

Cisco Smart CallConnector Toolbar



For small business employees to communicate effectively with suppliers and customers in today's competitive business environment, they need ready access to information, updated in real time. They also need to stay connected – to one another and to the business applications they use to do their jobs. With the right solution, your business can collaborate more effectively and problem-solve like never before.

Product Overview

Cisco® Smart CallConnector Toolbar is a free solution for the Cisco Smart Business Communications System (SBCS) that integrates your phone functions directly into Microsoft Outlook and Internet Explorer. It provides toolbars that allow a user to make and answer calls from within these applications, displaying incoming call information in a popup window. Integration with Outlook allows you to click on a contact, whose work phone number is then presented in the dialing field for editing to proper format. You can dial this number automatically by pressing the Dial button in the toolbar. The toolbar is easy to install and use and provides immediate value by increasing your call-handling productivity (Figures 1 and 2).

With Smart CallConnector Toolbar, you can:

- Make a call from your PC by entering a number and clicking on the Dial button
- View the caller name and number in a pop-up window
- Click on an Outlook contact, add dialing prefixes and then click on the Dial button in the toolbar to make a call
- Place a call on hold, switch to another call, or drop the call, using the toolbar buttons
- Bring up the QuickDial window by pressing the Pause-Break key and enter a number to dial

Figure 1. Cisco Smart CallConnector Toolbar in Microsoft Outlook.

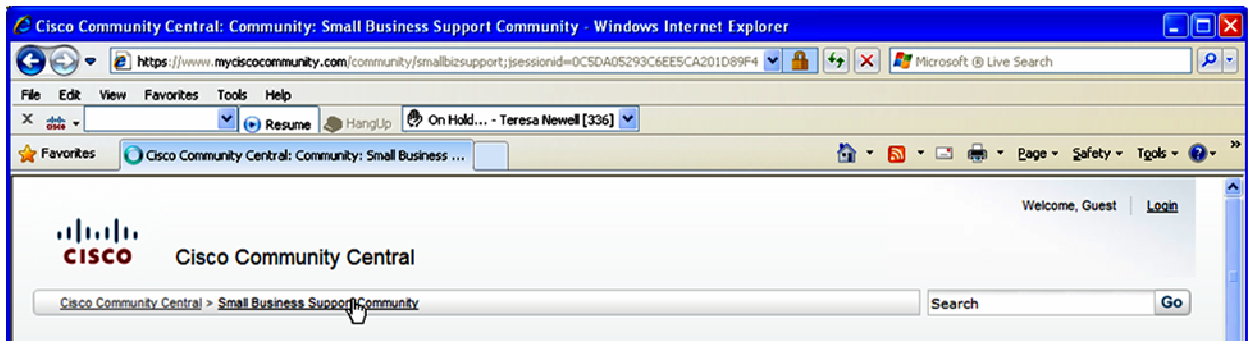


Manage Calls from Outlook and Internet Explorer

The Cisco Smart CallConnector Toolbars in Outlook and Internet Explorer provide immediate access to the basic Cisco IP phone telephony functions. The toolbar displays a list of the lines on the phone and the status of the calls on those lines. Using the context-sensitive feature buttons, you can:

- Display the status of all the lines on the Cisco IP phone
- Select a call from that list
- Answer an incoming call
- Hang up a connected call
- Hold and resume calls

Figure 2. Cisco Smart CallConnector Toolbar in Internet Explorer

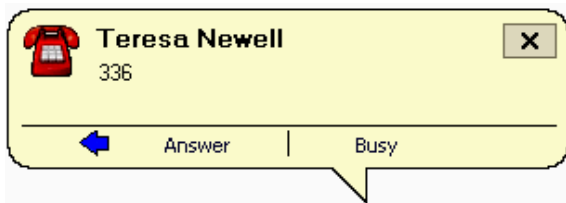


View Incoming Calls in a Popup Window

When a call comes in to the phone, the Smart CallConnector Toolbar displays the caller name and number in a popup notification window (Figure 3). From this window, the user can:

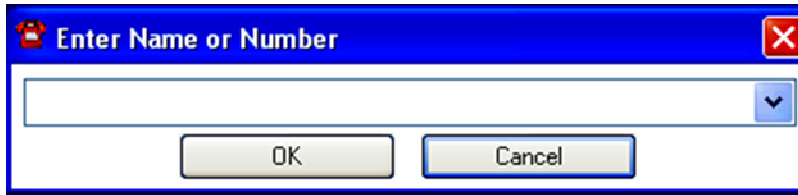
- View the caller name and number
- Answer the incoming call by clicking on a button
- Place a call on hold and then reconnect the held call
- Hang up a call

Figure 3. Cisco Smart CallConnector Toolbar Popup Window



Quickly Dial Numbers from Any Application

To quickly make a call, you can press the QuickDial shortcut key (Pause-Break) from within any application to open the dialing window, and then enter the number you want to call (Figure 4).

Figure 4. Cisco Smart CallConnector Toolbar QuickDial Window

Installation of Cisco Smart CallConnector Toolbar involves an easy-to-use GUI. You will need to provide the IP address of the Cisco Unified Communications 500 Series for Small Business (UC500) and the username and password for your Cisco IP phone.

System Requirements

Table 1 lists the computer requirements for Cisco Smart CallConnector Toolbar, and Table 2 lists the software version needed for the Cisco UC500.

Table 1. Cisco Smart CallConnector Toolbar Client Requirements

Parameter	Description
Disk space	50 MB free hard disk space
Hardware	3.2-GHz or faster dual-core or compatible processor
Memory	2 GB RAM minimum
Operating system	Microsoft Windows XP Professional (Service Pack 2 or later), Windows Vista, or Windows 7 (Note: Both 32-bit and 64-bit versions of Windows OS are supported. No virtual desktop environments, including VMWare, Windows 7 Terminal Server and Citrix client environments are supported.)
Toolbar Applications	Internet Explorer version 6.0 with SP2, 7.x and 8.x Outlook 2007 and Outlook 2010
IP phone	Cisco Unified IP Phones 794xG, 796xG, or 797xG or Cisco SPA 500 Series IP Phones

Table 2. Cisco Unified Communications 500 Series Requirements

UC500 Version
Software Pack 8.0 or later
UC540 and 560 systems only

Ordering Information

The Cisco Smart CallConnector Toolbar is available as a free download to resellers from the Cisco.com download site for Cisco Unified Communications 540 and 560 customers. No ordering required.

For More Information

For more information about the SBCS solution, including Cisco Smart CallConnector Toolbar, visit: www.cisco.com/go/smartcallconnector.

Service and Support

The SCC Toolbar is classified as an “add-on” application for the SBCS solution. Cisco online community support resources are available for customers who require additional support for add-on applications that are provided as a free download.

For further information on these resources, visit: www.cisco.com/go/smallbizsupport.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)