

Outlook integration for Microsoft Windows

 Outlook integration supports: Calendar Sync, Presence, User pictures, Click2call, IM, Call popup, Caller name lookup, live search in Outlook contacts, URL to create / edit contact during an incoming call.
Updated: May 2022
Permalink: <https://wildix.atlassian.net/wiki/x/IBjOAOQ>

- [Features](#)
- [Requirements](#)
- [Installation](#)
 - [Install WIService](#)
 - [Activate Outlook Integration](#)
 - [Enable Outlook calendar sync](#)

Features

- Calendar Sync
- Presence and user pictures
- Click2call and IM
- Call popup
- Caller name lookup and live search in Outlook contacts
- URL to create / edit a contact during an incoming call

Additionally: Outlook contacts Import (Download the application for your Windows system type from Google Drive: [LINK](#)).

Requirements

- Wildix Collaboration
- Windows 7, 8.1, 10 (64-bit)
- MS Office 2007 or higher
- User License: UC-BUSINESS per each user

For Calendar Sync:

- Min. Outlook version: 2013

 Note: Starting from WMS 5.03, it is possible to sync calendars and update users statuses automatically, without Outlook. Consult the Guide [Microsoft 365 Integration Guide](#) for details.

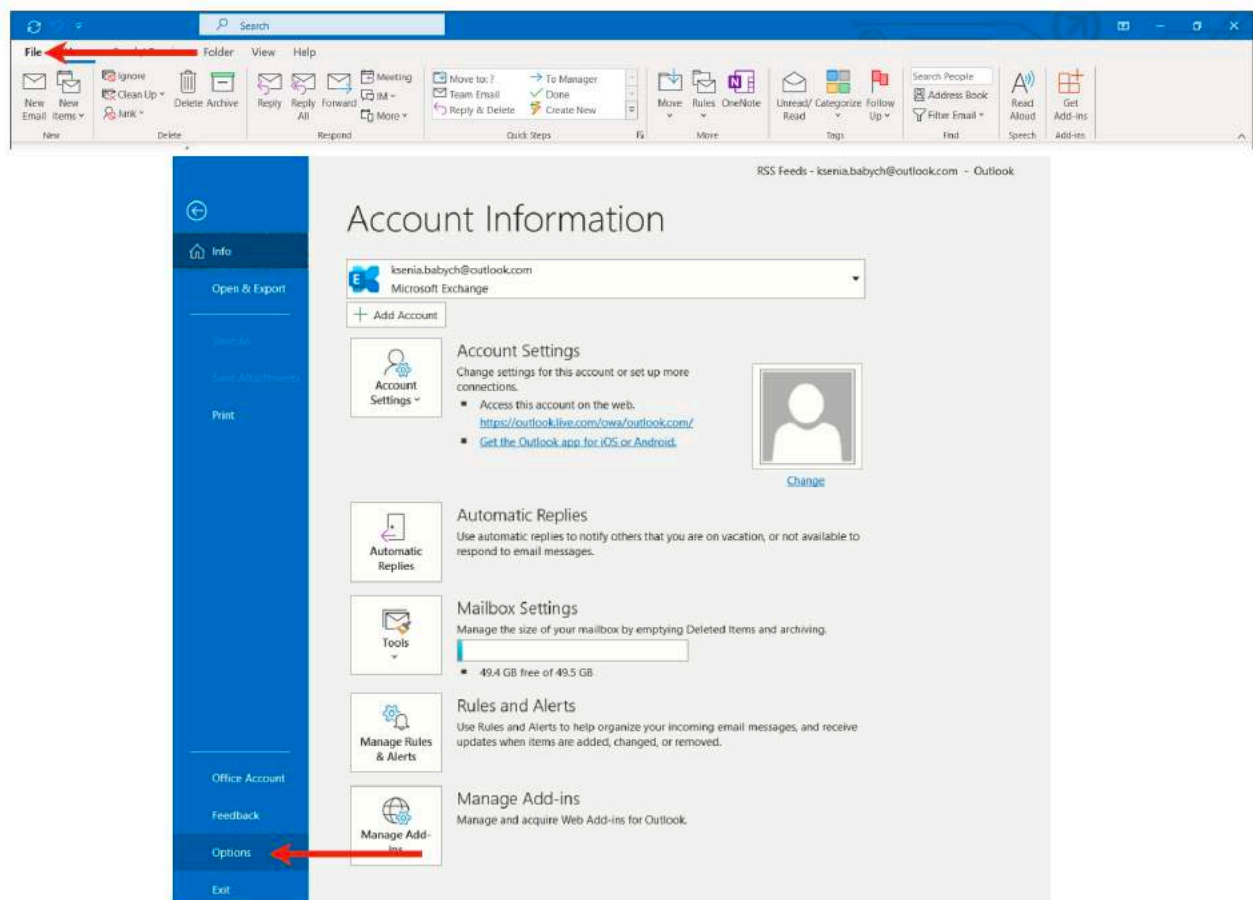
Windows 7:

- Enable .NET Framework 3.5 (Control Panel -> Programs -> Windows Components) and make sure that .NET Framework 4.7 is installed

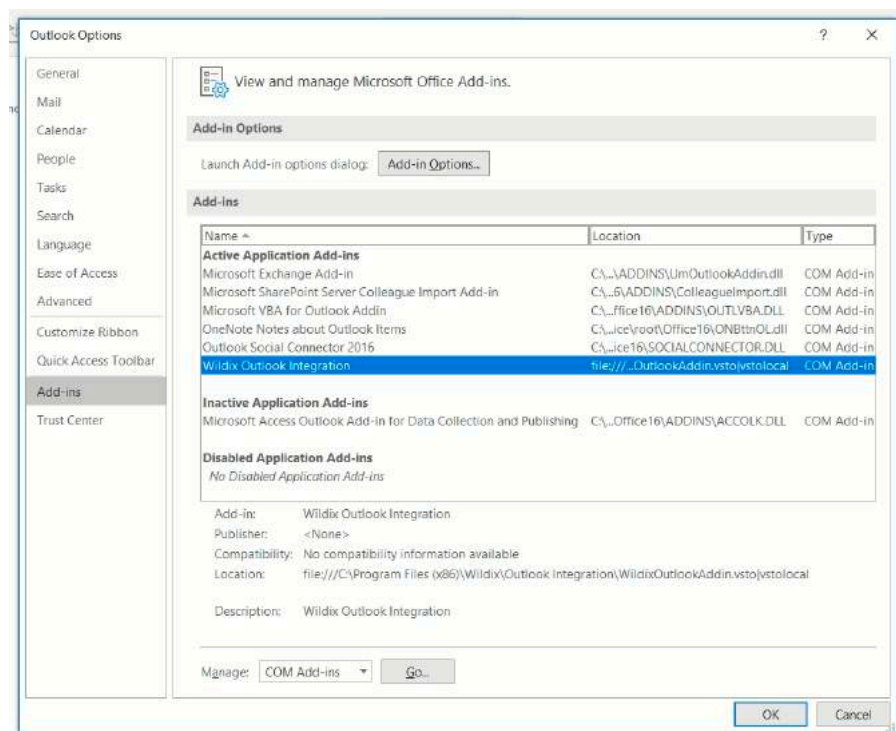
(on Windows 10 .NET Framework 3.5 is automatically enabled during the installation)

Make sure that Wildix Outlook Integration is active in Outlook Options -> Add-ins. To add Wildix to Add-Ins:

- Go to *File -> Options*:



- Go to *Add-Ins* and select *Wildix Outlook Integration* -> click **Ok** to save the changes:



For other features:

- Min. Outlook version: 2016
- Office Pro Plus 2016 or Office Standard 2016 + Skype for Business (make sure Skype is not running, since Microsoft accepts only one source for presence)

! Current limitation: Android Collaboration App vs Outlook Calendar

- It is not recommended to enable option “*User status when talking on mobile*” on Android Collaboration App (Advanced Settings) in case of using Outlook Calendar Integration: after completing a mobile call, user status might not be able to go back to its previous state due to the Outlook Calendar sync, and might remain incorrect.

Installation

Install WIService

Outlook integration is part of the WIService starting from WIService v. 3.5.1. So, to enable Outlook integration, WIService should be installed:

- Go *Collaboration Settings* -> *Extensions* -> install *Integration service*:

Browser extension

INSTALL

Integration service

Required by CDR-View, Popup App, URI dialing (sip-tel-wildix); for headset support, screen sharing, Outlook integration and other extensions functioning

INSTALL

Fax printer

INSTALL

TAPI Driver

Allows to perform and manage calls from Outlook and other TAPI compliant applications.

INSTALL

For detailed instructions on how to install WIService, check this guide: [What is WIService: Installation](#).

Activate Outlook Integration

Once WIService is installed, you need to activate Outlook integration in WIService settings:



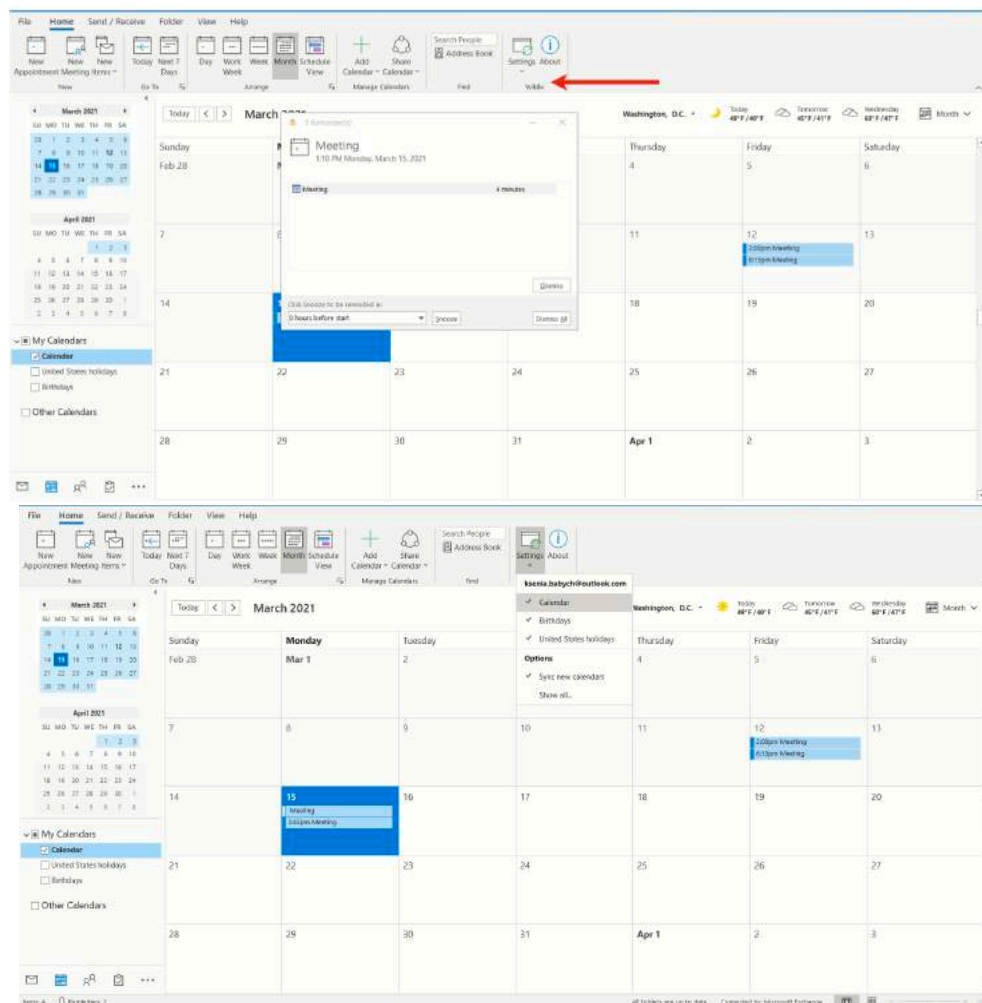
Note: Starting from WIService v. 3.7.10 admin rights are required to activate Outlook Integration. When activated, Outlook Integration is enabled for all users of the Windows PC.

- Go to Quick Launch Toolbar -> right-click on **Wildix Integration Service** icon -> select **Settings**
- Activate the option *Enable Outlook Integration (admin rights required)*:



- After the activation, Wildix Outlook Integration is available in Outlook Calendar:
 - click **Settings** to choose calendars to be synced with Collaboration

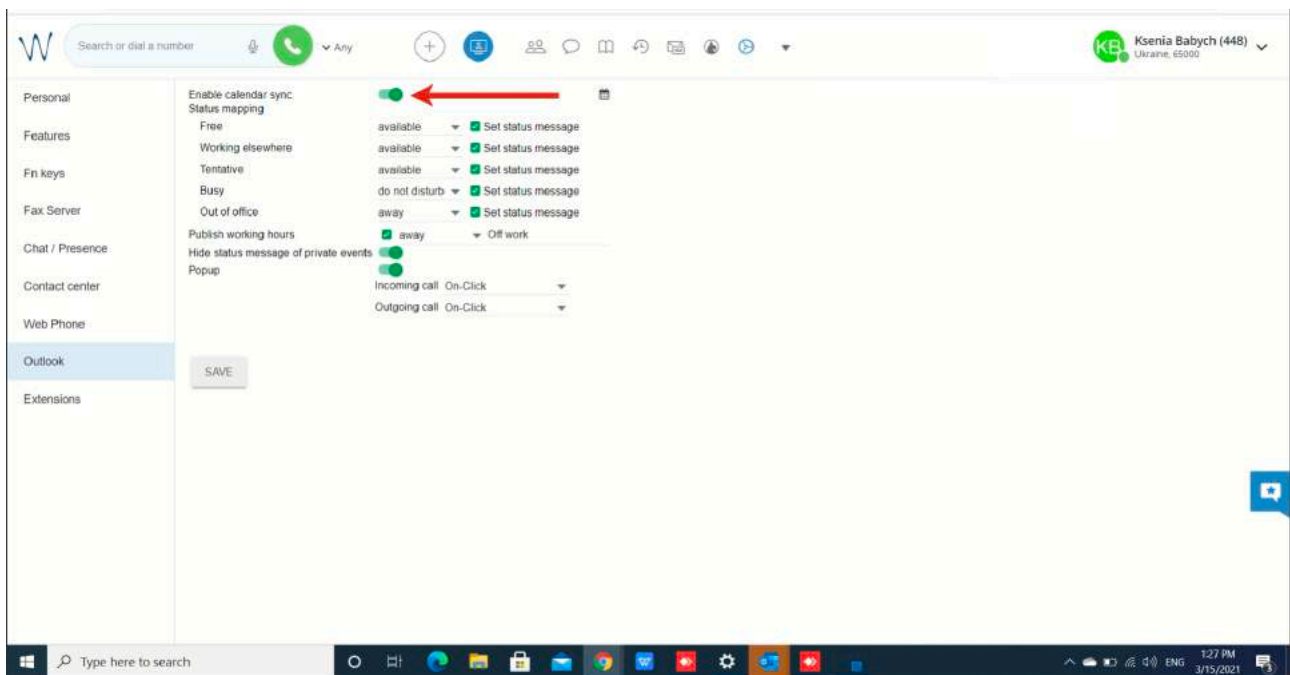
- click **About** to check the integration version and open logs if needed



Watch [Wildix Products Video Tutorials](#), Outlook Integration.

Enable Outlook calendar sync

Go to Collaboration *Settings* -> *Outlook* (the tab appears after the integration is installed) and click the toggle switch **Enable calendar sync**:



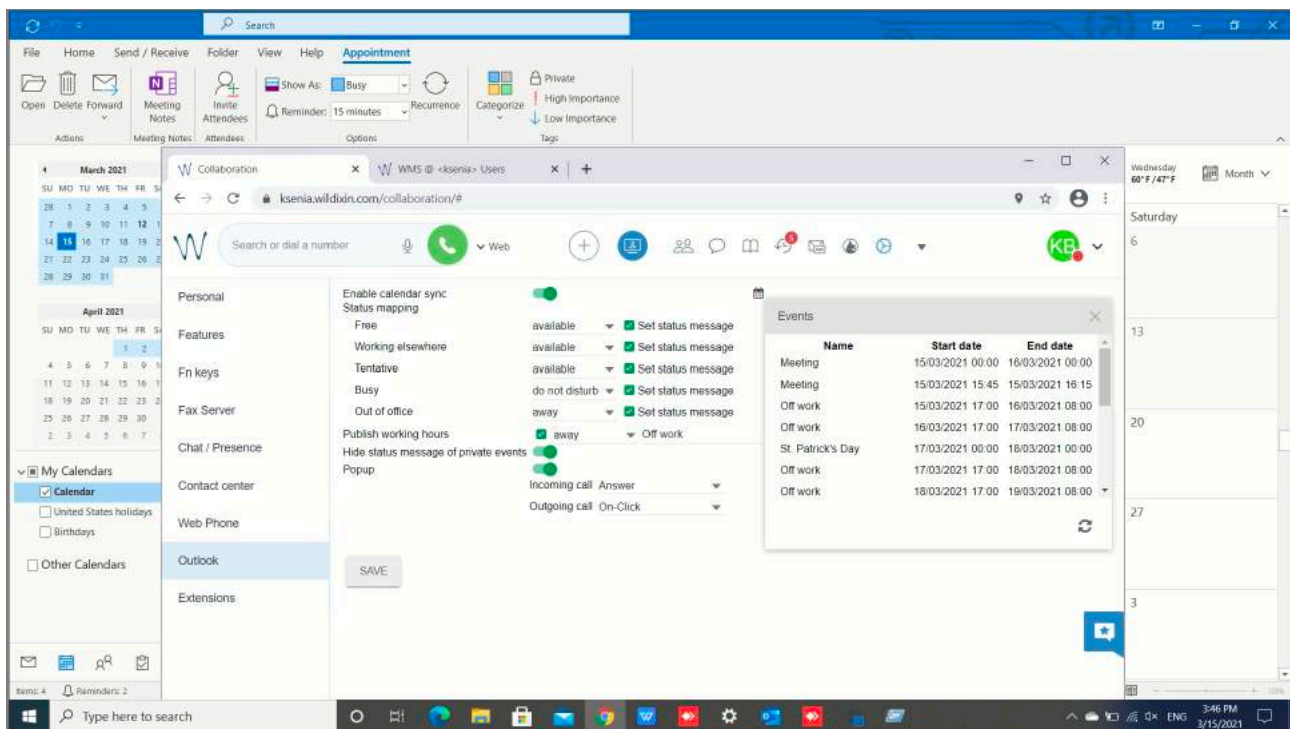
 Note: The calendar sync can take up to 10 minutes after you enable it.

 Important: Starting from WMS 5.04.20211228.2, in case Microsoft365 integration is enabled in WMS -> *Settings -> PBX -> Integrations*, Microsoft365 integration has higher priority, Collaboration syncs with Outlook Cloud, and the *Outlook* tab is replaced with *Microsoft365* in *Collaboration Settings*.
Documentation: [Microsoft 365 Integration Guide](#)

The following features are supported:

- Sync of your presence status in Collaboration with Outlook calendar event status
- Sync of upcoming events from Outlook calendar
- Outlook calendar working hours sync with Collaboration

Click the **Calendar** icon to see the upcoming events from your Outlook calendar:



- **Status mapping:** allows you to set the corresponding Wildix Collaboration status for each Outlook calendar status; additionally you can enable / disable the status message
- **Publish working hours:** enables sync of working hours from Outlook calendar with Wildix Collaboration; additionally you can select the Wildix Collaboration status displayed when you are out of office and enter the status message
- **Hide status message of private events:** enable if you don't want status message of private events to be displayed as your status message of Wildix Collaboration
- **Popup:** allows you to open Outlook upon receiving or placing a call:
 - On-click (Incoming/ Outgoing call): click the link to open the app
 - Ringing (Incoming call): the app opens upon receiving a call (when call is in "ringing" state)
 - Call generation (Outgoing call): the app opens upon placing a call (when call is in "ringing" state)
 - Answer (Incoming/ Outgoing call): the app opens right after a call is answered