

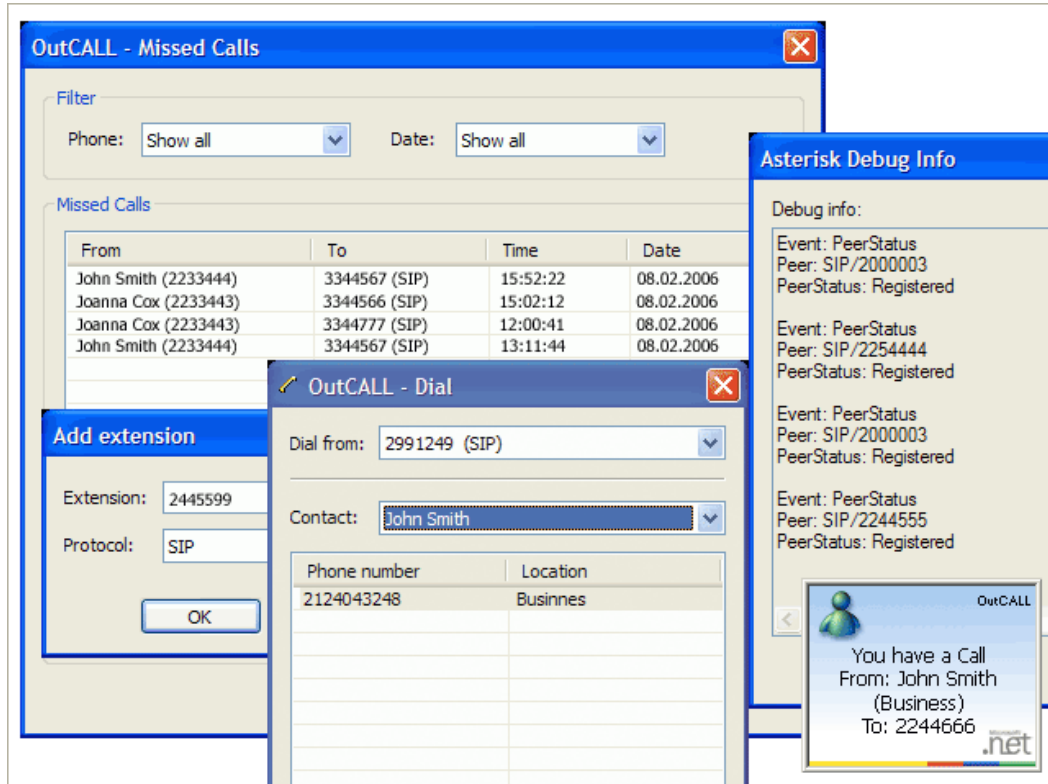
Outcall User Manual

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Part



1 Introduction



OutCALL User Manual

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2 Overview

OutCALL application is designed for integration with MS Outlook giving users powerful tools at hand placing and receiving calls.

Some of the OutCALL features are:

- Integration with unlimited system extensions (SIP/IAX)
- Automatic integration with Microsoft Outlook 2000 and higher
- Call History
- Real time call notifications via pop windows
- Placing calls within Outlook, email message or contact
- Automatic contacts data update
- Automatic application updates notifications
- Clear debug information
- Full PBXware/SWITCHware integration
- Developer version available
- Unlimited Languages Support

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3 Requirements

For full functionality OutCALL requires:

- Microsoft Windows Operating System (XP preferred)
- Microsoft Outlook 2000, or higher
- 6Mb of free hard disk space
- Configuration of manager.conf file.
- Full internet access from the computer where OutCALL is installed. (Required for product registration).

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4 Configuration

In this chapter we will cover:

- Required Fields
- OutCALL Settings

4.1 Required Fields

Once you have successfully registered OutCALL, you need to configure PBX server so it can work with OutCALL. These fields are required.

PBXware with Asterisk:

1. Navigate to PBX server url. For example: '**http://192.168.1.1/admin/**'
2. Enter administrator '**Email**' address and '**Password**'.
3. Click **Login** button
4. Navigate to '**Settings: Conf files: Manager**'
5. Be sure that the following lines are located at the top of '**manager.conf**' file:

```
[general]
enabled = yes
port = 5038
bindaddr = 0.0.0.0
```
6. Add OutCALL account by adding the following lines:

```
[outcall]
secret = password
read = system,call,log,verbose,command,agent,user
write = system,call,log,verbose,command,agent,user
```

You may substitute 'username' and 'password' with custom values.

7. Click '**Save**' button.
8. Restart the PBXware.

Vanilla Asterisk:

1. Login via SSH to your Asterisk.
2. Edit '**etc/asterisk/manager.conf**' file and make sure following lines are added:

```
[general]
enabled = yes
port = 5038
bindaddr = 0.0.0.0

[john]
secret = password
```

```
read = system,call,log,verbose,command,agent,user
write = system,call,log,verbose,command,agent,user
```

You may substitute 'username' and 'password' with custom values.

3. Restart the Asterisk

[Click here for Advanced Options](#)

4.1.1 Advanced Options

[username]

secret = secret

deny=0.0.0.0/0.0.0.0

permit=192.168.0.0/255.255.255.0 (Allows users from this subnet to connect, ie 192.168.0.1, 192.168.0.2 etc..)

read = call (Allow receiving calls)

write = call (Allow placing calls)

#define DEFAULT_MANAGER_PORT 5038 (Default port for Asterisk management via TCP)

Enabled = yes/no - (Enable/Disable settings)

BindAddr = 0.0.0.0 - (Address manager accepts all connections. If BindAddr = 127.0.0.1 it will be accessible only for clients on the same machine. If address is 0.0.0.0 it will be accessible for all clients that can access it over LAN, Local clients etc).

Read/Write

#define EVENT_FLAG_SYSTEM (1 module load/unload)

#define EVENT_FLAG_CALL (1 state change, etc)

#define EVENT_FLAG_LOG (1 #define EVENT_FLAG_VERBOSE (1 #define EVENT_FLAG_COMMAND (1 commands)))

#define EVENT_FLAG_AGENT (1 info)

#define EVENT_FLAG_USER (1 read/set user info)

If a client is granted the ability to 'read' a given class, 'Asterisk' will send it events of that class. If a client is granted the ability to 'write' a given class, it may send actions of that class.

Set of addresses to deny access

deny=IP1/subnet mask

deny=IP2/subnet mask

Set of addresses to permit access

permit=IP1/subnet mask

permit=IP2/subnet mask

4.2 OutCALL Settings

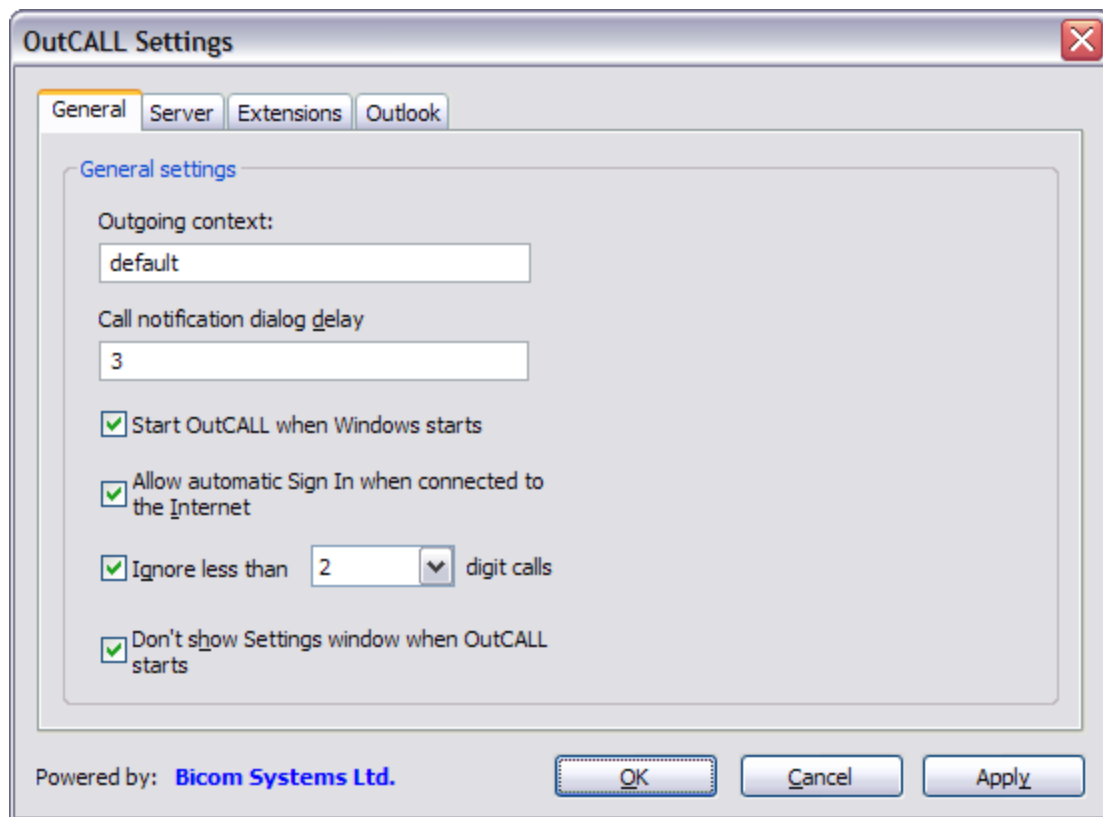
In this chapter we will cover:

- General
- Server
- Extensions

- Outlook

After configuring the server side, open OutCALL by clicking on **'Start/ All Programs/ OutCALL/ OutCALL'**

4.2.1 General



Outgoing context:

System context used for outgoing calls

Example: PBX systems may use different contexts when making outgoing calls. Set the context of the OutCALL monitored extension here (default value = 'default')

Field Type: [a-z][0-9]

Call notification dialog delay:

Time in seconds notification window will be displayed when new call is received

Example: A call is made to monitored extension 1000. Notification window will be displayed above the Windows Tray Area for set numbers of seconds before it disappears

Field Type: [a-z][0-9]

Start OutCALL when Windows starts:

Example: With this option enabled, OutCALL will start automatically on Windows startup

Field Type: Check box

Allow automatic Sign In when connected to the Internet:

Example: With this option enabled, OutCALL will automatically sign in when connected to Internet

Field Type: Check box

Ignore less than \$NUM digit calls:

Set the number of digits ignored by OutCALL

Example: With this option set to '3', OutCALL will simply ignore and will not dial any two or less digit numbers (e.g. 23, 5)

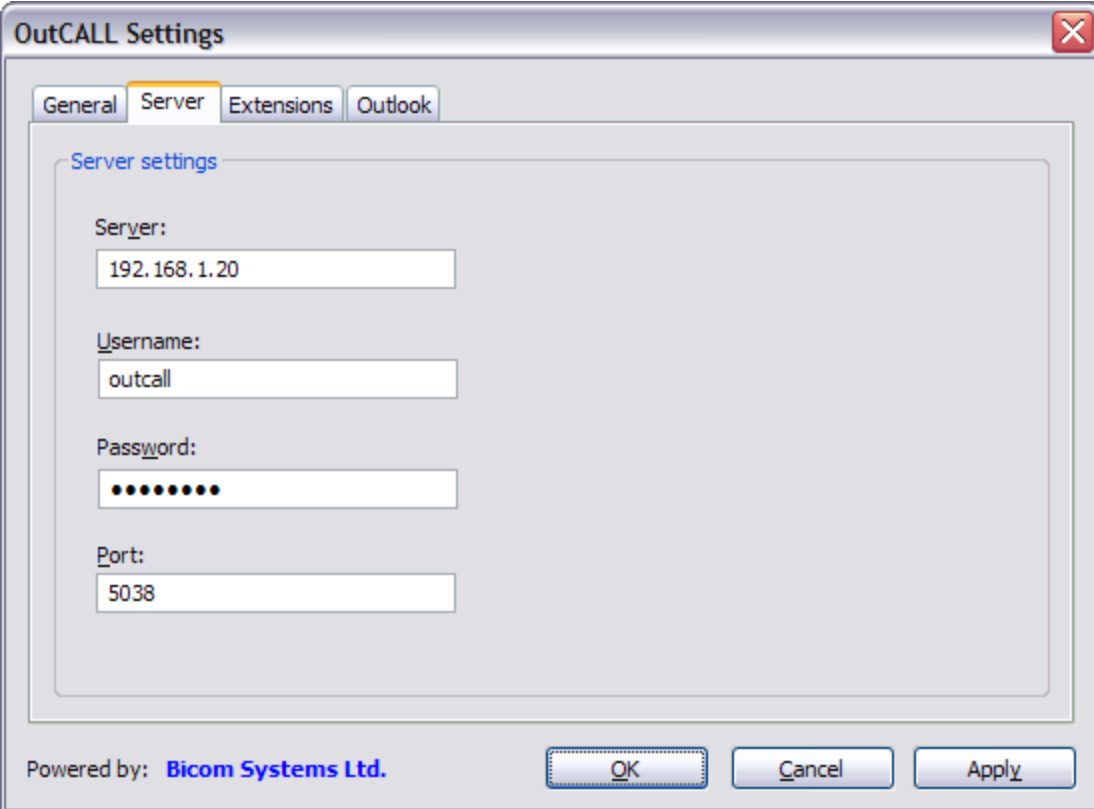
Field Type: Select box

Don't show Settings window when OutCALL starts:

Example: With this option enabled, OutCALL will display the Settings window every time it is started

Field Type: Select box

4.2.2 Server



The screenshot shows the 'OutCALL Settings' dialog box with the 'Server' tab selected. The dialog has four tabs: 'General', 'Server', 'Extensions', and 'Outlook'. The 'Server settings' section contains four input fields: 'Server:' with the value '192.168.1.20', 'Username:' with the value 'outcall', 'Password:' with a masked password of ten dots, and 'Port:' with the value '5038'. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Apply'. The text 'Powered by: Bicom Systems Ltd.' is visible in the bottom left corner.

Server:

IP address of the PBX server OutCALL is connecting to

Example: 192.168.1.2

Field Type: [0-9]

Username:

Username for authentication with the PBX server (as set in Asterisk Settings, step 6)

Example: outcall

Field Type: [a-z][0-9]

Password:

Password for authentication with the PBX server (as set in Asterisk Settings, step 6)

Example: password
Field Type: [a-z][0-9]

Port:

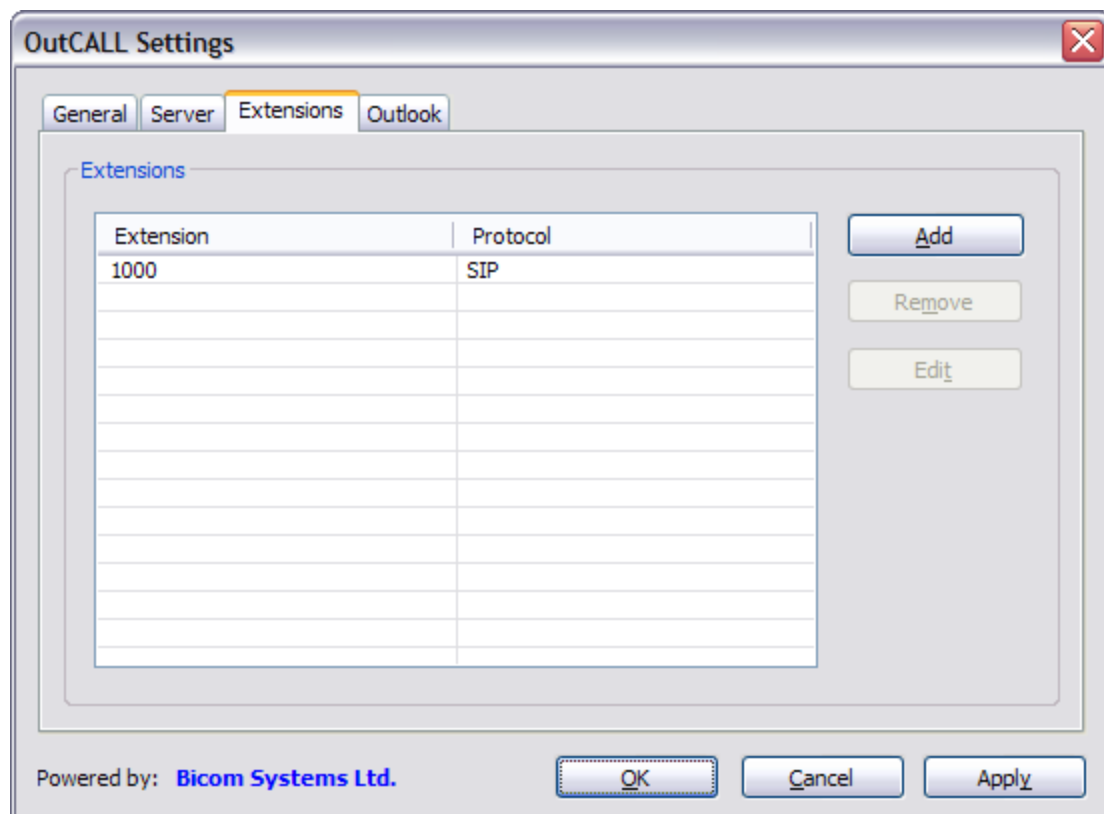
Port PBX server listens for OutCALL connection

Example: Default one is 5038
Field Type: [0-9]

4.2.3 Extensions

Unlimited number of extension can be added for OutCALL monitoring. However, those extensions need to be on the same PBX server.

NOTE: In using freeware version, only 1(one) extension can be monitored. Please contact Bicom Sales department if more extensions needed.



Actions:

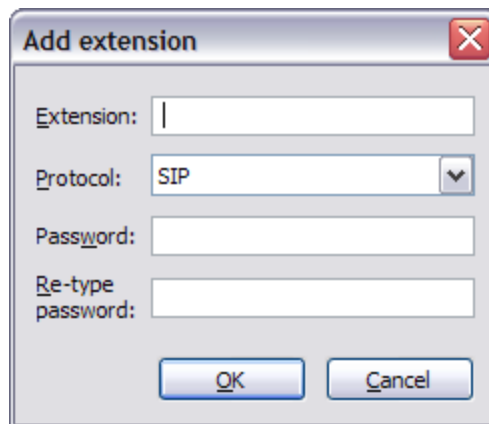
Add - Click to add extension.

Remove - Click to remove selected extension.

Edit - Click to edit selected extension.

4.2.3.1 Add

To add extension click on '**Add**' button



Extensions:

Monitored extension number

Example: 1000

Field Type: [0-9]

Protocol:

Protocol that monitored extension uses

Example: SIP/IAX

Field Type: Select box

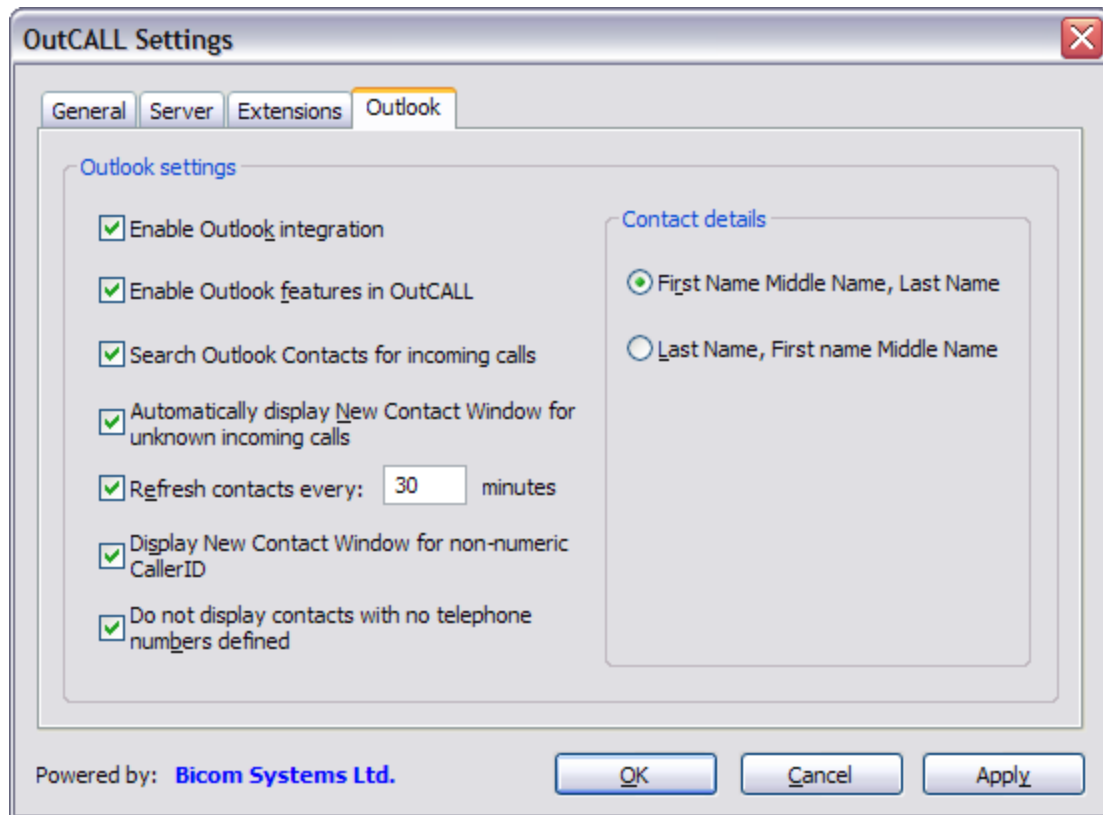
Password/Re-type:

UAD/Phone authentication password

Example: Provide the UAD/Phone extension password (e.g. 09a8dsf7) and retype it in the field below

Field Type: [a-z][0-9]

4.2.4 Outlook



Enable Outlook integration:

Enabling this option will add new OutCALL toolbar to Outlook

Example: Select this option and open the Outlook. Below the standard Outlook menu bars OutCALL toolbar should be visible

Field Type: Check box

Enable Outlook features in OutCALL:

Should Outlook Contacts database be used when placing/receiving calls

Example: Select this option to save/retrieve contacts data to/from Outlook database

Field Type: Check box

Search Outlook Contacts for incoming calls:

Set the way caller information is displayed

Example: Enabling this option will display user's name as saved in Outlook contacts instead of displaying the Caller ID

Field Type: Check box

Automatically display New Contact Window for unknown incoming calls:

Set the way anonymous calls are treated

Example: Enabling this option will display Outlook's new contacts window if call is received from users that are not in our contacts list

Field Type: Check box

Refresh contacts every:

OutCALL contacts list refresh time

Example: OutCALL will refresh its contact list with Outlook contacts list every set number of minutes (default 30)

Field Type: [0-9]

Display New Contact Window for non-numeric Caller ID:

Set the way calls with no numeric Caller ID are treated

Example: Enabling this option will display Outlook's new contacts window if call is received from users whose Caller ID is not numeric (e.g. 'John Smith')

Field Type: Check box

Do not display contacts with no phone numbers defined:

Should OutCALL display contacts with no phone number

Example: Enabling this option will display contacts with defined phone number only

Field Type: Check box

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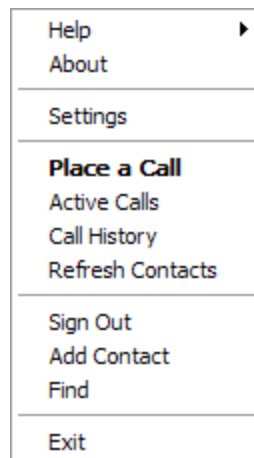


5 Outcall Menus

OutCALL additional options are displayed when a right click is done on OutCALL tray icon.

You will be provided with following options:

- Help
- About
- Settings
- Place A Call
- Active Calls
- Call History
- Refresh Contacts
- Sign Out
- Add Contact
- Find
- Exit

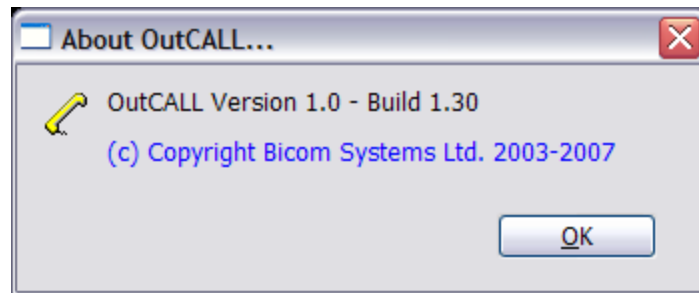


5.1 Help

Right-click on OutCALL tray icon and select 'Help' to open e-book, html/pdf manuals or contact technical support

5.2 About

Right-click on OutCALL tray icon and select '**About**' to display version and license information.



5.3 Settings

Right-click on OutCALL tray icon and select 'Settings' to open General Settings window.

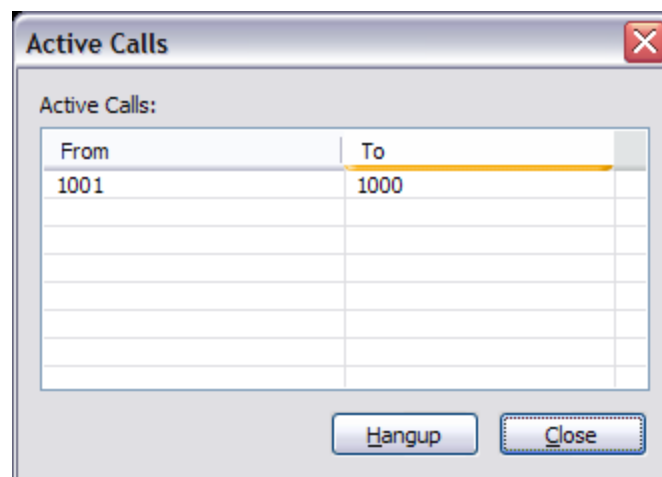
5.4 Place a Call

Right-click on OutCALL tray icon and select '**Place a Call**' to dial a number. For more info on dialing, please check Dial Window.

5.5 Active Calls

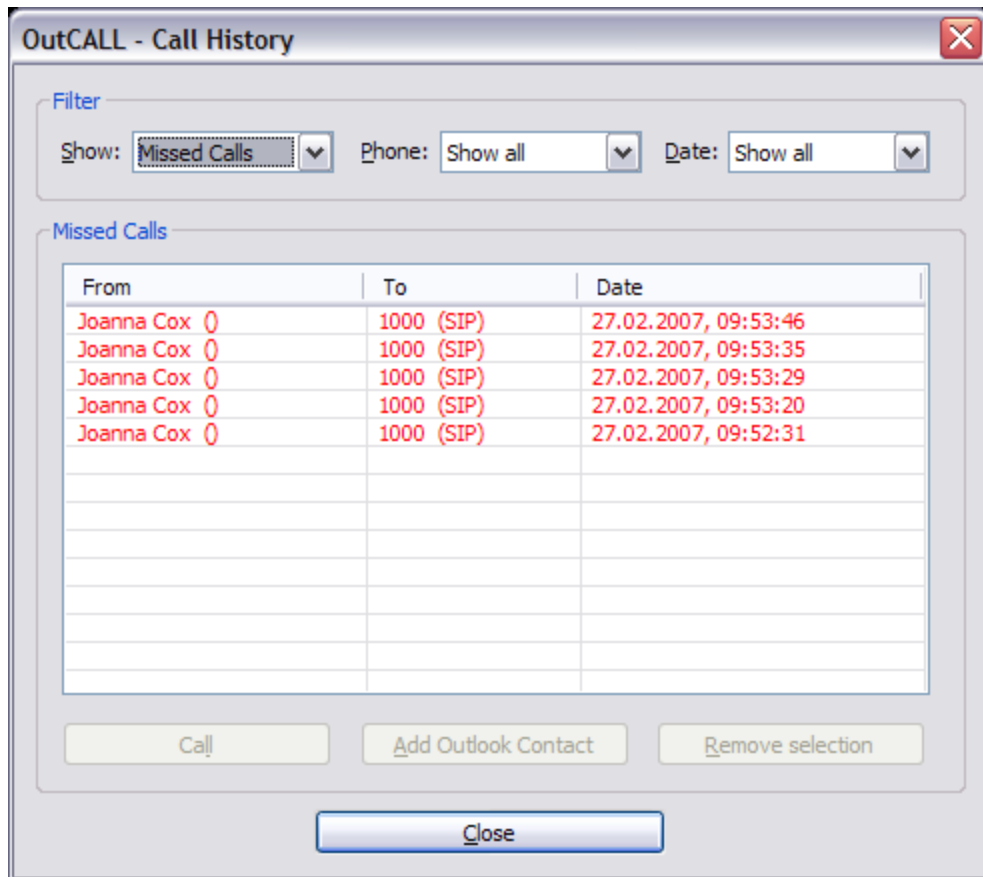
Right-click on OutCALL tray icon and select '**Active Calls**'.

Active calls are listed by 'From' and 'To' phone numbers. Select an active call and click 'Hangup' button to terminate active call or 'Close' to exit the window.



5.6 Call History

Right-click on OutCALL tray icon and select '**Call History**' to see this window.



FILTER

Show: Select type of calls to be displayed (Missed Calls, Received Calls, Placed Calls)

Phone: Display details for a specific or all monitored extensions

Date: Display call details by specific date

MISSED CALLS

History displays 'From', 'To' and 'Date' call details

Actions

Call - Make a call to selected destination

Add Outlook Contact - Add selected destination to Outlook contacts list

Remove selection - Remove selected destination from the history records

Close: Exit the history window

5.7 Refresh Contacts

Right-click on OutCALL tray icon and select **'Refresh Contacts'** to import the latest contact details from the Outlook Express.

5.8 Sign Out

Right-click on OutCALL tray icon and select **'Sign Out'**. Click **'Yes'** in confirmation window to sign out. OutCALL will not be able to monitor your calls any more.

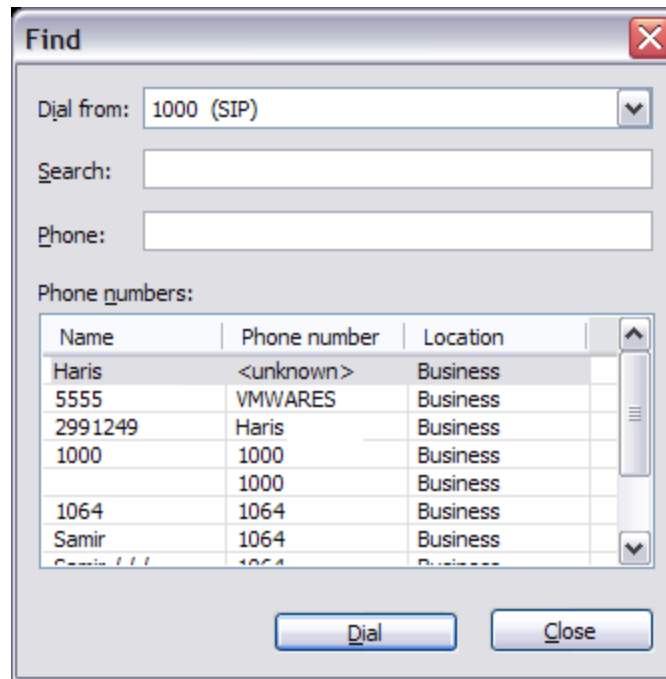
5.9 Add Contact

Right-click on OutCALL tray icon and select **'Add a Contact'** to add a contact to your Outlook Contacts list.

The screenshot shows the 'Untitled - Contact' dialog box in Outlook Express. The 'General' tab is selected, displaying various fields for contact information. The fields include 'Full Name...', 'Job title:', 'Company:', 'File as:' (with a dropdown arrow), 'E-mail...' (with a dropdown arrow and a 'Send To' button), 'Display as:', 'Web page address:', and 'IM address:'. There are also sections for 'Phone numbers' with dropdowns for 'Business...', 'Home...', 'Business Fax...', and 'Mobile...', and 'Addresses' with a dropdown for 'Business...' and a checkbox for 'This is the mailing address'. At the bottom, there are buttons for 'Contacts...', 'Categories...', and a 'Private' checkbox.

5.10 Find

Right-click on OutCALL tray icon and select **'Find'** to open a search console. This console can be used for filtering and dialing calls.

**Dial from:**

Select UAD/Phone from which the call will take place

Example: In case that found phone number is to be dialed, select the UAD/Phone from which the call is to be placed

Field Type: Select box

Search:

Search the contact details by 'Name'

Example: Provide a phrase compared against 'Name' field to view the matching results

Field Type: Select box

Phone:

Search the contact details by 'Phone number'

Example: Provide a number compared against 'Phone number' field to view the matching results

Field Type: Select box

Phone numbers - Displays a details list (name, phone number and location) of all dialed/received calls

Click 'Dial' to make a call to selected destination or 'Close' to exit the window

5.11 Exit

Right-click on OutCALL tray icon and select **'Exit'** to sign out and exit the program.

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6 Placing Calls

Additional ways to make calls are:

- Dial window
- OutCALL right click
- OutCALL double click
- Outlook:Contacts
- Inbox Right Click
- Outcall Menu

6.1 Dial Window

This is a Dial Window from which all OutCALL are being placed.

Phone number	Location
1000	Business

Dial from:

Select UAD/Phone from which the call will take place

Example: In case that found phone number is to be dialed, select the UAD/Phone from which the call is to be placed

Field Type: Select box

Contact:

Select a contact by name

Example: This box displays the entire contacts list. Select the contact to be called here. For more on '**Options**' click here

Field Type: Select box

Phone:

Phone number to be called

Example: If contact does not appear in the contact list enter the number to be called here

Field Type: [0-9]

Phone number/Locations: When you select user, all of his extension numbers are displayed here. Select a number you wish to call.

Find: Click here for more

Hangup - Hangup active call

Dial - Dial selected number

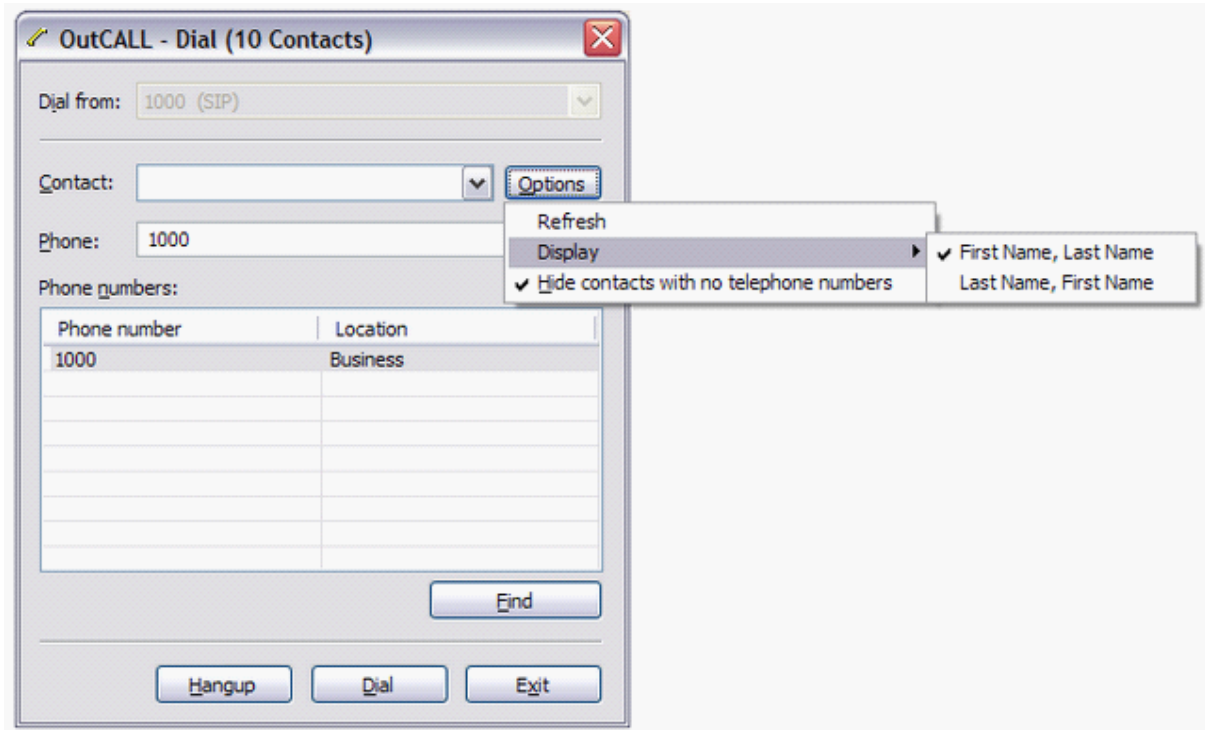
Exit - Close the dial window

6.1.1 Options

Refresh - Updates OutCALL database with new Outlook contact details

Display - Set the way contact details are displayed, choose here whether to sort them by First or Last name

Hide contacts with no telephone number - Click to enable this search preference



6.2 OutCALL right click

Right click on OutCALL tray icon and select '**Place a Call**' menu to open 'Dial Window'.



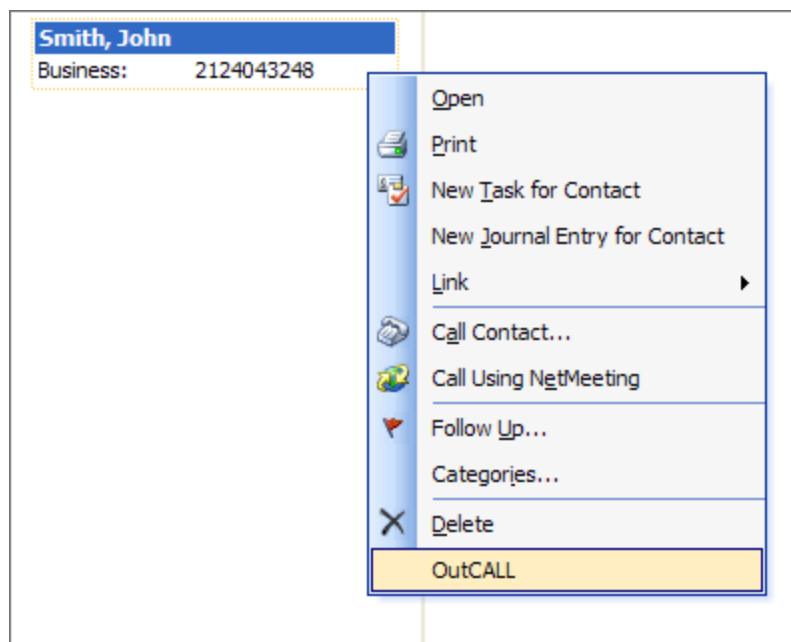
6.3 OutCALL double click

Double click on OutCALL (Phone icon) tray icon to open 'Dial Window'.



6.4 Outlook:Contacts

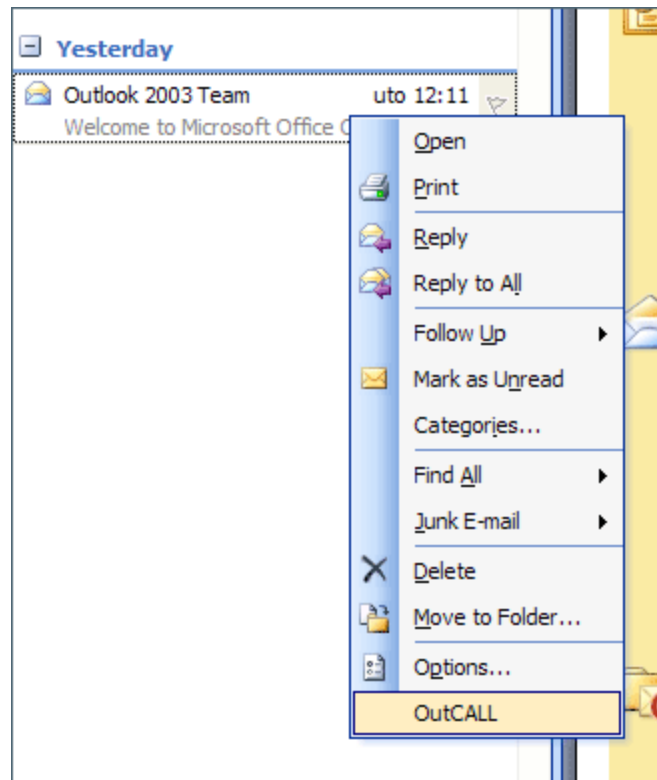
Go to **Outlook:Contacts**; right click on contact name and select OutCALL menu item to open 'Dial Window'.



6.5 Inbox Right Click

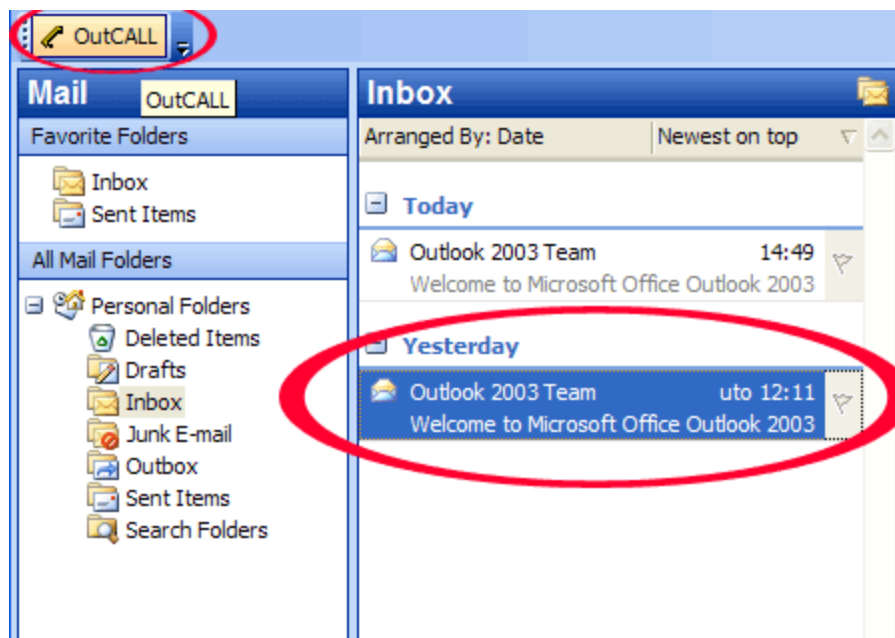
Right click on email in your inbox and select OutCALL menu item to open 'Dial Window'.

NOTE: In Outlook 2000 and 2002 right click on the contact doesn't display OutCALL menu.



6.6 Outcall Menu

Select email and click 'OutCALL' menu icon to open 'Dial Window'.

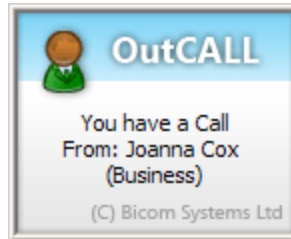


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7 Receiving Calls

When a call is received, and calling party is already added to Outlook Contact list, you will get a notification window in bottom right corner:



If calling party is not in Outlook Contact list, Add Contact form will be display instead.

Your phone line will be ringing at the same time. All you have to do is to pickup your handset and talk.