



**SA-Quick Dial Outlook Dialer  
User Manual Version 1.1.0**

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# Quick Dial: Outlook Dialer

## Overview

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*by Syn-Apps*

*Quick Dial integrates with Microsoft Outlook as a plug-in and allows Cisco IP Phone users to automatically dial both internal and external contacts. Users are able to auto-dial any number associated in their Outlook Contacts list by simply pressing the new "IP Dial" button that the application installs.*

## About Syn-Apps

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*Syn-Apps L.L.C. was founded in 2000 as a consulting firm focused on developing software for IP telephony. Since that time Syn-Apps has more than tripled in size and has expanded its consulting services to include enterprise application development. We believe that our relatively small firm is able to fulfill the needs of our customers more efficiently and inexpensively than our larger competitors.*

*Syn-Apps has an extensive knowledge base in numerous technologies, including .NET, C#, VB.Net, SQL Server, Java, C++ and other mainstream development tools. Syn-Apps additionally has a strong background in network design and networking fundamentals. We believe this combination of experience in a broad range of technologies allows us to offer our customers an end-to-end application development solution.*

*We believe that in order to have a successful application deployment one should not only understand the development environment but also understand how the application will interact with the rest of network. Syn-Apps employs one of the Cisco Systems Engineers that was responsible for the network development and design for many Fortune 100 companies. We believe that this enables us to become a valuable asset to any development team.*

*Syn-Apps developers have a wide variety of development experience in many diverse industries. Our developers have been employed by, or consulted for companies such as Microsoft, Cisco, General Motors, General Dynamics, Bloomberg, and many others. All of our developers have a keen understanding of the software development life cycle and know how to develop successful applications.*

*At Syn-Apps we understand the importance of a team environment and are comfortable developing and sharing information to ensure that the best of breed product is produced.*

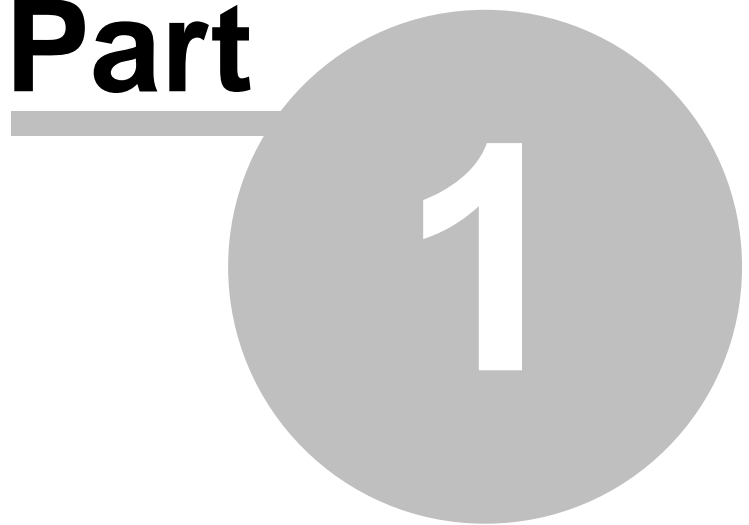
# Table of Contents

<b>Part 1 Application Features</b>	<b>6</b>
<b>Part 2 System Requirements</b>	<b>8</b>
1 Application Server Requirements.....	8
<b>Part 3 Installation Procedure</b>	<b>11</b>
<b>Part 4 Configuration Steps</b>	<b>16</b>
<b>Part 5 Accessing Outlook</b>	<b>20</b>
<b>Part 6 Making a Call</b>	<b>22</b>
<b>Part 7 Completing a Call</b>	<b>24</b>



# Application Features

**Part**



# 1 Application Features

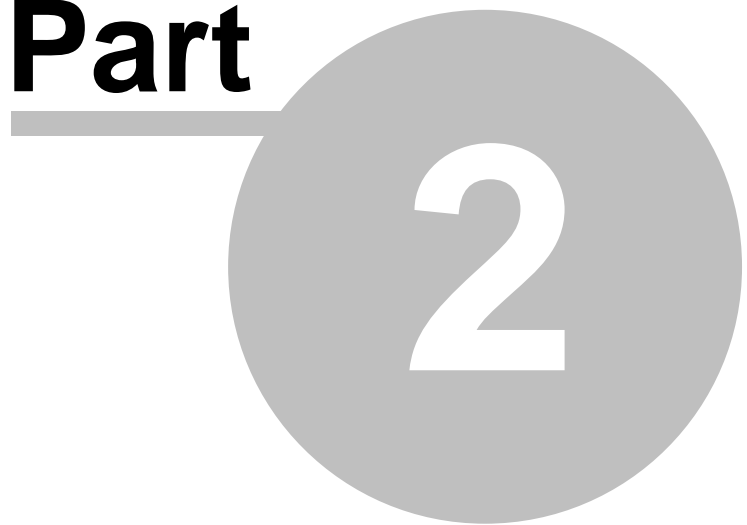
Quick Dial offers its users a multitude of features.

- Simple installation and configuration
- Auto-dials both internal and external numbers
- No TAPI required - Reducing the burden on the Communications Manager
- Setup with configuration wizard
- Support for Communications Manager versions Express 3.x, 4.x, 5.x, and 6.x.
- Supported IP phones – 7905/06, 7911/12, 7920/21, 7930/31/35, 7940/41/42/45, 7960/61/62/65, 7970/71/75, and IP Communicator
- Built-in support features, enabling us to quickly detect and correct problems if they appear
- Uses only Cisco approved methods to obtain phone information (AXL)
- Integrates with Outlook 2002 and 2003
- Use with Microsoft Windows 2000, Windows XP and 2003



# System Requirements

**Part**



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## 2 System Requirements

In order for Quick Dial to function properly, there are a few system requirements that need to be met.

### 2.1 Application Server Requirements

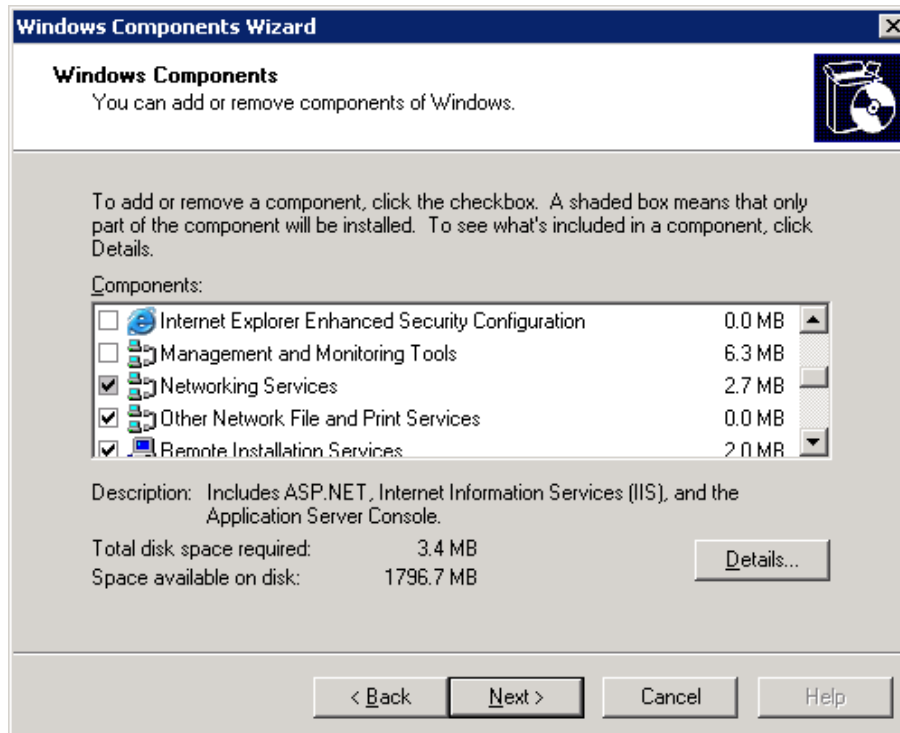
The Server must meet the following requirements before the SA-Quick Dial application will function correctly:

- Microsoft .Net 1.1
- Windows 2000 or Windows 2003
- Microsoft SQL Server 2000 or MSDE ([Core Components](#))
- Microsoft IIS
- 1 gigabyte of system memory (minimum requirement)
- 1 gigabyte of hard disk space (minimum requirement)

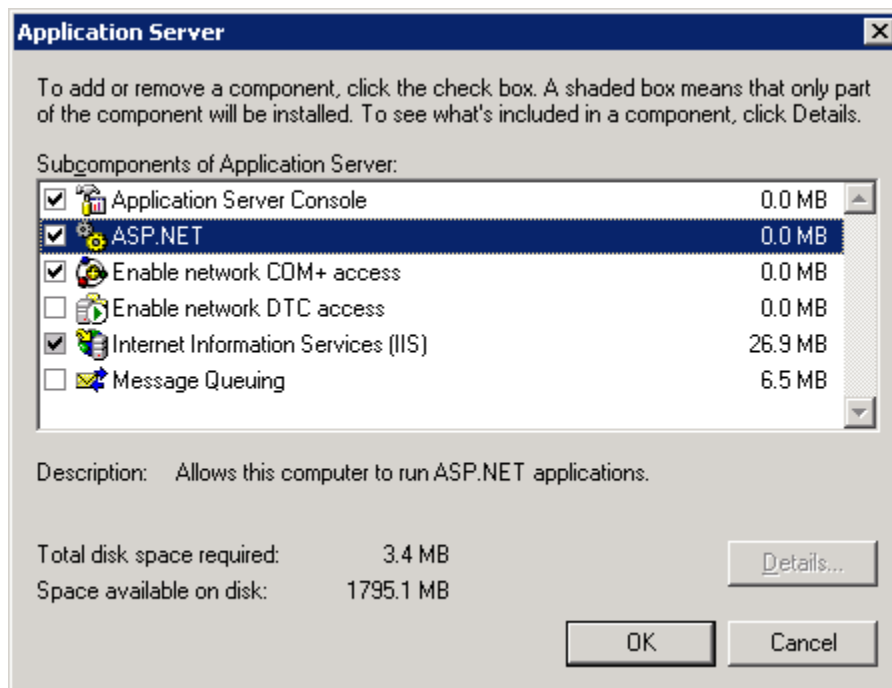
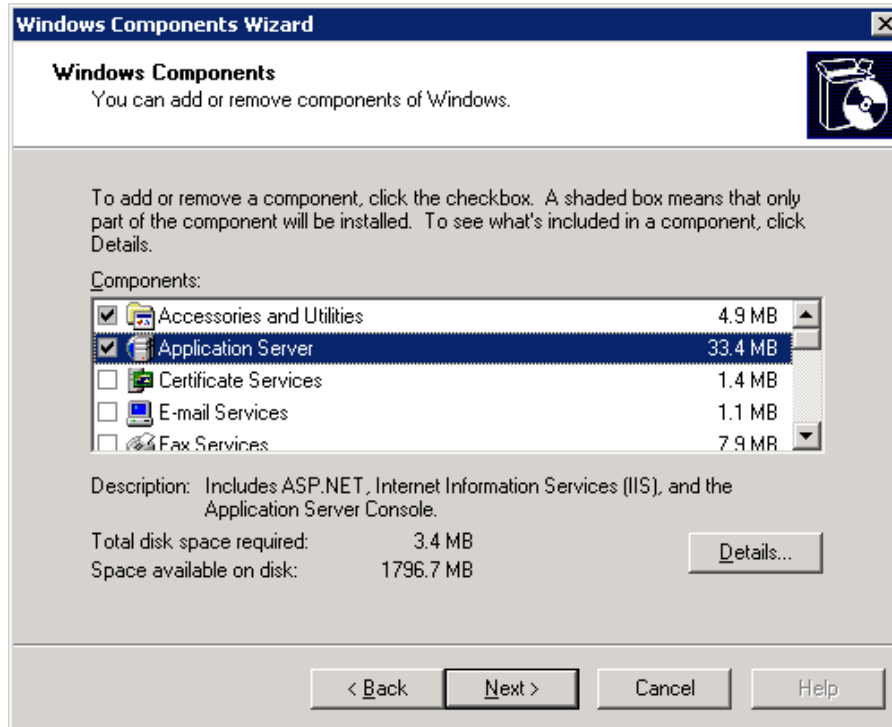
#### Windows 2003 Server

The Following items must be performed on a supported OS while logged in as the local Administrator.

1. You must first download the [Core Components](#). Once the install process has completed you must start MSSQL\$SYNAPPS, please note you must start before continuing.
2. Windows Components:
  - a. Internet Explorer Enhanced Security Configuration Box must be unchecked.



b. Under Application Server the ASP.NET check box must be checked.



3. Continue to Install Application.

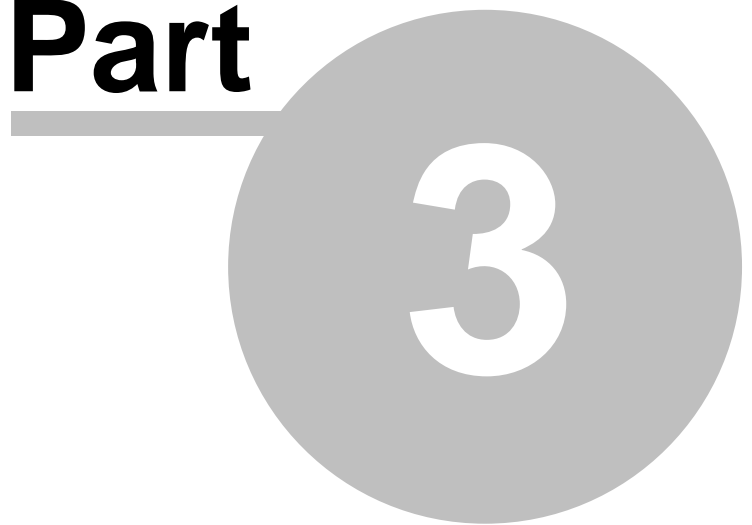
## Windows 2000 Server

Your Windows 2000 Server does not require any additional components to be configured.



# Installation Procedure

**Part**



**3**

### 3 Installation Procedure

To begin the installation, make sure you are closed out of Outlook. Place the Syn-Apps application CD into the drive. The Syn-Apps Splash screen will start automatically. Select the **Install Applications** link,

Next, click on the **Install SA-Quick Dial** link from the Syn-Apps application CD.

If the Install Wizard does not start installation, manually begin installation by:

- Click **Start** off of the Desktop
- Select **Run**
- Type in: **E:\SA-Quick Dial\SA-Quick Dial.exe** (where E: represents your CD drive)

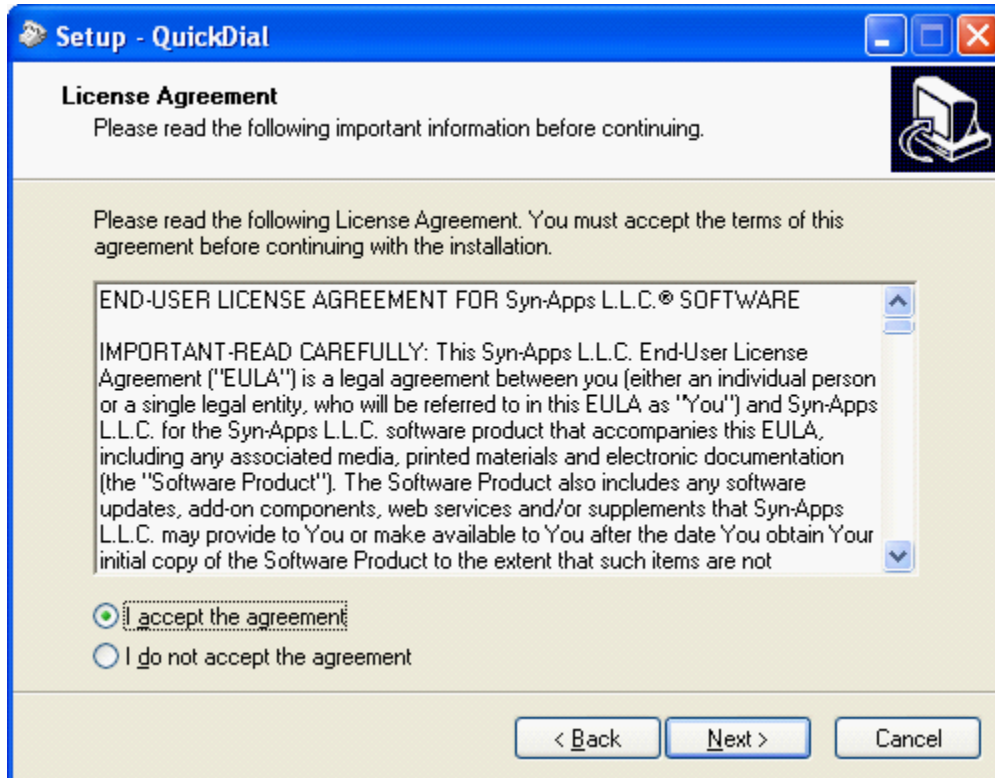


Please close any instances of Outlook that are running before continuing. Click **Next** to continue.



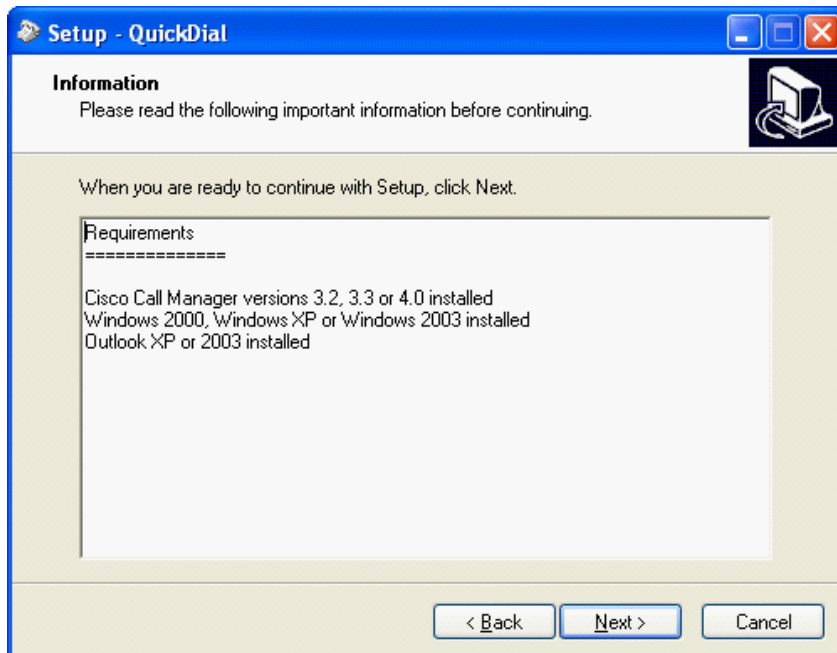
## License Agreement

You will be prompted to read your License Agreement to use the Syn-Apps SA-Quick Dial product. You may use your page down key to view by page. Once you agree with the terms, Click **Next** to proceed.



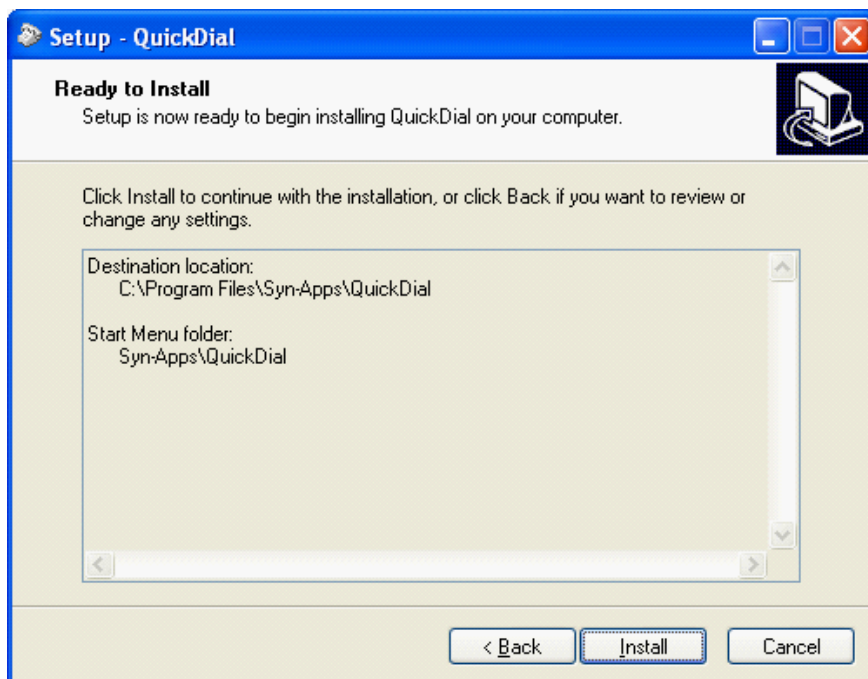
## Setup Information

Click **Next** after you have reviewed and verified the software product and version requirements.



## Ready to Install

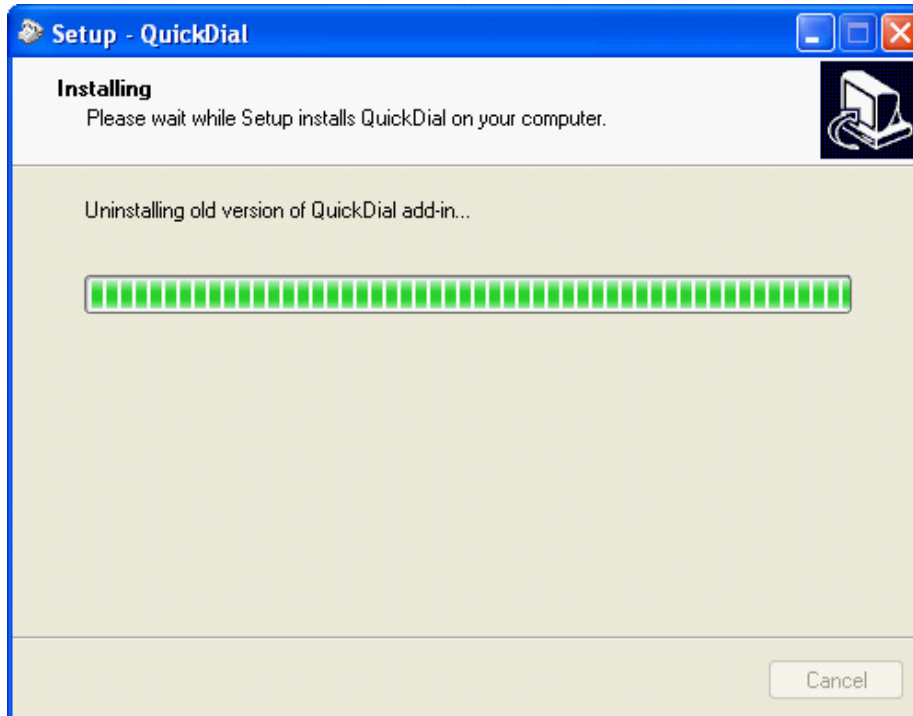
Click **Install** if you are ready to proceed with the SA-Quick Dial installation.



**\*Please wait while Setup installs SA-Quick Dial on your computer.**

### Installing

Once SA-Quick Dial has been successfully installed, this message will appear. Click **Finish**.



# Configuration Steps

**Part**

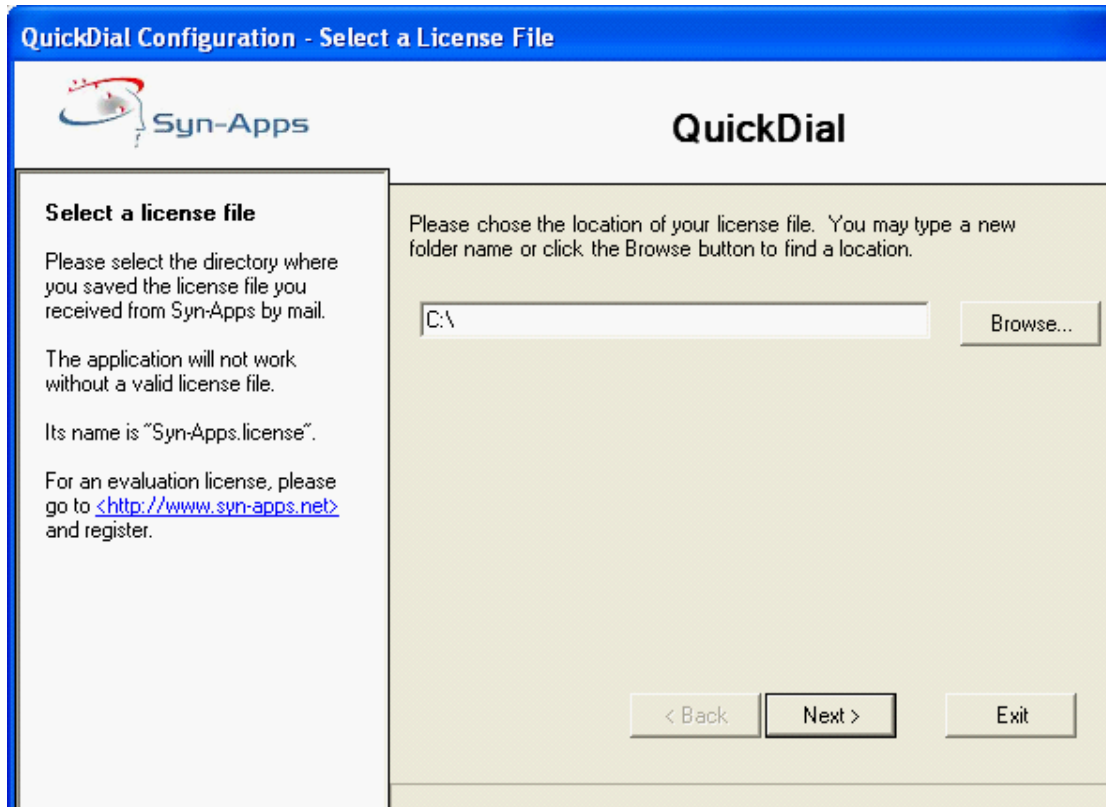


**4**

## 4 Configuration Steps

In order to use the SA-Quick Dial software, a valid license key must be obtained. You can register and obtain product licenses by visiting the Syn-Apps website at [www.syn-apps.com](http://www.syn-apps.com). If you have already obtained your key, click **Browse** to locate the license file that you acquired separately.

Click **Next** to proceed.



## IP Phone

Type the **Phone IP** number that you want to control from Outlook. (The IP number can be found by selecting the **Settings** button on your phone. Then, select **Network Configuration** and find the **IP Address** number).

Enter the **Phone User Name** and **Phone User Password** for a Communications Manager user that is able to control the chosen phone.

Click **Next** to proceed.

**QuickDial - IP Phone**

**QuickDial**

**IP Phone**

Select the IP Phone you want to control from Outlook and enter the user name and password for a Call Manager user able to control that phone. A test message will be sent to phone.

Phone IP:  
10.0.0.21

Phone User Name:  
scrooks

Phone User Password:  
xxxxxxx

< Back    Next >    Exit

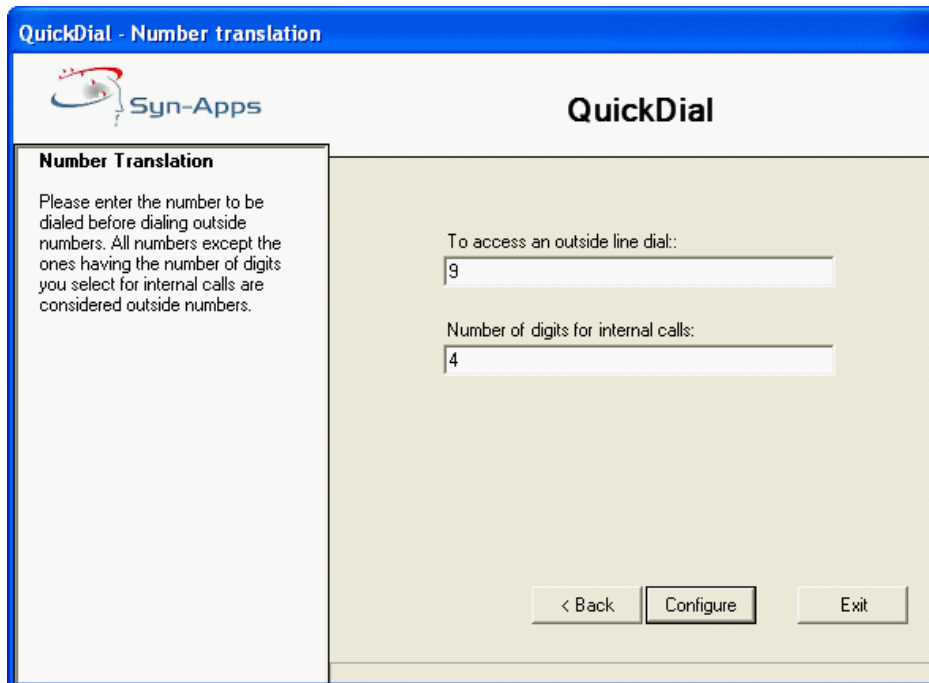


## Number Translation

Enter the number needed in order to access an outside line in the **To access an outside line dial** field.

Enter the number of digits used for internal calls in the **Number of digits for internal calls** field. (This is required so that the system will be able to distinguish internal from external calls).

Click **Configure**



The screenshot shows a window titled "QuickDial - Number translation" with the Syn-Apps logo. The main area is titled "QuickDial" and contains a "Number Translation" section. The instructions read: "Please enter the number to be dialed before dialing outside numbers. All numbers except the ones having the number of digits you select for internal calls are considered outside numbers." There are two input fields: "To access an outside line dial:" with the value "9" and "Number of digits for internal calls:" with the value "4". At the bottom, there are three buttons: "< Back", "Configure", and "Exit".

\*Note: All numbers except the ones having the number of digits selected for internal calls are considered outside numbers.

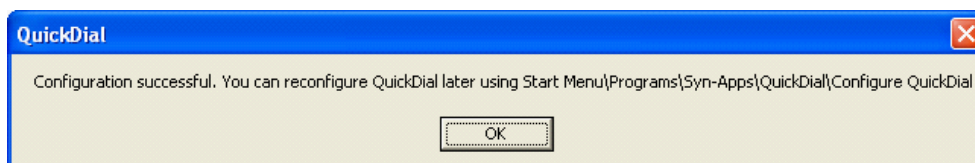
## Successful Configuration

After clicking the Configure button:

You will see a series of windows and the status bar will be updated as steps are completed.

When the application is configured you will see the following success window.

Click **OK** to proceed.



The screenshot shows a small window titled "QuickDial" with a close button in the top right corner. The message inside reads: "Configuration successful. You can reconfigure QuickDial later using Start Menu\Programs\Syn-Apps\QuickDial\Configure QuickDial". There is an "OK" button at the bottom center.



# Accessing Outlook

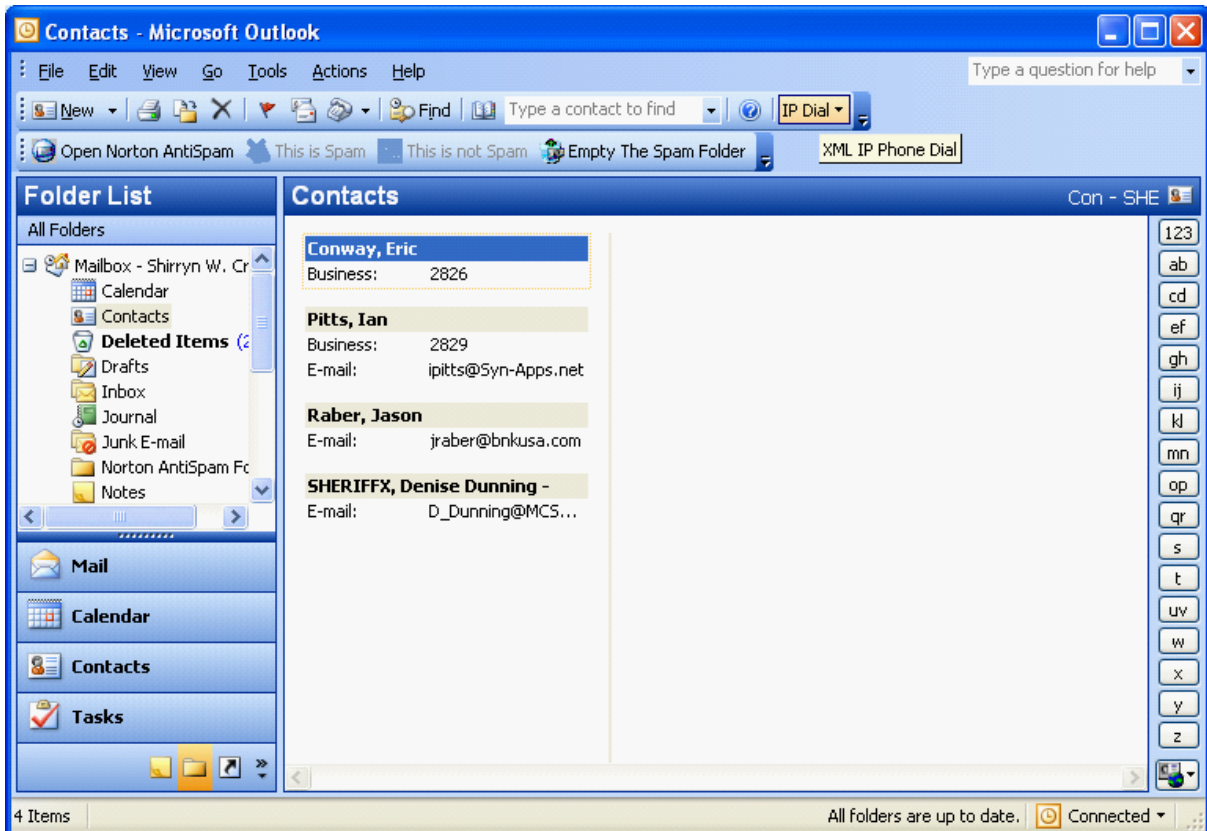
**Part**

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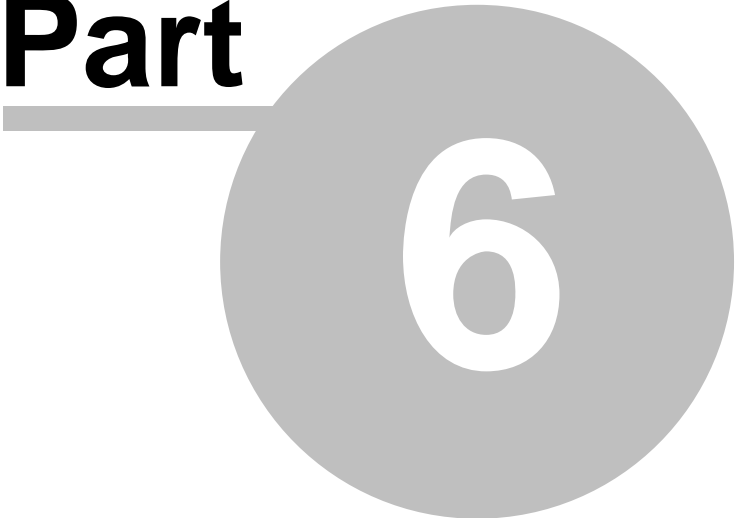
## 5 Accessing Outlook

Once Configuration has been completed, you may now access Outlook.

After opening Outlook, click on **Contacts**. This will bring up all of the contacts that have been entered into your contact list.

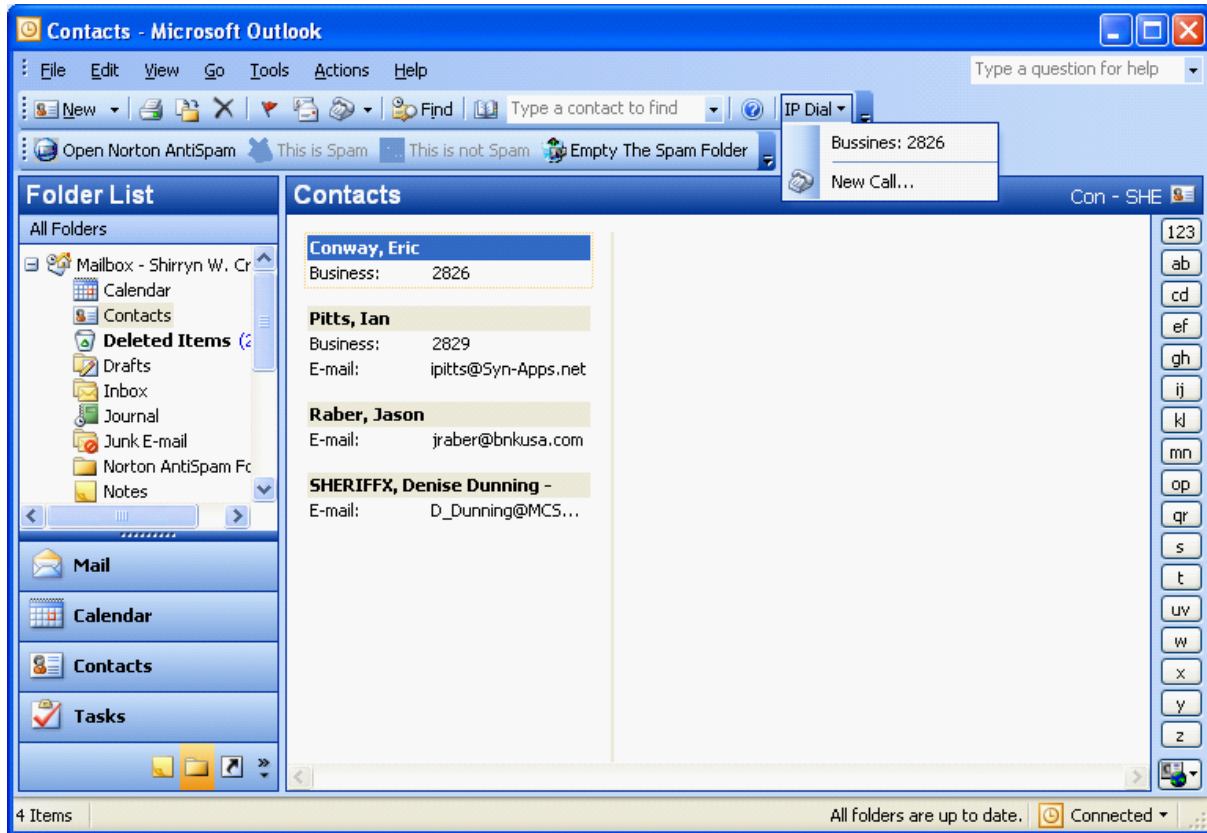


**Making a Call**

**Part**  **6**

## 6 Making a Call

Click once on the contact you wish to call. Select the **IP Dial** button located on the upper right hand side of the tool bar. Click on the number to be dialed. If the contact number is not listed, you may click on **New Call** and enter in an alternate number.



# Completing a Call

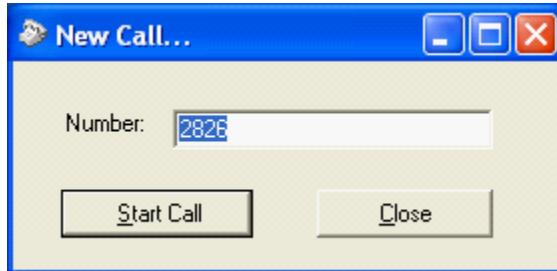
**Part**



**7**

## 7 Completing a Call

Once the number to be called has been selected, the following window will pop up. Click **Start Call** to begin the call. Your phone will then begin to dial the number indicated.





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