

Cisco Unified CallConnector Personal Client

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating – where your business moves with you, security is everywhere, and information is always available, whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

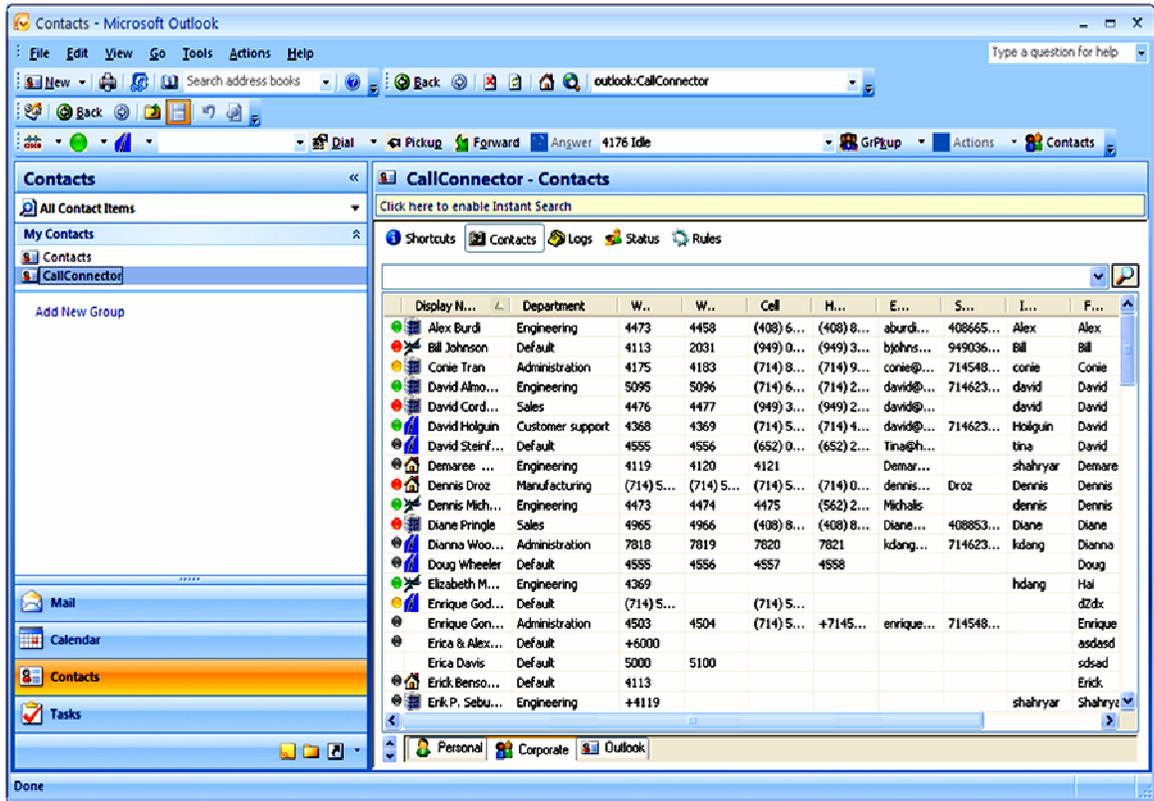
Solution Overview

The Cisco® Unified CallConnector Personal Client is a desktop solution integrated with the Cisco Unified Communications Manager Express (CME) that delivers easy-to-use call control, access to the telephony features, click-to-dial integration with Microsoft Outlook contacts, and incoming-call screen pops. The Cisco Unified CallConnector Personal Clients facilitate increased productivity and more effective communications with the following features:

- Provide an easy-to-use toolbar within Microsoft Outlook and Internet Explorer for dialing numbers, controlling calls, and accessing contact information (Figure 1)
- Bring together all contacts for using auto-dialing or starting a new email message to a contact
- Provide inbound-call screen popup with Outlook contact names and clickable options to take the call, send it to voicemail, or send a quick message
- Provide contact directories and call logs showing the missed, incoming, and outgoing calls with click-to-call back capability

Cisco Unified CallConnector Personal Client uses toolbars within common applications such as Microsoft Outlook and Internet Explorer, providing integration of the contact data in your PC applications with the features of your Cisco Unified Communications Manager Express. As a desktop solution that you can deploy without the server, it is easy to install, configure, and use.

Figure 1. Cisco Unified CallConnector Personal Toolbars in Outlook



Experience Enhanced Outlook Integration

The Cisco Unified CallConnector Personal Client provides a toolbar (or ribbon for Outlook 2010), right-click menu in Outlook contacts, and a Contacts window for directories and logs to allow you to access all your communications services directly from within Outlook (Figure 2). You can locate contacts, manage calls, and view call logs without leaving Outlook. With Outlook integration, you can:

- Right click on an Outlook contact and auto-dial to make calls
- Use the toolbar to locate contacts from any directory and auto-dial or send messages
- Manage calls from the toolbar in Outlook without having to switch applications
- Update your availability status and location from pull-down menus (in server mode only)
- Highlight and click to auto-dial a number

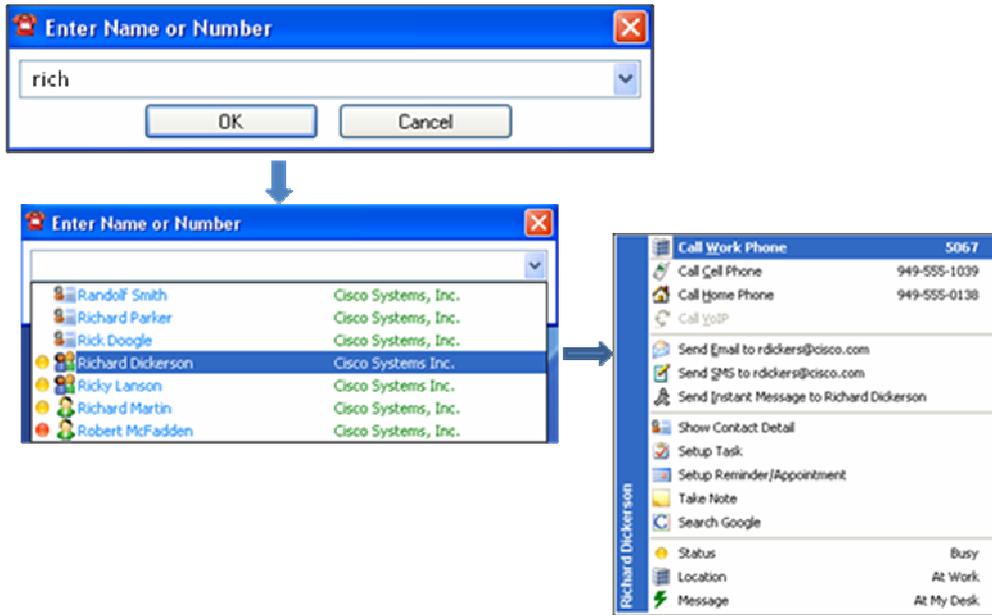
Figure 2. Cisco Unified CallConnector Toolbar in Outlook 2010



Using QuickSearch

From within any application, you can quickly locate and set up communication sessions with your contacts using QuickSearch. Communication options include making calls to work or mobile numbers, sending email or Short Message Service (SMS) messages, or opening collaboration sessions. To use QuickSearch, enter the first few letters of the first name to find a matching contact and then select the communication method (Figure 3).

Figure 3. Cisco Unified CallConnector Quick Search Window



View a History of Calls and Instant Messages

All of your call histories are archived on your PC while the Cisco Unified CallConnector Personal Client is running, and they are available for viewing in the log window. From this window, you can:

- View the incoming, missed, and outgoing calls made from your phone
- Search and locate calls in the call list
- Call back from the log entries

Cisco Unified CallConnector Personal Client Standalone Deployment

Cisco Unified CallConnector Personal Client is deployed as a standalone solution for the individual user's desktop using the Cisco Unified Communications Manager Express Telephony Application Programming Interface (TAPI) Telephony Service Provider (TSP). The Cisco Unified CallConnector Personal Client is installed and configured on each Windows workstation associated with a Cisco Unified IP Phone. The client delivers the call-control features listed in Table 1.

Table 1. Cisco Unified CallConnector Personal Client Features in Standalone Deployment

Cisco Unified CallConnector Personal Client Features	Description	Benefit
Call-control toolbars within Microsoft Outlook and Internet Explorer	Toolbars offer easy access to features without the need for any additional desktop applications. You can use them within Outlook or Internet Explorer.	The toolbars provide easy-to-use features such as finding contacts, executing phone features, and streamlining communications for you.
Cisco Unified CallConnector contacts	Within Outlook and Internet Explorer the solution brings together all personal and Outlook contacts.	Finding contacts within two commonly used applications is easy.

Cisco Unified CallConnector Personal Client Features	Description	Benefit
Quick dial from any contact	Use click-to-dial or click-to-send on any contact with the option to show all numbers (work, cell, and home) and send addresses (email and SMS) associated with the contact.	Quick dial saves time; calls or startup of other communication sessions are placed in a few seconds without manual number or address entry.
Quick transfer, hold, and conference	Easily transfer, hold, or set up conferences using context menus within Outlook or Explorer.	Transferring or setting up conference calls is easy using your PC mouse.
QuickSearch through contacts	Use the Pause-Break key on your PC to quickly find a contact and then auto-dial the number, or click to send an email message.	It is an easy way to search though all contacts without opening new applications or switching pages.
Speed dial	The solution offers an option to create icon-based speed dials for frequently called numbers.	Common numbers are easy to find and dial quickly.
New-call popup window with Outlook Caller ID Lookup	Incoming calls generate a screen pop with the caller's name lookup from Outlook contacts. The solution offers a clickable option to answer or send a call to voicemail.	You always know who is calling. The solution also provides an option to answer a call or ignore it and send it to voicemail.
QuickDial from any application	You can highlight a phone number in any application such as Microsoft Word, PowerPoint, email, or webpage, and then double click the phone icon to place a call.	Placing a call is quick and easy. You do not have to read the number and manually dial it, saving time and improving productivity.
Cisco Unified CallConnector call logs	Missed, received, and dialed calls are stored on your PC. You can use quick dial to return calls missed while out of the office.	You save time returning calls missed while away from the office. You can use the history log of calls received and placed for billing.

Cisco Unified CallConnector Personal Client Connected to Cisco Unified CallConnector Server

In the server mode, the Cisco Unified CallConnector Personal Client brings together easy-to-use call control, presence, instant messaging (IM), and directories to simplify the communication experience, helping work teams and colleagues share information faster and communicate in real time. Similar to popular IM, you can set your status from the Cisco Unified CallConnector toolbar. This status information is updated automatically for all users from the Cisco Unified CallConnector Server and is accessible from the toolbars in Internet Explorer, Outlook, or the QuickSearch results window. Knowing whether contacts are available helps reduce communication delays among workers, resulting in faster decision making and enhanced productivity. Table 2 lists the additional features available with the Cisco Unified CallConnector Server.

Table 2. Cisco Unified CallConnector Personal Client Features in Server Mode

Cisco Unified CallConnector Personal Features with Server	Description	Benefit
Dynamic presence information	The solution offers a real-time display of users' locations, availability, and IP phone status, plus an optional custom message.	The number of missed phone calls is reduced, and the application gives information about employees' locations.
Location (user-selectable)	You can show your location by icon (work, home, travel, and vacation) or create a custom message displayed to other users.	Others (including operator) can see who is in the office, out of the office, or away on travel.
Availability (user-selectable)	You can show your status by color, available, busy, away, or other.	Fellow employees can know who is available to receive calls or instant messages.
Dynamic IP phone status	All phones connected to the Cisco Unified Communications Manager Express have status auto-updated for others to see.	The number of missed phone calls is reduced, resulting in more efficient communications.
QuickMessaging	Simple IM for the small office is launched though Cisco Unified CallConnector Contacts Quick Dial.	An easy-to-use, simple instant messaging client provides productivity gains among employees. An alternative to the use of external public IM clients eases security concerns.
Synchronization with Outlook Calendar	You can update your availability status automatically based on the Outlook Calendar.	The solution automatically tracks your schedule, reducing the need to manually update your availability.
QuickSearch with presence information	The QuickSearch results bar shows location, availability, and phone status for colleagues in addition to contact numbers.	Quickly find phone numbers and presence information about colleagues, so you know whether the person you are calling is available before you call.

System Requirements

Table 3 lists the computer requirements for the Cisco Unified CallConnector Personal Client, Table 4 lists the requirements for the Cisco Unified CallConnector Server, and Table 5 lists the software version needed for the Cisco Unified Communications Manager Express.

Table 3. Cisco Unified CallConnector Personal Client Requirements

Parameter	Description
Disk space	100-MB free hard disk space Reserve an additional 50 MB for upgrades.
Hardware	1.8-GHz or faster processor for workstation
Memory	2-GB RAM minimum
Operating system	Microsoft Windows XP Personal (Service Pack 2 or later), Windows Vista, or Windows 7 (Both 32- and 64-bit Windows versions are supported.) Note: No virtual desktop environments, including VMWare, Windows 7 Terminal Server and Citrix client environments are supported.
Application	Microsoft Outlook 2003, 2007, and 2010 Microsoft Internet Explorer 7.0 and 8.0
IP phone	Cisco Unified IP Phone 7940G, 7960G, or 7970G Series models

Table 4. Cisco Unified CallConnector Server Minimum System Requirements

Parameter	Description
Disk space	Smaller sites (up to 25 users): 2-GB free hard disk space Sites with 25 to 75 users: 4-GB free hard disk space Larger sites with 75 to 250 users: 8-GB free hard disk space
Hardware	Smaller sites (up to 25 users): 2.66-GHz or faster multicore processor Sites with 25 to 75 users: 2.66-GHz or faster quad-core processor Larger sites with 75 to 250 users: Dedicated quad-core 3-GHz or faster processor
Memory	Smaller sites (up to 25 users): 2-GB system memory Sites with 25 to 75 users: 4-GB system memory Larger sites with 75 to 250 users: 8-GB system memory recommended
Operating system	Microsoft Windows XP Professional (SP 2 or later) Windows Vista Windows Server 2003 or 2008 (recommended) Windows Small Business Server Both 32- and 64-bit Windows OSs are supported.
IP phone	Cisco Unified IP Phone 7940G, 7960G, or 7970G Series models
Applications	Microsoft Internet Explorer 6.0 with Service Pack 2 or Internet Explorer 7.0–8.0

Table 5. Cisco Unified Communications Manager Express Requirements

Cisco Unified Communications Manager Express Software Version	Cisco IOS® Software Release
8.0	15.0 XA
8.1	15.1.2T
8.5	15.1.3T

Ordering Information

To place an order, contact your local Cisco representative, visit the [Ordering Home Page](#) on the Cisco website, or refer to Table 6.

Table 6. Ordering Information

Product Name	Part Number	SMARTNet Support
Cisco Unified CallConnector Personal Client	SW-UCC-CLIENT-1	CON-SAU-UCCCLT1
Cisco Unified CallConnector Server	SW-UCC-SERVER	CON-SAU-UCCSERV

For More Information

For more information about the Cisco Unified Communications Manager Express solution, including Cisco Unified CallConnector Personal Client and Cisco Unified CallConnector Server, please visit:

<http://www.cisco.com/go/unifiedcallconnector>. If you have questions, send e-mail to access-ccme-cue@cisco.com.

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and our partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and our partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



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