

# Installing and Configuring Cisco IP SoftPhone on the Client PC

Document ID: 6163

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## Introduction

There are two ways in order to get the Cisco IP SoftPhone Administrator package (contains the IP SoftPhone client ). Either download it from the Cisco software download site on Cisco.com, or order it on CD-ROM.

This document is part of a document set. For information on each of these documents, refer to the index for this set: Installing and Configuring Cisco IP SoftPhone.

This document explains how to install the Cisco IP SoftPhone from a client perspective. For information on how to configure the Cisco CallManager server to support IP SoftPhone, refer to Setting Up CTI Ports On a Cisco CallManager.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None>, and all Partitions are set to <None>. Make sure to adapt the values of these fields to your topology when appropriate.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 requires IP SoftPhone Version 1.2 or later

- For Cisco CallManager 4.01, refer to the Release Notes for Cisco IP SoftPhone Release 1.3(3) when you use it with Cisco CallManager Release 4.0(x)
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or later), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

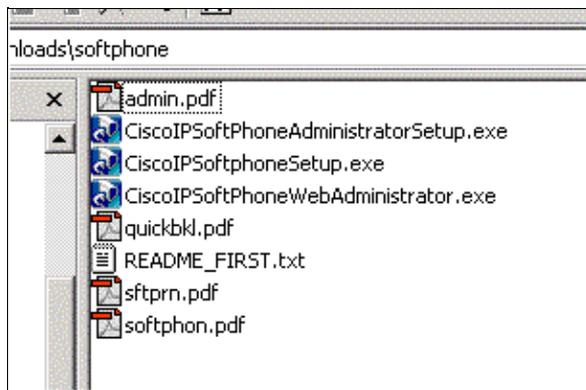
## Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Before You Begin

### Download Software from Cisco.com

If you download the software from Cisco.com, you have a self-extracting zip file with a name that is similar to "sftphn-Admin-ffr.1-x-x.exe" where x is the version number (for example, sftphn-Admin-fmr.1-3-3.exe. This archive contains all the files that are necessary in order to deploy the Cisco IP SoftPhone. Run the file to unzip it. You need to have these unzipped files:



### Install the File from the CD-ROM

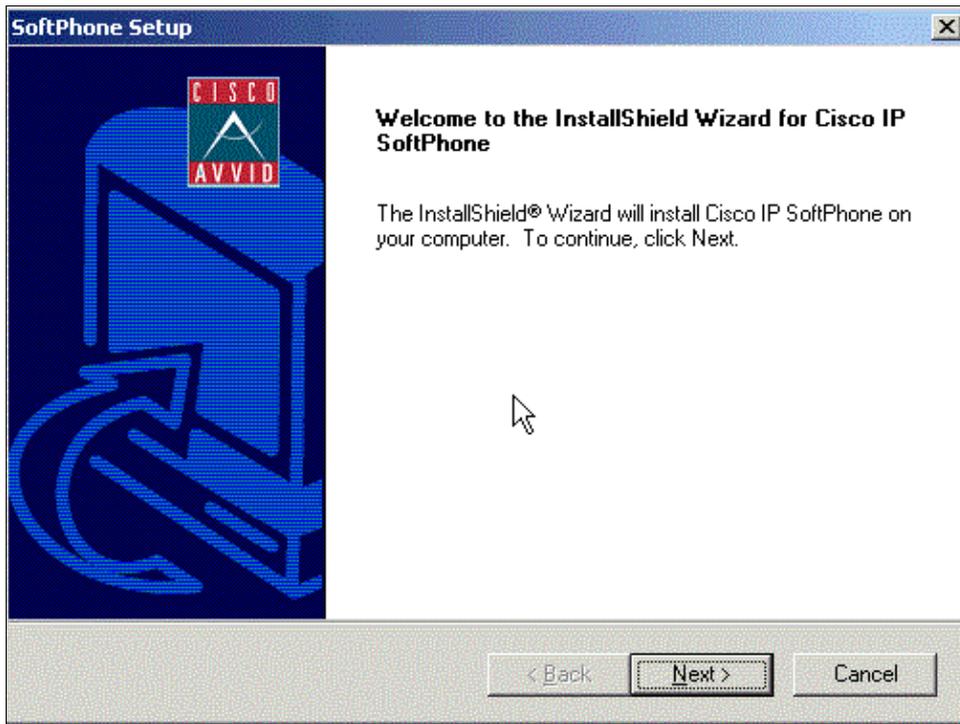
If you install the file from the CD-ROM, the software is already extracted. You need to launch **setup.exe** in order to install the components and view the documentation.

## Task 1: Run the Installation

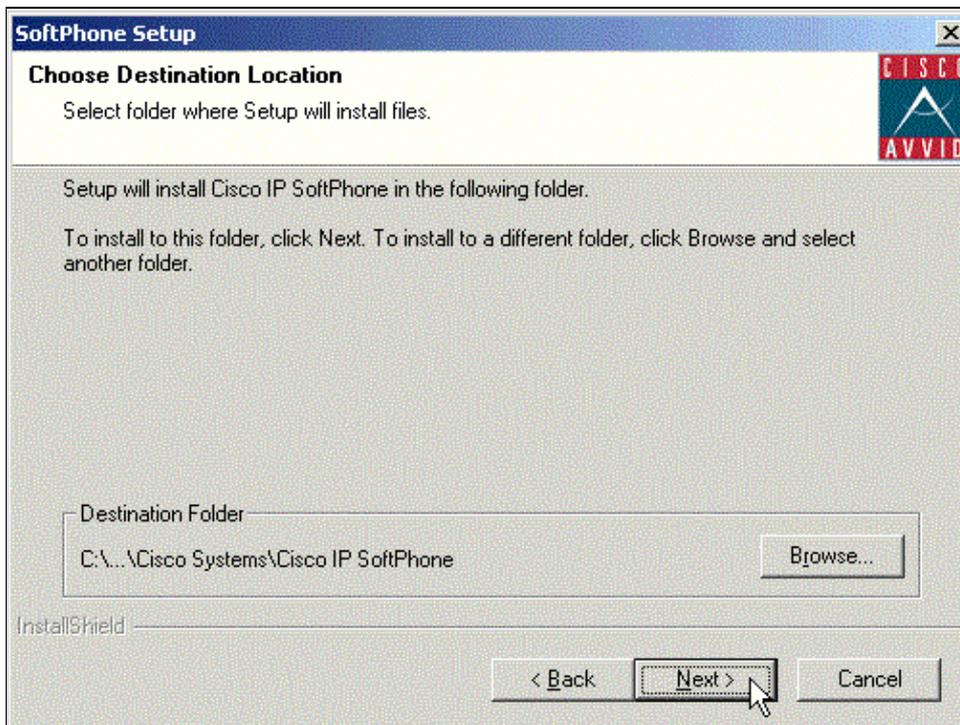
Complete these steps:

1. Run either **CiscoIPSoftphoneSetup.exe** (if downloaded), or **setup.exe** (if it is run from the CD ROM) in order to begin the setup process.

The InstallShield Wizard for Cisco IP SoftPhone walks you through the process.



2. Setup prompts you for a location in which to place the installed files. Browse to the appropriate destination location.

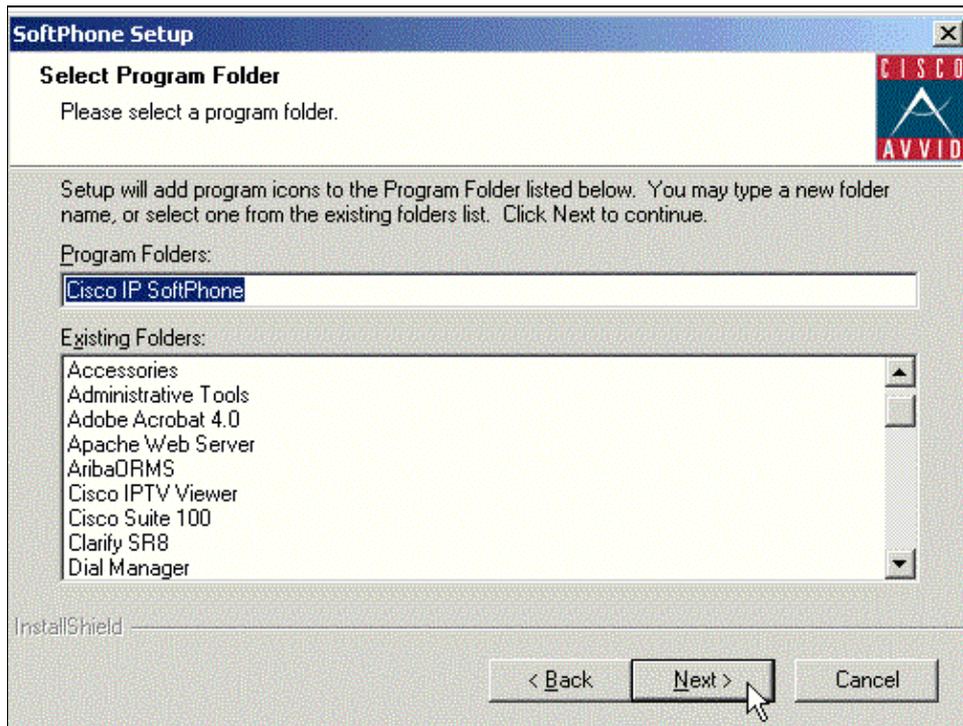


3. Click Next.

## Task 2: Select the Program Folder

Select the Program Folder to which you want the Installer to add the icons of IP SoftPhone.

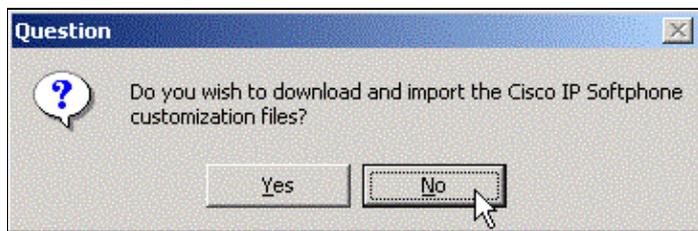
By default, the Installer adds icons to a folder called Cisco IP SoftPhone.



Click **Next**, and proceed to Task 3.

## Task 3: Download the Customization Files

This question box displays:



Click **Yes** if there are customization files for the Cisco IP SoftPhone installation. The URL of the customization files is requested.

**Note:** There are three customization files that you can download.

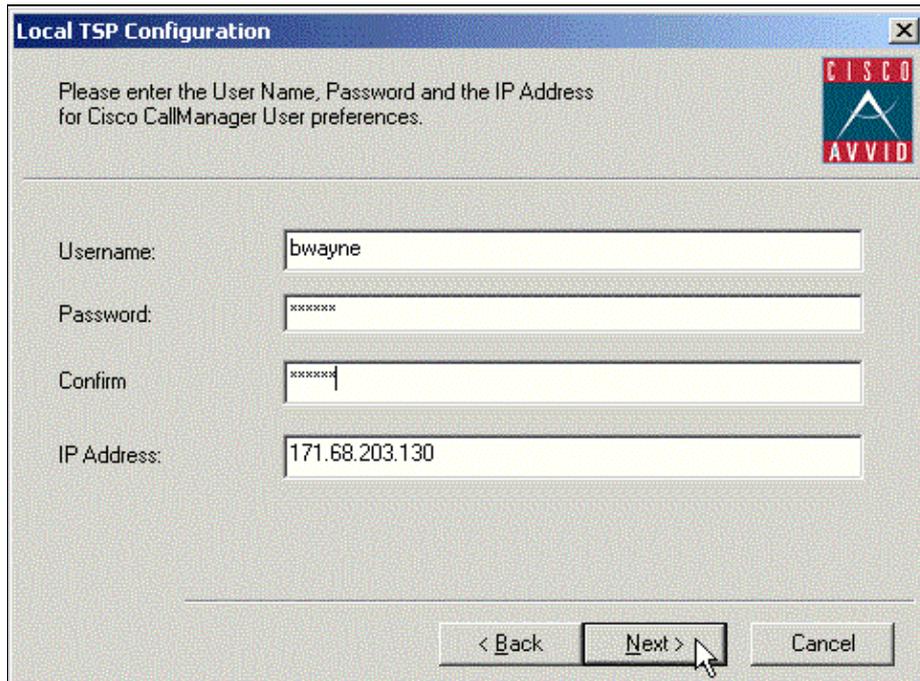
Customization File	Description
CCNSoftPhone.reg	Stores user configuration settings.
DialingRules.rul	Stores dialing rule settings.
Directories.dir	Stores directory settings.

They can be made available through a web interface. For more information about these files, refer to Creating IP SoftPhone Customization Files. If there are no customization files, click **No**.

Proceed to Task 4.

## Task 4: Enter Login Account Information

In the Local TSP Configuration dialog window, enter the username and password that the Cisco CallManager assigns to you.



The image shows a dialog box titled "Local TSP Configuration" with a Cisco logo in the top right corner. The text inside reads: "Please enter the User Name, Password and the IP Address for Cisco CallManager User preferences." There are four input fields: "Username:" with the value "bwayne", "Password:" with "\*\*\*\*\*", "Confirm" with "\*\*\*\*\*", and "IP Address:" with "171.68.203.130". At the bottom, there are three buttons: "< Back", "Next >" (which is highlighted with a mouse cursor), and "Cancel".

**Note:** The username and password you configure for Cisco IP SoftPhone must be exactly the same as the username and password that the Cisco CallManager assigns to you. Click **Next**.

If you do not use customization files, you need to enter the IP address of the Cisco CallManager server to which the Cisco IP SoftPhone is registered.



The task is complete. Proceed to Task 5.

**Note:** For Cisco CallManager 4.01 you need to download and install the Cisco Telephony Service Provider (CiscoTSP.exe) from the Cisco CallManager Administrator 4.0 Install Plugins page. (By default, [http://<CCM\\_SERVER>/CCMPluginsServer/CiscoTSP.exe](http://<CCM_SERVER>/CCMPluginsServer/CiscoTSP.exe)).

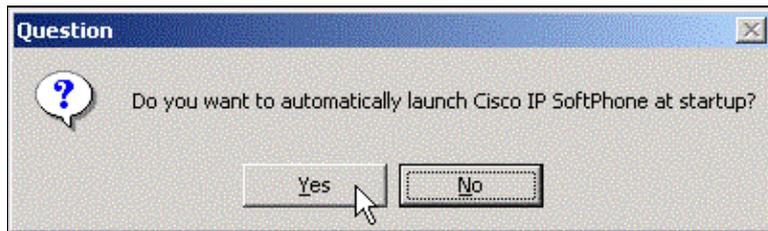
While you install the CiscoTSP.exe, follow the default installation options.

## Task 5: Select Startup Options and Reboot

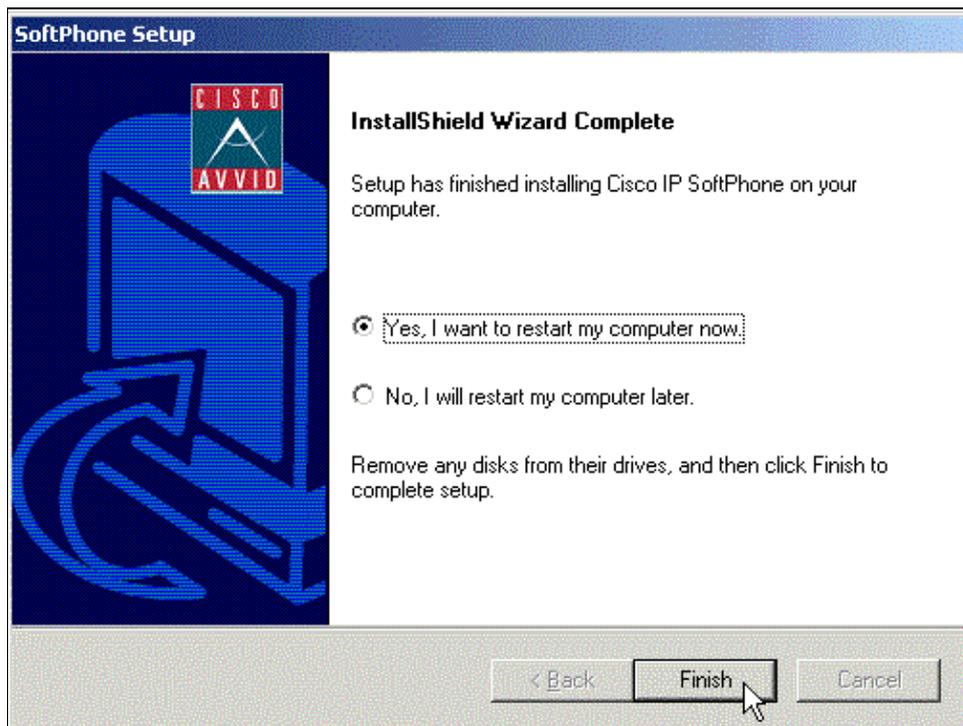
Choose **Yes** or **No** when you are asked whether you want the Installer to create a desktop shortcut for Cisco IP SoftPhone.



Setup offers the option to have IP SoftPhone start as soon as the user logs into Windows.



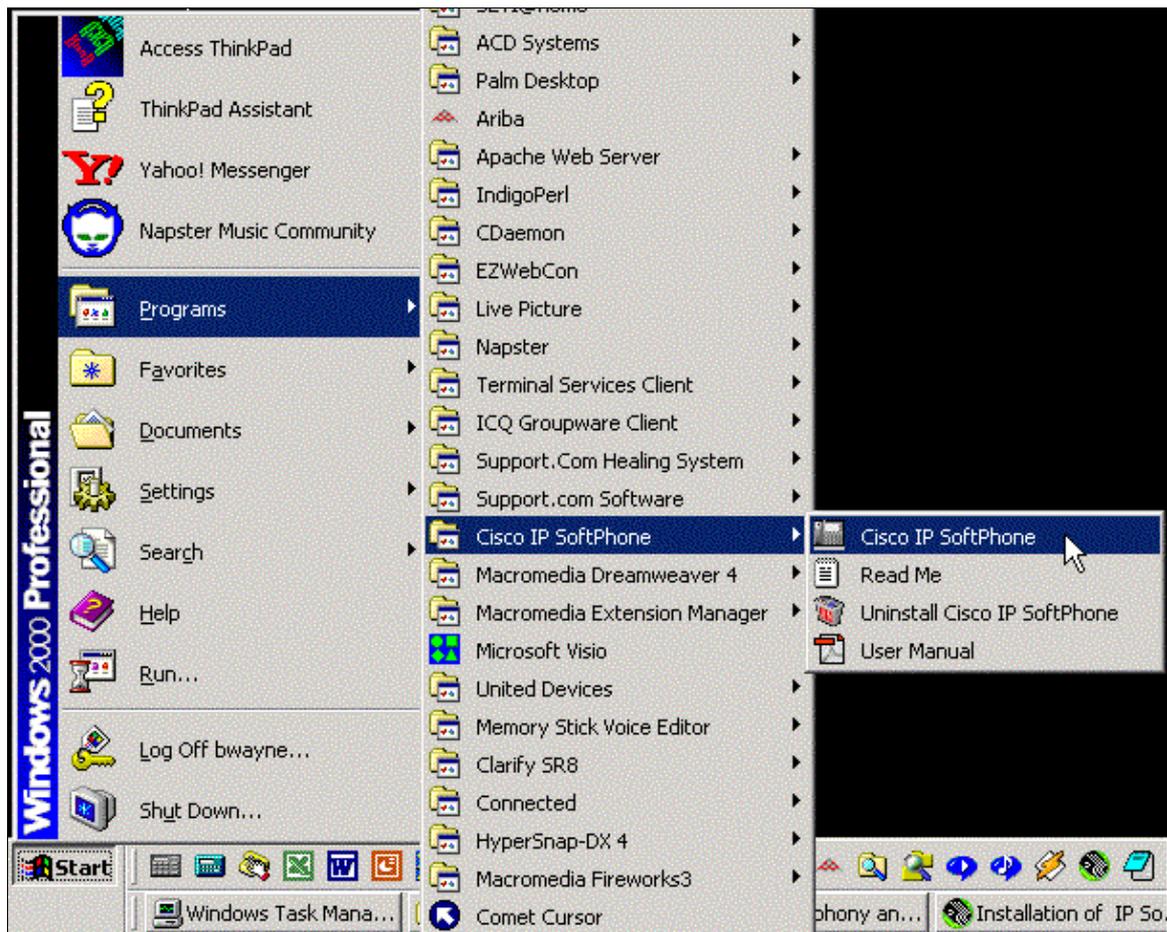
You must restart your computer before you begin to use Cisco IP SoftPhone. Click **Yes, I want to restart my computer now**. Then click **Finish**.



This task is complete. Proceed to Task 6.

## Task 6: Start IP SoftPhone Up for the First Time

From the Windows Start menu, choose **Programs > Cisco IP SoftPhone > Cisco IP SoftPhone**. If the desktop icon option is taken, the icon is visible.



The first time you start Cisco IP SoftPhone, the Microsoft NetMeeting configuration program displays followed by the Cisco IP SoftPhone Line Selection window. On subsequent sessions, the main dialing window opens.

In the NetMeeting configuration window, follow the instructions on the screen in order to tune audio parameters and specify user information for your system.



**Caution:** The collaboration features of Cisco IP SoftPhone do not work unless you configure settings for NetMeeting.

In the SoftPhone Line Selection window, click on the line(s) you want to control and click **OK**.



**Note:** If the line selection window does not display any lines, refer to Username and Password Specification for SoftPhone Client Configuration.

After you select the lines, the display needs to look like this:



This task is complete. Return to the index page.

## Related Information

- [Voice Technology Support](#)
  - [Voice and IP Communications Product Support](#)
  - [Troubleshooting Cisco IP Telephony](#) 
  - [Technical Support – Cisco Systems](#)
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