

## ***Softphone Client (Cisco IP Communicator) Installation and Configuration Instructions:***

If you need assistance with installing the softphone client (Cisco IP Communicator) on your Windows based system please contact your departmental REACH member for assistance. Visit this page if you need help finding your department's REACH member:

<http://www.uic.edu/depts/acc/reach/>

1. Disable your wireless card before proceeding to step 2. If you are using a software firewall such as ZoneAlarm, Windows Firewall, etc you will be prompted to allow the IP Communicator software network access. Depending on your firewall please click **Yes** or **Allow** for any prompts that you receive regarding network access for the Softphone client (Cisco IP Communicator).
2. Start the installation by double clicking on the file CiscoIPCommunicatorSetup.msi that you downloaded.
3. Click **Next**, read the end user license agreement. If you agree to the terms click on **I accept the terms in the license agreement** and then click **Next** twice.
4. Click **Install**. After the installation has completed click **Finish**. Click **No** when prompted if you would like to restart.
5. Connect your USB headset, microphone/speakers at this time.
6. Double click on the Cisco IP Communicator shortcut on your desktop. This will start the Audio Tuning Wizard. Click **Next** twice followed by **Play**, **Next**, **Text** and then **Next**. After clicking on 'Finish' the Cisco softphone should appear on your display.
7. Right click anywhere on the Cisco softphone client and click **Preferences**. Click on the **Network** tab, under **Device Name – Use Network Adapter to generate Device Name** and choose the network card (wired LAN or wireless LAN) that you will be using when using the Cisco softphone client. This step must be done every time you change your network connection.
8. In the same window, **Network** tab, under **TFTP Servers** click on **Use these TFTP servers** and add the following IP addresses: 128.248.1.162 and 128.248.1.163. Click **OK**. (If option is greyed out try running as administrator.
9. Close any open programs (web browser, email client, etc) and save any open files (Microsoft Word, Excel, etc) and restart your system.
10. After your system has restarted re-enable your wireless LAN (WLAN) card if necessary.
11. You can now use the Softphone client on your system.