Cisco – Cisco CallManager TSP Integration with Microsoft Outl

Table of Contents

Cisco CallManager TSP Integration with Microsoft Outlook

Introduction

This document provides installation information on how to configure Microsoft Outlook to dial the contacts list in your Microsoft Outlook address book using Cisco Telephony Service Provider (TSP). From Microsoft Outlook, you can dial the phones of users in your address book who also have IP phones. This is useful as a speed−dial feature, where you do not have to manually enter the phone number of a contact in order to dial them. Once a user is selected in Microsoft Outlook, your IP phone is activated, and you can hear the call progress on the speaker of your phone.

> ⚠ **Warning: The use of the function described in this doc is not supported by TAC. If you attempt this procedure you do so at your own risk and will not receive any technical support from Cisco.**

This document covers integrating Cisco CallManager 3.1, 3.2, and 3.3 with Microsoft Outlook using the Cisco Telephony Service Provider plug−in provided with Cisco CallManager.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on the software versions below.

- Cisco CallManager 3.x
- Microsoft Outlook

The information presented in this document was created from devices in a specific lab environment. All of the

devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Configuration Information

In this section, you are presented with the information to configure the features described in this document.

Step−by−Step Instructions

This section walks you through the process of downloading Cisco TSP, installing it, and configuring Microsoft Outlook to fast−dial members of your contact list.

1. Using the Cisco CallManager Administrator interface, create a user for each Microsoft Outlook user who wishes to use the contacts.

   Make sure that, in the global directory, the user has the Enable CTI Application Use checkbox checked as shown below, and that the IP Phone is associated with that user.
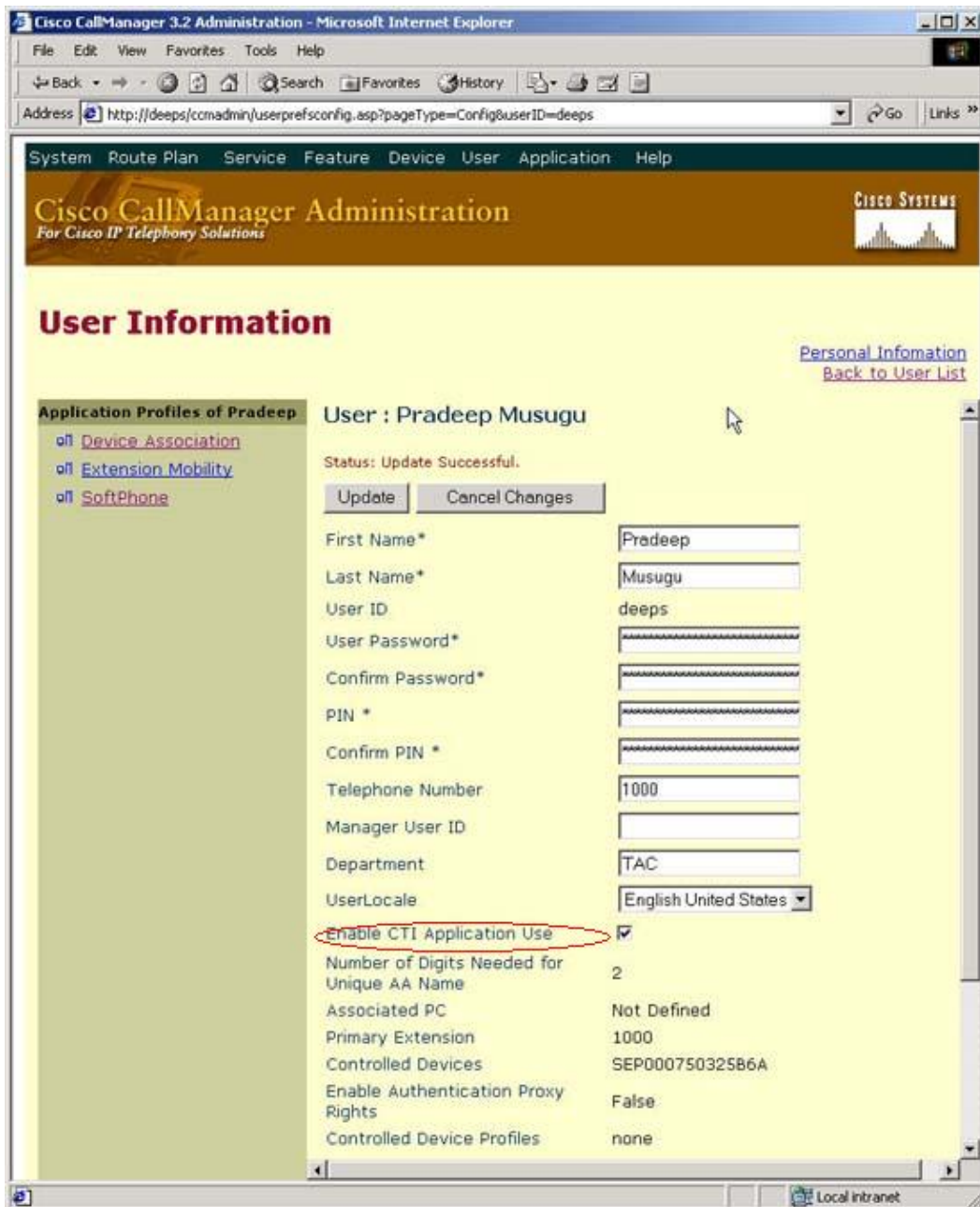
2. Download the Cisco Telephony Service Provider installer from the Cisco CallManager Install Plugins page (shown below) to the PC on which Microsoft Outlook is installed.
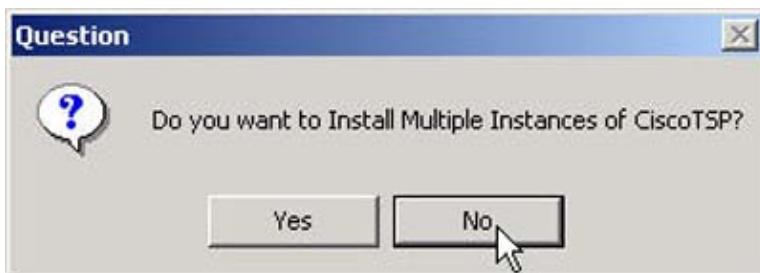
3. Double−click the downloaded executable. The installer proceeds to install Cisco TSP. Click **Next**.

4. Choose the setup language.

5. Click **No** when asked about multiple instances of Cisco TSP, unless you want to talk to multiple Cisco CallManager clusters (see below).


6. Once the installation is finished, you need to configure Cisco TSP. To do so, go to **Control Panel > Phone And Modem Options**. When the Phone and Modem Options window opens, click the **Advanced** tab, then select **CiscoTSP001.tsp** and click **Configure**, as shown below.
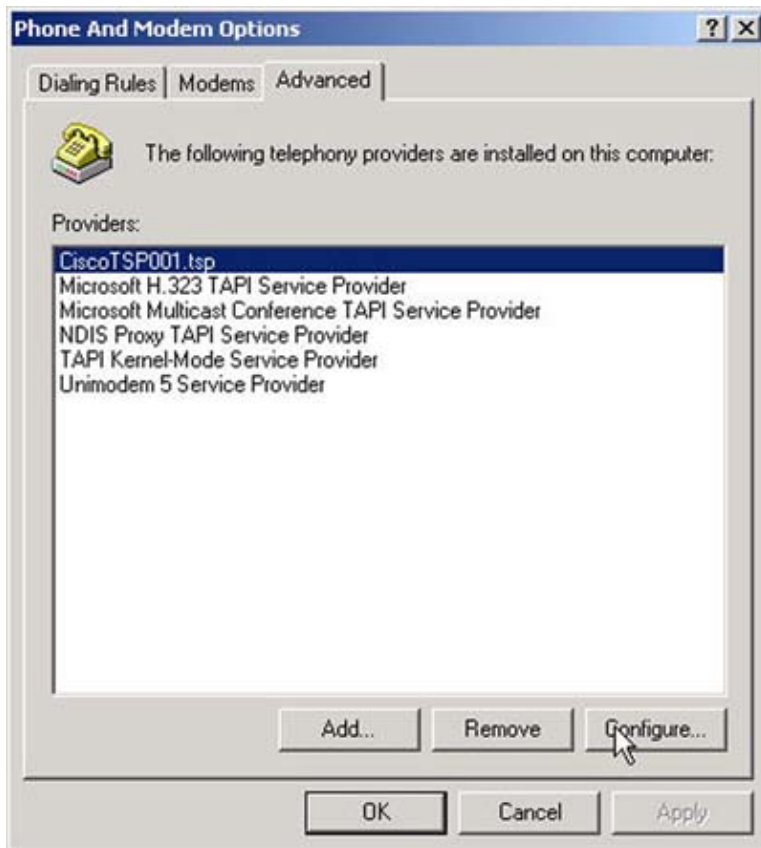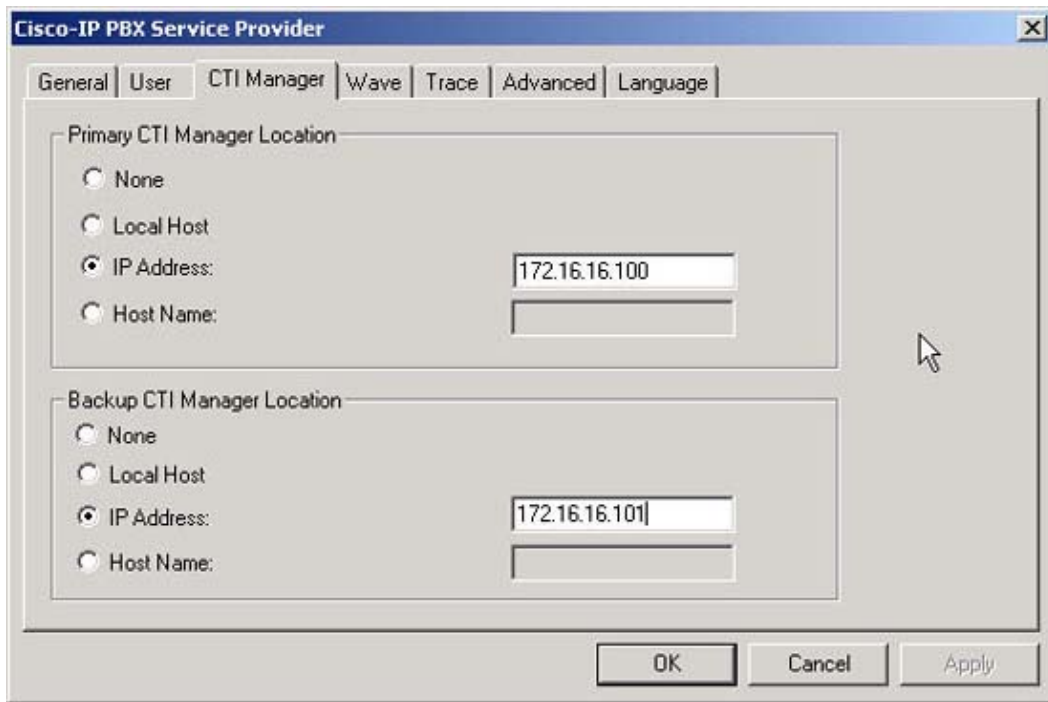
7. The Cisco IP PBX Service Provider window opens. Select the **User** tab and provide your Cisco CallManager username and password.
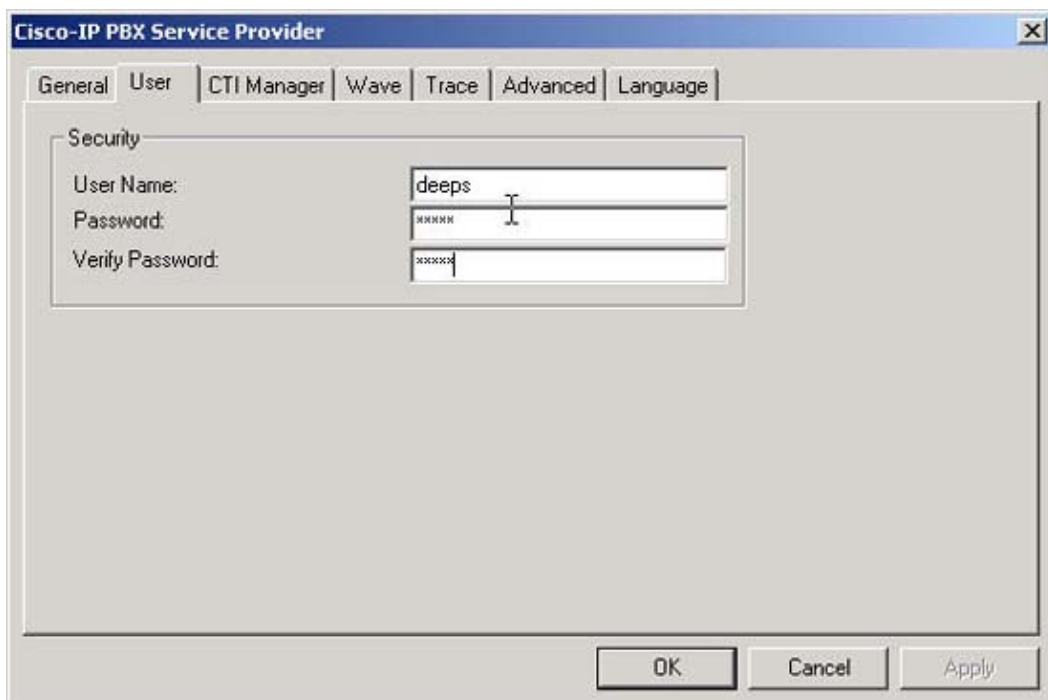
8. Select the **CTI Manager** tab, and provide information about the primary and secondary Cisco CallManager servers, either an IP address or host name. Click **OK** to close the window.

9. Open Microsoft Outlook and open the Contacts folder. Right–click one of the contacts that you want to call, then click **Call Contact**.
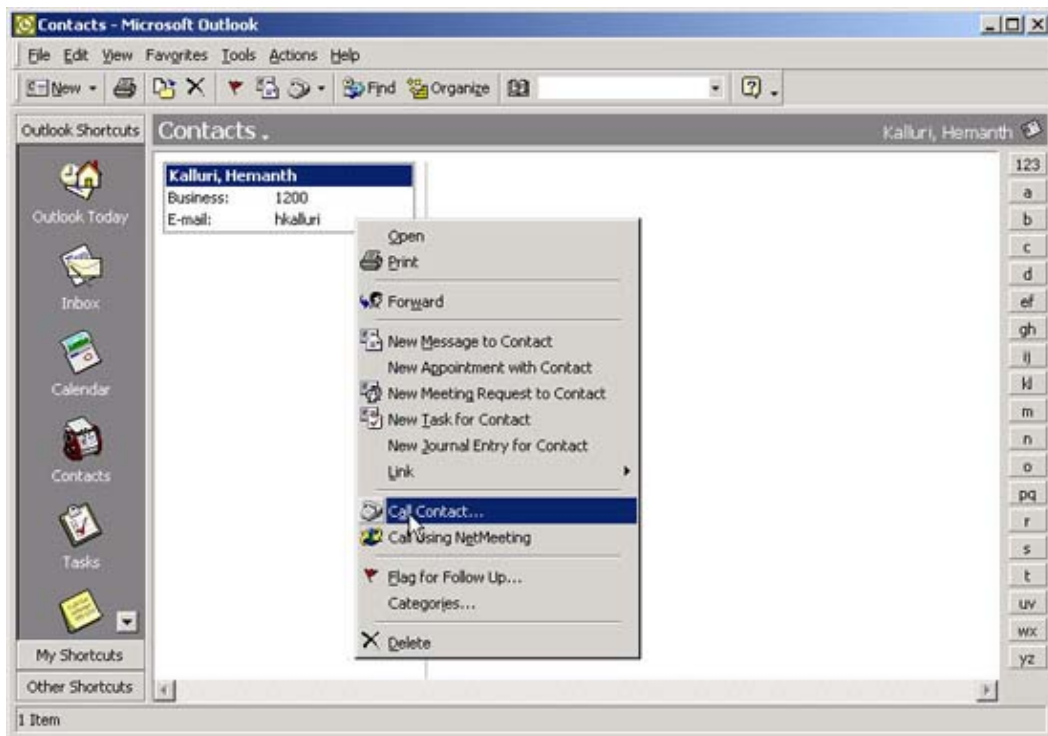

10. The New Call window opens. Click **Dialing Options** to make sure you are using the correct line to call.

11. In the newly–opened Dialing Options window, in the Connect Using Line area, select the line you want to use to call, then click **OK**.

12. Back in the New Call window, click **Start Call**. Call status shows as Dialing. At this point, the speaker on your IP phone activates, and you can hear the call progress.
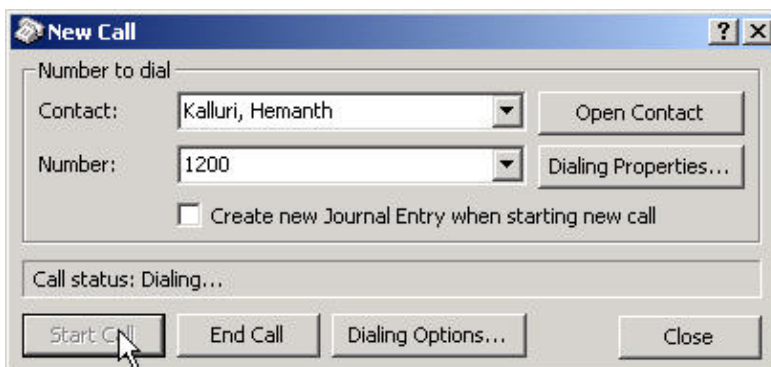
13. When the call is connected, you see the Call Status as Connected. Closing this window ends the call. You can also end the call from the IP Phone, or by clicking **End Call**.
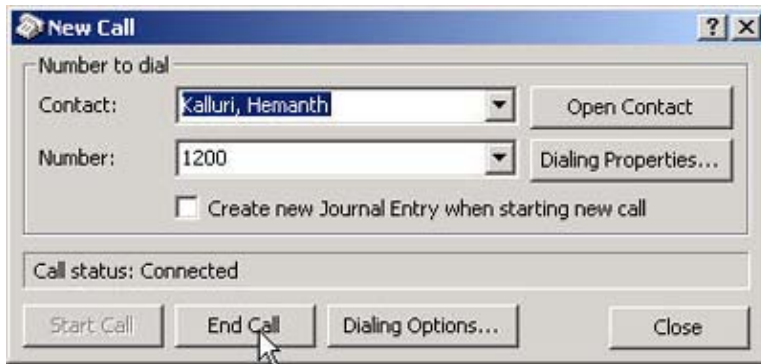
Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- **Voice, Telephony and Messaging Technologies**
- **Voice, Telephony and Messaging Devices**
- **Voice, Telephony and Messaging Software**
- **Voice, Telephony and Messaging TAC eLearning Solutions**
- **Recommended Reading: Troubleshooting Cisco IP Telephony , Cisco Press, ISBN 1587050757**
- **Technical Support − Cisco Systems**