

Unified Outlook Dialer

Installation & Configuration Guide



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I. Unified Outlook Dialer Overview

Phone all your Contacts in Microsoft Outlook without ever touching a keypad. With the Outlook Dialer for Cisco CallManager all calls to your Outlook contacts can be made with a simple click of your mouse.

This application links your Outlook contact list to your Cisco IP phone. When you want to dial a contact, simply find the contact and click on the CIPDialer icon located on top of the tool bar in your Outlook Contacts Folder and choose the phone number for the contact you want to call.

II. Related Documentation

1. Configuring Unified Outlook Dialer with Cisco CallManager 5.1.2

Perform the following steps to configure Unified Outlook Dialer with Cisco CallManager 5.1.2:

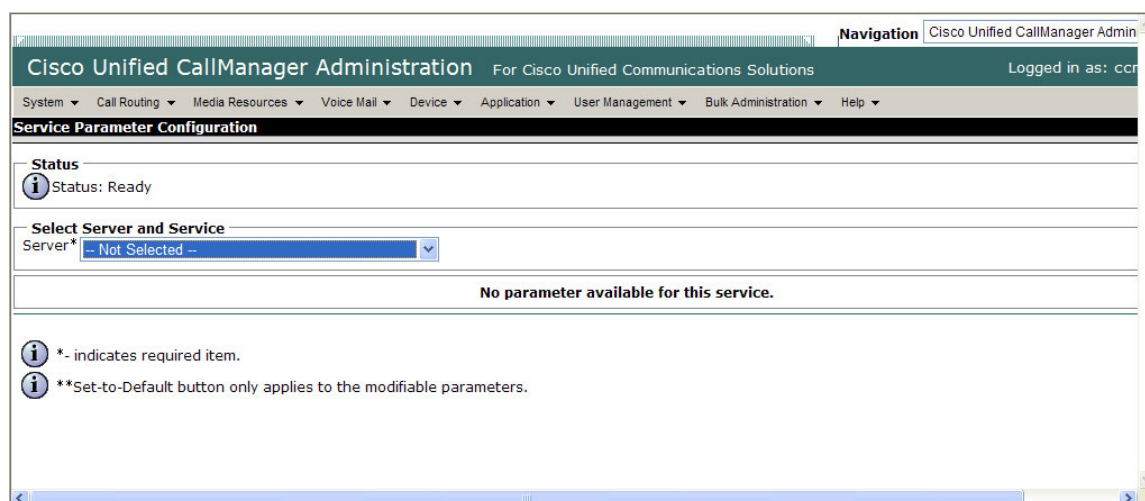
1. Type the Cisco CallManager's URL in the browser window. It opens the main screen as follows:



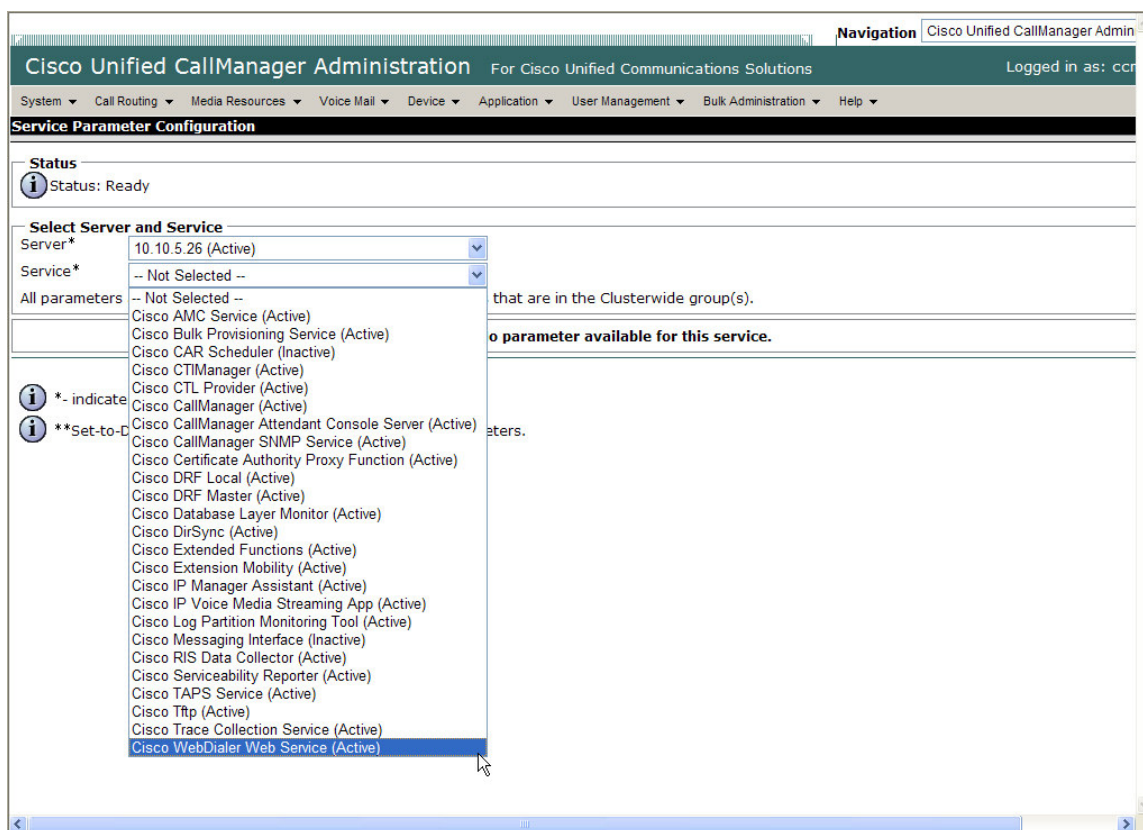
2. Click **System >> Service Parameters** as follows:



3. It opens **Service Parameter Configuration** screen as shown:



4. Select Cisco CallManager Server in the **Server** drop-down list box. As soon as you select the server, it displays **Service** drop-down list as shown:



5. Select *Cisco WebDialer Web Service (Active)* in the **Service** drop-down list box. After a few seconds following screen opens:

The screenshot shows the Cisco Unified CallManager Administration web interface. The page title is "Service Parameter Configuration" for the "Cisco WebDialer Web Service (Active)" on server "10.10.5.26 (Active)". The status is "Ready".

Select Server and Service

Server*: 10.10.5.26 (Active)
 Service*: Cisco WebDialer Web Service (Active)
 All parameters apply only to the current server except parameters that are in the Clusterwide group(s).

Cisco WebDialer Web Service (Active) Parameters on server 10.10.5.26 (Active)

Parameter Name	Parameter Value	Suggested Value
CAPF Profile Instance Id for Secure Connection to CTI Manager	003	
Clusterwide Parameters (Parameters that apply to all servers)		
List of WebDialers		
Primary Cisco CTIManager *	10.10.5.26	127.0.0.1
Backup Cisco CTIManager		
User Session Expiry *	0	0
Duration of End Call Dialog *	15	15
Apply Application Dial Rules on Dial *	True	True
CTI Manager Connection Security Flag *	Use Cluster default	Not Secure

Buttons: **Save** (highlighted), **Set to Default**

Info: *- indicates required item.
 **Set-to-Default button only applies to the modifiable parameters.

- Keep the default configuration details. Click **Save** to save the details.

2. Configuring Unified Outlook Dialer with Cisco CallManager earlier versions

Refer to the Cisco CallManager Document Guide for a list of documents that are related to Cisco CallManager Release 4.0 at
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_usage_guide09186a00807637cb.html

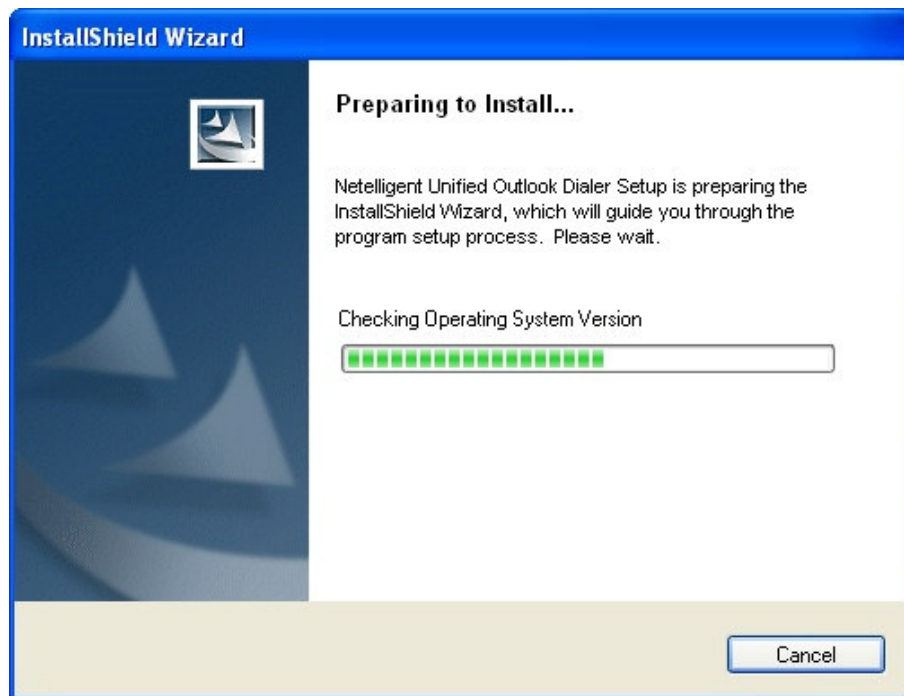
Refer to the Cisco CallManager Document Guide for a list of documents that are related to Cisco CallManager Release 3.3 at
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_usage_guide09186a0080763684.html

Refer to the Cisco CallManager WebDialer installation guide for instruction on setup and installation required for this software to operate correctly.
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a00801ed128.html

III. Installing Unified Outlook Dialer

Perform the following steps to install Unified Outlook Dialer:

1. Download **UnifiedOutlookDialerSetup.exe**
2. Close Microsoft Outlook, if it is open, before start installing.
3. Double click **UnifiedOutlookDialerSetup.exe** from the downloaded location. It opens installation screen as follows:



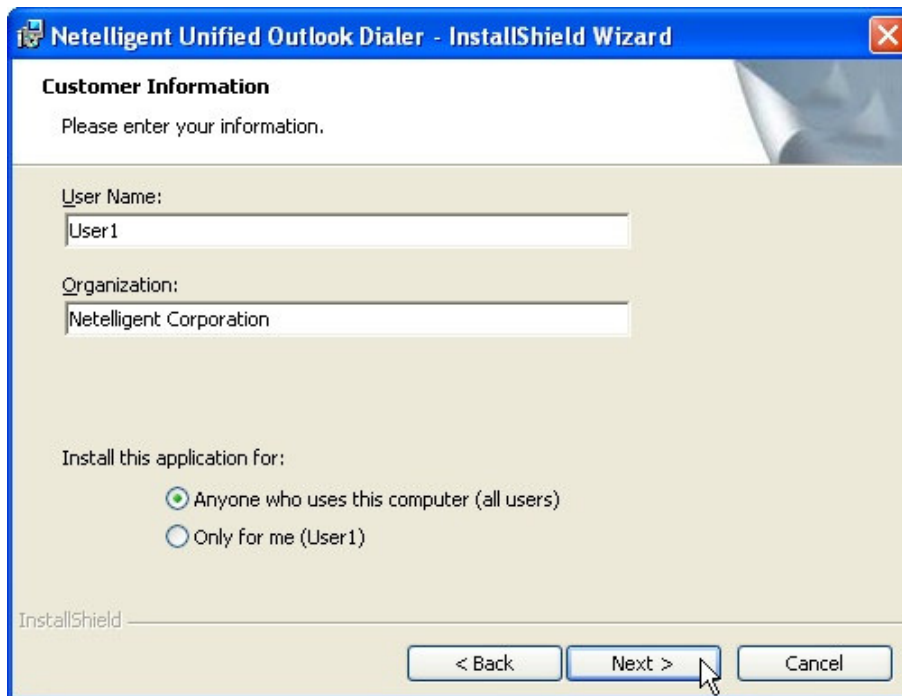
4. After a few moments Welcome screen opens:



5. Click **Next** to continue the installation. It opens License Agreement screen:



6. Read the license agreement, and click **Next** to continue the installation. It opens Customer Information screen:



Netelligent Unified Outlook Dialer - InstallShield Wizard

Customer Information

Please enter your information.

User Name:
User1

Organization:
Netelligent Corporation

Install this application for:

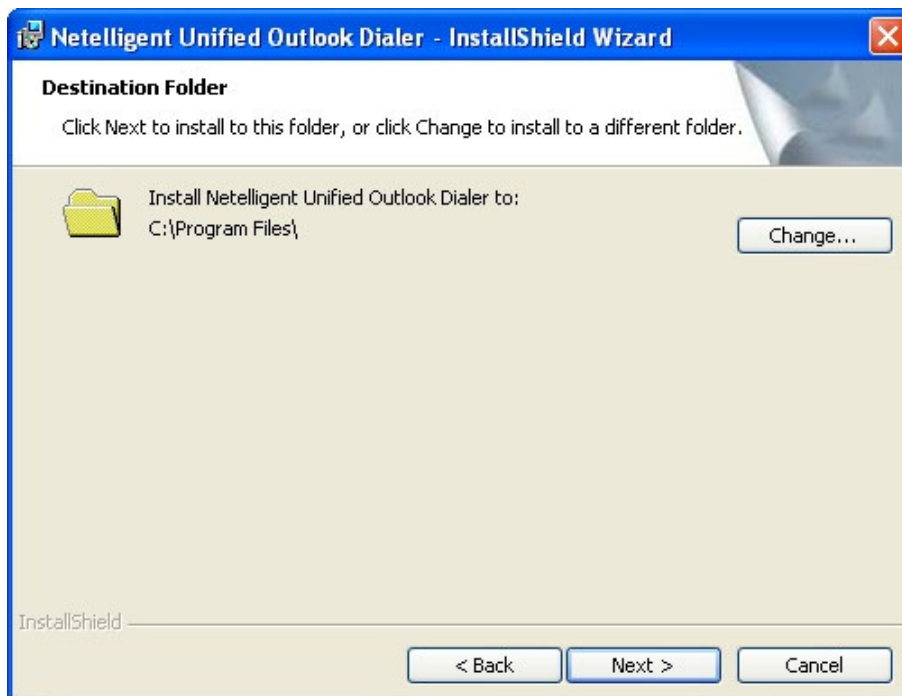
☒ Anyone who uses this computer (all users)

☐ Only for me (User1)

InstallShield

< Back Next > Cancel


7. The computer name fetches and is displayed in **User Name** field automatically. The **Organization** is also displayed automatically. However, you can change these details.
8. Click **Next** to continue the installation. It opens Destination Folder:



Netelligent Unified Outlook Dialer - InstallShield Wizard

Destination Folder

Click Next to install to this folder, or click Change to install to a different folder.

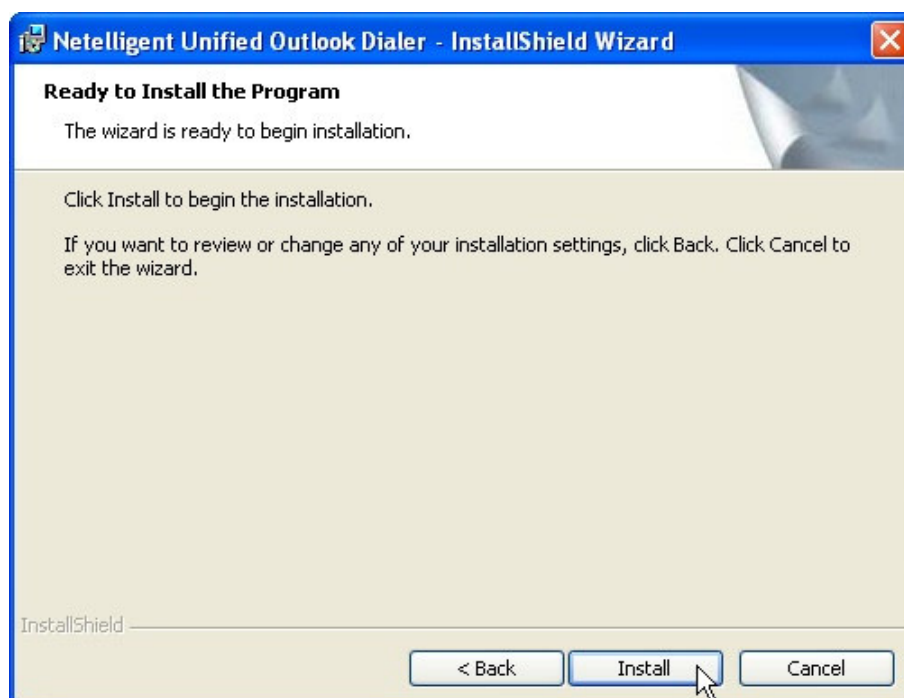
 Install Netelligent Unified Outlook Dialer to:
C:\Program Files\

Change...

InstallShield

< Back Next > Cancel

9. It shows "C:\Program Files\" path by default. To change the installation location, click **Change**. Click **Next** to continue the installation. It opens Ready to Install the Program screen:



10. Click **Install** to install Unified Outlook Dialer. It takes few moments to get it installed.

After the successful installation, finish screen opens. Click **Finish** to close the screen.

IV. Associate a user with device

Perform the following steps to associate a user with device:

1. Open Cisco CallManager, and click **Global Directory** on **User** menu. It opens User Information screen.
2. Search a user with whom you want to associate device. Type user name, and click **Search** that you want to search. Click **Search** without specifying user to display all the available users.
3. Click a user from the list. It opens User Configuration screen with the user details.
4. Click **Device Association** link on the left pane to associate device with the user. It opens Device Association page with all the devices and their extensions available with the user.
5. Select a device, define a primary extension for that device, and click **Update** to associate the device with the user.

Now the device is associated with the user.

V. Enabling Cisco Web Dialer

Perform the following steps to enable Cisco WebDialer:

1. Open Cisco CallManager, and click **Cisco CallManager Serviceability** on **Application** menu. It opens Cisco CallManager Serviceability screen.
2. Click **Service** Activation on **Tools** menu. It opens Service Activation page with a list of available servers on the left pane.
3. Click your server to open a list of services available in that server. It opens a list of services with a check box, and their activation status.
4. Check the box available with **Cisco WebDialer**, and click **Update** to enable the Web Dialer.

VI. Configuring Unified Outlook Dialer

Perform the following steps to configure Unified Outlook Dialer:

1. Re-open Microsoft Outlook once you have applied the license.
2. Click **Options** on **Tools** menu to open Options screen. Click **Unified Outlook IP Dialer** tab to open Unified Outlook Dialer interface as follows:

The screenshot shows the 'Options' dialog box with the 'Unified Outlook IP Dialer' tab selected. The dialog is divided into three main sections: CallManager Configuration, Dialing Configuration, and Device Selection.

CallManager Configuration:

- Version: 4.X (dropdown)
- Primary Call Manger: 10.10.5.22
- Backup Call Manager: (empty)
- Call Manager User ID: mike
- Call Manager Password: (masked with 'xxxxxx')

Dialing Configuration:

- To access an outside line: 9
- If dialing long distance: (checkbox)
- To enable account codes: (checkbox)
- Local area codes: (empty)
- Adjust the order in which prefixes will be dialed: (slider)
- Prefixes: 9-xxx-xxx-xxxx

Device Selection:

- Device ID: SEP0014A9A072CE (dropdown)
- Line Number: 3143926900 (dropdown)
- © 2007 Netelligent Corporation Version 3.00.3000
- Lookup Devices (button)
- Enable Extension Mobility (checkbox)

At the bottom are buttons for OK, Cancel, and Apply.

3. CallManager Configuration

Select CallManager version in **Version** drop-down list box.

Type your **Primary CallManager**, and **Backup CallManager** IP address in the respective fields.

Type your User Id, and Password in **Call Manager User ID**, and **Call Manager Password** fields respectively.

4. Dialing Configuration

This helps you to configure Dialing Configuration such as **To access an outside line, If dialing long distance, To enable account code, and Local area codes.**

5. Device Selection

All devices that are associated with you will be available in **Device ID** drop-down list box. Select your desired device.

All the line numbers that are associated with the selected **Device ID** will be available in **Line Number** drop-down list box. Select your desire number.

Click **Lookup Devices** to display all the devices associated with you if you want to re-select a device.

6. To enable extension mobility, check the box provided with **Enable Extension Mobility.**

7. Click **Apply**, and then **OK** to save the Unified Outlook Dialer configuration.

VII. Supported Environments

Operating Systems: Windows 2000, XP, Vista

Office Components: Office 2000, XP, 2003, 2007

VIII. Open Caveats for Unified Outlook Dialer

Netelligent ID	Cisco ID	Summary
SDID10020	Pending	<p>Installing webdialer on CallManager 3.3 using 7845 server puts files on F partition.</p> <p>Workaround: copy individual files to appropriate directories on the C drive.</p>
SDID10021	CSCef85565	<p>SOAP interface is not initialized after re-boot on CCM 3.3.3, 3.3.4, 4.0.1, 4.0.2, 4.1.2. Outlook Dialer will return "service unavailable"</p> <p>Bug ID is Cisco internal so you will have to call TAC for further details.</p> <p>Workaround: The interface can be initialized by opening the ccmuser directory.asp and initiating a call. Once this is done the Outlook CIP Dialer works correctly.</p> <p>First Fixed: CCM 4.1.3</p>
SDID10022	NONE	<p>Right-click on contact and open in new window does not showCIP Dialer button.</p> <p>Workaround: you will have to double click on contact if you open contact in new window.</p> <p>First Fixed: 1.06</p>

IX. Documentation Feedback

You can submit email comments about technical documentation to support@netelligent.com

X. Obtaining Technical Assistance

To obtain technical assistance for the CIP Dialer please contact Netelligent Corporation TAC. Support is available M-F from 8-5 CST. Netelligent Corporation provides customers software upgrades and updates to those who purchased software support. Technical assistance is available on a per incident basis. Please contact Netelligent for additional information.

Contact information can be found at www.netelligent.com