

The logo for VoiceManager, featuring the word "VoiceManager" in white text inside a dark blue speech bubble with a light blue outline and a drop shadow.

**VoiceManager**

## **Toolbar User Guide**

**Release 17.0**



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## 1 Introduction

### 1.1 About VoiceManager Toolbar

VoiceManager Toolbar is a lightweight desktop communications management product for everyday users of Microsoft Outlook or Microsoft Internet Explorer with the Cox VoiceManager product.

With this product you can manage your incoming and outgoing messages, maintain up-to-date connection information, and configure controls on your calls and voice mail.

### 1.2 About This Guide

This guide provides step-by-step procedures on how to navigate and perform tasks within Toolbar and reference information for VoiceManager Toolbar software Release 17.0.

### 1.3 Supported Operating Systems and Software

#### 1.3.1 Operating System Requirements

Toolbar is deployed on the Microsoft Windows platform and/or Citrix Presentation Server platform.

#### 1.3.2 Minimum Hardware and Software Requirements

Microsoft Windows Platform

The hardware requirements for Microsoft Windows platform include:

- 1.2 GHz or higher, Pentium 3 or compatible CPU
- 512 megabytes (MB) of RAM recommended minimum; more memory improves performance
- 60 MB available hard disk space
- Video graphics card with 8 MB of RAM, minimum
- Super VGA Monitor (15 inches or larger)
- 800 x 600 screen resolution minimum (1024 x 768 is recommended)
- TCP/IP connectivity to the Open Client Server on port designated by the service provider (default port is 2208)

#### 1.3.3 Citrix Presentation Server Platform

The hardware requirements for the Citrix Presentation Server include:

- 2.0 GHz or higher, Pentium 4, or compatible CPU
- Minimum 2 GB of RAM
- 60 MB free disk space per application installation
- TCP/IP connectivity to the Open Client Server on port designated by service provider (default port is 2208):

#### **1.3.4 Citrix ICA Client Workstation**

The hardware requirements for a Citrix ICA client workstation include:

- 1.2 GHz or higher, Pentium 3, or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 800 x 600 screen resolution minimum
- Network connection of minimum 56 Kbps speed

#### **1.3.5 Software Requirements**

The software requirements include:

- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7 (32 and 64 bit), or Citrix Presentation Server 3 or 4
- Windows Installer 2.0
- Internet Explorer 6.0, 7.0, or 8.0 (required for IE toolbar edition)
- Outlook 2000 SP3, 2002/XP SP2, 2003, 2007 and 2010 (32 and 64 bit) required for Outlook toolbar edition
- Squid Web Proxy Server has been tested and supported for silent updates.

#### **1.3.6 Citrix Presentation Server Platform**

The application can be published on a Citrix server via the Management Console for MetaFrame.

#### **1.3.7 Citrix ICA Client Workstation Platform**

No additional software requirements.



## 1.4 Platform and User Rights Requirements

The platform requirements include:

For installation, a Windows user account with administrative rights is required.

For post installation, a Windows user account with the following rights are required:

- Registry HKEY\_LOCAL\_MACHINE hive
  - Read
  - Enumerate
  - Query
- Registry HKEY\_CURRENT\_USER hive
  - Full Access
  - Assistant Install Directory (Default C:\Program Files\Cox\_Business\VoiceManager\_Toolbar...)
  - Read
  - Write
  - Execute
- Internet Explorer and Outlook COM-Add-in access



**NOTE:** Outlook and Internet Explorer add-ons can occasionally cause interoperability issues with the Toolbar application. This occurs when the execution of other add-ons interferes with that of the toolbar.



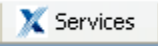







Cox recommends uninstalling all add-ons and re-installing them one by one to isolate any add-on that might be causing an issue.





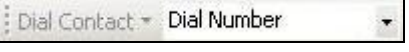







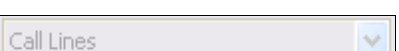
## 1.5 Toolbar Icons and Descriptions

Figure 1. Toolbar as appears in Outlook



When you log in to Toolbar, most of the buttons will be enabled. The table below contains Toolbar's icons and descriptions.

Icon	Description
	<b>Login:</b> Logs in and out of Toolbar. The icon's color indicates your login status. <ul style="list-style-type: none"> <li>A gray icon indicates that you are not logged in.</li> <li>A green icon indicates that you are currently logged in.</li> <li>A disabled button indicates that Toolbar is attempting to log in.</li> <li>A red button indicates that your last login attempt failed.</li> </ul>
	<b>Options:</b> Configures your VoiceManager account, connection settings, and dialing rules.
	<b>Services:</b> Offers alternative method to access and configure Toolbar's features based on VoiceManager package type purchased. Most features shown in the list represent icons on Toolbar.
	<b>Portal Auto-Login:</b> Opens VoiceManager's home page from Microsoft Internet Explorer.
	<b>Remote Office:</b> Allows you to use an alternate phone, such as a mobile, home, or hotel phone as your main business phone. <b>Tip:</b> You cannot have a dial-out prefix number (e.g., "8", "9") listed.
	<b>Simultaneous Ringing:</b> Establishes that all phone numbers configured in VoiceManager will ring during incoming calls.
	<b>Call Forwarding Always</b> service automatically forwards all incoming calls to a specified phone number.
	<b>Do Not Disturb</b> service automatically forwards all incoming calls to your Voice Messaging service, or plays callers a busy tone if you do not have a Voice Messaging service configured.
	<b>Speed Dial Directory</b> allows you to dial phone numbers quickly saved in your speed dial list by clicking them with your mouse.
	<b>Call History</b> lists call types (received, missed, and dialed calls) including the number, date and time of the call.

Icon	Description
	<b>Personal Directory</b> allows you to access and dial phone numbers saved in your personal directory by clicking them.
	<b>Group Directory</b> lists names, phone numbers, extensions, mobile numbers and departments for members of your group. The Number and Extension are hyperlinks that allow you to place calls for the associated member.
	<b>Search</b> hunts for the value you enter in the personal Outlook contacts list in the Group directory.
	<b>QuickLinks</b> drop-down list
	<b>Dial Contact</b> places a call to a specified number.
	<b>Answer</b> answers an incoming call.
	<b>Hold</b> suspends a call.
 	<b>Dial Voice Mail</b> transfers the current call to your <i>Voice Messaging</i> service. If the color of the envelope icon on the <i>Transfer to Voice Mail</i> button changes, a new voice mail is available.
	<b>Transfer</b> shifts the current call to another phone number.
	<b>Conference Call</b> connects parties calling from separate lines.
	<b>End Call</b> stops the current call. When you click this, the icon becomes enabled and returns to "Call Lines".
	<b>Call Lines</b> lists phone numbers to which you are currently connected.



## 2 Accessing the Application

Toolbar is supported on Windows 2000/XP/Vista/7 and Citrix Presentation Server 3 and 4 operating systems for Windows 2000 and Windows 2003 Editions (32-bit or 64-bit).

### 2.1 Viewing Toolbar Variations

VoiceManager Toolbar is an add-on to Microsoft Internet Explorer and Outlook. It provides new toolbars to access VoiceManager Service and Call Management features in your web browser and mail client.

Depending on which browser you open, the following toolbar will appear. Most buttons are disabled until you log in.



**NOTE:** The VoiceManager Toolbar is available for use in Microsoft Outlook only.

Figure 2. Toolbar as appears in Internet Explorer



### 2.2 Logging in the First Time

Logging in to Toolbar identifies you to the servers that manage your phone services. This allows you to receive, initiate, and control calls from your computer.

When you log in for the first time, you must configure your username and password in the step procedures below. Once these settings are configured, you do not need to provide them again. If you are unsure of the settings, contact your service provider or system administrator.

The *Account* page allows you to specify your VoiceManager username and password.

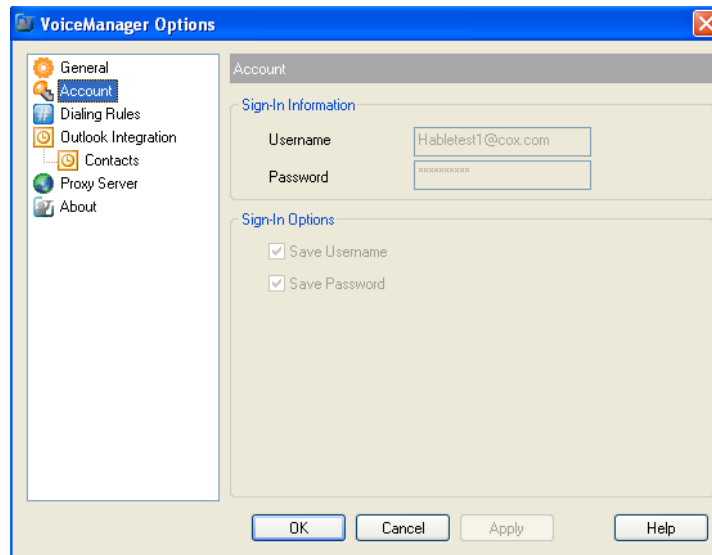


**IMPORTANT NOTE:** The Toolbar USERNAME and PASSWORD are the same as your Cox My Account Username and Password.

## Accessing the Application

Once you successfully log in, the controls on this page become inactive.



**Figure 3. Login Screen**



The table below contains the fields and their descriptions on the *Account* page.

Field	Description
Username	Determines whether Toolbar keeps the username you provide. Check this box to avoid re-typing your username each time you log in to the application.
Password	Determines whether Toolbar saves the password you provide. Check this box to avoid re-typing your password each time you log in to the application. <b>Note:</b> Toolbar encrypts your password for greater security.

**Table 1. How to Log in to Toolbar for the First Time**

Step	Action
1.	Click the <b>Login</b> icon  on Toolbar.
2.	Click the <b>Options</b> icon  and select the <b>Account</b> link.
3.	To configure your account settings, enter your username and password in the corresponding fields. ( <b>Hint:</b> Your username and password for Toolbar are the same as your Cox <i>My Account</i> login name and password.)
4.	Check the <b>Save Username</b> and <b>Save Password</b> options to avoid being prompted for this information at each login. <b>Note:</b> Your password is encrypted for greater security.
5.	Click the <b>OK</b> button.

### 3 Setting Up Toolbar Options

This section reviews the Options functionality in Toolbar. As you saw in the previous section, you set up your username and password here. In addition to that basic configuration, you can use Options to define login default settings, external access rules, and association with Outlook features among others.

The settings you configure here are what Toolbar uses to communicate with your service provider. When you select a hyperlink on the left, its associated configuration page appears on the right.

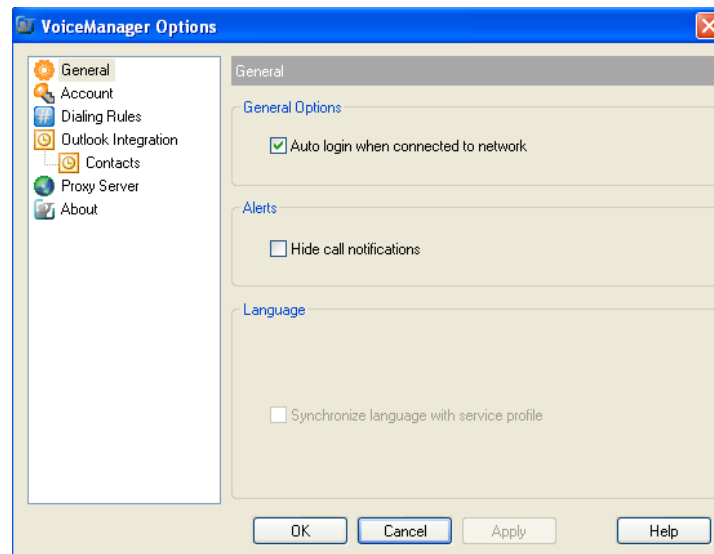
When you configure or change settings:

- Click the **OK** button to save the changes and close the dialog.
- Click the **Apply** button to save all changes without closing the dialog.
- Click the **Cancel** button to close the dialog without saving the changes.

#### 3.1 General Page

The *General* page allows you to configure the automatic login behavior and caller identification.

Figure 4. **General page**



The table below contains the fields and their descriptions on the *General* page.

Field	Description
Auto login when connected to network	Automatically logs in to your service provider when it detects an active network connecting on your computer.
Hide Call Notification	Disables the call notification window. When this box is checked, the call notification does not appear when Toolbar detects an incoming or outgoing call.
Language section	Currently disabled. English is the hard-coded default value.

## Setting Up Toolbar Options

Table 2. **How to Configure General Settings**

Step	Action
1.	Click the <b>General</b> link on the left panel.
2.	Check the <b>Auto login when connected to network</b> check box to have Toolbar connect to the VoiceManager server automatically when a network connection is available.
3.	Check the <b>Hide call notifications</b> check box to conceal information about incoming calls.
4.	Click the <b>OK</b> button.

### 3.2 Account Page

The *Account* page contains Sign-In Information that includes your Username and Password. Enter your login data to access the Toolbar. Use the Sign-In Options panel to save those values to prevent you from having to enter them each time you access the Toolbar.

Figure 5. **Account page**

The table below contains the fields and their descriptions on the *Account* page.

Field	Description
Username	Provides text field where you enter your assigned username to access Toolbar. <b>Note:</b> This value is the same as your MyAccount login.
Password	Provides text field where you enter your assigned password to access Toolbar. <b>Note:</b> This value is the same as your MyAccount login.
Save Username	Prevents you from having to enter your Username each time you access the Toolbar.
Save Password	Prevents you from having to enter your Password each time you access the Toolbar.



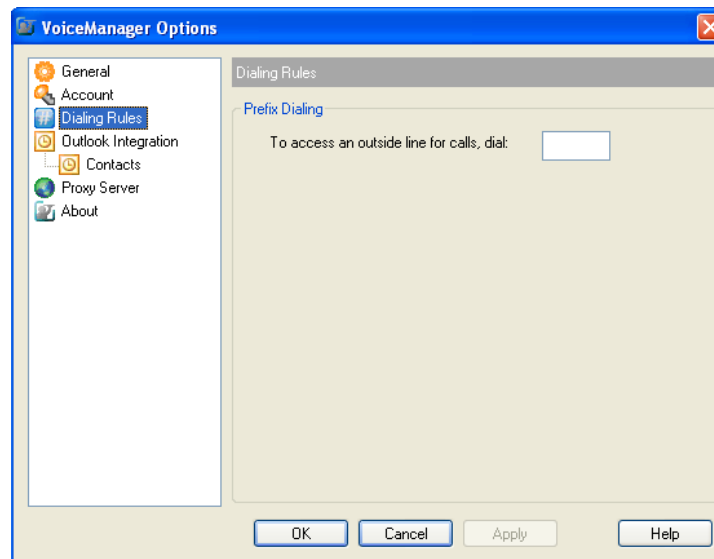
**How to Configure Sign-In Information**

Step	Action
1.	Click the <b>Account</b> link on the left panel.
2.	Enter the username you use to access VoiceManager MyAccount.
3.	Enter the password you use to access VoiceManager MyAccount.
4.	Check the <b>Save Username</b> checkbox if you want to bypass the need to enter your Username each time you access the Toolbar.
5.	Check the <b>Save Password</b> checkbox if you want to bypass the need to enter your Password each time you access the Toolbar.
6.	Click the <b>OK</b> button.

**3.3 Dialing Rules Page**

The *Dialing Rules* page allows you to add an 8 or 9 as a prefix to your dialed to numbers when necessary. Some customer accounts have chosen an 8 or 9 prefix dial plan. In this case, Toolbar may be configured to automatically prepend the 8 or 9 when using a click to call from your Outlook contacts or a web page.

**Figure 6. Dialing Rules page**



The table below contains the field and its description on the *Dialing Rules* page.

Field	Description
To access an outside line for calls, dial:	<p>Specifies a prefix number that Toolbar includes automatically when dialing external numbers.</p> <p>If entered, this number is pre-pended only to dialed numbers that contain more than six digits. Up to five digits may be entered in this field.</p> <p>Valid characters are numbers 0 to 9 and the symbol "+". (<b>Tip:</b> If you include the "+" character, it must be the first character in the field.)</p>

## Setting Up Toolbar Options

Table 3. How to Configure Dialing Rules

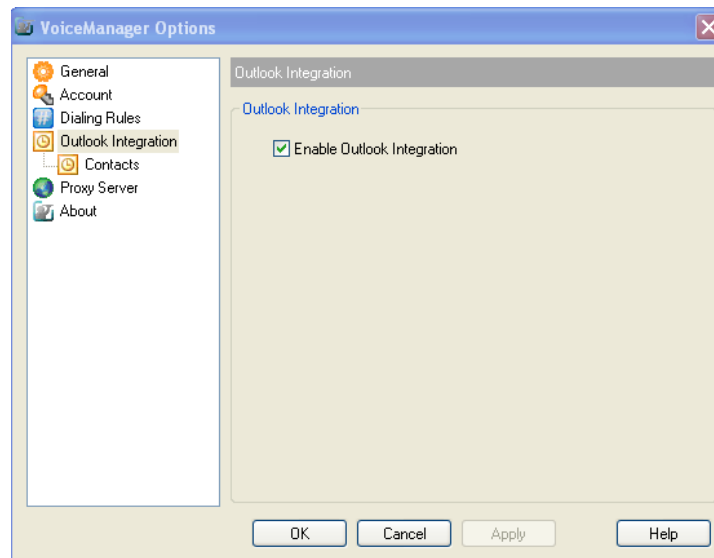
Step	Action
1.	Click the <b>Dialing Rules</b> link on the left panel.
2.	Enter a value that represents what the user should press to initiate an external call.
3.	Click the <b>OK</b> button.

### 3.4 Outlook Integration

*Outlook Integration* integrates your phone list with contacts you have stored in Microsoft Outlook®.



**NOTE:** Outlook 2007 prohibits the ability to dial a contact in your Inbox when you attempt to place a call using the right-click function.

Figure 7. Outlook Integration page

The table below contains the field and its description on the *Outlook Integration* page.

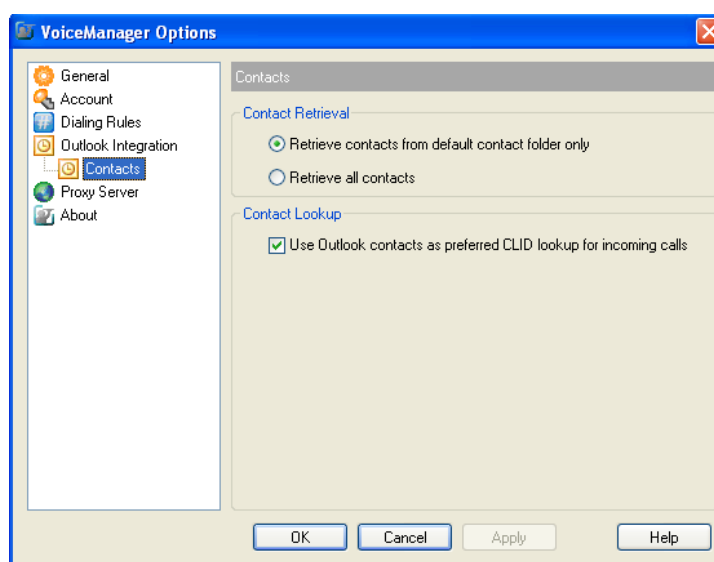
Field	Description
Enable Outlook Integration	Integrates your phone list with contacts you have stored in Microsoft Outlook.

Table 4. How to Integrate Outlook with Toolbar

Step	Action
1.	Click the <b>Outlook Integration</b> link on the left panel.
2.	Check the <b>Enable Outlook Integration</b> check box to incorporate Outlook's features with Toolbar, (such as Contact list accessibility).
3.	Click the <b>OK</b> button.

### 3.4.1 Contacts Page

The *Contacts* page allows you to configure the way Toolbar integrates with your Outlook Contact list.

Figure 8. Contacts page

The table below contains the fields and their descriptions on the *Contacts* page.

Field	Description
Retrieve contacts from default contact folder only	Searches and retrieves contacts stored in the default <i>Contacts</i> folder in Outlook. <b>IMPORTANT:</b> It is recommended using this option if you have more than 100 contacts.
Retrieve all contacts	Searches and retrieves every contact stored in any Outlook folder.
Use Outlook contacts as preferred CLID lookup for incoming calls	(Calling Line Identification) denotes whether Toolbar uses the information saved in your Outlook contact list to identify callers or use group settings or other caller recognition information.

Table 5. How to Integrate Outlook with Toolbar

Step	Action
1.	Click the <b>Contacts</b> link on the left panel.
2.	Select the <b>Retrieve contacts from default contact folder only</b> radio button for Outlook and Toolbar to incorporate a segment of your contacts. <b>Tip:</b> If you have 100+ contacts in your Outlook, we recommend using this setting.
3.	Select the <b>Retrieve all contacts</b> radio button for Outlook and Toolbar to incorporate all of your contacts. <b>Tip:</b> If you have less than 100 contacts in Outlook, you may use this setting.
4.	Select the <b>Use Outlook contacts as preferred [calling line identification] CLID lookup for incoming calls</b> radio button for Toolbar to check incoming phone calls against your Outlook contacts to determine caller notification data.
5.	Click the <b>OK</b> button.

### 3.5 About Page

The *About* page displays what version of the application you are using, copyright notices associated with the application and any product disclaimers. (**Hint:** You may be asked this information by Cox technical support representatives.)

Figure 9. About page

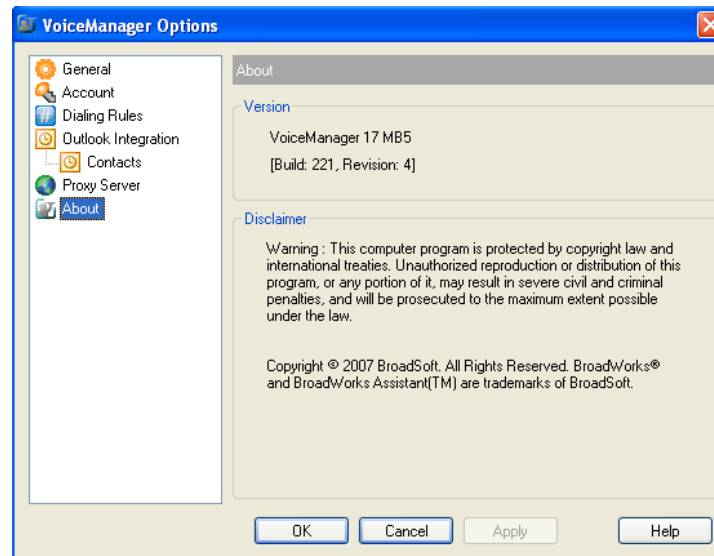


Table 6. How to Access Toolbar Information

Step	Action
1.	Click the <b>About</b> link on the left panel. <b>Result:</b> The About dialog appears with information on the application's version, build, revision and disclaimer and copyright data.
5.	Click the <b>OK</b> or <b>Cancel</b> button.



## 4 Setting Up Toolbar Services

The *Services* dialog allows you to configure Toolbar's management of incoming and outgoing calls as well as more advanced features, such as Call Waiting and Remote Office.

The left side of the dialog lists some of the configuration pages offered in VoiceManager. The selections you make on the left expand and are shown in detail on the right.

When you make changes to any of the settings, remember to:

- Click **OK** to save all changes and close the dialog.
- Click **Apply** to save all changes without closing the dialog.
- Click **Cancel** to close the dialog without saving your changes.

### 4.1 Incoming Calls

Options listed under the *Incoming Calls* heading configure services related to received calls.

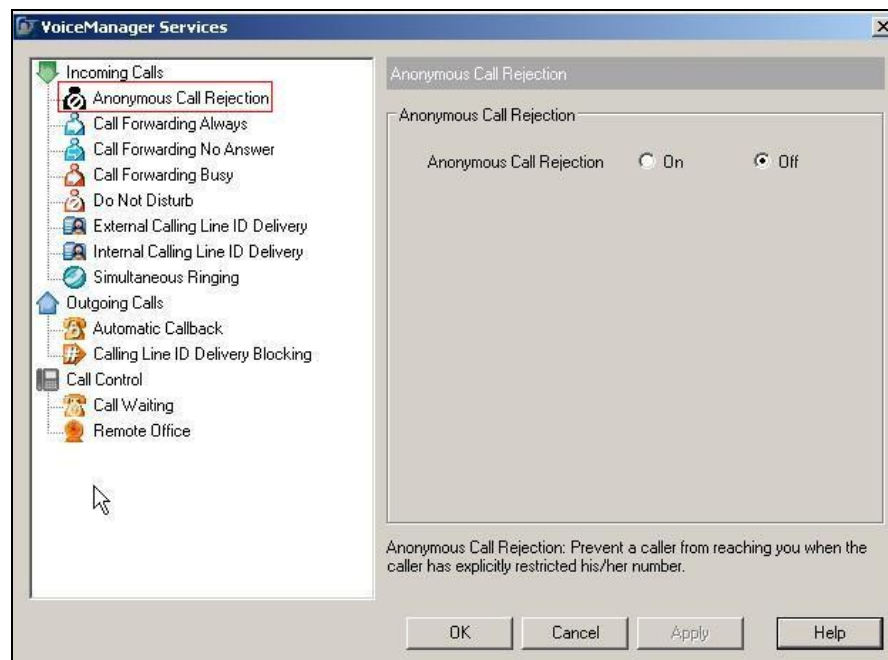
Figure 10. Services link



#### 4.1.1 Anonymous Call Rejection

This feature blocks incoming calls from people without caller ID information.

Figure 11. Anonymous Call Rejection page



The table below contains the fields and their descriptions on the *Anonymous Call Rejection* page.

Field	Description
Anonymous Call Rejection	Blocks incoming calls from people with restricted phone number identification.

## Setting Up Toolbar Services

---

Use the following step procedures to set anonymous call rejection functionality in Toolbar.

**Table 7.     How to Set Anonymous Call Rejection**

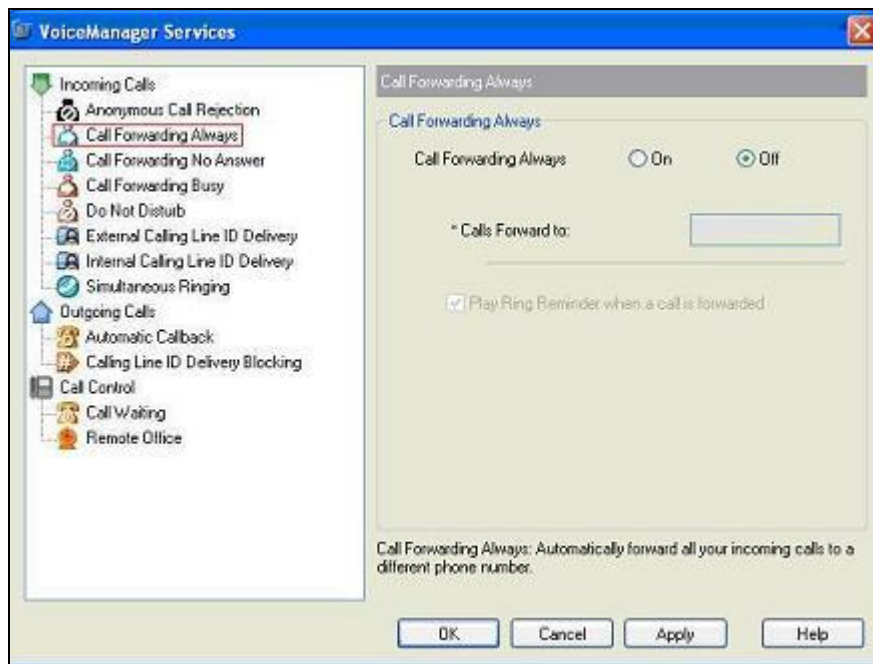
Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Anonymous Call Rejection</b> link in the left panel.
3.	Select the <b>On</b> radio button if you want to reject unknown callers from reaching you. Select the <b>Off</b> radio button if you want to accept unknown callers from reaching you.
4.	Click the <b>OK</b> button.



#### 4.1.2 Call Forwarding Always

This feature sets an alternate number to receive calls placed to another number.

**Figure 12. Call Forwarding Always page**



The table below contains the fields and their descriptions on the *Call Forwarding Always* page.

Field	Description
Call Forwarding Always	Reroutes all incoming calls to a specified phone number.
Calls Forward to	Establishes destination number of incoming calls.
Play Ring Reminder when a call is forwarded	Alerts you when the Call Forwarding Always service reroutes an incoming forwarded call to your phone.

## Setting Up Toolbar Services

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Use the following step procedures to set call forwarding always functionality in Toolbar.

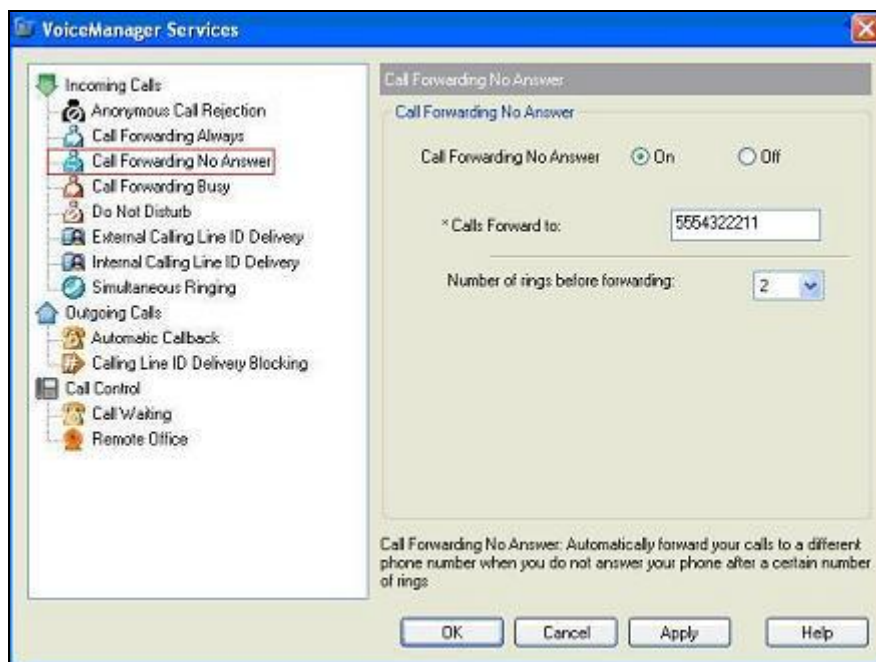
**Table 8.     How to Set Call Forwarding Always**

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Call Forwarding Always</b> link in the toolbar.
3.	<p>Select the <b>On</b> or <b>Off</b> radio button to determine if you want to reroute all calls to another number.</p> <p>If you select the <b>On</b> radio button, you must enter the phone number of where calls should be sent. (An optional check box will establish an audio reminder of incoming calls that have been forwarded.)</p> <p>If you select the <b>Off</b> radio button, the feature is not enabled.</p> <p><b>NOTE:</b> You may check the <b>Play Ring Reminder when a call is forwarded</b> to alert you to incoming calls that have been forwarded..</p>
4.	Click the <b>OK</b> button.

### 4.1.3 Call Forwarding No Answer

This feature activates an alternate line to receive calls after a certain number of rings.

**Figure 13. Call Forwarding No Answer page**



The table below contains the fields and their descriptions on the *Call Forwarding No Answer* page.

Field	Description
Call Forwarding No Answer	Reroutes all incoming calls to another phone number if you do not answer within a specified number of rings.
Calls Forward to	Establishes destination number of incoming calls.
Number of rings before forwarding	Establishes amount of rings from phone call before call is forwarded.

## Setting Up Toolbar Services

---

Use the following step procedures to set call forwarding no answer functionality in Toolbar.

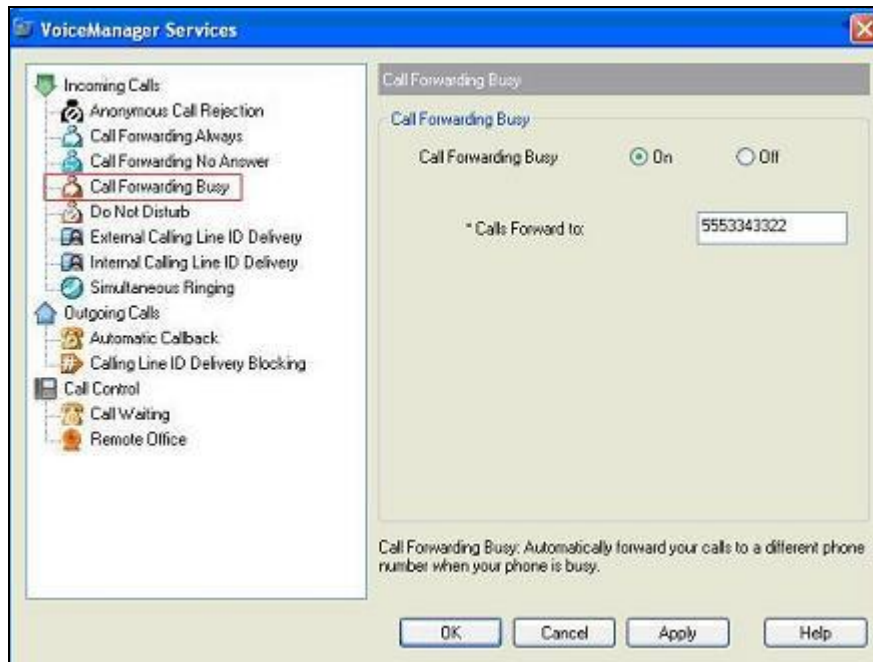
**Table 9.     How to Set Call Forwarding No Answer**

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Call Forwarding No Answer</b> link in the toolbar.
3.	Select the <b>On</b> or <b>Off</b> radio button to determine if you want to reroute calls to another number if the call is not answered in a specified number of rings.  If you select the <b>On</b> radio button, you must enter the phone number of where calls should be sent. (An optional check box will enable audio reminders of incoming calls that have been forwarded.)  If you select the <b>Off</b> radio button, the feature is not enabled.
4.	Enter the number of rings to occur before the call is forwarded.
5.	Click the <b>OK</b> button.

#### 4.1.4 Call Forwarding Busy

This feature activates an alternate line to receive calls if you engaged in another call.

**Figure 14. Call Forwarding Busy page**



The table below contains the fields and their descriptions on the *Call Forwarding Busy* page.

Field	Description
Call Forwarding Busy	Reroutes all incoming calls to a specified phone number when all available lines are in use.
Calls Forward to	Establishes destination number of incoming calls.

Use the following step procedures to set anonymous call forwarding busy functionality in Toolbar.

**Table 10. How to Set Call Forwarding Busy**

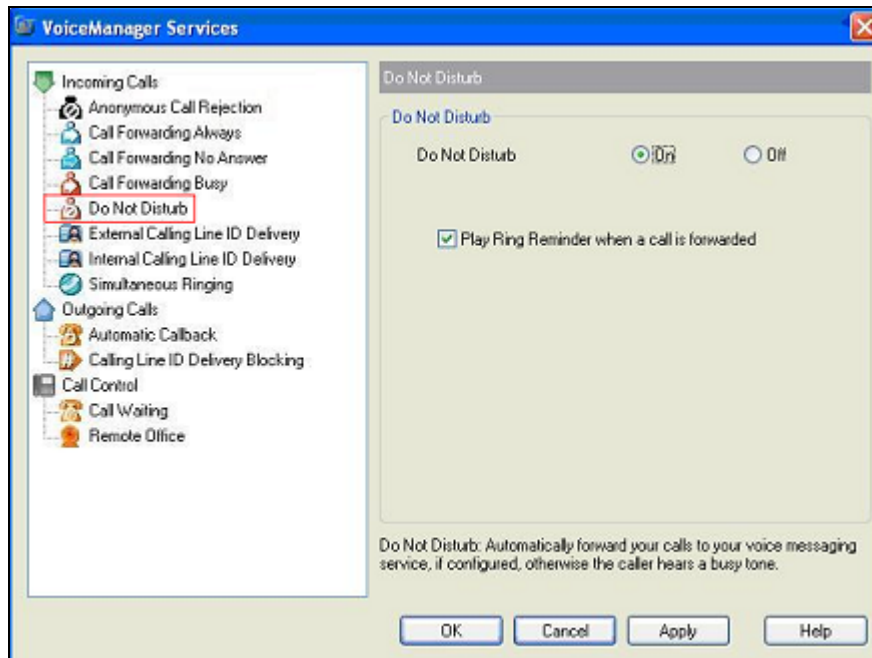
Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Call Forwarding Busy</b> link in the toolbar.
3.	Select the <b>On</b> or <b>Off</b> radio button to determine if you want to reroute calls to another number if you are on another call.  If you select the <b>On</b> radio button, you must enter the phone number of where calls should be sent.  If you select the <b>Off</b> radio button, the feature is not enabled.
4.	Click the <b>OK</b> button.

## Setting Up Toolbar Services

## 4.1.5 Do Not Disturb

This feature reroutes all calls to a voice messaging system.

Figure 15.. **Do Not Disturb**



The table below contains the fields and their descriptions on the *Call Forwarding No Answer* page.

Field	Description
Do Not Disturb	Reroutes all incoming calls to a Voice Messaging service. If a Voice Messaging service is not configured, callers hear a busy tone
Play Ring Reminder when a call is forwarded	Enables users to hear a short ring burst to remind them that this feature is activated. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.

Use the following step procedures to set do not disturb functionality in Toolbar.

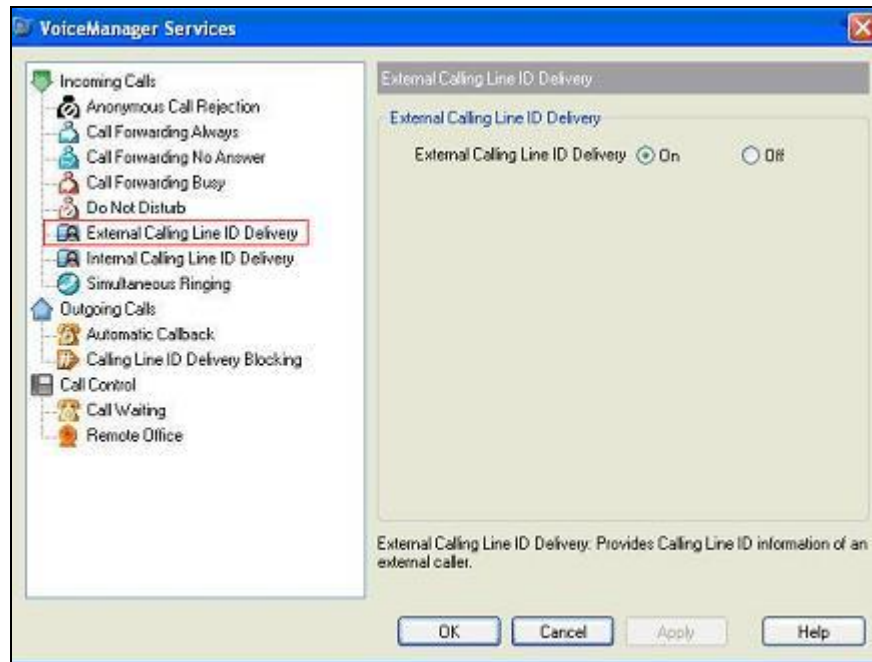
Table 11. **How to Set Do Not Disturb**

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Do Not Disturb</b> link in the toolbar.
3.	Select the <b>On</b> radio button if you want to turn off the ringer. Select the <b>Off</b> radio button if you do not want to turn off the ringer.
4.	Click the <b>OK</b> button.

#### 4.1.6 External Calling Line ID Delivery

This feature provides calling information from callers outside your group.

**Figure 16. External Calling Line ID Delivery page**



The table below contains the fields and their descriptions on the *External Calling Line ID Delivery* page.

Field	Description
External Calling Line ID Delivery	Provides your calling line information to outside dialed numbers.

Use the following step procedures to set external calling line ID delivery functionality in Toolbar.

**Table 12. How to Set External Calling Line ID Delivery**

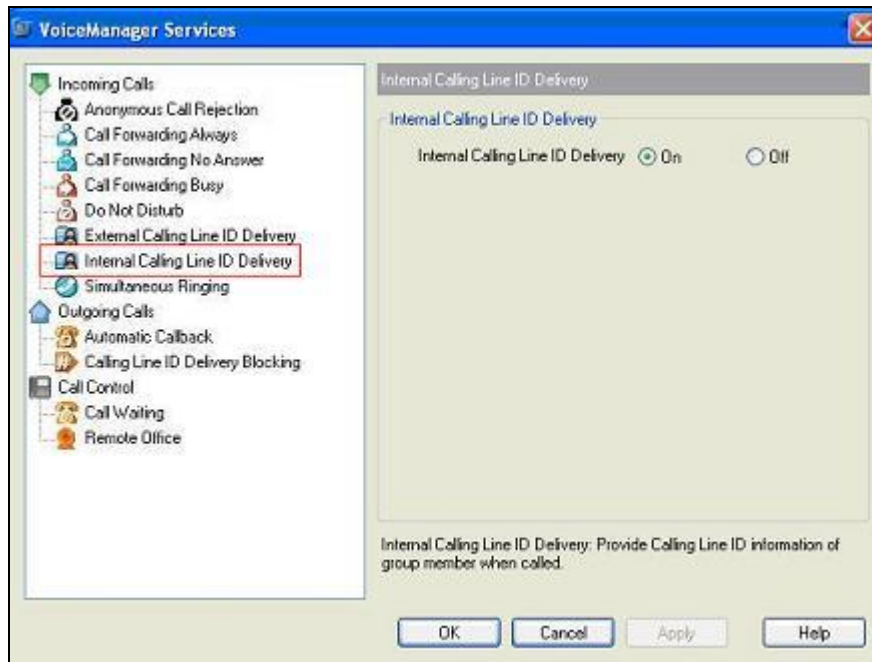
Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the External Calling Line ID Delivery link in the toolbar.
3.	Select the <b>On</b> radio button if you want to view information about call lines from outside callers.  Select the <b>Off</b> radio button if you do not want to view information about call lines from callers outside your group.
4.	Click the <b>OK</b> button.

## Setting Up Toolbar Services

## 4.1.7 Internal Calling Line ID Delivery

This feature provides calling information from callers within your group.

**Figure 17. Internal Calling Line ID Delivery**



The table below contains the fields and their descriptions on the *Internal Calling Line ID Delivery* page.

Field	Description
Internal Calling Line ID Delivery	Enables you to view the information about incoming calls placed by members of your group.

Use the following step procedures to set internal calling line ID delivery functionality in Toolbar.

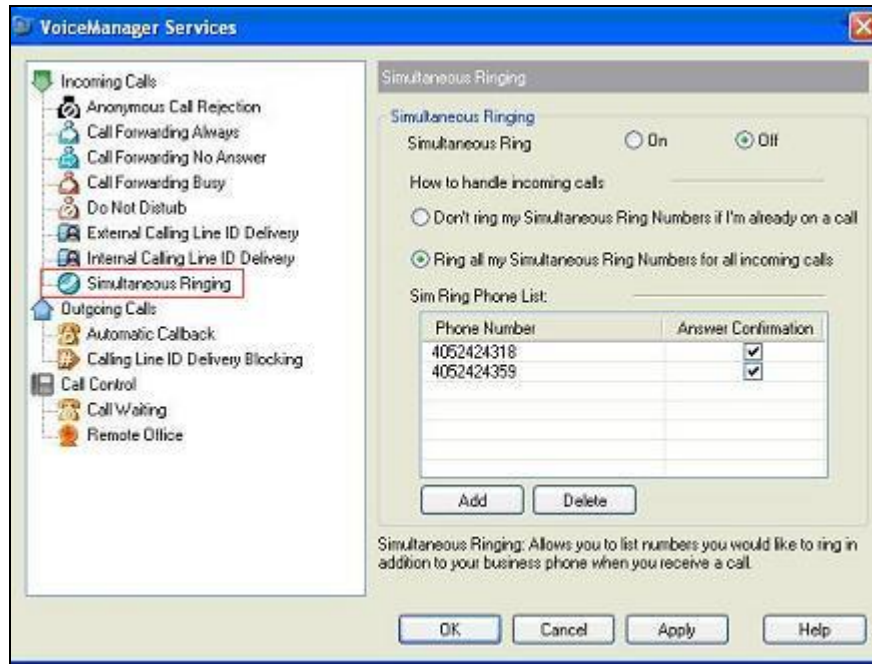
**Table 13. How to Set Internal Calling Line ID Delivery**

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the Internal Calling Line ID Delivery link in the toolbar.
3.	Select the <b>On</b> radio button if you want to view information about call lines from inside callers.  Select the <b>Off</b> radio button if you do not want to view information about call lines from callers inside your group.
4.	Click the <b>OK</b> button.



#### 4.1.8 Simultaneous Ringing

Figure 18. Simultaneous Ringing page



The table below contains the fields and their descriptions on the *Simultaneous Ringing* page.

Field	Description
Simultaneous Ring	Rings multiple phone numbers for each incoming call. Any of the phone numbers specified for this service may be used to answer those calls.
Don't ring my Simultaneous Ring Numbers if I'm already on a call	Deactivates the Simultaneous Ringing service temporarily when you are on another line.
Ring all my Simultaneous Ring Numbers for all incoming calls	Rings all numbers specified in the list for each incoming call, regardless of whether you are on another call.
Sim Ring Phone List	Specifies the list of additional phone numbers that ring for each incoming call. <b>Note:</b> The <i>Answer Confirmation</i> column allows you to specify whether answer confirmation is required for each separate call.

The *Sim Ring Phone List* section allows you to perform the following tasks:

- View the Sim Ring phone list and the current status of Answer Confirmation option for each number in the List
- Add a new number to the Sim Ring Phone List and set its Answer Confirmation option "On" or "Off"
- Modify an existing number in the Sim Ring Phone List by double-clicking on the number
- Set the Answer Confirmation option "On" or "Off" for any phone number listed on the Sim Ring Phone List
- Delete an existing number from the Sim Ring Phone List.

## Setting Up Toolbar Services

Use the following step procedures to set simultaneous ringing functionality in Toolbar.

**Table 14.    How to Set Simultaneous Rings**

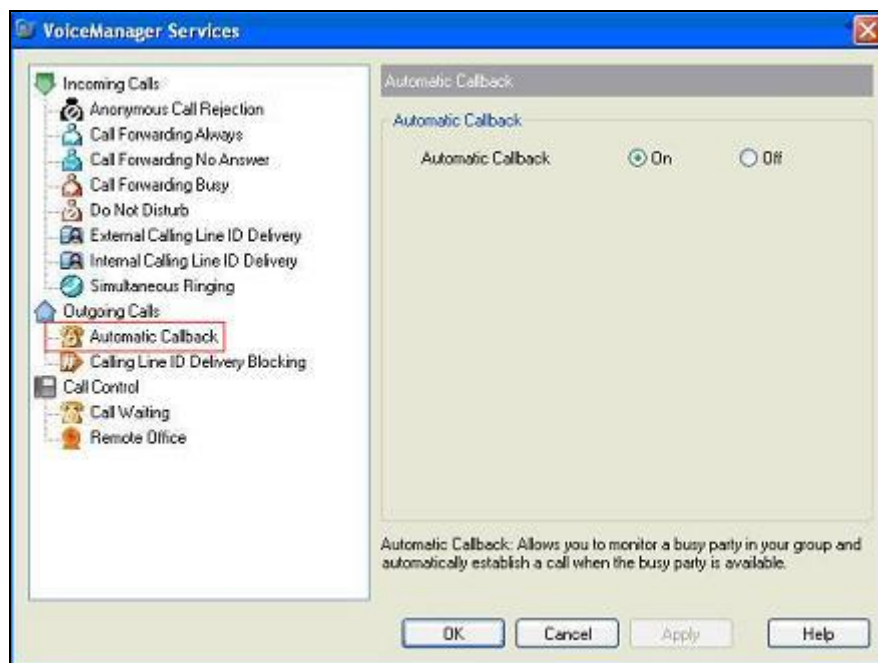
Step	Action	
1.	Click the <b>Services</b> link in the toolbar.	
2.	Click the <b>Simultaneous Ringing</b> link in the toolbar.	
3.	<p>Select the <b>On</b> radio button to engage simultaneous ringing of all phones if you are on another line.</p> <p>Select the <b>Off</b> radio button to disengage simultaneous ringing of all phones regardless of whether you are on another line..</p>	
4.	If you want to...	Then...
	Add a new phone number	Click <b>Add</b> . <b>Result:</b> A new item with the text, "Double click to add number here" prompt is inserted to the list control. This allows you to enter required information.
	Modify an existing phone number	Double-click the number and edit the information as necessary.
	Set the <i>Answer Confirmation</i> status of a phone number	Check or uncheck the corresponding <i>Answer Confirmation</i> check box.
	Delete a phone number	Select the number and click the <b>Delete</b> button.
5.	Click the <b>OK</b> button.	

## 4.2 Outgoing Calls

The options listed under *Outgoing Calls* configure the services that apply to calls that you initiate.

### 4.2.1 Automatic Callback

Figure 19. Automatic Callback



The table below contains the fields and their descriptions on the *Automatic Callback* page.

Field	Description
Automatic Callback	Monitors a busy party in your group and automatically initiates your call when the party becomes available.

Use the following step procedures to set automatic callback functionality in Toolbar.

Table 15. How to Set Automatic Callback

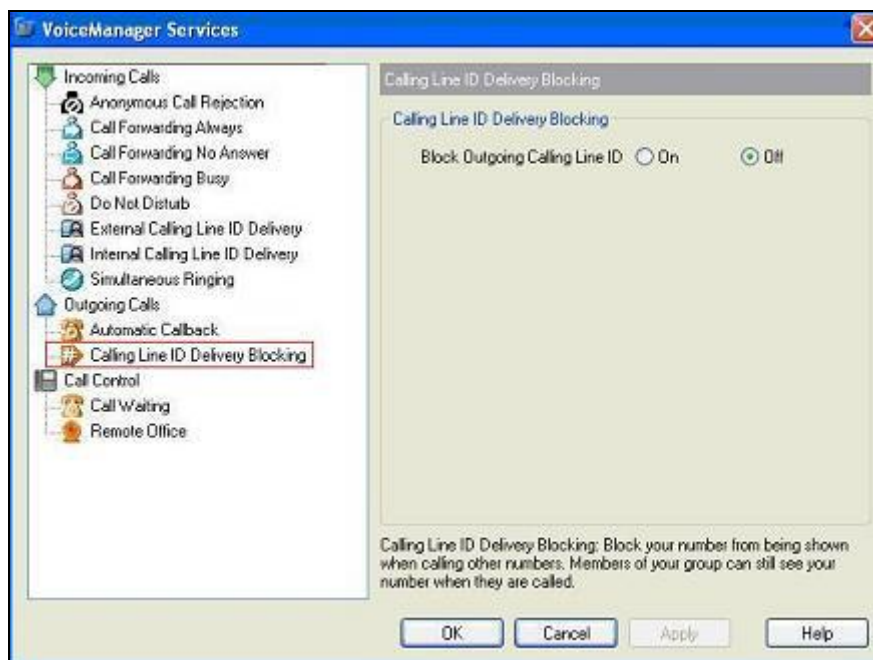
Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the Automatic Callback link.
3.	Select the <b>On</b> radio button to have Toolbar monitor a busy party in your group and automatically initiate your call when the party becomes available.  Select the <b>Off</b> radio button to disregard having a busy party in your group and automatically initiate a call to you when the party becomes available.
4.	Click the <b>OK</b> button.

## Setting Up Toolbar Services

### 4.2.2 Calling Line ID Delivery Blocking

This feature prevents your caller ID information from being displayed to called parties.

**Figure 20. Calling Line ID Delivery Blocking**



The table below contains the fields and their descriptions on the *Calling Line ID Delivery Blocking* page.

Field	Description
Calling Line ID Delivery Blocking	Prevents other parties from seeing your calling line information when you place a call to them.

Use the following step procedures to set calling line ID delivery blocking functionality in Toolbar.

**Table 16. How to Set Calling Line ID Delivery Blocking**

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the Calling Line ID Delivery Blocking link in the toolbar.
3.	Select the <b>On</b> radio button to prevent other parties from seeing your phone number or calling line information while on a call with you.  Select the <b>Off</b> radio button to allow other parties to see your phone number or calling line information while on a call with you.
4.	Click the <b>OK</b> button.

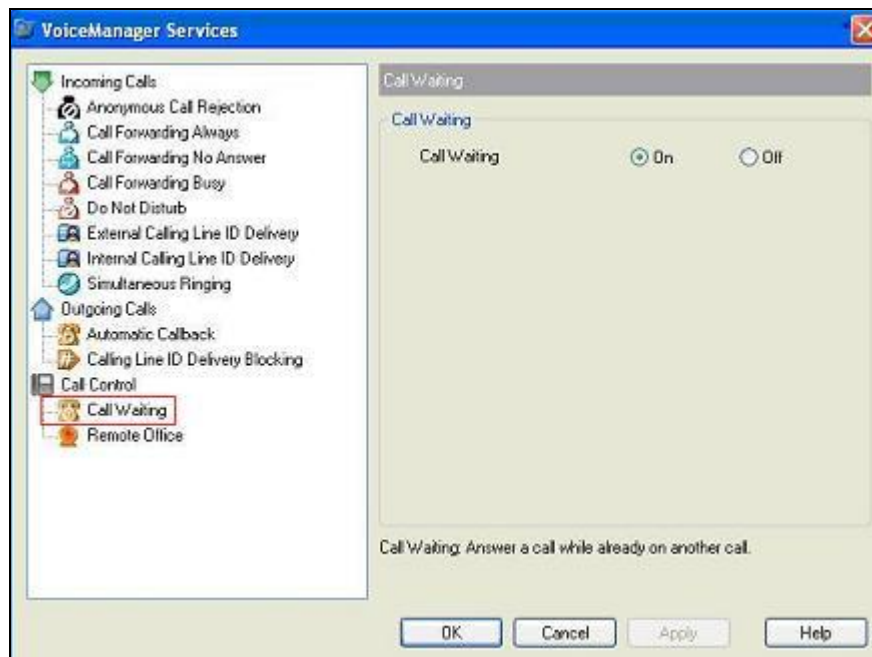
### 4.3 Call Control

*Call Control* allows you to configure your call management services.

#### 4.3.1 Call Waiting

*Call Waiting* allows you to receive other calls while on a call.

**Figure 21. Call Waiting**



The table below contains the fields and their descriptions on the *Call Waiting* page.

Field	Description
Call Waiting	Allows you to answer incoming calls while engaged in another call.

Use the following step procedures to set call waiting functionality in Toolbar.

**Table 17. How to Set Call Waiting**

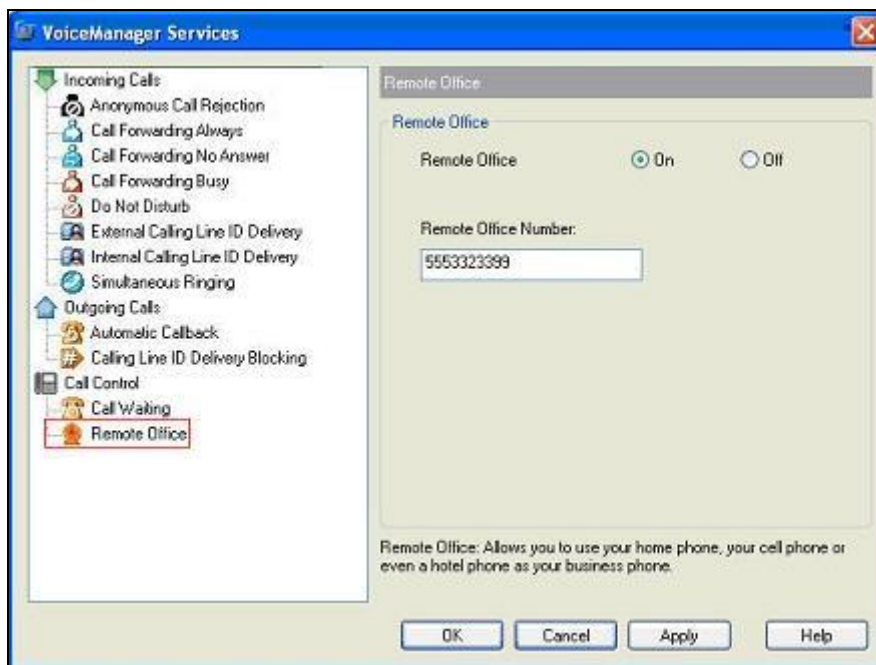
Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Call Waiting</b> link in the toolbar.
3.	Select the <b>On</b> radio button to receive other calls while on a call. Select the <b>Off</b> radio to disable the functionality.
4.	Click the <b>OK</b> button.

## Setting Up Toolbar Services

## 4.3.2 Remote Office

*Remote Office* allows you to substitute phone numbers; e.g., activate an alternate number for your office phone number.

Figure 22. Remote Office page



The table below contains the field and its description on the *Remote Office* page.

Field	Description
Remote Office Number	Specifies the alternate phone number to substitute for your office number

Use the following step procedures to set your remote office.

Table 18. How to Set Remote Office

Step	Action
1.	Click the <b>Services</b> link in the toolbar.
2.	Click the <b>Remote Office</b> link in the toolbar.
3.	Select the <b>On</b> radio button to specify an alternate phone number for your phone. <b>Note:</b> Enter the alternate phone number in the <b>Remote Office Number</b> field. Select the <b>Off</b> radio to disable the functionality.
4.	Click the <b>OK</b> button.

## 5 Toolbar Operating Instructions

### 5.1 Making a Call

#### 5.1.1 Dial New Number

VoiceManager allows you to place a call directly from the Toolbar application on your Microsoft Outlook or Internet Explorer. The following section instructs you on how to place calls using different methods.

**Figure 23. Dial Number field**



Use the following step procedures to place a call to a phone number.

**Table 19. How to Dial a Number**

Step	Action
1.	Type the number in the <i>Dial Number</i> field or use the drop-down list to location the number. ( <b>Note:</b> The drop-down list displays up to 10 previously dialed numbers.)
2.	If you enter the number in the <i>Dial Number</i> field, press the <b>Enter</b> key to initiate the call. If you select a number from the drop-down field, the call is initiated for you.
3.	Click the <b>End</b> icon to exit the call.

#### 5.1.2 Redial Number:

This feature provides a shortcut to dial a previously dialed number.

**Figure 24.. Redial Number field**



Use the following step procedures to place a call to a previously dialed number.

**Table 20. How to Redial a Number**

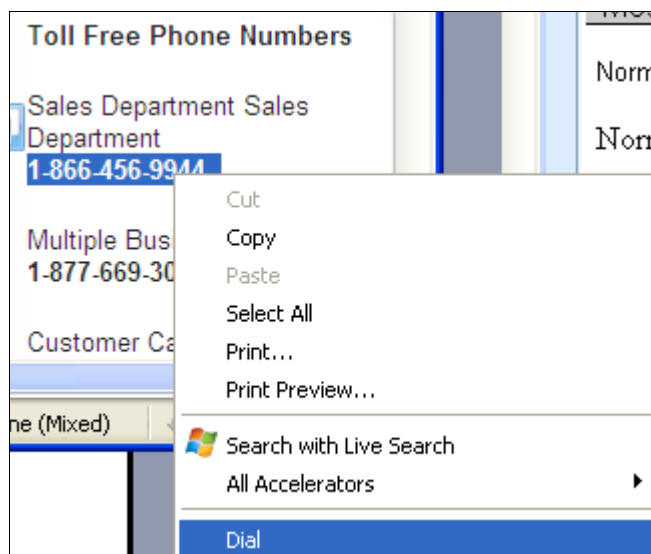
Step	Action
1.	Click the <i>Dial Number</i> drop-down list to location the number. ( <b>Note:</b> The drop-down list displays up to 10 previously dialed numbers.) <b>Result:</b> The call is initiated for you.
2.	Click the <b>End</b> icon to exit the call.

## Toolbar Operating Instructions

### 5.1.3 Dial from a Web Page

Rather than writing the phone number listed on a web page and then placing the call, use VoiceManager to dial directly from the site.

**Figure 25.. Web Page Dial field**



Use the following step procedures to dial a phone number from a web page.

**Table 21. How to Dial from a Web Page**

Step	Action
1.	Highlight the phone number displayed on a web page and right-click. <b>Result:</b> A dialog box appears.
2.	Select <b>Dial</b> . <b>Result:</b> The dialed number appears in the Call Line drop-down list.
3.	Click the <b>End</b> icon to exit the call.



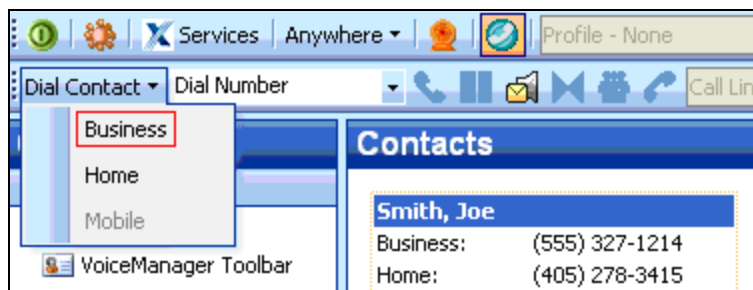
#### 5.1.4 Dial from Contact List

With Toolbar you can dial a contact's home, business, or mobile number directly from Outlook.



**NOTE:** Contacts must be set up in advance before you can perform this task. For information on how to set up contacts, consult Outlook Help.

Figure 26.. **Contact List Dial field**



Use the following step procedures to dial from your contact list.

Table 22. **How to Dial from Outlook Contact List**

Step	Action
1.	Click <b>Contact</b> in the left panel.
2.	Select the person's name from the Contacts listing.
3.	Expand the <b>Dial Contact</b> drop-down list and select the type of number you wish to call.

## Toolbar Operating Instructions

### 5.1.5 Dial from Personal Directory

This feature allows you to make calls from the on screen display.



**NOTE:** The personal directory must be populated before you can make calls from this venue. Use the steps to set up the directory:


1. From the **QuickLinks** drop-down menu in the Toolbar, click the **MyAccount Portal Login** option. (**Note:** If a security dialog box appears, click **Yes**.)
2. Enter your username and password in the **MyAccount** login page.
3. From the **Voice Tools** menu, click the **Outgoing Calls** option.
4. Click the Personal Phone List link.
5. Click **Add**.
6. Enter the name and phone number you want to add to the list.
7. Click **OK**.

Figure 27. **Personal Directory Dial field**

VoiceManager - Personal Directory	
Personal Directory	
Name / Email	Number
Angela	404.5551213

Use the following step procedures to dial from your personal directory.

Table 23. **How to Dial from the Personal Directory**

Step	Action	
1.	To open the personal directory, click the <b>Personal Directory</b> icon  on the application's toolbar. <b>Note:</b> This page can be printed using the host application. Users with Microsoft Windows XP Service Pack 2 installed may encounter a warning when opening the Personal Directory. For more information, see section <a href="#">6 Troubleshooting</a> .	
2.	If you want to...	Then...
	Sort the group directory	Click a column header. <b>Result:</b> The table is sorted, in descending order, according to the information you selected in the column.
	Change the sort order between descending and ascending	Click the same column header again.
	Dial a number from the personal directory	Click the desired phone number. <b>Result:</b> Toolbar places the call.

### 5.1.6 Dial from Group Directory

Toolbar allows you to make direct calls to numbers stored in your group directory that integrates group contacts that are granted by your service provider.



**NOTE:** The group directory must be populated before you can make calls from this venue. To set up the directory,


1. Enter the URL for MyAccount Admin Console in your browser.
2. Click the **Voicemail/Portal Tools** link.
3. Click the **Advanced** link.
4. Enter your contact's name, email and phone number.

**Figure 28. Group Directory Dial field**

Group Directory				
Name	Number	Extension	Mobile	Department
Voice Portal (Voice Portal)		9999		
Hable_Test2	7579611243	1243		215118277702
Hable_Test1	7579611267	1267		215118277702

Use the following step procedures to dial from your group directory.

**Table 24. How to Dial from the Group Directory**




Step	Action	
1.	Click the <b>Group Directory</b> icon  on the application's toolbar. <b>Note:</b> This list can be printed using the host application. Users with Microsoft Windows XP Service Pack 2 installed may encounter a warning when opening the Group Directory. For more information, see section <a href="#">6 Troubleshooting</a> .	
2.	If you want to...	Then...
	Sort the group directory	Click a column header. <b>Result:</b> The table is sorted, in descending order, according to the information you selected in the column.
	Change the sort order between descending and ascending	Click the same column header again.
	Dial a number from the group directory	Click the desired phone number. <b>Result:</b> Toolbar places the call.

## Toolbar Operating Instructions

### 5.1.7 Dial from Call History


Call History allows users to view their missed calls, received calls, and dialed calls. These are listed in reverse chronological order. For your convenience, VoiceManager provides another method to place a call by clicking a number on this page.

**Figure 29. Call History Dial field**

Call History			
Call Type	Name	Number	Date/Time
	Unavailable	4043073625	2011-07-12, 13:13:51
	800 Service	8664704593	2011-07-12, 11:12:37
	SERVICE MESSAGE	9184420940	2011-07-11, 18:38:39

Use the following step procedures to dial from your call history.



**Table 25. How to Dial from Call History**

Step	Action
1.	Click the <b>Call History</b> icon  on the application's toolbar.
2.	Click the desired phone number. <b>Result:</b> Toolbar places the call.

### 5.1.8 Dial from Speed Dial Directory


Yet another way to place a call is to use the Speed Dial feature. Toolbar allows you to dial from the speed dial directory.

**Figure 30. Speed Dial Directory field**

Contacts		VoiceManager - Speed Dial Directory		
My Contacts		Speed Dial Directory		
 Contacts  VoiceManager Toolbar		<b>Key</b>	<b>Number</b>	<b>Description</b>
Open Shared Contacts...		2 F1	555-415-0934	Help Desk
Share My Contacts...		3		

Use the following step procedures to place a call from the speed dial directory.

**Table 26. How to Dial from a Speed Dial Directory**

Step	Action
1.	Click the <b>Speed Dial Directory</b> icon  on the application's toolbar.
2.	Click the desired phone number. <b>Result:</b> Toolbar places the call.

### 5.1.9 Dial from Search

The Search drop-down list enables you to find a user or contact that exists in the Group, Personal, and Outlook Express directories, as configured.

Search returns display users that match criteria you have entered in various fields. For example, if you enter “sa” as your criteria, your search might return users with the first name “Sally” or with the last name “Sanders”, as well as users in the department “sales”.

You can also search for users by phone number.

**Figure 31.. Dial from Search field**



Name	Business	Extension	Mobile	Home	Number	Email
Hable, Test2		1243			7579611243	
Hable, Test1		1287			7579611267	
Hable, Test4		2845			7579612845	
Hable, Test3		4149			7578424149	

Use the following step procedures to dial from a Search screen.

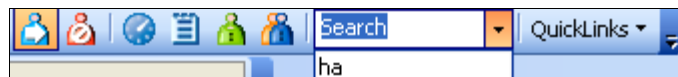
**Table 27. How to Dial from Search**

Step	Action
1.	Type the criteria in the <b>Search</b> field.
2.	Press <b>Enter</b> . <b>Result:</b> Toolbar displays the results of your search.
3.	Click the phone number hyperlink you want to dial.
4.	Click the <b>End</b> icon to exit the call.

### 5.1.10 Dial from a Re-executed Search

Once you have searched to locate a contact, VoiceManager stores the search criteria to make it quicker to relocate the person or search results. As you see in Figure 16, when you click the Search drop-down list, the value you entered in Figure 15 appears.

**Figure 32. Search Bar History field**



Use the following step procedures to place a call from a re-executed search.

**Table 28. How to Dial from a Re-executed Search**

Step	Action
1.	Select criteria from a previous search by clicking the <b>Search</b> drop down. <b>Result:</b> A list of previous search criteria appears.
2.	Select an item in the list.
3.	Click the phone number you want to dial.
4.	Click the <b>End</b> icon to exit the call.

## 5.2 Receiving a Call

### 5.2.1 Answer Call

VoiceManager includes a caller identification feature that appears on your computer screen above the system tray when an incoming or outgoing call is placed. The information includes the caller's phone number and caller name, when available. When you use Toolbar with Outlook and receive an anonymous incoming call, it checks the number against your Outlook contacts and displays the name if a match is found.

Answer a call by clicking the calling number's hyperlink in the call notification dialog or picking up your handset.

If you receive another call while the first notification is open, the call notifications stack on top of each other.

**Note:** This option is available only if you have an Advanced Call Control (ACC)-compliant phone.

#### 5.2.1.1 Call Notification

**Figure 33.** Call Notification Set Up (See Error! Reference source not found. for activation details)

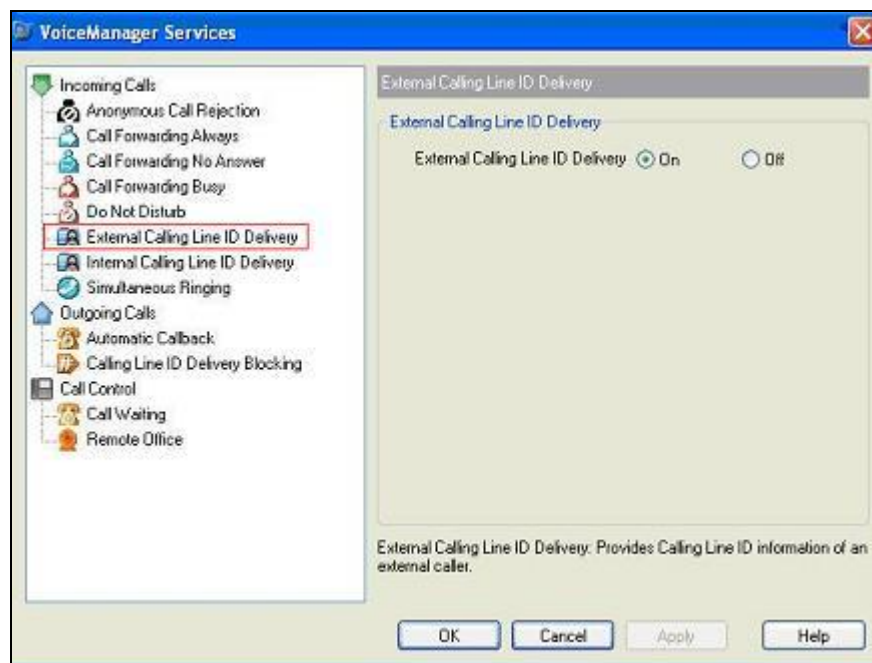
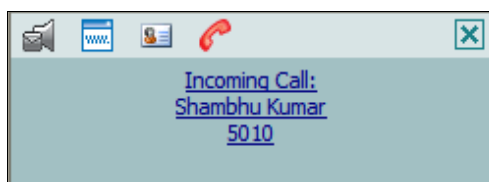


Figure 34. Call Notification sample dialog

Use the following step procedures to set up call notification for external calls.

Table 29. How to Set Up Call Notification for External Calls


Step	Action
1.	Click the <b>Services</b> icon in Toolbar. <b>Result:</b> The VoiceManager Services dialog appears.
2.	Select the External Calling Line ID Delivery option.
3.	Click the <b>On</b> radio button. <b>Result:</b> Incoming calls from <i>external</i> parties will be identified. <b>Note:</b> Follow step 1 and select <b>Internal Calling Line ID Delivery</b> in step 2. Proceed with step 3. <b>Result:</b> Incoming calls from <i>internal</i> parties will be identified.

### 5.2.2 Blind Transfer

You can use this method to transfer a call to another specified number without providing an introduction to the destination party.

Calls may be transferred this way whether they are active, on hold, or ringing on your phone. In the latter case, the system redirects the call before it is answered.

Table 30. How to Make a Blind Transfer

Step	Action
1.	While on an active phone call, type the phone number of the intended recipient in the <i>Dial Number</i> field or select it from the drop-down list.
2.	Call the second number. <b>Result:</b> The first party is placed on hold.
3.	Click the <b>Transfer</b>  icon. <b>Result:</b> The parties are connected.

## Toolbar Operating Instructions


### 5.2.3 Supervised Transfer

More formal calls may be transferred using a supervised transfer function. Instead of transferring a call without explaining the nature of the call or the caller's name, you may want to provide that information to the intended receiver.

When a supervised transfer is initiated, the primary call is placed on hold.

Use the following step procedures to make a supervised transfer.

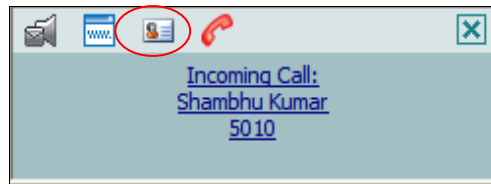
**Table 31. How to Make a Supervised Transfer**

Step	Action
1.	While on an active phone call, type the phone number of the intended recipient in the <i>Dial Number</i> field or select it from the drop-down list.
2.	Call the second number. <b>Result:</b> The first party is placed on hold.
3.	Wait until the called party answers and state the nature or name of the person calling. If the called party accepts the call, click the <b>Transfer</b>  icon. <b>Result:</b> The transfer is completed.

### 5.2.4 Save vCard

When you receive a call, VoiceManager allows you to create and save the caller's virtual business card (vCard) from the pop-up call notification dialog.

**Figure 35. Save vCard through Call Notification dialog**



Use the following step procedure to save a vCard through the Call Notification screen.

**Table 32. How to Save a vCard through Call Notification**

Step	Action
1.	When the call notification dialog appears, click the <b>add vCard</b> icon <b>Result:</b> The information is saved as a vCard in your contacts section of Outlook.




## 5.3 During a Call

### 5.3.1 Hold Call

The hold call feature suspends an active call.

Use the following step procedures to place a call on hold and remove the hold status.

**Table 33.    How to Place a Call on Hold**

Step	Action
1.	While a call is active, click the <b>Hold</b> icon  on the toolbar. <b>Result:</b> The <b>Hold</b> icon color turns gray to indicate the call is on hold.
2.	Click the <b>Answer</b> icon to take the call off hold. <b>Result:</b> The <b>Hold</b> icon color returns to an active status.


### 5.3.2 Initiate Three-Way Conference Call and Remove Participant

You can initiate a three-way conference call with other parties directly from Toolbar by selecting participants listed in the *Call Lines* drop-down list or entering their phone numbers directly in the *Dial Number* field.

Conference call participants may also be released from the call. The step procedures in How to Place a Three-Way Conference Call show you how to perform both tasks.

Use the following step procedures to start a three-way conference call and remove a participant from the call.

**Table 34.    How to Place a Three-Way Conference Call**

Step	Action
1.	Place calls to participants by selecting from the <i>Dial Number</i> drop-down list or entering the number in the <i>Dial Number</i> field.
2.	When all participants are reached, click the <b>Three-Way Conference</b> icon  on the toolbar. <b>Result:</b> The 3-way conference call is active.
3.	If you want to drop a participant from the call, select the participant's number from the <i>Call Lines</i> drop-down list and click the <b>End</b> icon. <b>Result:</b> That party is removed from the call.

## 5.4 Ending a Call


VoiceManager allows you to end incoming and outgoing calls directly from Toolbar *and* from the call notification dialog.

**Figure 36.. End Call through Call Notification dialog**



Use the following step procedures to end a call from the call notification dialog.

**Table 35. How to End a Call through Toolbar or the Call Notification dialog**

Step	Action	
1.	If you want to...	Then...
	End the call from Toolbar	Click the <b>End</b> icon. 
	End the call from the call notification dialog	Click the <b>End</b> icon (see Fig. 38)


## 5.5 Voice Mail

### 5.5.1 Transfer to Voice Mail

You can transfer calls to your Voice Mail from Toolbar *and* from the call notification window.

Use the following step procedures to transfer calls to your voice mail using the toolbar or the call notification window.


**Table 36. How to Transfer Calls to Voice Mail from Toolbar or Call Notification dialog**

Step	Action
1.	When you receive a phone call and wish to send it directly to voice mail, click the Transfer to Voice Mail icon  on Toolbar or from the call notification dialog.

### 5.5.2 Check for New Voice Mail

Use the following step procedures to check for new voice mail calls using the toolbar or the call notification window.


**Table 37. How to Check for New Voice Mail from Toolbar or Call Notification dialog**

Step	Action
1.	The color of the envelope on the <b>Transfer to Voice Mail</b> icon  denotes whether a voice mail has been received. If the envelope color is yellow, a voice message exists. If it is gray, your voice mailbox is empty.

### 5.5.3 Retrieve Voice Mail

Use the following step procedures to access and listen to voice messages.

Table 38. How to Retrieve Voice Mail from Toolbar

Step	Action
1.	Before you attempt to retrieve voice mail, disengage from current calls.
2.	Click the <b>Transfer to Voice Mail</b> icon  on the toolbar to retrieve voice messages.

## 5.6 Using Call History

The Call History feature allows you to view call records, as well as place calls. For information about making calls from call history, see section 5.1.7, Dial from Call History.

### 5.6.1 View Call Logs

The Call History screen displays all dialed, received and missed calls.

Table 39. How to View Call Logs and Place Calls



Step	Action
1.	Click the <b>Call History</b> icon  on Toolbar to open the Call History log.
2.	Click the <b>Number</b> link. <b>Result:</b> The call is initiated.

Figure 37. Call History Log sample screen

VoiceManager - Call History			
Call History			
Call Type	Name	Number	Date/Time
	NATL SERV CENTE	2074932618	2011-07-15, 10:36:42
	Unavailable	4062424359	2011-07-14, 17:04:52
	Unavailable	4062424318	2011-07-14, 17:04:24
	Unavailable	4062783415	2011-07-14, 18:30:24



## 6 Troubleshooting

This section contains information that may resolve common issues with the application. If your problem is not listed in the index, contact your service provider for assistance.

### 6.1 Toolbar unable to connect with Cox VoiceManager servers

In rare cases, a firewall may be configured to block necessary source IP address and TCP/IP ports. Any firewall the PC may be behind should have the following rules added.

#### Network Requirements

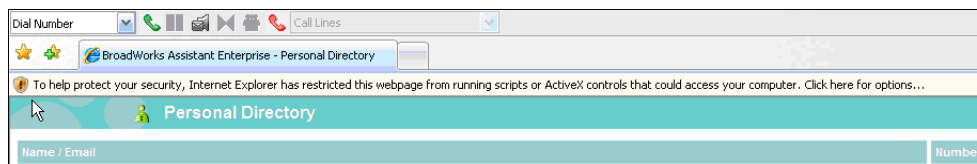
If the customer is behind software or hardware-based firewalls, it may be necessary to specifically allow the following IP addresses and TCP ports to pass traffic two-way.

- 68.1.17.102 TCP ports 2208 and 2209
- 68.1.17.103 TCP ports 2208 and 2209
- 68.6.19.98 TCP ports 2208 and 2209
- 68.6.19.99 TCP ports 2208 and 2209

### 6.2 Using Toolbar with Microsoft Windows Service Pack 2 (SP2)

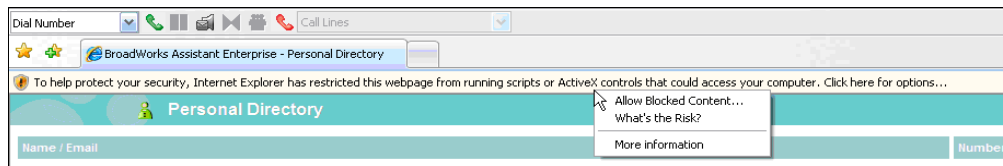
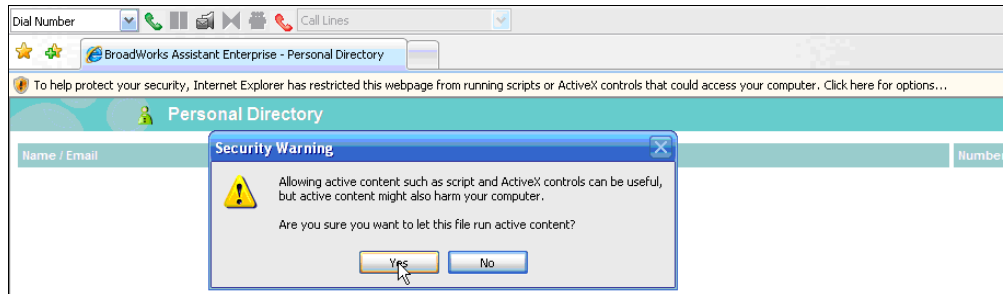
When you open the Group Directory or Personal Directory from the toolbar or Internet Explorer, it may display the following warning message:

**Figure 38. Internet Explorer Warning Message**



**Table 40. MS Windows SP2**

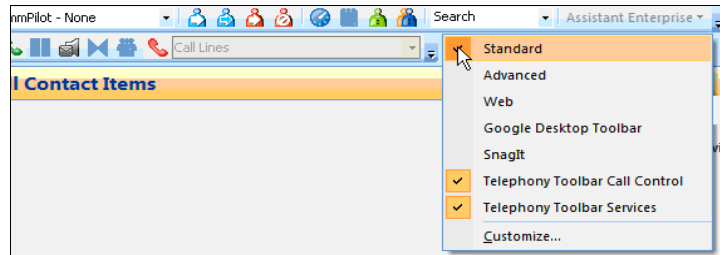
Cause	Resolution	Steps
This warning is triggered by the JavaScript used by Toolbar to sort directory listings.	The following instructions override the warning and open the directory.	<p>Click the message.  <b>Result:</b> The notification turns blue and displays a pop-up menu.</p> <p>Select <i>Allow Blocked Content</i> from the pop-up menu. (Figure 40).  <b>Result:</b> A second security warning appears.</p> <p>Click <b>Yes</b>. (Figure 41).</p>

**Figure 39. Allow Blocked Content****Figure 40. IE Security Warning**

### 6.3 Toolbar Not Visible in Outlook

If the application's toolbar is not visible in Outlook, follow these steps. If the problem is not solved, contact your service provider.

**Figure 41. Outlook Toolbar options**



Cause	Resolution	Steps
Unknown	Confirm that the application (Toolbar) is installed.	<p>Open Internet Explorer.</p> <p>Click the Options icon in the application's toolbar.</p> <p>Click <b>General</b> in the tree view on the left of the <i>Options</i> dialog.</p> <p>Verify that the "version" area of the page lists <i>VoiceManager Toolbar</i>.</p> <p>If it lists only <i>VoiceManager Toolbar</i>, contact your service provider to upgrade to <i>Toolbar</i>.</p> <p>If it lists <i>VoiceManager Toolbar</i>, proceed to the next step.</p>
	Make the application's toolbar visible.	<p>Right-click an empty area of the toolbar region in Outlook.</p> <p><b>Result:</b> A menu appears listing all the toolbars currently registered.</p> <p>Check that the Toolbar entries (<i>Telephony Toolbar Call Control</i> and <i>Telephony Toolbar Services</i>) are checked, as shown in Figure 42.</p> <p>If the Toolbar entries are not listed, continue with the next step.</p>

## 6.4 Register Toolbar within Outlook

Figure 42.. Help dialog in Outlook

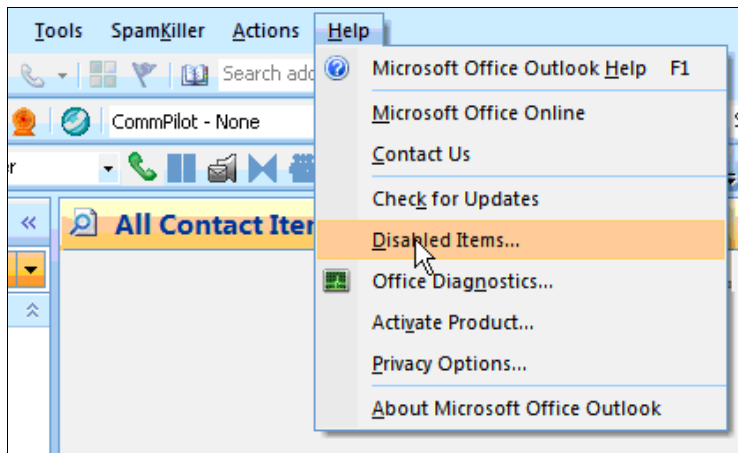
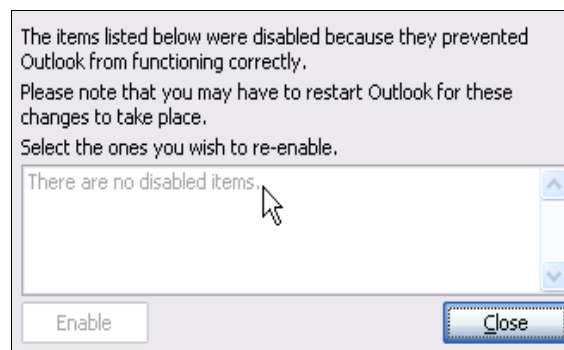


Figure 43.. Disabled Items dialog

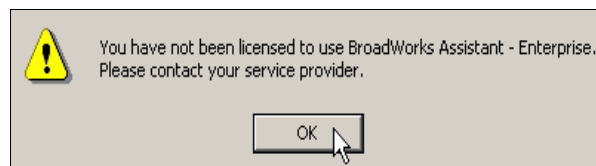


Cause	Resolution	Steps
Unknown	Register Toolbar in Outlook	<p>Click the <b>Help</b> tab in the toolbar and select <b>About Microsoft Office</b>. (See Figure 43).  <b>Result:</b> A dialog window appears.</p> <p>Select <i>Disabled Items</i>. (See Figure 44.)</p> <p>If the <i>Telephony toolbar</i> is visible on the list, click the <b>Enable</b> button and restart Outlook.</p>



## 6.5 I Have Not Been Licensed to Use Toolbar

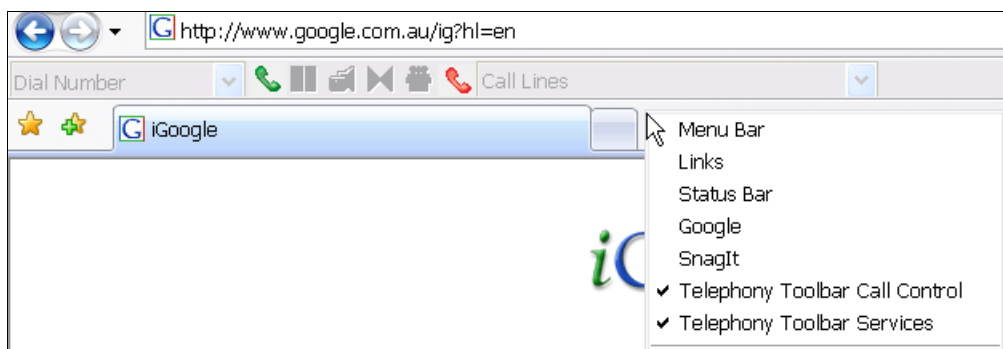
Figure 44. License Notification



Cause	Resolution	Steps
This error indicates that your service provider has not added the Toolbar Client License to your list of services. (See 45.)	Contact your service provider to activate Toolbar for your account.	

## 6.6 Toolbar Not Visible in Internet Explorer

Figure 45.. Internet Explorer Toolbar options



Cause	Resolution	Steps
The application's toolbar is not visible in Microsoft Internet Explorer	Follow the steps shown at the right.	<p>Right-click an empty area of the toolbar in Explorer.</p> <p><b>Result:</b> A menu appears that lists all the toolbars currently registered.</p> <p>Check that the Toolbar entries (<i>Telephony Toolbar Call Control</i> and <i>Telephony Toolbar Services</i>) are checked, as shown in Figure 46.</p> <p>If your problem still exists, contact your service provider.</p>



## 7 Known Issues

This section specifies the known issues of Toolbar.

### 7.1 Outlook 2007 Limitation

When the user performs a search, or opens a directory (such as the group directory) using the Toolbar in Outlook 2007, Outlook 2007 creates multiple “Telephony Toolbar” listings under “My Contacts”. Only one of the entries is correct. Clicking on a duplicate entry displays an error message that says “The Operation Failed” and Outlook 2007 removes the entry. This is a side effect of Outlook 2007 shortcut folders and the error message can be ignored.”



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