

## Q&A Cisco IP Communicator

**Q. What is Cisco® IP Communicator?**

**A.** Cisco IP Communicator is a Microsoft Windows-based softphone application. It enables computers to function as Cisco Unified IP Phones, providing high-quality voice calls on the road, in the office, or from wherever users may have access to the corporate network.

**Q. Who are the target customers?**

**A.** Cisco IP Communicator is designed for businesses and agencies that require a supplemental telephone when traveling or telecommuting. When using Cisco IP Communicator remotely, users are not just taking their office phone extension with them. They also have access to the same familiar phone and video telephony services they have in the office. This advantage boosts business collaboration and responsiveness, and helps organizations keep pace with today's mobile business environment.

### Availability, Pricing, and Ordering

**Q. When can I order the Cisco IP Communicator application?**

**A.** Cisco IP Communicator is available now.

**Q. Are Cisco Unified Communications Manager device license units required?**

**A.** Yes, like for Cisco Unified IP Phones, Cisco Unified Communications Manager device license units are required.

**Q. What do customers receive when they order Cisco IP Communicator?**

**A.** With each order, customers will receive a document confirming their IP Communicator purchase and notifying them of the location to download the software.

### Features and Functions

**Q. What are some features of Cisco IP Communicator?**

**A.** This intuitively designed, easy-to-use application delivers convenient access to a host of features:

- **Eight line keys:** These keys provide telephone lines and direct access to telephony features.
- **Five softkeys:** These keys dynamically present the user call feature options.
- **Messages:** This key provides direct access to voicemail messages.
- **Directories:** Cisco IP Communicator identifies incoming messages and categorizes them on the screen, allowing users to return calls quickly and effectively using direct dial-back capability. The corporate directory integrates with the Lightweight Directory Access Protocol 3 (LDAP3) standard directory.
- **Settings:** This key allows users to select from a large number of ringer sounds and background images.

- **Services:** Cisco IP Communicator allows users to quickly access diverse information, such as weather, stocks, quote of the day, or other Web-based information. The phone uses Extensible Markup Language (XML) to provide a portal to an increasing world of features and information.
- **Help:** The online Help feature gives users information about the phone keys, buttons, and features.

**Q. What telephony features are supported?**

**A.** When registered to Cisco Unified Communications Manager, Cisco IP Communicator has similar features and functions of a Cisco Unified IP Phone, including the ability to transfer calls, forward calls, and conference additional participants to an existing call. Other examples of advanced call features include:

- Extension mobility
- Support for multiple lines or directory numbers
- Interoperability with Cisco Unified Video Advantage 2.0 for video calls
- Drag-and-drop dialing
- Copy-and-paste dialing
- Alphanumeric translation
- Keyboard shortcuts for starting and ending calls
- Nonintrusive call notification
- Configurable speed dials
- Calling name and number display
- Call waiting
- Park
- Pick up
- Redial
- Call hold
- Barge-in
- Call back

**Note:** The operation of Cisco IP Communicator and the features available might vary, depending on the call processing agent and protocol (Session Initiation Protocol [SIP] or Skinny Client Control Protocol [SCCP]) and on how the phone support team for your company has configured your phone system.

**Q. Does Cisco IP Communicator support multiple lines or directory numbers?**

**A.** Yes, Cisco IP Communicator supports multiple lines, just like Cisco Unified IP Phones.

**Q. How is Cisco IP Communicator provisioned?**

**A.** The system administrators can provision Cisco IP Communicator as they would any other Cisco Unified IP Phone, greatly simplifying IP Phone management.

**Q. What listening modes are supported?**

**A.** Cisco IP Communicator offers handset, headset, and high-quality speakerphone modes:

- Headset mode: Interoperates with third-party universal serial bus (USB) telephony headsets
- Handset mode: Interoperates with third-party USB telephony handsets
- Speakerphone mode: Converts the computer into a half-duplex, hands-free speakerphone

**Q. Are shortcut keys available?**

**A.** Yes, shortcut keys are available but are not configurable.

**Q. What release of Cisco Unified Communications Manager is required?**

**A.** Cisco IP Communicator 2.1 supports Cisco Unified Communications Manager 4.1(3) SR4 and later versions. To use Cisco IP Communicator with SIP, Cisco Unified CallManager 5.0 and later versions are required.

**Q. Does Cisco IP Communicator work with Cisco Unified Communications Manager Express (formerly Cisco Unified CallManager Express)?**

**A.** Yes, with Cisco Unified CallManager Express 3.3 using Cisco IOS<sup>®</sup> Software 12.4 Mainline, but when used simultaneously with Cisco Unified Video Advantage, Cisco Unified Communications Manager Express 4.0 (or later) is required.

**Q. Is Survivable Remote Site Telephony (SRST) supported?**

**A.** Yes, the following versions are supported:

- Cisco Unified Survivable Remote Site Telephony Release 4.0 (SCCP)
- Cisco Unified Survivable Remote Site Telephony Release 4.1 (SCCP)

**Q. Is Microsoft Vista supported?**

**A.** Yes, with Cisco IP Communicator 2.1.

**Q. What network features are supported?**

**A.** Cisco IP Communicator supports the following network features:

- G.711a, G.711 $\mu$ , G.729a, G.729B, and G.729ab audio codecs
- Provisioning of network parameters through Dynamic Host Configuration Protocol (DHCP)
- SCCP or SIP
- Quality of service (QoS) IP Precedence (differentiated services code point [DSCP]) Audio Priority

**Q. What headsets or handsets are available?**

**A.** Cisco IP Communicator supports both analog and USB handsets and headsets. USB Human Interface Device (HID) support is based on telephony device page (0x0B) and supports keypad, hook switch, and mute functions only. Proprietary application programming interfaces (APIs) for handset and headset devices are not supported. A list of vendors that have verified their devices for use with Cisco IP Communicator through the Cisco Technology Developer Program is available at <http://www.cisco.com/cgi-bin/ecoa/Search?KEYWORD=Communicator&KeywordSearch=1&isAffil=>. These devices have passed lab testing and met interoperability criteria, ensuring that Cisco product specifications have been reached. With the Cisco Technology Developer Program, customers can quickly and efficiently deploy business solutions with verified compatibility. For more guidance about headsets and handsets for Cisco IP Communicator, please visit [http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps5475/prod\\_bulletin0900\\_aecd800f4564.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps5475/prod_bulletin0900_aecd800f4564.html).

**Q. Is localization supported?**

**A.** Cisco IP Communicator 2.0.2 supports English, Japanese, French, German, Spanish (Latin America), Russian, Danish, Dutch, Italian, Swedish, and Portuguese (Brazil). Cisco IP Communicator 2.1 will be released in English initially, but additional languages will be available soon.

**Q. Can I use the Cisco IP Manager Assistant application with Cisco IP Communicator?**

**A.** Cisco IP Manager Assistant can be loaded as an application on the same PC as Cisco IP Communicator, but it does not work in the Cisco IP Communicator interface or application.

**Q. Can I use Cisco CallManager Attendant Console with Cisco IP Communicator?**

**A.** Yes. Cisco CallManager Attendant Console may be used to provide an all-software solution for console positions.



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