determine a Line State, page 3-31](#)
- [Adding Yourself to a Shared-Line Call, page 3-32](#)

## Placing or Receiving Intercom Calls

You can place an intercom call to a target phone that auto-answers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. If the recipient's handset or headset is in use, the audio is sent to the device in use. Any current call activity that your recipient is engaged in continues simultaneously.

The target destination receives an intercom-alert tone and can then choose to:

- Listen to the caller with microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing the **EndCall** softkey with the intercom call in focus. Do this if you do not want to hear the message.
- Talk to the caller by pressing the active intercom button and using either the handset, headset or speaker. The intercom call becomes a two-way connection so that you can talk with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you cannot receive or place intercom calls.
- You cannot place an intercom call on hold.



**Note**

If you log into your desk phone every day using your Extension Mobility profile, ensure that your system administrator configures your Extension Mobility profile to include the intercom feature.

If you want to...	Then...
Place an intercom call to a preconfigured intercom target	<ol style="list-style-type: none"> <li>1. Press an intercom target line.</li> <li>2. Wait for the intercom-alert tone.</li> <li>3. Begin speaking.</li> </ol>

If you want to...	Then...
Place an intercom call to any intercom number	<ol style="list-style-type: none"> <li>1. Press an intercom target line.</li> <li>2. Perform one of the following actions: <ul style="list-style-type: none"> <li>– Enter the intercom target number.</li> <li>– Press a speed-dial number for your target.</li> </ul> </li> <li>3. Wait for the intercom-alert tone.</li> <li>4. Begin speaking.</li> </ol>
Receive an intercom call	<p>When you hear the intercom-alert tone, handle the call in one of these ways:</p> <ul style="list-style-type: none"> <li>• Listen to the message in one-way audio.</li> <li>• Press an orange active intercom line to talk to the caller. (The line turns green when the call becomes a two-way call.)</li> <li>• Press <b>End Call</b> with the intercom call in focus to disconnect the intercom call.</li> </ul>



## CHAPTER 4

# Customizing Settings on Cisco IP Communicator

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- [Where to Access Settings, page 4-1](#)
- [Adjusting the Volume for a Call, page 4-2](#)
- [Customizing Rings and Message Indicators, page 4-3](#)
- [Customizing the Phone Screen, page 4-4](#)
- [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

If you want to...	Then...
Adjust the volume level during a call	Click the <b>Volume</b> button, or click the <b>Page Up/Page Down</b> keys on your keyboard during a call or after invoking a dial tone. Click <b>Save</b> 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 <a href="#">Tips</a> section for more information about this method.)
Adjust the volume level for the ringer	Click the <b>Volume</b> button while Cisco IP Communicator is on-hook (no calls or dial tone active). The new ringer volume is automatically saved.

**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.

If you want to...	Then...
Change the ring tone per line	<ol style="list-style-type: none"> <li>1. Click the <b>Settings</b> button and select <b>User Preferences &gt; Rings</b>.</li> <li>2. Choose a phone line or the default ring setting.</li> <li>3. Choose a ring tone to play a sample of it.</li> <li>4. Press <b>Select</b> and <b>Save</b> to set the ring tone, or press <b>Cancel</b>.</li> </ol>
Change the ring pattern (flash-only, ring once, beep-only, and so forth)	<ol style="list-style-type: none"> <li>1. Select <b>Cisco Unified CM User Options</b> from the right-click menu.</li> <li>2. Log in to your Cisco Unified CM User Options web pages.</li> <li>3. Select your device.</li> <li>4. Click <b>Line Settings</b>, and make selections from the Ring Settings section.</li> </ol>
Change the way the voice message indicator behaves	<ol style="list-style-type: none"> <li>1. Select <b>Cisco Unified CM User Options</b> from the right-click menu.</li> <li>2. Log in to your Cisco Unified CM User Options web pages.</li> <li>3. Select your device.</li> <li>4. Click <b>Line Settings</b>, 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.</li> </ol> <p>Note the location of the message waiting indicator:</p> <ul style="list-style-type: none"> <li>• If you are using Default Mode (<b>right-click &gt; Skins &gt; Default Mode</b>), the indicator is the light strip on the left side of the interface.</li> <li>• If you are using Compact Mode (<b>right-click &gt; Skins &gt; Compact Mode</b>), the indicator is the blinking envelope icon beside the line button.</li> </ul>

**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

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

**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).

Item	Description	For more information, see...
Enable Logging	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.	<a href="#">Troubleshooting Cisco IP Communicator, page 8-1</a>
Close Hides Application	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.	<a href="#">Placing a Call, page 3-3</a>
Bring to Front on Active Call	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.	<a href="#">Answering a Call, page 3-8</a>
Hide Incoming Call Notification	When enabled, the Incoming Call Notification no longer pops up when you receive a call.	<a href="#">Answering a Call, page 3-8</a>

Item	Description	For more information, see...
Use default (TFTP Server)	<p>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:</p> <p>http://&lt;default TFTP IP address&gt;/ccmuser</p> <p>Your system administrator will tell you if you need to modify this setting.</p>	<p><a href="#">Chapter 7, “Customizing Cisco IP Communicator with Cisco Unified CM User Options”</a></p>
Use specific URL	<p>Enter an alternative URL to use when launching the Cisco Unified CM User Options page. Use the following format:</p> <p>http://&lt;hostname&gt;/ccmuser</p> <p>Your system administrator will tell you if you need to modify this setting.</p>	<p><a href="#">Chapter 7, “Customizing Cisco IP Communicator with Cisco Unified CM User Options”</a></p>

#### 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.

Item	Description	For more information, see...
Use Network Adapter to Generate Device Name	<p>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.</p> <p>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.</p>	<a href="#">Configuring and Registering Cisco IP Communicator, page 1-8</a>
Use this Device Name	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.	<a href="#">Configuring and Registering Cisco IP Communicator, page 1-8</a>
TFTP Servers area	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.	<a href="#">Configuring and Registering Cisco IP Communicator, page 1-8</a>

**Related Topics**

- [Audio Settings, page 4-8](#)
- [Directories Settings, page 4-15](#)

## Audio Settings

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

Item	Description	For related information, see...
Devices for Audio Modes area	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 <b>Default Windows Audio Device</b> setting, see <a href="#">Selecting an Audio Mode, page 4-9</a> .	<ul style="list-style-type: none"> <li>• <a href="#">Installing Audio Devices Before First Launch, page 1-3</a></li> <li>• <a href="#">How to Assign Audio Modes, page 4-9</a></li> <li>• <a href="#">Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</a></li> </ul>
Device for Ringer area	Allows you to assign a device to the ringer.	<a href="#">Installing Audio Devices Before First Launch, page 1-3</a>
Optimize for Low Bandwidth	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.	<a href="#">Troubleshooting Cisco IP Communicator, page 8-1</a>
<b>Network</b> button	Opens the Network Audio Settings window.	<a href="#">Network Audio Settings, page 4-13</a>
<b>Advanced</b> button	Opens the Advanced Audio Settings window.	<a href="#">Advanced Audio Settings, page 4-13</a>

**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**

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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.

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**Related Topics**

- [Activating an Audio Mode, page 4-11](#)
- [About Audio Devices in Audio Drop-Down Lists, page 4-12](#)

## Activating an Audio Mode

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

### 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.)



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**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](#).

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### 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.

Item	Description
Audio IP Address area	The default setting for this area is <b>Detect Automatically</b> . Do not change this setting unless asked to do so by your system administrator.
Audio Port Range area	The default setting for this area is <b>Use the Default Port Range</b> . Do not change this setting unless asked to do so by your system administrator.

### 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).

Item	Description	For related information, see...
Mode	Selects the audio mode (speakerphone, headset, or handset) to which to apply changes.	<ul style="list-style-type: none"> <li>• <a href="#">How to Assign Audio Modes, page 4-9</a></li> <li>• <a href="#">Using Headsets and Other Audio Devices with Cisco IP Communicator, page 5-1</a></li> </ul>
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.	<a href="#">Troubleshooting Cisco IP Communicator, page 8-1</a>
Levels of Aggressiveness	<p>Sets the noise suppression strength. The Least setting is the default.</p> <p>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.</p> <p>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.</p> <p><b>Note</b> 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.</p>	<a href="#">Troubleshooting Cisco IP Communicator, page 8-1</a>
OK button	Saves all changes made (including those made to modes not currently selected).	<a href="#">How to Assign Audio Modes, page 4-9</a>
Apply to All button	Applies the settings for the currently selected audio mode to all of the other audio modes.	<a href="#">How to Assign Audio Modes, page 4-9</a>

**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](#)



## CHAPTER 5

# Using Headsets and Other Audio Devices with Cisco IP Communicator

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This chapter describes how to use audio devices such as a handset, headset, and the computer speaker and microphone with the audio modes for Cisco IP Communicator (handset mode, headset mode, and speakerphone mode).

- [Obtaining Audio Devices, page 5-1](#)
- [Using a Headset, page 5-2](#)
- [Using Your Computer as a Speakerphone, page 5-4](#)
- [Using a USB Handset, page 5-5](#)
- [Removing and Re-Installing Audio Devices, page 5-6](#)

## Obtaining Audio Devices

Your system administrator might supply you with audio devices. If you plan to purchase them, ask your system administrator for the most up-to-date list of supported devices.

# Using a Headset

You can use a USB headset or an analog headset with Cisco IP Communicator.

- A USB headset has a flat, rectangular plug that connects to a USB port on your computer.
- An analog headset has rounded plugs that connect to the computer audio jacks.



Analog headsets work with the computer sound card and do not require device drivers.

This table describes how to use a headset to place and receive calls.

If you want to...	Then...
Use a headset to place and receive calls	<p>Make sure that the <b>Headset</b> button is activated (lit) to indicate that Cisco IP Communicator is operating in headset mode. You can toggle headset mode on and off by clicking the <b>Headset</b> button or by entering the keyboard shortcut <b>Ctrl + H</b>.</p> <p>If you use a headset as your primary audio device, you might want to keep the <b>Headset</b> button lit even after you end a call by clicking <b>EndCall</b> instead of the <b>Headset</b> button to hang up. When the <b>Headset</b> button is not lit, Cisco IP Communicator uses speakerphone mode as the default audio mode. Cisco IP Communicator responds to softkeys, speed-dial buttons, and other features by routing audio through the active mode.</p> <p>You can use a headset with all of the controls on Cisco IP Communicator, including the <b>Volume</b> button and the <b>Mute</b> button.</p> <div style="margin-top: 20px;">  <p><b>Note</b> An analog headset works in speakerphone mode, but you should use it in headset mode to improve audio quality.</p> </div>

If you want to...	Then...
Use an analog headset as your only audio device	Follow the guidelines described in the previous row. Be aware that the ringer is audible only through your headset speakers when the headset is plugged in to your computer. You must be wearing your headset to hear the phone ring.
Use AutoAnswer with a headset	Keep the <b>Headset</b> button activated (lit) by clicking <b>EndCall</b> to hang up. (Click the <b>Headset</b> button first, if necessary). When the <b>Headset</b> button is lit, Cisco IP Communicator operates in headset mode.
Switch to a headset during a call	Click the <b>Headset</b> button or enter the keyboard shortcut <b>Ctrl + H</b> . If you were using a USB handset before switching, you can turn it off or hang it up.

**Tip**

AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator automatically answers phone calls and routes them through speakerphone mode or headset mode depending on your configuration.

**Related Topics**

- [How to Handle Basic Calls, page 3-1](#)
- [How to Assign Audio Modes, page 4-9](#)
- [Using Your Computer as a Speakerphone, page 5-4](#)

# Using Your Computer as a Speakerphone

You can use the sound card on the computer to place and receive calls in speakerphone mode.

If you want to...	Then...
Use your computer like a speakerphone to place and answer calls	<p>Make sure that the <b>Speaker</b> button is lit so that Cisco IP Communicator operates in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking the <b>Speaker</b> button or by entering the keyboard shortcut <b>Ctrl + P</b>.</p> <p>By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call (such as using a speed-dial button or a softkey) automatically trigger speakerphone mode.</p> <p><b>Note</b> If you have an analog headset plugged in to the computer, you cannot hear audio through the computer speakers in speakerphone mode.</p>
Switch to the speakerphone during a call	Click the <b>Speaker</b> button or the keyboard shortcut <b>Ctrl + P</b> . If you were using a handset before switching, turn it off or hang it up.
Use the computer speaker as a ringer to alert you to incoming calls	Make sure that your sound card is assigned to the ringer mode and that you have not muted the computer speaker. If you plug an analog headset into your computer, the ringer is audible only from the headset speakers.
Use AutoAnswer with speakerphone mode	Click the <b>Speaker</b> button to place, answer, and end calls, to open and close lines, and to switch from other audio devices to speakerphone mode. Because speakerphone mode is active by default, you do not need to keep the corresponding button lit as you do for headset mode.



## Tip

AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator automatically answers phone calls and routes them through speakerphone mode or headset mode depending on your configuration.

**Related Topics**

- [How to Handle Basic Calls, page 3-1](#)
- [How to Assign Audio Modes, page 4-9](#)
- [Using a Headset, page 5-2](#)
- [Using a USB Handset, page 5-5](#)

## Using a USB Handset

You should assign a USB handset to handset mode. This configuration allows Cisco IP Communicator to recognize if the handset is on-hook or off-hook, enabling you to end a call by hanging up the USB handset, for example. For more information about this assignment, see [How to Assign Audio Modes, page 4-9](#).

If you want to...	Then...
Place or end a call with the handset	<p>Enable or disable the USB handset. Many handsets have a hook-switch or on/off button. Lift or enable the handset to take it off-hook.</p> <p>You can use a USB handset with all of the controls on Cisco IP Communicator, including the <b>Volume</b> button and the <b>Mute</b> button.</p>
Switch to the handset during a call	Lift (or otherwise enable) the handset.

**Related Topics**

- [Installing Audio Devices Before First Launch, page 1-3](#)
- [How to Handle Basic Calls, page 3-1](#)
- [Using a Headset, page 5-2](#)
- [Using Your Computer as a Speakerphone, page 5-4](#)
- [Removing and Re-Installing Audio Devices, page 5-6](#)

## Removing and Re-Installing Audio Devices

If you use Cisco IP Communicator on a laptop, you might find that you often remove and re-install audio devices as you travel between locations. The following table provides information about re-installing an audio device when you are ready to use it again.

If you want to...	Then...
Re-install a previously tuned USB headset, USB headset, or sound card	<ol style="list-style-type: none"> <li>1. Install the audio device (for example, plug in the USB headset) when Cisco IP Communicator is not running.</li> <li>2. Launch Cisco IP Communicator.</li> <li>3. Select and, if necessary, tune the device. You can manually access the Audio Tuning Wizard through Cisco IP Communicator (<b>right-click &gt; Preferences &gt; Audio</b> tab).</li> <li>4. If necessary, assign the device to the desired audio modes.</li> </ol>
Install a new device while the application is running and use it as the audio device for Cisco IP Communicator	<ol style="list-style-type: none"> <li>1. <b>Right-click &gt; Preference &gt; Audio</b> tab, and select the device from the drop-down list for an audio mode.</li> <li>2. Click <b>OK</b>.</li> <li>3. Tune the device when the Audio Tuning Wizard automatically launches.</li> </ol>
Set a specific device to be used in the next call	<ol style="list-style-type: none"> <li>1. Make sure Cisco IP Communicator is running.</li> <li>2. Configure it to use the default Windows device (<b>right-click &gt; Preferences &gt; Audio</b> tab, and select <b>Default Windows Audio Device</b>).</li> <li>3. Connect a new device and set it as the default Windows audio device from the Windows Control Panel.</li> <li>4. Manually launch the Audio Tuning Wizard (<b>right-click &gt; Audio Tuning Wizard</b>) to tune this device before using it.</li> </ol> <p>If you do not tune the device and you restart the application, the Audio Tuning Wizard automatically launches so that you can tune this device, and Cisco IP Communicator uses this device in the next call.</p>

**Tips**

- Each time that you launch, Cisco IP Communicator checks to see if the audio device that you used during your previous session is present. If the device is not found, Cisco IP Communicator prompts you to connect it.
- If you install an audio device that requires device drivers (a USB handset, USB headset, or a sound card) *after* launching, Cisco IP Communicator does not recognize the device until you relaunch the application. The Audio Tuning Wizard automatically launches so that you can tune the device.
- If you are using Cisco IP Communicator over a remote connection, establish VPN connectivity before launching Cisco IP Communicator.
- If you are re-installing a USB handset or headset on a Microsoft Vista workstation, ensure that the operating system detects the USB device. Otherwise, Cisco IP Communicator will not be able to find it.

**Related Topics**

- [Installing Audio Devices Before First Launch, page 1-3](#)
- [Using the Audio Tuning Wizard, page 1-6](#)
- [How to Assign Audio Modes, page 4-9](#)
- [Removing and Re-Installing Audio Devices, page 5-6](#)



## CHAPTER 6

# Using Voice Messaging, Call Logs, and Directories on Cisco IP Communicator

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- [Accessing Voice Messages, page 6-1](#)
- [Using Call Logs, page 6-3](#)
- [Directory Dialing, page 6-5](#)
- [Using Personal Directory, page 6-7](#)

## Accessing Voice Messages

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about this service, see the documentation that came with it. The following table provides a general overview of voice message service features.

If you want to...	Then...
Set up and personalize your voice message service	Click the <b>Messages</b> button and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.
Check for your new voice messages	<p>Look for:</p> <ul style="list-style-type: none"> <li>• A steady red light on your handset. (This indicator can vary.)</li> <li>• A flashing envelope icon and text message on your phone screen.</li> </ul> <p><b>Note</b> The red light and message waiting icon display only when you have a message on your primary line, even if you receive voice messages on other lines.</p> <p>Listen for:</p> <p>A stutter tone from your headset or speaker when you place a call.</p> <p><b>Note</b> The stutter tone is line-specific. You hear it only when using the line with the waiting message.</p>
Listen to your voice messages or access the voice messages menu	Click the <b>Messages</b> button. Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your phone screen.
Send a call to your voice message system	Click <b>iDivert</b> . The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers hear your voice message greeting and can leave you a message.

### Related Topics

- [Controlling Line Settings, page 7-10](#)
- [Customizing Rings and Message Indicators, page 4-3](#)

# Using Call Logs

Your Cisco IP Communicator maintains call logs. Call logs contain records of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Click the <b>Directories</b> button and choose <b>Missed Calls</b> , <b>Placed Calls</b> , or <b>Received Calls</b> . Each stores up to 100 records.
Display details for a single call record	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Missed Calls</b>, <b>Placed Calls</b>, or <b>Received Calls</b>.</li> <li>2. Highlight a call record.</li> <li>3. <b>Press Details</b>. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).</li> </ol>
Erase all call records in all logs	Click the <b>Directories</b> button and click <b>Clear</b> .
Erase all call records in a single log	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Missed Calls</b>, <b>Placed Calls</b>, or <b>Received Calls</b>.</li> <li>2. Highlight a call record.</li> <li>3. <b>Press Clear</b>. (You may need to press the <b>more</b> softkey to display <b>Clear</b>.)</li> </ol>
Erase a single call record	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Missed Calls</b>, <b>Placed Calls</b>, or <b>Received Calls</b>.</li> <li>2. Highlight a call record.</li> <li>3. Click <b>Delete</b>.</li> </ol>
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Missed Calls</b>, <b>Placed Calls</b>, or <b>Received Calls</b>.</li> <li>2. Highlight a call record.</li> </ol> <p><b>Note</b> If the Details softkey appears, the call is the primary entry of a multiparty call.</p> <ol style="list-style-type: none"> <li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Go off-hook to place the call.</li> </ol>

If you want to...	Then...
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Missed Calls</b>, <b>Placed Calls</b>, or <b>Received Calls</b>.</li> <li>2. Highlight a call record.</li> <li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Press <b>Dial</b>.</li> <li>5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>– <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>– <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>– <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> or <b>Conference</b> again after dialing to complete the action.)</li> <li>– <b>EndCall</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol>
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators.
View intercom call history	Click the <b>Directories</b> button and choose <b>Intercom History</b> . Details of the 25 most recent intercom calls are logged. You cannot dial intercom numbers from this list.

#### Related Topics

- [Using Busy Lamp Field to Determine a Line State, page 3-31](#)

# Directory Dialing

Depending on configuration, your Cisco IP Communicator can provide corporate and personal directory features:

- **Corporate Directory**—Corporate contacts that you can access on your Cisco IP Communicator. Your system administrator sets up and maintains your Corporate Directory.
- **Personal Directory**—If available, personal contacts and associated speed-dial codes that you can configure and access from your Cisco IP Communicator and Cisco Unified CM User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials:
  - PAB is a directory of your personal contacts.
  - Fast Dials allows you to assign codes to PAB entries for quick dialing.

## Using the Corporate Directory

If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Corporate Directory</b> (exact name can vary).</li> <li>2. User your keypad to enter a full or partial name and press <b>Search</b>.</li> <li>3. To dial, press the listing, or scroll to the listing and go off-hook.</li> </ol>
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and choose <b>Corporate Directory</b> (exact name can vary).</li> <li>2. Use your keyboard to enter a full or partial name and press <b>Search</b>.</li> <li>3. Scroll to a listing and press <b>Dial</b>.</li> <li>4. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>– <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>– <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>– <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> or <b>Conference</b> again after dialing to complete the action.)</li> <li>– <b>EndCall</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol>
See if the phone line in the directory is busy	Look for Busy Lamp Field (BLF) indicators.

### Related Topics

- [Using Busy Lamp Field to Determine a Line State, page 3-31](#)

## Using Personal Directory

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and select <b>Personal Directory</b> (exact name can vary).</li> <li>2. Enter your Cisco Unified Communications Manager user ID and PIN, then press <b>Submit</b>.</li> </ol>
Search for a PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Enter search criteria and press <b>Submit</b>.</li> <li>3. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>4. Highlight the PAB listing that you want and press <b>Select</b>.</li> </ol>
Dial from PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</li> <li>4. Enter the participant's phone number.</li> <li>5. Highlight the number that you want to dial and press <b>OK</b>.</li> <li>6. Press <b>OK</b> again to dial the number.</li> </ol>
Delete a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Delete</b>.</li> <li>4. Choose <b>OK</b> to confirm the deletion.</li> </ol>
Edit a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Edit</b> to modify a name or email address.</li> <li>3. If necessary, choose <b>Phones</b> to modify a phone number.</li> <li>4. Press <b>Update</b>.</li> </ol>

## Directory Dialing

If you want to...	Then...
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Access the Search page by choosing <b>Submit</b>. (You do not need to input search information first.)</li> <li>3. Press <b>New</b>.</li> <li>4. Use your phone keypad to enter a name and email information.</li> <li>5. Choose <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Choose <b>Submit</b> to add the entry to the database.</li> </ol>
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Fast Dial</b>.</li> <li>4. Highlight the number that you want to dial and press <b>Select</b>.</li> <li>5. Highlight the Fast Dial code that you want to assign to the number and press <b>Select</b>.</li> </ol>
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and select <b>Personal Directory &gt; Personal Fast Dials</b>.</li> <li>2. Press <b>Fast Dial</b>.</li> <li>3. Highlight a Fast Dial code that is unassigned and press <b>Select</b>.</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol>
Search for Fast Dial codes	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and select <b>Personal Fast Dials</b>.</li> <li>2. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Highlight the listing that you want and press <b>Select</b>.</li> </ol>
Place a call using a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>

If you want to...	Then...
Delete a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Remove</b>.</li> </ol>
Log out of Personal Directory	<ol style="list-style-type: none"> <li>1. Click the <b>Directories</b> button and select <b>Personal Directory</b> (exact name can vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>

### Tips

- Your system administrator can provide you the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.

### Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)
- [Using Your Personal Address Book \(PAB\), page 7-3](#)
- [Configuring Fast Dials, page 7-4](#)

## Using the Quick Search Feature

Quick Search allows you to search one or more directories with a single search command. These directories can include multiple corporate directories and your personal address book depending on how your system administrator configured the Quick Search feature.



### Note

Quick Search of the Personal Address Book is not supported in all Cisco Unified Communications Manager releases. Ask your system administrator if this feature is available to you.

To access Quick Search, right-click Cisco IP Communicator, and choose **Quick Search**.

In the Quick Search window, enter a name or extension number, and click **Quick Dial** or **Search**:

- **Quick Dial**—Automatically dials when the search yields one match. (You still need to click the **Dial** softkey to place the call). If the search yields multiple matches, Quick Dial displays them.
- **Search**—Displays search results without automatically dialing a number.

**Note**

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Only those phone numbers entered in the Work field in the PAB are displayed in Quick Search results. Home and mobile phone numbers are not displayed.

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To place a call from search results, click a listing in the Quick Search window, and click **Dial**.

**Related Topics**

- [Entering Password Information for Quick Search, page 6-10](#)

## Entering Password Information for Quick Search

Depending on how you want to use Quick Search, you might need to enter credential information, (username and password) as described in this table.

If you want to...	Then...
Search a corporate directory	<p>If you do not use the Personal Address Book service and will use Quick Search to look up co-workers in the corporate directory only, you might not need to complete any configuration. Test this by choosing <b>Quick Search</b> from the right-click menu:</p> <ul style="list-style-type: none"> <li>• If Quick Search opens, no configuration is necessary on your part.</li> <li>• If Quick Search does not open, enter a username and password (<b>right-click &gt; Preferences &gt; Directories</b> tab). Ask your system administrator to provide you with the values to enter.</li> </ul>
Search your Personal Address Book	<p>If you use the Personal Address Book (PAB) service, Quick Search can look for matches in your PAB first and in your corporate directory second. Before Quick Search accesses your PAB, these conditions must be met:</p> <ul style="list-style-type: none"> <li>• Your system administrator must configure Quick Search to integrate with personal directories.</li> <li>• You must subscribe to the PAB service (<b>right-click &gt; Cisco Unified CM User Options</b>).</li> <li>• You must enter your Directories username and password (<b>right-click &gt; Preferences &gt; Directories</b> tab).</li> </ul>
Use an alternate search method	<p>If you want to use an alternate search method instead of using Quick Search, try these:</p> <ul style="list-style-type: none"> <li>• To search corporate directories, choose the <b>Directories</b> button and select <b>Corporate Directory</b> (exact name might vary).</li> <li>• To search your Personal Address Book, click the <b>Services</b> button and select <b>PAB Service</b> (exact name might vary).</li> </ul> <p>Enter search information, and click <b>Search</b>.</p>

### Related Topics

- [Handling Calls with Cisco IP Communicator, page 3-1](#)
- [Customizing Settings on Cisco IP Communicator, page 4-1](#)
- [Using Call Logs, page 6-3](#)
- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)



## CHAPTER 7

# Customizing Cisco IP Communicator with Cisco Unified CM User Options

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Because your Cisco IP Communicator is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible through a web browser on your computer.

You can establish phone services and control features from your computer by using the User Options web pages of your Cisco Unified Communications Manager call-processing server. Once you configure features and services on the web pages, you can access them on your Cisco IP Communicator. For example, you can set up speed-dial buttons from your web pages and then access them on your phone.

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)
- [Using Your Personal Address Book \(PAB\), page 7-3](#)
- [Setting Up Speed Dials, page 7-5](#)
- [Setting Up Phone Services, page 7-7](#)
- [Controlling User Settings, page 7-9](#)
- [Controlling Line Settings, page 7-10](#)
- [Setting Up Phones and Access Lists for Mobile Connect, page 7-12](#)
- [Using Cisco WebDialer, page 7-15](#)

# Logging In to the Cisco Unified CM User Options Web Pages

## Procedure

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- Step 1** Click the **Menu** button (or right-click Cisco IP Communicator), and choose **Cisco Unified CM User Options**.
- Step 2** Enter the user ID and default password provided by your system administrator.
- Step 3** From the main menu, choose **User Options > Device**.
- Select the device name that corresponds to Cisco IP Communicator.
  - After you make your selection, use the buttons at the bottom of the window to access settings appropriate for your device.
  - Click **Log Off** to exit.
- Step 3** **If you are using Cisco Unified Communications Manager 4.x:**
- From the general menu, select your device type from the Select a Device drop-down list.
  - After you make your selection, a context-sensitive menu appears with options appropriate for your device type. (If you do not see your device type listed, contact your administrator.)
  - Click **Log Off** to exit.



### Tip

- Select your device from the menu page to see all of your options.
  - Click **Update** to apply and save your changes.
  - Click **Return to the Menu** to get back to the context-sensitive menu.
- 
-

# Using Your Personal Address Book (PAB)

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Enter information for the entry.</li> <li>4. Click <b>Save</b>.</li> </ol>
Search for a PAB entry	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li> <li>2. Specify search information and click <b>Find</b>.</li> </ol>
Edit a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Click a name or nickname.</li> <li>3. Edit the entry as needed and click <b>Save</b>.</li> </ol>
Delete a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Select one or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol>

## Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)
- [Configuring Fast Dials, page 7-4](#)
- [Setting Up Speed Dials, page 7-5](#)

## Configuring Fast Dials

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Create a PAB entry.</li> <li>2. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>3. Click <b>Add New</b>.</li> <li>4. Use the Search Options area to find the appropriate PAB entry.</li> <li>5. Click a phone number in the Search Results area.</li> <li>6. Change the Fast Dial code, if desired.</li> <li>7. Click <b>Save</b>.</li> </ol>
Assign a Fast Dial code to a phone number (without using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Change the Fast Dial code, if desired.</li> <li>4. Enter a phone number.</li> <li>5. Click <b>Save</b>.</li> </ol>
Search for a Fast Dial entry	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Specify search information and click <b>Find</b>.</li> </ol>
Edit a Fast Dial phone number	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Search for the Fast Dial entry that you want to edit.</li> <li>3. Click on a component of the entry.</li> <li>4. Change the phone number.</li> <li>5. Click <b>Save</b>.</li> </ol>
Delete a Fast Dial entry	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial.</li> <li>2. Select one or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol>

### Related Topics

- [Using Your Personal Address Book \(PAB\), page 7-3](#)
- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)

## Setting Up Speed Dials



**Tip**

You can create up to 500 Fast Dial and PAB entries.



**Tip**

You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.

## Setting Up Speed Dials

Depending on configuration, your Cisco IP Communicator can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials.

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Set up speed-dial buttons	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a phone from the Name drop-down menu.</li> <li>3. Click <b>Speed Dials</b>.</li> <li>4. Enter a number and label for a speed-dial button (programmable button) on your phone.</li> <li>5. Click <b>Save</b>.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field.</p>

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Set up speed-dial buttons	<p data-bbox="337 237 964 269"><b>Cisco Unified Communications Manager Release 4.x</b></p> <p data-bbox="337 285 1143 345">Log in to your User Options web pages, select your device, then choose <b>Add/Update Speed Dials</b> from the main menu.</p> <p data-bbox="337 362 1231 487">In the <b>Speed Dial Settings on Phone</b> section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary.</p> <p data-bbox="337 503 1190 563">The label you enter is displayed next to the speed-dial button on your phone screen.</p>
Set up Abbreviated Dialing	<ol data-bbox="337 574 1042 786" style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a phone from the Name drop-down menu.</li> <li>3. Click <b>Speed Dials</b>.</li> <li>4. Enter a number and label for an Abbreviated Dialing code.</li> <li>5. Click <b>Save</b>.</li> </ol>
Set up Abbreviated Dialing	<p data-bbox="337 802 964 834"><b>Cisco Unified Communications Manager Release 4.x</b></p> <p data-bbox="337 850 1143 911">Log in to your User Options web pages, select your device, then choose <b>Add/Update Speed Dials</b> from the main menu.</p> <ol data-bbox="337 927 1231 1047" style="list-style-type: none"> <li>1. In the <b>Speed Dial Settings Not Associated with a Phone Button</b> section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.</li> </ol>

### Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)
- [Configuring Fast Dials, page 7-4](#)
- [Using Personal Directory, page 6-7](#)

# Setting Up Phone Services

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Subscribe to a service	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a Cisco IP Communicator Name from the drop-down menu.</li> <li>3. Click <b>Phone Services</b>.</li> <li>4. Click <b>Add New</b>.</li> <li>5. Choose a service from the drop-down list and click <b>Next</b>.</li> <li>6. Change the service label and/or enter additional service information, if available (optional).</li> <li>7. Click <b>Save</b>.</li> </ol> <p><b>Cisco Unified Communications Manager 4.x</b></p> <p>From the main menu, choose <b>Configure your Cisco IP Phone Services</b>. From the Available Services drop-down list, select a service, and click <b>Continue</b>. Enter more information upon request (such as a zip code or PIN), and click <b>Subscribe</b>.</p>
Search for services	<ol style="list-style-type: none"> <li>1. Select a Cisco IP Communicator device name.</li> <li>2. Click <b>Phone Services</b>.</li> <li>3. Click <b>Find</b>.</li> </ol>
Change or end services	<ol style="list-style-type: none"> <li>1. Search for services.</li> <li>2. Select or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol> <p><b>Cisco Unified Communications Manager 4.x</b></p> <p>From the main menu, choose <b>Configure your Cisco IP Phone Services</b>. Click a service in the Your Subscribed Services panel. Click <b>Update</b> after making changes, or click <b>Unsubscribe</b>.</p>

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Change a service name	<ol style="list-style-type: none"> <li>1. Search for services.</li> <li>2. Click the service name.</li> <li>3. Change the information and click <b>Save</b>.</li> </ol>
Add a service to an available programmable phone button	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose Cisco IP Communicator name from the drop-down menu.</li> <li>3. Click <b>Service URL</b>.</li> </ol> <p><b>Note</b> If you do not see this option, ask your system administrator to configure a service URL button for your phone.</p> <ol style="list-style-type: none"> <li>4. Choose a service from the Button Service drop-down list.</li> <li>5. If you want to rename the service, edit the label fields.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"> <li>6. Click <b>Save</b>.</li> <li>7. Click <b>Reset</b> to reset your phone (necessary to see the new button label on your phone).</li> </ol> <p><b>Cisco Unified Communications Manager Release 4.x</b></p> <p>After subscribing to a service, choose <b>Add/Update your Service URL Buttons</b> from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click <b>Update</b> after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone.</p>
Access a service on your phone	Click the <b>Services</b> button. Or, if you have added a service to a programmable button, press the button.

# Controlling User Settings

User settings include your password, PIN, and language (locale) settings.

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Change your password	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Browser Password area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change your PIN	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Phone PIN area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change the language (locale) for your User Options web pages	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the User Locale area, choose an item from the Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change the language (locale) for your phone screen	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. Choose an item from the User Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>



## Tip

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, ask your system administrator.

# Controlling Line Settings

Line settings affect a specific phone line (directory number) on your Cisco IP Communicator. Line settings can include call-forwarding, voice message indicators, ring patterns, and line labels.

You can set up other line settings directly on your Cisco IP Communicator:

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page....
Set up call forwarding per line	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a Cisco IP Communicator name from the drop-down menu.</li> <li>3. Click <b>Line Settings</b>.</li> <li>4. If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.</li> <li>5. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.</li> <li>6. Click <b>Save</b>.</li> </ol>
Change the voice message indicator (lamp) setting per line	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a Cisco IP Communicator name from the drop-down menu.</li> <li>3. Click <b>Line Settings</b>.</li> <li>4. If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.</li> <li>5. In the Message Waiting Lamp area, choose from various settings.</li> </ol> <p><b>Note</b> Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.</p> <ol style="list-style-type: none"> <li>6. Click <b>Save</b>.</li> </ol>

## Controlling Line Settings

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page....
Change the audible voice message indicator setting per line	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a Cisco IP Communicator name from the drop-down menu.</li> <li>3. Click <b>Line Settings</b>.</li> <li>4. If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.</li> <li>5. In the Audible Message Waiting Indicator area, choose from various settings.</li> </ol> <p><b>Note</b> Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.</p> <ol style="list-style-type: none"> <li>6. Click <b>Save</b>.</li> </ol>
Change or create a line text label that appears on your phone screen	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Device</b>.</li> <li>2. Choose a phone from the Name drop-down menu.</li> <li>3. Click <b>Line Settings</b>.</li> <li>4. If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.</li> <li>5. In the Line Text Label area, enter a text label.</li> <li>6. Click <b>Save</b>.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p>

### Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)
- [Customizing Rings and Message Indicators, page 4-3](#)
- [Where to Access Settings, page 4-1](#)

# Setting Up Phones and Access Lists for Mobile Connect

When using Cisco Mobile Connect, you must add your cellular and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called *remote destinations*. You can also define access lists to restrict or allow calls from certain numbers to be sent to your cellular phone.

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Create an access list	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Mobility Settings &gt; Access Lists</b>.</li><li>2. Click <b>Add New</b>.</li><li>3. Enter the following information:<ul style="list-style-type: none"><li>- Name—Identifies the access list.</li><li>- Description—Describes the access list.</li></ul></li><li>4. Choose one of these options:<ul style="list-style-type: none"><li>- Blocked Access List—Creates list for numbers to be blocked</li><li>- Allowed Access List—Creates list for numbers that will be permitted</li></ul></li><li>5. Click <b>Save</b>.</li></ol>

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Add members to an access list.	<ol style="list-style-type: none"> <li>1. Create an access list.</li> <li>2. Click <b>Add Member</b> to add phone numbers or filters to the list.</li> <li>3. Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).</li> <li>4. If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field. You can use the following wild cards to define a filter: <ul style="list-style-type: none"> <li>– X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.</li> <li>– !—Matches any number of digits. For example, 408! matches any number starts with 408.</li> <li>– #—Used as a single digit for exact match.</li> </ul> </li> <li>5. Click <b>Save</b> to add this member to the access list.</li> <li>6. Click <b>Save</b> again to save the access list.</li> </ol>

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Add a new remote destination	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Mobility Settings &gt; Remote Destinations</b>.</li><li>2. Select the device from the Name drop-down list box.</li><li>3. Click <b>Remote Destinations</b>.</li><li>4. Click <b>Add New</b>.</li><li>5. Enter the following information:<ul style="list-style-type: none"><li>– Name—Enter a name for the cellular (or other) phone.</li><li>– Destination Number—Enter your cellular phone number.</li><li>– Answer Too Soon Timer—Enter the amount of time before you can pick up a call on the remote destination (in milliseconds).</li><li>– Answer Too Late Timer—Enter the amount of time after which it is too late to pick up a call on the remote destination (in milliseconds).</li><li>– Delay Before Ringing Timer—Enter the amount of time before the call rings on the remote destination (in milliseconds).</li><li>– Remote Destination Profile—Select a remote destination profile, which contains the settings that apply to all of your remote destinations.</li><li>– Allowed Access List—Select a phone number or rule that allows your cellular phone to ring when a call comes in to your desktop phone. You can select an allowed access list or blocked access list, but not both.</li><li>– Blocked Access List—Select a phone number or rule for which your cellular phone does not ring when a call comes in to your desktop phone. You can select an allowed access list or blocked access list, but not both.</li><li>– Mobile Phone—Select to allow your cellular phone can accept a call sent from your desktop phone.</li><li>– Enable Mobile Connect—Select to allow your cellular phone to ring simultaneously with your desktop phone. You can also setup a ring schedule.</li></ul></li><li>6. Click <b>Save</b>.</li></ol>

### Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)

# Using Cisco WebDialer

Cisco WebDialer allows you to make calls to directory contacts in Cisco IP Communicator by clicking items in a web browser. Your system administrator must configure this feature for you.

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Use WebDialer with your User Options directory	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Directory</b> and search for a coworker.</li> <li>2. Click the number that you want to dial.</li> <li>3. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li> <li>4. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li> <li>5. Click <b>Hangup</b> or hang up from your phone to end a call.</li> </ol>
Use WebDialer with another online corporate directory (not your User Options directory)	<ol style="list-style-type: none"> <li>1. Log in to a WebDialer-enabled corporate directory and search for coworkers.</li> <li>2. Click the number that you want to dial.</li> <li>3. When prompted, enter your user ID and password.</li> <li>4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li> <li>5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li> <li>6. Click <b>Hangup</b> or hang up from your phone to end a call.</li> </ol>

If you want to...	Then do this after you log into the Cisco Unified CM User Options web page...
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.
Set up, view, or change WebDialer preferences	<p>Access the Preferences page.</p> <p>The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial).</p> <p>To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.</p> <p>The Preferences page contains the following options:</p> <ul style="list-style-type: none"> <li>• <b>Preferred language</b>—Determines the language used for WebDialer settings and prompts.</li> <li>• <b>Use permanent device</b>—Identifies the Cisco Unified IP Phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. (To display the host name on your phone, click the Settings button and select <b>Network Configuration &gt; Host Name</b>.)</li> <li>• <b>Use Extension Mobility</b>—If selected, prompts WebDialer to use the Cisco Unified IP Phone that is associated with your Extension Mobility profile (if available).</li> <li>• <b>Do not display call confirmation</b>—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.</li> </ul>

### Related Topics

- [Logging In to the Cisco Unified CM User Options Web Pages, page 7-2](#)



## CHAPTER 8

# Troubleshooting Cisco IP Communicator

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- [General Troubleshooting Issues, page 8-1](#)
- [Voice Quality Issues, page 8-4](#)
- [Using the Quality Reporting Tool to Troubleshoot Performance Problems, page 8-11](#)
- [Enabling Detailed Logs, page 8-11](#)
- [Capturing Information About Problems, page 8-12](#)

## General Troubleshooting Issues

**Problem** The audio quality is garbled when attending a MeetingPlace meeting and using Cisco IP Communicator.

**Solution** Exit any unnecessary applications when attending a meeting. If you are connecting over VPN you should consider the connectivity option available with the Cisco Unified MeetingPlace console.

Another option is to optimize the bandwidth for the meeting session when using different connections. In Cisco Unified MeetingPlace there is an option for users to verify that their connection is adequate. Details for optimizing bandwidth in MeetingPlace is covered in the User Guide for Cisco Unified MeetingPlace.

**Problem** After first launch, no extension number appears, and the status line area shows *Registering*.

**Solution** Make sure that you chose a TFTP server, if necessary. Your system administrator should provide you with the TFTP address if one is needed. If you are a remote user, make sure to establish network connectivity before you launch Cisco IP Communicator.

#### Related Topics

- [Configuring and Registering Cisco IP Communicator, page 1-8](#)
- [Network Settings, page 4-7](#)

**Problem** After launching, Cisco IP Communicator cannot locate your network adapter and asks you to re-insert it.

**Solution** Replace the missing network interface device, if possible. (For example, replace a wireless card or a USB Ethernet adapter.)

If you first launched Cisco IP Communicator on a laptop that was connected to a docking station, try docking to see if this fixes the problem. If so, ask your system administrator to help you configure your device name so that Cisco IP Communicator works without the docking station attached.

If you have permanently removed or disabled your selected network adapter, coordinate with your system administrator before selecting a new adapter.

#### Related Topics

- [Configuring and Registering Cisco IP Communicator, page 1-8](#)
- [Network Settings, page 4-7](#)

**Problem** Your audio device does not show up in an audio mode drop-down menu

**Solution** If the device is a USB handset, USB headset, or sound card, make sure that the device is properly installed and relaunch Cisco IP Communicator. (Devices installed after launching are not recognized until the next launch.)

If the device is an analog device, it does not appear in the audio mode list because analog devices are extensions of your sound card. Choose your sound card instead.

If you want one device for sound playback and a different device (such as the VT camera microphone) for sound recording, in Cisco IP Communicator, **right-click** > **Preferences** > **Audio** tab. Choose **Default Windows Audio Device** from the drop-down list for one or more settings. and click **OK**.

### Related Topics

- [Installing Audio Devices Before First Launch, page 1-3](#)
- [How to Assign Audio Modes, page 4-9](#)
- [Selecting an Audio Mode, page 4-9](#)
- [Removing and Re-Installing Audio Devices, page 5-6](#)

**Problem** After launching, Cisco IP Communicator shows no extension number or the wrong extension number.

**Solution** Contact your system administrator for assistance.

You might have selected the wrong network adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if it is not plugged in. Your system administrator can tell you which adapter to choose.

The network adapter setting allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, do not 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.

### Related Topics

- [Configuring and Registering Cisco IP Communicator, page 1-8](#)
- [Network Settings, page 4-7](#)

**Problem** When you invoke Quick Search, nothing happens.

**Solution** Choose **right-click** > **Preferences** > **Directories** tab, and enter the username and password that your system administrator provides to you.

### Related Topics

- [Directories Settings, page 4-15](#)
- [Using Personal Directory, page 6-7](#)

**Problem** Your phone ringer is not audible or is hard to hear.

**Solution** Adjust your ringer volume by clicking **Volume** button when no calls are active.

- If you use a USB handset, do not select it to serve as your ringer. In general, you should choose your sound card for the ringer.
- If your sound card is selected for ringer mode and a headset is plugged in to the audio jacks on your computer, you must be wearing your analog headset to hear the ringer.

#### Related Topics

- [Installing Audio Devices Before First Launch, page 1-3](#)
- [How to Assign Audio Modes, page 4-9](#)
- [Using the Audio Tuning Wizard, page 1-6](#)
- [Where to Access Settings, page 4-1](#)
- [Voice Quality Issues, page 8-4](#)

## Voice Quality Issues

#### Before You Begin

- If the problem is related to volume, first try adjusting the volume by clicking the **Volume** button on Cisco IP Communicator.
- Try to determine if the source of the problem lies with your Cisco IP Communicator or with the remote phone by calling additional parties. If you suspect that the problem lies with the other phone, adjust the volume on Cisco IP Communicator, but avoid modifying settings through the Audio Tuning Wizard because these modifications might not be broadly applicable.
- Your system administrator might ask you to enable logging to capture detailed information for troubleshooting purposes.

If you are having trouble with volume levels, follow these guidelines:

- In the Audio Tuning Wizard, adjust the master volume slider first. Because this setting affects all applications that play sound, test the setting against other applications (such as Microsoft Windows Media Player and RealPlayer) to ensure that volume levels are appropriate.
- In the Audio Tuning Wizard, adjust the wave volume slider to a comfortable level for phone calls after adjusting the master volume.
- If you have changed the volume settings from Microsoft Windows, run the Audio Tuning Wizard again (according to these guidelines) to retune the master and wave volume settings.

### Related Topics

- [Enabling Detailed Logs, page 8-11](#)

**Problem** The other party sounds too loud.

#### Solution

- Try adjusting the volume by clicking the **Volume** button.
- Launch the Audio Tuning Wizard, and adjust the speaker volume for the current audio device.

**Problem** The other party reports that you sound too loud.

#### Solution

- Move the microphone boom slightly away from your mouth and toward your chin if you are using a headset.
- If the problem persists, launch the Audio Tuning Wizard and decrease the microphone volume for the current audio device.
- If you still sound too loud to the other party, disable the Microphone Boost feature, if it is enabled for that device, from the Audio Tuning Wizard.

**Problem** The other party sounds too quiet.

#### Solution

- Try adjusting the volume by clicking the **Volume** button.
- Launch the Audio Tuning Wizard, and adjust the speaker volume for the current audio device.

**Problem** The other party reports that you sound too quiet.

**Solution**

- If you are using a headset, make sure that Cisco IP Communicator is operating in headset mode and not in speakerphone mode. Headset mode is operating if the **Headset** button is lit. If it is unlit, click it.
- Make sure that the microphone boom is positioned correctly if you are using a headset.
- If the problem persists, launch the Audio Tuning Wizard, and increase the microphone volume for the current audio device. Before you tune an audio device that has its own volume adjustor, such as a USB headset with volume controls on the wire, increase the device volume level to the highest setting.
- If you still sound too quiet, enable the Microphone Boost feature for the audio device from the Audio Tuning Wizard.

**Problem** The other party sounds muffled.

**Solution**

- If you are using Cisco IP Communicator remotely, enable Optimize for Low Bandwidth (**right-click > Preferences > Audio** tab).
- If you are not using Cisco IP Communicator over a remote connection, disable the low-bandwidth option.
- Ask the other party to decrease his or her microphone volume, if possible.

**Related Topics**

- [Audio Settings, page 4-8](#)

**Problem** The other party reports that you sound muffled.

**Solution**

- Launch the Audio Tuning Wizard, and adjust the microphone volume for the current audio device.
- If you are not using Cisco IP Communicator over a remote connection, disable the low-bandwidth option.

**Problem** The other party sounds distant or unnatural.

**Solution** If you are using a headset, make sure that Cisco IP Communicator is operating in headset mode and not in speakerphone mode. (The **Headset** button should be lit.)

**Problem** The other party reports that you sound distant or unnatural.

**Solution** Enable Optimize for Low Bandwidth (**right-click > Preferences > Audio** tab).

### Related Topics

- [Audio Settings, page 4-8](#)

**Problem** The voice of the other party is disrupted by unintended silences or sounds jittery.

### Solution

- Close any unnecessary applications. Be aware that launching applications and performing network-intensive tasks such as sending e-mail might affect audio quality.
- Verify that you are not on speakerphone.
- Try choosing a different audio setting through **Preferences > Audio** tab > **Advanced** button.
- If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality is probably suffering from insufficient bandwidth. Enable the Optimize for Low Bandwidth feature (**right-click > Preferences > Audio** tab).
- Verify that your sound cards and audio drivers are correctly installed.

**Note** You might hear occasional pops, clicks, or broken audio when the network is experiencing congestion or data traffic problems.

**Problem** Background noise is making it difficult to hear the voice of the speaker.

**Solution** Ask the speaker to:

- Move to a quieter location.
- Enable noise suppression or increase the noise suppression aggressiveness level (**right-click > Preferences > Audio tab > Advanced** button). Noise suppression is applied to the microphone (input device) to prevent the transmission of noise to the remote end.

If in a conference call, ask other participants to mute their phones if they are not speaking.

**Problem** You hear echo.

**Solution**

- Ask the other party to decrease their microphone or speaker volume, if possible.
- If the other party is using Cisco IP Communicator as a speakerphone, ask him or her to make sure that the **Speaker** button is lit.
- Make sure that your sound card is not feeding back audio from the speaker to the microphone. Follow these steps:
  - a. Adjust the volume (**Control Panel > Sounds and Multimedia > Audio** tab).
  - b. Click the Sound Playback **Volume** button.
  - c. Choose **Options > Properties > Playback**, and make sure that all the check boxes in the lower part of the window are selected, and click **OK**.
  - d. In the Volume Control window, make sure that **Mute** is selected for the Microphone column. Some sound devices have multiple microphone inputs (for example, internal and external) that can pick up sound from the speaker device and introduce feedback.

**Problem** The other party hears echo.

**Solution**

- Launch the Audio Tuning Wizard, and reduce the microphone volume for the current audio device. Make sure that Microphone Boost is disabled. Then, confirm the new volume setting by calling another party.

- If you are using your computer as a speakerphone, keep the **Speaker** button lit.
- As a last resort, change your audio device.
- If you are using a laptop with no headset or handset, all three modes are mapped to the sound card, which causes all three modes to act like speakerphones. Put the device in speakerphone mode.

**Problem** The other party cannot hear you at all (but you can hear him/her).

**Solution**

- Make sure that you have not enabled Mute from controls on the headset wire or on the USB handset.
- Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
- Make sure that no other application (such as a sound recorder or another software-based phone) is using your microphone.

**Problem** The other party can hear you, but you cannot hear any audio.

**Solution**

- Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
- Check the volume and mute settings of the system sound devices through the Control Panel.
- Check the volume setting of Cisco IP Communicator (both the **Volume** button and the Audio Tuning Wizard).

**Problem** Simultaneous speaking fails.

**Solution** Make sure that you are using a full-duplex sound card.

**Problem** You cannot hear any audio, not even a dial tone.

**Solution**

- If you are using a docking station and your audio device is plugged into it, make sure that your computer is connected to the docking station.
- Try restarting Cisco IP Communicator.

**Problem** Voice quality is degraded when IP Communicator is used while Windows is starting up.

**Solution** Verify that Windows has completed its startup process and that no other applications are still loading before using IP Communicator.

**Problem** Voice quality is degraded when workstation physical memory becomes low.

**Solution** IP Communicator is recommended to operate with approximately 60MB of available physical memory - this is different from minimum required workstation memory as other applications will be consuming workstation memory. By ensuring other applications - including the operating system - have left enough available memory for IP Communicator will reduce sound distortions based on low-available RAM conditions. If you are experiencing this condition, you may want to close some applications when running IP Communicator or increase the RAM in your PC.

**Problem** Voice quality is degraded when using IP Communicator with other applications that consume available bandwidth.

**Solution** Minimize the use of applications that consume large amounts of bandwidth (examples: applications that transfer large files, send or receive video, perform “screen sharing” operations, etc.) while on an active call.

**Problem** Voice quality is degraded when the laptop is physically moved.

**Solution** Some computer manufacturers have introduced a feature called “HDD Protection” which prevents damage to the computer's hard drive when the laptop experiences movement. This feature may also temporarily affect applications which are currently running on the workstation. Recommendation is to not physically move a computer enabled with this feature while on an active call.

# Using the Quality Reporting Tool to Troubleshoot Performance Problems

Your system administrator might temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can click **QRT** (you might first have to click **more** several times to display the **QRT** softkey) to submit information to your system administrator. Depending on the configuration, use the QRT in one of these ways:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Your system administrator also might ask you to capture information (detailed logs) to help troubleshoot a problem.

## Related Topics

- [Using the Audio Tuning Wizard, page 1-6](#)
- [Where to Access Settings, page 4-1](#)
- [General Troubleshooting Issues, page 8-1](#)
- [Capturing Information About Problems, page 8-12](#)

## Enabling Detailed Logs

If you are experiencing problems using Cisco IP Communicator and your administrator tells you to do so, enable detailed logging (**right-click > Preferences > User tab and check Enable Logging**).



### Note

Your setting remains until you change it, even after you restart. Detailed logging might impair performance so you should disable it as soon as you no longer need it. Uncheck **Enable Logging** to disable this feature.

## Related Topics

- [Capturing Information About Problems, page 8-12](#)

# Capturing Information About Problems

If Cisco IP Communicator should unexpectedly close, the Problem Reporting Tool automatically launches and captures relevant data for troubleshooting purposes. Use this procedure to send the report to your system administrator.

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- Step 1** Follow the instructions in the Problem Reporting Tool to describe the problem. Make sure to include this information:
- A description of the problem.
  - An explanation of what you were doing at the time the problem occurred.
  - Which audio device was in use at the time.
  - Any other details that might have affected the situation.
- Step 2** Look on your desktop for a file named *CIPC-ProblemReportxxx.zip*, where *xxx* is a number.
- Step 3** E-mail this file to your system administrator along with this information:
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If you experience other problems and the problem report is not automatically generated, your system administrator might request log files. Unlike the QRT (which reports what the problem is), these logs provide detailed information that help troubleshoot the problem. Use this procedure to collect these files:

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- Step 1** Enable detailed logging (**right-click > Preferences > User** tab, and check **Enable Logging**).
- Step 2** Attempt to reproduce the problem. If you are unable to reproduce the problem, the logs will not have detailed information.
- Step 3** Create the report by choosing **Start > All Programs > Cisco IP Communicator > Create CIPC Problem Report**.

- Step 4** Follow the instructions you see to describe the problem. Make sure to include this information:
- A description of the problem.
  - An explanation of what you were doing at the time the problem occurred.
  - Which audio device was in use at the time.
  - Any other details that might have affected the situation.
- Step 5** Before you click Finish, note the name of the file that has been created on your desktop.
- Step 6** E-mail this file to your system administrator.
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**Tip**

Through the Audio Tuning Wizard, you can launch the Problem Reporting Tool to report audio issues. Click the top left corner of the Audio Tuning Wizard title bar, and choose **Troubleshooting Info**. A pop-up message asks you if you want to launch the Problem Reporting Tool.

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**Related Topics**

- [Using the Quality Reporting Tool to Troubleshoot Performance Problems, page 8-11](#)
- [Enabling Detailed Logs, page 8-11](#)

