



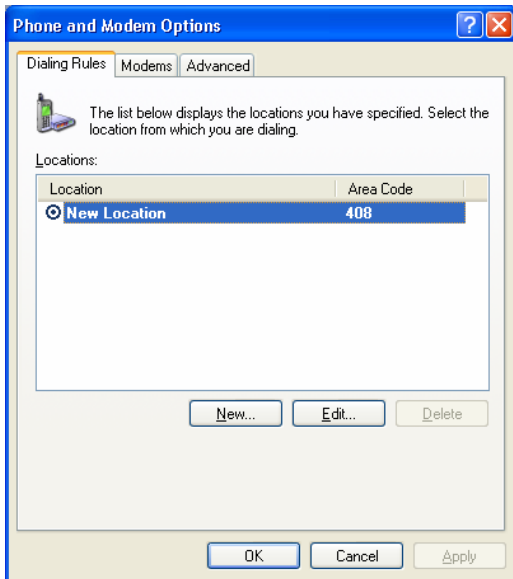
# **Cisco Unified CallConnector Guide - 10 Digit Local Dialing**

## 1 Introduction

The following document outlines the steps necessary to configure 10 digit local dialing using the Cisco Unified CallConnector client in Personal Mode. This may be necessary because certain area codes in the United States requires that a caller dial the full 10 digits to complete a call within the same area code.

## 2 Configuration

Step1: After you have installed the UCC client on the PC, click on **Start > Control Panel > Phone and Modem Options**. When you see the following screen, click on the **Edit** tab.

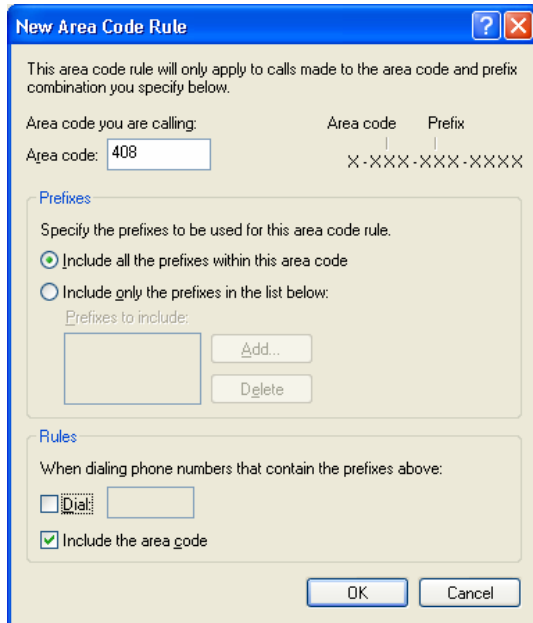


Step2: Next, click on the **Area Code Rules** tab to view the following screen. When you see the screen below, click on the “New” tab.



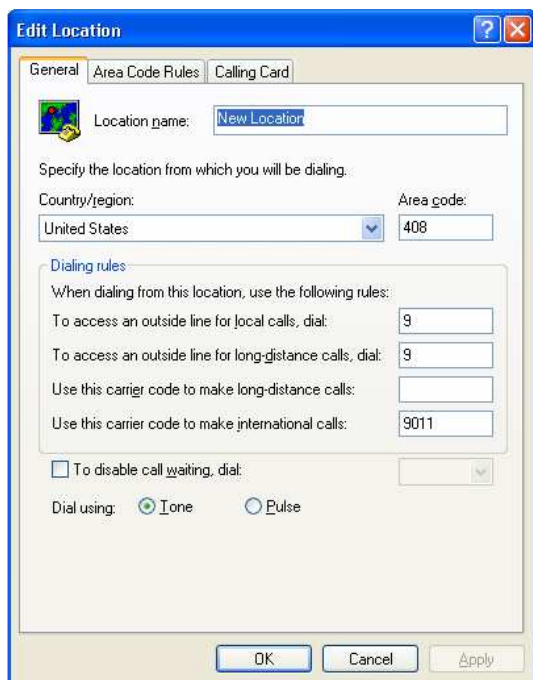
Step3: In this particular example, I am going to assume that the 408 area code requires that users dial 10 digits to complete a local call. Thus the following steps need to be configured.

1. Configure “**Area Code:**” field: 408
2. Then check the box “**Include the area code**”. This essentially tells the TSP to include the area code (408) in the dialed strings whenever the UCC user dials any number that starts with the area code 408.
3. Finally click “**OK**” to save the configuration on this tab.



The "New Area Code Rule" dialog box is shown. It has a title bar with a question mark and a close button. The main text says: "This area code rule will only apply to calls made to the area code and prefix combination you specify below." There are two input fields: "Area code you are calling:" with the value "408" and "Prefix" with a pattern "X - XXXX - XXXX - XXXX". Below these are two radio buttons: "Include all the prefixes within this area code" (selected) and "Include only the prefixes in the list below:". The second option has a "Prefixes to include:" list box and "Add..." and "Delete" buttons. At the bottom, there are two checkboxes: "Dial:" (unchecked) and "Include the area code" (checked). There are "OK" and "Cancel" buttons at the bottom right.

4. On the following screen, be sure to configure the following fields, and then click “**OK**” to save the config.



The "Edit Location" dialog box is shown. It has a title bar with a question mark and a close button. There are three tabs: "General" (selected), "Area Code Rules", and "Calling Card". The "General" tab contains a "Location name:" field with the value "New Location". Below this is a section "Specify the location from which you will be dialing:" with a "Country/region:" dropdown menu set to "United States" and an "Area code:" field set to "408". Below this is a section "Dialing rules:" with the text "When dialing from this location, use the following rules:". There are four input fields: "To access an outside line for local calls, dial:" (9), "To access an outside line for long-distance calls, dial:" (9), "Use this carrier code to make long-distance calls:" (empty), and "Use this carrier code to make international calls:" (9011). There is a checkbox "To disable call waiting, dial:" which is unchecked. At the bottom, there are two radio buttons: "Dial using:" with "Tone" selected and "Pulse" unselected. There are "OK", "Cancel", and "Apply" buttons at the bottom right.

Step4: In this example, the UCC client and TSP is configured so that 408 is the local area code. But the assumption is that the 408 area code requires users to use 10-digit dialing to complete local calls. Thus, after finishing the configuration above, anytime a UCC user dials a number in area code 408, the UCC client is going to send the following digit pattern to CME to process the call: 9408xxxxxxx