

**Cisco – Cisco CallManager TSP Integration with Microsoft Outl**

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# Cisco CallManager TSP Integration with Microsoft Outlook

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## 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**

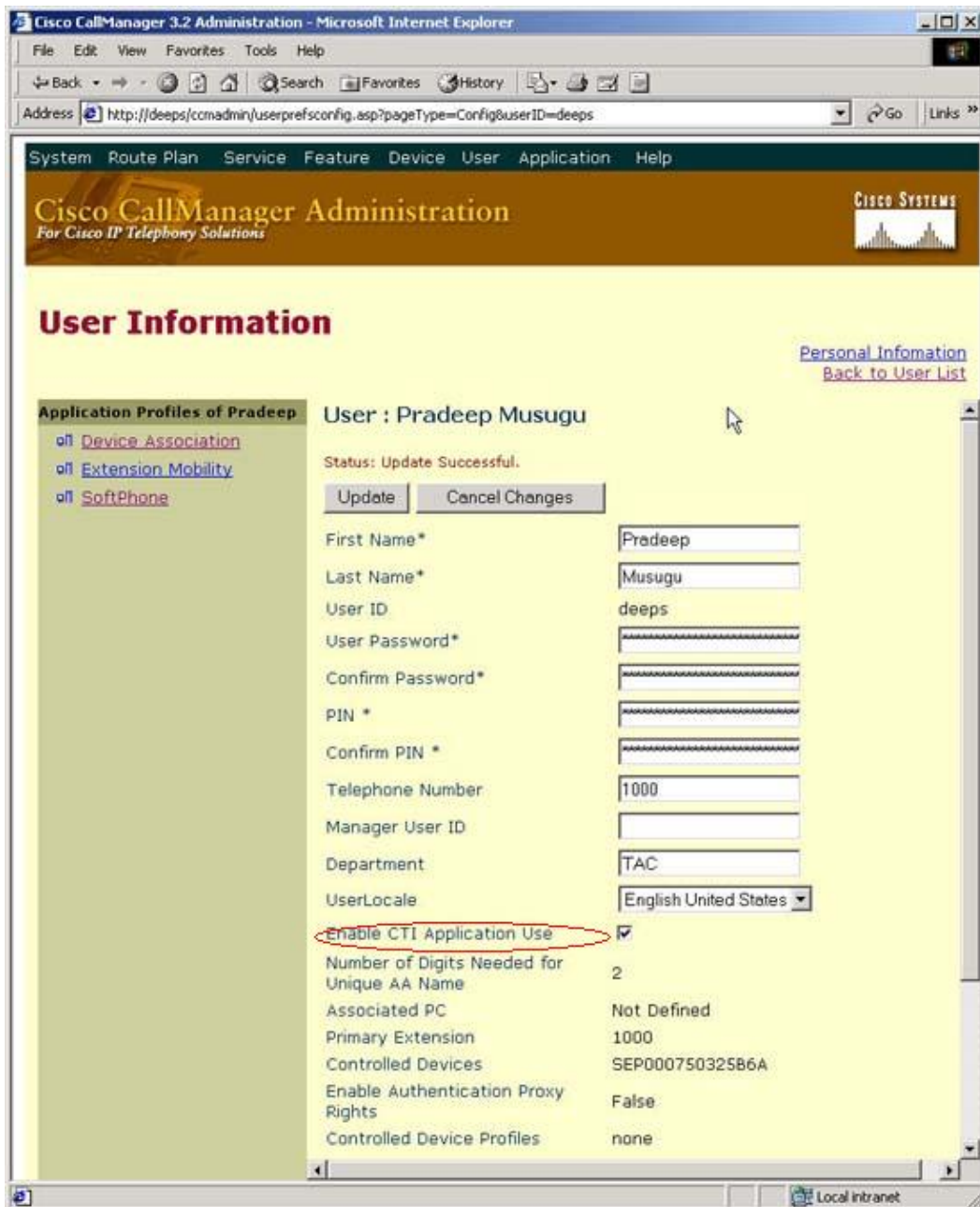
In this section, you are presented with the information to configure the features described in this document.

### **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.

The screenshot shows a web browser window titled "Cisco CallManager 3.2 Administration - Install Plugins - Microsoft Internet Explorer". The address bar shows "http://deeps/ccmadmin/install.asp". The page content includes a navigation menu (System, Route Plan, Service, Feature, Device, User, Application, Help) and a header for "Cisco CallManager Administration For Cisco IP Telephony Solutions". A status box indicates "Install Plugins: Cisco CallManager Serviceability, No Applications Installed". The main heading is "Install Plugins". Below this is a table of plugins:

Plugin Name	Description
CDR Analysis and Reporting	The CDR Analysis and Reporting (CAR) is a tool that provides reports on calls based on CDR records. Reports provided include: Calls on a user basis, Calls through gateways, Simplified Call Quality, and CDR search mechanism. In addition, limited database administration (deleting records based on DB size) is also provided.
Cisco Bulk Administration Tool	The Cisco Bulk Administration Tool (BAT) allows the administrator to perform bulk add, delete and update operations on devices and users.
Cisco Bulk Trace Analysis Tool	Cisco Bulk Trace Analysis tool is used to do post processing of large SDI/SDL trace files in XML format and provides parsing, filtering, and high performance. This tool should be downloaded, installed, and operated on a client machine.
Cisco Customer Directory Configuration Plugin	The Cisco Customer Directory Configuration Plugin guides you through the configuration process for integrating the Cisco CallManager with Microsoft Active Directory and Netscape Directory Server.
Cisco IP Phone Address Book Synchronizer	Cisco IP Phone Address Book Synchronizer allows users to synchronize their Microsoft Outlook or Outlook Express address books with Cisco Personal Address Book. The Synchronizer provides two-way synchronization between the Microsoft and Cisco products. Once installed and Cisco Personal Address Book has been configured, users access this feature from the Cisco IP Phone Configuration web page.
Cisco JTAPI	This plugin must be installed on any computer that will host applications that access the CallManager via JTAPI. JTAPI is the standard programming interface for telephony applications written in the Java programming language. Reference documentation and sample code are included.
Cisco Telephony Service Provider	This product contains the Cisco TAPI service provider (TSP) and the Cisco Wave Drivers. It can be installed on either the Cisco CallManager machine or on any other machine running a Microsoft Windows operating system that can communicate with the Cisco CallManager machine via TCP/IP. TAPI is a standard programming interface for telephony applications that run on the Microsoft Windows operating system. An Adobe Acrobat document called the Cisco TAPI Developer's Guide is installed that describes which TAPI interfaces are currently supported. Install the

The browser's status bar at the bottom shows the URL "http://deeps/CCMPluginsServer/CiscoTSP.exe" and "Local intranet".

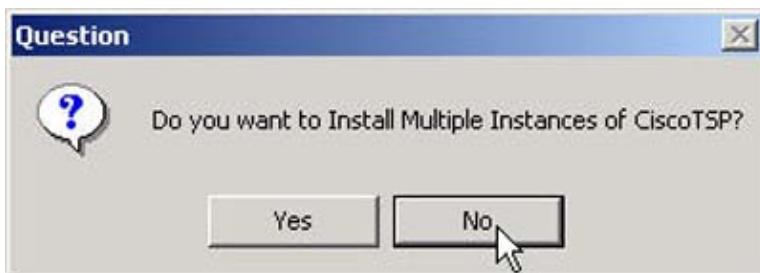
3. Double-click the downloaded executable. The installer proceeds to install Cisco TSP. Click **Next**.



4. Choose the setup language.

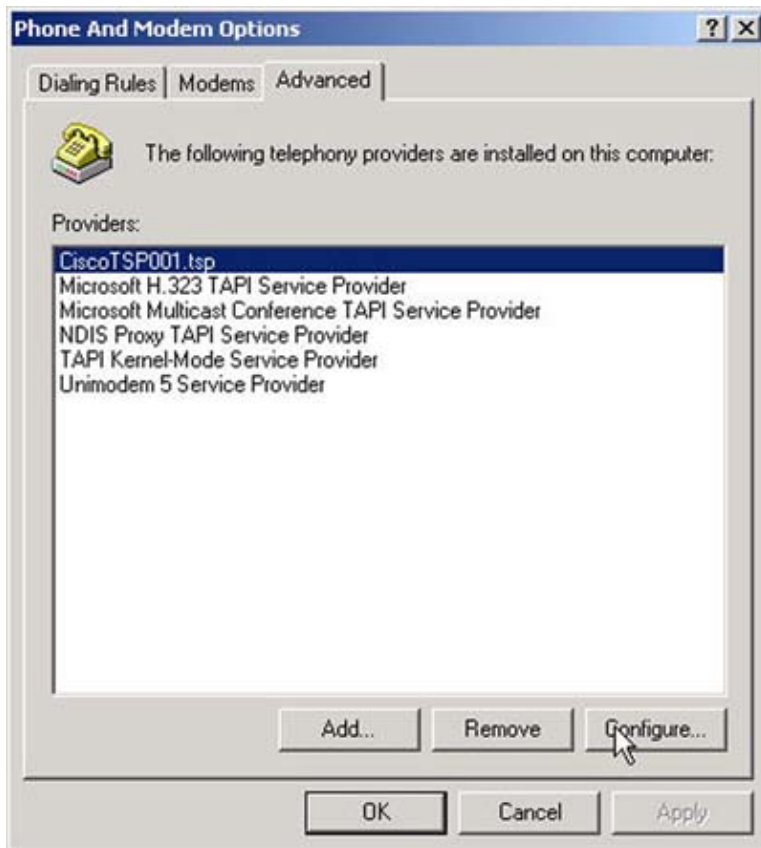


5. Click **No** when asked about multiple instances of Cisco TSP, unless you want to talk to multiple Cisco CallManager clusters (see below).

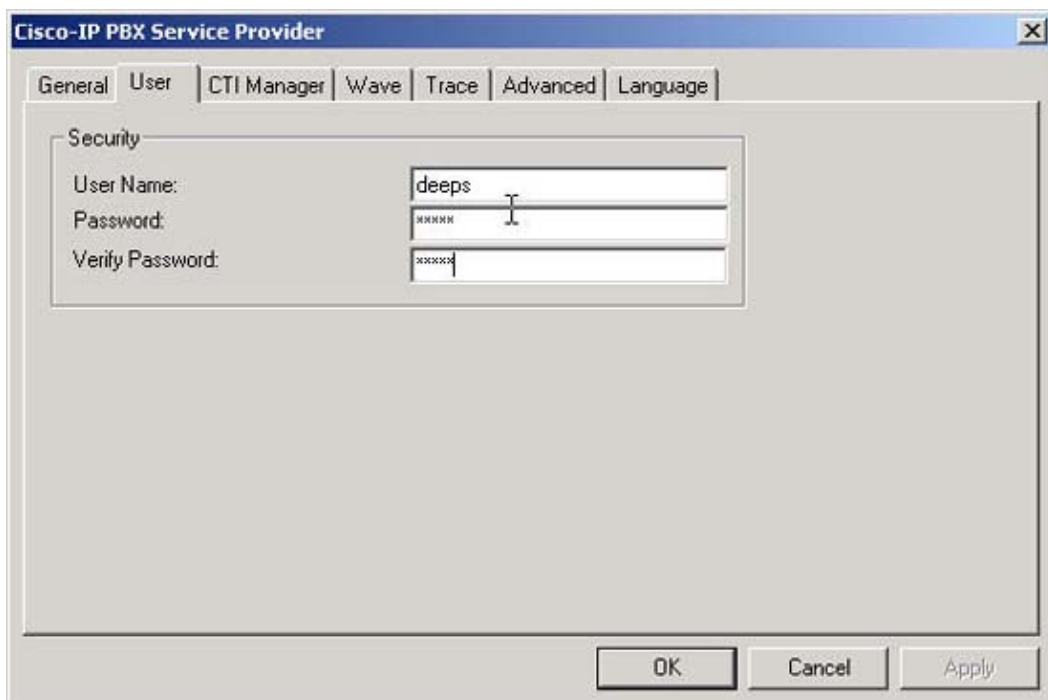


6. Once the installation is finished, you need to configure Cisco TSP. To do so, go to **Control Panel > Phone And Modem Options**. When the Phone and Modem Options window opens, click the **Advanced** tab, then select **CiscoTSP001.tsp** and click **Configure**, as shown below.



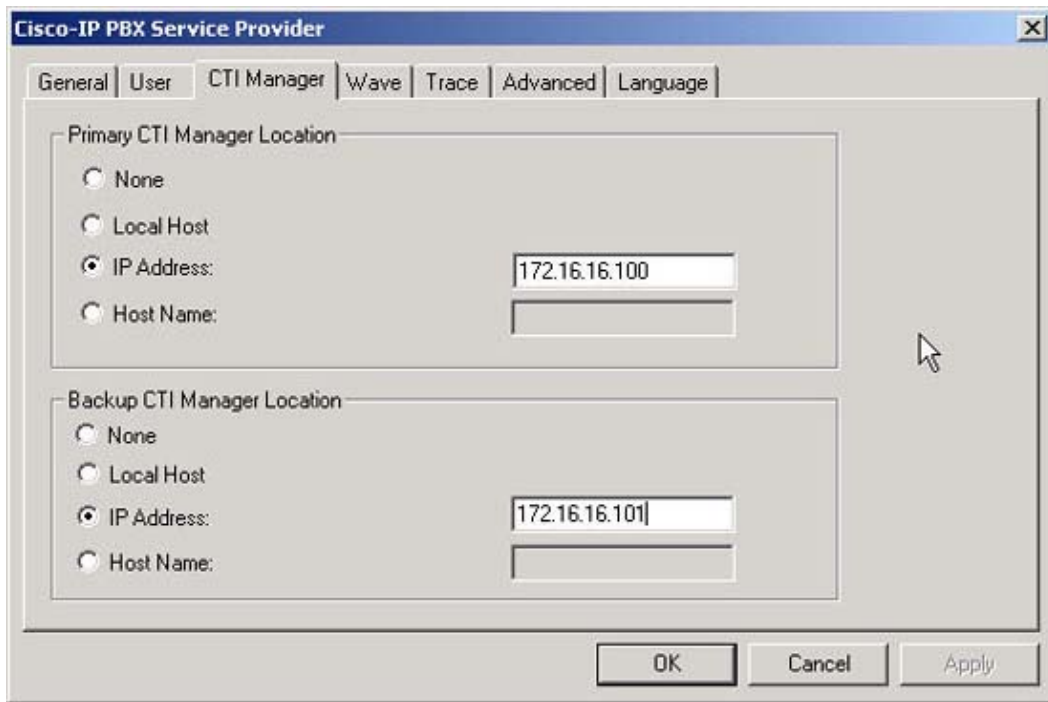


7. The Cisco IP PBX Service Provider window opens. Select the **User** tab and provide your Cisco CallManager username and password.

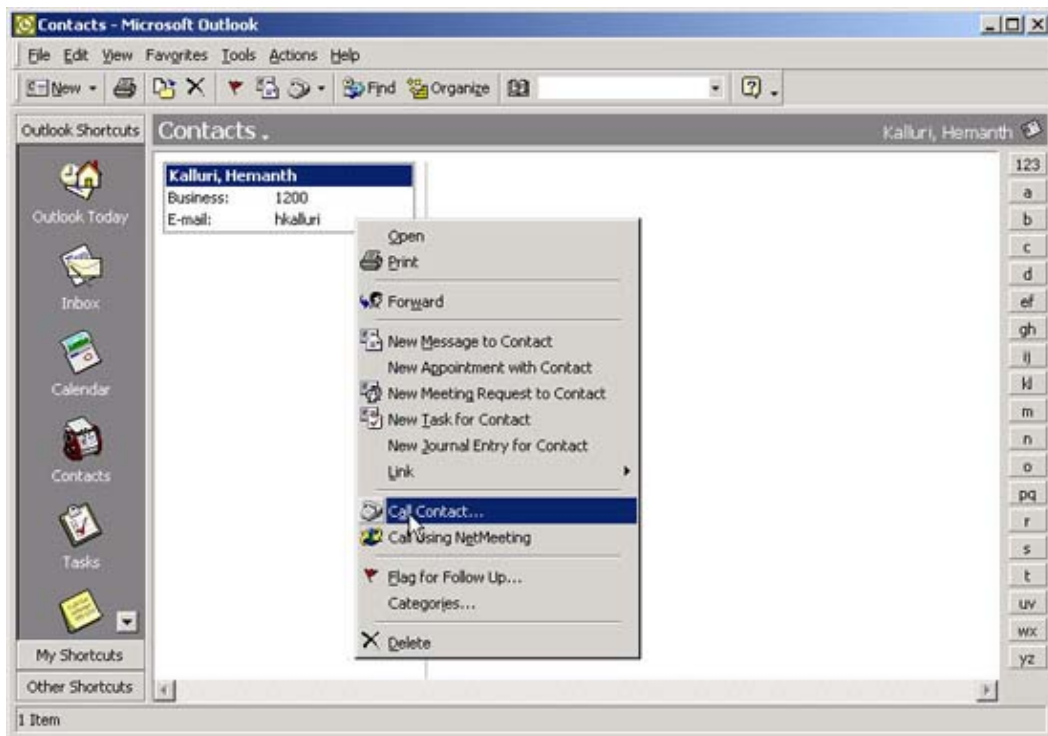


8. Select the **CTI Manager** tab, and provide information about the primary and secondary Cisco CallManager servers, either an IP address or host name. Click **OK** to close the window.





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



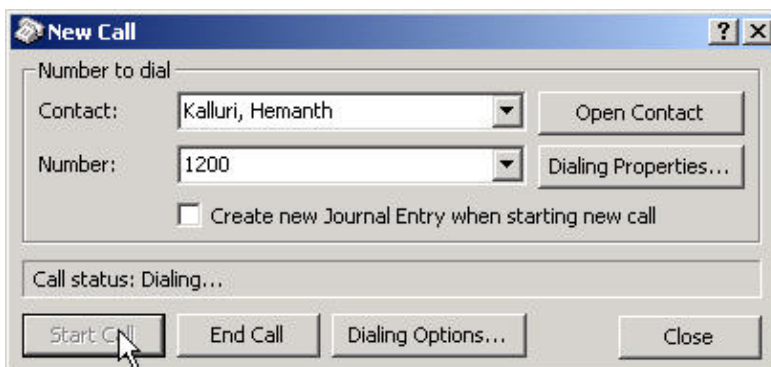
- The New Call window opens. Click **Dialing Options** to make sure you are using the correct line to call.



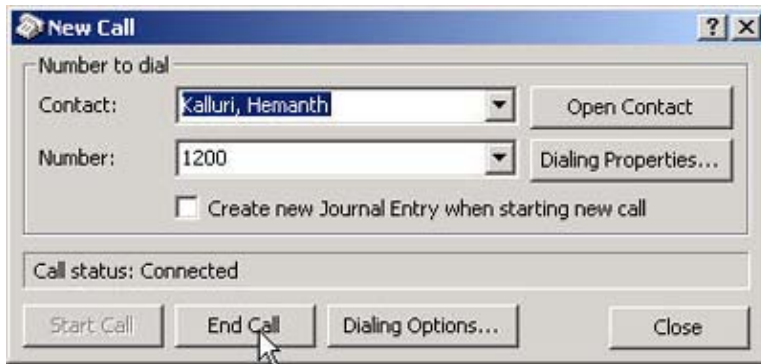
11. In the newly–opened Dialing Options window, in the Connect Using Line area, select the line you want to use to call, then click **OK**.



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.

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## 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**
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