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Previous Topic

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Configuring the CTI Connections on Cisco Unified Presence

Before You Begin

Obtain the username and password that you configured for the Application user account on the associated Cisco Unified Communications Manager server for the CTI Gateway.

Procedure

1. Select **Cisco Unified Presence Administration > Application > Deskphone Control > Settings**.
2. Select **On** from the Application Status menu.
3. Enter the CTI Gateway application username and password.

Tip: The username and password are case sensitive and must match what is configured on Cisco Unified Communications Manager.

4. Enter a value (in seconds) for the heartbeat interval. This is the length of time between heartbeat messages sent from Cisco Unified Presence to the Cisco Unified Communications Manager nodes to monitor the CTI connections.

5. Enter a value (in seconds) for the session timer. This is the session timer for the Microsoft Office Communicator sign-in session.
6. Select the type of Microsoft server you are using from the Microsoft Server Type menu.
7. As required, enter the IP address of each Cisco Unified Communications Manager node with which you want to establish a CTI connection.

Note: You can configure a CTI connection with up to eight Cisco Unified Communications Manager nodes. These nodes must all belong to the same Cisco Unified Communications Manager cluster.

8. Select **Save**.

Troubleshooting Tips

- If you select MOC server OCS as the Microsoft Server Type, you must install the Phone Selection plug-in on Microsoft Office Communicator for any users who use more than one line appearance for remote call control. The Phone Selection plug-in adds a tab to the Microsoft Office Communicator client that enables the user to select a line appearance to control.
- If you select MOC server LCS as the Microsoft Server Type, the remote call control feature uses the existing device selection logic on Cisco Unified Presence to determine the device to control.

Related Topics

- [How to Deploy the Phone Selection Plug-in](#)

What To Do Next

[Assigning User Capabilities](#)

Assigning User Capabilities

Procedure

1. Select **Cisco Unified Presence Administration > Application > Deskphone Control > User Assignment**.
2. Select **Find**.
3. Check the users to whom you want to assign the deskphone capabilities.
4. Select **Assign Selected Users**.
5. Check **Enable Deskphone Control** in the Deskphone Control Assignment window.
6. Select **Save**.

Troubleshooting Tips

- Make sure that you have assigned deskphone control capabilities to each Microsoft Office Communicator user.
- If you are using LCS with the remote call control feature, you can configure a maximum of two associated devices per user on Cisco Unified Communications Manager. If the user is signed into an Extension Mobility (EM) device, the EM device is counted as one of the two permitted associated devices for the user.

What To Do Next

- [Running the Deskphone Control Troubleshooter](#)

Running the Deskphone Control Troubleshooter

The Deskphone Control Troubleshooter validates the configuration that supports the integration of the Microsoft Office Communicator client with Cisco Unified Presence.

Procedure

1. Select **Cisco Unified Presence Administration > Diagnostics > Deskphone Control Troubleshooter**.
2. Enter a valid user ID.

Tip: Select Search to find the ID for a user.

3. Enter the Microsoft OCS server address.
4. Select **Submit**.

What To Do Next

[How to Configure Microsoft Components for integration with Cisco Unified Presence](#)