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Unified CallConnector (Toolbar) User Guide

Overview

Cisco Unified CallConnector for Microsoft Windows enables you to set up and manage your communication sessions from toolbars and various windows within Microsoft's Internet Explorer and Outlook. From these interfaces, you can:

- **Make and answer calls**
- **Manage your contacts**
- **Use Click-to-Dial**
- **Review call logs**

Table of Contents

Starting and Accessing Features	2
Using the Call Popup Window.....	2
Using QuickSearch.....	3
Toolbar Overview.....	4
Handling Calls Using the Toolbar	4
Accessing Views	5
Managing Contacts	6
Using the Call Log	7
Using QuickDial From Microsoft Applications	8



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Unified CallConnector (Toolbar) User Guide

Before using this guide, you must install and configure Cisco Unified CallConnector (Toolbar). See your System Administrator for installation directions.

Starting and Accessing Features

You can access the Cisco Unified CallConnector functions from within Internet Explorer, Outlook, and the call popup window using a set of services that you must start on a PC.

To Start Cisco Unified CallConnector:

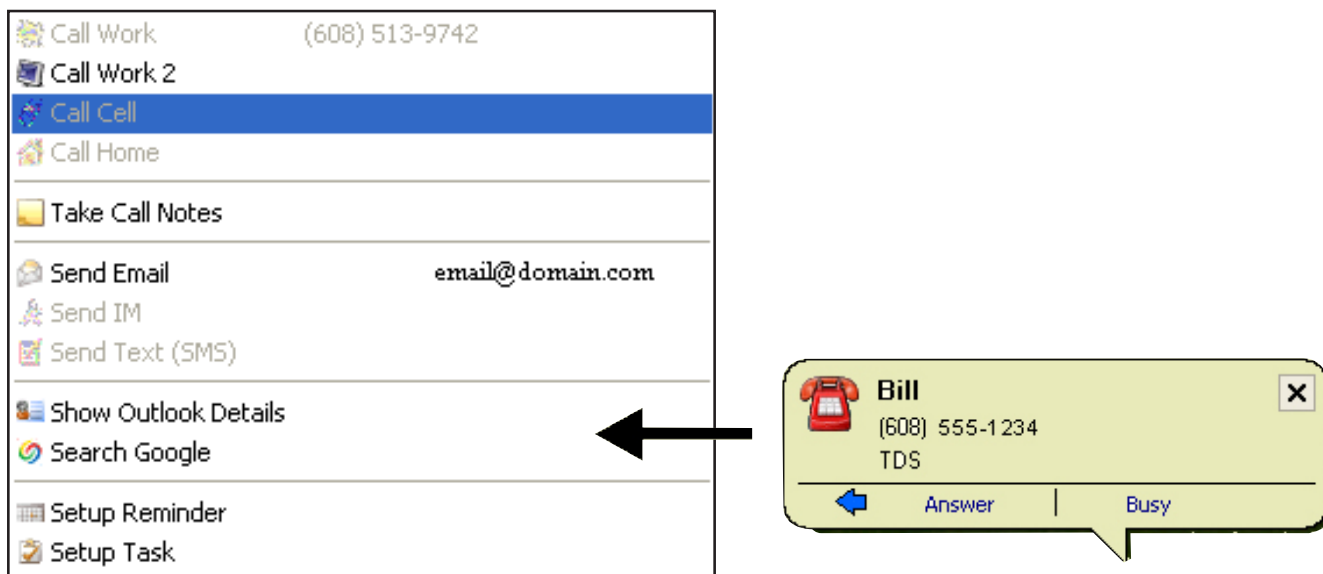
1. Double-click the **CallConnector Popup** shortcut on the desktop.
2. To start Cisco Unified CallConnector services automatically, open the Options window and check **Start with Windows**.

Viewing the Cisco Unified CallConnector Toolbar

1. From the IE menu, click **View** and then **Toolbars** and select **Unified CallConnector**.
The toolbar is also automatically displayed when Outlook is started.
2. To view your contacts, click the **Contacts** button in the Cisco Unified CallConnector toolbar.

Using the Call Popup Window

The Cisco Unified CallConnector call popup window displays information (on the calls received at your phone). Each call is represented by one window. The call popup window looks up the phone number in your contact database or Outlook and displays the name and organization information. The Cisco Unified CallConnector call popup window provides two call control buttons and enables you to access the Actions menu, as shown in the figure below.



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Unified CallConnector (Toolbar) User Guide

Controlling Calls From the Call Popup Window

1. Click the call control button, (e.g., **Answer** or **Hang-up**).
2. If you are unable to take the call, click the **Busy** button to activate the phone's Do-Not-Disturb settings.

Selecting Additional Communication Options

1. Click the **Actions** button (the arrow to the left of the call control buttons). This opens the Actions menu, which is populated with the contact, collaboration, and communication choices available for the caller.
2. Click the communication or collaboration option of your choice to launch a session.

Using QuickSearch

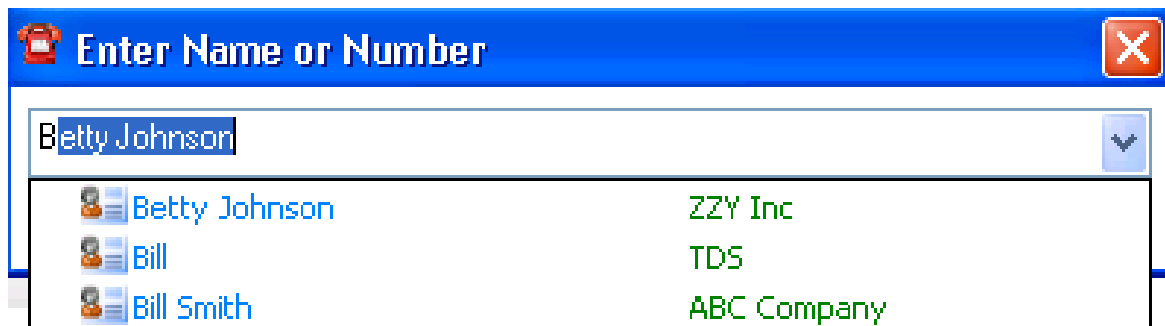
From within any application, you can quickly locate and set up communication sessions with your contacts using QuickSearch. Communication options include making calls to work or mobile numbers, launching email, SMS, or QuickMessage windows.

1. Press the **Pause-Break** key on your keyboard.

Note:

You can also access QuickSearch from the toolbar in Internet Explorer or Outlook.

2. To dial a number, type the number and press **Enter**.
3. To locate a contact, enter the first few letters of either the first or last name. The search results display, as shown in the example below.



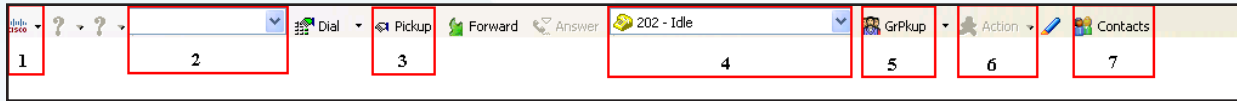
4. Scroll down or click the desired contact to open their Action menu. The Actions menu is populated with the information of the selected contact, including their availability, location, and away message.
5. Click the communication or collaboration option of your choice to launch a session.

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Unified CallConnector (Toolbar) User Guide

Toolbar Overview

The Cisco Unified CallConnector toolbar runs within Internet Explorer and Outlook and provides one-click access to tools that enable you to control calls, quickly locate your contacts, use click-to-dial and view call logs.



1. **About Menu:** Provides access to Help and links to more information on Cisco Unified CallConnector.
2. **Search Bar:** Enables you to enter a number to make a call or enter text to search for a contact. The dropdown list enables you to select a contact and select the communication or collaboration option. Click the pull-down arrow to view a list of outgoing calls.
3. **Call Control Buttons:** Enables you to control the call on your phone from these buttons. The buttons are context sensitive and change with the different call states (e.g., idle, ringing, connected, and held).
4. **Line Display Menu:** A dropdown list that displays the state of the lines (also called extensions) configured on your phone. For each line, it displays the extension number, the call state, and the calling party information.
5. **Telephony Features Menu:** Lists all supported telephony features.
6. **Actions Menu:** This contextual menu provides access to the additional contact numbers and communication methods for the currently active caller. It is populated with the caller's contact details.
7. **Contacts Button:** Opens a window in Outlook and Explorer that enables you to view information about directories, call logs, and your rules.

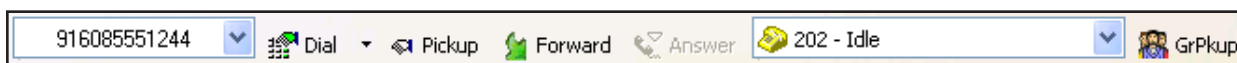
Handling Calls Using the Toolbar

When your line is idle, you can use the buttons on the toolbar for:

- Dialing out
- Picking up a parked or ringing call (from an extension or group)
- Forwarding an incoming call
- Answering an incoming call

Note:

When dialing out, you can search for a contact by entering in the first few letters of the name. Select the desired contact from the drop-down menu and select the number you want to dial.

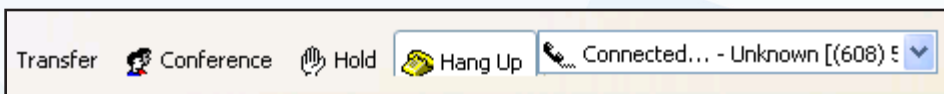


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Unified CallConnector (Toolbar) User Guide

After you connect to a call, the call control buttons on the toolbar change to display new options. These options include:

- Transferring a call
- Conferencing
- Putting a call on hold
- Hanging up
- Parking a call

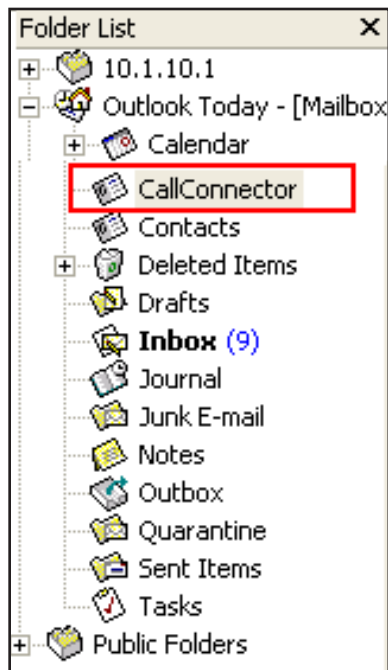


Note:

You can also access all of these telephone features by clicking the down arrow next to the GrPkup or Park button.

Accessing Views

You can access a suite of contact views for Cisco Unified CallConnector from within Internet Explorer and Outlook. Below is an example of the Contacts view in Outlook.



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Unified CallConnector (Toolbar) User Guide

Click the **Contacts** button in the Cisco Unified CallConnector toolbar. In Outlook, you can also access these views by clicking the **Contacts folder** and then selecting **CallConnector** from the My Contacts list. The buttons at the top of the window allow you to switch to a specific view. The tabs at the bottom of the window allow you to select different folders or groups of information. You can access the following views:

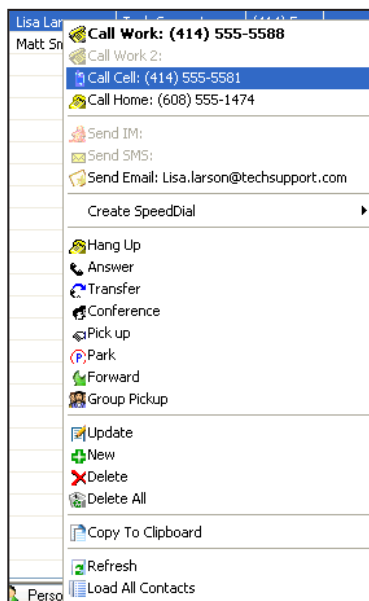
- Shortcuts: Lists your speed dial numbers.
- Contacts: Accesses personal, corporate, and Outlook contact information.
- Logs: Displays the call history for all the calls made, received, and missed on your phone.

Managing Contacts

Cisco Unified CallConnector supports three contact databases:

- A Corporate database for shared organization contact information.
- Personal database that is available for each individual user.
- Outlook contacts.

The Contacts view (shown below) allows you to search, view, and manage this information. You can also right-click to access the Actions menu for each contact, as shown below.



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Unified CallConnector (Toolbar) User Guide

Viewing Contacts

In the Cisco Unified CallConnector Contacts window, click the **Contacts** button. To view contacts from another database, click the tab at the bottom of the window.

Locating a Contact

Type the first few letters in the search bar and press **Enter**. To search for information in a column, first click the appropriate field label.

Dialing a Number

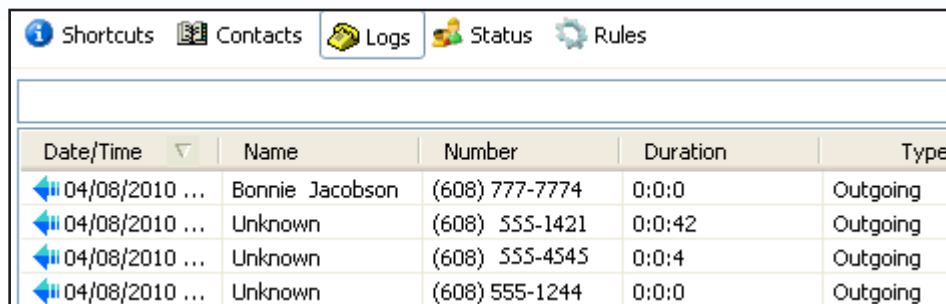
Double-click an entry to dial the work number.

Accessing Additional Features

Right-click to auto-dial, access telephony features, or send messages.

Using the Call Log

The Cisco Unified CallConnector Call Log view displays a history of the calls that have been made to or from your phone, as shown in the following example:



Date/Time	Name	Number	Duration	Type
04/08/2010 ...	Bonnie Jacobson	(608) 777-7774	0:0:0	Outgoing
04/08/2010 ...	Unknown	(608) 555-1421	0:0:42	Outgoing
04/08/2010 ...	Unknown	(608) 555-4545	0:0:4	Outgoing
04/08/2010 ...	Unknown	(608) 555-1244	0:0:0	Outgoing

Viewing Missed, Incoming, or Outgoing Calls

Click the tab in the bottom of the window to select the view.

Dialing a Number

Double-click an entry to dial the number. Right-click to access other options.

Locating a Log Entry

Type the first few letters (or date) in the search bar and press **Enter**. To search for information in a column, click the appropriate field label.

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Unified CallConnector (Toolbar) User Guide

Using QuickDial From Microsoft Windows Applications

You can auto-dial numbers from Web pages or from any Windows application using QuickDial.

Dialing a Number from Any Windows Application

Highlight the telephone number and click the **Cisco Unified CallConnector** icon in the system tray.

Using QuickDial from a Web Page

Click the **Number Highlighter** button in the toolbar to highlight the telephone numbers in the Web page and click the number you want to dial.

