



User Guide for Click to Call Release 8.0

June 15, 2010

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number: OL-21475-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

User Guide for Click to Call

© 2010 Cisco Systems, Inc. All rights reserved.



CONTENTS

CHAPTER 1

Preparing to Use Click to Call 1-1

Prerequisites for Using Click to Call 1-1

Installing Click to Call 1-2

Configuring Click to Call Preferences 1-3

Accessing Click to Call 1-4

Selecting the Phone to Use with Click to Call 1-4

Switching to a Different Phone Before a Call 1-6

Setting Up Dialing Rules for International Calls 1-6

How To Enable or Disable the Click to Call Plug-In Manually 1-7

Enabling or Disabling the Plug-In in Microsoft Word, Excel or PowerPoint for Microsoft Office 2007 or Later 1-8

Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later 1-8

Enabling or Disabling the Plug-In in Mozilla Firefox 1-9

CHAPTER 2

Making Calls with Click to Call 2-1

Dialing a Phone Number in an Application 2-1

Calling a Contact in an Application 2-2

Calling an Email Recipient 2-3

Dialing a Number on the Clipboard 2-4

Calling Numbers from the Call History List 2-5

Ending a Call 2-6

CHAPTER 3

Troubleshooting Click to Call 3-7

Frequently Asked Questions (FAQs) 3-7

Error Messages 3-10



CHAPTER 1

Preparing to Use Click to Call

- [Prerequisites for Using Click to Call, page 1-1](#)
- [Installing Click to Call, page 1-2](#)
- [Configuring Click to Call Preferences, page 1-3](#)
- [Accessing Click to Call, page 1-4](#)
- [Selecting the Phone to Use with Click to Call, page 1-4](#)
- [Switching to a Different Phone Before a Call, page 1-6](#)
- [Setting Up Dialing Rules for International Calls, page 1-6](#)
- [How To Enable or Disable the Click to Call Plug-In Manually, page 1-7](#)

Prerequisites for Using Click to Call

Click to Call works with the following applications, which you can access directly from your Windows-based computer or using Citrix XenApp:

- Browsers—Internet Explorer and Mozilla Firefox
- Microsoft applications—Microsoft Word, Excel, PowerPoint, Outlook, and SharePoint

However, to add Click to Call functionality to an application:

- The application must be a version that Click to Call supports. Verify the supported versions with your system administrator.
- You must install the application before you install Click to Call. If you update an application, you must reinstall Click to Call.

- If you perform a custom installation of Click to Call, you must select the application during installation.

Related Topics

- [Installing Click to Call, page 1-2](#)
- [Troubleshooting Click to Call, page 3-7](#)

Installing Click to Call

Verify with your administrator to ensure that your system meets the requirements for using Click to Call.

Before You Begin

- Windows users—You must have Administrator privileges and at least 80MB of free disk space on your computer to install the application.
- Citrix users—You do not need to install Click to Call. Your system administrator completes the configuration that enables you to use Click to Call from Citrix XenApp. If your system administrator suggests that you also install Click to Call on your computer, follow the steps in the next procedure.

Procedure

-
- Step 1** Obtain the installer (.exe file) and the applicable set-up instructions from your system administrator.
- Step 2** Double-click the installer, and follow the onscreen prompts.
-

**Tip**

If you need to reinstall Click to Call for a specific application after updating the application, select the Custom option and choose the application.

Related Topics

- [Configuring Click to Call Preferences, page 1-3.](#)

- [Troubleshooting Click to Call, page 3-7](#)

Configuring Click to Call Preferences

Click to Call requires your Cisco Unified Communications Manager account information to work. Click to Call stores these settings so that you do not have to re-enter them each time you run the application.

Before You Begin

Obtain your Cisco Unified Communications Manager account information from your system administrator, if you do not already have it.

Procedure

-
- Step 1** Open the Click to Call Preferences dialog box:
- Windows users—Select **Start > All Programs > Cisco Click to Call > Click to Call Configuration**.
 - Citrix users—Sign into Citrix XenApp and select **Click to Call Configuration**. If this application is unavailable, your system administrator already configured it for you.
- Step 2** Enter your Cisco Unified Communications Manager username in **User Name**, if blank.
- Step 3** Enter your Cisco Unified Communications Manager password in **Password**, if blank.
- Step 4** Select **more options**.
- Step 5** If **WebDialer Service** or **CCMCIP Service** are blank, follow the instructions provided by your administrator to enter the applicable information.
- Step 6** Select **Save**.
-



Related Topics

- [Selecting the Phone to Use with Click to Call, page 1-4](#).
- [Troubleshooting Click to Call, page 3-7](#)

Accessing Click to Call

You can open Click to Call and leave it active in your Windows taskbar for easy access.

Procedure

- Step 1** Start Click to Call using one of these methods:
- Windows users—Select **Start > All Programs > Cisco Click to Call > Click to Call Configuration** to start the application.
 - Citrix users—Sign into Citrix XenApp and select **Click to Call Configuration** to start the application. However, depending on your configuration, your system might prevent Click to Call from remaining active in the Windows taskbar.
- Step 2** Verify that the Click to Call  icon appears in the Windows taskbar.
- Step 3** Once started, right-click  in your Windows taskbar to access Click to Call.
-

Related Topics.

- [Troubleshooting Click to Call, page 3-7](#)

Selecting the Phone to Use with Click to Call

When you sign in to Click to Call, it automatically finds your Cisco Unified IP Phones and Cisco IP Communicator and allows you to select which phone to use. If you do not see the phone that you want to use, verify with your system administrator that your phone supports Click to Call.

You cannot use Click to Call with the following applications:

- Cisco Unified Personal Communicator
- Cisco Unified Communications Integration for Cisco WebEx Connect
- Cisco Unified Communications Integration for Microsoft Office Communicator. While you cannot install the Click to Call and Cisco Unified Communications Integration for Microsoft Office Communicator

applications separately, Click to Call is installed as part of Cisco Unified Communications Integration for Microsoft Office Communicator and can be used in that way.

Click to Call typically stores your phone preferences so that you do not have to re-enter them each time you restart Click to Call. If you access Click to Call using Citrix XenApp, you might need to re-enter these settings, depending on how your system administrator configures your Citrix account.

Procedure

- Step 1** Open the Click to Call Preferences dialog box:
- Windows users—Select **Start > All Programs > Cisco Click to Call > Click to Call Configuration**.
 - Citrix users—Sign into Citrix XenApp and select **Click to Call Configuration**. If this application is unavailable, your system administrator already configured it for you.
- Step 2** Select the **Phones** tab on the Click to Call Preferences dialog box.
- Step 3** Select the phone that you want to use to make calls using Click to Call.
- Step 4** (Optional) Update the Alias fields with names for your phones that are easy to recognize, such as “Home” and “Office”.
- Step 5** Select **Save**.
-


Related Topics

- [Configuring Click to Call Preferences, page 1-3](#)
- [Troubleshooting Click to Call, page 3-7](#)

Switching to a Different Phone Before a Call

You can change the phone that Click to Call uses at any time. Click to Call uses the new phone the next time you place a call.

Procedure

- Step 1** Right-click  in your Windows taskbar to access the Click to Call menu.
- Step 2** Select **Select Phone**, and choose the phone that you want to use.
-

Related Topics

- [Configuring Click to Call Preferences, page 1-3](#)
- [Accessing Click to Call, page 1-4](#)
- [Troubleshooting Click to Call, page 3-7.](#)

Setting Up Dialing Rules for International Calls

International phone numbers are often written with a plus sign (+) before the phone number representing the international access code.

If your system administrator does not configure the dialing rules, you can set them up to make it easier to call international numbers. When you set up dialing rules, Click to Call automatically substitutes the plus (+) sign with the correct prefix, including your outside line access number, if applicable.

Procedure

- Step 1** Open the Click to Call Preferences dialog box:
- Windows users—Select **Start > All Programs > Cisco Click to Call > Click to Call Configuration**.
 - Citrix users—Sign into Citrix XenApp and select **Click to Call Configuration**. If this application is unavailable, your system administrator already configured it for you.

- Step 2** Select the **Dialing Rules** tab on the Click to Call Preferences dialog box.
- Step 3** Enter the code required to dial numbers outside of your organization. For example, your organization may require you to dial “9” to access an outside line.
- Step 4** Enter the code required to dial outside of the country. For example, to make calls from the United States, enter “011”.
- Step 5** Select **Save**.
-

Related Topics

- [Configuring Click to Call Preferences, page 1-3](#)
- [Troubleshooting Click to Call, page 3-7.](#)

How To Enable or Disable the Click to Call Plug-In Manually

You can manually enable or disable the Click to Call plug-in in the Microsoft Office and Mozilla Firefox applications independently. For example, if you disable the plug-in in Microsoft Word, the plug-in can still be enabled in Microsoft Excel.



Note

You can manually enable and disable the Click to Call plug-in Microsoft Office 2007 or Office 2010 only.

- [Enabling or Disabling the Plug-In in Microsoft Word, Excel or Powerpoint for Microsoft Office 2007 or Later, page 1-8](#)
- [Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later, page 1-8](#)
- [Enabling or Disabling the Plug-In in Mozilla Firefox, page 1-9](#)

Enabling or Disabling the Plug-In in Microsoft Word, Excel or Powerpoint for Microsoft Office 2007 or Later

Procedure

- Step 1** Start Microsoft Word, Excel, or Powerpoint 2007 or later.
- Step 2** Select the Microsoft Office button, then select **Word Options**, **Excel Options**, or **PowerPoint Options**, as appropriate.
- Step 3** Select **Add-Ins** in the left pane of the Word Options dialog box.
- Step 4** Select **COM Add-Ins** from the Manage drop-down list, then select **Go**.
- Step 5** Check or uncheck the **Cisco.ClickToCall.ApplicationName** check box to enable or disable the plug-in, where *ApplicationName* is the name of the supported application.
- Step 6** Select **OK**.
-

Related Topics

- [Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later, page 1-8](#)
- [Enabling or Disabling the Plug-In in Mozilla Firefox, page 1-9](#)

Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later

Procedure

- Step 1** Start Microsoft Outlook 2007 or later.
- Step 2** Select **Tools > Trust Center**.
- Step 3** Select **Add-Ins** in the left pane of the Trust Center dialog box.
- Step 4** Select **COM Add-Ins** from the Manage drop-down list, then select **Go**.

Step 5 Check or uncheck the **Cisco.ClickToCall.Outlook** check box to enable or disable the plug-in.

Step 6 Select **OK**.

Related Topics

- [Enabling or Disabling the Plug-In in Microsoft Word, Excel or Powerpoint for Microsoft Office 2007 or Later, page 1-8](#)
- [Enabling or Disabling the Plug-In in Mozilla Firefox, page 1-9](#)

Enabling or Disabling the Plug-In in Mozilla Firefox

Procedure

Step 1 Start Mozilla Firefox.

Step 2 Select **Tools > Add-ons**.

Step 3 Select **Extensions** in the Add-ons dialog box.

Step 4 Select the **Cisco Click to Call** plug-in and select **Enable** or **Disable**.

Step 5 Close the Add-ons dialog box.

Step 6 Restart Mozilla Firefox.

Related Topics

- [Enabling or Disabling the Plug-In in Microsoft Word, Excel or Powerpoint for Microsoft Office 2007 or Later, page 1-8](#)
- [Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later, page 1-8](#)

■ How To Enable or Disable the Click to Call Plug-In Manually



CHAPTER 2

Making Calls with Click to Call

- [Dialing a Phone Number in an Application, page 2-1](#)
- [Calling a Contact in an Application, page 2-2](#)
- [Calling an Email Recipient, page 2-3](#)
- [Dialing a Number on the Clipboard, page 2-4](#)
- [Calling Numbers from the Call History List, page 2-5](#)
- [Ending a Call, page 2-6](#)

Dialing a Phone Number in an Application

Using Click to Call, you can dial a number directly from a web browser (Microsoft Internet Explorer and Mozilla Firefox) or from Microsoft Excel, PowerPoint, and Word.

Before You Begin

Ensure that you have a supported version of the application from which you are making a call. Check with your administrator if you do not know whether your version is supported.

Procedure

- Step 1** Select (highlight) a phone number in the desktop application.
- Step 2** Right-click the number to display the menu.

Step 3 Select **Call**.

Step 4 (Optional) To edit the number before dialing, select **Call with Edit**, edit the number, and select **OK**.

**Tip**

If you are using Microsoft Excel, PowerPoint, or Word 2007 or a later release, you can also select a phone number and select **Call** or **Call with Edit** from the Click to Call group on the Ribbon Home tab.

Related Topics

- [Preparing to Use Click to Call, page 1-1](#)
- [Troubleshooting Click to Call, page 3-7](#)
- [Dialing a Number on the Clipboard, page 2-4](#)
- [Calling an Email Recipient, page 2-3](#)
- [Calling Numbers from the Call History List, page 2-5](#)

Calling a Contact in an Application

With Click to Call, you can call contacts in Microsoft Outlook and Microsoft SharePoint.

Before You Begin

Ensure that you have a supported version of the application from which you are making a call. Check with your administrator if you do not know whether your version is supported.

Procedure

Step 1 Depending on whether you are calling a contact from Microsoft Outlook or Microsoft SharePoint, do the following:

- In Microsoft Outlook, right-click the contact name or email recipient.

- In Microsoft SharePoint, move the mouse over the online status indicator (●) next to the contact name, then click on it to display the Persona menu.

Step 2 Select **Additional Actions > Call [Number]**.

Step 3 (Optional) To edit the number before dialing, select **Additional Actions > Call with Edit**, edit the number, and select **OK**.

**Note**

When you call a contact from an email message in Microsoft Outlook, Click to Call accesses the contact details in the Global Address List (GAL). When you call a contact from the Contacts list in Microsoft Outlook, Click to Call accesses the contact details in the Personal Address Book (PAB).

Related Topics

- [Preparing to Use Click to Call, page 1-1](#)
- [Troubleshooting Click to Call, page 3-7](#)
- [Dialing a Number on the Clipboard, page 2-4](#)
- [Dialing a Phone Number in an Application, page 2-1](#)
- [Calling Numbers from the Call History List, page 2-5](#)

Calling an Email Recipient

If you are using Microsoft Outlook 2007 or a later release, Click to Call enables you to call email recipients from email messages that you receive or send. If you use Microsoft Outlook 2003, see [Calling a Contact in an Application, page 2-2](#) for information on how to call email recipients.

**Note**

When you call a contact from an email message in Microsoft Outlook, Click to Call accesses the contact details in the Global Address List (GAL).

Procedure

Step 1 Open an email message in Microsoft Outlook 2007 or later.

- Step 2** Select **Call** [*Recipient Name*] from the Click to Call group on the Ribbon Message tab to call the primary email recipient (the person indicated in the **From** or **To** fields), then select the [*Number*] or **Call With Edit** option.
- Step 3** (Optional) Select **Recipients** from the Click to Call group on the Ribbon Message tab to call one of the other people who received the email (listed in the **CC** fields).
-

**Tip**

You can also place calls using the Click to Call group on the Ribbon when viewing the Calendar and Contacts in Microsoft Outlook 2007 or later releases.



Related Topics

- [Preparing to Use Click to Call, page 1-1](#)
- [Troubleshooting Click to Call, page 3-7](#)
- [Calling a Contact in an Application, page 2-2](#)
- [Dialing a Number on the Clipboard, page 2-4](#)
- [Dialing a Phone Number in an Application, page 2-1](#)
- [Calling Numbers from the Call History List, page 2-5](#)

Dialing a Number on the Clipboard

You can copy a number to your clipboard and use Click to Call to dial this number. This enables you to make calls with Click to Call even if you do not use one of the supported applications.

Procedure

- Step 1** Copy the phone number that you want to call. If you do not copy the number to your clipboard, enter it directly into Click to Call instead.
- Step 2** Access the **Call with Edit** dialog box using one of these methods:
- Double-click  in your Windows taskbar.
 - Right-click  in your Windows taskbar and select **Call > Call with Edit**.

- Use the keyboard shortcut, Ctrl-Alt-D (if you have Click to Call installed locally on your computer).
- Select **Start > All Programs > Cisco Click to Call > Click to Call**.

Step 3 Paste the phone number or enter a new number, as applicable.

Step 4 Select **OK**.

Related Topics

- [Preparing to Use Click to Call, page 1-1](#)
- [Accessing Click to Call, page 1-4](#)
- [Troubleshooting Click to Call, page 3-7](#)
- [Dialing a Phone Number in an Application, page 2-1](#)
- [Calling an Email Recipient, page 2-3](#)
- [Calling Numbers from the Call History List, page 2-5](#)

Calling Numbers from the Call History List

Your call history stores the last 10 different numbers that you called using Click to Call, and allows you to quickly call those numbers again from the Call menu. The call history displays the most recently called numbers first and also indicates how many times you called each number.

Procedure

Step 1 Right-click  in your Windows taskbar to access the Click to Call menu.

Step 2 Select **Call > [Number]**.



Tip

You can also access your call history from the drop-down menu in the Call with Edit dialog box. See [Dialing a Number on the Clipboard, page 2-4](#).

Related Topics

- [Preparing to Use Click to Call, page 1-1](#)
- [Accessing Click to Call, page 1-4](#)
- [Troubleshooting Click to Call, page 3-7](#)
- [Dialing a Number on the Clipboard, page 2-4](#)
- [Dialing a Phone Number in an Application, page 2-1](#)

Ending a Call

To end a call placed using Click to Call:

- Select **End Call** while the notification window displays. However, this window only displays for about 10 seconds. After it disappears, disconnect the call using the phone that you used to place the call.
- Hang up the call using the phone used to place the call.

Related Topics

- [Troubleshooting Click to Call, page 3-7](#)





CHAPTER 3

Troubleshooting Click to Call

- [Frequently Asked Questions \(FAQs\)](#), page 3-7
- [Error Messages](#), page 3-10

Frequently Asked Questions (FAQs)

- Q.** Why do I need to enter my account information each time I use Click to Call?
- A.** If you access Click to Call or a supported application using Citrix, you might be using different servers each time you access Citrix. Depending on how your system administrator configures your Citrix account, you might need to enter your Click to Call account information each time you access a new server.
- Q.** How do I determine which phone to use for Click to Call?
- A.** If you cannot decide which phone to select using the information displayed in the Phones tab, select a phone and make a test call. Repeat the process until you find the correct phone. After you identify the different phones, assign aliases to them to help you identify them later.
- Q.** Why am I unable to see the Click to Call  icon in the Windows taskbar?
- A.** When Click to Call is running, you should see the  icon in the Windows taskbar. If you do not see the icon in the Windows taskbar, the possible causes are:

- The icon is hidden; select the unhide button in the taskbar to display hidden icons.
 - You are a Windows user and the application is not running; select **Start > All Programs > Cisco Click to Call > Click to Call Configuration** to start the application.
 - You are a Citrix user and the application is not running; sign into your Citrix account and select **Click to Call Configuration** to start the application. However, depending on your configuration, your system might prevent Click to Call from remaining active in the Windows taskbar.
 - Your administrator disabled the Click to Call icon in the taskbar during the installation process.
- Q.** Why do the Click to Call menu options not appear when I highlight and right-click a number?
- A.** You might have installed the affected desktop application after you installed Click to Call, or you did a custom installation and you did not select that application. To resolve this issue, reinstall Click to Call, and ensure that you select the desktop application (see [Installing Click to Call, page 1-2](#)).
- In the case of Internet Explorer, the Click to Call menu options are not added to Internet Explorer until you start the Click to Call configuration application once. To do this, select **Start > All Programs > Cisco Click to Call > Click to Call Configuration**.
- Q.** When using Microsoft Outlook or SharePoint, why do I not see an **Additional Actions** menu?
- A.** If the Click to Call menu options do not appear, you might not have installed the application before you installed Click to Call. Or, you might have performed a custom installation and you did not select that application. To fix the problem, reinstall Click to Call, and select the application (see [Installing Click to Call, page 1-2](#)).
- Q.** Why does the Click to Call notification window disappear while I am still on a call? If this occurs, how do I end the call?
- A.** When you use Click to Call, a notification window in the lower right corner of your screen appears for about 10 seconds. This notification window displays the number that you are calling and indicates the phone that you are

using to make the call. While the notification window displays, you can select **End Call** to disconnect the call. After the notification window disappears, your call will not disconnect unless you hang up the phone.

Q. Why does a number that I called previously using Click to Call not appear in my call history list?

A. The Click to Call call history list retains a record of the last 10 unique numbers that you dialed using Click to Call. This record includes calls that you made from the supported applications or directly from Click to Call.

However, if you use Citrix to access applications that use Click to Call, you might not see a complete call history. When you access applications using Citrix, you use different servers each time you connect to Click to Call or to a supported application. As a result, the Click to Call call history only indicates calls that you placed using Click to Call and any supported applications accessed from the same server.

Your system administrator should be able to resolve this issue by ensuring correct user profile synchronization in the Citrix environment.

Q. When I am accessing a Microsoft SharePoint site from Internet Explorer, why can I not access the Persona menu when I move the mouse over the online status indicator (●) next to a contact name?

A. The computer from which you are accessing the SharePoint site must have Microsoft Office 2003 or Microsoft Office 2007, with the Smart Tag component, installed. The administrator for the SharePoint site may need to enable the Persona menu feature on the server. In some Citrix environments, the mouse-over functionality that is required to display the Persona menu does not function.

Q. When I am using Click to Call in a Citrix environment, why can I not display the online Help for the application in my web browser?

A. When you run a web browser from a server, the security settings on the web browser prevent the browser from displaying the online Help. For more information, contact the system administrator for the server.

Q. Why do I no longer see the Click to Call group or the Click to Call menu options from some of the supported applications?

A. The Click to Call plug-in and menus will not function correctly if you removed one of the following components:

- Microsoft Visual C++ Redistributable
- Visual Studio 2005 Tools for Office Second Edition Runtime

These components are installed when you install Click to Call and you should not remove them. To correct this problem, reinstall Click to Call.

- Q.** Why do I receive error messages when I try to use Click to Call to make a call?
- A.** If your computer is configured to use a proxy server, the proxy settings may be preventing you from connecting to the Cisco Unified Communications Manager. To resolve this issue, you can try to bypass the proxy server as follows:
1. Select **Start > Control Panel > Internet Options**.
 2. Select the **Connections** tab, then select **LAN Settings**.
 3. Select **Bypass proxy server for local addresses**.
 4. Select **Advanced**.
 5. Enter the IP address or hostname of the Cisco Unified Communications Manager server in the Exceptions field.
 6. Select **OK**.

If the above steps do not resolve the issue, contact the system administrator.

Error Messages

Error Message Click to Call is not fully configured.

Explanation One or more mandatory fields in the Click to Call Preferences have been left blank.

Recommended Action Verify that you have entered all required information described in [Configuring Click to Call Preferences, page 1-3](#).

Error Message Login failed. Please ensure your user name and password are correct.

Explanation You must enter your Cisco Unified Communications Manager account information.

Recommended Action Contact your system administrator if you do not have this information.

Error Message <Number> cannot be converted to a valid phone number.

Explanation The phone number is invalid.

Recommended Action Edit the phone number and attempt to make the call again.

