



Release Notes for Cisco Unified CallConnector for Microsoft Office, Personal Version

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Introduction

Cisco Unified CallConnector for Microsoft Office (formerly know as Cisco Unified CallConnector) provides integrated personal call management and presence functionality accessible from within Microsoft Corporation's Internet Explorer and Outlook. It also provides access to phone books, call logs, click-to-dial, and caller-ID screen-splash. Major features include:

- Cisco Unified Communication toolbars in IE and Outlook
- Call popup window screen-pop with caller-ID lookup
- QuickSearch for contacts
- QuickDial providing contextual actions menu
- QuickMessaging
- Click-to-Dial from any application
- User-customizable automation rules



Important Notes

For each Cisco Unified CallConnector for Microsoft Office client, configure an ephone entry on Cisco Unified Communications Manager Express (Cisco Unified CME, formally know as Cisco Unified CallManager Express) with the same username and password as you configure for the Cisco Unified CallConnector Telephone Service Provider (TSP). This ephone must also be registered before you can use the corresponding Cisco Unified CallConnector for Microsoft Office client.

Cisco Unified CME handles Cisco IP Communicator like an IP phone. Therefore, you must configure an ephone entry for Cisco IP Communicator and Cisco IP Communicator must be up and running so that the Cisco Unified CME TSP can register that ephone entry.

If a user is configured to use Cisco Unified CallConnector for Microsoft Office with a physical 7900 series IP phone and that user wants to change to Cisco IP Communicator, use the TSP Wizard to change the Cisco Unified CallConnector for Microsoft Office configuration to use the IP Communicator ephone user settings.

Open Caveats

This section describes possibly unexpected behavior and describes only severity 1 and 2 caveats.

General

- CSCsg49656

The E-mail, SMS, and IM fields are missing from the Outlook search results.

The Cisco Unified CallConnector for Microsoft Office actions menu displays the e-mail, SMS, and IM addresses for the contacts. It returns this information from the Cisco Unified CallConnector for Microsoft Office directories, but does not return this information for the results obtained from the Outlook contacts.

As a workaround, launch e-mail directly from Outlook and create contacts in the Cisco Unified CallConnector for Microsoft Office directories with the e-mail, SMS, and IM information.

- CSCsg49679

Cut-through dialing is not implemented.

Cut-through dialing allows you to send DTMF digits while on a call. Cisco Unified CallConnector for Microsoft Office does not support this feature.

As a workaround, use the IP phone to dial additional digits.

- CSCsg49709

The Cisco Unified CallConnector for Microsoft Office client does not work without administrator or power user rights on the PC.

The Popup application starts some Cisco Unified CallConnector for Microsoft Office applications that run as services. These can only be started under administrative rights.

As a workaround, you can set these services to start with Windows. You must also turn off the ucc.xml parameter for the autostarting services.

- CSCsh25802
After returning from hibernation, the Cisco Unified CallConnector for Microsoft Office toolbars and popup return and the phone lines are not available.
During hibernation, the session to Cisco Unified CME is lost and is not automatically reconnected.
As a workaround, right-click the Popup icon and restart the services.
- CSCsh25972
When a caller transfers a call or a call is picked up, the caller-ID information is not updated.
As a workaround, use the IP phone caller-ID information.

Toolbar

- CSCsg49402
The Call Forward button in the toolbar may not work in some conditions.
The Cisco Unified CallConnector for Microsoft Office toolbar Forward feature does not consistently set the call forward on the IP phone. There is also no feedback provided on whether call forward is active on the phone.
As a workaround, use the IP phone CfdwAll Softkey to forward calls.
- CSCsg49696
The Cisco Unified CallConnector for Microsoft Office telephone number Highlighter feature does not recognize all telephone numbers on the webpage.
The Highlighter feature can miss telephone numbers on the webpage. The Highlighter feature scans the webpage to determine if a string of numbers is a telephone number. If the Highlighter feature determines that it is a telephone number, it converts the number to a clickable link.
The Highlighter feature uses the Windows dialing rules current location and the Cisco Unified CallConnector for Microsoft Office number pattern setting for that location as the first choice in the pattern detection. If the digit string starts with a plus sign (+), the Highlighter feature attempts to match the subsequent digits to the country code. If the number string has brackets or is separated by dashes, the Highlighter feature attempts to match the digit string to the available number patterns.
Because of the large variation of digit strings possible on the webpages and the variation caused by localization, the telephone number search algorithm is not always successful.
Sometimes the search algorithm has problems midpage, numbers following the problem area are then not highlighted.
As a workaround, select the number by holding down the left mouse key and dragging over the text, then click the Popup icon in the system tray.
- CSCsh21682
The toolbar displays a set of unusual menu options when you press the More button at the far right.
The toolbar has hidden functions that are not displayed as buttons in the main toolbar region. Some of these hidden functions are visible under the More button. Clicking these buttons will not produce any results.
There is no workaround.

Popup

- CSCsg49385

Clicking the Popup Busy button for an incoming call activates the IP phone do-not-disturb feature. It does not redirect the incoming call.

The Cisco Unified CME Do-Not-Disturb feature supports two modes. If activated when idle, the IP phone is placed in the Do-Not-Disturb state; if activated with a ringing call, it redirects the call to the no answer call forward number. The Popup Busy button sets the IP phone Do-Not-Disturb state. It does not redirect the incoming call.

As a workaround, use the IP phone Do-Not-Disturb Softkey to redirect the call.

- CSCsg49428

When you have two or more calls on the IP phone each with its popup window, and you toggle between the calls; the Popup window loses sync and does not hang up the call when you press the Hang-up button.

As a workaround, use the IP phone to hang up the call.

- CSCsh22691

Right-clicking the Cisco Unified CallConnector for Microsoft Office Popup icon in the system tray sometimes brings up the Windows menu instead of the Popup menu.

As a workaround, close the Windows menu and right-click the Popup icon.

Options

- CSCsg49631

Disabling directory lookup does not turn off the search operation to the Cisco Unified CallConnector for Microsoft Office directories.

Unchecking the Enable Directory Lookup checkbox under the Options tab enables you to control two operations:

- Looking up telephone numbers for incoming or outgoing calls
- Returning results for the QuickSearch.

Disabling directory lookup does not disable the QuickSearch function.

There is no workaround.

Related Documentation

Related Topic	Document Title
Cisco Unified CallConnector for Microsoft Office documentation	<ul style="list-style-type: none"> • Cisco Unified CallConnector for Microsoft Office Installation and User Guide • Cisco Unified CallConnector for Microsoft Office Quick Reference Guide • Cisco Unified CallConnector for Microsoft Office Customer License Letter (in the box)
Cisco Unified CME documentation	<ul style="list-style-type: none"> • Cisco Unified CME Documentation Roadmap • Cisco Unified CallConnector Telephony Service Provider 2.1 Setup Guide • Cisco Unified CallConnector Telephony Service Provider 2.1 Developer's Guide
Cisco Unified CME Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) service	<ul style="list-style-type: none"> • Cisco Unified CME B-ACD and Tcl Call-Handling Applications
Cisco IOS software command references	<ul style="list-style-type: none"> • Cisco IOS Software Releases 12.4 Mainline Command References • Cisco IOS Debug Command Reference, Release 12.4 • Cisco IOS Security Command Reference, Release 12.4 • Cisco IOS Voice Command Reference • Cisco Unified CallManager Express (All Versions) Command Reference
Cisco IOS software configuration guides	<ul style="list-style-type: none"> • Cisco IOS Voice Configuration Library • Cisco IOS Software Releases 12.4 Mainline Configuration Guides
Cisco IOS voice troubleshooting information	<ul style="list-style-type: none"> • Cisco IOS Voice Troubleshooting and Monitoring Guide

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Use this document in conjunction with the documents listed in the [“Related Documentation”](#) section.

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