# Use Microsoft Outlook with Cisco Unified CallManager Express

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This document describes the procedure to use Microsoft Outlook with Cisco Unified CallManager Express. It demonstrates the phone configuration in Cisco CallManager Express, the installation of Cisco CallManager Express Telephone Service Provider and the CiscoIOSTspLite driver on a personal computer (PC), and the dialing of a called party by Microsoft Outlook in representation of a phone controlled by Cisco CallManager Express.

# Prerequisites

# Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Cisco Unified CallManager Express
- Microsoft Office Outlook

# **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco Unified CallManager Express version 4.x
- Microsoft Office Outlook 2003

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### **Network Diagram**

This document uses this network setup, see Figure 1:

- Cisco Unified CallManager Express that runs on Cisco 3845
- Two IP Phones controlled by the Cisco CallManager Express
- One Personal Computer that runs Microsoft Windows XP and Microsoft Office Outlook

#### Figure 1 – Network Diagram



### Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

# Background

The purpose of this document is to complete these tasks:

- Install the Cisco Unified CallManager Express Telephony Service Provider on a PC that runs Window XP Professional.
- Install the CiscoIOSTspLite driver on a PC that runs Window XP Professional.
- Use Microsoft Outlook in order to control one IP phone registered to Cisco Unified CallManager Express and dial another phone through Microsoft Outlook.

# Installation and Configuration

# **Example Configuration**

Before you start the configuration, it is assumed that Cisco Unified CallManager Express is fully tested and works properly. These two phones are controlled by this Cisco Unified CallManager Express. These are the configurations of these two phones:

• Phone A

ephone-dn 2 number 1000 label 1000 preference 1 call-forward busy 9999 call-forward noan 9999 timeout 10 no huntstop

#### !--- Line 2 for Phone A

ephone-dn 4 number A3005 label A3005 name Intecom from Rob intercom A3006

#### !--- Line 3 for Phone A

ephone-dn 6 2000 label "Paging System" number 61720 pickup-group 5001 label 61720 description 5137426172 call-forward all 7000' call-forward busy 7000 call-forward noan 7000 timeout 10 night-service bell

#### !--- Phone A Configuration

```
ephone 3
description 1000
username "ksaxon" password test
mac-address 000A.8A67.5313
type 7960
keep-conference endcall
button 1:2 2:4 3:6
```

#### • Phone B

#### !--- Line 1 for Phone B

ephone-dn 8 number 7970 label 7970 call-forward busy 9999 call-forward noan 9999 timeout 10

#### !--- Line 2 for Phone B

ephone-dn 10 number 8970 label 8970

#### !--- Line 3 for Phone B

ephone-dn 12 number 9970 label 9970

#### !--- Line 4 for Phone B

ephone-dn 14 number A3006 label A3006

```
name Intercom from Rob
intercom A300510.C6E2.8F2D
!--- Phone B Configuration
ephone 7
description 7971
mac-address 0011.92BA.1B12
type 7971
button 1:8 2:10 3:12 4:6
```

### Step-by-Step Instructions

Complete these steps:

- 1. Install the Cisco Unified CallManager Express Telephony Service Provider:
  - a. Run CiscoUnifiedCMETSPSetup201.exe. The Cisco Unified CallManager Express TSP 2.0 Setup Wizard appears. See Figure 2.



Figure 2: Cisco Unified CME TSP 2.0 Setup Wizard

b. Click Next. The License Agreement window appears. See Figure 3.

#### **Figure 3: License Agreement**

Cisc	:o CME Telephone Service Provider - InstallShield Wizard 🛛 🛛 🔀
Li	cense Agreement Please read the following license agreement carefully.
	SOFTWARE LICENSE AGREEMENT
	THIS AGREEMENT IS AVAILABLE IN LANGUAGES OTHER THAN ENGLISH; PLEASE SEE YOUR CISCO SYSTEMS, INC. ("CISCO") RESELLER OR VISIT OUR WEBSITE AT WWW.CISCO.COM.
	PLEASE READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING CISCO OR CISCO-SUPPLIED SOFTWARE.
	BY DOWNLOADING OR INSTALLING THE SOFTWARE, OR USING THE EQUIPMENT THAT CONTAINS THIS SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF
	I accept the terms of the license agreement     Print
	I do not accept the terms of the license agreement
Insta	IShield
	< Back Next > Cancel

c. Click the **I accept the terms of the license agreement** radio button, and click **Next**. The Customer Information window appears. See Figure 4.

**Figure 4: Customer Information** 

Cisco CME Telephone Service Provider - InstallShield Wizard		×
Customer Information Please enter your information.		
Please enter your name and the name of the company for which you work.		
User Name:		
Company Name:		
Cisco Systems, Inc.		
InstallShield		
< Back Next >	Cancel	)

- d. Fill the User Name and Company Name fields.
- e. Click **Next**, and the Setup Type window appears. See Figure 5.

Figure 5: Setup Type



f. Click the **Complete** radio button, and click **Next**. The Ready to Install the Program window appears. See Figure 6.

**Figure 6: Ready to Install the Program** 

Cisco CME Telephone Service Provider - InstallShield Wizard	
<b>Ready to Install the Program</b> The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. I the wizard.	Click Cancel to exit
InstallShield	
< Back Install	Cancel

g. Click Install. The Welcome to Cisco CME TSP Setup Wizard window appears. See Figure 7.

Figure 7: Welcome to Cisco CME TSP Setup Wizard

📽 Cisco CME TSP Setup Wizard	
	Welcome to Cisco CME TSP Setup Wizard ! This program will guide you through the steps to configure the CME TSP. Please follow the instructions below to begin the configuration process. Click Next when you are ready to continue. To advance to a section directly, click on one of the following buttons: Mode of Operation User Preferences Account Information Verify Connections Call Appearance/Feature Buttons Audio Devices Audio Tuning Tone Files
	< <u>B</u> ack <u>Next</u> > <u>C</u> ancel

h. Click Next. The Mode of Operation window appears. See Figure 8.

### Figure 8: Mode of Operation

🔊 Cisco	🚅 Cisco CME TSP Setup Wizard 🛛 🛛 🔀					
	Mode of Operation	חו				
	Please select the m	ode of operation below:				
	Control an IP- The Tapi Driver	Phone will control the selected IP-Phone				
	C Emulate an IP The TAPI Driver	-Phone will behave like an IP-Phone				
	CME TSP Versio	ins:				
	CME TSP:	Version 2.0	_			
	SCCP Protocol:	Version 3	_			
	Setup Wizard:	Version 2.0.105.70	_			
	Click on Next to co	ontinue.				
		< <u>B</u> ack	<u>N</u> ext >	<u>C</u> ancel		

i. Click **Control an IP–Phone**, and click **Next**. The User Preferences window appears. See Figure 9.

#### **Figure 9: User Preferences**

🚅 Cisco	🚅 Cisco CME TSP Setup Wizard 🛛 🔀				
$\checkmark$	Vser Preferences				
	Please select the options that you would like to be enabled:				
	<ul> <li>Automatically answer incoming calls</li> <li>Turn on speaker on answer or making call</li> <li>Enable Trace</li> <li>Level: 4 </li> <li>Trace File: s\sachang\My Documents\trace</li> </ul>				
	Click on Next to continue.				
	< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel				

j. Check **Turn on speak on answer or making call** and **Enable Trace**. Choose the trace level and enter the trace file path.

k. Click Next. The Account Information window appears. See Figure 10.

#### **Figure 10: Account Information**

e <sup>®</sup> Cisco	💀 Cisco CME TSP Setup Wizard 🛛 🛛 🔀					
<b>P</b>	Account Information					
	Please enter your acc	ount information below:				
	CME IP-Address:	10.89.177.8				
	Port:	2000				
	User Name:	ksoxon				
	Password:	****				
	Verify Password:	XXXX				
	Region/Service Provider:	United States				
	Click on Next to conti	nue.				
		< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel				

Enter the CME IP-Address, Port, User Name, Password and Verify Password.
 m. Click Next. The Connections to CME window appears. See Figure 11.

**Figure 11: Connections to CME** 

📽 Cisco CME TSP Setup Wizard 🛛 🛛 🔀				
Connections to CME				
Please select the network settings from the followings:				
PC IP Address: 64.101.134.127				
Bandwidth: Local Area Network				
Verify Registration and IP-Phone Configuration         Status:         Connecting to host '10.89.177.8' [10.89.177.8]         Host '10.89.177.8' [10.89.177.8] responded successfully.         32 bytes received in 0 msecs.         A         Start         Stop         Iroubleshoot         Click on Next to continue.				
< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel				

n. Choose the PC IP address and Bandwidth from their respective drop-down lists.

o. Click Start. See arrow A in Figure 11. Review all messages in the Status list box in order to verify if the PC successfully contacts the Cisco Unified CallManager Express. See arrow B in Figure 11. This represents a successful connection between the PC and the Cisco Unified CallManager Express. Based on the messages, the PC can successfully control one phone with three lines defined under the Cisco CallManager Express control.

```
Connecting to host '10.89.177.8' [10.89.177.8]...
Host '10.89.177.8' [10.89.177.8] responded successfully.
32 bytes received in 0 msecs.
Found Router : 10.89.177.8
Success : Registered user with 10.89.177.8
Found line : lineInst 1 dirNumber 1000 displayName 1000
Found line : lineInst 2 dirNumber A3005 displayName A3005
Found line : lineInst 3 dirNumber 6172 displayName 6172
Found line : lineInst 4 dirNumber
Found line : lineInst 5 dirNumber
Found line : lineInst 6 dirNumber
```

p. Click **Next**. The Call Appearance/Feature Buttons window appears. See Figure 12. It represents a specific phone with three lines configured which matches messages in the status list box in step 15.

**Figure 12: Call Appearance/Feature Buttons** 

📭 Cisco	co CME TSP Setup Wizard						×	
	Call Appearance/Feature Buttons							
	Click on a	button and	enter its Di	rectory Num	ber or se	elect a Feature	e from the list:	
	1DCA	1000	6DCA		10			
	2DCA	A3005	6		11			
	3DCA	6172	7		12			
	4DCA		8		13			
	5DCA		9		14			
	<					>		
	Line Prefera	nce:	Ringing Call A	ppearance 💌	]			
	Rining Ton	e:	Default	-				
	Click on N	lext to contin	nue.					
				< <u>E</u>	<u>}</u> ack	Next >	<u>C</u> ancel	

q. Click Next. The Saving Configuration Changes window appears. See Figure 13.

**Figure 13: Saving Configuration Changes** 

📭 Cisco CME TSP Setup Wizard 🛛 🔀			
	Saving Configuration Changes		
	You have successfully completed the configuration process.		
	Click Finish to save the configuration changes.		
	< <u>B</u> ack <u>Finish</u> <u>C</u> ancel		

- r. Click Finish.
- s. Restart the PC.
- 2. Complete these steps in order to install the CiscoIOSTspLite driver
  - a. Run the the CiscoIOSTspLit1.3.exe. The Welcome to the InstallShield Wizard for CiscoIOSTspLite1.3 window appears. See Figure 14.

#### Figure 14: InstallShield Wizard for CiscoIOSTspLite1.3



b. Click Next. The License Agreement window appears. See Figure 15.

#### Figure 15: License Agreement (CiscoIOSTspLite1.3)

1	CiscolOSTspLite1.3 - InstallShield Wizard	ĸ
	License Agreement       GISCO SVSTENS         Please read the following license agreement carefully.       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
	SOFTWARE LICENSE AGREEMENT	
	THIS AGREEMENT IS AVAILABLE IN LANGUAGES OTHER THAN ENGLISH; PLEASE SEE YOUR CISCO SYSTEMS, INC. ("CISCO") RESELLER OR VISIT OUR WEBSITE AT WWW.CISCO.COM.	
	PLEASE READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING CISCO OR CISCO- SUPPLIED SOFTWARE.	
	<ul> <li>I accept the terms in the license agreement</li> <li>○ I do not accept the terms in the license agreement</li> </ul>	
Ir	<pre>stallShield &lt; Back Next &gt; Cancel</pre>	)

c. Click **I accept the terms in the license agreement** and, click **Next**. The Customer Information window appears. See Figure 16.

### Figure 16: Customer Information (CiscoIOSTspLite1.3)

😽 CiscolOSTspLite1.3 - InstallShield Wizard	
<b>Customer Information</b> Please enter your information.	GIECO SVETENS
User Name: Cisco Systems, Inc.	
Organization: Cisco Systems, Inc.	
Install this application for: O Anyone who uses this computer (all users)	
○ Only for me (Cisco Systems, Inc.)	
InstallShield	
< Back	Next > Cancel

d. Fill the User Name and Organization fields. Click **Next**. The Ready to Install the Program window appears. See Figure 17.

#### Figure 17: Ready to Install the Program

🙀 CiscolOSTspLite1.3 - InstallShield Wizard	× 🛛
<b>Ready to Install the Program</b> The wizard is ready to begin installation.	CIECO SVETENS
If you want to review or change any of your installation settings, exit the wizard. Current Settings:	click Back. Click Cancel to
Setup Type: Typical	
Destination Folder: C:\WINDOWS\system32\	
User Information: Name: Cisco Systems, Inc. Company: Cisco Systems, Inc.	
InstallShield < Back	nstall Cancel

e. Click **Install**. The Cisco IOS Telephony Service Provider window appears. See Figure 18. The User Name and Password must match the User Name and Password, as shown in Figure 10.

Figure 18: Cisco IOS Telephony Service Provider

Cisco IOS Telephony Service Provider 🛛 🛛 🔀			
Version : 1.3			
User Name: ksoxon			
Password:			
Verify Password:			
Cisco IOS Telephony Service Connectivity			
P Address: 10.89.177.8			
Port: 2000			
Synchronous Message Timeout			
Message Timeour (Sec): 3			
Using HeadSet			
Trace			
Trace File C:\Documents and Settings\sachang\My			
OK Cancel			

f. Click OK. The InstallShield Wizard Completed window appears.

### Figure 19: InstallShield Wizard Completed



g. Click Finish. The Reboot window appears. See Figure 20.

Figure 20: Reboot



h. Click **OK** in order to reboot the PC.

# Verify

You can log into Cisco Unified CallManager Express and issue the **show ephone** command. Figure 21 is an extraction of **show ephone**. It represents that the PC with an IP address of 64.101.134.165 controls ephone–3. The username is ksaxon and the status is registered .See arrow A in Figure 21.

Figure 21: Show Ephone



The next step is to dial the contact with Microsoft Outlook in representation of the phone controlled by Cisco Unified CallManager Express:

- 1. Open Microsoft Outlook, and open the Contacts folder. See Figure 22.
- 2. Select a contact to call.

Figure 22: Contacts List

Contacts - Microsoft Outlook					
Ele Edit Yew Go Tools Action	ns <u>H</u> elp			Type a question for help	
🖬 bew 📲 🖓 🗙 🔻 🥵 🔕	• Sprind Di Type a conte	et to find 💽 🛞 🖏 🐻 💂			
Contacts	Contacts			9	
My Contacts	🗋 🙆 🔯 Full Name	Company Elle As	Business Phone	Business Fax Home Phone	
S Contects	<ul> <li>Olik here to add a new C</li> </ul>				
See Contacts in Personal Polders	Sel John Doe	Doe, John	7970		
Current View				Qpen	
Address Cards	-		A 3	Brint	
<ul> <li>Detailed Address Cards</li> </ul>			3	Forward	
Phone List     D. Colombia			12	New Message to Contact	
By Company				New Appointment with Contact	
O By Location				New Meeting Request to Contact	
By Follow-up Flag	×		44	New Task for Contact	
C Mail				New Journal Entry for Contact	
				Tool	
Calendar				<u>пк</u>	
G Contacto			B	Call Contact	
a. contacts				Call Using NgtMeeting	

3. Right–click the selected contact. See arrow A in Figure 22. Then, choose **Call Contacts** from the drop–down list. See arrow B in Figure 22. The New Call window appears. See Figure 23. The End Call button is grayed out. See arrow B in Figure 23.

Figure 23: New Call – Start Call

🔊 New Call	$\mathbf{X}$				
Number to dial					
Contact:	Doe, John 💌 Open Contact				
Number:	7970 Vialing Properties				
Create new Journal Entry when starting new call					
Call status: On hook					
Start Call	End Call Dialing Options Close				

- 4. Click Start Call. See arrow A in Figure 23.
- 5. If the call succeeds, the Start Call button is grayed out. See arrow A in Figure 24.

Figure 24: New Call – End Call

۲	New Call	×				
<b>N</b>	umber to dial					
C	ontact:	Doe, John 🔍 Open Contact				
N	umber:	7970 💌 Dialing Properties				
	Create new Journal Entry when starting new call					
A		B				
Call status: Dialing						
	Start Call	End Call Dialing Options Close				

- 6. You can talk with the called party with the audio devices, such as speakers and headphones, on the PC.
- 7. Click **End Call** in order to terminate the call. See arrow B in Figure 24.

# Troubleshoot

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

# **Related Information**

- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation Cisco Systems

Contacts & Feedback | Help | Site Map

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