



Prerequisites for Installing Click to Call

November 25, 2008

- [Server and Client PC Requirements, page 1-1](#)
- [Phone Requirements, page 1-2](#)
- [Supported Desktop Applications, page 1-2](#)
- [Firewall Limitation, page 1-3](#)
- [Getting More Information, page 1-3](#)

Server and Client PC Requirements

[Table 1-1](#) describes the server and client PC requirements for installing Click to Call.

Table 1-1 Click to Call installation requirements

Item	Description
Server/Network	<ul style="list-style-type: none"> • A Cisco Unified Communications Manager server version 5.1.x, 6.x or 7.x • The Cisco Unified Communications Manager server must be installed, configured, and operating correctly as per the Cisco Unified Communications Manager documentation, at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html • The Cisco Unified Communications Manager server must be configured to support the WebDialer service. For information on determining server capacity for the WebDialer service based on users and expected call volume, refer to the Cisco WebDialer chapter in the <i>Cisco Unified Communications Manager Solution Reference Network Design</i>: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html
Client PC	<p>Supported Operating System(s):</p> <ul style="list-style-type: none"> • Microsoft Windows XP Professional • Microsoft Windows Vista Business Edition or Enterprise Edition <p>Required Disk Space: 80MB free hard disk space</p>

REVIEW EFT DRAFT – CISCO CONFIDENTIAL**Related Topics**

- [Configuring Cisco Unified Communications Manager for Click to Call, page 1-3](#)
- [Phone Requirements, page 1-2](#)
- [Supported Desktop Applications, page 1-2](#)
- [Firewall Limitation, page 1-3](#)

Phone Requirements

- [Supported Soft Phone Applications, page 1-2](#)
- [Supported Cisco Unified IP Phones, page 1-2](#)

Supported Soft Phone Applications

Cisco IP Communicator v 2.1(3) or higher is supported. Cisco IP Communicator is supported in SCCP and SIP mode.

Supported Cisco Unified IP Phones

The following Cisco Unified IP Phones models are supported with Click to Call:

SCCP Phones:	<ul style="list-style-type: none"> • 7902G, 7905G, 7906G • 7911G, 7912G, 7912G-A • 7920, 7921G • 7940G, 7941G, 7941G-GE, 7942G, 7945G • 7960G, 7961G, 7961G-GE, 7962G, 7965G • 7970G, 7971G-GE, 7975G
SIP Phones:	<ul style="list-style-type: none"> • 7941G, 7941G-GE, 7942G, 7945G • 7961G, 7961G-GE, 7962G, 7965G • 7970G, 7971G-GE, 7975G

Related Topics

- [Server and Client PC Requirements, page 1-1](#)
- [Supported Desktop Applications, page 1-2](#)

Supported Desktop Applications

The following desktop applications can be used with the Click to Call application:

REVIEW EFT DRAFT – CISCO CONFIDENTIAL

- Mozilla Firefox 1.5, 2.0, 3.0
- Microsoft Internet Explorer 6.0, 7.0
- Microsoft Excel 2003, 2007
- Microsoft Word 2003, 2007
- Microsoft Outlook 2003, 2007
- Microsoft Sharepoint 2003, 2007
- Microsoft Powerpoint 2003

Related Topics

- [Server and Client PC Requirements, page 1-1](#)
- [Phone Requirements, page 1-2](#)

Firewall Limitation

If a firewall exists between Cisco Unified Communications Manager and the Cisco Unified IP Phone, your end user may not be able to use Click to Call.

Related Topics

- [Server and Client PC Requirements, page 1-1](#)
- [Phone Requirements, page 1-2](#)

Getting More Information

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:
http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco WebDialer Service Documentation

Refer to the following WebDialer documentation at the following URLs:

- Cisco WebDialer chapter in the *Cisco Unified Communications Manager Features and Services Guide* Feature and Services Guide:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- Cisco WebDialer chapter in the *Cisco Unified Communications Manager Solution Reference Network Design*:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html

REVIEW EFT DRAFT – CISCO CONFIDENTIAL**Microsoft Active Directory Documentation**

Refer to the Microsoft Active Directory documentation at the following URLs:

- Active Directory 2003: <http://technet2.microsoft.com/windowsserver/en/technologies/featured/ad/default.mspx>
- Active Directory 2008: <http://technet2.microsoft.com/windowsserver2008/en/library/>