



TECHNICAL NOTE

Microsoft Outlook integration on Com.X



The Com.X product range is compatible with Microsoft Outlook by means of the Outcall or asttapi plugins.

1. Outcall

Outcall supports only SIP extensions, but in addition to making outbound calls also pops up contact details for incoming calls. Outcall has been tested with the Com.X using Outlook 2000 and Outlook 2007.

Download the Outcall installer from <http://code.google.com/p/outcall/downloads/list>

Install the application and configure as follows:

Tab	Field	Value
Server	Server	IP address of Com.X
Server	Username	AMI username, see below
Server	Password	AMI password, see below
Server	Port	5038
Dialing Rules	Outgoing context	from-internal (or the flexpath context for class of service configurations)



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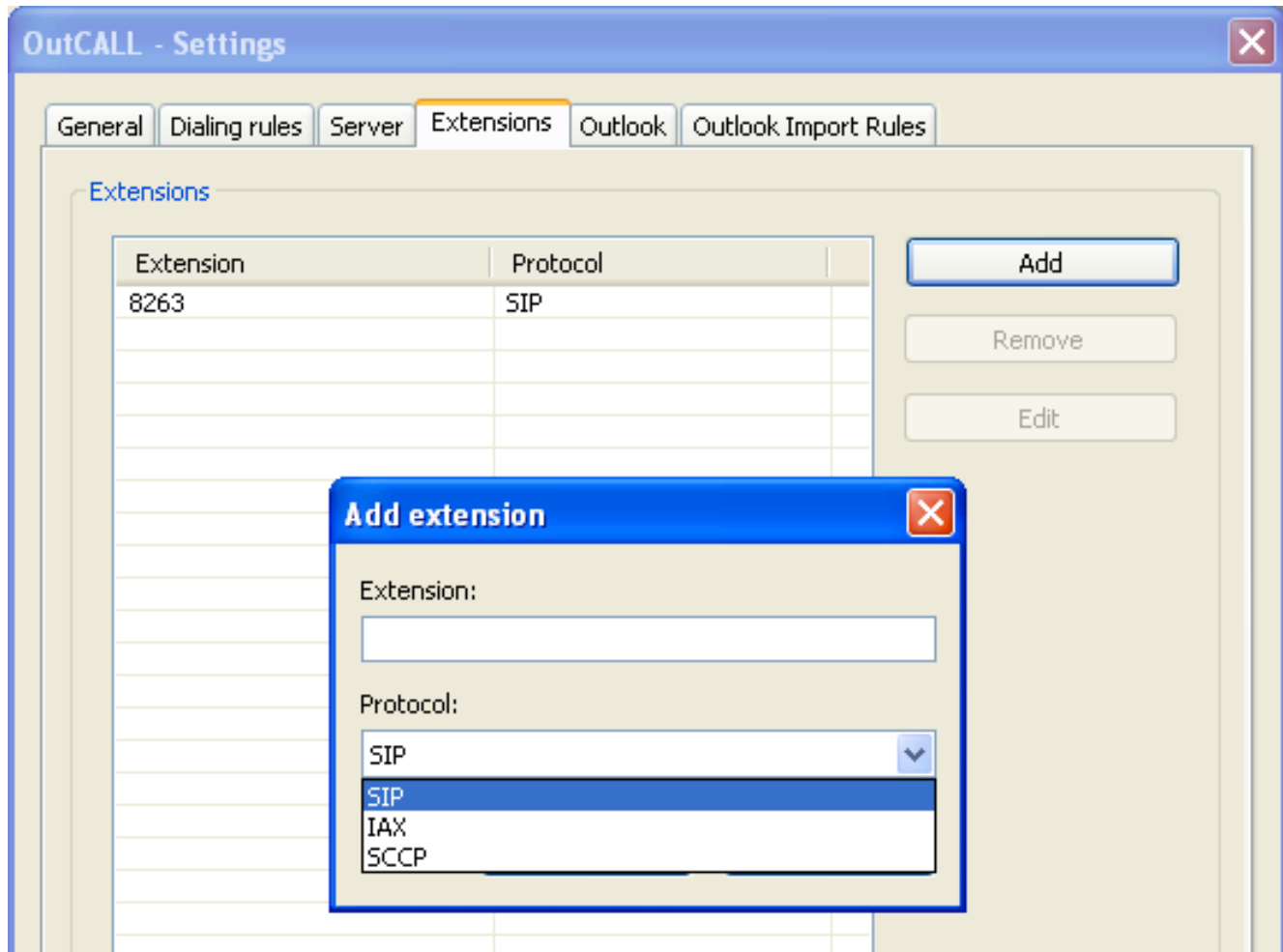
The screenshot shows the 'OutCALL - Settings' window with the 'Dialing rules' tab selected. The 'Dialing rules' section contains three input fields: 'Outgoing context:' with the value 'from-internal', 'Outgoing prefix:' which is empty, and 'Strip following prefixes from incoming calls' caller id (comma separated for multiple prefixes):' which is also empty.

The screenshot shows the 'OutCALL - Settings' window with the 'Server' tab selected. The 'Server settings' section contains four input fields: 'Server:' with the value '192.168.0.5', 'Username:' with the value 'testuser', 'Password:' with a masked field of 10 dots, and 'Port:' with the value '5038'.

Add the extension to be used for the PC running outlook. This must be a SIP extension:



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Log in via the ssh shell onto the Com.X and create an AMI user account as follows
in `/etc/asterisk/manager.d/outcall.conf`:

```
[testuser]
secret = fsntestuser
deny=0.0.0.0/0.0.0.0
permit=192.168.0.0/255.255.255.0
read = call,user
write = call,user
```

Restart the manager module:

```
sudo asterisk -rx "reload manager"
```



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In Outlook, select the contact to call and select the “Outcall” button. When a call is received by the Com.X, the calling contact, or a new contact window should appear in Outlook.

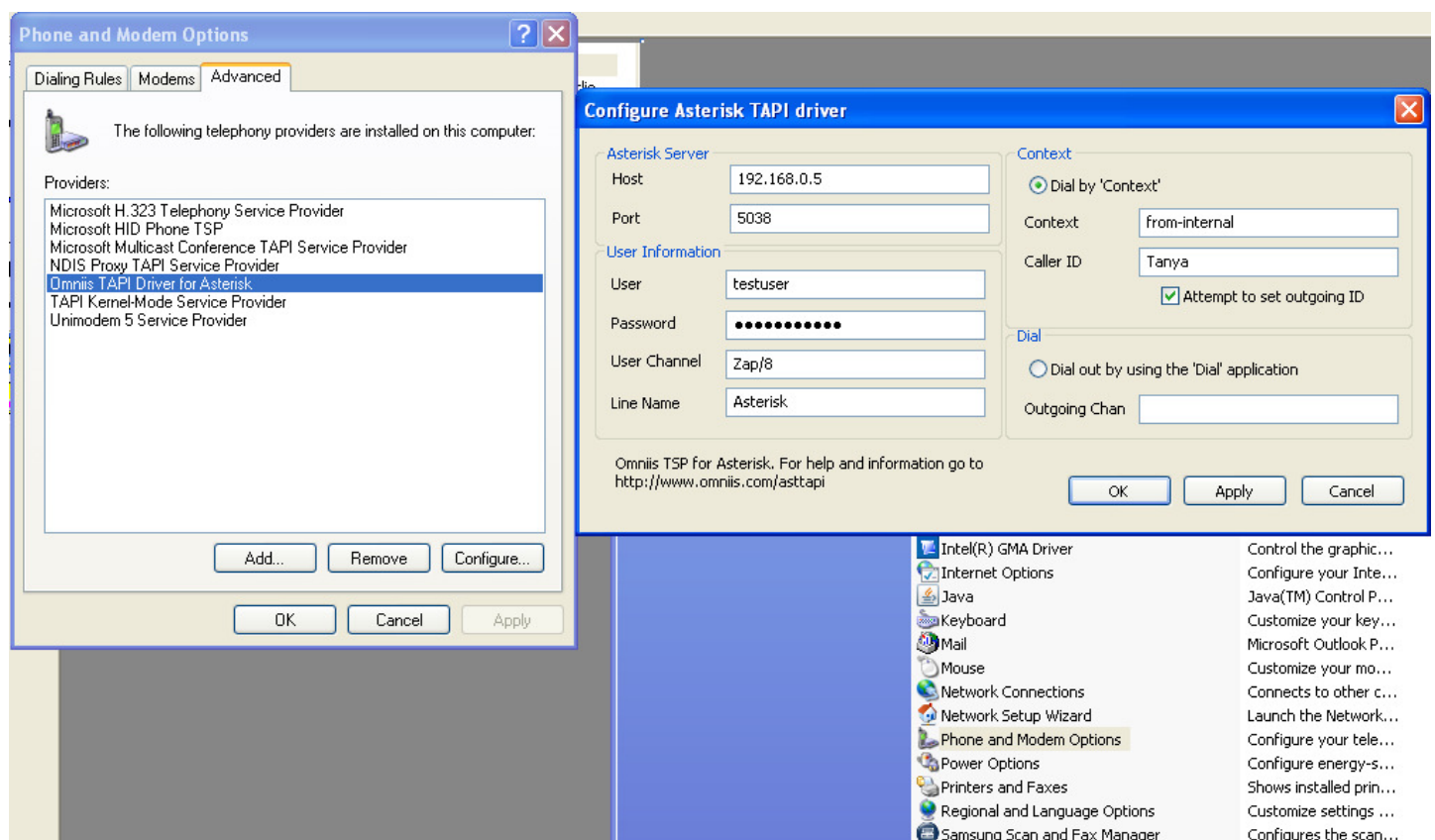
2. asttapi

Asttapi allows dialing from both analogue and SIP extensions, but does not pop up contact details on incoming calls like Outcall.

Download and install the asttapi setup program from <http://sourceforge.net/projects/asttapi/files/asttapi/>

Select Start – Control panel – Phone and modem options

Select the Advanced tab and select 'Omnis TAPI Driver for Asterisk', then Configure



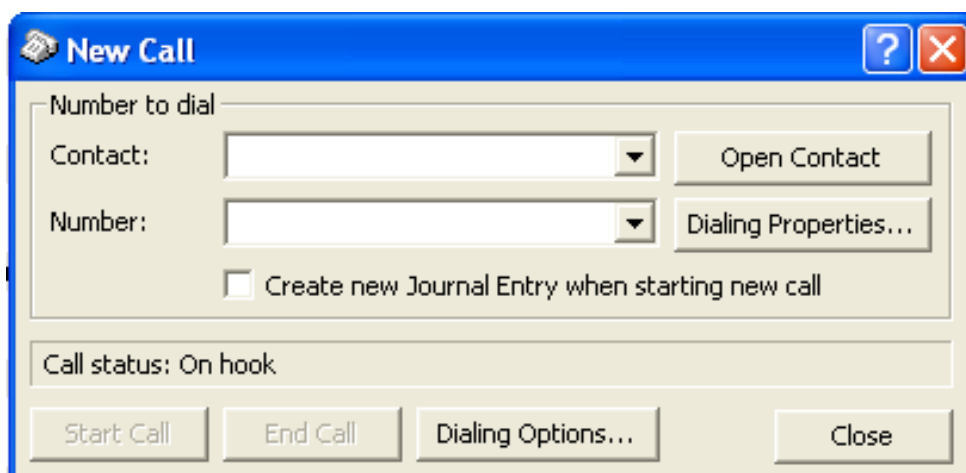


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Field	Value
Host	IP address of Com.X
Port	5038
User	AMI username, see above
Password	AMI password, see above
User Channel	The extension channel (e.g. SIP/8263 or Zap/8)
Line name	The name of the line as displayed in Outlook (e.g. Far South Networks Com.X)
Context	from-internal (or the flexpath context for class of service configurations)
Called ID	The caller ID for the extension

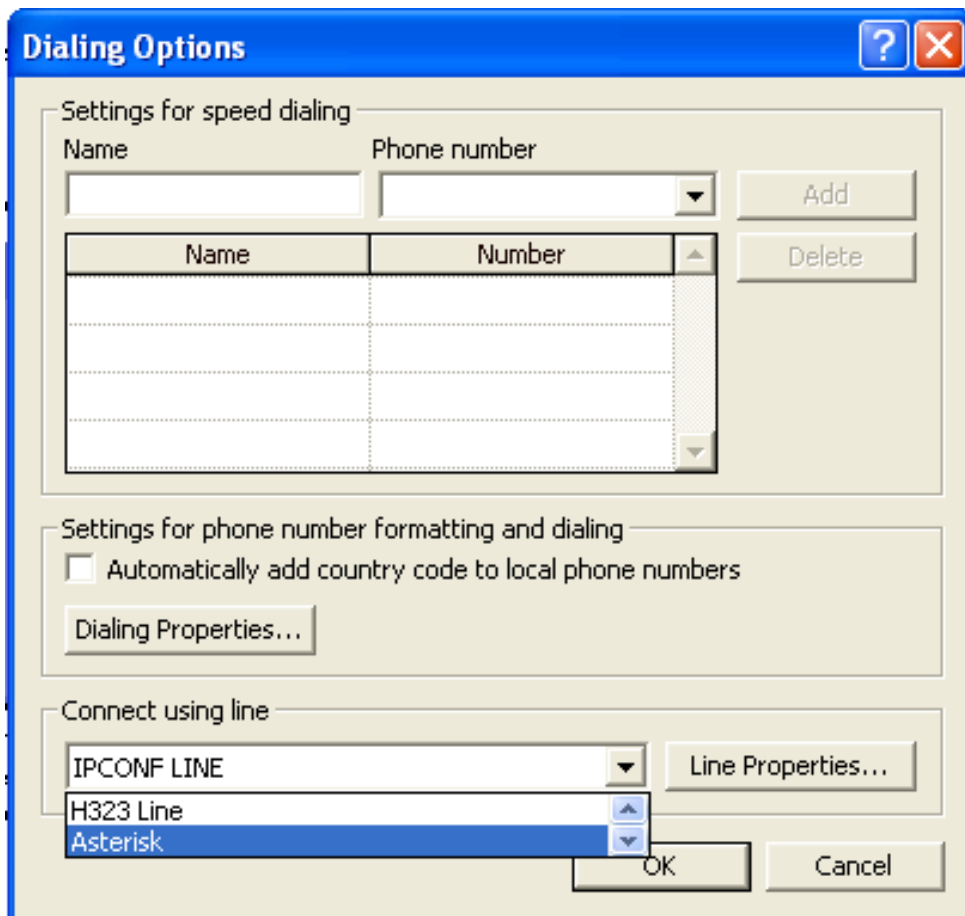
Apply the configuration. You may be required to restart Windows.

To place a call, right-click a contact and select “Call contact” and select “Dialing options”.





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Select the correct line name. You may have to scroll down the list if the line is not visible.