



User Manual

Cisco IP Communicator

Futiro Luna / Terra / Solo

English

www.futiro.com

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1. Introduction

This manual provides instructions for installing and operating your Futiro USB handset.

1.1 Overview

Package Contents:

- Futiro USB handset - Luna, Terra or Solo.
- Futiro Quick Start Guide.
- Futiro software CD which includes :
 - Futiro software to allow your phone to interact with **Cisco IP Communicator**.
 - Futiro handset user manual in PDF format.
 - Adobe Acrobat Reader

1.2 System Requirements

Windows (Vista / XP / 2000)

- Minimum 1 GHz CPU or faster.
- Minimum 256 MB RAM.
- Minimum 10Mb of free space on your hard drive.
- 1 x USB 1.1/2.0.
- Broadband Internet Connection.

Mac OS X v10.4.8 (Tiger) or later.

- Intel / G4 800 MHz CPU or faster
- Minimum 512 MB RAM
- Minimum 10Mb of free space on your hard drive.
- 1 x USB 1.1/2.0.
- Broadband Internet Connection.

1.3 Features

- Easy to install plug-and-play technology.
- USB 1.1/2.0 compatible.
- USB bus powered.
- Make/Receive VoIP calls.
- Cisco IP Communicator software integration.
- Adjustable in-call volume control.
- Unique Free Standing Design on Luna and Terra models.
- Stretchable cord on Luna and Terra models (up to approx 3 metres).
- Unique patented cable management system on Solo model.
- Hands-free and Speed-dial functionality on Luna model.
- Omni-directional microphone with 60dB S/N Ratio and -43dB +/- 2dB sensitivity.
- Speaker with a frequency range of F0-5.0 KHz

2. Installing your Futiro USB Handset

2.1 Installing on Windows (Vista / XP / 2000)

Please follow these 8 easy steps to set up your Futiro handset.

STEP 1

Please do not plug in your Futiro handset until prompted.

Insert the Futiro CD into your computer and wait for the CD to run the installation menu (**Figure 2.1**). If the installation menu does not automatically appear then double click on **My Computer** and double click on your CD ROM drive.



Figure 2.1 – Installation CD Menu

On the Installation CD GUI, click **Install Futiro Software**.

The latest Futiro software is also available to download from our website: <http://www.futiro.com/downloads.asp>.



Note: In the event of autorun not working, open up **My Computer** on your machine, double-click on your CD-ROM drive.

Open the **Futiro Software** folder, then the **Windows** folder. Open the **Cisco IP Communicator** application folder and double click the **Futiro Pro for Cisco** installer inside.

STEP 2

Review the Futiro software license agreement (**Figure 2.2**) and Click **I Agree** to proceed.



Figure 2.2 – License Agreement

STEP 3

To begin installation, the **Choose Install Location** window will appear (**Figure 2.3**). The default install location is the local **C:** drive. If you wish to install the software in a different location, browse to that location using the browse button. To continue, click **Install**.



Note: If a previous version of the Futiro software is already installed, you will be prompted to uninstall the previous version. Click **Yes** to uninstall (recommended), or **No** to overwrite the previous install.

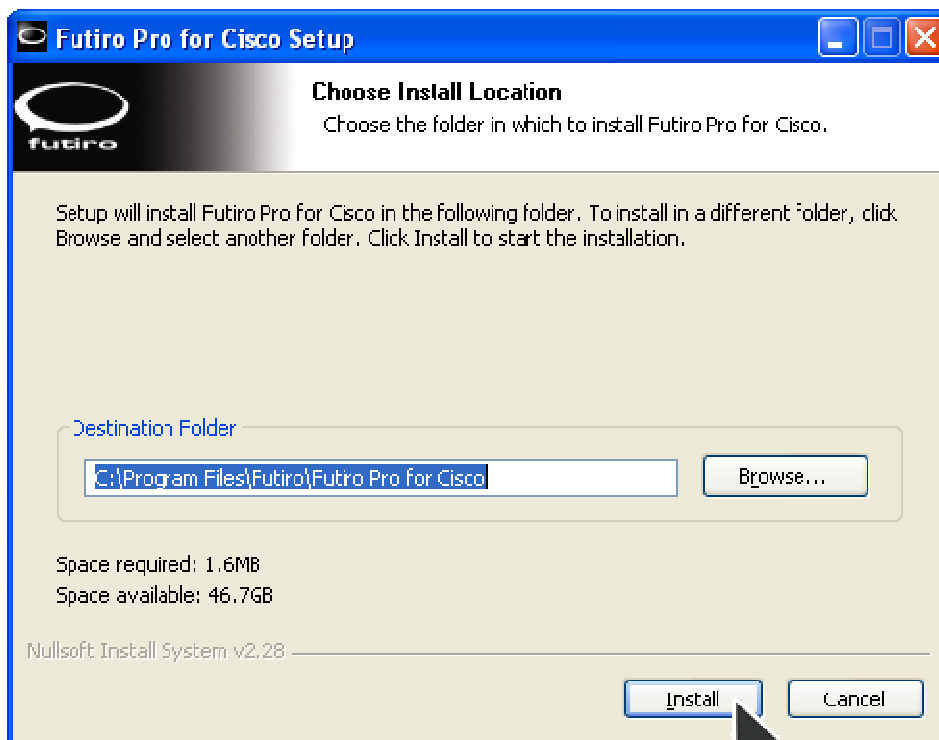


Figure 2.3 – Installation Folder Window

STEP 4

If prompted by the installer, plug your Futiro handset into any available USB port and click **OK** (Figure 2.4).



Figure 2.4 – Plug In Device

STEP 5

Windows Vista Only:

The **Sound** preferences dialog (**Figure 2.5**) will open automatically.

If there is more than one device listed in the **Playback** list, select your soundcard as the default device. The default device is indicated with a green tick icon next to the speaker icon. Please ensure that **Generic USB Audio Device** is **NOT** set as the default device

To set a device as the default device, first click its name in the list and then click the **Set Default** button. Click **OK** to continue.

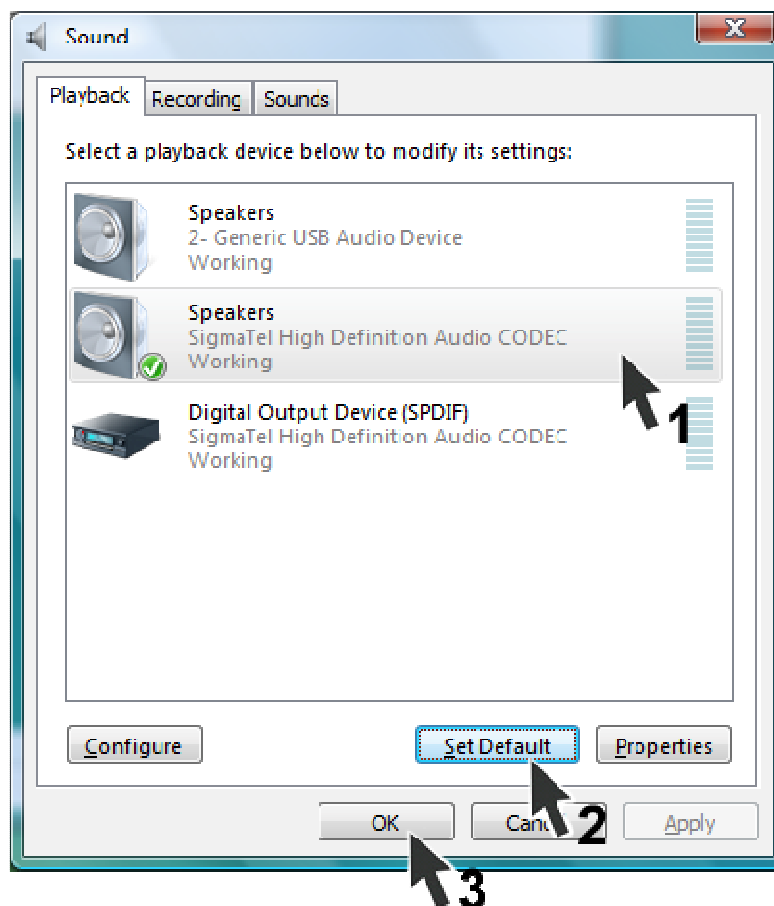


Figure 2.5 – Sound Preferences (Windows Vista)

STEP 6

Congratulations, installation has completed successfully (**Figure 2.6**).

It is recommended that **Windows Vista** users untick the **Run Futiro Pro for Cisco** box before clicking **Finish**.

To run the Futiro software now, ensure that the box has been ticked and click **Finish**.

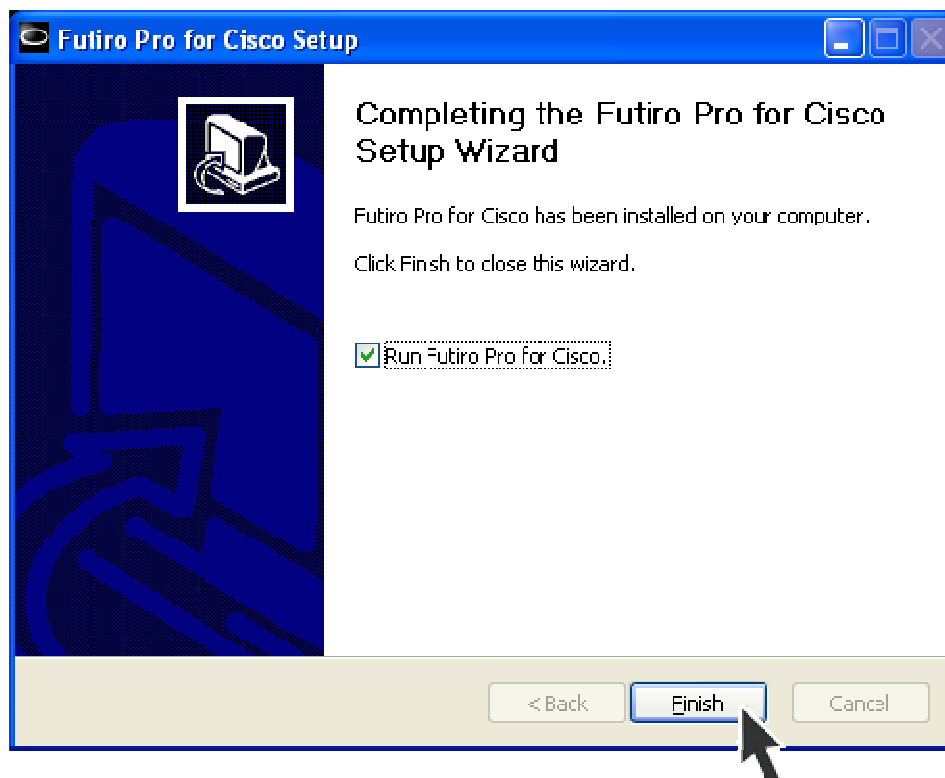


Figure 2.6 – Installation Completed Window

STEP 7

With the Futiro software running, the **Futiro icon** will appear at the bottom right hand corner of your screen in the system tray (**Figure 2.7**). At first it is red. When Futiro connects to the Cisco IP Communicator client (and your Futiro handset is plugged in) the icon will turn green.



Figure 2.7 – Futiro System Tray Icon

Your Futiro software should now be running successfully. If in the future you need to stop the Futiro software running, just right click on the Futiro icon (**Figure 2.7**) and left click **Exit** (**Figure 2.8**).

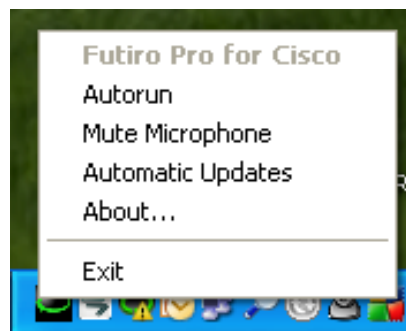


Figure 2.8 – Futiro Software Options

The Futiro menu (**Figure 2.8**) allows you to configure the Futiro Pro for Cisco software:

Autorun will automatically start the Futiro software when your computer starts.

Clicking **Mute Microphone** will allow you to mute/unmute the Futiro handset's microphone.

Automatic Updates will check for a new version of the Futiro software on application startup. This feature requires connection to the internet.

About... displays version information and technical support contact details.

STEP 8

Open Cisco IP Communicator and select **Preferences...** (Figure 2.9) from the program menu.



Figure 2.9 – Configure Cisco IP Communicator

Select **Custom** from the first drop-down list (Figure 2.10). Select **Generic USB Audio Device** for **Headset**, **Speakerphone** and **Handset**. Click **OK**.

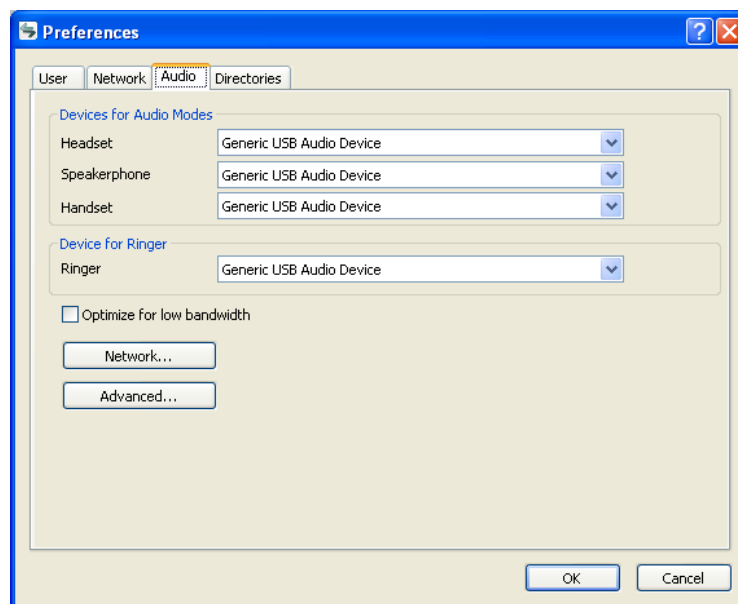


Figure 2.10 – Set Up Audio

Congratulations! You are now ready to use your Futiro USB handset fully integrated with Cisco IP Communicator. We hope you enjoy your Futiro experience.

3. Using your Futiro USB Handset

When using your Futiro handset, please ensure you have read the previous chapters and have installed the Futiro software on your computer.

If you are using your Futiro handset to call a landline or mobile phone, you may need to enable PSTN calling on your account. Please contact your IT administrator for more information.





Note: VoIP service providers are not a telephony replacement service and can therefore not be used to call emergency numbers. Use a landline or mobile phone to call emergency numbers.

Before you start using your phone with Cisco IP Communicator please ensure:




1. Cisco IP Communicator is running on your computer and you are logged into your account.
2. The Futiro Pro for Cisco software is running. (See Section 2)

3.1 Using your Futiro Luna

Making a Call

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Use the scroll button to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


Calling a Landline or Mobile Phone

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Use the Numeric Keypad to dial the desired number (To put a '+' at the start of the number hold down the 0 button ).
3. Press the green  to call the number.

Receiving a Call

Press the green  to answer the call.





Placing a call on/off Hold

Press  during a call.

Ending a Call

Press the red  to end the call.

Additional Features

- To switch on hands-free/speakerphone - Press  either before or during a call. You can leave the hands-free feature on if you wish.
- To **Clear** a single dialled number/character - Press .
- To **Clear all** dialled numbers/characters - Press  for 3 seconds.
- When on a call, press  to mute the microphone.

The LED Indicator

The Futiro Luna contains a light emitting diode (LED) indicator. The LED indicates different states of the phone:

LED Colour	Phone Mode
Off	The handset is not plugged in.
Red	The handset is plugged in and on normal mode.
Red Intermittent	Plugged in and on a standard call.
Green	Plugged in and on hands-free mode.
Green Intermittent	Plugged in and on a hands-free call.

3.1.1 Luna Key functions

LED

Red Constant:
Power on / USB plugged in.

Red Intermittent:
On standard call.

Green Constant:
Handsfree / speakerphone active.

Green Intermittent:
On handsfree / speakerphone call.

Star Key
Enter '*' character.

Clear / Mute Mic
When on a Call:
Mute microphone.

When off a Call:
Single Press:
Clear single digit.

Press & Hold (3 Seconds):
Clear all digits.

Call
When Cisco is Hidden:
Show Cisco application.

When Cisco is Open:
Dial number, dial selected contact, answer incoming call.

Numeric Keypad:
0 to 9 when pressed will dial the Cisco application's keypad.

0 key also enters the "+" character if held for 3 seconds.

Handsfree / Speakerphone
Engage handsfree / speakerphone before making a call or during a call.

Hang Up
When on a Call:
Hang up call.





Volume / Scroll
When on a Call:
Control handset volume.

When off a Call:
Scroll through Cisco application's contacts.





3.2 Using your Futiro Terra

Making a Call

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Use the scroll buttons   to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


Calling a Landline or Mobile Phone

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Enter the desired phone number using your computer's keyboard.
3. Press the green  to call the number.

Receiving a Call

Press the green  to answer the call.

Placing a call on/off Hold

Press  during a call.

Ending a Call





Press the red  to end the call.

3.2.1 Terra Key functions





3.3 Using your Futiro Solo

Making a Call

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Use the scroll buttons   to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


Calling a Landline or Mobile Phone

1. Press the green  to launch the Cisco IP Communicator client (if not already launched).
2. Enter the desired phone number using your computer's keyboard.
3. Press the green  to call the number.

Receiving a Call

Press the green  to answer the call.

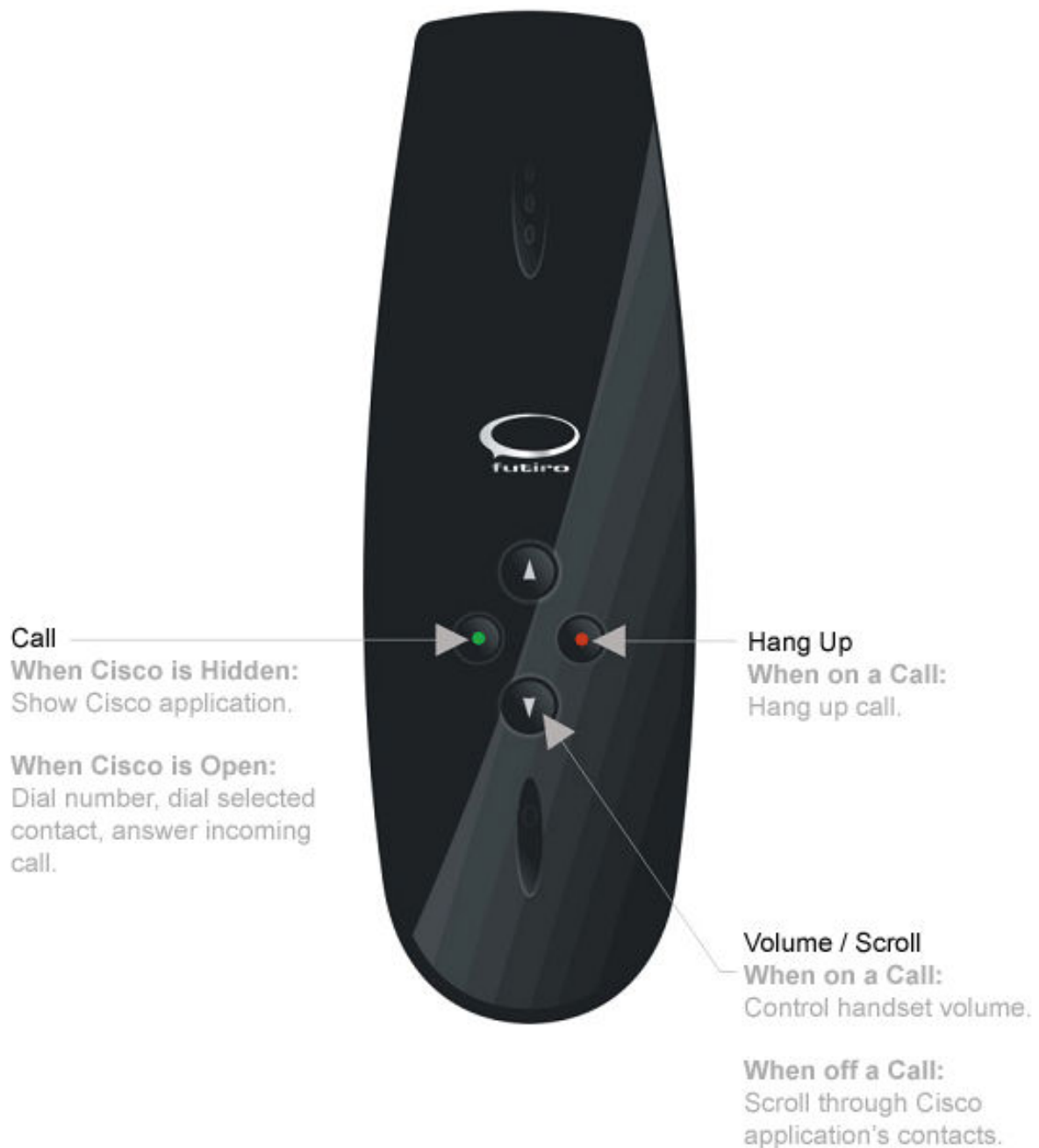
Placing a call on/off Hold

Press  during a call.

Ending a Call

Press the red  to end the call.

3.3.1 Solo Key functions



4. Troubleshooting

When I press the call button my VoIP client does not launch.

1. Windows Vista:

Right-click the Futiro icon on the Desktop. Click on **Properties** and then on the **Compatibility** tab. Ensure that the **Compatibility Mode** box is ticked and that **Windows XP (Service Pack 2)** is selected in the listbox. Restart Windows.

2. Is the Futiro handset plugged in to a USB port?

The Futiro handset needs to be plugged into a working powered USB port on your computer.

3. Is the LED on the phone on? (Luna Only)

If not, there may be a problem with your USB port. If possible try a different USB port.

4. Is the VoIP application installed on your computer?

Check your desktop and/or your program list to see if your selected VoIP client software is installed. If not, download and install the application from your provider's website.

5. Have you logged into your VoIP account?

Please sign in to your VoIP provider account before using your Futiro handset.

6. Is the Futiro software installed on your computer?

Check your desktop and/or your program list to see if Futiro is installed. If not, refer to Chapter 2 **Installing your Futiro USB Handset**.

7. Is the Futiro software running?

If the Futiro software is running you will see the Futiro icon on the system tray of your computer (**Figure 2.7**). You may need to click on << to show hidden icons. If the Futiro icon is not on the system tray, double click the Futiro icon on your desktop to run the software.

8. Is the Futiro icon in the System tray green?

If not, ensure that your Futiro handset is plugged directly into your computer's USB port and that your VoIP application is running and logged in.

All audio is being played through my Futiro handset.

Windows: You may need to change your default audio device settings. Go to **Start -> Settings -> Control Panel -> Sounds and Audio devices -> Audio** tab, and ensure that your sound card is selected as the default device in the sound playback list. Do **not** select the **USB Audio Device** from this list, if possible.

Mac OS X: Open **System Preferences** and click the **Sound** icon. Click on **Output** and then on **Internal Speakers** (or other soundcard / audio device).

I am unable to call a landline or mobile phone.

Your VoIP provider may not provide this functionality. Please check your provider's website for more information.

I have inserted the Futiro CD into my computer and nothing is happening.

Open up **My Computer** on your PC or laptop and double click on your CD ROM drive. The software installation menu will then be displayed.

I am having problems installing my Futiro software. I have been getting messages about administrative rights and/or insufficient privileges.

You may not have rights to install software on your computer; you need to log on to your computer as administrator. In business environments you may need to contact your local network administrator to do this.

I am having problems installing the Futiro software on my Linux or UNIX Operating System.

At the moment the Futiro software is not Linux or UNIX compatible, to check for updates on this situation visit www.futiro.com.

I can't hear anything on my phone and the volume is at max.

Your handset's mute button may be ticked. Go to **Start -> Settings -> Control Panel -> Sounds and Audio devices** and ensure **Mute** is not ticked.

The Futiro CD will not work in my CD drive.

The latest Futiro software and user manuals are available for download at www.futiro.com/downloads.asp.

Uninstalling the Futiro software:

Windows (Vista / XP / 2000)

- To uninstall the Futiro software you must first stop it, to do so right click on the Futiro icon and left click **Exit (Figure 2.8)**.
- Go to **Start -> Programs -> Futiro** and select **Uninstall** from the application folder.
- Finally on the uninstall screen click **Uninstall** then **Close**.

For additional troubleshooting and software updates visit:

www.futiro.com