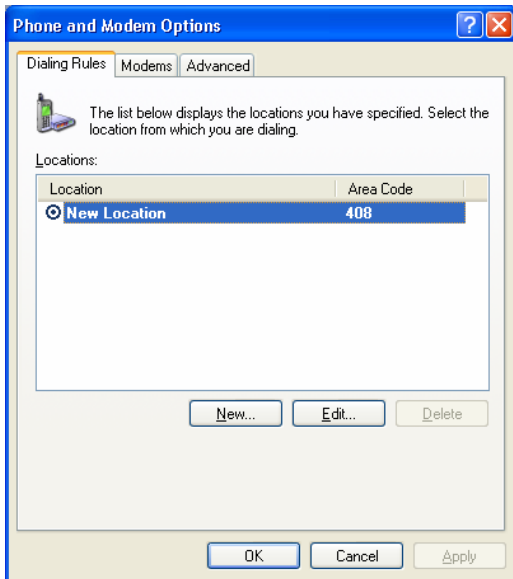# Cisco Unified CallConnector Guide - 10 Digit Local Dialing

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.
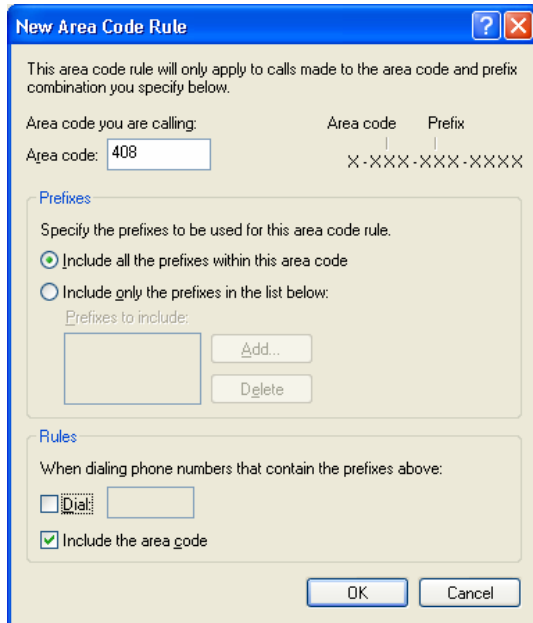

Step2: Next, click on the **Area Code Rules** tab to view the following screen. When you see the screen below, click on the "**New**" tab.
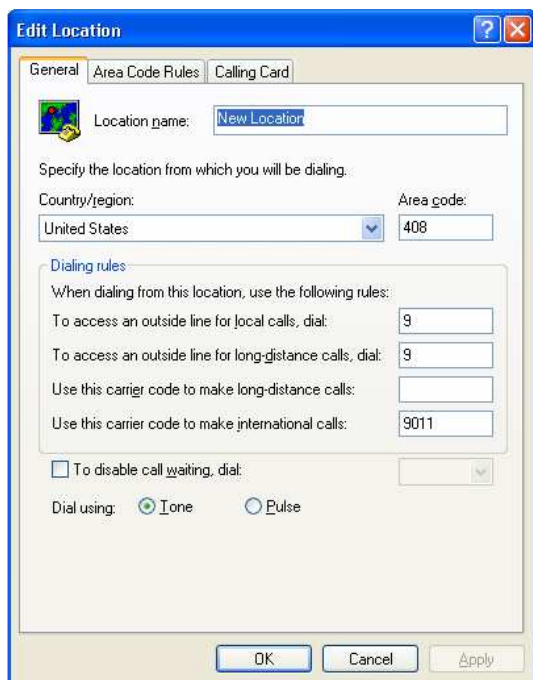
Step3: In this particular example, I am going to assume that the 408 area code requires that users dial 10 digits to complete a local call. Thus the following steps need to be configured.

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.

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

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