



CHAPTER 2

Configuring Cisco Unified Communications Manager for Click to Call

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- [Activating Cisco WebDialer on Cisco Unified Communications Manager, page 2-1](#)
- [Verifying that Cisco WebDialer Is Running, page 2-2](#)
- [Verifying the CTI Manager is Running on Cisco Unified Communications Manager, page 2-2](#)
- [Verifying the CCMCIP Service is Running on Cisco Unified Communications Manager, page 2-3](#)
- [Verifying the Correct Phone Devices are Associated with the User, page 2-3](#)
- [How to Configure Application Dialing Rules, page 2-4](#)
- [How to Configure Proxy Access to Cisco Unified Communications Manager, page 2-6](#)

Activating Cisco WebDialer on Cisco Unified Communications Manager



Note

The Click to Call application uses the SOAP interface to interact with the WebDialer servlet on Cisco Unified Communications Manager. Because the Click to Call application does not use the HTTP interface, the application does not interact with the Redirector servlet.

Procedure

- Step 1** Select **Cisco Unified Serviceability > Tools > Service Activation**.
 - Step 2** Select the Cisco Unified Communications Manager server from the server drop-down list.
 - Step 3** In CTI Services, check **Cisco WebDialer Web Service**.
 - Step 4** Select **Save**.
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What To Do Next

- [Verifying that Cisco WebDialer Is Running, page 2-2](#)

Verifying that Cisco WebDialer Is Running

Procedure

- Step 1** Start a browser.
- Step 2** Access the URL of the WebDialer on the Cisco Unified Communications Manager server.
You can access the URL structured as follows:
`https://<IP-address-of-Cisco Unified Communications Manager-server>/webdialer/Webdialer`
For example, access:
`https://209.165.200.225/webdialer/Webdialer`
If the Sign in to Cisco WebDialer window is displayed, the WebDialer service is running.



Tip

If you sign in to the WebDialer service, you can test the service. You can see which devices are assigned to you, and place calls.

What To Do Next

- [Verifying the CTI Manager is Running on Cisco Unified Communications Manager, page 2-2](#)

Verifying the CTI Manager is Running on Cisco Unified Communications Manager

The CTI Manager must be running on Cisco Unified Communications Manager for Click to Call to function properly.

Procedure

- Step 1** Select **Cisco Unified Serviceability > Tools > Control Center - Feature Services**.
- Step 2** Select the Cisco Unified Communications Manager server from the server drop-down list.
- Step 3** In CM Services, verify that **Cisco CTIManager** is running.
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What To Do Next

- [Verifying the CCMCIP Service is Running on Cisco Unified Communications Manager, page 2-3](#)

Verifying the CCMCIP Service is Running on Cisco Unified Communications Manager

Click to Call retrieves the phone type for the user from the CCMCIP (Cisco CallManager Cisco IP Phone Services) service, and displays the phone type on the Phone Preferences screen in the Click to Call application. Because the CCMCIP service only runs on Cisco Unified Communications Manager release 6.x or later, this procedure is only applicable if you are running this Cisco Unified Communications Manager release.

Procedure

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- Step 1** Select **Cisco Unified Serviceability > Tools > Control Center - Network Services**.
- Step 2** Select the Cisco Unified Communications Manager server from the server drop-down list.
- Step 3** In CM Services, verify that **Cisco CallManager Cisco IP Phone Services** is running.
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What To Do Next

- [Verifying the Correct Phone Devices are Associated with the User, page 2-3](#)

Verifying the Correct Phone Devices are Associated with the User

You need to verify that the correct phone devices are associated with the user on Cisco Unified Communications Manager. If a phone device is not correctly associated with the user on Cisco Unified Communications Manager, the phone is not listed on the Phone Preferences screen in the Click to Call application.

Procedure

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- Step 1** Select **Cisco Unified CM Administration > User Management > End User**.
- Step 2** Select Find.
- Step 3** Select the appropriate user ID.
- Step 4** In the Device Association section, verify the correct devices are listed in the Controlled Devices window.



Note

If you need to associate a phone device with the user, select **Device Association**. Consult the Cisco Unified Communications Manager online help for further information.

What To Do Next

- [How to Configure Application Dialing Rules, page 2-4](#)

How to Configure Application Dialing Rules

You can configure dialing rules for applications, such as Cisco WebDialer, that automatically strip numbers from, or add numbers to, a phone number that a user dials. For example, you can use dialing rules to automatically prefix a digit to a phone number to provide access to an outside line.

You configure application dialing rules on Cisco Unified Communications Manager from **Cisco Unified CM Administration > Call Routing > Dial Rules > Application Dial Rules**.



Note

The Click to Call application cannot use application dialing rules with releases of Cisco Unified Communications Manager earlier than 6.x. To use application dialing rules with the Click to Call application, upgrade Cisco Unified Communications Manager to 6.x or later.

This section provides a brief description of application dialing rules. For detailed information on configuring the application dialing rules on Cisco Unified Communications Manager, refer to the following documents:

- The "Application Dial Rules Configuration" section in the *Cisco Unified Communications Manager Administration Guide* at the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- The "Dial Plans" section in the *Cisco Unified Communications Manager Solution Reference Network Design* at the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html
- [Sample Application Dial Plan](#), page 2-4
- [Configuring Cisco WebDialer to Automatically Use Application Dialing Rules on Cisco Unified Communications Manager](#), page 2-6

Sample Application Dial Plan

Table 2-1 shows a basic application dial plan for off-net local, national and international dialling for an enterprise telephony system.



Note

Cisco Unified Communications Manager release 7.x introduces support for application dialing rules that contain the "+" sign to represent the international dialing access code.

Table 2-1 Sample Application Dialing Rules

Name/Description	Number Begins With	Number of Digits	Total Digits to be Removed	Prefix with Pattern
International 12 Digit	+	12	1	9011
International 13 Digit	+	13	1	9011
International 14 Digit	+	14	1	9011
International 15 Digit	+	15	1	9011
Local 7 Digit XXX-XXXX		7		9

Name/Description	Number Begins With	Number of Digits	Total Digits to be Removed	Prefix with Pattern
Local 10 Digit (510) XXX-XXXX	510	10	3	9
National 10 Digit (XXX) XXX-XXXX		10	0	91
National 11 Digit 1(XXX) XXX-XXXX		11		9

In the sample application dial plan in [Table 2-1](#), 9 represents the off-net access code for outside dialing. For domestic calls, you append the appropriate quantity of digits to the off-net access code to call either a local number or a national (long-distance) number. In each international dialing rule, you replace the “+” with the off-net access code and the appropriate international dialing access code.

The following application dialing rules are configured in [Table 2-1](#):

- Any international number, the application dialing rule removes “+” from the number, and prepends the off-net access code 9 and the international dialing access code 011 to the remaining digits.
- Any local seven digit number, the application dialing rule prepends the off-net access code 9.
- Any local ten digit number that begins with 510, the application dialing rule removes 510 from the number and prepends the off-net access code 9 to the remaining digits.
- Any national ten digit number, the application dialing rule prepends the digits 91.
- Any national eleven digit number beginning with 1, the application dialing rule prepends the off-net access code 9.

If the Number Begins With field is blank, you leave the number of initial digits open that you wish to apply to the dialing rule. For example, the initial digits 1, 1408, or 1408526 will each match the dialled number 14085264000.

You must configure the application dialing rule list in order of priority. Cisco Unified Communications Manager applies the *first* dialing rule match that it finds for the dialled number in the dialing rule list; it does not attempt to find the best match in the list. For example, if you configure the dialing rule conditions listed below, on receipt of the dialled number 14085264000, Cisco Unified Communications Manager will ignore dialing rule 1, and apply dialing rule 2 because it is the first match. Although dialing rule 3 is the best match, Cisco Unified Communications Manager ignores any subsequent rules in the list after finding the first match.

1. Begins with 9 and is 8 digits long, then do X.
2. Begins with 1 and is 11 digits long, then do Y.
3. Begins with 1408 and is 11 digits long, then do Z.



Note

You can also configure directory lookup rules on Cisco Unified Communications Manager. Directory lookup rules transform the number the user dials into a directory number. For further information, refer to the *Cisco Unified Communications Manager Administration Guide* at the following URL:

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

Related Topics

- [Configuring Cisco WebDialer to Automatically Use Application Dialing Rules on Cisco Unified Communications Manager, page 2-6](#)
- [Dialing Rule Tab Deactivation, page 4-2](#)

Configuring Cisco WebDialer to Automatically Use Application Dialing Rules on Cisco Unified Communications Manager

You can configure the Cisco WebDialer service to automatically apply the application dialing rules that are configured on Cisco Unified Communications Manager.

Procedure

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- Step 1** Select **Cisco Unified CM Administration > System > Service Parameters**.
 - Step 2** Select the Cisco Unified Communications Manager server from the Server menu.
 - Step 3** Select the Cisco WebDialer Web Service from the Service menu.
 - Step 4** Select **True** for the Apply Application Dial Rules on Dial parameter.
 - Step 5** Select **True** for the Apply Application Dial Rules on SOAP Dial parameter.
 - Step 6** Restart the Cisco WebDialer service.
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Related Topics

- [Sample Application Dial Plan, page 2-4](#)

What To Do Next

- [Automatically Populating the Cisco Unified Communications Manager Server Address and Username, page 3-1](#)

How to Configure Proxy Access to Cisco Unified Communications Manager

Click to Call uses the system proxy settings that are configured for the client computer to access Cisco Unified Communications Manager. If a computer is configured to use a proxy server, the proxy settings may prevent users from connecting to the Cisco Unified Communications Manager.

- [Bypassing the Proxy Server, page 2-7](#)
- [Configuring Proxy Server Access, page 2-7](#)

Bypassing the Proxy Server

Procedure

- Step 1** Select **Start > Control Panel > Internet Options**.
- Step 2** Select the **Connections** tab, then select **LAN Settings**.
- Step 3** Select **Bypass proxy server for local addresses**.
- Step 4** Select **Advanced**.
- Step 5** Enter the IP address or hostname of the Cisco Unified Communications Manager server in the Exceptions field.
- Step 6** Select **OK**.
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Related Topics

- [Configuring Proxy Server Access, page 2-7](#)

Configuring Proxy Server Access

Click to Call supports proxy server access as follows:

- If a proxy server is enabled that allows anonymous connections, Click to Call can successfully connect to Cisco Unified Communications Manager. No further action is required from the user.
- If a proxy server is enabled that uses basic or digest proxy authentication, Click to Call uses the Internet Explorer or Windows credentials to authenticate with the proxy server. Users can select to remember the credentials for future use when they enter the credentials in Internet Explorer or in the pop-up dialog that prompts them for the user credentials after they make a call.
- If a proxy server is enabled that uses NTLM authentication, Click to Call can successfully connect to Cisco Unified Communications Manager. No further action is required from the user. In this situation, Click to Call only works with Microsoft-based proxy servers.



Note

Click to Call communicates with Cisco Unified Communications Manager via an SSL tunnel through HTTPS. For all proxy server access, you must configure your proxy server to allow SSL tunnels through port 8443.

Related Topics

- [Bypassing the Proxy Server, page 2-7](#)

