



CHAPTER 5

Configuring Features and Services for Cisco IP Communicator

After you add Cisco IP Communicator to Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), you can add users, configure telephony features, modify phone templates, and set up services for Cisco IP Communicator. You can also configure product-specific settings for Cisco IP Communicator.

- [About Adding Users to Cisco Unified Communications Manager, page 5-1](#)
- [Telephony Features Available for Cisco IP Communicator, page 5-2](#)
- [About Modifying Phone Button Templates, page 5-6](#)
- [About Configuring Softkey Templates, page 5-7](#)
- [Setting Up Services, page 5-7](#)
- [About Configuring Corporate and Personal Directories, page 5-8](#)



Tip

In general, it is preferable to configure the settings in Cisco Unified Communications Manager Administration before deploying Cisco IP Communicator to ensure that features are set up properly for the user at first launch and remain consistent thereafter.

About Adding Users to Cisco Unified Communications Manager

When you add users through Cisco Unified Communications Manager Administration, you can display and maintain information about them. After they are added, users can perform these actions:

- Set up speed dial and call forwarding numbers
- Subscribe to services that are accessible from Cisco IP Communicator
- Access the corporate directory and other customized directories from Cisco IP Communicator
- Create a personal directory (Personal Address Book service)

You can add users to Cisco Unified Communications Manager by using either of these methods:

- To add users individually:
 - In Release 5.x and later: choose **User Management > End User**.
 - In Release 4.x: choose **User > Add a New User**.

For details about adding users, see the *Cisco Unified Communications Manager Administration Guide*. For details about user information, see the *Cisco Unified Communications Manager System Guide*.

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

- To add users in batches, use the Bulk Administration Tool (BAT). This method also enables you to set an identical default password for all users.

For details, see the *Bulk Administration Tool User Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html

Related Topics

- [Telephony Features Available for Cisco IP Communicator, page 5-2](#)
- [About Modifying Phone Button Templates, page 5-6](#)
- [About Configuring Softkey Templates, page 5-7](#)
- [Setting Up Services, page 5-7](#)
- [About Configuring Corporate and Personal Directories, page 5-8](#)

Telephony Features Available for Cisco IP Communicator

After you add Cisco IP Communicator devices to Cisco Unified Communications Manager, you can add functionality to those devices. [Table 5-1](#) lists the supported telephony features, many of which you can configure through Cisco Unified Communications Manager Administration.



Note

- If Cisco IP Communicator does not appear in the **Device > Phone > Phone Type** drop-down list, install the latest support patch for your server version from this URL:
<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
- Cisco Unified Communications Manager documentation is available from the application Help menu and from this URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Table 5-1 Configuring Telephony Features Through Cisco Unified Communications Manager Administration

Feature	Description	For details, see...
Abbreviated dialing	A user can configure up to 99 speed-dial entries. Speed-dial entries that are not assigned to the speed-dial buttons on Cisco IP Communicator are used for abbreviated dialing. When a user starts dialing digits, the AbbrDial softkey appears, and the user can access any speed-dial entry by entering the appropriate index.	<i>Cisco Unified Communications Manager Administration Guide</i> (abbreviated dialing and speed dialing)
Auto answer	Causes the speakerphone or headset to automatically go off-hook when an incoming call is received.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager Features and Services Guide</i>
Barge	Allows a user to join an in-progress call on a shared line. Phones support Barge in two conference modes: <ul style="list-style-type: none"> • Built-in conference bridge at the target device (the phone that is being barged). This mode uses the Barge softkey. • Shared conference bridge. This mode uses the cBarge softkey. 	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Block external-to-external transfer	Prevents users from transferring an external call to another external number.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Call display restrictions	Determines the information that displays for calling or connected lines, depending on the parties who are involved in the call.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Call park	Places the call on hold so that anyone connected to the Cisco Unified Communications Manager system can retrieve the call.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager Features and Services Guide</i>
Call pickup	Picks up incoming calls within a group.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Call waiting	Receives a second incoming call on the same line without disconnecting the first call.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Caller ID	Displays the telephone number and name of the caller.	<i>Cisco Unified Communications Manager Administration Guide</i>
Cisco Call Back	Allows a user to receive call back notification on a Cisco Unified IP Phone when the line for a called party becomes available.	<i>Cisco Unified Communications Manager Features and Services Guide</i>

Table 5-1 Configuring Telephony Features Through Cisco Unified Communications Manager Administration

Feature	Description	For details, see...
Cisco Unified Communications Manager Assistant	Enables managers and their assistants to work together more effectively by providing a call-routing service, enhancements to phone capabilities for the manager, and desktop interfaces that are primarily used by the assistant.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Features and Services Guide</i> • <i>Cisco Unified Communications Manager Administration Guide</i> (system requirements, installation and configuration instructions, and use information)
CMC ¹	Enables a user to specify that a call relates to a specific client matter.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Conference	Initiates an ad-hoc conference and then conferences in other participants one at a time.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Configurable call forward display	Allows you to specify information that appears on a phone when a call is forwarded. This information can include the caller name, caller number, redirected number, and original dialed number.	<i>Cisco Unified Communications Manager Administration Guide</i>
Direct transfer	Joins two established calls (calls that are on hold or in a connected state) into one call and drops the feature initiator from the call. Does not initiate a consultation call and does not put the active call on hold.	<i>Cisco Unified Communications Manager System Guide</i>
Do Not Disturb (DND)	Allows a user to block incoming calls with a busy tone.	<i>Cisco Unified Communications Manager Administration Guide</i> , SIP Profile Configuration chapter (Release 5.x)
FAC ²	Controls the types of calls that certain users can place.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Forward	Forwards all calls to the designated directory number.	<i>Cisco Unified Communications Manager Administration Guide</i>
Group call pickup	Allows users to pick up incoming calls within their own group or in other groups.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Hold	Places an active call on hold.	Requires no configuration, unless you want to use music on hold; see “Music-on-Hold” in this table
Immediate Divert	Immediately diverts a call to a voice messaging system. When a call is diverted, the line becomes available to make or receive new calls.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Join	<p>Allows a user to initiate an ad-hoc conference by using the Join softkey.</p> <p>Join does not create a consultation call and does not put the active call on hold. Join can include more than two calls, which results in a call with more than three parties.</p>	<ul style="list-style-type: none"> • About Configuring Softkey Templates, page 5-7 • <i>Cisco Unified Communications Manager Administration Guide</i>

Table 5-1 Configuring Telephony Features Through Cisco Unified Communications Manager Administration

Feature	Description	For details, see...
MCID ³	Allows you to report a call of a malicious nature by requesting that Cisco Unified Communications Manager identify and register the source of an incoming call in the network.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Meet-Me conference	Enables other callers to join a conference.	<i>Cisco Unified Communications Manager Administration Guide</i>
Message waiting	Indicates that one or more voice messages are waiting for a user.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
MLPP ⁴	Allows properly validated users to place priority calls. If necessary, users can preempt lower-priority phone calls. Also allows the use of the CFAP ⁵ feature for forwarding a precedence call.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Music-on- hold	Plays music while callers are on hold.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Privacy	Enables or disables whether users with phones that share the same line can view call status and can barge a call.	<i>Cisco Unified Communications Manager Features and Services Guide</i> (system requirements, configuration instructions, and use information)
QRT ⁶	Allows users to use the QRT softkey on a phone to submit information about problem phone calls. QRT can be configured for either of two user modes, depending upon the amount of user interaction desired with QRT.	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Redial	Redials the last number dialed on the Cisco Unified IP Phone.	Requires no configuration
Ring setting	Identifies ring type used for a line when a phone has another active call.	<i>Cisco Unified Communications Manager Administration Guide</i> Users can adjust their ring settings from the Cisco Unified Communications Manager User Options web pages.
Services	Allows you to use the Cisco Unified IP Phone Services Configuration menu to define and maintain the list of phone services to which users can subscribe.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Services URL button	Provides one-touch access to information services.	<i>Cisco Unified Communications Manager Administration Guide</i>
Speed-dial	Dials a specified number that has been previously stored.	<i>Cisco Unified Communications Manager Administration Guide</i>

Table 5-1 Configuring Telephony Features Through Cisco Unified Communications Manager Administration

Feature	Description	For details, see...
Time-of-Day Routing	Restricts access to specified telephony features by time period.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>
Transfer	Transfers an active call to another directory number.	Requires no configuration
Video Support	Enables video support. For details about supported Cisco Unified Video Advantage and Cisco Unified Communications Manager releases, see the server requirements section of the release notes at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i> • <i>Cisco Unified Video Advantage Administration Guide</i>
Voice messaging system	Enables callers to leave voice messages if calls are unanswered.	<ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i> • <i>Cisco Unified Communications Manager System Guide</i>

1. CMC = Client matter codes
2. FAC = forced authorization codes
3. MCID = malicious caller identification
4. MLPP = Multilevel Precedence and Preemption
5. CFAP = call-forward alternate party
6. QRT = Quality Reporting Tool

Related Topics

- [About Modifying Phone Button Templates, page 5-6](#)
- [About Configuring Softkey Templates, page 5-7](#)
- [Setting Up Services, page 5-7](#)
- [About Configuring Corporate and Personal Directories, page 5-8](#)

About Modifying Phone Button Templates

Phone button templates let you assign features to line and speed dial buttons. You should modify templates before registering devices on the network. In this way, you can access customized template options from Cisco Unified Communications Manager during registration.

You modify a template from **Device > Device Settings > Phone Button Template**. You assign a template to a device on the Phone Configuration window (Phone Button Template field). For details, see the *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager System Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

The default Cisco IP Communicator template uses buttons 1 and 2 for lines and assigns buttons 3 through 8 for speed dial numbers. You access other telephony features (such as call park, call forward, redial, hold, resume, voice messaging system, conferencing, and so on) by using Cisco IP Communicator softkeys.

Related Topics

- [Telephony Features Available for Cisco IP Communicator, page 5-2](#)
- [About Configuring Softkey Templates, page 5-7](#)
- [Setting Up Services, page 5-7](#)

About Configuring Softkey Templates

By using Cisco Unified Communications Manager, you can manage softkeys associated with applications that are supported by Cisco IP Communicator. Cisco Unified Communications Manager supports two types of softkey templates: standard and nonstandard. An application that supports softkeys can have one or more standard softkey templates associated with it. You cannot modify standard softkey templates; you can modify only nonstandard templates.

You configure softkey templates from **Device > Device Settings > Softkey Template**. You assign a softkey template to a device on the Phone Configuration window (Softkey Template field). For details, see the *Cisco Unified Communications Manager Administration Guide* and the *Cisco Unified Communications Manager System Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Related Topics

- [Telephony Features Available for Cisco IP Communicator, page 5-2](#)
- [About Modifying Phone Button Templates, page 5-6](#)
- [Setting Up Services, page 5-7](#)

Setting Up Services

Users can click the **Services** button on Cisco IP Communicator to access XML applications that enable the display of interactive content with text and graphics on the Cisco IP Communicator phone screen. Examples of services include local movie times, stock quotes, and weather reports. Before a user can access these services, you must perform this procedure.

Procedure

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- Step 1** Gather the URLs for the sites you want to set up, and verify that users can access those sites from your corporate IP telephony network.
- Step 2** Configure available services:
- In Release 5.x and later: **Device > Device Settings > Phone Services**
 - In Release 4.x: **Features > Cisco Unified IP Phone Services**

For details, see *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager System Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

- Step 3** Verify that your users have access to the User Options web pages from which they can select and subscribe to configured services. For details that you must provide to users, see [Appendix A, “Providing Information to Users About Cisco IP Communicator.”](#)
- Step 4** Tell users to access the User Options web page through Cisco IP Communicator (**right-click > Cisco User Options**) and to subscribe to services.

Related Topics

- [Telephony Features Available for Cisco IP Communicator, page 5-2](#)
- [About Modifying Phone Button Templates, page 5-6](#)
- [About Configuring Softkey Templates, page 5-7](#)

About Configuring Corporate and Personal Directories

Through Cisco IP Communicator, users can search corporate and personal directories if you integrate Cisco Unified Communications Manager with a directory server and configure the Quick Search feature.

- [Directory Search Features, page 5-8](#)
- [Cisco Unified Communications Manager Integration with a Directory Server, page 5-9](#)
- [How to Configure Quick Search, page 5-9](#)

Directory Search Features

[Table 5-2](#) lists the directory search features that are supported by Cisco IP Communicator.

Table 5-2 *Directory Search Features Supported by Cisco IP Communicator*

Search Feature	To Invoke...	Configuration Tasks
Corporate directory searches through the Directories button	Click the Cisco IP Communicator Directories button, or enter a shortcut (Ctrl + D), and then choose the directory from the phone screen menu.	If necessary, integrate <i>Cisco Unified Communications Manager</i> with a directory server; no additional configuration is required. See the “ Cisco Unified Communications Manager Integration with a Directory Server ” section on page 5-9.
Corporate and personal directory searches through the Quick Search feature	Cisco IP Communicator (right-click > Quick Search), or enter a shortcut (Alt + K). This feature is specific to Cisco IP Communicator.	Use the Cisco IP Communicator Directory Wizard to configure the Quick Search feature (and the Dialing Rules feature). Users can create personal directories by subscribing to the Personal Address Book service from the User Options web page. See the “ How to Configure Quick Search ” section on page 5-9.

Table 5-2 Directory Search Features Supported by Cisco IP Communicator (continued)

Search Feature	To Invoke...	Configuration Tasks
Personal directory searches through the Services button	Click the Cisco IP Communicator Services button, or enter a shortcut (Ctrl + R) ¹ , and then choose the Personal Address Book service from the phone screen menu.	Users create personal directories by subscribing to the Personal Address Book service from the User Options web page. See the “ Configuring Quick Search to Access a Personal Address Book with Windows-Based Cisco Unified Communications Managers ” section on page 5-15.

1. In all releases prior to Release 2.0, this keyboard shortcut is Ctrl + V

Related Topics

- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers](#), page 5-13
- [Applying Dialing Rules to Quick Search Dialing](#), page 5-14

Cisco Unified Communications Manager Integration with a Directory Server

To allow searches against corporate and personal directories through the Cisco IP Communicator Directories button, integrate Cisco Unified Communications Manager with a directory server (if necessary). You might have already completed this task to support other phone devices in your network.

For details, see the *Installing the Cisco Unified Communications Manager Customer Directory Configuration Plugin* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

This document guides you through the process of integrating Cisco Unified Communications Manager with Microsoft Active Directory and Netscape Directory Server.

Related Topics

- [Directory Search Features](#), page 5-8
- [How to Configure Quick Search](#), page 5-9

How to Configure Quick Search

Quick Search allows users to search one or more directories (corporate and personal address books) with a single search command.

You can set up Quick Search to function in these ways:

- To apply to all devices in a Cisco Unified Communications Manager cluster or to access directories that exist on Cisco Unified Communications Manager

Use the Cisco IP Communicator Directory Wizard to configure Quick Search. The Directory Wizard creates an XML configuration file (LdapDirectories.xml) that tells Cisco IP Communicator which Lightweight Directory Access Protocol (LDAP) directories to search.

- To apply to a specific Cisco IP Communicator device or to access directories that are external to Cisco Unified Communications Manager

Manually create a custom Quick Search configuration file that tells Cisco IP Communicator which LDAP directories to search.

Cisco IP Communicator downloads the LdapDirectories.xml file at startup and saves the list of specified LDAP directories. When a user invokes the Quick Search feature, Cisco IP Communicator searches the specified LDAP directories, stopping at the first directory where one or more matches are found. Therefore, if you specify two directories, and the search string is matched in the first directory, the second directory is not searched regardless of whether or not it contains matching entries.


Tip

On the Cisco Unified Communications Manager Administration User Configuration window, make sure that the Telephone Number field shows the phone number for the user. The Quick Search feature displays this phone number in search results.

Related Topics

- [Configuring Quick Search by Using the Directory Wizard, page 5-10](#)
- [Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers, page 5-12](#)
- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers, page 5-13](#)
- [Applying Dialing Rules to Quick Search Dialing, page 5-14](#)
- [Configuring Quick Search to Access a Personal Address Book with Windows-Based Cisco Unified Communications Managers, page 5-15](#)

Configuring Quick Search by Using the Directory Wizard

Use this procedure only if you are setting up Quick Search to access a personal or a corporate directory for all Cisco IP Communicator devices that exists on the Cisco Unified Communications Manager server. Otherwise, follow the procedure in the “[Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers](#)” section on page 5-12.

Before You Begin

- Obtain the Cisco IP Communicator Administration Tool from this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm>

From the Zip file:

- For Windows-based Cisco Unified Communications Managers, obtain the Cisco IP Communicator Administration tool, which includes the Directory Wizard.
- For Linux-based Cisco Unified Communications Managers, obtain the Directory Wizard tool (directorywizard.cop.sgn).
- For Linux-based Cisco Unified Communications Managers, before running the Cisco Options Package (COP) installer, make sure to synchronize the LDAP directories so that the LdapDirectories.xml and the LdapDialingRules.xml files are created correctly.

- Run the Cisco IP Communicator Administration Tool on the Cisco Unified Communications Manager publisher to install the Directory Wizard. For Windows-based Cisco Unified Communications Managers, the tool installs DirectoryWizard.exe and LdapDirectories.README.txt in this folder: *TFTPPath*\Communicator.

**Note**

Obtain the Cisco IP Communicator Administration Tool from the product software download web site: <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278468661>. It is located inside the zipped folder with your build.

Restrictions

- Quick Search is supported when Cisco IP Communicator is integrated with Windows-based Cisco Unified Communications Manager Release 4.x.
- Quick Search of the Personal Address Book is supported when Cisco IP Communicator is integrated with Linux-based Cisco Unified Communications Managers, Release 5.x and later.

Procedure for Linux-based Cisco Unified Communications Managers

- Step 1** Install the COP file on the Linux-based Cisco Unified Communications Manager.
- Step 2** In Cisco Unified Communications Manager Administration, navigate to **Cisco Unified OS Administration** and click **Go**.
- Step 3** Enter your Administrator username and password.
- Step 4** Choose **Software Upgrades > Install/Upgrade** to install the COP file.
- Step 5** Follow the instructions from the online help.

Procedure for Windows-based Cisco Unified Communications Managers

- Step 1** Launch the Cisco IP Communicator Directory Wizard (directorywizard.exe) from the program group or from the Cisco IP Communicator Administration Tool.
- Step 2** Enter information as prompted. (See the Tips section that follows for help.)
- Step 3** Restart the TFTP service by navigating to Cisco Unified Communications Manager Serviceability window and choosing **Tools > Control Center**.

**Note**

You must restart the TFTP service after completing the Directory Wizard—both for new configurations and updates.

Based on the information that you entered, the Directory Wizard creates directory and/or Dialing Rules configuration files and stores these files in the appropriate location on the server so that Cisco Unified Communications Manager can access them.

Tips for Configuring Directory Wizard on Windows-based Cisco Unified Communications Manager

- Directory Wizard prompts you to make decisions about user authentication. To help you make these decisions, see the “[Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers](#)” section on page 5-13.

- You can use Directory Wizard to configure the Dialing Rules feature at the same time that you configure Quick Search, or you can do it at another time as a separate task. See the “[Applying Dialing Rules to Quick Search Dialing](#)” section on page 5-14.
- The auto-detection feature in the Directory Wizard works only if you have installed and run Directory Wizard on the Cisco Unified Communications Manager publisher.
- Typically, the Cisco Unified Communications Manager publisher is also the TFTP server where phone loads will be installed. If this is not the case, copy the `LdapDirectories.xml` and the `LdapDialingRules.xml` files to the TFTP server (after running the Directory Wizard on the Cisco Unified Communications Manager publisher.)
- In the Cisco Unified Communications Manager Administration Phone Configuration window, if you leave the LDAP Server Information File field blank, Cisco IP Communicator users automatically use the configuration generated by the Directory Wizard (assuming configuration files are placed in the correct location).
- Directory Wizard does not use any existing information that you entered but always creates new files. Therefore, make sure to back up your previous configuration if you want to access it again.
- Users must restart Cisco IP Communicator before accessing the Quick Search feature.

Related Topics

- [Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers](#), page 5-12
- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers](#), page 5-13
- [Applying Dialing Rules to Quick Search Dialing](#), page 5-14

Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers

You must manually create the Quick Search configuration file if either of these situations apply:

- You want to apply special Quick Search configuration parameters to specific Cisco IP Communicator devices (not to all devices).
- You want Quick Search to access a personal or corporate directory that is external to the Cisco Unified Communications Manager server.

Before You Begin

- Obtain the Cisco IP Communicator Administration Tool from this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm>
- Run the Cisco IP Communicator Administration Tool on the Cisco Unified Communications Manager publisher to install the Directory Wizard. The tool installs `DirectoryWizard.exe` and `LdapDirectories.README.txt` in this folder: `TFTPPath\Communicator`.

Restrictions

- Configuring Quick Search manually applies only to Windows-based Cisco Unified Communications Manager Release 4.x.

Procedure

-
- Step 1** Open the LdapDirectories.README.TXT file from the Cisco IP Communicator program group.
 - Step 2** Follow the instructions in this example file to create a custom LdapDirectories.xml file.
 - Step 3** Store the file in a location relative to *TFTPpath*.
 - Step 4** Specify the filename and path in the Phone Configuration window (LDAP Server Information File field) of Cisco Unified Communications Manager Administration.
 - Step 5** Restart the TFTP service by navigating to the Cisco Unified Communications Manager Serviceability window, and by choosing **Tools > Control Center**.
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Related Topics

- [Configuring Quick Search by Using the Directory Wizard, page 5-10](#)
- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers, page 5-13](#)
- [Applying Dialing Rules to Quick Search Dialing, page 5-14](#)

Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers

Cisco Unified Communications Manager uses an LDAP directory to store authentication and authorization information. Authentication establishes the right of the user to access the system and identifies the telephony resources that a user is permitted to use, such as a specific telephone extension.

To configure Quick Search, you must decide how user authentication is going to work. (This is true whether you configure Quick Search through the Directory Wizard or through manual methods.)

These are your options:

- Specify a global user ID and password (recommended).

This approach allows Quick Search to search corporate and personal directories even when the user does not specify any credentials in Cisco IP Communicator.

- Do *not* specify a user ID or password.

With this approach, you must provide users with their user ID and password and tell them to enter this information in Cisco IP Communicator (**right-click > Preferences > Directories** tab). If user authentication credentials are not specified either in the Quick Search configuration file or the Directories tab, the feature will not function properly.

Implementation Tips

- Do *not* use global credentials if any Cisco Unified Communications Manager user ID does not match the directory user ID. You specify the user ID in Cisco Unified Communications Manager Administration on the User Configuration window. This could be the case if you are using Microsoft Active Directory or Netscape with Cisco Unified Communications Manager.
- Users should enter the credentials for the directory account of the directory that will be searched. If more than one directory will be searched, the credential information must be the same for all of the them.

Related Topics

- [Configuring Quick Search by Using the Directory Wizard, page 5-10](#)
- [Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers, page 5-12](#)
- [Applying Dialing Rules to Quick Search Dialing, page 5-14](#)

Applying Dialing Rules to Quick Search Dialing

The Cisco IP Communicator Dialing Rules feature applies pre-established dialing rules stored in Cisco Unified Communications Manager to Quick Search phone numbers. Before you can use the Cisco IP Communicator Dialing Rules feature, make sure that you set up dialing rules in your Cisco Unified Communications Manager cluster. You have these options:

- Set up route patterns to apply to all methods of making a call.

A route pattern comprises a string of digits (an address) and a set of associated digit manipulations that route calls to a route list or a to gateway. Route patterns provide flexibility in network design. They work with route filters and route lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns. You configure route patterns as follows:

- Release 5.x and later: **Call Routing > Route/Hunt > Route Pattern**
- Release 4.x: **Route Plan > Route/Hunt > Route Pattern**

- Set up application dialing rules to apply to calls made by using an application like Cisco IP Communicator.

Application dialing rules automatically strip numbers from or add numbers to telephone numbers that the user dials. For example, the dial rules automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line. You configure application dialing rules as follows:

- Release 5.x and later: **Call Routing > Dial Rules > Application Dial Rules**
- Release 4.x: **Route Plan > Application Dial Rules**

If you are using application dialing rules instead of a route pattern, you must set up a configuration file that tells Cisco IP Communicator where to find the dialing rules stored in Cisco Unified Communications Manager. To set up the Dialing Rules file, launch the Cisco IP Communicator Directory Wizard, and follow the relevant steps. The wizard can help you configure the Quick Search feature and Dialing Rules.

**Tip**

Users must restart Cisco IP Communicator before dialing rules apply to Quick Search dialing.

For details about route plan options, see the *Cisco Unified Communications Manager System Guide* and the *Cisco Unified Communications Manager Administration Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Related Topics

- [Configuring Quick Search by Using the Directory Wizard, page 5-10](#)
- [Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers, page 5-12](#)
- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers, page 5-13](#)

Configuring Quick Search to Access a Personal Address Book with Windows-Based Cisco Unified Communications Managers

Personal Directory provides a personal address book that is stored in the Cisco Unified Communications Manager LDAP directory. Personal directory also provides these features:

- Cisco Unified IP Phone Address Book Synchronizer—Allows users to synchronize Microsoft Outlook and Outlook Express address book entries with the directory in Cisco Unified Communications Manager.
- Two Cisco Unified IP Phone services—The Personal Address Book service and the Personal Fast Dial service. From Cisco IP Communicator, a user can search and dial from the Personal Address Book service.

If properly configured, Quick Search searches against the Personal Address Book for the user first and against a corporate directory second. Quick Search stops at the first directory where it finds a match.

Procedure

- Step 1** Configure Quick Search to integrate with personal directories. See the “[Configuring Quick Search by Using the Directory Wizard](#)” section on page 5-10.
- Step 2** Create the service on the IP Phone Services Configuration window.
For details, see the *Cisco Unified Communications Manager Administration Guide* at this URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- Step 3** Tell users to subscribe to the Personal Address Book service in Cisco IP Communicator (**right-click > Cisco User Options**).
- Step 4** Provide users with the directory username and password to enter in Cisco IP Communicator (**right-click > Preferences > Directories** tab).
Users should enter the credentials for the directory account of the directory that will be searched. If more than one directory will be searched, the credential information must be the same for all of the them.
- Step 5** For users who want to synchronize with Microsoft Outlook, provide the Cisco Unified IP Phone Address Book Synchronizer utility, and tell them to install it.
You obtain the software as follows:
- For Release 5.x and later: **Application > Plugins > Cisco Unified IP Phone Address Book Synchronizer**
 - For Release 4.x: **Application > Install Plugins > Cisco Unified Communications Manager Address Book Synchronizer**
- Step 6** Use the URL to download the software.
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Related Topics

- [Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers](#), page 5-13
- [Appendix A, “Providing Information to Users About Cisco IP Communicator”](#)

