Cisco IP Communicator Installation and Configuration

NOTE: If IP Communicator is being installed on a workstation not connected to Yale’s network, the workstation will have to be connected through VPN

Run CiscoIPCommunicator.msi with administrator privileges to install

Click Next
Accept the terms of the license agreement and click **Next**

Specify an install directory if you don’t want to use the default location and click **Next**
Click **Install**

![Install screen](image1)

Check **Launch Cisco IP Communicator** and click **Finish**

![Finish screen](image2)
The audio tuning wizard will start. Have the headset that will be used with IP Communicator plugged in and click Next.

Set the sound device for each audio mode such as setting the Ringer to the audio device for the speakers and the headset to the audio device for the headset since the user will probably want to hear calls ringing on the speakers since they will probably only use their headset in a call.
Click **Play** and listen and adjust the **Master Volume** slider to a comfortable level. If the headset has a volume control set these sliders to the maximum and use the volume control on the headset to control the volume.

Click **Next**

![Adjust the Listening Volume window]

Click **Test**, speak at a comfortable level and adjust the **Fine volume** slider until the meter show it peak in the green area.

Click **Next**

![Adjust the Microphone Volume window]
Click Play and adjust the **Master volume** for the ring volume of the softphone. Click **Next**

Click **Play** and adjust the **Master volume**. Click **Next**
Click Test, speak at a comfortable level and adjust the **Fine volume** slider until the meter show it peak in the green area.

Click **Next**

The audio wizard is complete click **Finish**
The IP communicator will launch click on the Menu bottom in the top right of the application.

Select Preferences

- Skins
- Screen Only
- Always On Top
- Audio Tuning Wizard
- Paste
- Quick Search...
- Cisco Unified CM User Options...
- Preferences...
- Help...
- About Cisco IP Communicator...
- Exit
Click on the **Network** tab of the preferences screen. If the settings are grayed out the IP communicator needs to be exited and with **administrator privileges**. To exit click close, click the menu again and click Exit.

When IP Communicator is launched with administrator privileges, the fields will not be grayed out. Enter the device name given by ITS Telecom and the IP Addresses of the TFPT servers.
For non-call center users, the IP communicator should come up with the phone number, lines on the buttons is ready for use.

For call center users, the IP communicator should come up as unprovisioned and needs to be logged into extension mobility.
To log into extension mobility, Click the globe button

Enter the NETID and PIN provided by ITS Telecom

When entering numbers for the NETID you will have to press the number several times until you get the number character selected
The IP communicator should come up with the phone number, lines on the buttons is ready for use.