



Frequently Asked Questions



Frequently Asked Questions for Cisco IP Communicator

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Frequently Asked Questions

Getting Started

Q. What is Cisco IP Communicator?

A. Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco Unified IP Phone, allowing you to place, receive, and otherwise handle calls from any location where you can connect to the corporate network. For example, if you are on a business trip, you can use your IP Communicator to receive calls and check voice messages while you are online. Or, if you are working from home, coworkers can reach you by dialing your work number.

Cisco IP Communicator works like a traditional telephone, allowing you to place and receive phone calls, put calls on hold, speed-dial numbers, transfer calls, and so on. IP Communicator also supports special telephony features (such as Call Park and Meet-Me conferencing) that can extend and customize your call-handling capabilities. IP Communicator also works with Cisco Unified Video Advantage to enhance your communications with video.

The operation of your IP Communicator and the features available to you may vary, depending on the call processing agent used by your company and the configuration of your phone system. Contact your support desk or system administrator for more information.

Q. What are the features of Cisco IP Communicator?

A. In addition to call-handling features, Cisco IP Communicator includes:

- Audio Tuning wizard
- Quick Search directory dialing
- Easy access to your Cisco Unified CM User Options web pages and phone services
- Comprehensive online help system
- Changing the appearance of IP Communicator
- Drag-and-drop dialing
- Cut-and-paste dialing
- Pop-up incoming call notification
- Alphanumeric dialing
- Keyboard shortcuts
- Video support with Cisco Unified Video Advantage Release 2.1.1

Q. How can I change the settings on my IP Communicator?

A. You can change your IP Communicator settings in the following places.

- Most settings are accessible by choosing **Preferences** from the menu. You access the menu from the menu icon in the window control button bar, by right-clicking anywhere on the interface, or by pressing **Shift + F10**.
- Ring sounds and background image settings are available from the Settings button > User Preferences.
- Some settings are accessed online from your User Options web pages.

User Interface Tour



1	Phone screen	Allows you to view call status and feature menus, and activate items.
2	Window control buttons	Allows you to view the menu, hide Cisco IP Communicator, toggle between skins, or exit the application.
3	Programmable buttons	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the Busy Line Field (BLF) speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy, Hold, or Transfer button)

		<p>Buttons light up to indicate status:</p> <ul style="list-style-type: none"> • Green, steady-Active call or two-way intercom call • Green, flashing-Held call • Amber, steady-Privacy in use, one-way intercom call, or Do Not Disturb (DND) active • Amber, flashing-Incoming call or reverting call • Red, steady-Remote line in use (shared line or BLF status) <p>You can convert extra line buttons into speed-dial buttons.</p>
4	Messages button	Auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.)
5	Directories button	Opens or closes the Directories menu, allowing you to 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.
6	Help button	Activates the Help menu. (Ctrl + I is the keyboard shortcut.)
7	Settings button	Opens or closes the Settings menu. Use it to change touchscreen and ring settings.(Ctrl + S is the keyboard shortcut.)
8	Services button	Opens or closes the Services menu. (Ctrl + R 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 the speakerphone on or off. When the speakerphone is on, the button is lit. (Ctrl + P is the keyboard shortcut.)
11	Mute button	Toggles the Mute feature on or off. When the feature is on the button is lit. (Ctrl + T is the keyboard shortcut.)
12	Headset button	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.)
13	Navigation button	Allows you to scroll through menus and highlight items. Use with softkeys to activate highlighted items. Also, while the Cisco IP Communicator is on-hook, click the Navigation button to access phone numbers from your Placed Calls log.
14	Cisco Unified Video Advantage button	Launches Cisco Unified Video Advantage. You must be running Cisco Unified Video Advantage Release 2.1.1 and Cisco IP Communicator on the same PC to use this feature.
15	Keypad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
16	Softkey buttons	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 to F6 are the keyboard shortcuts.)
17	Voice message and ring indicator	Indicates an incoming call and new voice message.

Answering Calls

Q. How do I answer a call?

A. You can answer a call by using the following methods if they are available at your workstation:

- Answer with a USB handset
- Answer with a headset
- Answer with the speakerphone
- Press a hotkey
- Switch from a connected call to answer a new call
- Send a call to a voice message system
- Use AutoAnswer
- Answer a priority call (Skinny Client Control Protocol (SCCP) phones only)
- Answer a call on your mobile phone or other remote destination

Q. How do I answer calls automatically?

A. When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You might use AutoAnswer if you receive a high volume of incoming calls.



Note AutoAnswer is disabled when the Do Not Disturb feature is active.

Q. How do I answer calls using a hotkey?

A. You can enable this optional feature by clicking the "Enable answer hotkey" checkbox in the User Preferences screen. Your system administrator will determine which hotkey to use.

Q. How do I answer a call that is waiting?

A. Press **Answer**.

Q. How do I use my phone to answer a call that is ringing elsewhere?

A. Click an available line button and **PickUp**. The call now rings on your line.

Q. How do I put calls on hold?

A. Press **Hold** to place a call on hold. To resume the call, highlight it and press **Resume**.

When you put a call on hold, the Hold icon appears on the right in the call information area and the corresponding line button flashes green. When you place a call on hold with a shared line, the line button flashes green and the phone displays the Local Hold icon. When another phone places a call on hold, the line button flashes red and the phone displays the Remote Hold icon .

Q. How do I park a call?

A. During a call, click **Park** (you might need to click the **more** softkey first). This prompts IP Communicator to store the call. Note the call park number displayed on the phone screen and hang up.

Q. How do I retrieve a parked call?

A. Enter the call park number from any Cisco IP Communicator or IP Phone in your network to connect to the call.

Q. How do I mute a call?

A. Press **Mute**.

Q. How do I switch calls?

A. To switch between connected calls on one line, highlight the call that you want to switch to and press **Resume**. The active call is placed on hold and the selected call resumes.

To switch between connected calls on different lines, press the green blinking line button for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press **Resume**.

Press **Answer** to switch from a connected call to answer a ringing call. Any active call is placed on hold and the selected call resumes.

Q. How do I transfer a call to another number?

A. 1 From an active call, press **Transfer**.

2 Enter the target number.

3 If you want to speak to the transfer recipient first, wait for them to answer. Otherwise, press **Transfer** again to complete the transfer or press **EndCall** to cancel.



Note If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Q. How do I transfer a call to a voice messaging system?

A. Press **iDivert**.

Q. How do I transfer two calls to connect with each other, without staying on the line?

A. 1 Scroll to highlight any call on the line.

2 Press **Select**.

3 Scroll to highlight the second call and press **Select**.

4 With one of the selected calls highlighted, press **DirTrfr** (Direct Transfer). The two calls connect to each other and drop you from the call.



Note If you want to stay on the line with the callers, use **Join** instead.

Q. How do I forward a call?

A. You can use call forwarding features to redirect incoming calls from your phone to another number.

Your system administrator determines which call forwarding features are available to you:

- Unconditional call forwarding (Call Forward All); applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage).

Q. How do I turn off call notifications?

A. You can use the Do Not Disturb (DND) feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls. Your system administrator enables DND for your phone.

Press **DND** to toggle DND on and off. When DND is active, "Do Not Disturb is active" is displayed on the phone, the DND icon lights, and the ring tone is turned off.

Q. How do I end a call?

A. Hang up or press **EndCall**.

Placing Calls

Q. How do I dial a call with IP Communicator?

A. To place a call using a USB handset, pick up the handset and enter a number.

To place a call using the speakerphone, press **Speaker** and enter a number.

To place a call using a headset, press **Headset** and enter a number. Or, if **Headset** is lit, press **New Call** and enter a number.

You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, and then go off-hook by lifting the USB handset, tapping the number on the touchscreen, or pressing **Dial**, **Speaker**, or **Headset**.

When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number that is displayed with Auto Dial, press the number, or scroll to it and go off-hook.

Q. How do I redial a number?

A. Press **Redial** to dial the last number that you dialed, or press the **Navigation** button (with the phone idle) to see your Placed Calls.

Q. How do I use my computer as a speakerphone?

A. Make sure that the **Speaker** button is lit so that Cisco IP Communicator operates in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking the Speaker button or by entering the keyboard shortcut Ctrl + P.

By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call (such as using a speed-dial button or a softkey) automatically trigger speakerphone mode.

If you have an analog headset plugged in to the computer, you cannot hear audio through the computer speakers in speakerphone mode.

Q. How do I switch to the speakerphone during a call?

A. Click the **Speaker** button or the keyboard shortcut Ctrl + P. If you were using a USB handset before switching, hang it up.

Q. How do I use my computer speakers as a ringer for calls?

A. Make sure that your sound card is assigned to the ringer mode and that you have not muted the computer speaker. If you plug an analog headset into your computer, the ringer is audible only from the headset speakers.

Q. How can I use AutoAnswer in speakerphone mode?

A. Click the **Speaker** button to place, answer, and end calls, to 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.

Q. How do I place another call on the same line while a call is active?

- A. 1** Press **Hold**.
- 2** Press **New Call**.
- 3** Enter a number.

Q. How do I place another call on another line while a call is active?

- A. 1** Press a line button for a new line. The first call is automatically placed on hold.
- 2** Enter a number.

Q. How do I speed dial a number?

- A.**
- Click a speed-dial button before or after going off-hook.
 - Enter a speed dial index number (1-99 on the keypad) while on-hook, and click **AbbrDial** if you have Abbreviated Dialing set up in your User Options.
 - Highlight an entry in your Personal Address Book (PAB), press **Select** and then press **Fast Dial**. You must have Fast Dial configured for your PAB.

Q. How do I dial from a call log?

A. Choose **Missed Calls**, **Received Calls**, or **Placed Calls** and tap the listing on the touchscreen.

Q. How do I dial from a corporate directory?

- A. 1** Choose **Corporate Directory** (its name may vary).
- 2** Enter a name and press **Search**.
- 3** Highlight a listing and go off-hook.

To dial from a corporate directory on your personal computer using Cisco WebDialer:

- 1** Open a web browser and go to a WebDialer-enabled corporate directory.
- 2** Click the number that you want to dial.

Q. How do I dial from a Personal Address Book (PAB)?

A. Choose > **Personal Directory** to sign in. Choose Personal Address Book and search for a listing.

Q. Can I use IP Communicator with my mobile phone?

A. Perform the following steps to make a call from a mobile phone using Mobile Voice Access:

- 1 Obtain your Mobile Voice Access number and PIN from your system administrator.
- 2 Dial your assigned Mobile Voice Access number.
- 3 Enter your mobile phone number (if requested) and PIN.
- 4 Press 1 to make a call to an enterprise IP phone.
- 5 Dial a desktop phone number other than your desktop phone number.

Q. How do I place an intercom call?

A. If the intercom target is preconfigured, press an intercom target line and begin speaking after you hear the intercom-alert tone.

For other targets, press an intercom line. Enter the intercom target number or press a speed-dial number for your target. After you hear the intercom-alert tone, begin speaking.

Q. How do I receive an intercom call?

A. When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.
- Talk to the caller by pressing the active intercom line.
- Highlight the intercom call and press **End Call**.

Q. How do I place a video call?

A. To make a video call, you must meet these criteria:

- You must have Cisco Unified Video Advantage installed on your system.
- Your system must support Skinny Call Control Protocol (SCCP).
- Cisco IP Communicator must be enabled for video calls on the call-processing server. After video calls are enabled, your Cisco IP Communicator displays the video camera icon in the lower right corner of the of the phone screen.
- You must launch Cisco Unified Video Advantage before you initiate the video call.
- The person you call must also meet these same criteria and use a device that is a video endpoint.

To enable your phone for video calls, contact your system administrator for assistance and see the Cisco Unified Video Advantage User Guide: http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html

Conference Calls

Q. How do I create a conference call?

- A. 1 From a connected call, press **Confrn** (Conference). (You may need to press the **more** softkey.)
- 2 Enter the participant's phone number.
- 3 Wait for the call to connect.
- 4 Press **Confrn** again to add the participant to your call.

Repeat these steps to add additional participants.



Note Your system administrator determines whether anyone other than the conference initiator can add or remove participants.

Q. How can I see a list of conference participants?

A. Press **ConfList** (Conference List).

Participants are listed in the order in which they join the conference with the most recent additions at the top. The initiator of the conference is always listed at the bottom, with an asterisk(*) next to his or her name.

Press **Update** to refresh the list of conference participants.

Q. How do I remove a participant from a conference?

A. While you are viewing the conference list, highlight the participant's name and press **Remove**.

To drop the last participant that you added to the conference, press **RMLstC** (Remove Last Participant) while viewing the conference list.

Q. How do I verify that a conference call is secure?

A. Look for the Authenticated Call or Encrypted Call icon after "Conference" on the phone screen.

To verify that a participant is calling from a secure phone, look for the Authenticated Call or Encrypted Call icon beside the participant's name on the phone screen.

Q. How do I join calls to create a conference?

A. If the calls are on a single phone line:

- 1 From an active call, highlight another call that you want to include in the conference and press **Select**.
- 2 Repeat Step 1 for each call that you want to add.
- 3 Press **Join**. (You may need to press the **more** softkey to see **Join**.)

If the calls are on multiple phone lines:

- 1 From an active call, press **Join**. (You may need to press the **more** softkey to see **Join**.)
- 2 Press the green flashing line button for the call(s) that you want to include in the conference.
- 3 One of the following occurs:
 - The calls are joined.
 - A window opens on your phone screen prompting you to select the call(s) that you want to join. Highlight the call(s) and press **Select**, and then press **Join** to complete the action.



Note If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.

Q. How do I use Barge to create a conference?

A. Press the line button for the shared line. In some cases, you must highlight the call and press **cBarge** to complete the action.

Q. How do I start a Meet-Me conference?

- A. 1** Obtain a Meet-Me phone number from your system administrator.
- 2** Distribute the number to participants.
- 3** When you are ready to start the meeting, go off-hook to get a dial tone, and then press **MeetMe**.
- 4** Dial the Meet-Me conference number.
- 5** Participants can now join the conference by dialing in.



Note Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.

Q. How do I join a Meet-Me conference?

A. Dial the Meet-Me conference number (provided by the conference initiator).



Note You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.

Q. How do I end a Meet-Me conference?

A. All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Messaging

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Message Indicators

Icon	Call or line state	Description
	On-hook line	No call activity on this line. If you are dialing on-hook (predial), the call is not in progress until you go off-hook.

	Off-hook line	You are actively dialing a number, or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put this call on hold.
	Remote-in-use	Another phone that shares your line has a connected call.
	Authenticated call	The connected call is secured.
	Encrypted call	The connected call is encrypted. Encrypted calls are also authenticated.
	Idle line (BLF)	A Busy Lamp Field indicating that the line is idle.
	Busy line (BLF)	A Busy Lamp Field indicating that the line is busy.
	Line in Do Not Disturb (BLF)	A Busy Lamp Field indicating that the line is set to Do Not Disturb.
	Idle Intercom line	The intercom line is not in use.
	One-way intercom call	The intercom line is sending or receiving one-way audio.
	Two-way intercom call	The call recipient pressed the intercom line to activate two-way audio with the caller.

Voice Messaging

Q. How do I set up my voice messaging service?

A. Click the **Messages** button and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.

Q. How do I check for new voice messages?

A. There are audible and visible indicators for new voice messages:

Visible indicators:

- An indicator light on your handset. (This indicator can vary.)
- A flashing envelope icon and text message on your phone screen.



Note The indicator light and Message Waiting icon are displayed only when you have a message on your primary line, even if you receive voice messages on other lines.

Audible indicator:

- A stutter tone from your headset or speaker when you place a call. The stutter tone is line-specific. You hear it only when using the line with the waiting message.

Q. How do I listen to my voice messages or access the voice messages menu?

A. Click the **Messages** button. Depending on your voice message service, doing so either autodial the message service or provides a menu on your phone screen.

Q. How do I send a call to my voice messaging system?

A. Click **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers hear your voice message greeting and can leave you a message.

Q. How do I change the voice message indicator settings?

- A. 1** Right-click and select **Cisco Unified CM User Options** from the menu.
- 2** Sign in to your Cisco Unified CM User Options web pages.
- 3** Select your device.
- 4** Click **Line Settings**, and then make changes to the Message Waiting Lamp section. Typically, the default policy is to light the indicator when you receive a new voice message.

Audio Devices and Settings

Q. What is the Audio Tuning wizard?

A. The Audio Tuning wizard guides you through the process of selecting and tuning installed audio devices. The Audio Tuning wizard automatically appears the first time that you launch Cisco IP Communicator after installation.

Before you use the Audio Tuning wizard to tune an audio device that has its own volume adjuster, such as a headset with inline volume controls, increase the device volume level to the highest setting.

The Audio Tuning wizard gives you the opportunity to select audio devices for audio modes or to use the default Windows audio device.

Tuning a device is a different task from changing the volume setting for a call. Ideally, you tune each device only once and retune only if you encounter voice quality issues.

Q. The Check Audio Settings window has appeared. What do I do?

A. Choose one of these buttons:

- **Revert** - to re-instate previous settings for this audio device
- **Tune** - to retune this device
- **Skip** - to maintain modified settings (for example, to keep the sound card muted)

The Check Audio Settings window appears on subsequent launches if you modified (or muted) the volume for a device since you last tuned it. For example, if you muted your computer sound card or changed the volume controls on a USB headset or USB handset.

Q. What are audio modes?

A. You must assign one of the following audio modes to each audio device that you plan to use with Cisco IP Communicator:

- Headset mode
- Speakerphone mode
- Handset mode
- Ringer mode

Audio mode selection tells Cisco IP Communicator which audio devices you want to use for audio input and output.

By default, Cisco IP Communicator selects one audio device for all of your audio modes and for the ringer. This device could be a sound card, for example. If you have multiple audio devices available, you have additional configuration options. For example, if you have a USB headset, you can select it for headset mode and activate it by clicking the Headset button.

You can maintain the default configuration or customize it. If you choose to customize the configuration, follow these recommendations:

- If you use a USB headset, assign it to headset mode.
- If you use an external USB speakerphone, assign it to speakerphone mode.
- If you use a USB handset, assign it to handset mode.
- If you use an analog headset, assign the computer sound card to headset mode.
- If you do not have an external speakerphone device, select the computer sound card for speakerphone mode.
- Assign the ringer to the device that you want to alert you when you receive a call. Be aware, however, that if you assign the ringer to a sound card and plug an analog headset into your computer, you cannot hear the ringer unless you are wearing the headset.

Q. How do I use a headset with IP Communicator?

A. Click the unlit **Headset** button. Doing this activates the device you selected for this mode.

If you want headset mode to be the default mode instead, click the unlit Headset button and click **EndCall**.

Headset mode acts as the default audio mode as long as the Headset button remains lit (unless you have a USB headset enabled).

Q. How do I use a handset with IP Communicator?

A. Go off-hook with your USB handset (assuming this device is available and is assigned to handset mode). The method you use to take a USB handset off-hook depends on how the handset is designed. You might need to press a hook-switch or an on button.

Q. How do I use my IP Communicator as a speakerphone?

A. Click the **Speaker** button. Doing this activates the device you selected for this mode.

By default, speakerphone mode is activated when you click softkeys, line buttons, and speed-dial buttons (unless you have a USB handset enabled).

Q. How do I activate the ringer?

A. The ringer becomes active when you receive an incoming call.

Q. How do I adjust the volume on my IP Communicator?

A. To adjust the volume level during a call, click the **Volume** button, or click the **Page Up/Page Down** keys on your keyboard during a call or after you hear a dial tone. Click **Save** to preserve the new volume as the default level for the currently active audio mode.

To adjust the volume level for the ringer, click the **Volume** button while Cisco IP Communicator is on-hook (no calls or dial tone are active). The new ringer volume is automatically saved.

Q. How do I change the ringtone for a line?

- A. 1** Click the **Settings** button and select **User Preferences > Rings**.
- 2** Choose a phone line or the default ring setting.
- 3** Choose a ring tone to play a sample of it.
- 4** Press **Select** and then press **Save** to set the ring tone, or press **Cancel**.

Q. How do I change the ring pattern?

- A. 1** Right-click and select **Cisco Unified CM User Options** from the menu.
- 2** Sign in to your Cisco Unified CM User Options web pages.
- 3** Select your device.
- 4** Click **Line Settings**, and then make selections from the Ring Settings section.

Audio Troubleshooting

If the problem is related to volume, first try to adjust the volume by clicking the **Volume** button on Cisco IP Communicator.

Try to determine if the source of the problem lies with your IP Communicator or with the remote phone by calling additional parties. If you suspect that the problem lies with the other phone, adjust the volume on IP Communicator, but avoid modifying settings through the Audio Tuning wizard because these modifications might not be broadly applicable.

Your system administrator might ask you to enable logging to capture detailed information for troubleshooting purposes.

If you are having trouble with volume levels, follow these guidelines:

- In the Audio Tuning wizard, adjust the master volume slider first. Because this setting affects all applications that play sound, test the setting against other applications (such as Microsoft Windows Media Player and RealPlayer) to ensure that volume levels are appropriate.
- In the Audio Tuning wizard, adjust the wave volume slider to a comfortable level for phone calls after adjusting the master volume.

If you changed the volume settings from Microsoft Windows, run the Audio Tuning wizard again (according to these guidelines) to retune the master and wave volume settings.

Q. The other party sounds too loud.

A. Try to adjust the volume by clicking the **Volume** button.

Launch the Audio Tuning wizard, and adjust the speaker volume for the current audio device.

Q. The other party reports that you sound too loud.

A. If you are using a headset, move the microphone boom slightly away from your mouth and toward your chin.

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, from the Audio Tuning wizard, disable the Microphone Boost feature, if it is enabled for that device.

Q. The other party sounds too quiet.

A. Try to adjust the volume by clicking the **Volume** button.

Launch the Audio Tuning wizard, and adjust the speaker volume for the current audio device.

Q. The other party reports that you sound too quiet.

A. If you are using a headset, make sure that IP Communicator is operating in headset mode and not in speakerphone mode. Headset mode is operating if the Headset button 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 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.

Q. The other party sounds muffled.

A. If you are using IP Communicator remotely, enable Optimize for Low Bandwidth (right-click and select **Preferences**, then click the **Audio** tab).

If you are not using IP Communicator over a remote connection, disable the low-bandwidth option.

Ask the other party to decrease the microphone volume, if possible.

Q. The other party reports that you sound muffled.

A. Launch the Audio Tuning wizard, and adjust the microphone volume for the current audio device.

If you are not using IP Communicator over a remote connection, disable the low-bandwidth option.

Q. The other party sounds distant or unnatural.

A. If you are using a headset, make sure that IP Communicator is operating in headset mode and not in speakerphone mode. (The Headset button should be lit.)

Q. The other party reports that you sound distant or unnatural.

A. Enable Optimize for Low Bandwidth (right-click and select **Preferences**, then click the **Audio** tab).

Q. The voice of the other party is disrupted by unintended silences or sounds jittery.

A. Try the following measures:

- Close any unnecessary applications. Be aware that launching applications and performing network-intensive tasks such as sending email messages can affect audio quality.
- Verify that you are not on speakerphone.

- Try choosing a different audio setting; right-click and select **Preferences**, click the **Audio** tab, and click the **Advanced** button.
- If you are using 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 (right-click and select **Preferences**, then click the **Audio** tab).
- Verify that your sound cards and audio drivers are correctly installed.



Note You might hear occasional pops, clicks, or broken audio when the network experiences congestion or data traffic problems.

Q. Background noise is making it difficult to hear the voice of the speaker.

A. Try the following measures:

- Ask the speaker to move to a quieter location.
- Enable noise suppression or increase the noise suppression aggressiveness level (right-click and select **Preferences**, click the **Audio** tab, and click the **Advanced** button). Noise suppression is applied to the microphone (input device) to prevent the transmission of noise to the remote end.
- If you are in a conference call, ask other participants to mute their phones if they are not speaking.

Q. You hear echo.

A. Try the following measures:

- Ask the other party to decrease the microphone or speaker volume, if possible.
- If the other party is using Cisco IP Communicator as a speakerphone, ask him or her to make sure that the Speaker button is lit.
- Make sure that your sound card is not feeding back audio from the speaker to the microphone. Follow these steps:

- 1 Adjust the volume (**Control Panel > Sounds and Multimedia > Audio** tab).
- 2 Click the **Sound Playback Volume** button.
- 3 Choose **Options > Properties > Playback**, and make sure that all the check boxes in the lower part of the window are selected, and then click **OK**.

In the Volume Control window, make sure that Mute is selected for the Microphone column. Some sound devices have multiple microphone inputs (for example, internal and external) that can pick up sound from the speaker device and introduce feedback.

Q. The other party hears echo.

A. Try the following measures:

- Launch the Audio Tuning wizard, and reduce the microphone volume for the current audio device. Make sure that Microphone Boost is disabled. Then, confirm the new volume setting by calling another party.
- If you are using your computer as a speakerphone, keep the Speaker button lit.
- As a last resort, change your audio device.

- If you are using a laptop with no headset or USB handset, all three modes are mapped to the sound card, which causes all three modes to act like speakerphones. Put the device in speakerphone mode.

Q. The other party cannot hear you at all (but you can hear the other party).

A. Ensure that the following conditions have been met:

- You have not enabled Mute from controls on the headset wire or on the USB handset.
- Your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
- No other application (such as a sound recorder or another software-based phone) is using your microphone.

Q. The other party can hear you, but you cannot hear any audio.

A. Try the following measures:

- Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer.
- Check the volume and mute settings of the system sound devices through the Control Panel.
- Check the volume setting of IP Communicator (both the Volume button and the Audio Tuning wizard).

Q. Simultaneous speaking fails.

A. Make sure that you are using a full-duplex sound card.

Q. You cannot hear any audio, not even a dial tone.

A. 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.

If you still cannot hear anything, restart IP Communicator.

Q. Voice quality is degraded when you use IP Communicator while Windows is starting up.

A. Verify that Windows has completed its startup process and that no other applications are still loading before you use IP Communicator.

Q. Voice quality is degraded when your workstation's memory is low.

A. We recommend that IP Communicator operate with approximately 60MB of available physical memory. This amount is different from minimum required workstation memory as other applications will be consuming workstation memory. To reduce sound distortions based on low available RAM conditions, make sure that other applications- including the operating system-leave enough available memory for IP Communicator. If you are experiencing sound distortion, close some applications when you run IP Communicator or increase the RAM in your PC.

Q. Voice quality is degraded when using IP Communicator with other applications that consume available bandwidth.

A. Minimize the use of applications that consume large amounts of bandwidth (for examples, applications that transfer large files, send or receive video, or perform screen-sharing operations) while on an active call.

Q. Voice quality is degraded when you move your laptop.

- A. Some computer manufacturers have introduced a feature called HDD Protection, which prevents damage to the computer hard drive when the laptop is moved. This feature may also temporarily affect applications that are currently running on the workstation. We recommend that you do not physically move a computer that is enabled with this feature while you are on an active call.



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