

Cisco Smart CallConnector Toolbar Quick Reference Guide

- 1 Overview
- 2 Installing and Configuring the SCC Toolbars
- 3 Starting and Logging In
- 4 CallConnector Toolbar
- 5 Making Calls using Toolbar
- 6 Using QuickDial
- 7 Dialing Outlook Contact Work Number
- 8 Options Window

1 Overview

Cisco® Smart CallConnector Toolbar (SCC Toolbar) is a solution for the Cisco Smart Business Communications System (SBCS) that integrates your phone functions directly into Microsoft Outlook and Internet Explorer. With Smart CallConnector Toolbar, users can:

- Make a call from the PC by entering a number and clicking on the Dial button
- View the caller name and number in a pop-up window
- Click on an Outlook contact and then the Dial button in the toolbar to make a call
- Place a call on hold, switch to another call, or drop the call, using the toolbar buttons
- Bring up the QuickDial window by pressing the Pause-Break key and enter a number to dial
- Highlight a number in any application and click on the CallConnector icon to make a call to that number

2 Installing and Configuring the SCC Toolbars

Pre-Requisites for Installation:

- You must have Windows login account with administrative rights to install the SCC Toolbar. (It can be run under normal user – see note 2 below).
- Your IP Phone must be configured with a username and password.
- For the installation, you will require this configured username and password as well as the UC500 IP address. (If you do not know the password you can try the default setting - 12345)
- SCC Toolbar requires UC540 and UC560 with software loads greater than 8.01.

Installation Steps

Make sure that you are logged on to the PC with administrative rights and have turned off the User Access Control option from the Windows Control Panel – User Accounts. Then download and run the SCC Toolbar installation software from <http://www.cisco.com/go/smartcallconnector>, download software area. Use the installation file Cisco Smart CallConnector Toolbar x64 (version 2.1.0.4) for Windows x64bit OS.

Note – You will need to close Outlook and Internet Explorer before running the installation.

1. Enter your user contact information.
2. If your normal PC login does not give you power or local administrative rights then check the option “Run Popup with Limited User Rights (non-admin)”
3. If you want to start the SCC Toolbar on PC startup then check the option “Startup with Windows”.
4. Click on Next and proceed to copy the files on your PC.

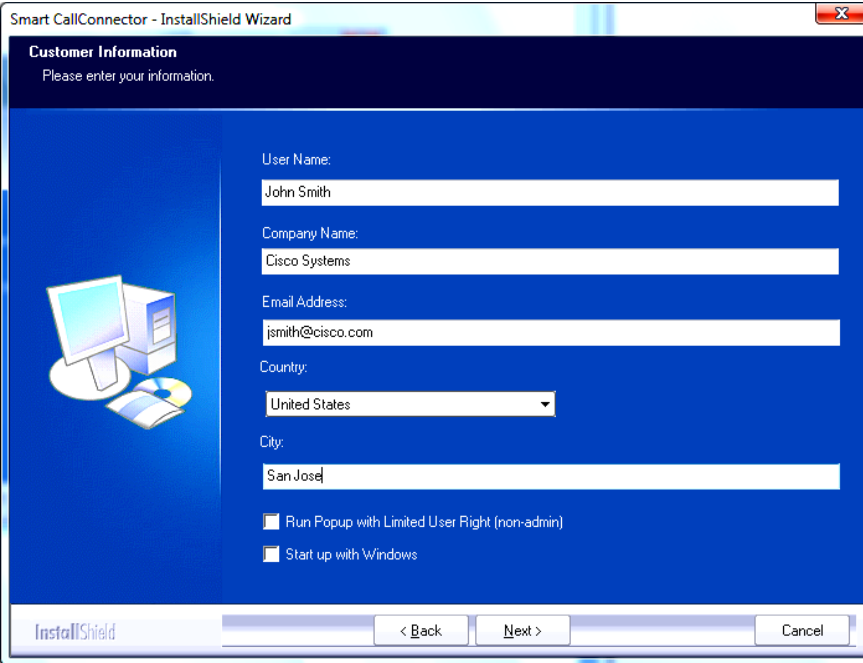


Figure 1 Installation Customer Information Window

When the files have been copied, the Telephone Configuration Wizard will run to collect information to connect to your IP Phone. Click next till you reach the Account Information page shown below.

Cisco Unified CME TSP Setup Wizard

Account Information

Please enter your CallManager Express IP Phone information below:

PC Device ID/ MAC Address:	<input type="text" value="0019.D1A2.7F16"/>	IP Phone User Name:	<input type="text" value="jsmith"/>
CME IP-Address:	<input type="text" value="192.168.1.223"/>	IP Phone Password:	<input type="password" value=""/>
TCP/IP Port for SCCP:	<input type="text" value="2000"/>	Verify Password:	<input type="password" value=""/>

Click on Next to continue.

Help < Back Next > Cancel

Figure 2 IP Phone User Name and Password Configuration Window

1. Enter the IP Address of the UC500 in the CME IP Address Field.
2. Enter your IP Phone Username and Password. Re-enter to verify.
3. Click on Next and in the Connection to Cisco Unified CME page, click on Start to verify that the Toolbar is able to connect to the UC500.

Once the installation has completed, restart the PC. Start the Internet Explorer application, right click in the toolbar and enable the Smart CallConnector Toolbar.

3 Starting and Logging In

Starting Smart CallConnector Toolbar

- Step 1 Double clicking on this icon on your desktop or open the application from Start → All programs → Cisco Systems → Cisco Smart CallConnector Toolbar → Cisco CallConnector Popup. The Options window will display, click on Close Options button.
- Step 2 The Red phone icon will also be displayed in the system tray.
- Step 3 When you open Outlook and Internet Explorer the SCC Toolbar will be displayed.



Exiting CallConnector Toolbar

- Step 1 Right click on the red phone icon in the system tray and select Exit.
- Step 2 If you have the Options window open, you can select Exit Popup to close the application. Note the toolbars will continue to be displayed, but they will be grayed out.

Getting Help

- Step 1 Click on Cisco icon the SCC Toolbar to get access to a number of Help options.

4 CallConnector Toolbar

The Cisco Smart CallConnector Toolbars in Outlook and Internet Explorer provide immediate access to the basic Cisco IP phone telephony functions. The toolbar displays a list of the lines on the phone and the status of the calls on those lines. Using the toolbar buttons, you can:

- Display the status of all the lines on the Cisco IP phone
- Select a call from that list
- Answer an incoming call
- Hang up a connected call
- Hold and resume calls

The toolbar is comprised on the following menus, fields and buttons.

Figure 3 SCC Toolbar in Internet Explorer



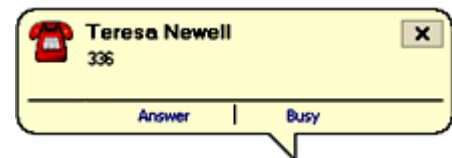
Table 1 CallConnector Toolbar Fields and Buttons

Toolbar Button	Features available from this Button
Cisco Menu	The Cisco menu provides access to Help, link to the Cisco Smart CallConnector site, to enable trace logging and report problems.
Number Field	You can enter the phone number for a new call in this field.
Call Control Buttons	There are two context sensitive call control buttons. In the idle state, the Dial button is available, when a call is ringing, the Answer button becomes enabled. When you are on a connected call, you can Hang-up the call or place it on Hold . Held calls can be re-connected using the Resume button
Lines Display	The IP Phone can have multiple lines configured. This pulldown list allows you to select one of these lines to answer or make calls.

5 Making Calls using Toolbar

To Answer a Call

- Option 1 Select the line on which you have an incoming call, and click on the **Answer** button in the toolbar to connect to the call.
- Option 2 Click **Answer** in the Call Popup window. This pop-up window is displayed for each incoming call.



1. If you were connected to a party, that call will be put on hold
2. If you are making an outgoing call that has not completed, then this call will be dropped.

To Make a Call

- Option 1 Click on the Number field in the Toolbar and enter a phone number, then click on the **Dial** button to make a call to that number.
- Option 2 Click on a contact in the Outlook contacts. The work phone number will be displayed in the Number field. Edit this number to format it making the call. Then click on the Dial button to make the call.

To Hang-up a Call

Step 1 Click on the Hang-up button. The current call will be dropped.

To Hold and Reconnect to Held Calls

Step 1 Select the call that you wish to put on hold and click on the **Hold** button,.

Step 2 To retrieve the held call, click on **Resume** button.

6 Using QuickDial

Figure 4 Quick Dial Window



The shortcut Pause-Break key can be used from within any application to bring up the QuickDial window.

To Make a Call

Option 1 Press the Pause-Break key. The QuickDial window will display.

Option 2 Enter the number to dial and press OK. The number will be dialed.

7 Dialing Outlook Contact Work Number

You can make an outgoing call to the work number of any of your contacts in the Outlook Contacts folder.

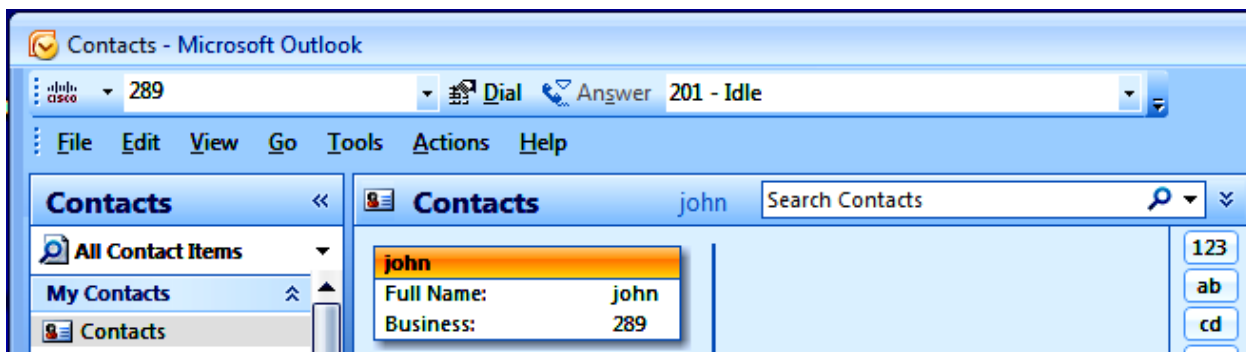


Figure 5 SCC Toolbar in MS Outlook

To Make a Call

Step 1. Switch to the Outlook Contacts folder and click on a contact. The work number for that contact will be automatically entered in the toolbar number field.

Step 2. If required, edit this number so that it is in the format as though you were dialing from the phone.

Step 3. Click on the Dial button. The number will be dialed.

8 Options Window

The SCC Toolbar Options window can be opened by right-clicking on the red phone icon in the system tray.

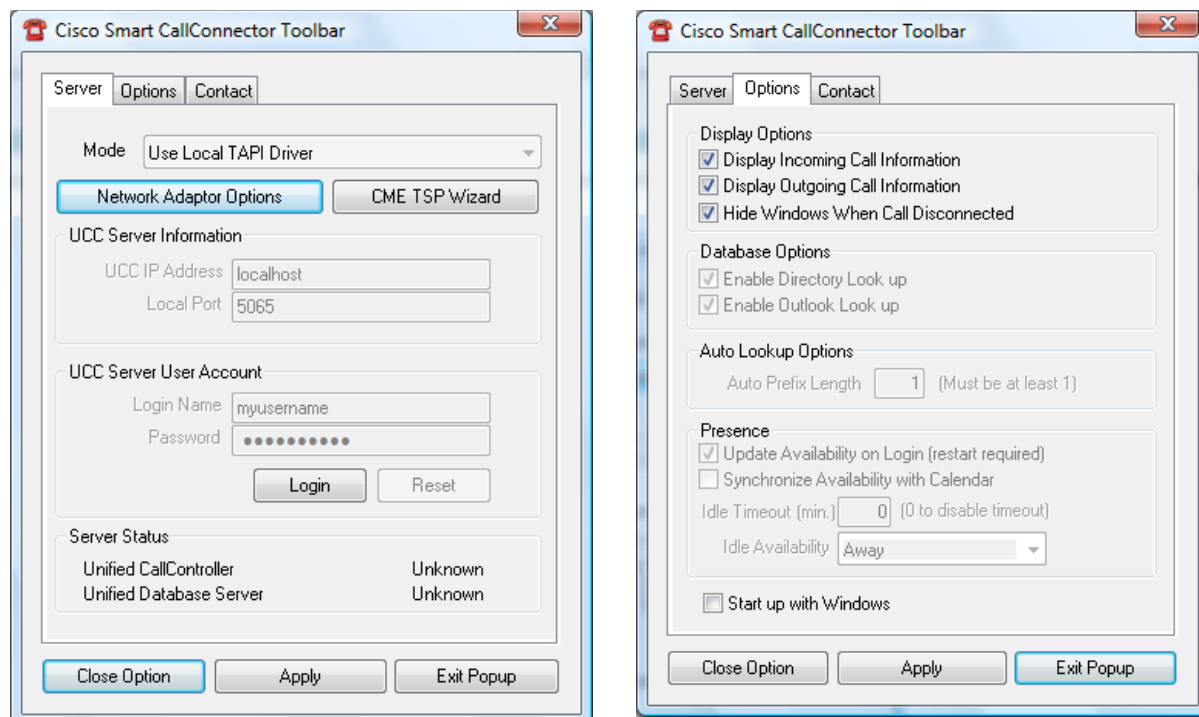


Figure 6 Options Window

This is a tabbed window comprised of three sections – Server, Options and Contact. From the Server window you can select the Network Adaptors to be used to connect to the UC500 for PC that have multiple network adapters. You can also open the Telephone Setup Wizard from this window. The Options window allows you to select the display options for the Call Popup window. The Contact window can be used to enter your own contact information.

The Close Options button closes the Options window, Apply button is used to save the changes and the Exit Popup button is used to close and exit the SCC Toolbar application.



Cisco Systems has more than 200 offices in the following countries. Addresses, phone numbers, and fax numbers are listed on the

Cisco Website at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus • Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

Corporate
Headquarters Cisco
Systems, Inc. 170
West Tasman Drive
San Jose, CA 95134-
1706 USA

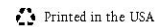
European
Headquarters Cisco
Systems International
BV Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam

Americas
Headquarters Cisco
Systems, Inc. 170
West Tasman Drive
San Jose, CA 95134-
1706 USA

Asia Pacific
Headquarters Cisco
Systems, Inc. 168
Robinson Road
#28-01 Capital Tower
Singapore 068912

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2010 Cisco Systems, Inc. All rights reserved. Printed in the USA on recycled paper containing 10% postconsumer waste.



78-17967-01 DOC-7817967=