

Soft Phone - Cisco IP Communicator

Cisco IP Communicator is the software based phone (or "soft phone") that integrates with Cisco Finesse allowing University call center agents to operate their call centers using software only (without a handset).

Instructions for using the soft phone can be found in the [Cisco IP Communicator user manual](#).

Additional informational and tutorial resources are available at [End User University](#). Please contact your system admin for logon credentials if you need to access End User University while not on campus.

To install Cisco IP Communicator on a computer that is not joined to Active Directory, download the Cisco IP Communicator client by clicking the link below, and follow the instructions provided to you by your system admin.



[cipc-Admin-fmr.8-6-6-0.zip](#)