Softphone User Guide
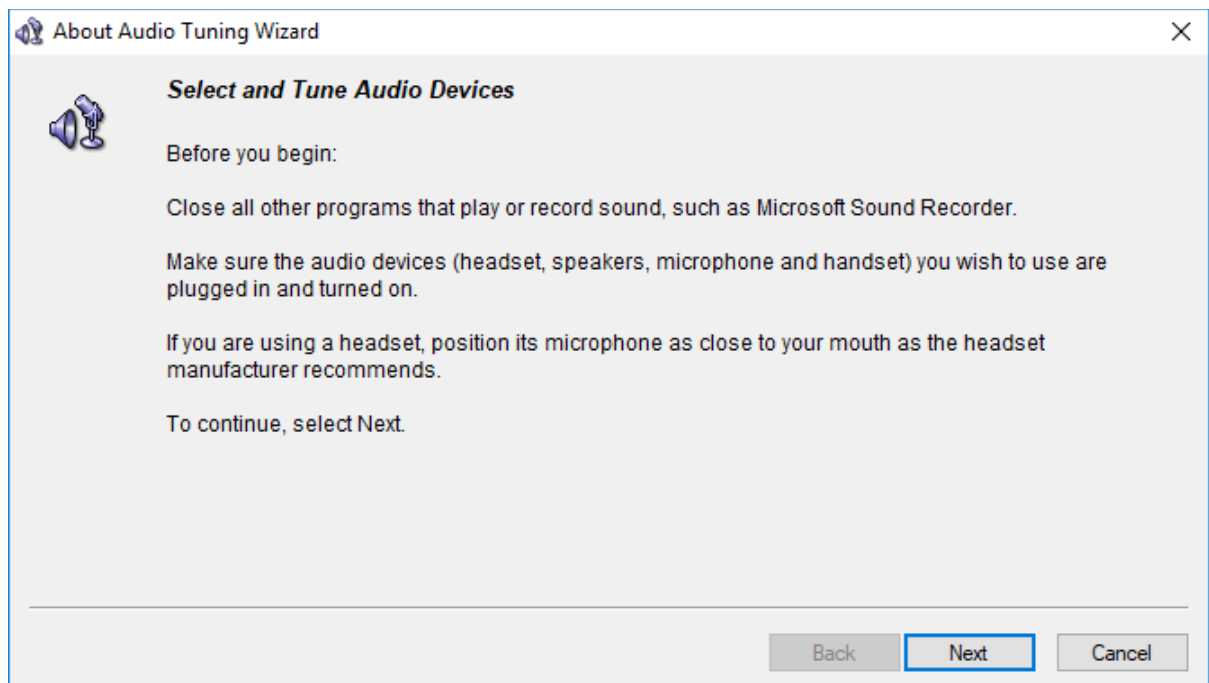## (Cisco IP Communicator – CIPC)

Contents

*** Softphone use is only supported when connecting to your VM using the **VMware Horizon Client** *desktop app*, <u>not</u> through a *web browser* ***

Before opening your softphone for the first time

Before launching your Cisco IP Communicator (CIPC) for the first time, install and configure any audio device that requires drivers (USB Headset) and/or verify that your speaker and microphone are operating properly. A Headset will give you the best audio quality but your computer's built-in microphone and speakers could work as well.

## Opening your softphone for the first time

1. Double-click the CIPC shortcut from your VM's Desktop.

2. The **Audio Tuning Wizard** guides you through selecting and tuning your audio device and automatically appears the first time you launch your CIPC. Click **Next** to continue.
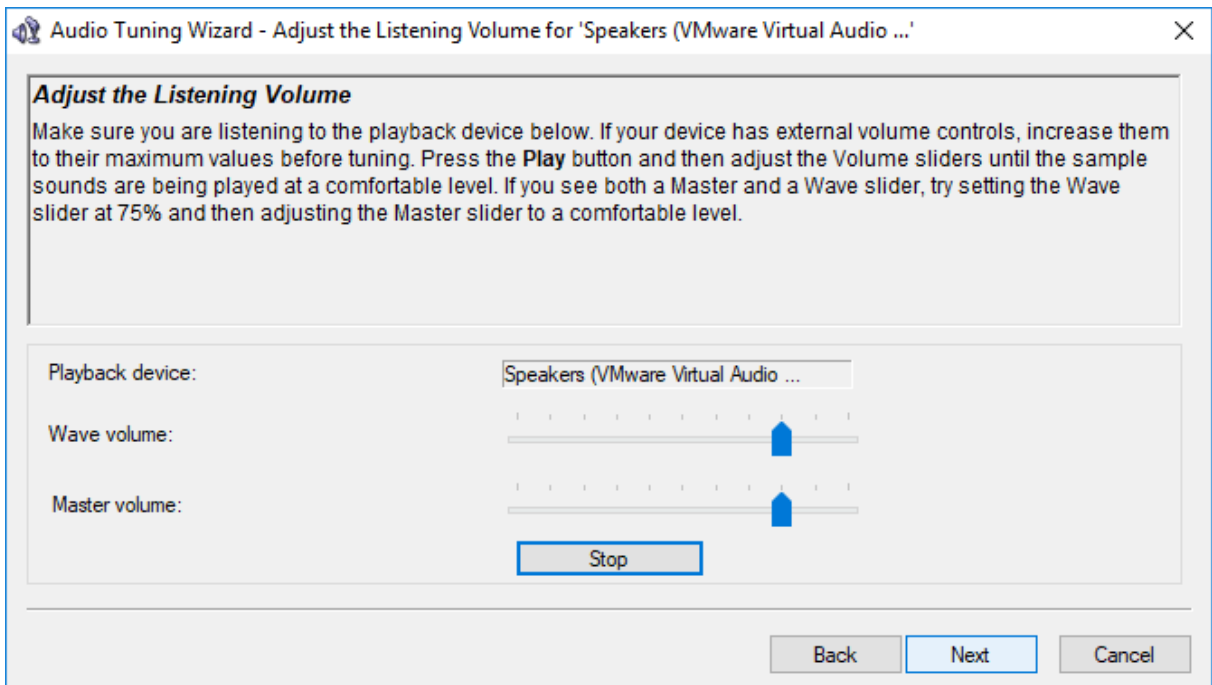
Softphone User Guide
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3. Select your audio device from the drop-down menus then click **Next**. These should all be set to **Default Windows Audio Device** unless you're using a USB Headset
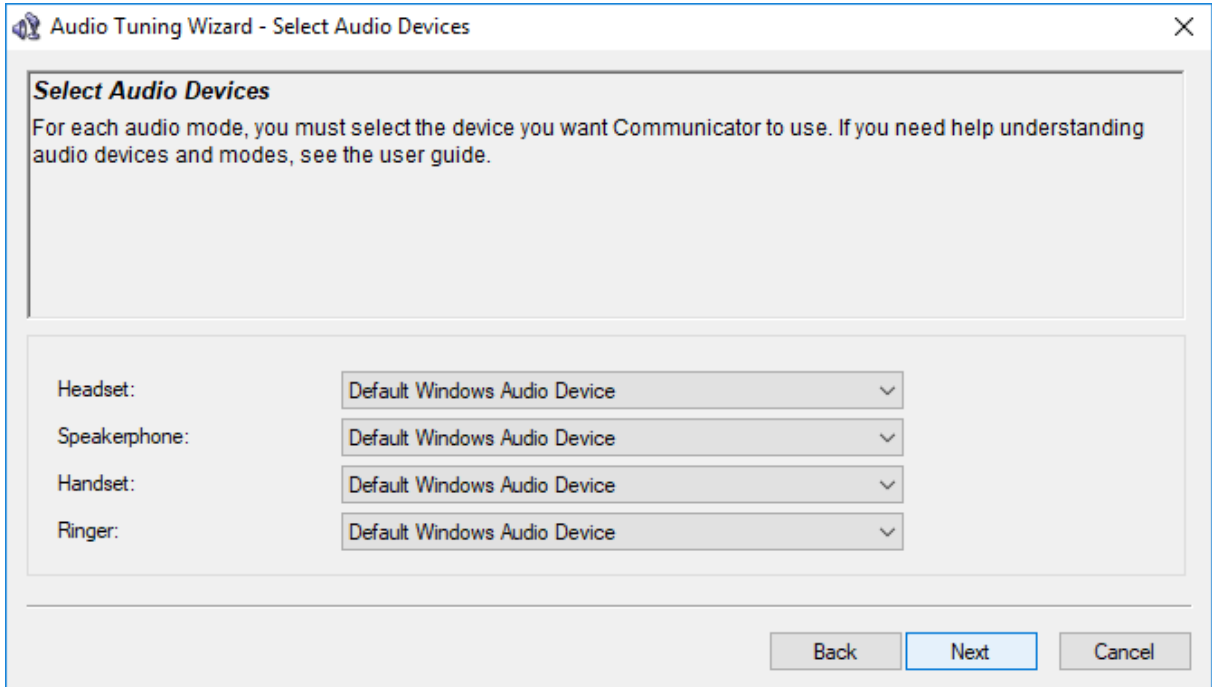

4. Press **Play** to test the volume of your selected audio device. If you hear a series of repeating tones, click **Next**. If not, please contact the *IT Help Desk* for assistance.

5. Press **Test** and say a few words in a normal voice to verify the mic of your selected audio device. If your voice registers on the volume meter, click **Next**. If not, please contact the *IT Help Desk* for assistance.
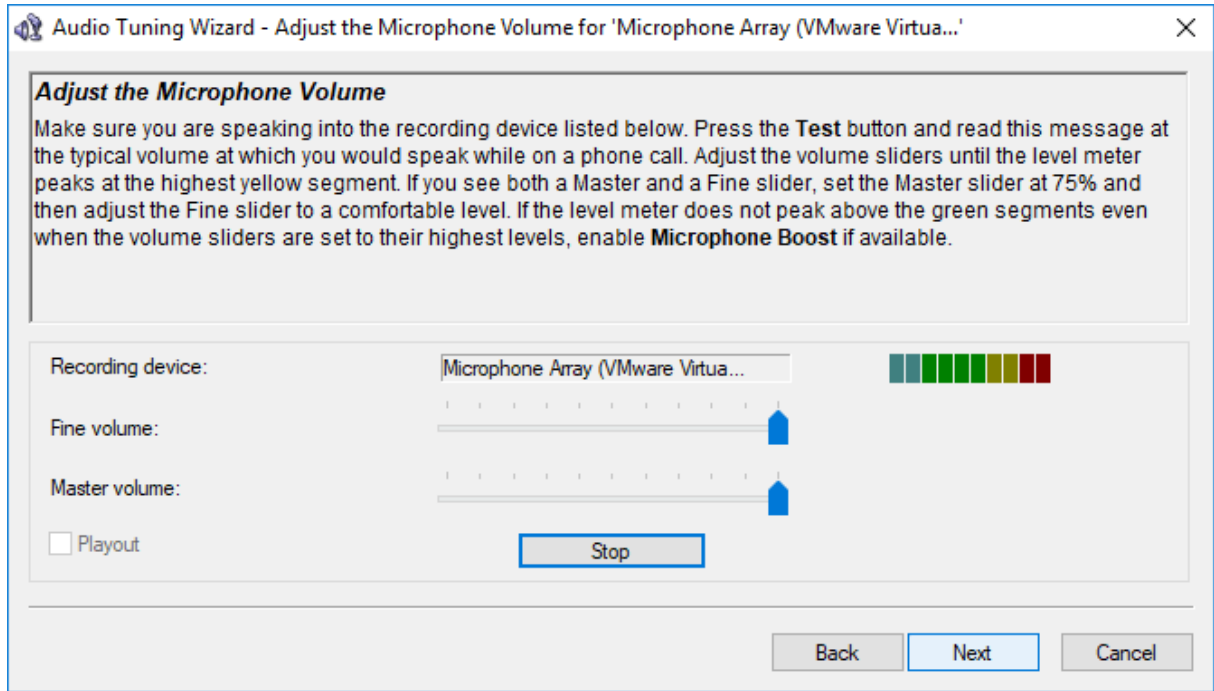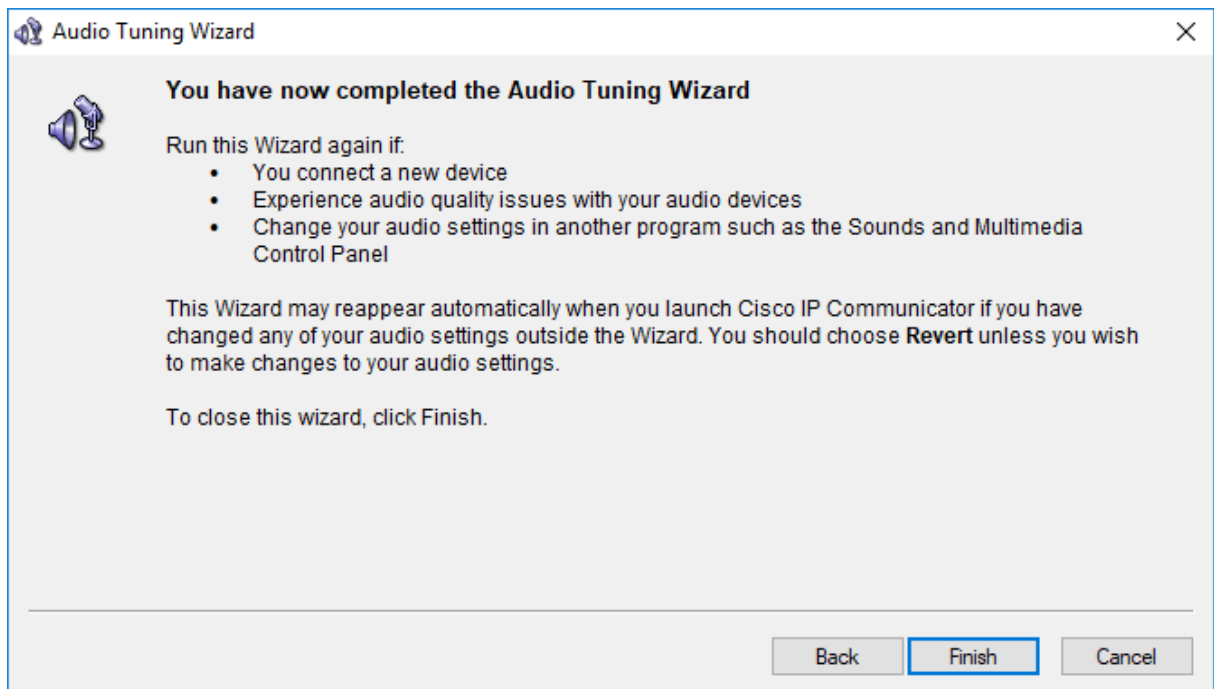

6. You have finished the Audio Tuning Wizard, click **Finish**.

Softphone User Guide
(Cisco IP Communicator – CIPC)

Using your softphone

The CIPC has all the same features and functionality as a standard Virginia Peninsula desktop phone and the interface is based on the Cisco 7900 Series Desk Phone. A Cisco IP Phone 7900 Series - Quick Start Guide can be found on the last 2 pages of this document.

You may also find the following CIPC videos useful. *(Please note that the **Self-Care Portal** and **Video Feature** are not supported.)*

- https://www.youtube.com/watch?v=8UV-DWAg4Sc

- https://www.youtube.com/watch?v=lFtClol18zg

Make a few test calls to verify everything is working properly.

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Best Practices to Mitigate any Audio Issues

Anytime you log into your VM using your RSA Token, manually launch or re-start the CIPC program. *If the program is left running and you disconnect or are disconnected from your VM, you will experience one-way audio issues until the CIPC program is re-started.*

- Please note that clicking the upper right **X** button ***will not*** close-out the program. Doing so will close the window but the program will continue to run in the background.

- ***To properly close-out the program***, right-click anywhere on the phone and select **Exit** from the pop-up menu.

- Double-click the CIPC shortcut from your VM's Desktop to re-launch the program.
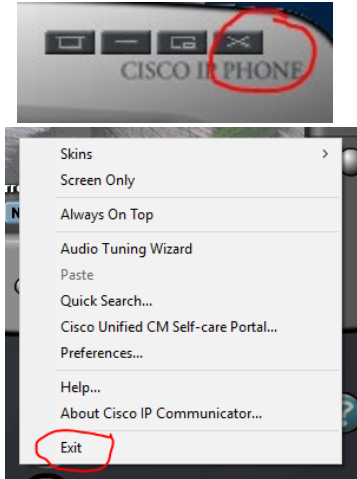
Audio Issue Fixes

- Verify your non-VM **Speaker Volume** is not below 75% and that your audio device is operating properly *prior to* logging into your VM with your RSA Token.

- Re-run the Audio Tuning Wizard.
  - Right-click anywhere on the phone and select **Audio Tuning Wizard** from the pop-up menu.
  - For Audio Tuning Wizard steps, see Opening your softphone for the first time.

- Re-start the CIPC program. (reference Best Practices to Mitigate any Audio Issues)
  - First, right-click anywhere on the phone and select **Exit** from the pop-up menu to close the program.
  - Then, double-click the Desktop shortcut to re-launch it.

- Use Malwarebytes to scan your system for spyware that could be limiting your available bandwidth and/or memory.
  - Malwarebytes should be installed on all Virginia Peninsula computers, if not, contact the *IT Help Desk* for assistance.
  - If you are on your personal computer, you can download a free copy of Malwarebytes for personal use at the following location. https://www.malwarebytes.com/for-home/products/

- To resolve echo issues, try using a Headset. If unavailable, try using a standard set of headphones. They will eliminate your computer's mic picking up audio from your speakers.
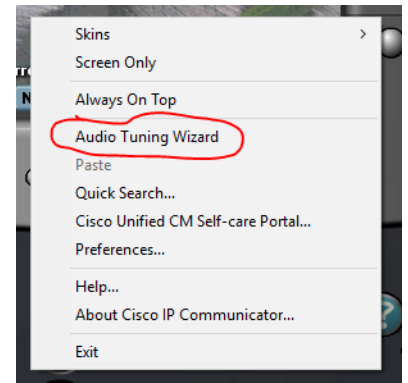
- You can hear caller but caller cannot hear you.

    o Check your Microphone Privacy Settings

- You cannot hear caller but caller can hear you.

    o Verify that your laptop volume is at a suitable level (over ~75%).

    o Re-run the Audio Tuning Wizard.

    o Re-start the CIPC program.

- Can't place calls to external numbers and/or can't answer incoming calls (when attempted, you get a dial tone and call continues to ring as second call).

    o Re-start the CIPC program.

    o Verify Bandwidth

        ▪ Good Wi-Fi signal

        ▪ www.speedtest.net (good download/upload speeds)

        ▪ Run Malwarebytes scan

    o Least likely fix – try re-installing softphone software.

    o Possible fix – delete user profile then create a new user profile.

    o Most likely fix – create a new VM for user and delete old VM.

- Caller complains of echo, hearing their own voice after they speak.

    o Use a headset with microphone or, if unavailable, a standard set of headphones (keep microphone from picking up audio from speakers)

Your Phone

1. Programmable buttons
2. Footstand Release (Adjust phone angle)
3. Display Wake (Cisco IP Phone 7945 and 7965)
4. Messages
5. Directories
6. Help
7. Settings
8. Services
9. Volume
10. Speakerphone
11. Mute
12. Headset
13. Navigation Cluster
    - 2-way navigation pad (Cisco IP Phone 7941, 7942, 7961, and 7962)
    - 4-way navigation pad with center select button (Cisco IP Phone 7945 and 7965)
14. Keypad
15. Softkeys
16. Incoming call or voicemail indicator
17. Phone Screen
    - Grayscale (Cisco IP Phone 7941, 7942, 7961, and 7962)
    - Color (Cisco IP Phone 7945 and 7965)

Programmable Buttons

Depending on configuration, programmable buttons provide access to: Phone Lines, Speed-Dial Numbers, and Busy Lamp Fields.

- Cisco 2-button IP Phones: 7941, 7942, and 7945
- Cisco 6-button IP Phones: 7961, 7962 and 7965

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Make a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press **Hold**.
2. To resume a held call, press **Resume**.

View Your Recent Calls

1. Press **Directories** 📖.
2. Select **Missed Calls**, **Received Calls**, or **Placed Calls**.
3. To dial, highlight a listing and press **Dial** or press **EditDial** to edit the number first, then press **Dial**.

Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer**.
2. Enter the other person's phone number.
3. Press **Transfer** again.

Add Another Person to a Call

1. From a connected call that is not on hold, press **Confrn**.
2. Enter the other person's phone number.
3. Press **Confrn** again.

Cisco IP Phone 7900 Series

Make a Call with a Headset

1. Enter a number using the keypad.
2. Press **Headset** .

Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

Mute Your Audio

1. Press **Mute** .
2. Press **Mute** again to turn mute off.

Redial a Number

Press **Redial**. Or press up/down on the **Navigation Cluster**, when the phone is not in use, to see your Placed Calls log then scroll to a listing and press **Dial**.
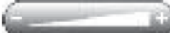
Listen to Your Voice Messages

Press **Messages** and follow the voice prompts. To check messages from another phone or for a non-primary line, dial **x3599** (from a Cisco IP Phone) or **757-825-3599** (from a non-Cisco IP Phone), and follow the voice prompts.

Forward All Calls (primary line only)

1. Press **CFwdALL.**
2. Dial the number that you want to forward to, or press **Messages** .
3. To receive calls again, press **CFwdALL.**

Adjust the Volume in a Call

Press **Volume** left or right to adjust the handset, headset, or speakerphone volume when the phone is in use, **then press Save.**

Adjust the Ringtone Volume

Press **Volume** left or right to adjust the ringer volume when the phone is not in use.

Change the Ringtone

1. Press **Settings** .
2. Select **User Preferences > Rings.**
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Select** to save a selection.

Adjust the Screen Brightness

1. Press **Settings** .
2. Select **User Preferences > Contrast/Brightness.**
3. Press **Up** to increase, or **Down** to decrease, the brightness.
4. Press **Save.**

Lookup Co-Worker's Extension

1. Press **Contacts** .
2. Scroll and select **Corporate Directory**.
3. Use your keypad to input search criteria.
4. Press **Search**.
5. To dial, scroll to a listing and press **Dial**.

Send Call to Voicemail

Press **iDivert** when the call is ringing, active, or on hold.

User Guide

View the full User Guide at *https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7900-series/tsd-products-support-series-home.html.*