



Cisco IP Communicator Setup for Windows v8.6.6

Updated 5/4/2020 ITS Network Services

Installation requirements

- This application is only available for Windows 7, 8, or 10 in 32bit or 64bit mode. There is no version for MacOS.
 - Requires a VPN connection to the SeattleU network before installing and always before using the app. Information about the latest VPN solution can be found [here](#).
 - You must have **Administrator access to your computer in order to install**. The steps to determine if you have Administrator access are described [here](#).
 - You must have a headset connected to the computer and configured properly before installing Cisco IP Communicator. A USB headset is recommended to ensure the best possible sound quality.
1. Verify your headset is working properly in the Windows Sound utility by following the steps [here](#).
 2. Activate your VPN connection to SeattleU
 3. Download the client software
 - a. Go to www.seattleu.edu/support/downloads/. If you are prompted to authenticate, enter your username in the format of 'user@seattleu.edu'.
 - b. Locate the Cisco IP Communicator section
 - c. Click on 'Cisco IP Communicator Software' and save the file to your local computer's hard drive. The file goes to the Downloads folder by default.
 4. Install the software
 - a. Go to the download directory where you saved the zip file, right-click **IPCommunicatorWinv8.6.6.zip**, select Extract All, select Extract. Windows will unzip the files and create a subfolder named IPCommunicatorWinv8.6.6.
 - b. Double-click the **CiscoIPCommunicatorSetup** application to begin the installation. Do not run the Setup from within the zip file as this will result in a failed installation.
 - c. Proceed through the installation prompts for language, InstallShield Wizard, end user license agreement, and Destination Folder selection choosing the default settings. If prompted, enter the Administrator username and password for your computer.
 - d. When the 'InstallShield Wizard Completed' window appears click Finish. If any errors were displayed during the installation you should verify you used the Administrator-equivalent account during the installation then uninstall the software, reboot the computer, and attempt the software installation again. If errors persist send an email to helpdesk@seattleu.edu listing the installation errors and your operating system version.
 5. Configure the software
 - a. Ensure you have a VPN connection to SeattleU before proceeding, otherwise the softphone won't be able to communicate to the necessary SeattleU phone services and the steps below will fail.
 - b. Run the application by double-clicking the Cisco IP Communicator icon on the desktop.
 - c. The Audio Tuning Wizard prompts you to Select Audio Devices
 - i. Headset : choose the brand/model of your headset
 - ii. Handset : choose the brand/model of your headset
 - iii. Speakerphone : choose the brand/model of your headset
 - iv. Ringer : **if you want to hear incoming phone calls ring on your computer's speakers** instead of inside your headset only, choose the computer's built-in audio instead of the headset.



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- d. The Audio Tuning Wizard prompts you to Adjust the Listening Volume
 - i. Press Play to hear a series of bell tones
 - ii. Adjust the slider of the Master volume to a comfortable sound level then click Next
- e. The Audio Tuning Wizard prompts you to Adjust the Microphone Volume
 - i. Click the Playout box in the lower left corner of the window
 - ii. Click Test and begin speaking. You should hear your voice in the headset. Adjust the Master volume until the Recording device output bar reaches the middle green indicator then click Next.
- f. The Audio Tuning Wizard prompts you to Adjust the Listening Volume (of the Ringer configuration)
 - i. Press Play to hear a series of bell tones
 - ii. Adjust the slider of the Master volume to a comfortable sound level then click Next
- g. Once you have completed the Audio Tuning Wizard click Finish. You can activate the Audio Tuning Wizard in the future from the Cisco IP Communicator application to change volume or configuration settings such as if you change your headset.
- h. When prompted to Select a Network Interface click OK and configure the following Preferences
 - i. On the Network tab, TFTP Servers: click Use these TFTP servers and enter the following
TFTP Server 1: 172.17.77.21
TFTP Server 2: 172.17.77.22
 - ii. On the User tab, click the box for Bring to front on active call
 - iii. On the User tab, Cisco Unified CM User Options Page Address:
Use specific URL: <https://itsc-tftp1.seattleu.edu>
 - iv. Click OK

The Cisco IP Communicator banner screen appears, followed by a picture of a desk phone. The phone display will transition from white to black after about 20 seconds. The date and/or time in the upper left corner will be incorrect because the softphone has not yet been configured within the SeattleU phone system for your extension(s).

- i. A temporary 4-digit phone extension will be shown in the upper right corner. Email that extension to the ITS support member working with you on this setup. ITS uses that extension to configure the settings of your new softphone including the requested phone number(s).
6. (Once configured by ITS) Run Cisco IP Communicator
- a. Ensure your headset is connected and you have a VPN connection to SeattleU before proceeding.
 - b. Run the application by double-clicking the Cisco IP Communicator icon on the desktop. After a few seconds a picture of a phone will be displayed with the configured phone extensions.

Note: When entering numbers, you can use the computer's numeric keypad or the 0-9 keypad buttons on the displayed IP Communicator phone.

- c. To make a call, click the desired phone line button, enter 9 for an outside line (the same as your desk phone) followed by 1 if long distance from area code 206 and the 10 digit phone number then press Enter.
- d. To answer a call, click the flashing button of the ringing line. The line button will turn green.



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- e. To hang up a call, click the EndCall button at the bottom of the phone display.
- f. To check your voicemail, click the envelope icon then enter your voicemail PIN followed by #
- g. To put an existing call on hold, click the Hold button at the bottom of the phone display. The line button flashes green.
- h. To resume a call placed on hold, click either the flashing green line button or the Resume button at the bottom of the phone display.

7. How to Exit Cisco IP Communicator

Note: Clicking the 'X' button at the top right only minimizes the IP Communicator phone display; it does not terminate the application. The app remains active on your Windows desktop until you Exit as explained below.

- a. Click the upward pointer in the Windows system tray to view the active applications.



- b. Locate Cisco IP Communicator, right-click and select Exit.