



PVAMU Cisco IP Communicator Guide

To have the Cisco IP Communicator installed and initially set up, contact IT at 936-261-2525 or go online to the helpdesk to open a help ticket.

If you run into problems or need additional assistance, call IT or open a help ticket online.

Note: Make sure you are logged onto the VPN to access.

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Getting Started with Cisco IP Communicator

These sections give you the basic information you need to start using your new Cisco IP Communicator.

- What is Cisco IP Communicator?, page 3
- Testing Cisco IP Communicator, page 3

What is Cisco IP Communicator?

Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco 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.

For an introduction to Cisco IP Communicator features, see the “An Overview of Cisco IP Communicator” section on page 4.

Testing Cisco IP Communicator

Make sure that you can see your extension number and hear a dial tone after going off-hook.

- If you cannot see your extension number or hear a dial tone, ask your system administrator for help. There may be further steps that your system administrator requires of you.
- Otherwise, place a few test phone calls and ask other parties how your voice sounds. Read the sections below for more information.

If you need to adjust the volume

Start by adjusting the audio mode volume on the Cisco IP Communicator interface. Click  or press the **Page Up/Page Down** keys on your keyboard.

If you are using 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 the “Optimize for low bandwidth” feature. To do so, right-click on the Cisco IP Communicator interface and choose **Preferences > Audio**.

The next step

Now that you have set up and tested your new phone, you might want to learn more about the features and services that it offers. See the “An Overview of Cisco IP Communicator” section on page 4.

An Overview of Cisco IP Communicator

These sections provide an overview of Cisco IP Communicator:

- Cisco IP Communicator Features, page 4
- Using the Cisco IP Communicator Interface, page 4
- Call-Handling and Navigation Tips, page 9

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.

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

- An Audio Tuning Wizard
- Quick Search directory dialing
- Easy access to your User Options web pages and phone services
- A comprehensive online help system
- An optional skin to change the look of Cisco IP Communicator

For an overview of Cisco IP Communicator components, see the “Using the Cisco IP Communicator Interface” section on page 4.

Using the Cisco IP Communicator Interface

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

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

- Figure 1 shows Cisco IP Communicator with an optional skin selected (Mercurio.xml)
- Figure 2 shows Cisco IP Communicator with the default skin selected (Default.xml)

Table 1 identifies buttons and other components shared by both skins.

Figure 1 Cisco IP Communicator with an optional skin selected



Figure 2 Cisco IP Communicator with the default skin selected



Table 1 *Buttons and other components, as illustrated in Figure 2*

1	Phone screen	Allows you to view call status and feature menus, and activate items.
2	Minimize and close icons	Allows you to hide the Cisco IP Communicator interface or quit the application. See the “Understanding Feature Availability” section on page 10.
3	Line buttons and speed dial buttons 	Each button opens/closes a line or speed dials a number. (Ctrl + numbers 1 - 8 are keyboard shortcuts). Line buttons indicate line status as follows: <ul style="list-style-type: none">  •Green, steady—Active call on this line (off-hook)  •Green, blinking—Call on hold on this line  •Orange, blinking—Incoming call ringing on this line  •Red—Shared line, currently in use  •No color—No call activity on this line (on hook)
4	Messages button 	Typically auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.) For more information, see item 16 in this table and the “Using Voice Messaging, Call Logs, and Directories” section on page 28.
5	Directories button 	Opens/closes the Directories 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 “Using Voice Messaging, Call Logs, and Directories” section on page 28.
6	Help button 	Activates the Help menu. (Ctrl + I is the keyboard shortcut.) See the “Using Online Help” section on page 10.
7	Settings button 	Opens/closes the Settings menu. Use it to control phone screen appearance and ring sounds. (Ctrl + S is the keyboard shortcut.)
8	Services Button 	Opens/closes the Services menu. (Ctrl + V is the keyboard shortcut.)
9	Volume button 	Controls audio mode volume and other settings. (Page up/Page down are keyboard shortcuts).
10	Speaker button 	Toggles speakerphone mode on or off. (Ctrl + P is the keyboard shortcut.) See the “Using Headsets and Other Audio Devices” section on page 23.

Table 1 *Buttons and other components, as illustrated in Figure 2*

11	Mute button 	Toggles the Mute feature on or off. (Ctrl + T is the keyboard shortcut.) See the “Using Mute” section on page 16.
12	Headset button 	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.) See the “Using Headsets and Other Audio Devices” section on page 23.
13	Navigation button	Allows you to scroll through menus and highlight items. (Not available on the optional skin.) Alternately, use the arrow keys on your computer.
14	Keypad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
15	Softkey 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 the “Using Cisco IP Communicator to Handle Calls” section on page 11.
16	Voice message and ring indicator 	Indicates an incoming call and new voice message. If you are using the optional skin, the message waiting indicator is the Cisco IP Communicator icon in the left corner of the interface (as shown). See the “Using Voice Messaging, Call Logs, and Directories” section on page 28.

Tips

- The default skin (Figure 2) and the optional skin (Figure 1) use the same set of button icons. However, button shapes and locations may differ by skin.
- See the “Phone Screen Features” section on page 18 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 a call active and several feature menus open. You can click screen items to select or activate them.



1	Primary line	Displays your primary extension number and the time and date. If several tabs are open, the time and date alternate with the extension number.
2	Line area	Displays your extension number(s). Each extension represents a phone line and corresponds to a  (line button).
3	Speed dial area	Displays speed dial labels. Each label corresponds to a speed dial button.
4	Softkey labels	Each displays a softkey function. Activate a softkey by clicking the softkey label or the button below the label.
5	Status line	Displays status information and user prompts.
6	Call activity area	Displays currently active calls, including caller ID, call duration, and call-state icons. You can click an active call to select it.
7	Phone tab	Appears when there is call activity. Click this tab to return to the call activity area from another screen.
8	Feature tabs	Each indicates an open feature menu. Feature tabs appear after you open a feature by clicking the corresponding feature button: 

Related topics

- Using the Cisco IP Communicator Interface, page 4
- Call-Handling and Navigation Tips, page 9

Call-Handling and Navigation Tips

These sections provide guidelines to help you handle calls and navigate the Cisco IP Communicator interface:

- Closing and Minimizing Cisco IP Communicator, page 9
- Understanding Lines vs. Calls, page 9
- Going On-Hook and Off-Hook, page 10
- Using Online Help, page 10
- Understanding Feature Availability, page 10

Closing and Minimizing Cisco IP Communicator

If you want to...	Then...
Minimize the interface	Do one of the following: <ul style="list-style-type: none">• Click the minimize icon in the top right corner of the interface• Click the Cisco IP Communicator taskbar button one or more times
Hide the interface	Right-click the system tray icon and choose Hide . 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">• Double-click the system tray icon• Click the button icon in the task bar
Quit	Do one of the following: <ul style="list-style-type: none">• Click the close icon in the top right corner of the interface• Choose Exit from the right-click menu• Right-click the system tray icon and choose Exit

Tips

- If you receive a new call when the Cisco IP Communicator interface is hidden or minimized, the interface will be retrieved automatically and appear on the foreground of your desktop.
- If you want the Cisco IP Communicator interface to remain visible on your desktop even if you have other applications active, choose **Always on top** from the right-click menu. (You can still choose to minimize the interface with the Always on top feature selected.)

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls*. Use these tips to avoid confusion:

- Lines—Lines support calls. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have extension numbers. You might have just one line.
- Calls—Each line supports two calls. (That is why you might find yourself handling two calls, even though you have only one line on your phone.)



Note Only one call can be *active* at any given time. Other connected calls must be on hold. See the “Using Hold and Resume” section on page 15.

Going On-Hook and Off-Hook

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

- On-Hook—No calls are active, and you do not have an active dial tone. Cisco IP Communicator provides *on-hook dialing*, which allows you to enter or choose phone numbers before activating a dial tone.
- Off-Hook—The handset is enabled, the speakerphone or headset is active, or any of several other methods are used to get a dial tone or to answer an incoming call.

Using Online Help

Cisco IP Communicator provides a convenient online help system. Help topics appear on the phone screen. See the table below for details.

If you want to...	Then...
View the main menu	Click  on your phone (or Ctrl + I on your keyboard) and wait several seconds for the menu to display. If you are already in Help, click Main .
Learn about a button or softkey	Click  , then quickly click a button or softkey.
Learn about a menu item	Click  , then quickly click the menu item. Or, click  twice quickly with the menu item highlighted.
Get help using Help	Click  and choose Help from the Main Menu.

Understanding Feature Availability

Your company’s phone support team determines which features and services are available to you and how they will be configured. Therefore, some of the features included in this User Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature availability

Using Cisco IP Communicator to Handle Calls

These sections describe how to handle calls using Cisco IP Communicator:

- Basic Call Handling, page 11
- Advanced Call Handling, page 20

Basic Call Handling

This section covers 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.

This section contains the following topics:

- Placing a Call, page 12
- Answering a Call, page 14
- Ending a Call, page 15
- Using Hold and Resume, page 15
- Using Mute, page 16
- Transferring a Connected Call, page 16
- Switching Between Calls, page 17
- Starting or Joining a Standard Conference Call, page 18
- Forwarding Your Calls to Another Number, page 19



Tip

For more information about placing, receiving, and ending calls while using a handset, speakerphone, or headset, see the “Using Headsets and Other Audio Devices” section on page 23.

Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial on-hook (before invoking a dial tone)	<p>Enter a phone number and go off-hook by using one of these methods:</p> <ul style="list-style-type: none">• Click the number that you have just entered• Click  or • Click Dial• Click  (a line button)• Lift the handset (if available) <p><i>or</i></p> <p>Begin entering a phone number. The AutoDial feature might pop up to display matching phone numbers, if available, from your Placed Calls log. Click a matching number to dial it.</p>
Dial off-hook (after invoking a dial tone)	Click NewCall ,  or  (a line button), then enter a number.
Redial a number	Click Redial to dial the most recently dialed number. Or, click the Navigation button (or the up/down arrow keys on your computer keyboard) while on-hook to access your Placed Calls log. Click a number to dial it.
Speed dial a number	Click  (a speed dial button).
Dial from a call log	Click  > Missed Calls, Received Calls, or Placed Calls . To access Placed Calls only, you can click the Navigation button (or the up/down arrow keys on your computer keyboard) while on-hook. To dial a number in any call log, click it. If you need to edit the number first, scroll to the number and click EditDial .

If you want to...	Then...
Place a call when another call is active	Click Hold . Next, click New Call . Then dial, redial, or speed dial a number. To return to the held call, click resume .
Receive notification when a busy or ringing extension becomes available	Call the number and click CallBack while listening to the busy tone or ring sound. Hang up. When the extension becomes available, Cisco IP Communicator will provide 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 you.
Dial on a secondary line	Before or after entering a number, click  .
Dial using a Fast Dial code	choose  > Fast Dials (exact name might vary). To dial from a listing, click it, or scroll to it and go off-hook.
Dial using headset mode	<p>Do one of the following:</p> <ul style="list-style-type: none"> • If  is unlit, click it before or after dialing, re-dialing, or speed-dialing a number. • If  is lit, click New Call, Redial, a speed dial button, or  (a line button). If necessary, enter a phone number. <p>For more information, see the “Using a Headset” section on page 23.</p>
Dial using speakerphone mode	<p>First make sure that an analog headset is not plugged in to the audio jacks on your computer. Click New Call or  and enter a phone number. Or, use another method to place the call, then click  to switch over to speakerphone mode.</p> <p>Many of the actions you take to dial a number will automatically trigger speakerphone mode. For more information, see the “Using Your Computer as a Speakerphone” section on page 25.</p>
Dial using handset mode	Lift or otherwise enable the handset before or after dialing, re-dialing, or speed-dialing a number. See the “Using a USB Handset” section on page 26.

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, then dial.

Related topics

- Answering a Call, page 14
- Ending a Call, page 15

Answering a Call

To answer a call, go-off hook. See the table below for details.

If you want to...	Then...
Answer with a headset	Click  , if unlit. Or, if  is already lit, click Answer or  (a flashing line button). For more information, see the “Using a Headset” section on page 23.
Answer with the speakerphone	Click  , Answer , or  . See the “Using Your Computer as a Speakerphone” section on page 25.
Answer with a handset	Lift (or otherwise enable) the handset. See the “Using a USB Handset” section on page 26.
Switch from a connected call to answer a ringing call	Click Answer or  . Doing so answers the new call and automatically places the first call on hold. See the “Using Hold and Resume” section on page 15 for more information.
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. For more information, see the “Using Headsets and Other Audio Devices” section on page 23.
Use your line to answer a call that is ringing on another phone	Use Call Pickup. See the “Redirecting a Ringing Call to Cisco IP Communicator” section on page 21.

Related topics

- Using Hold and Resume, page 15
- Transferring a Connected Call, page 16
- Switching Between Calls, page 17

Ending a Call

To end a call, hang up. See the table below for details.

If you want to...	Then...
Hang up while using the handset	Disable the handset or click EndCall . See the “Using a USB Handset” section on page 26.
Hang up while using the headset	Click  , if lit. If you want headset mode to remain active, keep the button lit by clicking EndCall . See the “Using a Headset” section on page 23.
Hang up while using the speakerphone	Click  or EndCall . See the “Using Your Computer as a Speakerphone” section on page 25.
Hang up one call but preserve another call on the same line	Click EndCall . If necessary, first click Resume 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. For more information, see the “Using Headsets and Other Audio Devices” section on page 23.

Related topics

- Placing a Call, page 12
- Answering a Call, page 14
- Transferring a Connected Call, page 16

Using Hold and Resume

Only one call can be active at any given time; all other remaining connected calls must be placed on hold. You cannot continue, end, transfer, or otherwise handle a call while it is on hold.

If you...	Then...
Want to put a call on hold	Make sure the call you want to put on hold is selected and click Hold .
Want to remove a call from hold	Make sure the call you want to remove from hold is selected and click Resume or  (a blinking line button).
Have multiple calls on multiple <i>lines</i> on hold	Click  (a blinking line button). If necessary, make sure the call you want to remove from hold is selected and click Resume .

Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

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...
Toggle Mute on	Click .
Toggle Mute off	Click .



Note

If you launch Cisco IP Communicator while your audio device or computer is muted, the Check Audio Settings window might appear to ask you if you want 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 Transfer and enter the target number. When you hear the call ringing, click Transfer again.
Talk to the transfer recipient before transferring a call (“consult transfer”)	During a connected call, click Transfer and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, click Transfer again. If the recipient refuses the call, click Resume to return to the original call.

Tips

- You cannot transfer a call that it is on hold. Click **Resume** to take a selected call off of hold, then transfer it.
- Similarly, you cannot transfer a call—even if it is *not* on hold—when there is another call on the

same line on hold. Resume and end one call before transferring the other call.

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 Resume .
Switch between connected calls on different lines	Click the appropriate  (blinking line button) for the line (and call) you are switching to. If necessary, select the call and click Resume .
Switch from a connected call to answer a ringing call	Click Answer or  (a flashing line button). Doing so answers the new call and places the first call on hold automatically.
Display an overview of active calls	Click  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. Click  again to return to the original view.

Tips

- Only one call can be active at any given time; other connected calls will be placed on hold automatically.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Starting or Joining a Standard Conference Call

A standard conference allows 3 or more people to participate in a single call. See the table below for details.

If you want to...	Then...
Start a conference call	During a connected call, click Confrn to add another party to the call. (You might need to click the more softkey first.) Enter the conference participant's phone number. After the call connects and you have spoken to the conference participant, click Confrn again to add this party to your call.
Add parties to a conference call	Follow the procedure above to add each participant.
Join a conference call	Answer the call when it rings. You do not need to do anything special to join a standard conference call.
Drop the last party added to a conference call	Click RmLstC .
End a conference call	Hang up.



Note The feature described in this section is a standard conference calling feature available on most phone systems. You might have access to Meet-Me conference calling, as well. Your system administrator must set up Meet-Me conference calling for you. See the “Starting or Joining a Meet-Me Conference Call” section on page 29 for information about using this feature.

Related topics

- Placing a Call, page 12
- Forwarding Your Calls to Another Number, page 19
- Advanced Call Handling, page 20

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Communicator to another number.



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

If you want to...	Then...
Set up call forwarding on your primary line	Click CFwdALL and enter a target phone number.
Cancel call forwarding on your primary line	Click CFwdALL .
Verify that call forwarding is enabled on your primary line	Look at the call state icon for the line. When call forwarding is enabled, an animated arrow appears over the phone icon, and a message appears in the status area indicating the number to which calls are forwarding.
Set up or cancel call forwarding for any line	Log in to your User Options web pages, select your device, then choose Forward all calls... from the main menu. You can set up or cancel call forwarding from the Call Forwarding web page. (See the “Accessing Your User Options Web Pages” section on page 55.)

Tips

- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Related topics

- Answering a Call, page 14
- Transferring a Connected Call, page 16
- Advanced Call Handling, page 19

Advanced Call Handling

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

This section contains the following topics:

- Storing and Retrieving Parked Calls, page 20
- Redirecting a Ringing Call to Cisco IP Communicator, page 21
- Starting or Joining a Meet-Me Conference Call, page 21
- Understanding Shared Lines, page 22
- Adding Yourself to a Shared-Line Call, page 22

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 in the Cisco CallManager system (for example, at a co-worker’s desk or in a conference room). Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call using Call Park	During a call, click Park (you might need to click the more 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

- Basic Call Handling, page 11
- Using Hold and Resume, page 15
- Transferring a Connected Call, page 16

Redirecting a Ringing Call to Cisco IP Communicator

Call PickUp allows you to redirect a call that is ringing on a co-worker's phone to your Cisco IP Communicator so that you can answer it. Call PickUp is a special feature that your system administrator might 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 ringing on another extension within your group	Click  (an available line button) and PickUp . The call now rings on your line.
Answer a call ringing on another extension outside of your group	Click  (an available line button) and GPickUp . Enter the call group pickup code number provided by your system administrator. The call now rings on your line.

Related topics

- Transferring a Connected Call, page 16

Starting or Joining a Meet-Me Conference Call

Conference calling allows multiple parties to talk simultaneously. Unlike a standard conference, where the conference organizer must call participants, a Meet-Me conference call allows participants to dial a Meet-Me conference number at a pre-determined time to join the conference call. The Meet-Me conference calling option is a special feature that your system administrator might configure for you.

If you want to...	Then...
Establish a Meet-Me conference	Click Meet-Me , if available. (You might need to click the more softkey first.) Dial the Meet-Me conference number provided by your system administrator or phone help desk, then follow the voice instructions.
Join a Meet-Me conference	Dial the Meet-Me number provided by the conference initiator. You can join after the initiator has established the conference. You do not need to use the Meet-Me softkey to join a conference.
End a Meet-Me conference	Hang up.

Tips

- To use the standard conference calling option, see the “Starting or Joining a Standard Conference Call” section on page 26. Standard conference calling is available on most phone systems.
- A Meet-Me conference call can typically support more than 100 participants. The maximum number is determined by your system administrator.

Understanding Shared Lines

Your system administrator might give you a “shared” line. Typically, a shared line has two main 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 on 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 on both your phone and your assistant’s phone. If your assistant answers, you can use a shared line feature called Barge to add yourself to the connected call. (See the “Adding Yourself to a Shared-Line Call” section on page 30 for more information about Barge.)

Your system administrator will tell you if you use a shared line. Shared line features, such as Barge, do not apply to standard, unshared lines.

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 Barge . (You might need to click the more 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  while a call is active to return to the main background screen. This shows you an overview of all active calls.

Related topics

- Basic Call Handling, page 11
- Understanding Shared Lines, page 22

Using Headsets and Other Audio Devices

This chapter provides information about using audio devices such as a handset, headset, and your computer's speaker and microphone with Cisco IP Communicator's audio modes (handset mode, headset mode, and speakerphone mode).

This section contains the following topics:

- Using a Headset, page 23
- Using Your Computer as a Speakerphone, page 25
- Using a USB Headset, page 26
- Removing and Re-Installing Audio Devices, page 27

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 your computer's audio jacks.



Analog headsets work in conjunction with your computer's sound card and do not require device drivers.

Refer to the table below for details.

If you...	Then...
<p>Want to use a headset to place and receive calls</p>	<p>Make sure that  is activated (lit) to indicate that Cisco IP Communicator is operating in headset mode. You can toggle headset mode on and off by clicking  or by entering the keyboard shortcut Ctrl + H.</p> <p>If you use a headset as your primary audio device, you might want to keep  lit even after you end a call by clicking EndCall instead of  to hang up. When  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 in conjunction with all of the controls on Cisco IP Communicator, including  and .</p> <p> Note An analog headset will work in speakerphone mode, but using it in headset mode can improve audio quality.</p>
<p>Use an analog headset as your only audio device</p>	<p>Follow the guidelines listed above. In addition, be aware the ringer will be 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.</p>
<p>Use AutoAnswer with a headset</p>	<p>Keep  activated (lit) by clicking EndCall to hang up. (Click  first, if necessary). When  is lit, Cisco IP Communicator is operating in headset mode.</p>
<p>Want to switch to a headset during a call</p>	<p>Click  or enter the keyboard shortcut Ctrl + H. If you were using a USB handset before switching, you can turn it off or hang it up.</p>



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 answers phone calls automatically and routes them through speakerphone mode or headset mode, depending on configuration.

Related topics

- Basic Call Handling, page 11
- Using Your Computer as a Speakerphone, page 25

Using Your Computer as a Speakerphone

You can use your computer's sound card to place and receive calls in speakerphone mode. See the table below for details.

If you want to...	Then...
Use your computer like a speakerphone to place and answer calls	<p>Make sure that  is lit so that Cisco IP Communicator will operate in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking  or by entering the keyboard shortcut Ctrl + P.</p> <p>By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call will automatically trigger speakerphone mode, such as using a speed dial button or softkey.</p> <hr/> <p> Note If you have an analog headset plugged in to the computer, you will not be able hear audio through your computer's speakers in speakerphone mode.</p>
Switch to the speakerphone during a call	Click  or the keyboard shortcut Ctrl + P . If you were using a handset before switching, turn it off or hang it up.
Use your computer's 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 your computer's speaker. Additionally, if you plug an analog headset into your computer, the ringer will be audible from the headset speakers only.
Use AutoAnswer with speakerphone mode	Click  or  to place, answer, and end calls, 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. <p>(AutoAnswer is a non-standard feature that your system administrator might enable for you.)</p>

Related topics

- Basic Call Handling, page 11
- Using a Headset, page 23
- Using a USB Handset, page 26

Using a USB Handset

You can use a USB handset with Cisco IP Communicator. See the table below for details.



Note 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, allowing you to end a call by hanging up the USB handset, for example.

If you want to...	Then...
Place or end a call with the handset	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." You can use a USB handset in conjunction with all of the controls on Cisco IP Communicator, including  and  .
Switch to the handset during a call	Lift (or otherwise) enable the handset.

Related topics

- Installing Audio Devices, page 3
- Basic Call Handling, page 11
- Using a Headset, page 23
- Using Your Computer as a Speakerphone, page 25
- Removing and Re-Installing Audio Devices, page 27

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. Refer to the table below for information about reinstalling an audio device when you are ready to use it again.

If you want to...	Then...
Re-install a previously tuned USB handset, USB headset, or sound card	<ol style="list-style-type: none"><li data-bbox="323 345 1225 402">1. Install the audio device (for example, plug in the USB handset) when Cisco IP Communicator is not running.<li data-bbox="323 418 1225 443">2. Launch Cisco IP Communicator.<li data-bbox="323 459 1225 548">3. Select and, if necessary, tune the device. (To manually access the Audio Tuning Wizard, right-click on the Cisco IP Communicator interface and choose Preferences > Audio.)

Tips

- Each time that you launch, Cisco IP Communicator checks to see if the audio device that you used during your previous session is installed. If the device is not found, the Cisco IP Communicator will prompt you to re-install 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 will not recognize the device until you re-launch the application.
- If you are using Cisco IP Communicator over a remote connection, establish VPN connectivity before launching Cisco IP Communicator.

Related topics

- [Installing Audio Devices, page 3](#)

Using Voice Messaging, Call Logs, and Directories

This section contains these topics:

- Using a Voice Message Service, page 28
- Searching Your Call Log page 29
- Using the Quick Search Feature, page 30

Using a Voice Message Service



Note Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about using the service, see the product documentation.

If you want to...	Then...
Set up and personalize your voice message service	Click  and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item. Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.
Listen to your voice messages or access the messages menu	Click  . Depending on your voice message service, clicking  either auto-dials the message service or provides a pop-up menu on your touchscreen.
See if you have a new voice message	Look at Cisco IP Communicator for the following indicators: <ul style="list-style-type: none">• A flashing envelope icon and text message on your phone screen.• A steady red light in your message waiting indicator:<ul style="list-style-type: none">– If you are using the default skin (right-click > Skins > Default.xml), the indicator is the light strip on the left side of the interface.– If you are using the optional skin (right-click > Skins > Mercurio.xml) the indicator is the Cisco IP Communicator icon in the left corner of the interface. 

Searching Your Call Logs

The table below provides an overview of how to search—and dial from—listings in your call logs and corporate and personal directories.



Note For more information about Quick Search, see the “Using the Quick Search Feature” section on page 30.

If you want to...	Then...
View your call logs	Choose  > Missed Calls , Placed Calls , or Received Calls . A maximum of 100 records is stored in each of these logs. To view your Placed Calls only, press the Navigation button (or the arrow keys on your keypad) while on-hook.
Dial from a call log	Choose a listing. If you need to edit the number displayed in the log (to add or to remove a prefix, for example), scroll to the number to select it, then click EditDial .
Dial from a corporate directory	<p>You have two search options:</p> <ul style="list-style-type: none"> • Access Quick Search from the right-click menu. • Access the Corporate directory by choosing  > Corporate Directory (exact name can vary). <p>Depending on various factors, these search methods might yield different results. A good rule of thumb is to use the Quick Search feature first.</p>
Dial from your Personal Address Book (PAB)	<p>You have two search options:</p> <ul style="list-style-type: none"> • Use Quick Search. If configured to work with your PAB, Quick Search will look for a match in your PAB first and, if no matches are found, in your corporate directory second. • Access your PAB by choosing  > PAB service (exact name can vary). Before you can use the PAB service, you must subscribe to it.

Tips

- To erase all of your call logs, click **Clear**.
- If network connectivity is disrupted, you might lose information in your call logs. Also, a limited number of records can be stored. Ask your system administrator for details.

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.

To access Quick Search, right-click on Cisco IP Communicator and choose **Quick Search** or enter the keyboard shortcut (**Alt + K**).

In the Quick Search window, enter a name or extension number, then 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.

To place a call from search results, click a listing in the Quick Search window, then click the **Dial** softkey on Cisco IP Communicator.

Troubleshooting Cisco IP Communicator

This section contains these topics:

- General Troubleshooting Issues, page 31
- Voice Quality Issues, page 33



Note If you are experiencing problems with Cisco IP Communicator, you might want to run the Error Reporting Tool to capture relevant data for troubleshooting purposes. Choose **Start > Programs > Cisco IP Communicator**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

General Troubleshooting Issues

The table below can help you troubleshoot general issues you may experience with Cisco IP Communicator.



Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)

If...	Then try this...	For more information, see...
After first launch, no extension number appears and the status line area shows "Registering"	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.	<ul style="list-style-type: none">• Contact IT at x2525
After launching, Cisco IP Communicator cannot locate your network adapter and asks you to reinsert it	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 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 will work 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.	<ul style="list-style-type: none">• Contact IT at x2525

<p>Your audio device does not show up in an audio mode drop-down menu</p>	<p>If the device is a USB handset, USB headset, or sound card, make sure that the device is properly installed and re-launch Cisco IP Communicator. (Devices installed after launching are not recognized until the next launch.)</p> <p>If the device is an analog device, it will not appear in the audio mode list because analog devices are extensions of your sound card. Choose your sound card instead.</p>	<ul style="list-style-type: none"> • Installing Audio Devices, page 3 • Removing and Re-Installing Audio Devices, page 50
If...	Then try this...	For more information, see...
<p>After launching, Cisco IP Communicator shows no extension number or the wrong extension number</p>	<p>Contact your system administrator for assistance.</p> <p>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.</p> <p>Note that 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.</p>	<ul style="list-style-type: none"> • Contact IT at x2525
<p>When you invoke Quick Search, nothing happens</p>	<p>Choose right-click > Preferences > Directories and enter a username and password (Your system administrator can tell you what user name and password to use.)</p> <p>If you want to search your Personal Address Book using Quick Search, you must also choose right-click > Preferences > User and enter your user name.</p>	<ul style="list-style-type: none"> • Directories Settings, page 45 • Using the Quick Search Feature, page 30

Your phone ringer is not audible or is hard to hear

Adjust your ringer volume by clicking  on the Cisco IP Communicator interface 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, then you must be wearing your analog headset in order to hear the ringer.

- Installing Audio Devices, page 3

Related topics

- An Overview of Settings, page 31
- Voice Quality Issues, page 33

Voice Quality Issues

The table below can help you troubleshoot voice quality issues you may experience with Cisco IP Communicator.



Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP users.)

Before you begin

Note the following information before you use the troubleshooting table below.

- If the problem is related to volume, first try adjusting the volume by clicking  on the Cisco IP Communicator interface.
- Try to determine if the source of the problem lies with your Cisco IP Communicator or with the remote party's phone by calling additional parties. If you suspect that the problem lies with the other party's phone, adjust the volume on the Cisco IP Communicator interface, but avoid modifying settings using the Audio Tuning Wizard (as these modifications might not be broadly applicable).



Note Your system administrator might ask you to enable logging in order to capture detailed information for troubleshooting purposes. To enable logging, choose **Alt + S > User**, or **right-click > Preferences > User**, and click **Enable Logging**. Write down the location where the error reporting tool saves data so that you can send the file to your system administrator.

If...	Then try this...
The other party sounds too loud	<ul style="list-style-type: none"> • Try adjusting the volume by clicking  . • Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.
The other party reports that you sound too loud	<ul style="list-style-type: none"> • 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. Do this from the Audio Tuning Wizard.
The other party sounds too quiet	<ul style="list-style-type: none"> • Try adjusting the volume by clicking  . • Launch the Audio Tuning Wizard and adjust the speaker volume for the current audio device.

The other party reports that you sound too quiet	<ul style="list-style-type: none">• Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. Headset mode is operating if  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's 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.
The other party sounds muffled	<ul style="list-style-type: none">• If you are using Cisco IP Communicator remotely and have enabled the "Optimize for low bandwidth" feature (Preferences > Audio), apply a Listening audio filter. See the "Audio Settings" section on page 38.• 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.

If...	Then try this...
The other party reports that you sound muffled	<ul style="list-style-type: none"> • Launch the Audio Tuning Wizard and adjust the microphone volume for the current audio device. • If you have enabled the “Optimize for low bandwidth” feature (Preferences > Audio), try applying a speaking filter and asking how you sound. See the “Advanced Audio Settings” section on page 43 for information about applying audio filters. See the “Audio Settings” section on page 38 for information about the low bandwidth feature. • If you are not using Cisco IP Communicator over a remote connection, disable the low bandwidth option.
The other party sounds distant or unnatural	<ul style="list-style-type: none"> • Make sure, if you are using a headset, that Cisco IP Communicator is operating in headset mode and not speakerphone mode. (The  button should be lit.) • If you have enabled an audio filter to use with low bandwidth, try disabling it. (Preferences > Audio > Advanced)
The other party reports that you sound distant or unnatural	<p>If you have enabled the “Optimize for low bandwidth” feature (Preferences > Audio), try applying a speaking filter and asking how you sound.</p> <p>See the “Advanced Audio Settings” section on page 43 for information about applying audio filters. See the “Audio Settings” section on page 38 for information about the low bandwidth feature.</p>
The other party’s voice is disrupted by unintended silences or sounds jittery	<ul style="list-style-type: none"> • Close any unnecessarily applications. Be aware that launching applications and performing network-intensive tasks such as sending email may affect audio quality. • 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 by right-clicking on the Cisco IP Communicator interface and choosing: Preferences > Audio. • Verify that your sound cards and audio drivers are correctly installed.
	<p> Note You may hear occasional pops, clicks, or broken audio when the network is experiencing congestion or data traffic problems.</p>

If...	Then try this...
You hear echo	<ul style="list-style-type: none"> • Ask the other party to decrease his or her microphone or speaker volume, if possible. • If the other party is using Cisco IP Communicator in speakerphone mode, ask him/her to make sure that the  button is lit. • Make sure that your sound card is not feeding back audio from the microphone to the speaker. Follow these steps: <ol style="list-style-type: none"> 1. Right-click on the microphone icon in the system tray and choose Open Volume Controls. 2. Choose Options > Properties > Playback and make sure that all the check boxes in the lower part of the window are selected, then click OK. 3. In the Volume Control window, make sure that Mute is selected for the Microphone Balance column.
The other party hears echo	<ul style="list-style-type: none"> • Launch the Audio Tuning Wizard and reduce the microphone volume for the current audio device. • If you are using your computer as a speakerphone, keep the  button lit. • As a last resort, change your audio device.
The other party cannot hear you at all (but you can hear him/her)	<ul style="list-style-type: none"> • 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 is using your microphone, such as a sound recorder or another software-based phone.
The other party can hear you, but you cannot hear any audio	Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
Simultaneous speaking fails	Make sure that you are using a full-duplex sound card.
You cannot hear any audio, not even a dial tone	<ul style="list-style-type: none"> • 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, as well. • Try restarting Cisco IP Communicator.

Related topics

- [An Overview of Settings, page 31](#)