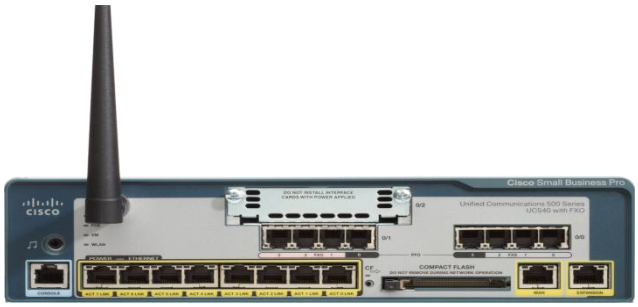
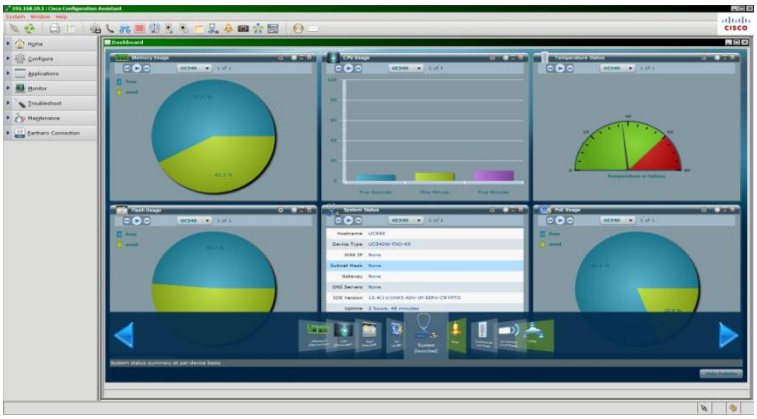
Cisco Small Business

Smart Business Communications System

Technical Enablement Labs





Lab 14

Cisco Unified CallConnector

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Introduction

This lab is recommended to be performed on a non-production Smart Business Communications System (SBCS), however the steps taken to perform the operations in this lab are non-intrusive in nature and should not cause the UC500 to reboot/restart or cause problems with ongoing business operations. It is a recommended Best Practice to utilize this lab on a "demo", "lab" or other non-production system initially when trialing or training with this lab.

This lab assumes you have an otherwise fully configured & operational UC500 system. This lab will explain how to install and use Unified CallConnector for Microsoft Windows to gain greater productivity and business efficiency. The focus of this lab will be the Personal Client desktop application.

An integral part of the SBCS and CME family of products, Cisco Unified CallConnector for Microsoft Windows is a desktop solution integrated with Cisco Unified Communications Manager Express (formerly known as Cisco Unified CallManager Express) that delivers easy-to-use call control, presence, and mobility features to end users, facilitating increased productivity and more effective communications. Cisco Unified CallConnector for Microsoft Windows uses toolbars within common applications such as Microsoft Outlook and Internet Explorer, providing transparent desktop integration and giving users new and easy ways to work smarter and faster.

Cisco Unified CallConnector (UCC) Components

For a complete description of the components and specific features available within Cisco Unified CallConnector, please refer to the data sheet, and also FAQ on the Cisco Community Central.

UCC for Microsoft Windows, Personal Client

The Cisco Unified CallConnector Personal client provides a user the ability to integrate their desktop with their IP Phone. When the UCC Personal client runs as a standalone client, it provides the user access to features such as quick search for contacts, click-to-dial functionality, highlight any number and click to dial, inbound popup with caller-ID from Outlook and integration with Outlook contacts. Some of the features offered by the Personal client include:

- Simple to use toolbar within Microsoft Outlook and Internet Explorer for dialing numbers, controlling the call, and setting your availability and location status.
- Brings together all your contacts (personal, corporate, and Outlook) for Quick Dialing or for starting a new e-mail or Instant Message to the contact.
- Quick Search feature to find a contact quickly with display of all contact numbers and messaging methods, plus location and availability for fellow employees without leaving your current application.
- Quick Message, an Instant Message Client included for short communications with fellow employees.
- Screen pop for placed and received calls with Outlook contact name allowing clickable options to take the call, send the call to voicemail, or send a quick message.
- Quick Dialing from any application, including web pages, by highlighting a number, and selecting dial.
- Quick Presence conveniently displays availability, location, and notes for contacts in directories and search results.
- Optional Mobility Connector add-on providing Single Number Reach call routing services to allow your business calls to reach you at any number based on the rules you have set (see UCC Mobility below).

UCC for Microsoft Windows, Server

The Cisco Unified CallConnector Server can support up to 10 Unified Communications Manager Express (abbreviated either CUCME or CME) systems with up to 250 users across multiple CME sites. When the UCC Personal client connects to a UCC Server, it allows the user to have access to presence, location information, and instant messaging capabilities. Additionally, it allows the user to view the call logs from Internet Explorer or Outlook. The call logs that can be viewed are: all calls, placed calls, missed calls, and received calls.

UCC Mobility

The Cisco Unified CallConnector Mobility service is an add-on software that runs in conjunction with the UCC Server. The UCC Mobility service software is required to run co-resident with the UCC Server. Features include single-number reach to provide users a single phone number for their business contacts, and be immediately connected to their business calls at the most convenient and available telephone. For a complete description of specific features available within the UCC Mobility solution, please refer to the data sheet.

Ordering & Licensing Information

When ordering UCC, use the following part numbers. To request not-for-resale (NFR) UCC licenses, please refer to this document.

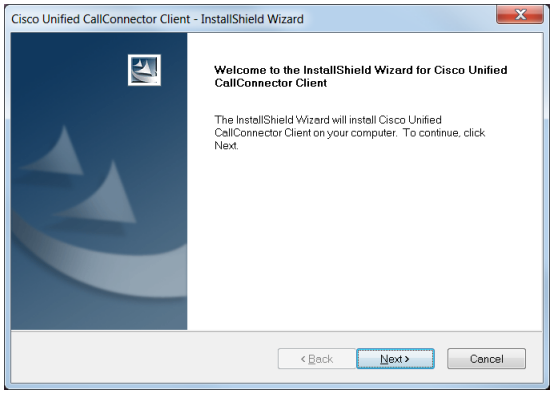
SKU	Description
SW-UCC-CME	Top level SKU – $0; QTY – 1 per customer/order
SW-UCC-CLIENT-1	UCC Personal license; QTY – 1 for each seat/desktop user
SW-UCC-SERVER	UCC Server license; QTY – 1 per UCC Server, for optional Server features
SW-UCC-MOBILITY	UCC Mobility license; QTY – 1 per UCC Server, for optional Mobility services upgrade

After obtaining the license keys, download the software from http://www.cisco.com/cgi-bin/tablebuild.pl/callconnector-ms.

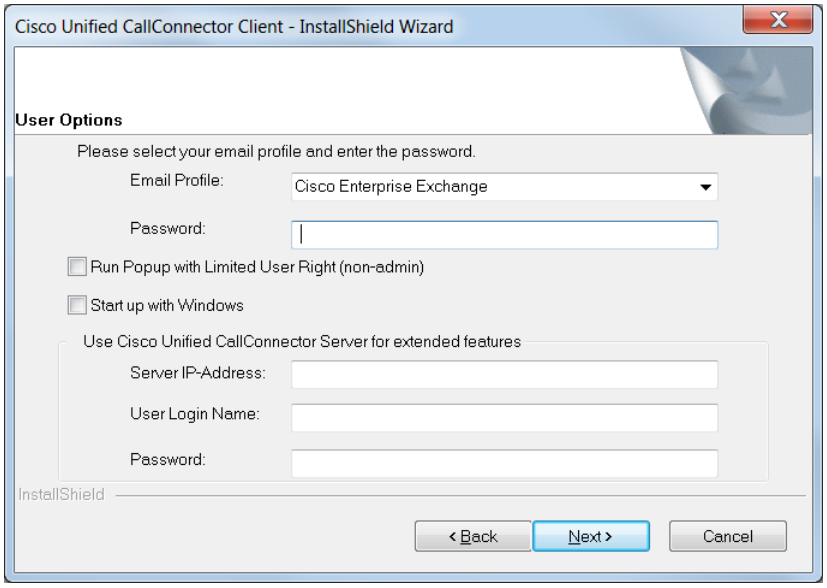
Installation & Initial Configuration

UCC Personal Client Installation

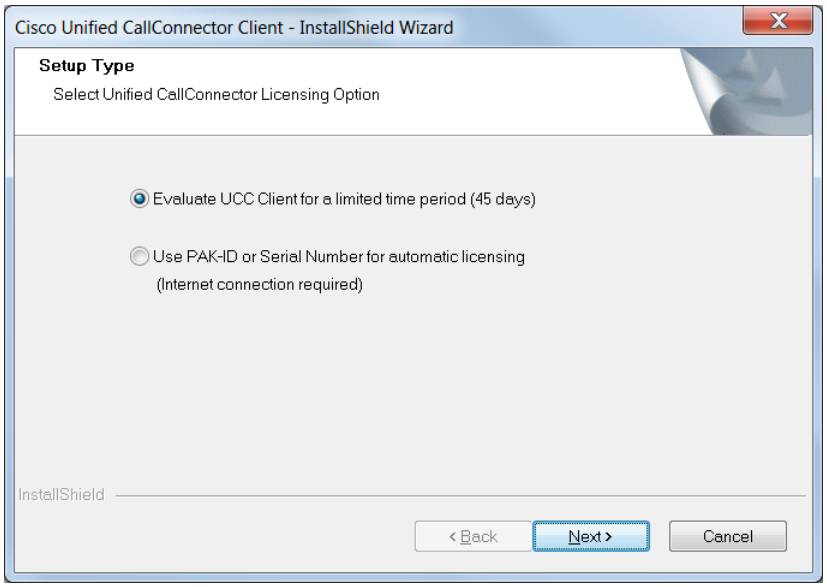
The rest of this lab will focus on UCC Personal client. Begin by starting the installation of the UCC client.



Fill out the customer information (username, company, etc.) as requested, and also the appropriate user options on the following screen. If an UCC Server is available, enter in its IP address and your login credentials.

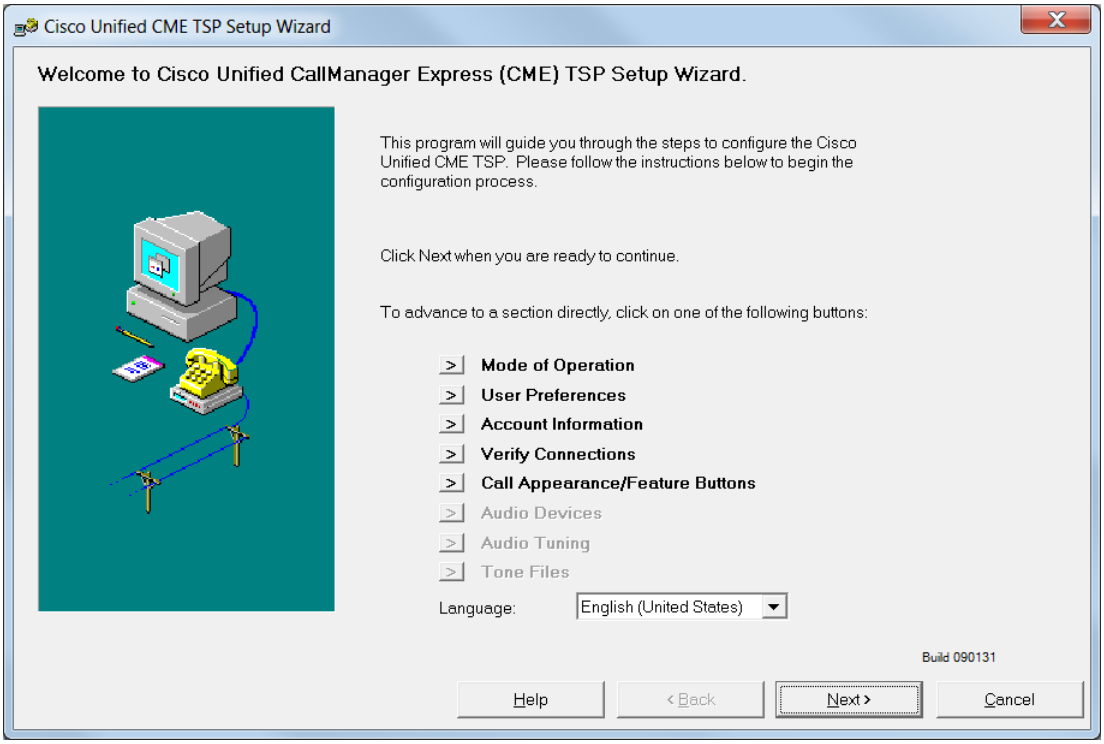


If no license has been obtained, you can trial the UCC Personal client for 45 days. An Internet connection will be needed for license activation.

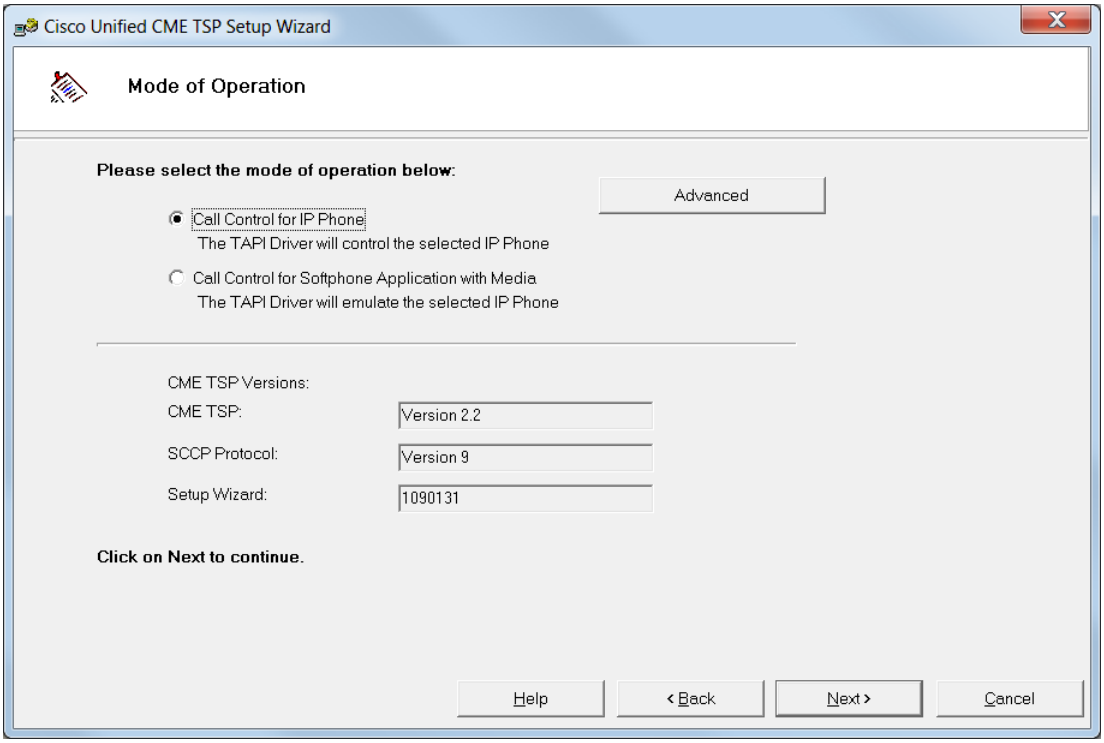


CME TSP Setup Wizard

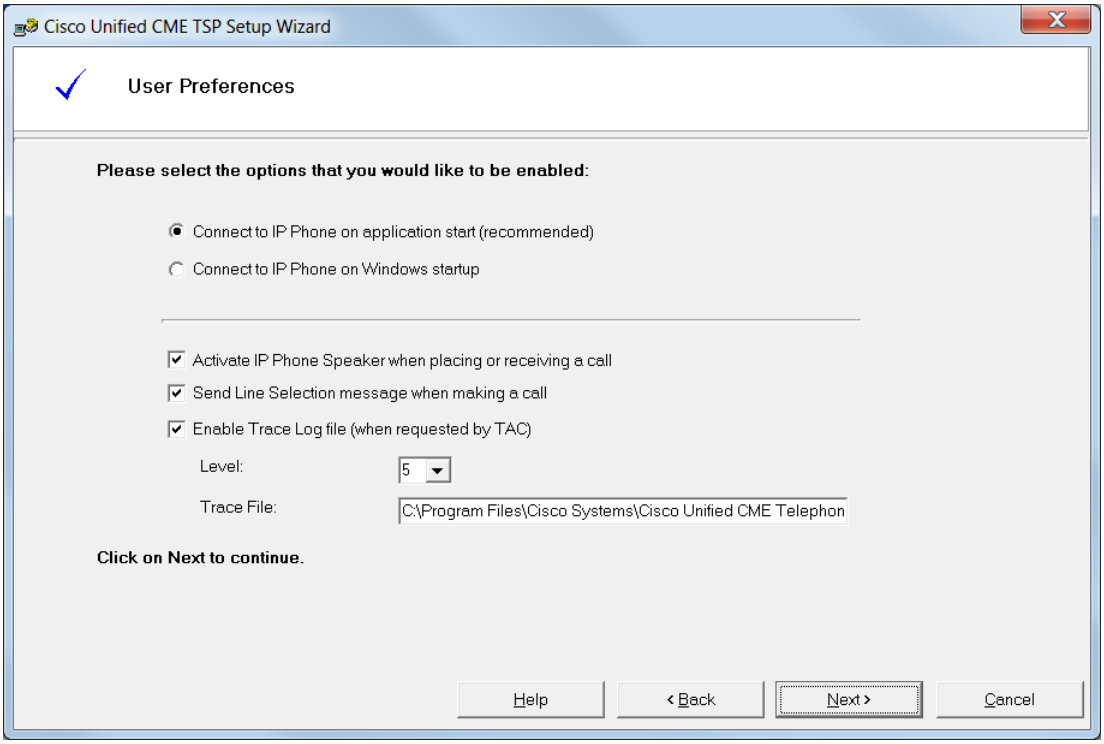
After successful installation, the Unified CallManager Express TSP Setup Wizard window appears. This configuration allows the client to connect to the UC 500.



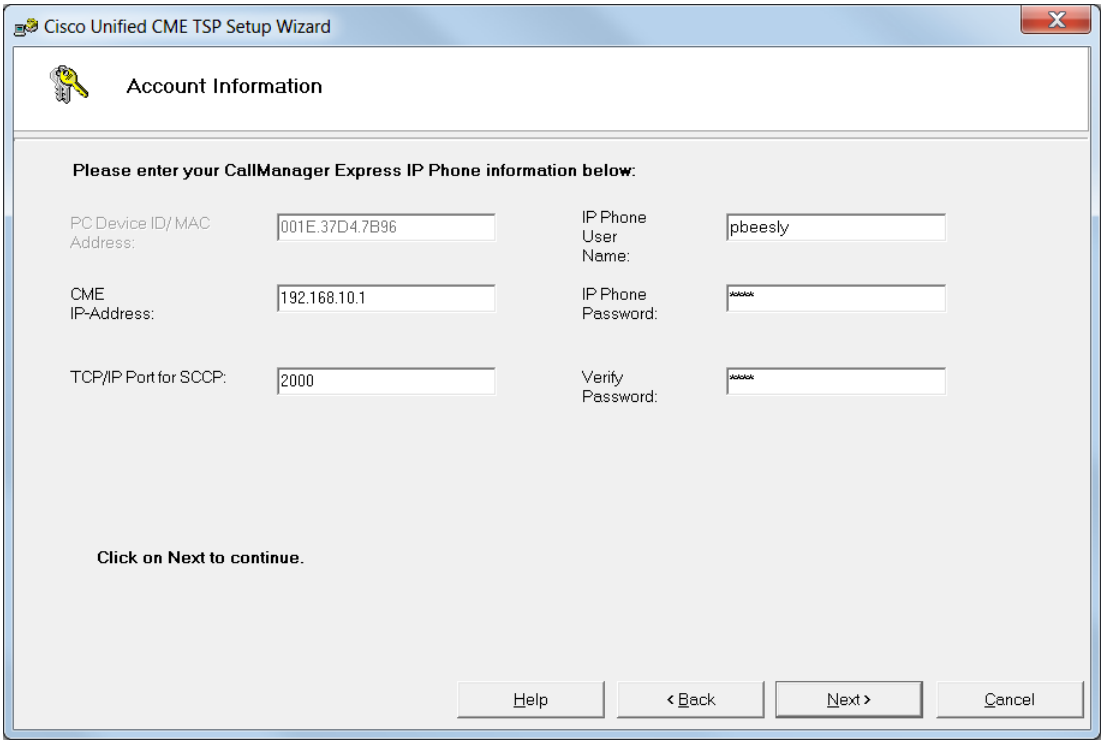
On the Mode of Operation screen, we pick the default the “Call Control for IP Phone;” the Softphone option is for users with Cisco IP Communicator and not a physical, hard phone.

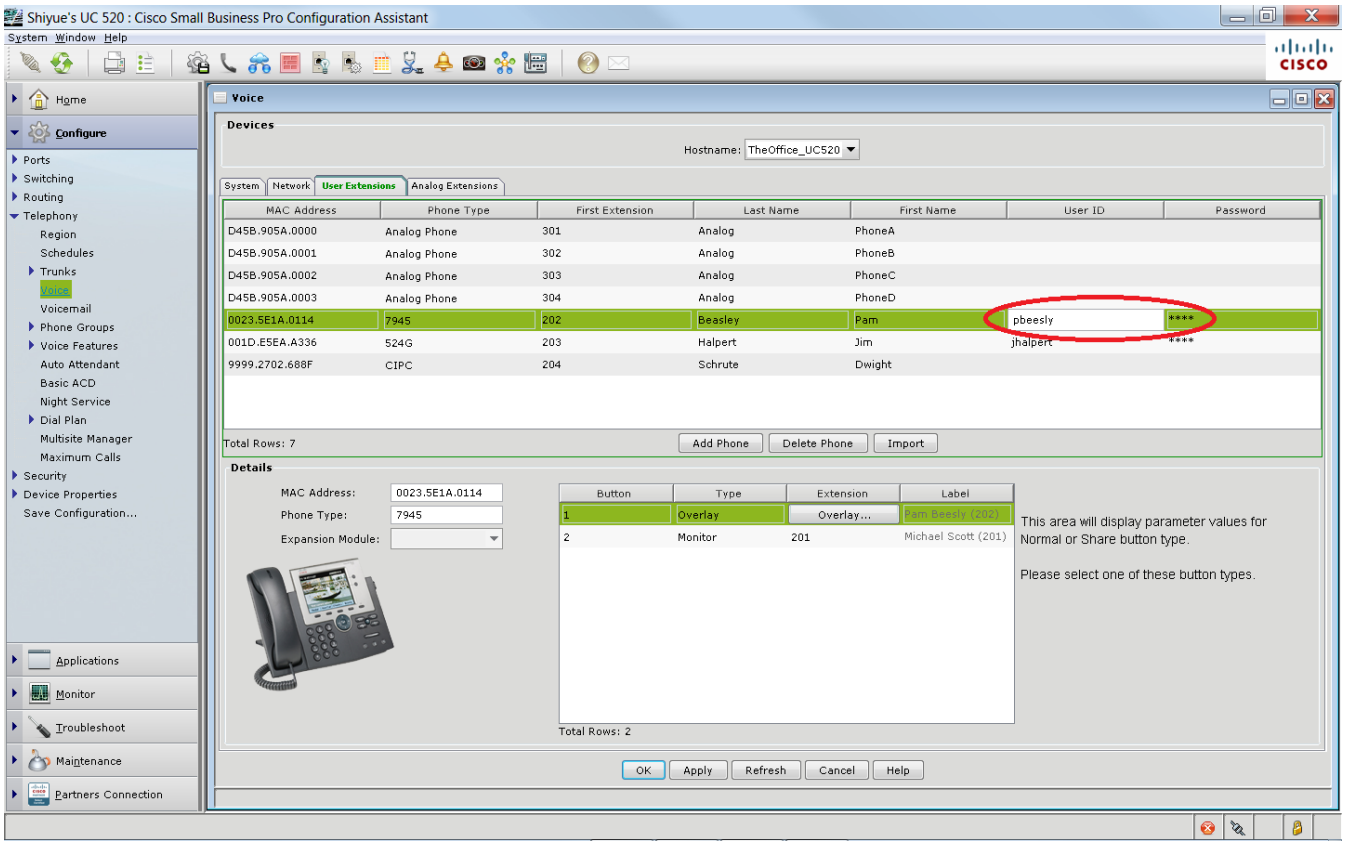


We also stick with the default choices on the next page, User Preferences.

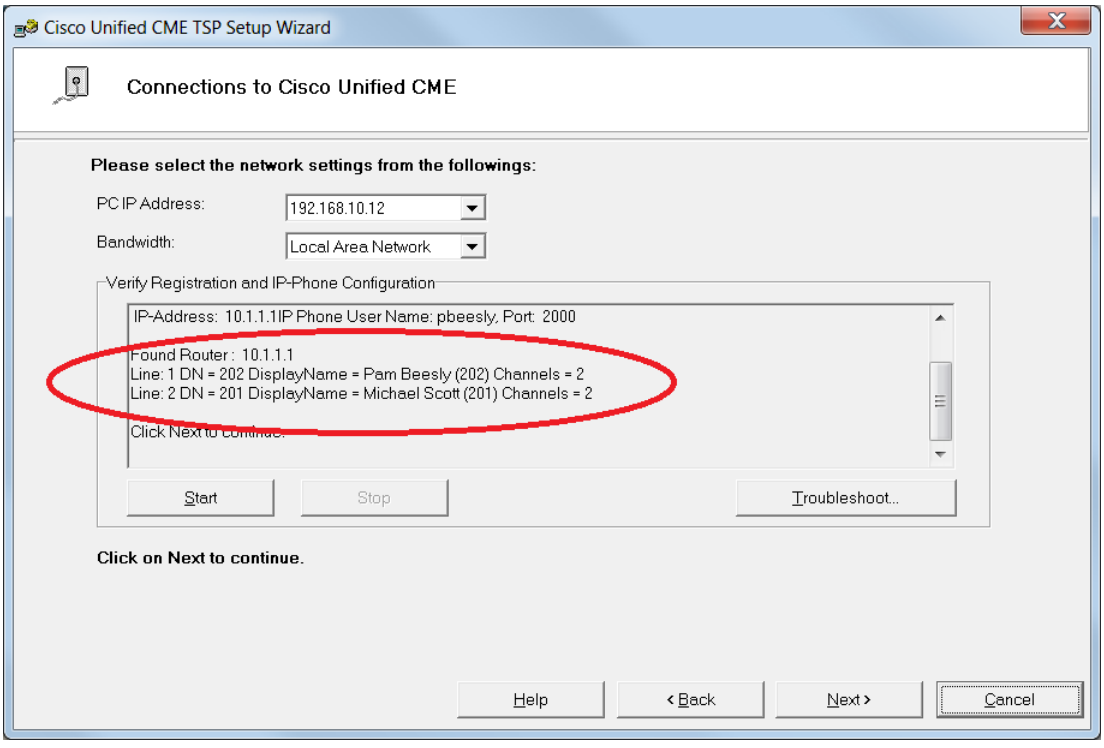


On the Account Information screen, enter in the CME IP address (by default 10.1.1.1, which is also the voice VLAN), and user credentials on the right. The user name and password are the same as those configured in Cisco Configuration Assistant (CCA) on the following screenshot.

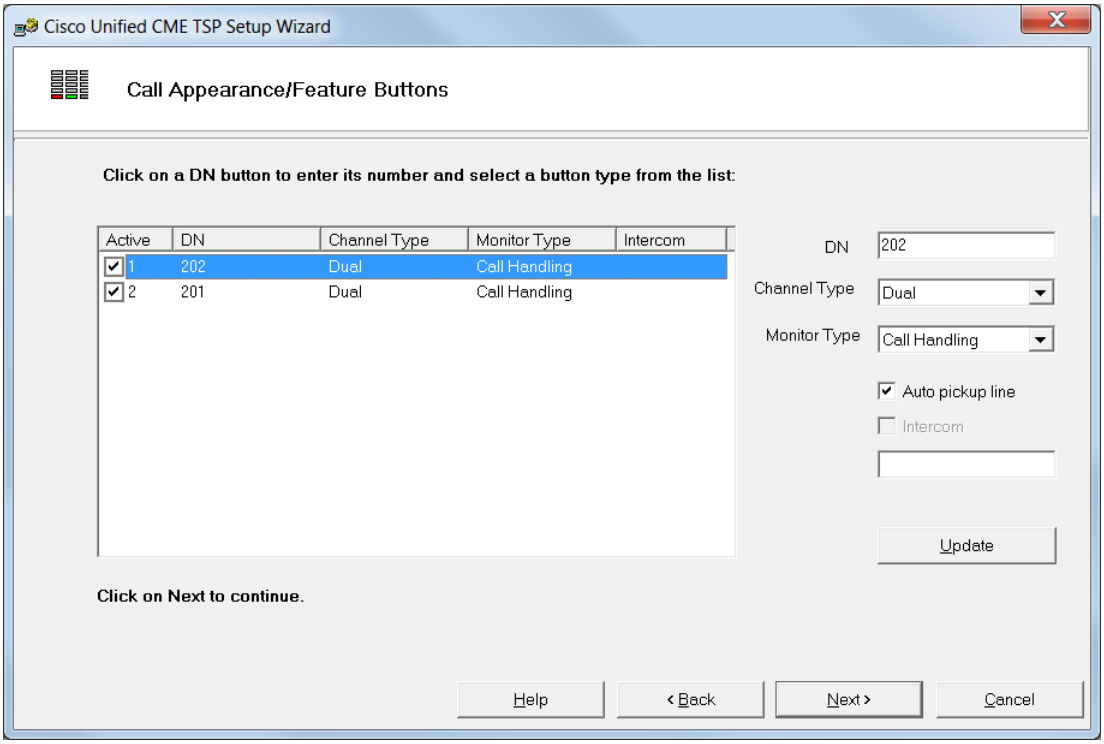




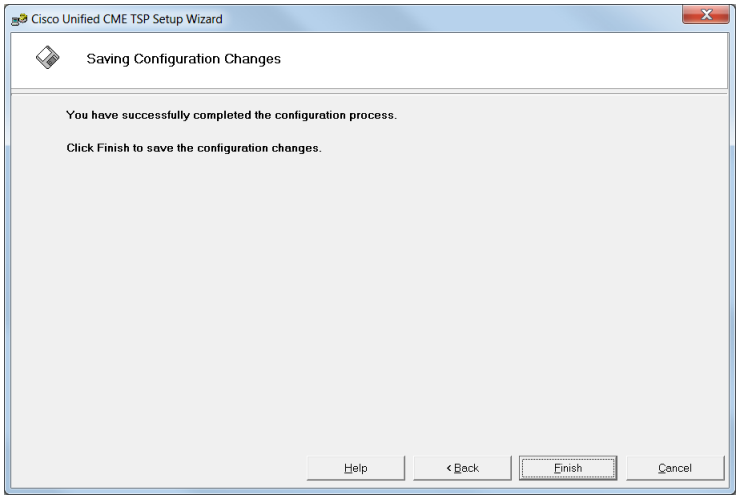
We test the connection to CME; a successful test will list the line DNs found on the user's phone here in this window.



The next screen allows you to view and map the buttons to correspond to the user's IP phone.



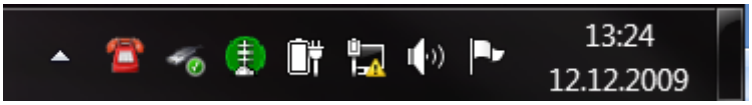
If everything goes smoothly, you will reach this final screen! Save the configuration information, and restart the computer when asked.

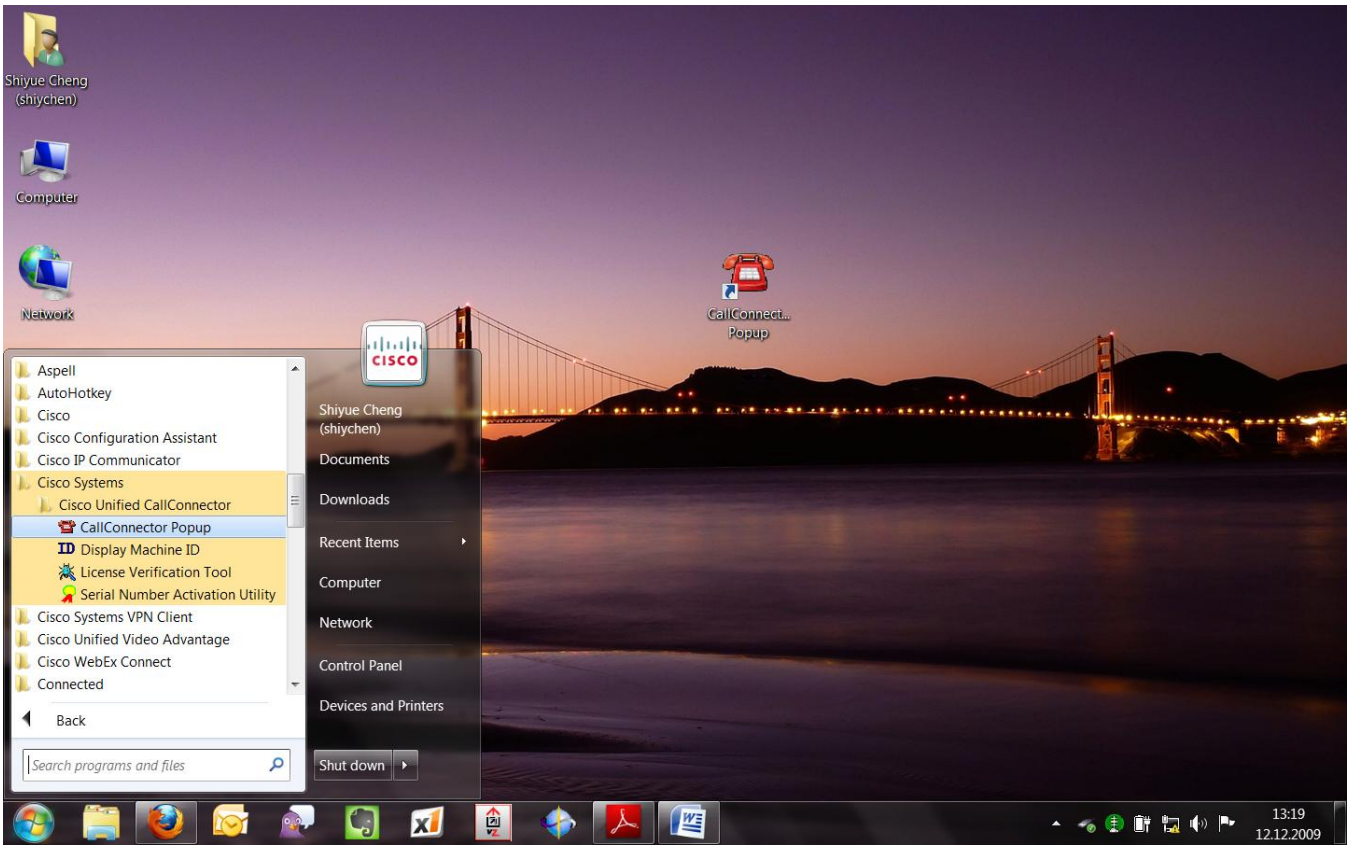


Client Settings

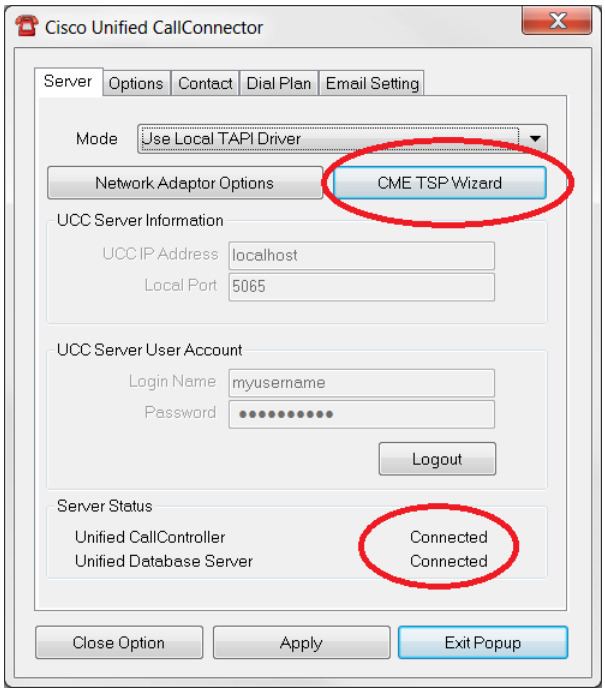
Afterwards, a CallConnector Popup icon is now available on the desktop. You can also access UCC Personal client from the Start menu → Cisco Systems → Unified CallConnector → CallConnector Popup.

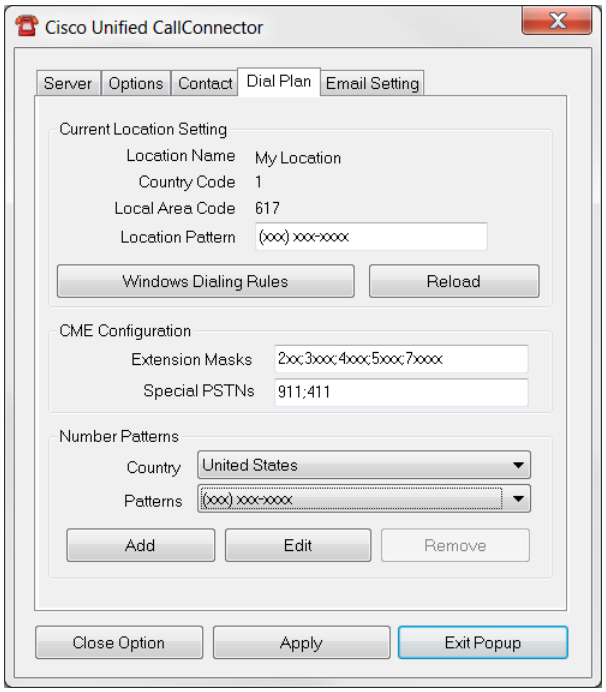
After starting the application, a red telephone icon shows in the system tray (the icon is gray if UCC Personal client is not connected to the UC 500). The previous configuration can be re-launched by right-clicking this icon → Options → CME TSP Wizard on the "Server" tab.





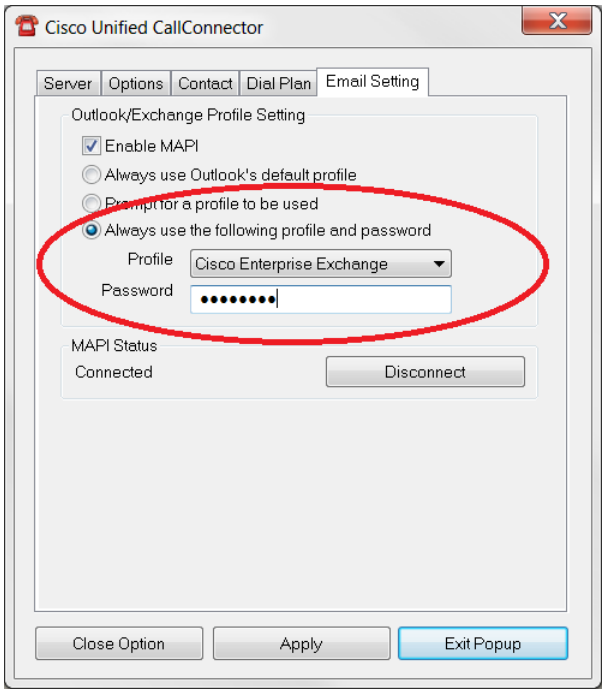
Also under the "Server" tab, make sure the correct NIC card is picked in the Network Adaptor Options. If an UCC Server is provisioned, you will also enter those settings here. At the bottom of the screen, if "Server Status" is not Connected, right-click the UCC icon in the system tray → Services → Start All Services.





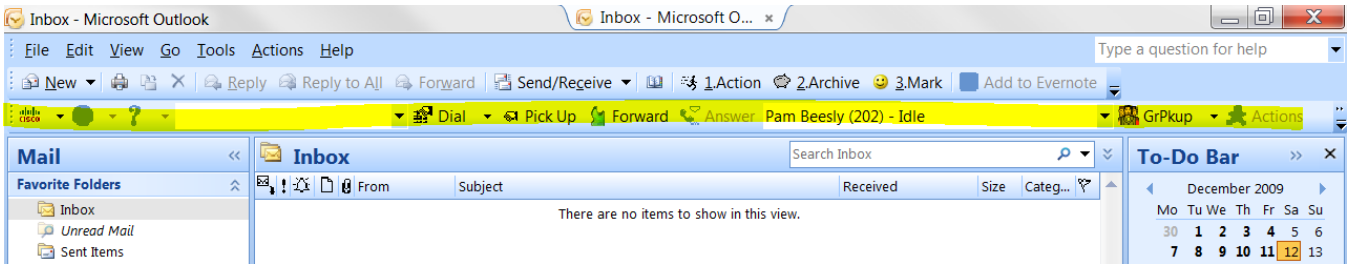
Windows dialing rules (pictured above on the right) can be configured under the "Dial Plan" tab, along with user preferences and contact information in the "Options" and "Contact" tabs, respectively.

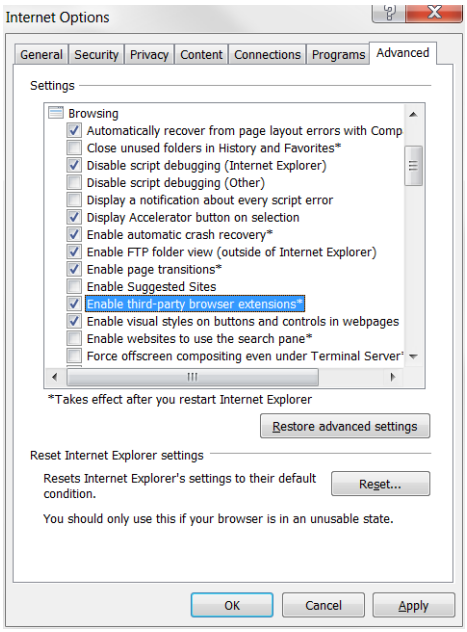
To integrate with Outlook/Exchange, configure the correct profile and password in the “Email Setting” tab.



Outlook & Internet Explorer Toolbars

At this point, launch Microsoft Outlook and Internet Explorer (IE) to confirm the existence of the UCC toolbar, as highlighted in the following screenshot.



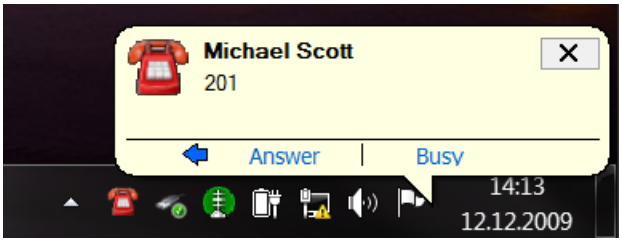


Note that Outlook plug-ins and IE extensions need to be enabled for the toolbars to show up. Check by doing the following:

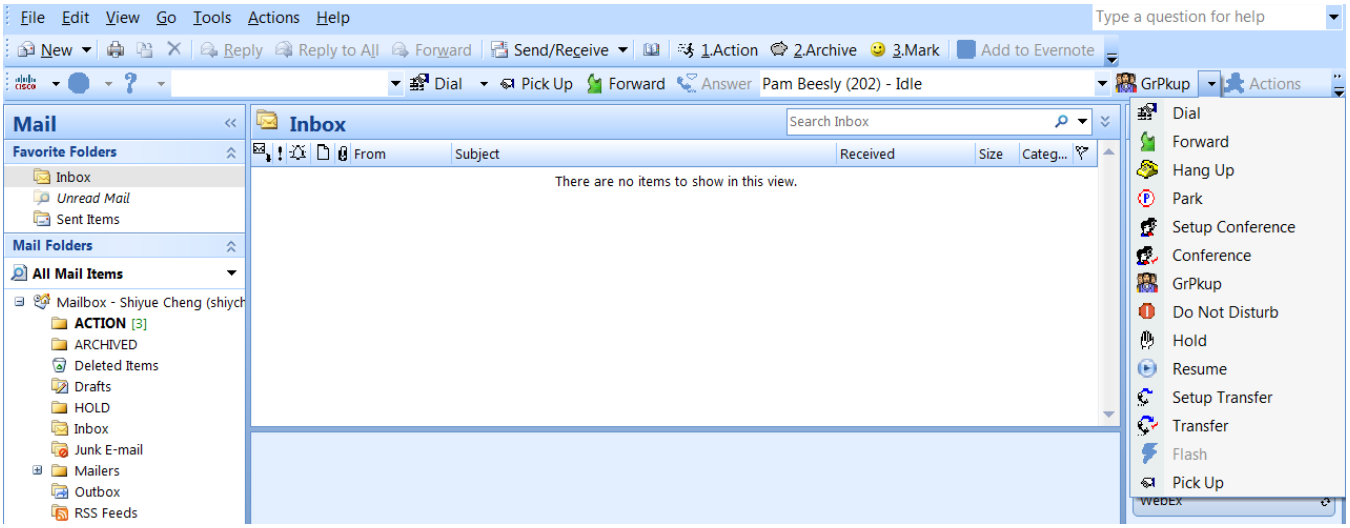
- for Outlook – Help → Disabled Items → make sure UCC Personal client is not listed
- for IE – Tools → Internet Options → Advanced → Browsing → “Enable third-party browser extensions” should be checked
- also for IE 7.0 or later – Tools → Manage Add-ons → Toolbars and Extensions → ensure anything with “Unified CallConnector” in its name should be enabled

Operational Usage

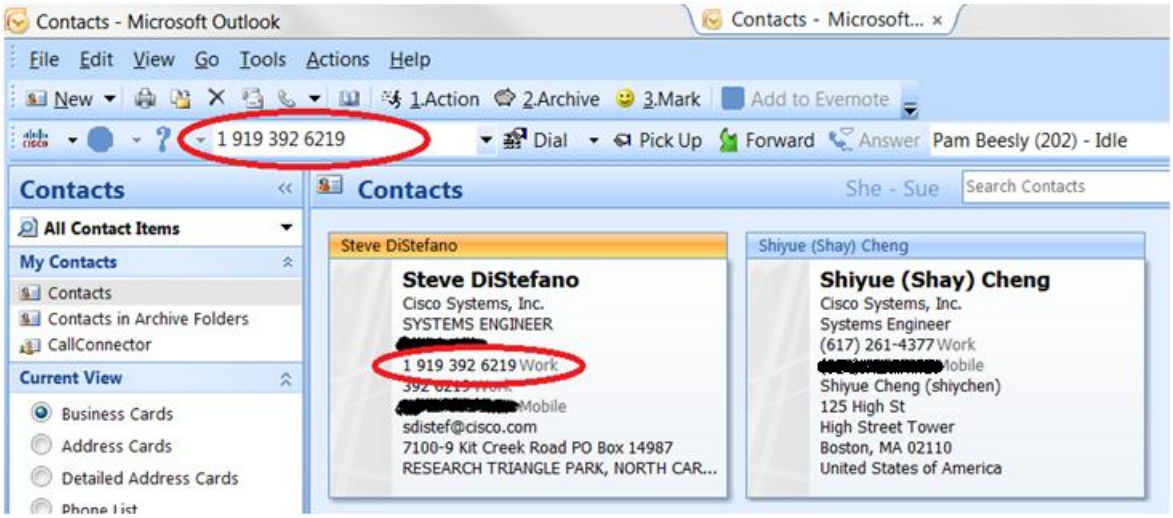
With the UCC Personal client connected and running, incoming calls popup on the lower-left of the screen. Clicking on Answer will send the call to the user's phone, while clicking on Busy will send the caller to the user's voicemail.



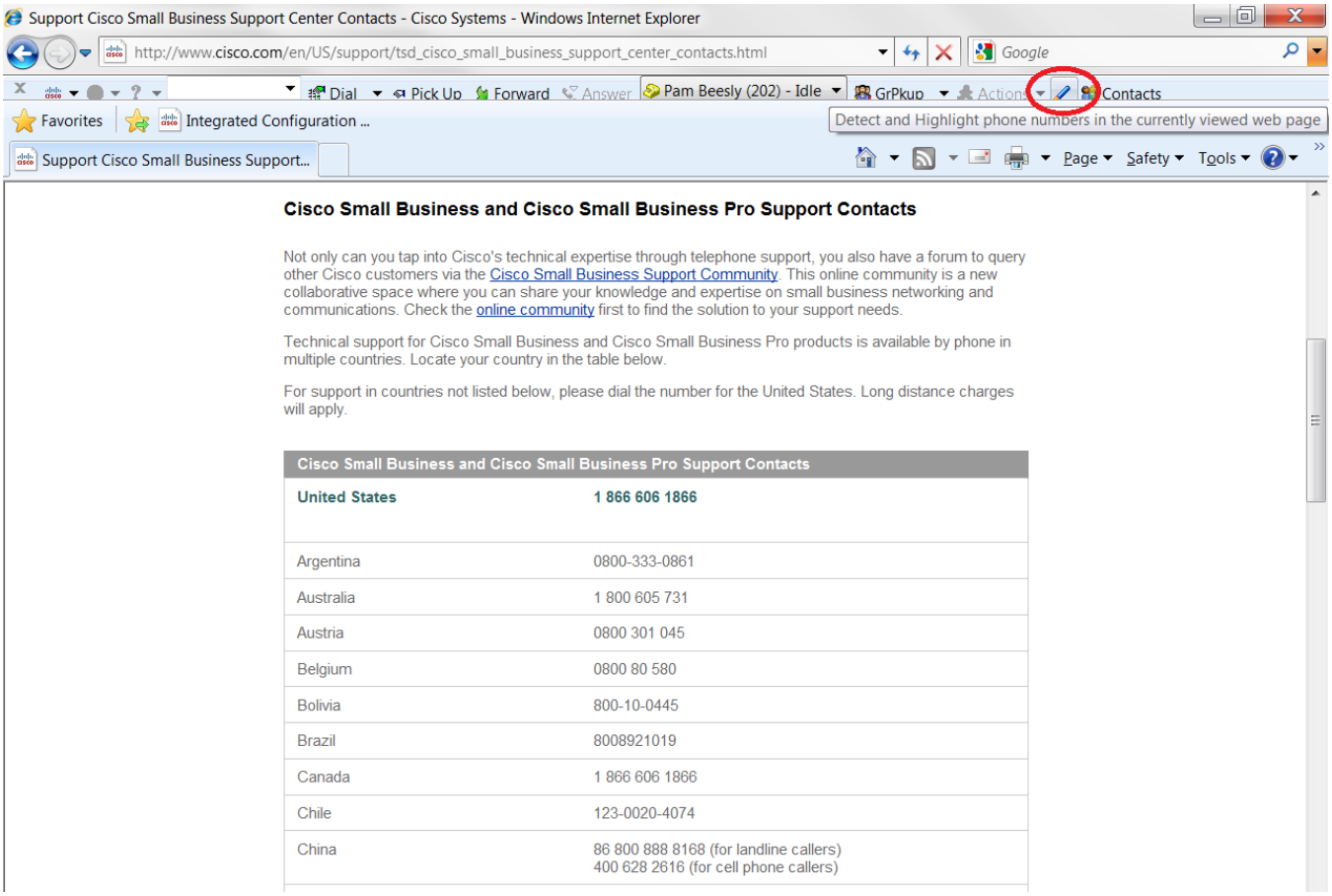
Similarly, the Outlook/IE toolbar integrates with the user's phone and allows for dialing/answering/forwarding calls. Without touching the IP phone, the user is able to place, answer, disconnect, transfer, and conference calls from the toolbar. The toolbar provides additional features, as line status visibility, Group Pickup, DND, etc.



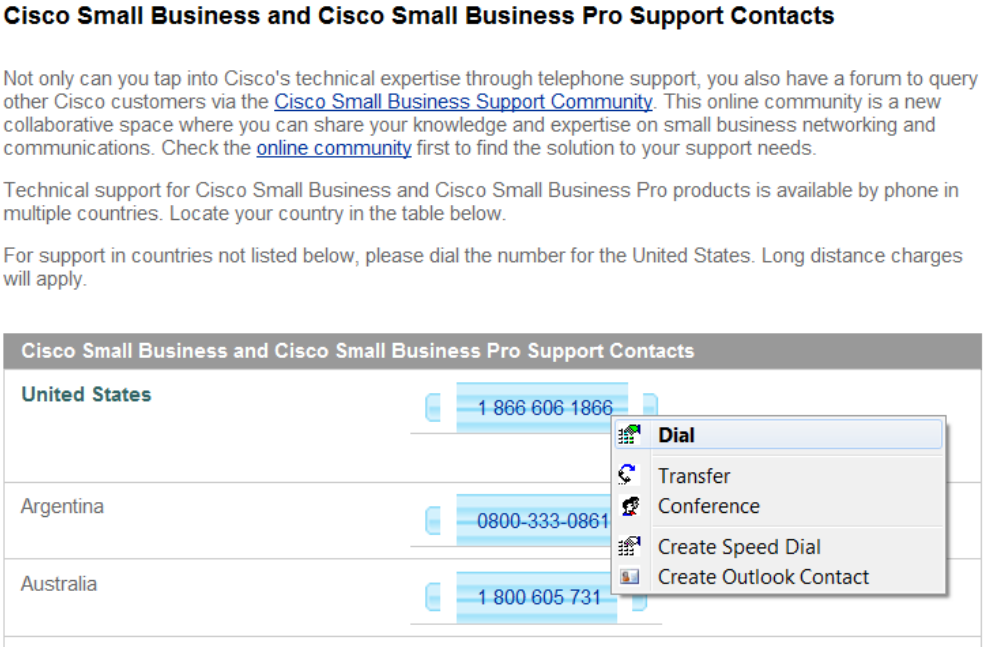
When a contact is selected in Outlook, the UCC toolbar automatically populates with the phone number to allow for easy Click-to-Dial.



The UCC toolbar in Internet Explorer can automatically detect phone numbers on a webpage. Just click the blue highlighter icon.



Then left-click to dial, or right-click to bring up a menu with more options.



Additional Resources

Data sheet for UCC Personal client & Server – http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7046/ps7274/ps7067/product_data_sheet0900aecd8053c8ad.html

Data sheet for UCC Mobility – http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7046/ps7274/ps7291/product_data_sheet0900aecd805d3568.html

UCC software downloads – http://www.cisco.com/cgi-bin/tablebuild.pl/callconnector-ms

NFR license request for partners and resellers – https://www.myciscocommunity.com/docs/DOC-7241

Comparing SNR (Single Number Reach) between UC 500 in-box and UCC Mobility – https://www.myciscocommunity.com/docs/DOC-7237

Overview, FAQ, configuration guides, & other miscellaneous resources – https://www.myciscocommunity.com/docs/DOC-1521