

Telephony Toolbar – Corporate

Manual Upgrade Guide

Release 4.4
October 2009

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1 Overview

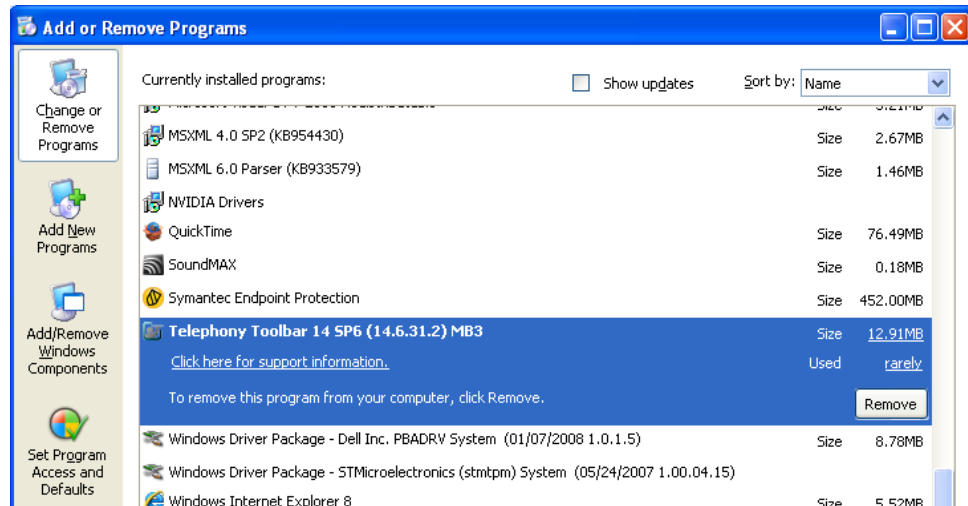
This document covers the steps necessary to manually upgrade from a previous release of the Telephony Toolbar - Corporate to release 14 service pack 10 major build 3.

2 Upgrade Process

2.1 Uninstall Pre-existing Telephony Toolbar Version

1. Close all windows running Microsoft Internet Explorer or Microsoft Outlook.
2. Click on START→CONTROL PANEL→ADD/REMOVE PROGRAMS to determine if a pre-existing version of Telephony Toolbar exists. If a pre-existing version is displayed in the *Add or Remove Programs* applet as shown in the screen shot below, select the pre-existing *Telephony Toolbar* from the list of *Currently installed programs* and click **Remove** to uninstall the pre-existing version.

Otherwise, proceed directly to section **2.2 Download Telephony Toolbar** of this document.



3. Once the uninstall is completed, close the Add/Remove Programs applet and move to section **2.2 Download Telephony Toolbar** of this document.

2.2 Download Telephony Toolbar – Corporate

1. Open Microsoft Internet Explorer (6.x, 7.x or 8.x) or Mozilla Firefox (2.x or 3.x), go to <http://info.onvoip.net> and click on the *Microsoft Outlook & Internet Explorer Toolbar* URL located in the *VoIP Services* list as shown in the screen shot below.



VoIP Services



- > Conferencing
- > [Microsoft Outlook & Internet Explorer Toolbar](#)
- > Reception Console
- > Animated Demos

2. Next, click on the *Download the Toolbar application (End User)* URL as shown in screen shot show below to start the Deployment Wizard which will guide you through the download process.



Microsoft Outlook & Internet Explorer Toolbar



The fully-integrated Microsoft Outlook & Internet Explorer Toolbar enables users to make and accept telephone calls and change telephone settings from within Outlook and/or Internet Explorer.

- > [View animated demo](#)

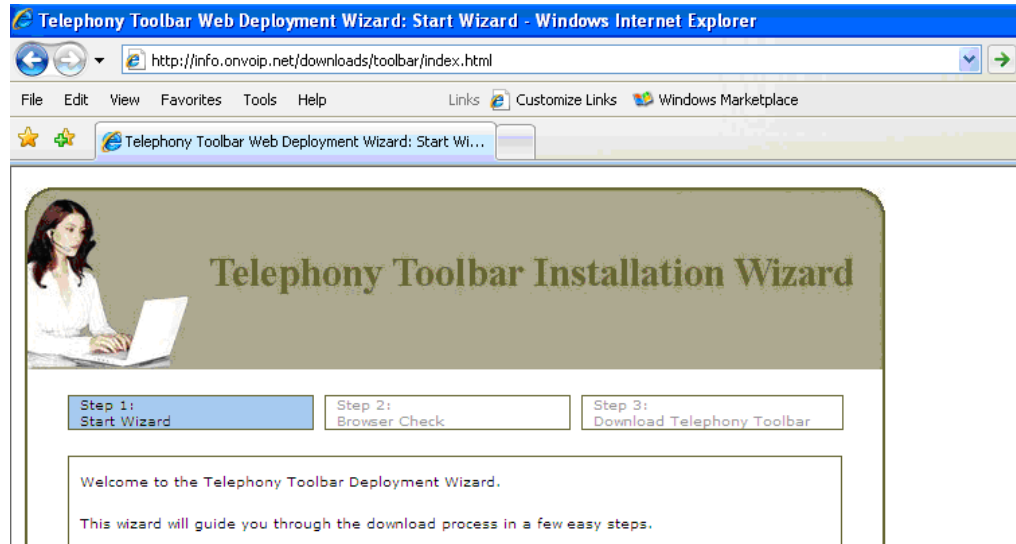
DOWNLOADS

- > [Download the Toolbar application \(End User\)](#)

MANUALS AND GUIDES

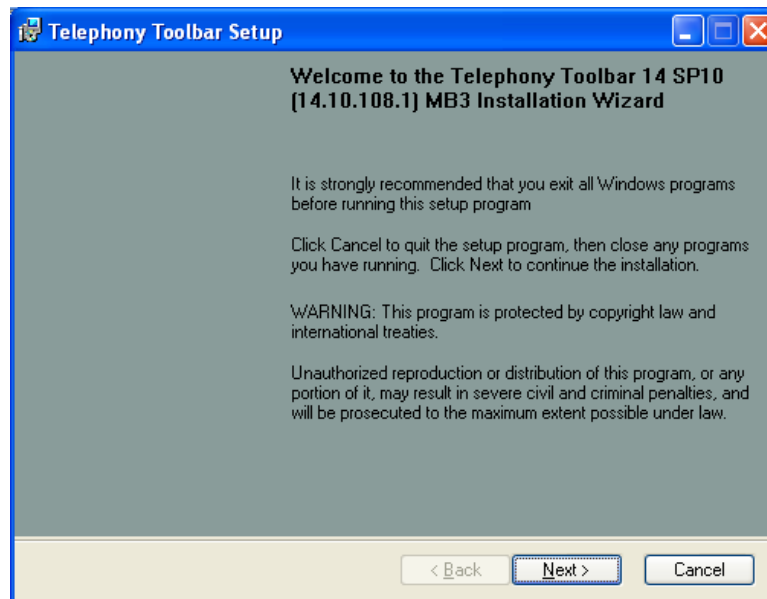
- > [End-User Guide](#)
- > [Manual Upgrade Guide](#)

3. Proceed as prompted by the Deployment Wizard which looks similar to the screen shot shown below and move on to section **2.3 Install Telephony Toolbar – Corporate** of this document upon completion.

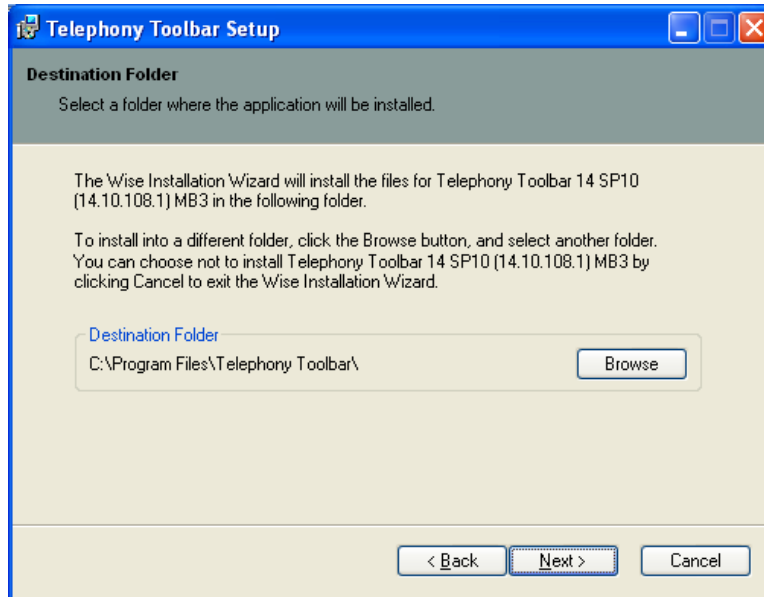


2.3 Install Telephony Toolbar – Corporate

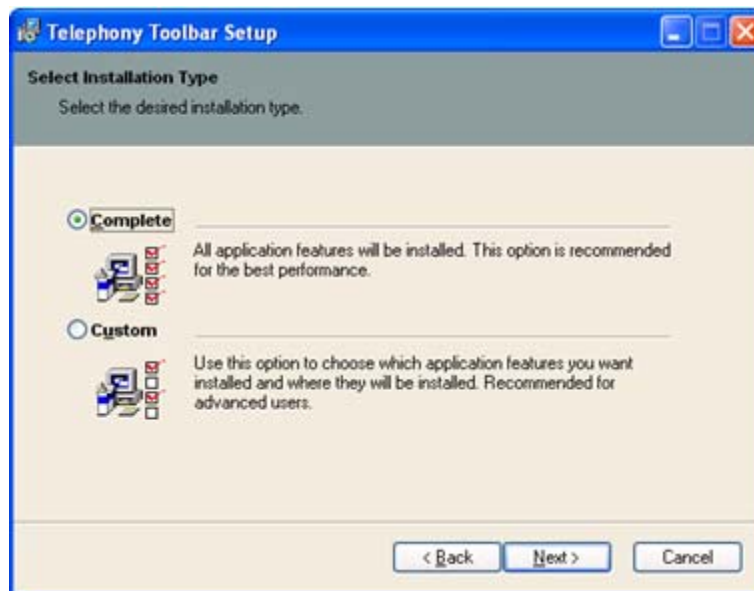
1. Once the download is complete, close all windows running Microsoft Internet Explorer, Mozilla Firefox and Microsoft Outlook.
2. Begin the installation by clicking on the downloaded executable (EXE) to start the Installation Wizard as shown in the screen shot below and click **NEXT** to continue:



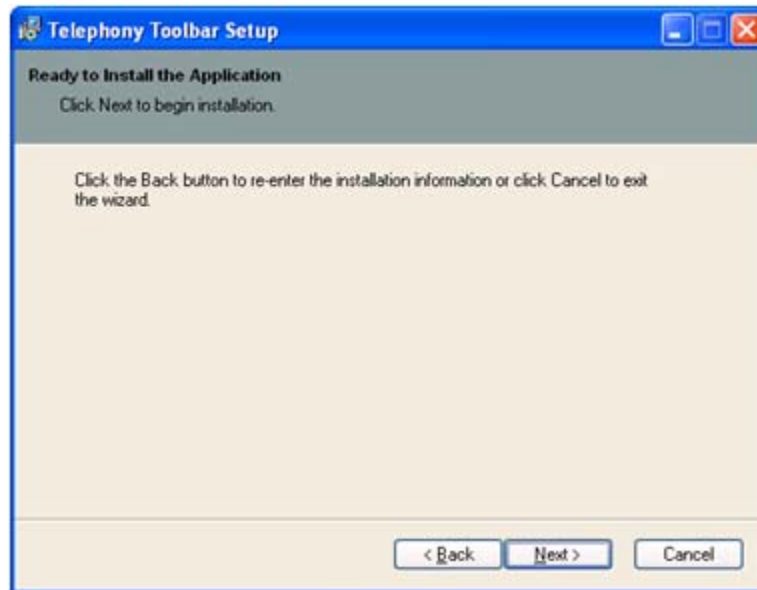
3. Use the following dialog box to select where you would like to install the application. Strongly recommend simply clicking **NEXT** to accept the default path and proceed.



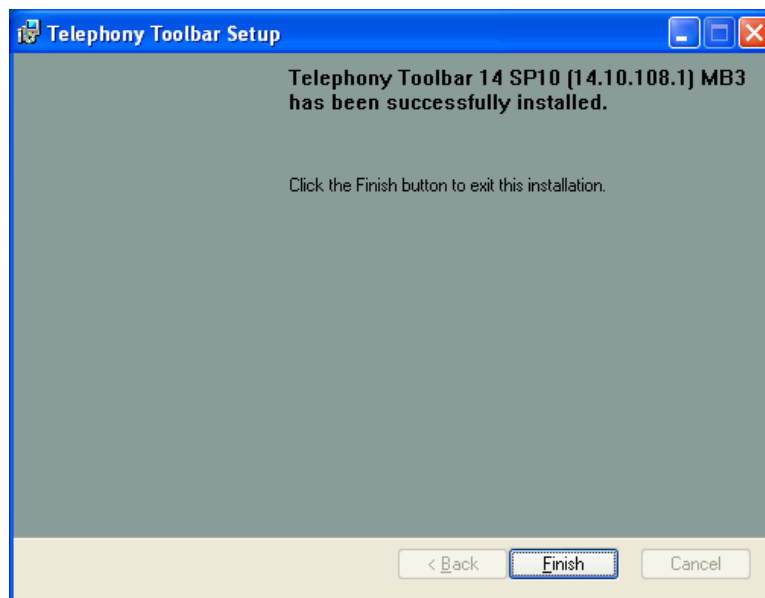
4. Select the installation type (recommend simply clicking **NEXT** to accept defaults and proceed).
 - a. The 'Complete' option installs the Internet Explorer, Outlook and Firefox (if installed) toolbars.
 - b. The 'Custom' option allows individual toolbar installation, allows users to select the target installation folder. Click **NEXT** to proceed.



5. Click **NEXT** if you are ready to install the application.



6. When the installation procedure is complete, click **FINISH** to complete the installation procedure.



2.4 Installation Complete

Simply open Microsoft Internet Explorer (6.x, 7.x or 8.x), Mozilla Firefox (2.x or 3.x) or Microsoft Outlook (2002 SP3, 2002/XP SP2, 2003 or 2007) to start the Telephony Toolbar.

NOTE: The Administrative and End-User Guides are available at info.onvoip.net.

3 Appendix

3.1 Polycom Phone Configuration Note

Recommend using Polycom firmware revision 3.1.3c. However, the auto-answer feature of the Polycom must be enabled to be compatible with the click-to-dial feature of the Telephony Toolbar. More specifically, the Polycom global configuration file must be configured to include an alert-Info value = auto-answer similar to the example shown below. Please refer to the appropriate Polycom Administrator's Guide for further details.

```
voIpProt.SIP.alertInfo.4.value="auto-answer"  
voIpProt.SIP.alertInfo.4.class="3"/>
```

3.2 Troubleshooting Notes

3.2.1 Microsoft Outlook or IE Conflict – Disabled Add-On (Toolbar Disappears)

Should Microsoft Outlook or Internet Explorer encounter a conflict with the Telephony Toolbar, Microsoft Outlook or Internet Explorer may disable the Telephony Toolbar Add-on. Typically, this type of event is an isolated incident which will not occur with regularity. Should this type of issue arise, the Telephony Toolbar will suddenly disappear from the Microsoft Outlook and/or Internet Explorer. Simply follow the instructions listed below to resolve the issue.

- To correct this behavior in Microsoft Outlook, click on **Help** → **About Microsoft Office Outlook** → **Disabled Items** and re-enable the Telephony Toolbar (which requires a shutdown and restart of Outlook or Internet Explorer to take affect).
- To correct this behavior in Microsoft Internet Explorer, click on **Tools** → **Internet Options** → **Programs** → **Manage Add-ons** and re-enable the Telephony Toolbar (which requires a shutdown and restart of Outlook or Internet Explorer to take affect).

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