

Overview and Installation

The Cisco Unified Phone Application Suite desktop application allows you to personalize your Cisco Unified IP Phone by creating ringtones, selecting background wallpaper images for your phone, and using a click-to-dial feature that lets you place calls with one click from the desktop application tray menu, Microsoft Outlook toolbar (in the Contacts folder), or from within Microsoft Office applications that have smart tag support (such as Word, Excel, and PowerPoint).

Purpose of this Manual

This manual covers all user aspects of the Cisco Unified Phone Application Suite *desktop application*.



Note The name *Cisco Unified Phone Application Suite* also encompasses a component known as Cisco Phone View, which allows users to perform specific tasks on their Cisco Unified IP Phones. Cisco Phone View is a component of several Cisco products and is described later in this manual.

Terminology Note

The term *Cisco Unified Phone Application Suite*, used throughout this manual, refers only to the *Cisco Unified Phone Application Suite* desktop application unless otherwise specified.

This section contains these topics:

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- [System Requirements, page 2](#)
- [Installing the Desktop Application, page 4](#)
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Configuration Prerequisites

Your system administrator should already have configured the necessary parameters in Cisco Unified Communications Manager for you to use the ringtone, wallpaper and click-to-dial features if your phone supports these features. [Table 1](#) shows Cisco Unified IP Phone support for these features.

Personalization Features

To verify the ringtone and wallpaper personalization features on your Cisco Unified IP Phone, press **Settings**, then navigate to **Device Configuration > UI Configuration > Personalization**. The Personalization setting should be enabled. If this setting is disabled, contact your system administrator.

Click to Dial

Click-To-Dial feature uses WebDialer service on Cisco Unified Communications Manager to support outbound dialing. Your system administrator must activate this service, and enable “Apply Application Dial Rules on SOAP Dial Request.” Your system administrator should also define application dial rules in order to route the outbound calls properly.

System Requirements

This minimum requirements to run Cisco Unified Phone Application Suite on your Cisco Unified IP Phone follow:

- Cisco Unified Communications Manager 6.0 or later
- One or more of the following Cisco Unified IP Phones listed in [Table 1](#)
- Firmware version 8.3(1) or later running on your Cisco Unified IP Phone
- The Microsoft Windows requirements for Cisco Unified Application PhoneSuite that [Table 2](#) lists
- Cisco Unified MeetingPlace Express 2.0 or Cisco Unified MeetingPlace 6.0 for Cisco MeetingPlace Phone View
- Cisco Unity Connection 2.0 or Cisco Unity 5.0 for Cisco Unity Phone View

Table 1 *Cisco Unified IP Phone Support for Cisco Unified Phone Application Suite*

Cisco Unified IP Phone Model	Background Images	Ringtone	Click to Dial
7905G	No	No	Yes
7906G	Yes	Yes	Yes
7911G	Yes	Yes	Yes
7912G	No	No	Yes
7931G (SCCP only)	No	Yes	Yes
7940G	No	No	Yes
7941G	Yes	Yes	Yes
7942G	Yes	Yes	Yes

Table 1 Cisco Unified IP Phone Support for Cisco Unified Phone Application Suite

Cisco Unified IP Phone Model	Background Images	Ringtone	Click to Dial
7945G	Yes	Yes	Yes
7960G	No	No	Yes
7961G	Yes	Yes	Yes
7961G-GE	Yes	Yes	Yes
7962G	Yes	Yes	Yes
7965G	Yes	Yes	Yes
7970G	Yes	Yes	Yes
7971G-GE	Yes	Yes	Yes
7975G	Yes	Yes	Yes
7985G	No	No	Yes
Cisco IP Communicator	No	No	Yes



Note The term *Cisco Unified IP Phone* is used generically throughout this manual to refer to the phone you are using in conjunction with the features this manual describes. This term also applies to Cisco IP Communicator when the click-to-dial feature is referenced and described.

Table 2 Microsoft Windows Requirements

Category	Description
Disk space	35 MB free hard drive space Note Disk space requirements are reduced to 10 MB if you already have Microsoft .NET framework 2.0 installed on your PC.
Hardware	<ul style="list-style-type: none"> • 1.8-GHz or faster Pentium 4 or compatible processor • Full-duplex sound card (integrated or peripheral component interconnect [PCI] based) or universal serial bus (USB) sound device • 10/100-Mbps Ethernet network interface card

Table 2 Microsoft Windows Requirements (continued)

Category	Description
Memory	* 256 MB RAM or higher
Software	<ul style="list-style-type: none"> • Microsoft Windows XP with Service Pack (SP) 2, Microsoft Windows Server 2003 with SP1, or later operating system • Microsoft Outlook 2003 with Service Pack (SP) 2 or later for click-to-dial from Microsoft Outlook Contacts folder • Microsoft Office 2003 with Service Pack (SP) 2 or later for click-to-dial from Microsoft Office applications such as Word, Excel and PowerPoint. • Microsoft DirectX Version 8 or later (included with Windows XP or Windows Server 2003)

Installing the Desktop Application

The Cisco Unified Phone Application Suite application must reside on your desktop or laptop computer.

Before You can Install

Cisco Unified Phone Application Suite is available as a free download from the Cisco web site. Your system administrator will tell you where to obtain the installer.



Note If you wish to use the click-to-dial feature of Cisco Unified Phone Application Suite, be sure that Microsoft Office 2003 is already installed.

Once you have obtained this information, follow these steps:

Procedure

- Step 1** Close all Microsoft Office applications
- Step 2** Save the installer to your desktop.
- Step 3** Double-click on the executable and follow the installation instructions.



Note You do not need to reboot your machine after installation.

**Note**

If your machine has an older version of Cisco Unified Phone Application Suite installed, the installer prompts you to uninstall the older version before installing the newer one.


Uninstalling the Desktop Application


If you need to uninstall the desktop application, follow these steps:

Procedure

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- Step 1** Close all Microsoft Office applications and close the Cisco Unified Phone Application Suite application from the icon tray.
- Step 2** Click on the Microsoft Windows **Start** button, then choose **All Programs > Cisco Unified Phone Application Suite > Uninstall**.
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Accessing Desktop Features

To use the Cisco Unified Phone Application Suite application, first place the application icon  into the icon tray if the icon is not already there. To place the icon in this tray, do one of the following:


- Double-click  on your desktop.
- Click on the Microsoft Windows **Start** button, then choose **All Programs > Cisco Unified Phone Application Suite > Cisco Unified Phone Application Suite**. The icon should then appear in the icon tray.

Right-click on  to select any Cisco Unified Phone Application Suite feature:

- Cisco Unified Phone Application Suite Preferences—Choose this item to configure fields that are required before you can use Cisco Unified Phone Application Suite features. For more information, see the [Configuring Your Preferences](#) chapter.
- Designers—If you choose this item, a sub-menu allows you to choose one of the following:
 - Ringtone—Choose this item to invoke the Cisco Unified Phone Application Suite Ringtone Designer. For more information, see [Selecting Ringtones for your Cisco Unified IP Phone, page 13](#).
 - Wallpaper—Choose this item to invoke the Cisco Unified Phone Application Suite Wallpaper Designer. For more information, see [Selecting Wallpaper for your Cisco Unified IP Phone, page 16](#).
- Click to Dial—Choosing this item brings up a sub-menu called Recent Outbound Calls, from which you can choose:

- List of recent calls—Shows the 10 unique phone numbers you most recently dialed by using click to dial from within a Microsoft Outlook Contacts folder or by dialing from recognized phone-number smart tags in Excel, Word, or PowerPoint. You can dial any of these numbers again by clicking on the desired number.
- Clear all outbound call records—Choose this menu if you want to clear the list of calls.

For more information about this feature as well as using click-to-dial from within Microsoft Office applications, see the [Using Click to Dial With Your Cisco Unified IP Phone](#) chapter.

- Help—If you choose this item, a sub-menu allows you to choose one of the following:
 - Help Topics—Choose this item to display online help for Cisco Unified Phone Application Phone Suite.
 - About Cisco Unified Phone Application Suite—Choose this topic to see a list of installed Cisco Unified Phone Application Suite components.
-  Exit—Choose this item to terminate the Cisco Unified Phone Application Suite application and remove from the icon tray.