

# Use Microsoft Outlook with Cisco Unified CallManager Express

Document ID: 70983

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## **Introduction**

This document describes the procedure to use Microsoft Outlook with Cisco Unified CallManager Express. It demonstrates the phone configuration in Cisco CallManager Express, the installation of Cisco CallManager Express Telephone Service Provider and the CiscoIOSTspLite driver on a personal computer (PC), and the dialing of a called party by Microsoft Outlook in representation of a phone controlled by Cisco CallManager Express.

## **Prerequisites**

### **Requirements**

Ensure that you meet these requirements before you attempt this configuration:

- Cisco Unified CallManager Express
- Microsoft Office Outlook

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco Unified CallManager Express version 4.x
- Microsoft Office Outlook 2003

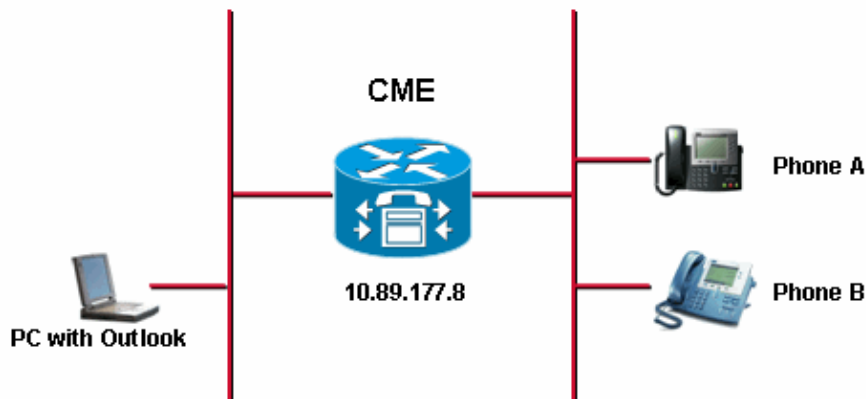
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Network Diagram

This document uses this network setup, see Figure 1:

- Cisco Unified CallManager Express that runs on Cisco 3845
- Two IP Phones controlled by the Cisco CallManager Express
- One Personal Computer that runs Microsoft Windows XP and Microsoft Office Outlook

**Figure 1 – Network Diagram**



## Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## Background

The purpose of this document is to complete these tasks:

- Install the Cisco Unified CallManager Express Telephony Service Provider on a PC that runs Window XP Professional.
- Install the CiscoIOSTspLite driver on a PC that runs Window XP Professional.
- Use Microsoft Outlook in order to control one IP phone registered to Cisco Unified CallManager Express and dial another phone through Microsoft Outlook.

## Installation and Configuration

### Example Configuration

Before you start the configuration, it is assumed that Cisco Unified CallManager Express is fully tested and works properly. These two phones are controlled by this Cisco Unified CallManager Express. These are the configurations of these two phones:

- Phone A

*!--- Line 1 for Phone A*

```
ephone-dn 2
number 1000
label 1000
preference 1
call-forward busy 9999
call-forward noan 9999 timeout 10
no huntstop
```

*!--- Line 2 for Phone A*

```
ephone-dn 4
number A3005
label A3005
name Intecom from Rob
intercom A3006
```

*!--- Line 3 for Phone A*

```
ephone-dn 6 2000 label "Paging System"
number 61720
pickup-group 5001
label 61720
description 5137426172
call-forward all 7000'
call-forward busy 7000
call-forward noan 7000 timeout 10
night-service bell
```

*!--- Phone A Configuration*

```
ephone 3
description 1000
username "ksaxon" password test
mac-address 000A.8A67.5313
type 7960
keep-conference endcall
button 1:2 2:4 3:6
```

• Phone B

*!--- Line 1 for Phone B*

```
ephone-dn 8
number 7970
label 7970
call-forward busy 9999
call-forward noan 9999 timeout 10
```

*!--- Line 2 for Phone B*

```
ephone-dn 10
number 8970
label 8970
```

*!--- Line 3 for Phone B*

```
ephone-dn 12
number 9970
label 9970
```

*!--- Line 4 for Phone B*

```
ephone-dn 14
number A3006
label A3006
name Intercom from Rob
intercom A300510.C6E2.8F2D
```

*!--- Phone B Configuration*

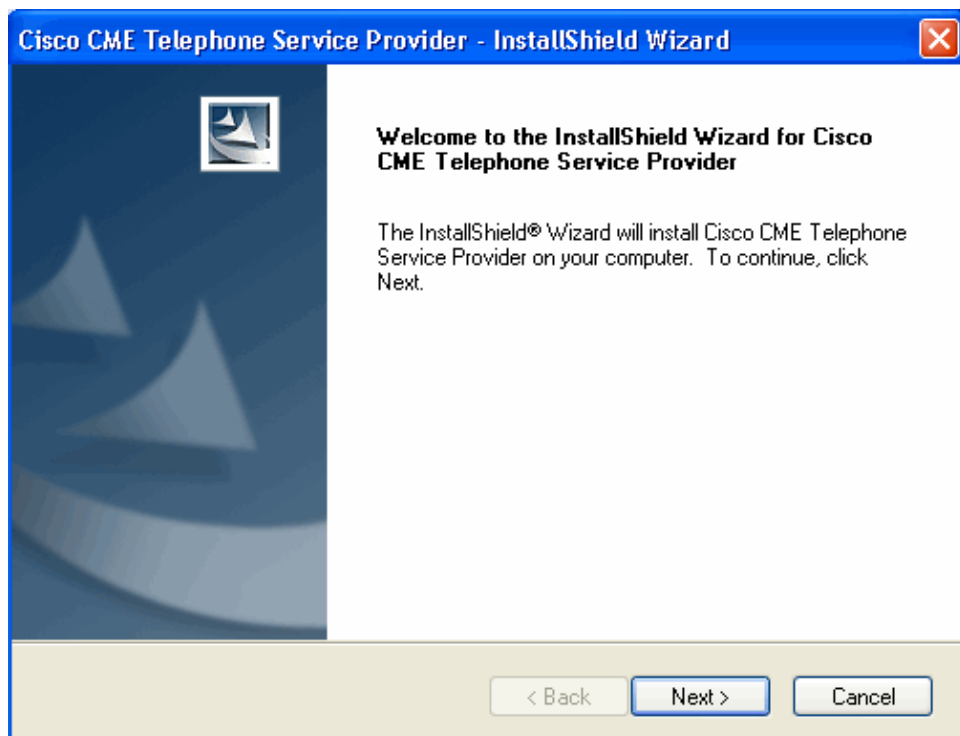
```
ephone 7
description 7971
mac-address 0011.92BA.1B12
type 7971
button 1:8 2:10 3:12 4:6
```

## Step-by-Step Instructions

Complete these steps:

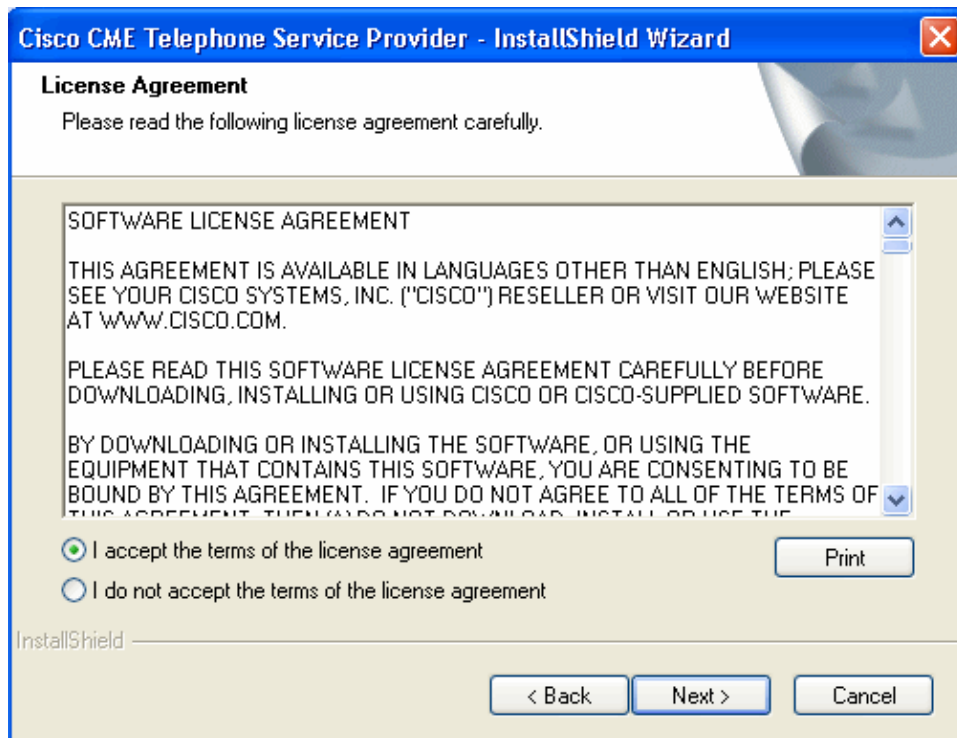
1. Install the Cisco Unified CallManager Express Telephony Service Provider:
  - a. Run CiscoUnifiedCMETSPSetup201.exe. The Cisco Unified CallManager Express TSP 2.0 Setup Wizard appears. See Figure 2.

**Figure 2: Cisco Unified CME TSP 2.0 Setup Wizard**



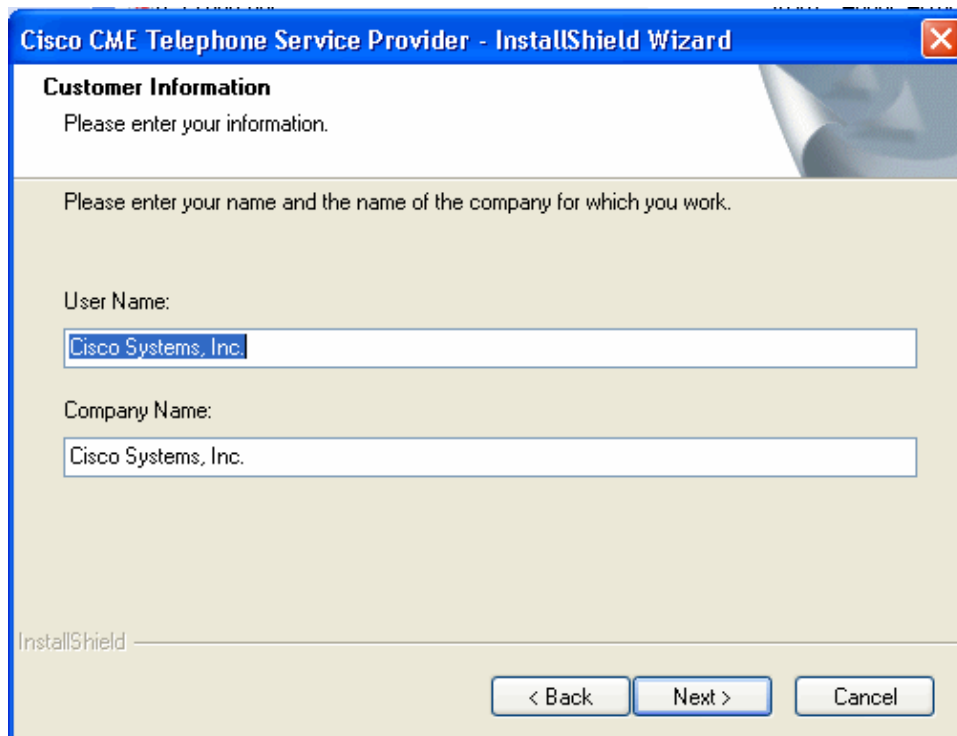
- b. Click **Next**. The License Agreement window appears. See Figure 3.

**Figure 3: License Agreement**



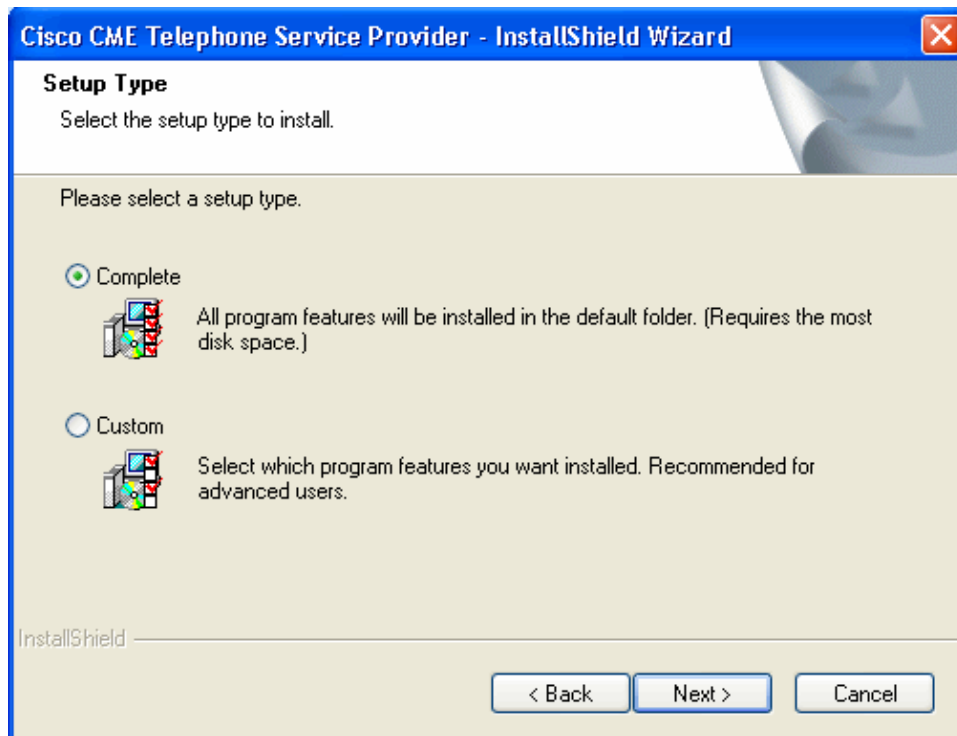
- c. Click the **I accept the terms of the license agreement** radio button, and click **Next**. The Customer Information window appears. See Figure 4.

**Figure 4: Customer Information**



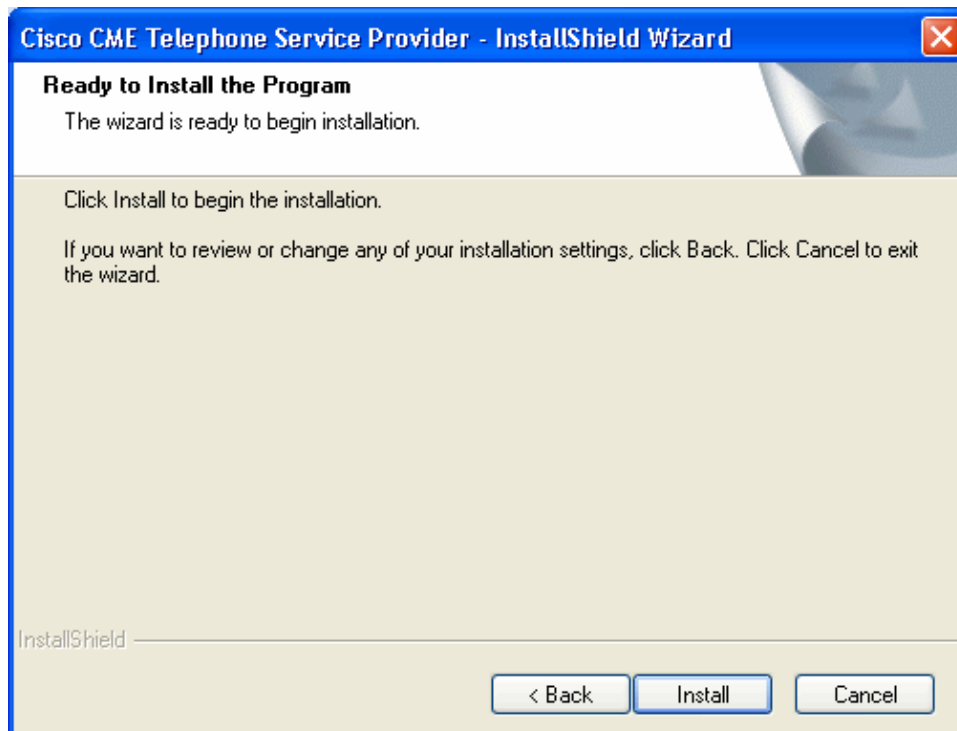
- d. Fill the **User Name** and **Company Name** fields.
- e. Click **Next**, and the Setup Type window appears. See Figure 5.

**Figure 5: Setup Type**



- f. Click the **Complete** radio button, and click **Next**. The Ready to Install the Program window appears. See Figure 6.

**Figure 6: Ready to Install the Program**



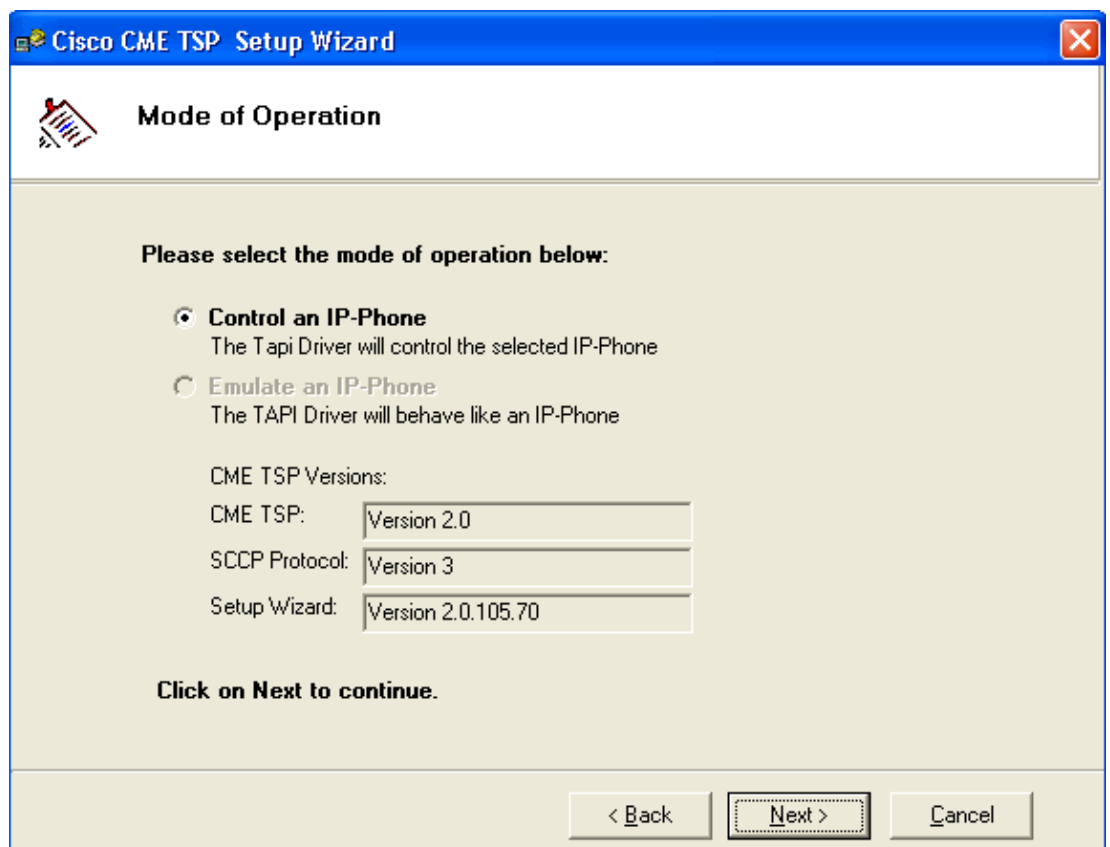
- g. Click **Install**. The Welcome to Cisco CME TSP Setup Wizard window appears. See Figure 7.

**Figure 7: Welcome to Cisco CME TSP Setup Wizard**



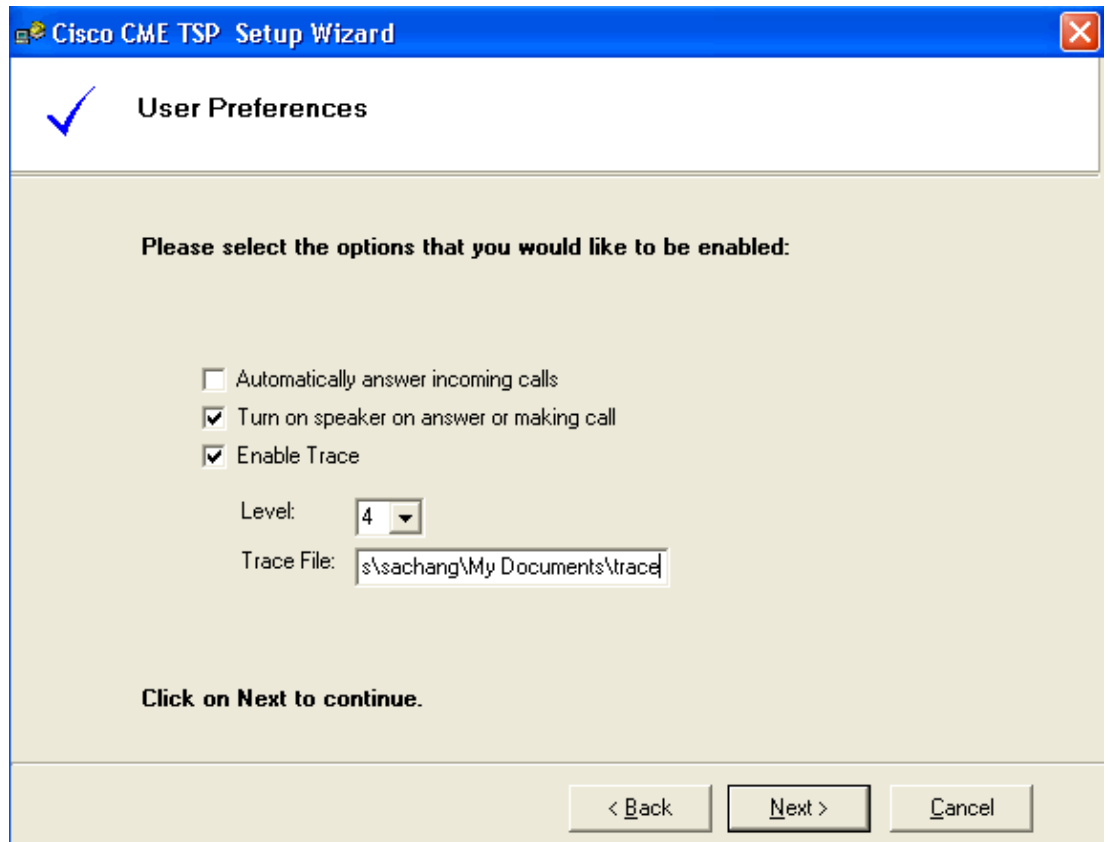
h. Click **Next**. The Mode of Operation window appears. See Figure 8.

**Figure 8: Mode of Operation**



- i. Click **Control an IP-Phone**, and click **Next**. The User Preferences window appears. See Figure 9.

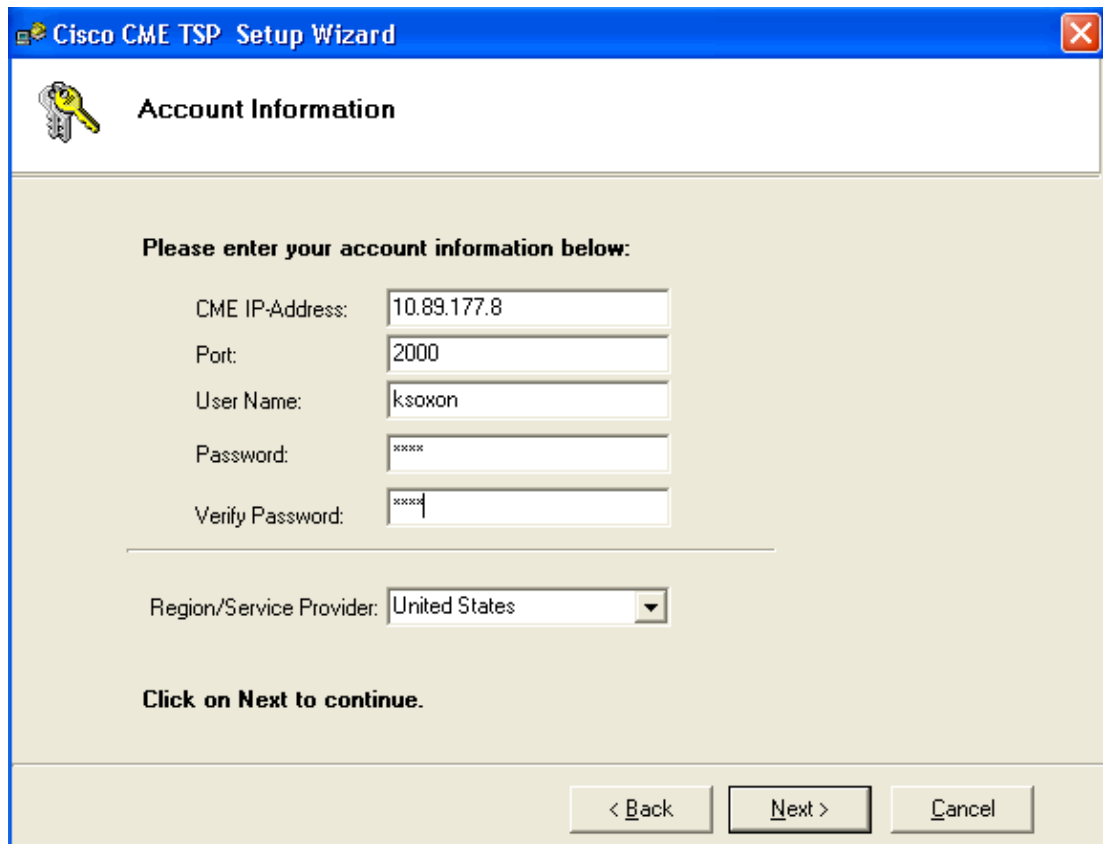
**Figure 9: User Preferences**



The screenshot shows a window titled "Cisco CME TSP Setup Wizard" with a blue header bar. Below the header, there is a white box with a blue checkmark and the text "User Preferences". The main area has a light beige background and contains the instruction "Please select the options that you would like to be enabled:". There are three checkboxes: "Automatically answer incoming calls" (unchecked), "Turn on speaker on answer or making call" (checked), and "Enable Trace" (checked). Below these is a "Level:" label with a dropdown menu showing "4". Underneath is a "Trace File:" label with a text box containing "s:\sachang\My Documents\trace". At the bottom, there is a prompt "Click on Next to continue." and three buttons: "< Back", "Next >", and "Cancel".

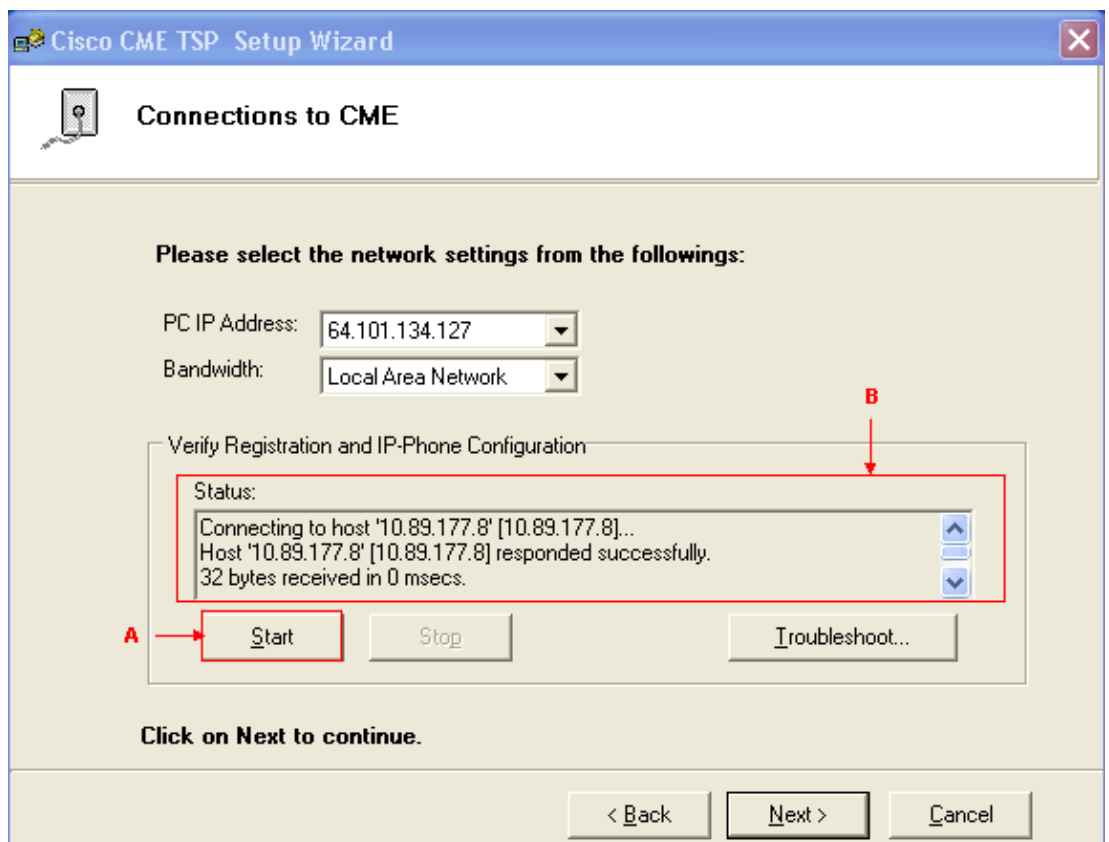
- j. Check **Turn on speak on answer or making call** and **Enable Trace**. Choose the trace level and enter the trace file path.
- k. Click **Next**. The Account Information window appears. See Figure 10.

**Figure 10: Account Information**



- l. Enter the **CME IP-Address, Port, User Name, Password and Verify Password.**
- m. Click **Next**. The Connections to CME window appears. See Figure 11.

**Figure 11: Connections to CME**



- n. Choose the **PC IP address** and **Bandwidth** from their respective drop-down lists.
- o. Click **Start**. See arrow A in Figure 11. Review all messages in the Status list box in order to verify if the PC successfully contacts the Cisco Unified CallManager Express. See arrow B in Figure 11. This represents a successful connection between the PC and the Cisco Unified CallManager Express. Based on the messages, the PC can successfully control one phone with three lines defined under the Cisco CallManager Express control.

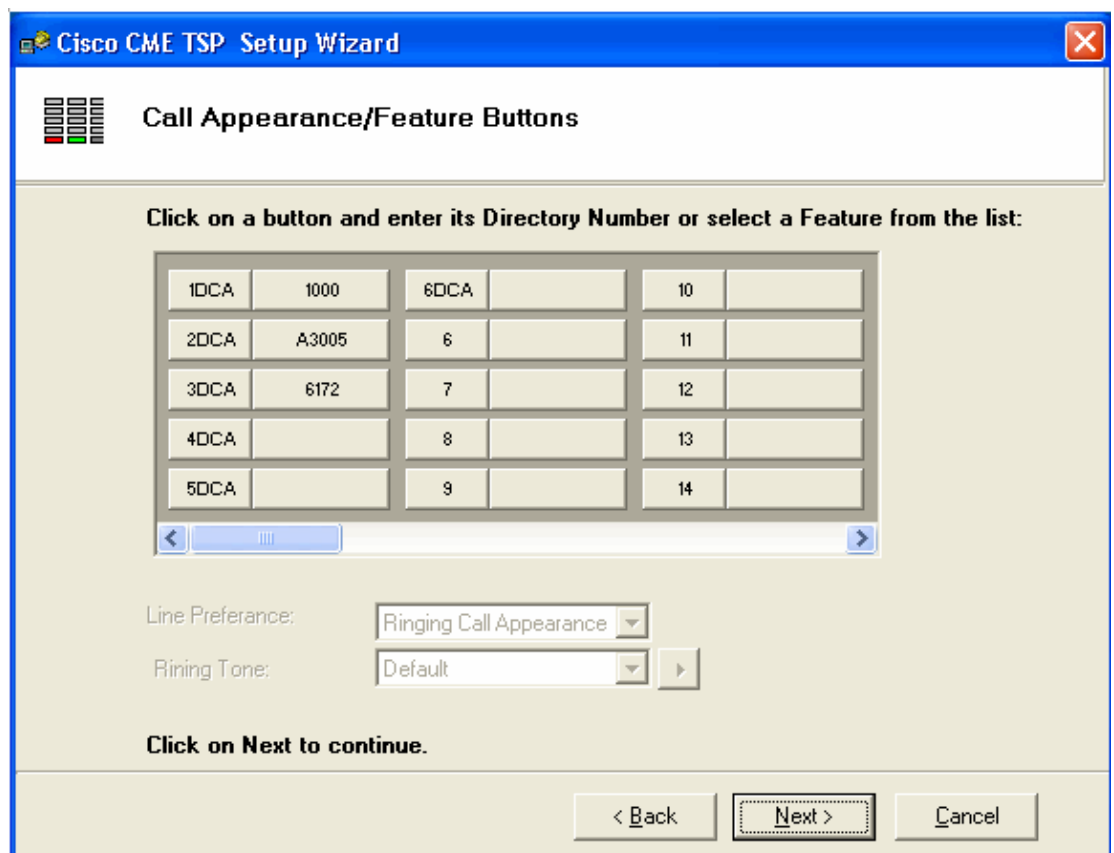
```

Connecting to host '10.89.177.8' [10.89.177.8]...
Host '10.89.177.8' [10.89.177.8] responded successfully.
32 bytes received in 0 msecs.
Found Router : 10.89.177.8
Success : Registered user with 10.89.177.8
Found line : lineInst 1 dirNumber 1000 displayName 1000
Found line : lineInst 2 dirNumber A3005 displayName A3005
Found line : lineInst 3 dirNumber 6172 displayName 6172
Found line : lineInst 4 dirNumber
Found line : lineInst 5 dirNumber
Found line : lineInst 6 dirNumber

```

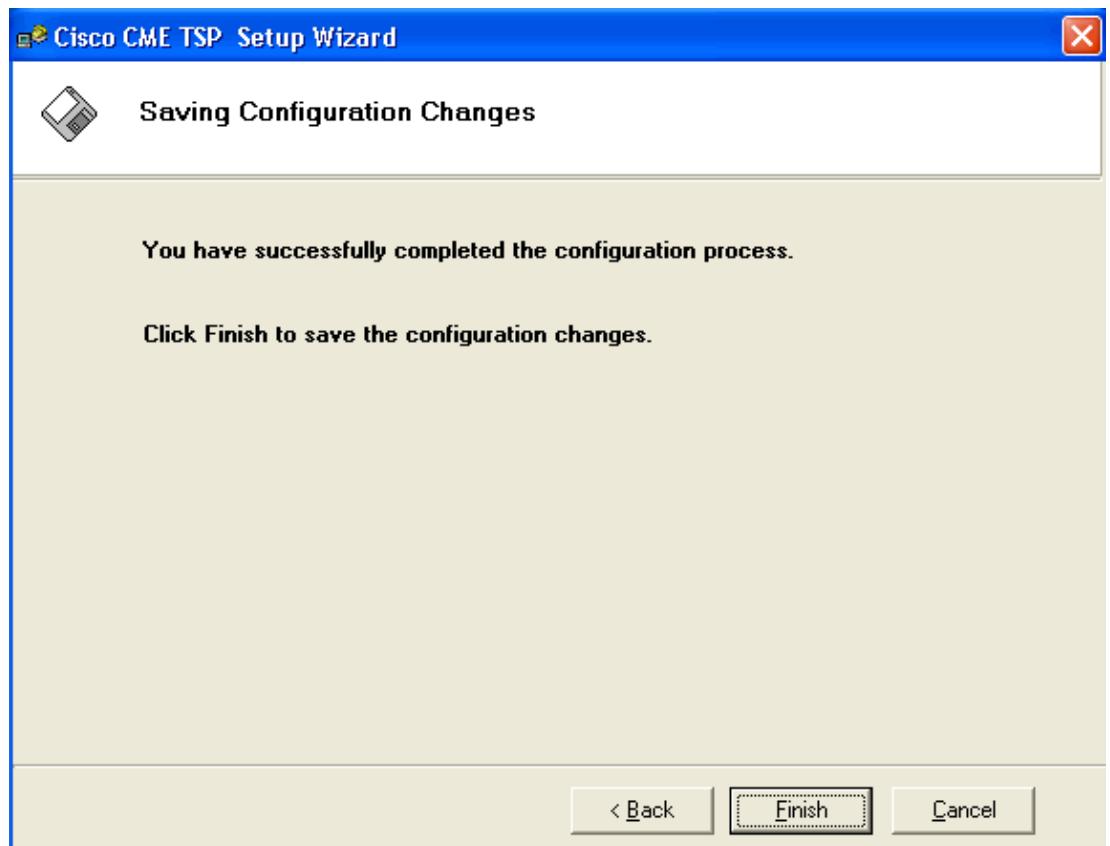
- p. Click **Next**. The Call Appearance/Feature Buttons window appears. See Figure 12. It represents a specific phone with three lines configured which matches messages in the status list box in step 15.

**Figure 12: Call Appearance/Feature Buttons**



- q. Click **Next**. The Saving Configuration Changes window appears. See Figure 13.

**Figure 13: Saving Configuration Changes**



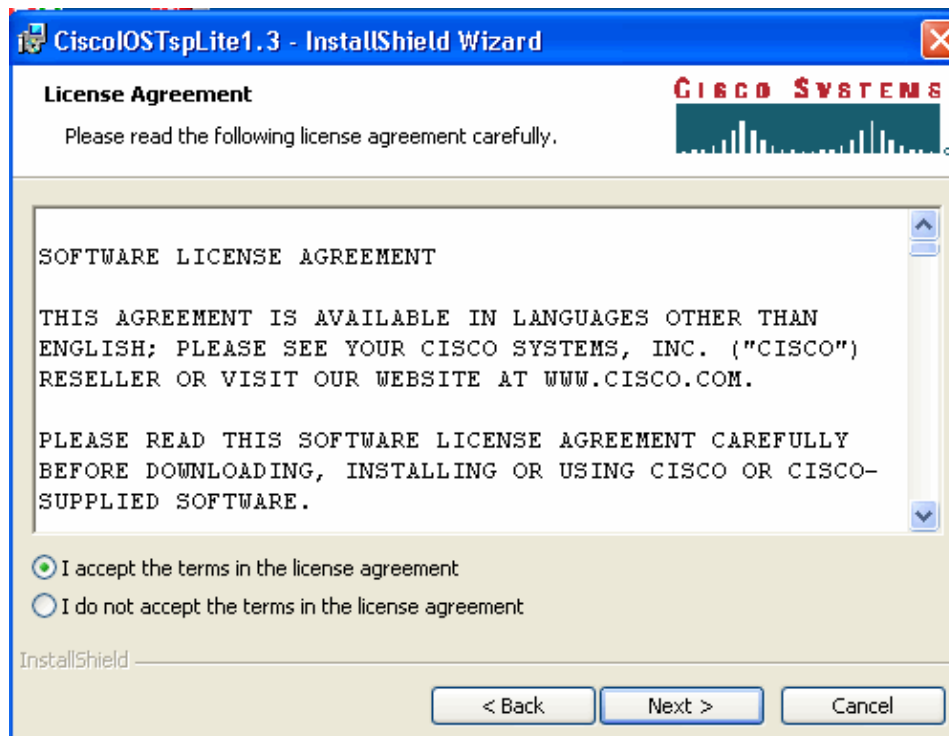
- r. Click **Finish**.
  - s. Restart the PC.
2. Complete these steps in order to install the CiscoIOSTspLite driver
- a. Run the the CiscoIOSTspLit1.3.exe. The Welcome to the InstallShield Wizard for CiscoIOSTspLite1.3 window appears. See Figure 14.

**Figure 14: InstallShield Wizard for CiscoIOSTspLite1.3**



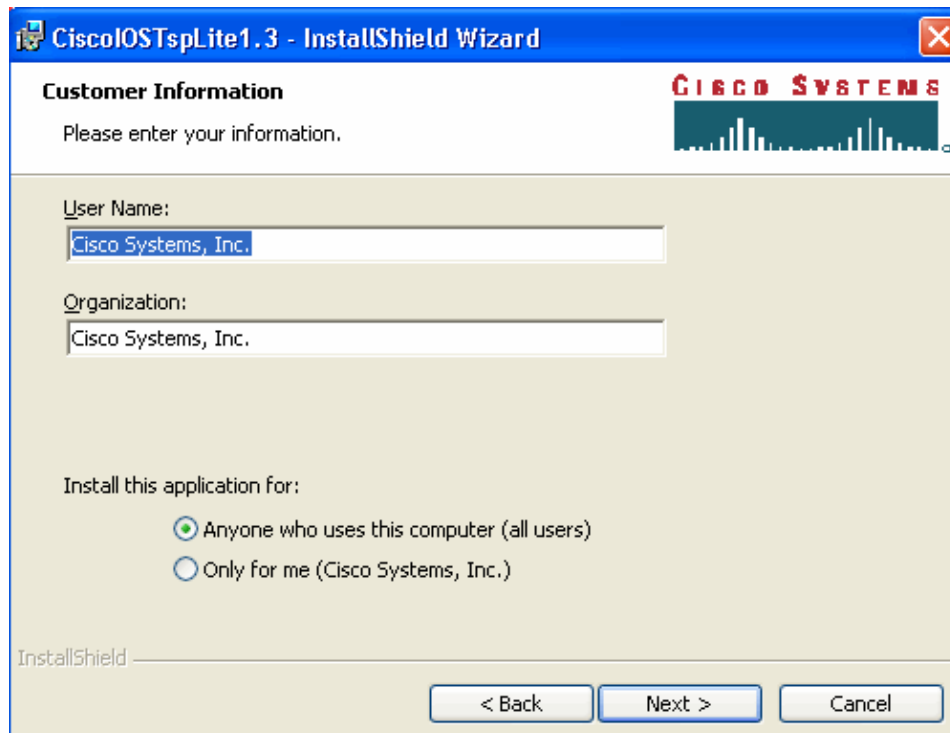
- b. Click **Next**. The License Agreement window appears. See Figure 15.

**Figure 15: License Agreement (CiscoIOSTspLite1.3)**



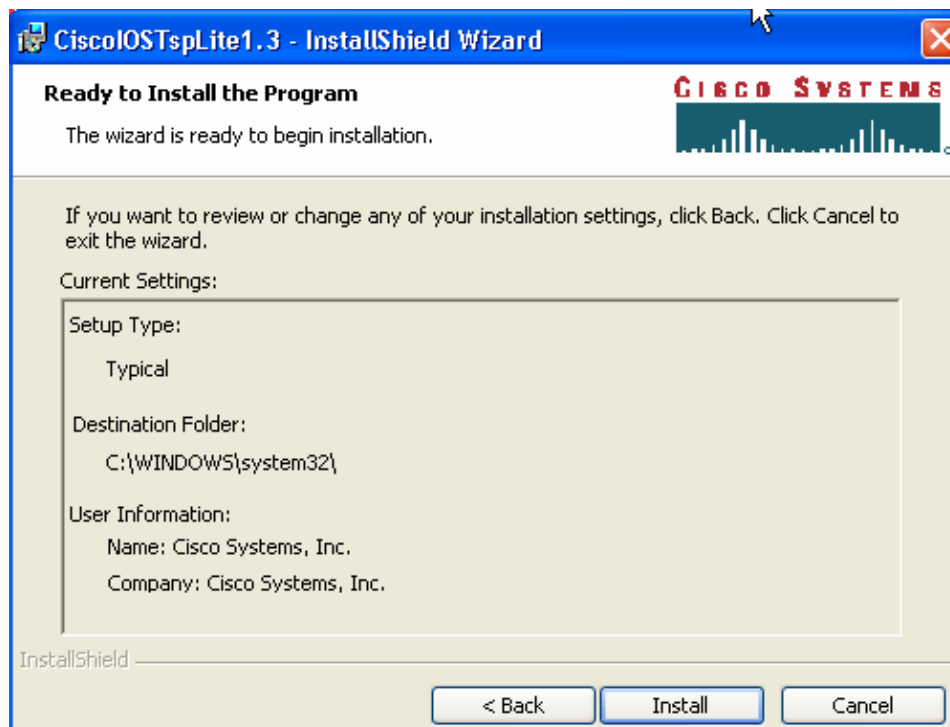
- c. Click **I accept the terms in the license agreement** and, click **Next**. The Customer Information window appears. See Figure 16.

**Figure 16: Customer Information (CiscoIOSTspLite1.3)**



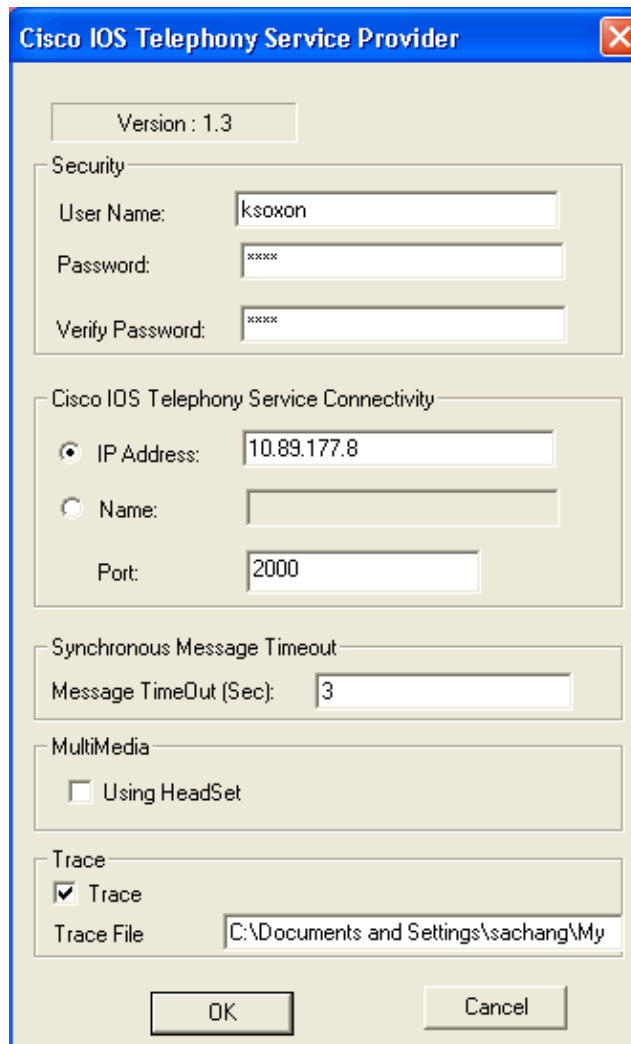
- d. Fill the User Name and Organization fields. Click **Next**. The Ready to Install the Program window appears. See Figure 17.

**Figure 17: Ready to Install the Program**



- e. Click **Install**. The Cisco IOS Telephony Service Provider window appears. See Figure 18. The User Name and Password must match the User Name and Password, as shown in Figure 10.

**Figure 18: Cisco IOS Telephony Service Provider**



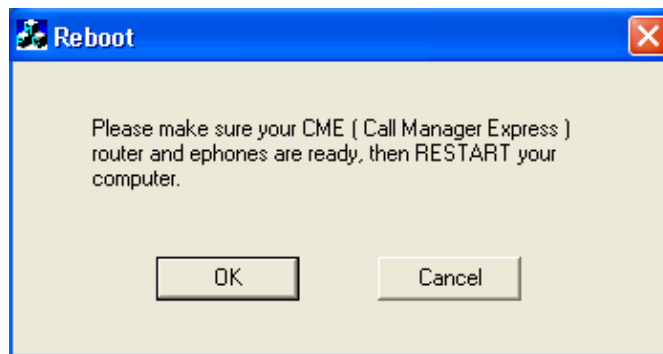
f. Click **OK**. The InstallShield Wizard Completed window appears.

**Figure 19: InstallShield Wizard Completed**



g. Click **Finish**. The Reboot window appears. See Figure 20.

**Figure 20: Reboot**



h. Click **OK** in order to reboot the PC.

## Verify

You can log into Cisco Unified CallManager Express and issue the **show ephone** command. Figure 21 is an extraction of **show ephone**. It represents that the PC with an IP address of 64.101.134.165 controls ephone-3. The username is ksaxon and the status is registered .See arrow A in Figure 21.

**Figure 21: Show Ephone**

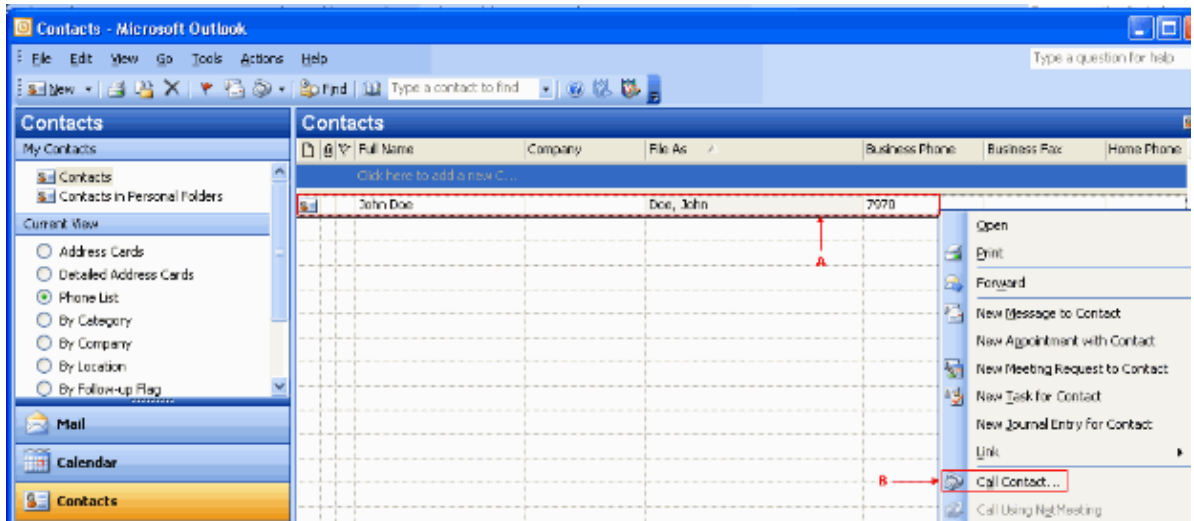
```

ephone-3 Mac:000A.8A67.5313 TCP socket:[1] activeLine:0 REGISTERED in SCCP ver 4
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
IP:172.16.100.3 52864 telecaster 7960 keepalive 6145 max_line 6
button 1: dn 17 number 1000 CH1 IDLE
button 2: dn 5 number A3005 auto dial A3006 CH1 IDLE
button 3: dn 27 number 6172 cfa 7000 CH1 IDLE
Username: ksaxon Password: test
Tapi client information
Username: ksaxon status: REGISTERED Socket : [2]
Tapi Client IP address: 64.101.134.165 Port: 1305
  
```

The next step is to dial the contact with Microsoft Outlook in representation of the phone controlled by Cisco Unified CallManager Express:

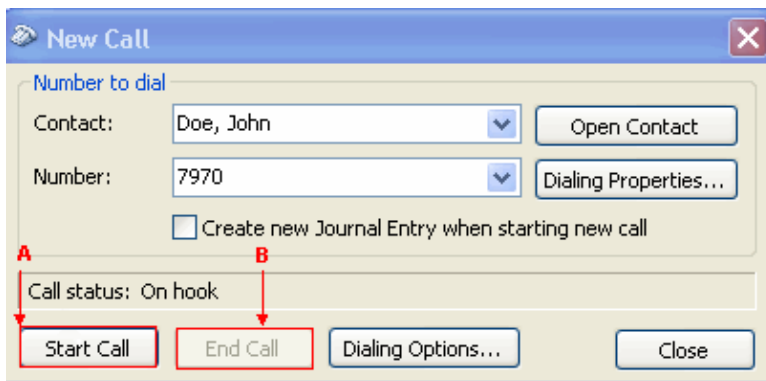
1. Open Microsoft Outlook, and open the **Contacts** folder. See Figure 22.
2. Select a contact to call.

**Figure 22: Contacts List**



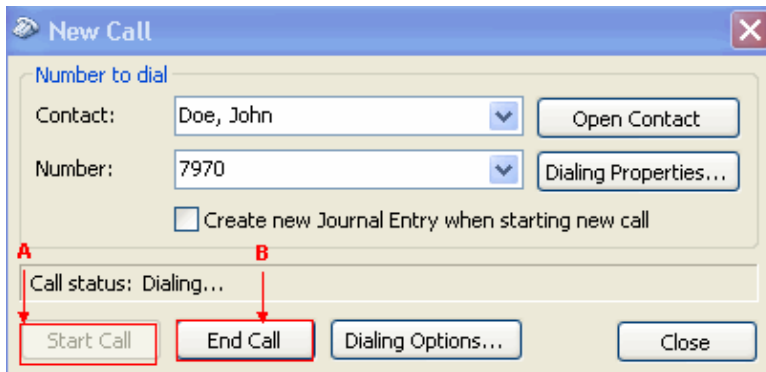
3. Right-click the selected contact. See arrow A in Figure 22. Then, choose **Call Contacts** from the drop-down list. See arrow B in Figure 22. The New Call window appears. See Figure 23. The End Call button is grayed out. See arrow B in Figure 23.

**Figure 23: New Call – Start Call**



4. Click **Start Call**. See arrow A in Figure 23.
5. If the call succeeds, the Start Call button is grayed out. See arrow A in Figure 24.

**Figure 24: New Call – End Call**



6. You can talk with the called party with the audio devices, such as speakers and headphones, on the PC.
7. Click **End Call** in order to terminate the call. See arrow B in Figure 24.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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NetPro Discussion Forums – Featured Conversations for Voice
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<a href="#">Voice &amp; Video: Voice over IP</a>
<a href="#">Voice &amp; Video: IP Telephony</a>
<a href="#">Voice &amp; Video: IP Phone Services for End Users</a>
<a href="#">Voice &amp; Video: Unified Communications</a>
<a href="#">Voice &amp; Video: IP Phone Services for Developers</a>
<a href="#">Voice &amp; Video: General</a>

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Jul 16, 2007

Document ID: 70983

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