

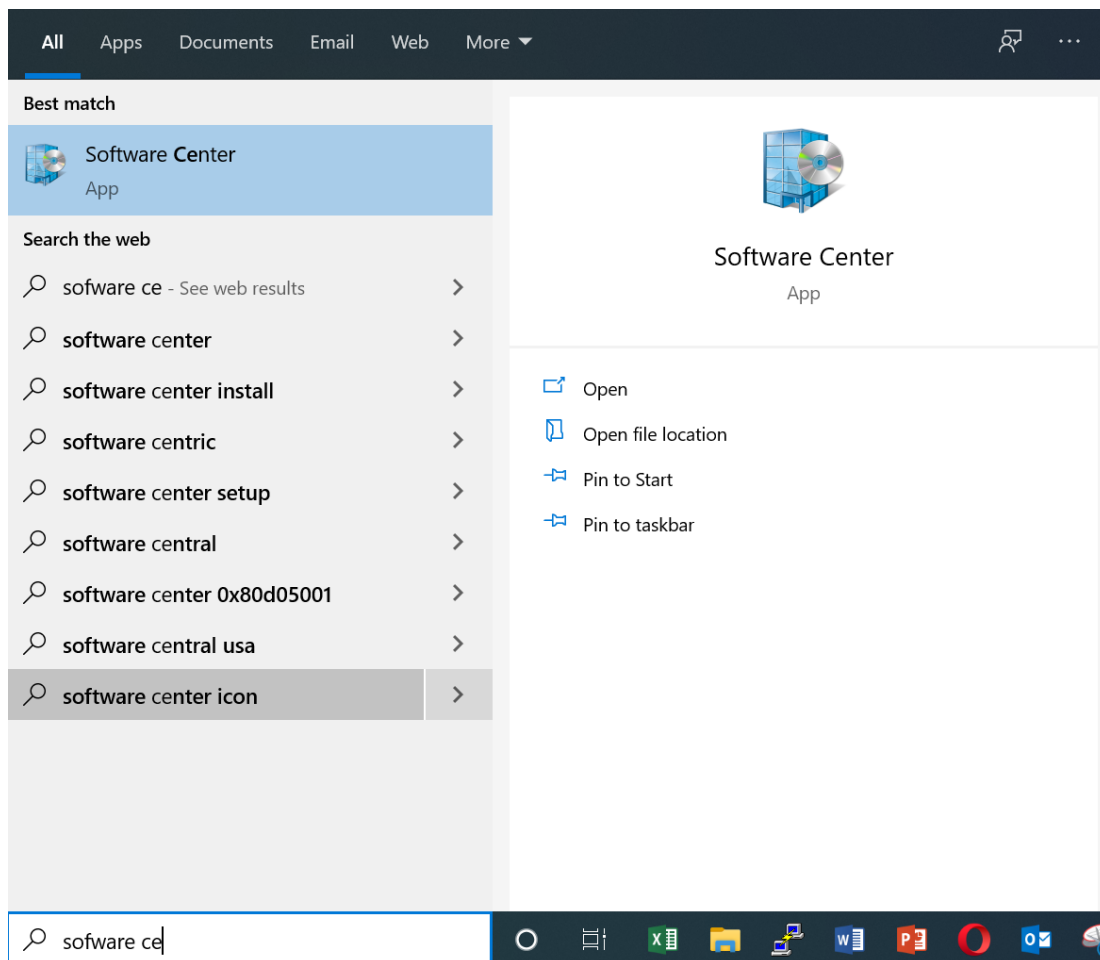
Installing Cisco IP Communicator

Cisco IP Communicator is only applicable to departments that have a Call Center.

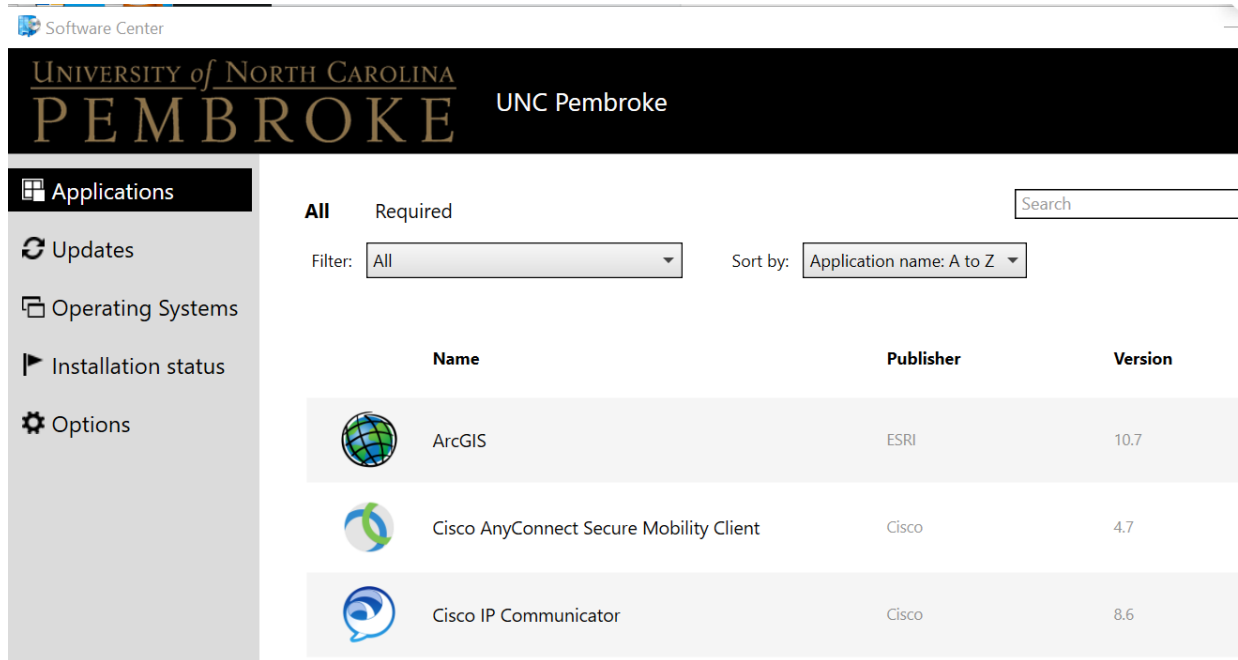
Cisco IP Communicator is a Windows PC based softphone application that allows you to use your personal computer or laptop to make premium voice and video calls using your UNC Pembroke campus telephone number.

***Please note that you must be logged into VPN to use Finesse and IP Communicator.**

1. In the search bar at the bottom of the windows screen, type Software Center.



- You will find Cisco IP Communicator in the list of Software. Click on Cisco IP Communicator, then click Install.



Software Center

UNIVERSITY of NORTH CAROLINA
PEMBROKE UNC Pembroke

Applications

Updates




Operating Systems

Installation status

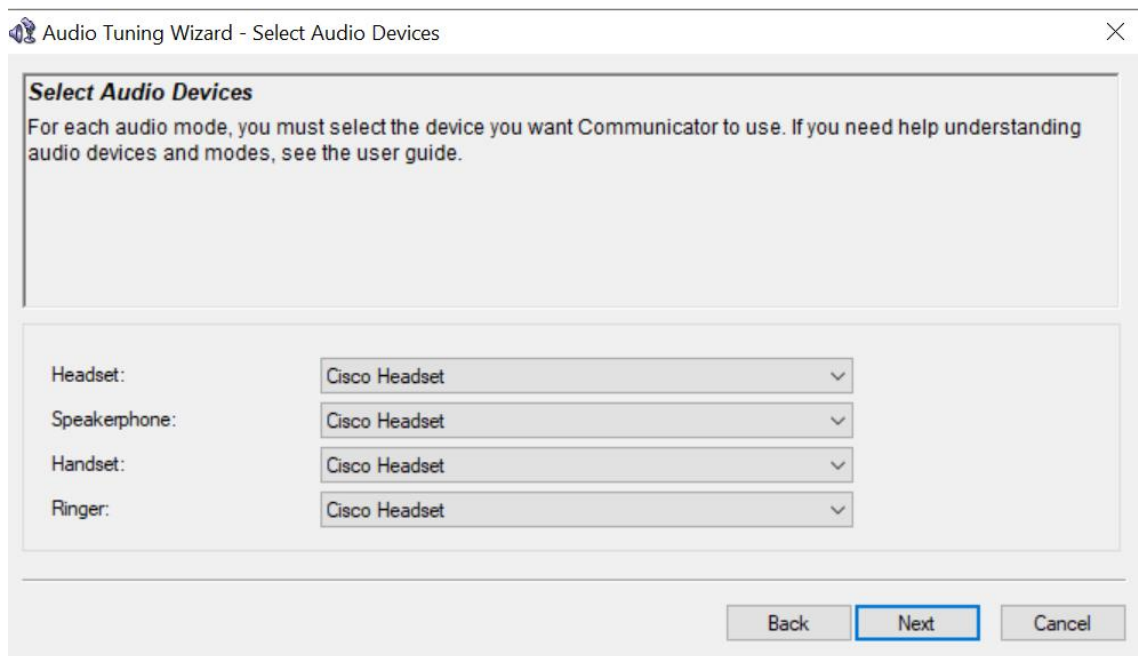
Options

All Required

Filter: All Sort by: Application name: A to Z

	Name	Publisher	Version
	ArcGIS	ESRI	10.7
	Cisco AnyConnect Secure Mobility Client	Cisco	4.7
	Cisco IP Communicator	Cisco	8.6

- After the install runs, it may prompt you to restart. Please do so.
- Double-click the icon to run IP Communicator.
- When the Audio Tuning Wizard window opens, click Next.
- Keep all default selections on the Select Audio Devices screen and click Next.



Audio Tuning Wizard - Select Audio Devices

Select Audio Devices

For each audio mode, you must select the device you want Communicator to use. If you need help understanding audio devices and modes, see the user guide.

Headset: Cisco Headset

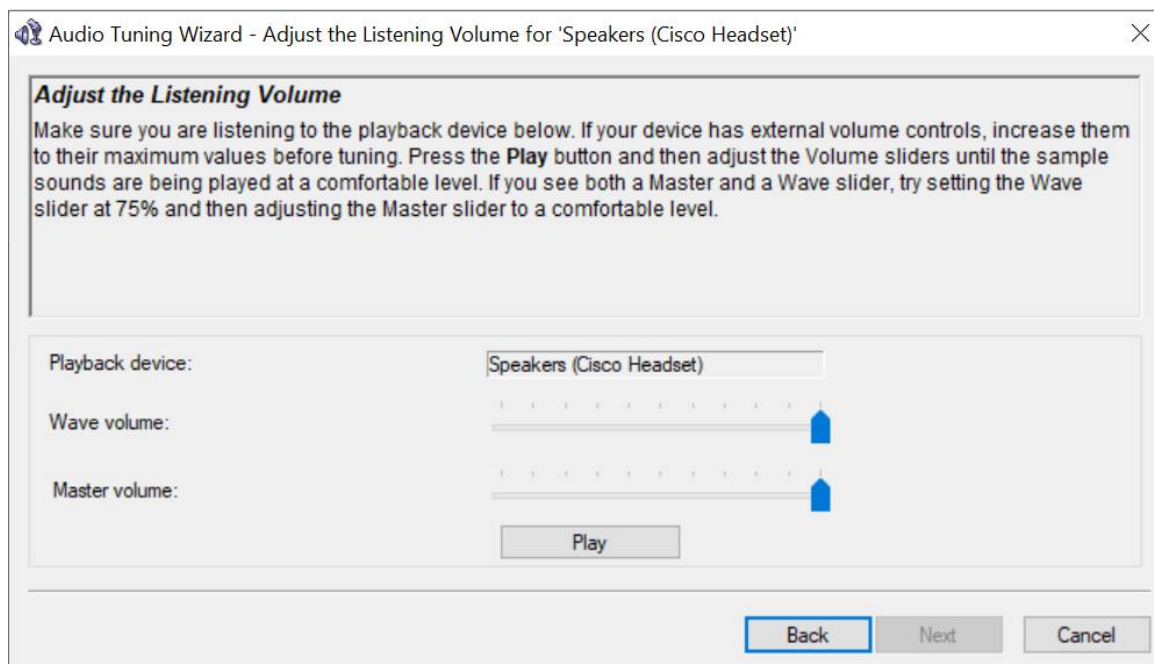
Speakerphone: Cisco Headset

Handset: Cisco Headset

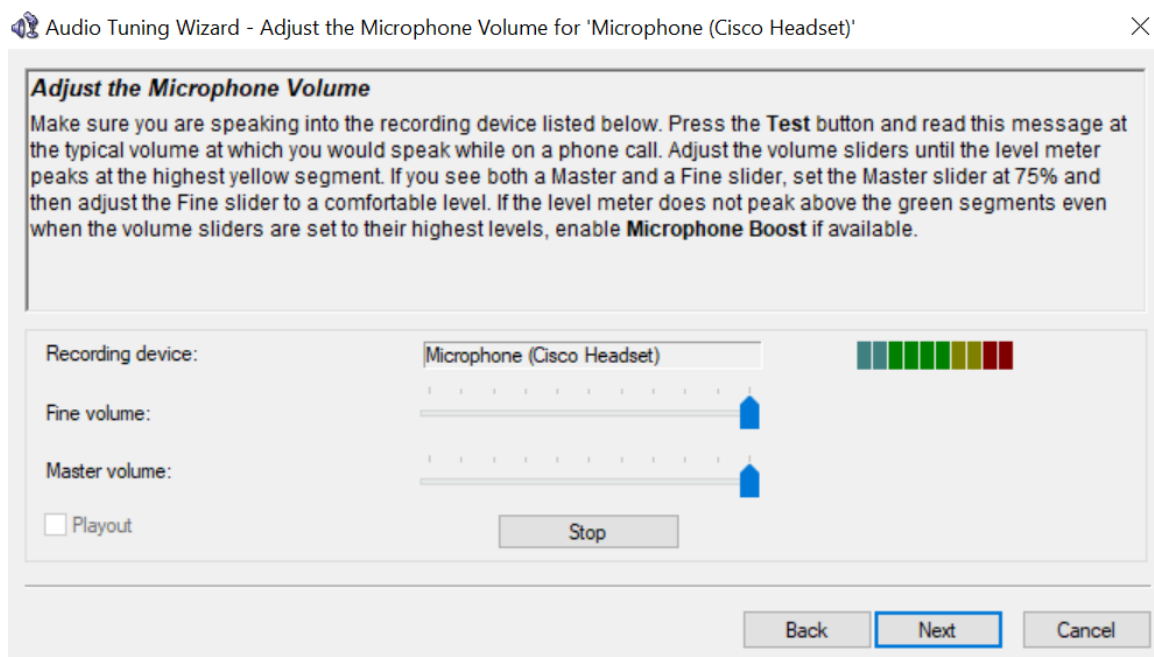
Ringer: Cisco Headset

Back Next Cancel

- Click the Play button and follow the on-screen instructions, then click Next.



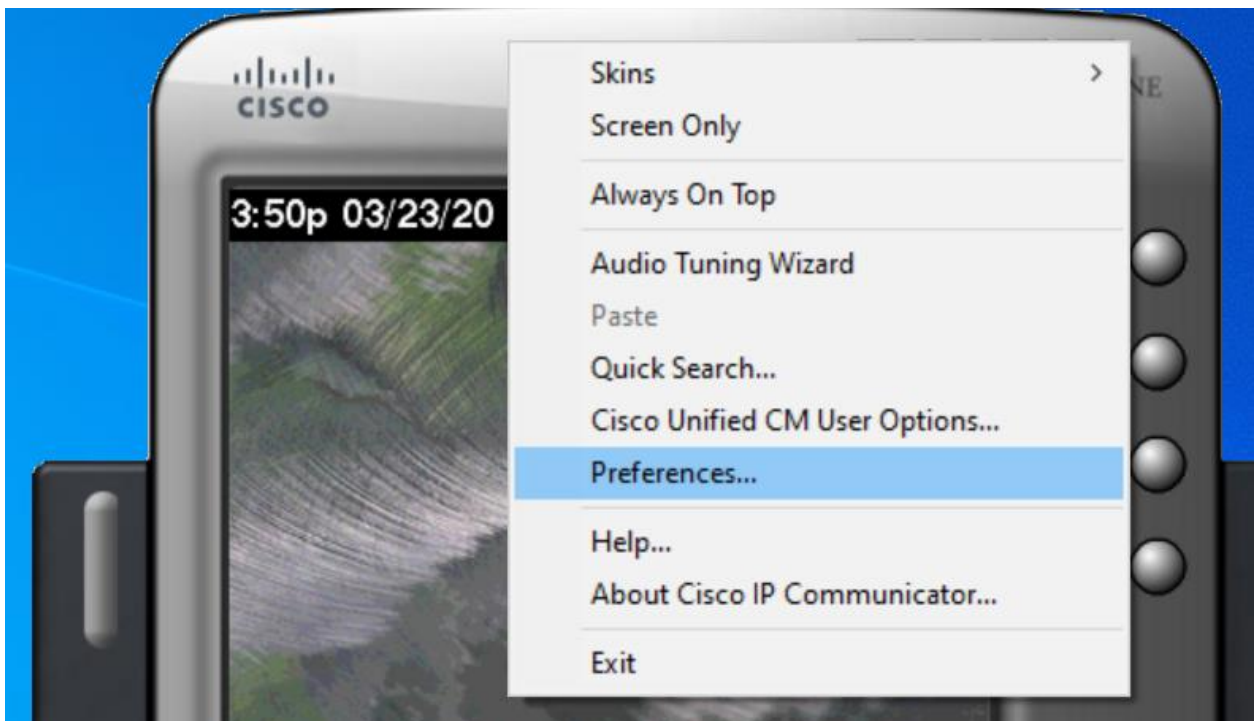
- If a Windows Security Alert pops up for the Audio Tuning Wizard, click Allow Access.
- Click the Test button and follow the on-screen instructions, then click Next.



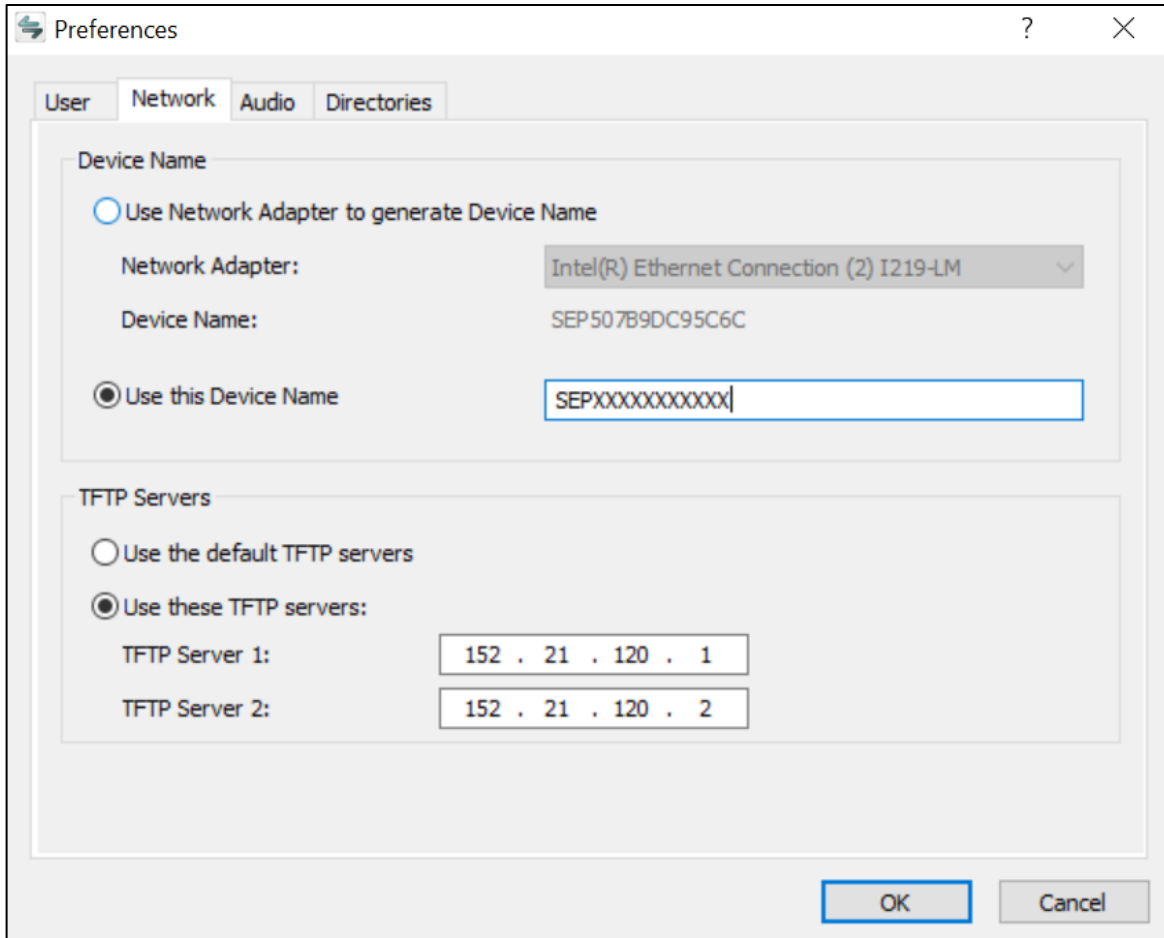
- When you have completed the Audio Tuning Wizard, click Finish. If a Windows Security Alert pops up for Cisco IP Communicator, click Allow Access.



11. Click the Menu Button (circled in red)



12. On the Preferences screen:
13. Click the Network tab
14. Click "Use this Device Name". In the field provided, enter the device name provided to you via your manager/supervisor or (Reese Bell, ext. 4215 or Bari Snyder, ext. 4638)



15. In the TFTP Servers section, it should say 152.21.120.1 and 152.21.120.2
16. Click OK. IP Communicator may restart.
17. Your IP Communicator should show your extension in the top right and you should now be able to log into your Finesse Account.