

INSTALLING CISCO VIRTUAL PHONE SOFTWARE - QUICK GUIDE

INTRODUCTION

CISCO Virtual Phone software can be used to install a virtual phone on your Windows machine. 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

The virtual phone works best with a USB headset/mic combination. If you do not have a headset to use, as long as your machine has a microphone and speakers, you will be able to use the virtual phone.

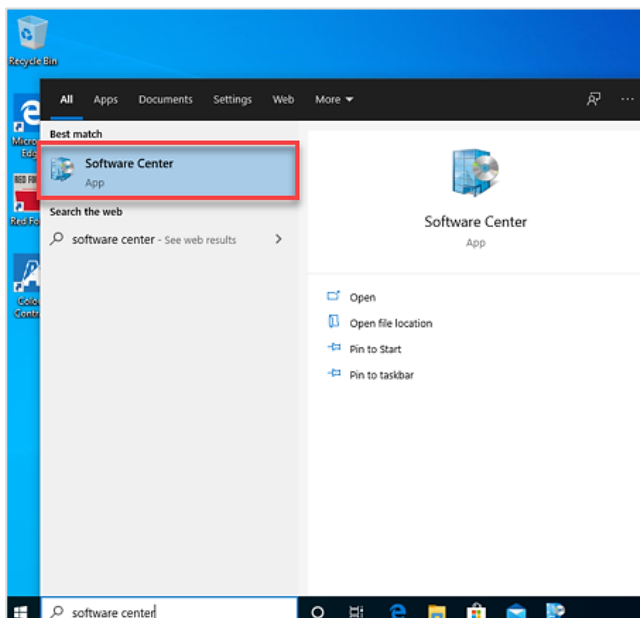
Note: the sound may not be ideal if you are working from a room with a lot of background noise.

Request Virtual Phone Software

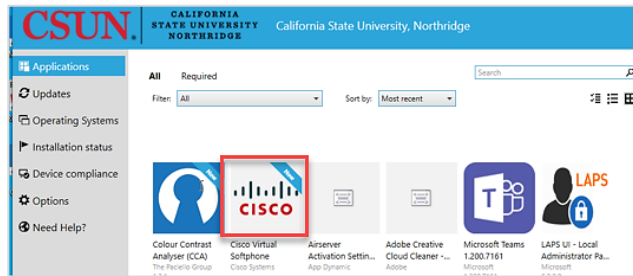
In order for a user to access this software, users must request a virtual phone through the [Virtual Phone / Call Communicator](#) request form. The IT Help Center will determine if this request can be granted and if so, the software will be added to your Windows **Software Center** for you to install.

INSTALLING THE CISCO VIRTUAL PHONE SOFTWARE

1. Once your request is approved, go to the **Software Center**. To locate the software center for your Windows machine, type “software center” in your Windows search bar, and then select the **Software Center** app.

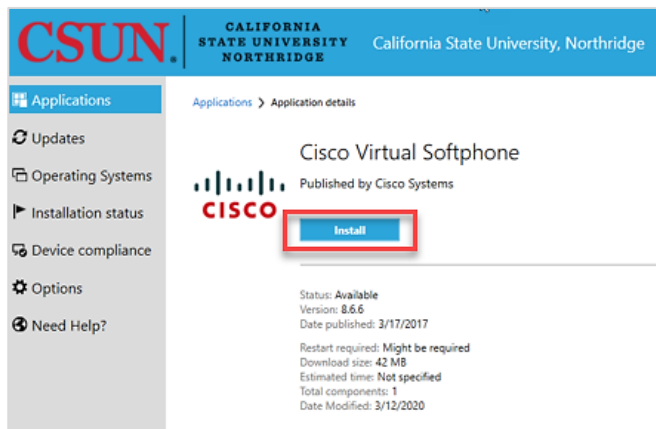


2. From the software center, select **Cisco Virtual Softphone** to install the software.

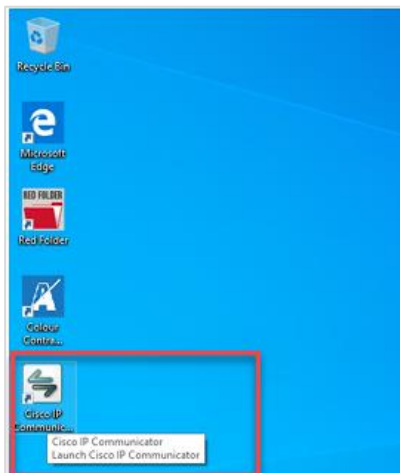


3. Select the **Install** button to proceed with the installation.

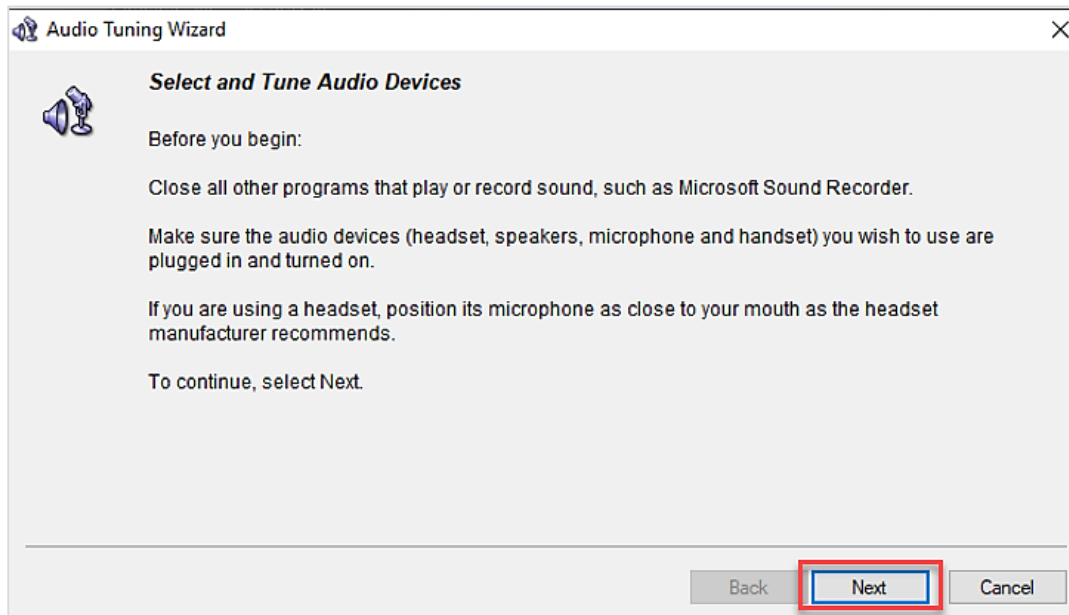
WARNING: Your computer will automatically restart during the installation.



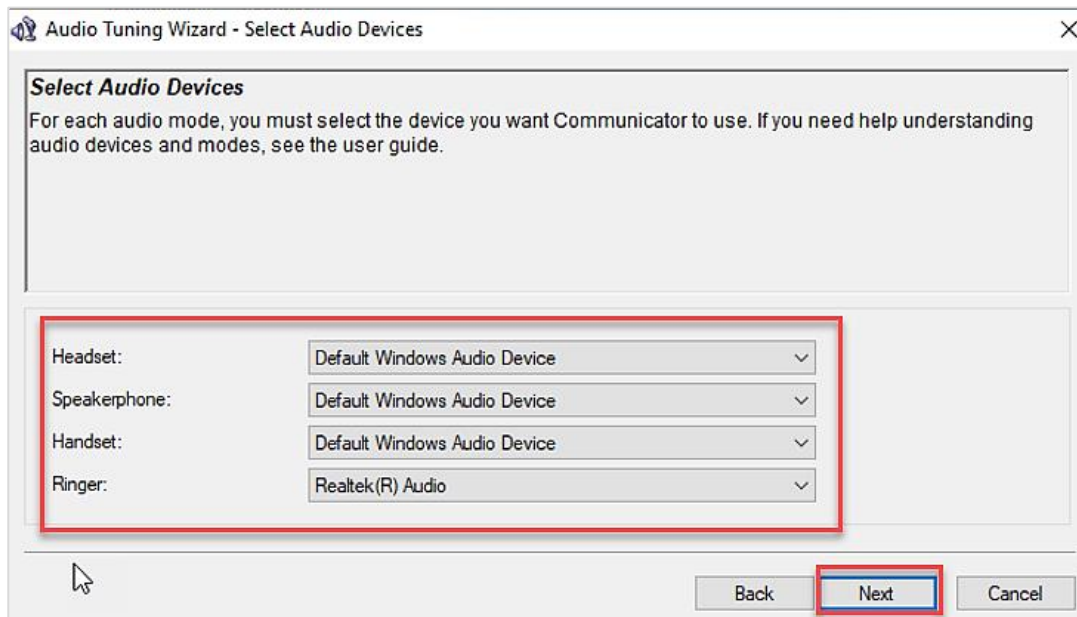
4. Once installed, there will be an icon on the computer called **Cisco IP Communicator**.



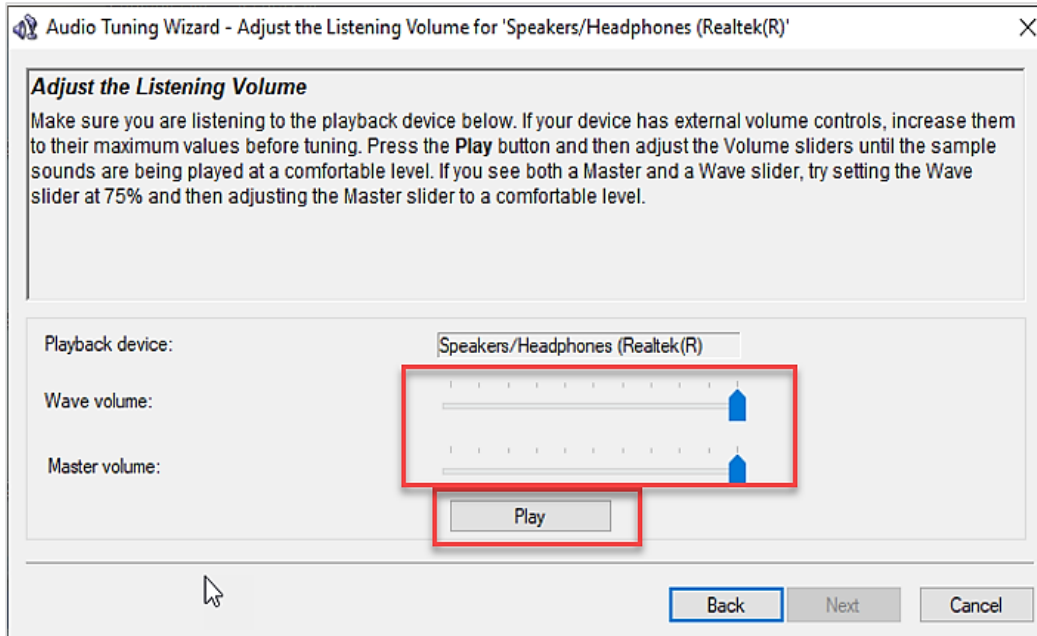
5. Select the **Cisco IP Communicator** icon to start the application. You will be required to configure your sound card and microphone settings for the first time. To begin the configuration process, select the **Next** button.



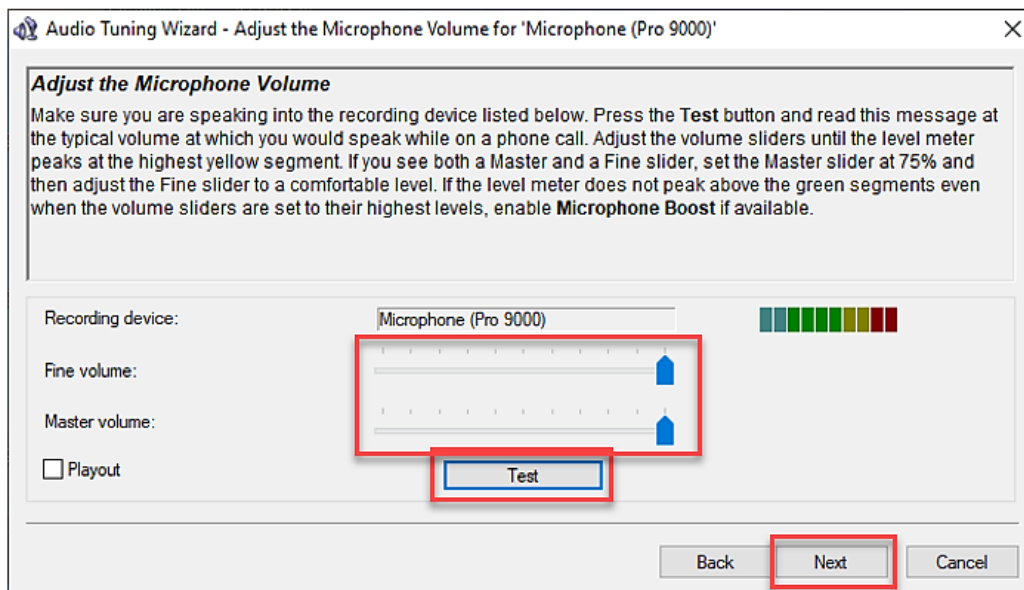
6. Select your audio devices from the drop-down list. If you are unsure what devices you have on your computer, you can accept the defaults and select the **Next** button.



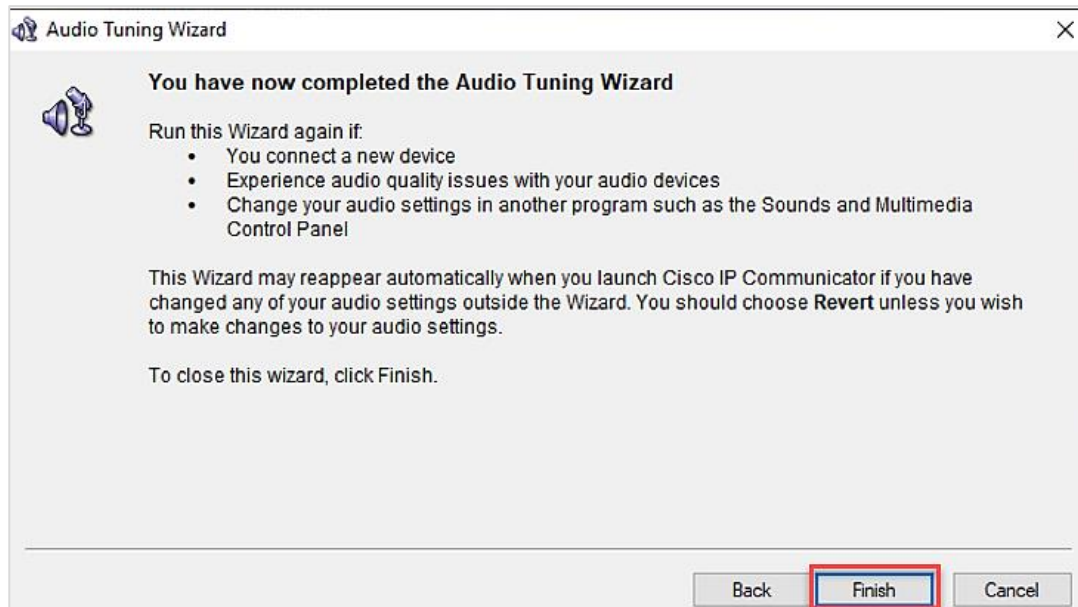
7. Adjust the listening volume on your playback device by moving the sliders. Select **Play** to test the volume.



8. Adjust your microphone volumes by moving the sliders. Select **Test** to test the volume.



9. Once you have adjusted your playback device and microphone volume settings, select the **Finish** button.



10. After the setup is complete, the application will start with an image of a phone on your desktop. Use it, as you would the phone in your office. Use your mouse/cursor to click on the buttons, etc.



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).