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INSTALLING CISCO VIRTUAL PHONE SOFTWARE TO PERSONAL WINDOWS DEVICES - QUICK GUIDE

INTRODUCTION

CISCO Virtual Phone software can be used to install a virtual phone on your personally owed Windows device. Once installed, you will be able to make and receive phone calls from your computer as if you were making or receiving them from on-campus.
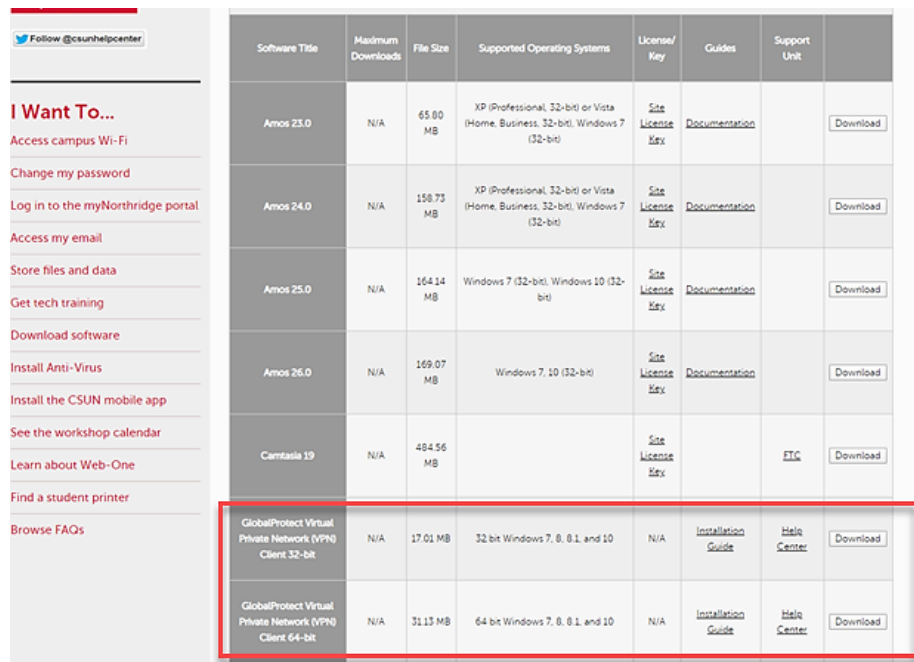
Audio Requirements

You must have a Plantronics USB headset or you will not be able to install and use virtual phone/softphone.

INSTALLING THE CISCO VIRTUAL PHONE SOFTWARE

1. To use virtual phone/softphone, you must have GlobalProtect VPN installed and configured on your system. To download, install, and configure, use the link below: https://www.csun.edu/itr/downloads/index.cgi

   **Note**: There are two versions, 32 and 64 bit. Select the appropriate version for your machine.

2. After installing the GlobalProtect VPN software, log back into the software download page with your CSUN credentials. You must have local admin rights for your machine. https://www.csun.edu/itr/downloads/index.cgi

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3. On the software download page, download the software called **Cisco IP Communicator**.

Cisco IP Communicator	N/A	42.52 MB		Site License Key			Download

4. Follow the installation instructions for the file called **CiscoIPCommunicatorSetup.msi**.
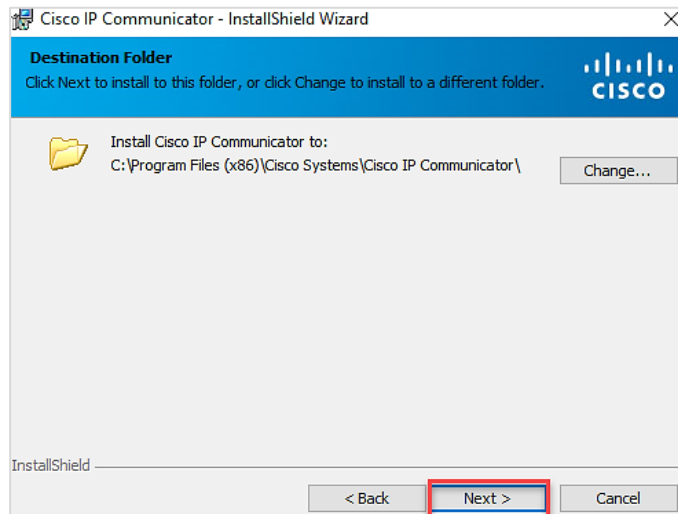
5. At the **Welcome** window select **Next**.
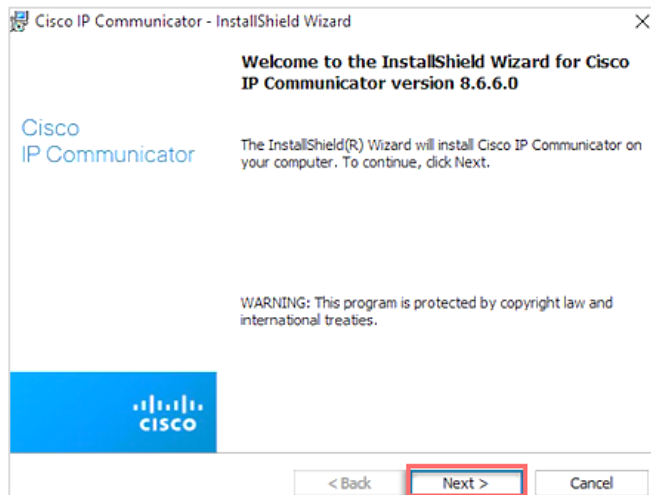
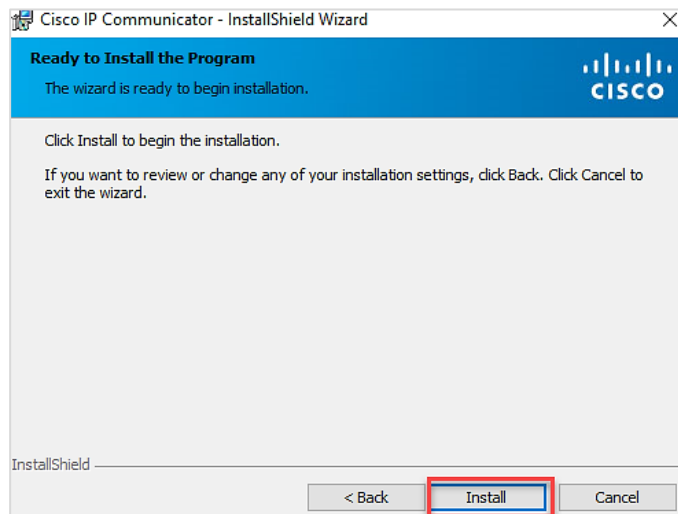6. At **End User License Agreement** window, select "I accept the terms in the license agreement" and select **Next**.

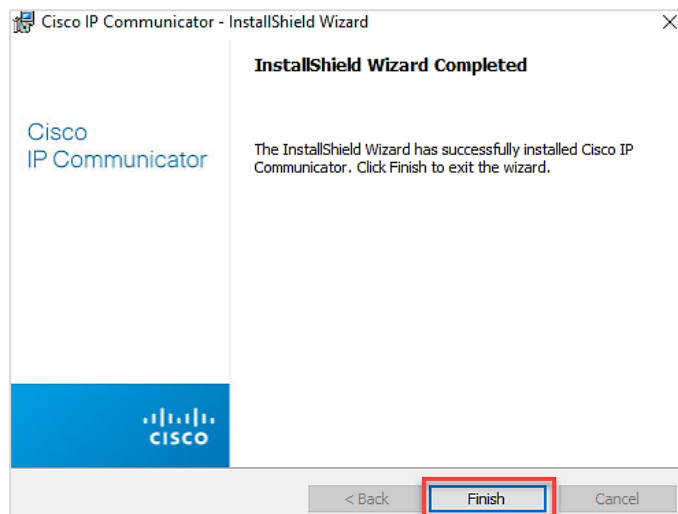CSUN INFORMATION TECHNOLOGY

7. In the **Destination Folder** window, leave the default, and then select **Next**.
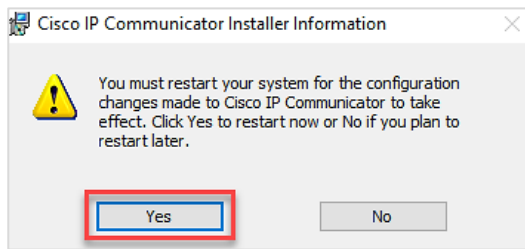

8. At the **Ready to Install the Program** window, select **Install**.

9. When the installation is complete, select **Finish**.

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10. At the restart window, select **Yes** to restart your computer. This step is required.

11. Log in to your system with an account that has local admin rights.

12. Start the **Cisco IP Communicator**.

13. If you receive the following message from the '**Audio Tuning Wizard**' pop-up, your system does not have a USB headset connected and Cisco IP Communicator will not start. Select the **OK** button to exit.
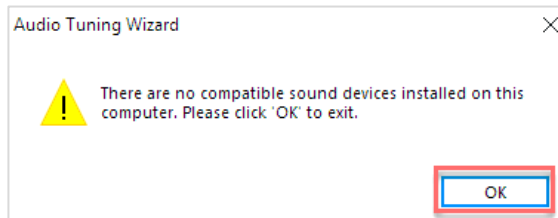
14. If you receive the following message 'Windows Security Alert', check both boxes 'Private networks…' and 'Public networks…' and then select **Allow access**.

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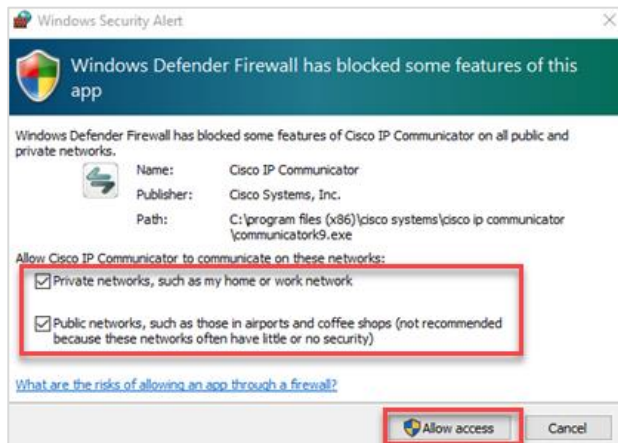
15. Once the Cisco IP Communicator starts, you first have to configure your USB headset. To begin the process, select **Next**.

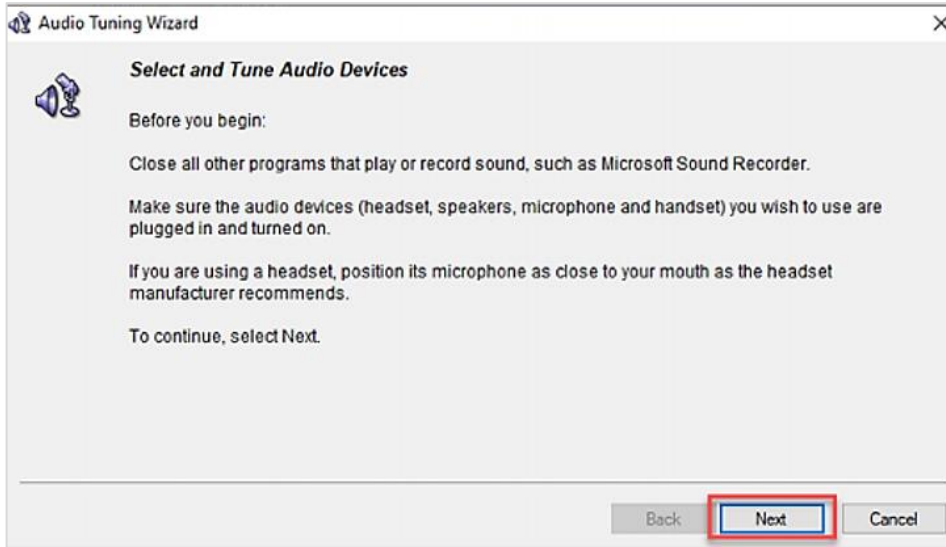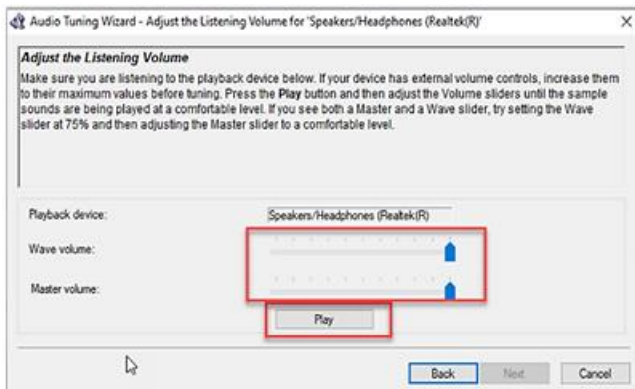16. Select your audio devices from the drop-down list. If you are unsure what devices you have on your computer, you can accept the defaults and select the **Next** button.

17. Adjust the listening volume on your playback device by moving the sliders. Select **Play** to test the volume.

18. Adjust your microphone volumes by moving the sliders. Select **Test** to test the volume, and then select **Next**.
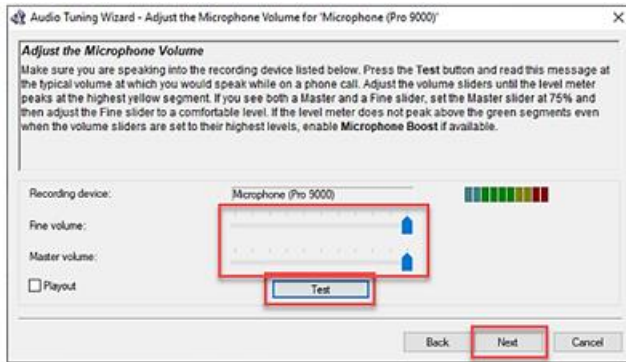
19. Once you have adjusted your playback device and microphone volume settings, select the **Finish** button.

20. After the setup is complete, the application will start with an image of a phone on your desktop.

21. Place the cursor anywhere on the IP phone and right-click, and then select **Preferences**.

22. In the **Preferences** window, select the **Network** tab.
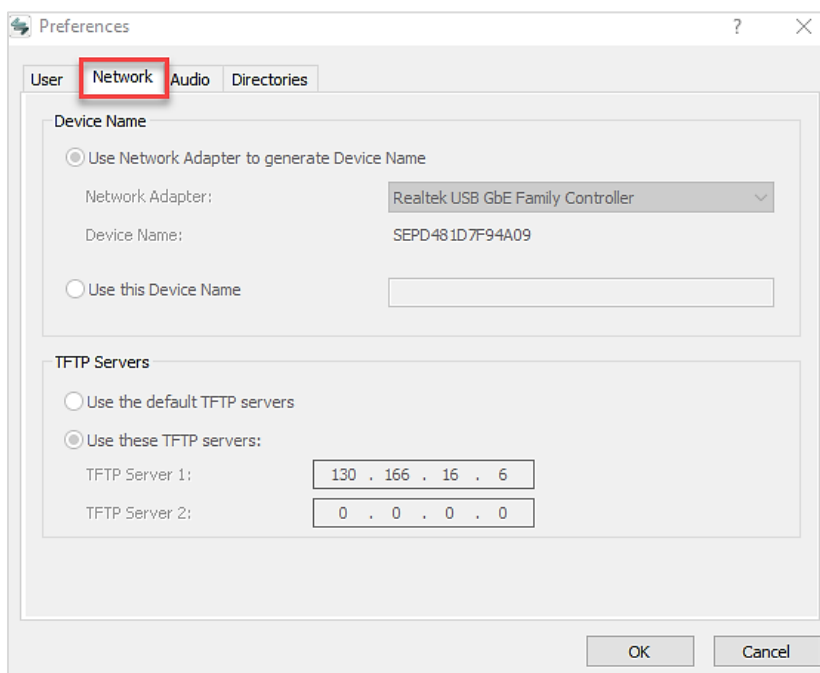
23. Under **Device Name** write down device name and use it for the **MAC** address field on the form "Virtual Phone / Call Communicator Request".

- Found at: https://www.csun.edu/it/virtual-phone-call-communicator-request
- IT needs this information to build and configure a virtual phone for you to use.

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Contact Us

IT Help Center
helpcenter@csun.edu
(818) 677-1400

Faculty Technology Center
(818) 677-3443

Universal Design Center
(818) 677-5898

Classroom Support
(818) 677-1500

Request Assistance

Follow @csunhelpcenter

Virtual Phone / Call Communicator Request

Complete this form to request access to a virtual phone / call communicator set-up. This "soft phone" can be used from off campus to answer calls coming into your assigned line.

Note: This software only works on machines running Windows.

* Indicates a required field.

First Name: * [   ]

Last Name: * [   ]

Department Name: * [   ]

Phone Extension: * [   ]
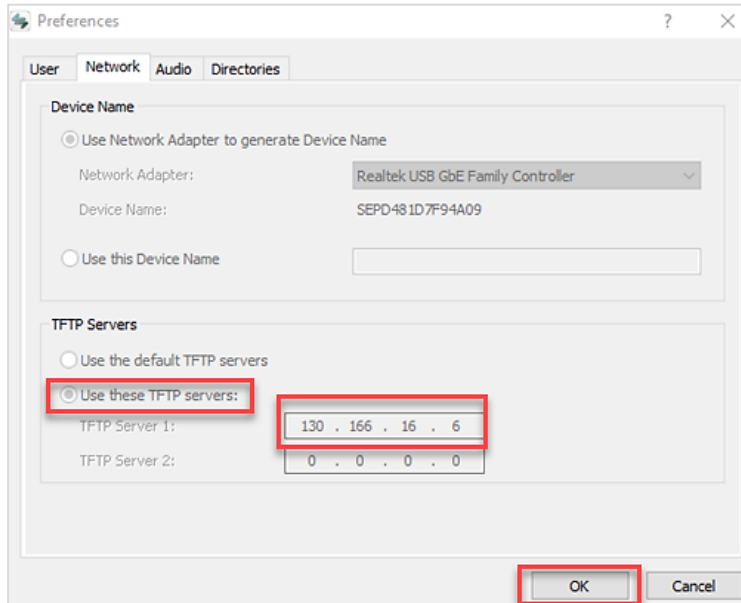
Computer Name (if a CSUN owned device): [   ]

MAC Address for your Windows Device: * [   ]

How to Find the MAC Address in Windows 10 (.pdf)

Are you an employee for one of the on-campus call centers? * ○ Yes ○ No

[Submit]

24. Under **TFTP Servers**, make sure that 'Use these TFTP servers' is selected and 'TFTP Server 1':
    is 130.166.16.6

25. Select **OK**.

26. You must log in to the CSUN domain using **GlobalConnect VPN**, before you start using the virtual phone/softphone.

27. Once you have installed, configured and connected to CSUN via VPN, your Cisco IP Communicator will register and be available for use. It will look and behave as your desk phone.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, First Floor, Learning Commons).