Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Configuring Cisco Unified Presence Release 7.x with Microsoft OCS for Remote Call Control

Note: Note that because menu options and parameters may vary per Cisco Unified Communications Manager releases, see the Cisco Unified Communications Manager documentation appropriate to your release.

- User and Device Configuration on Cisco Unified Communications Manager for Remote Call Control
- Adding Users to a CTI-Enabled User Group
- Configuring an Application User for the CTI Gateway
- Adding the Application User to a CTI-Enabled User Group
- Assigning CTI Device Control to the Application User

User and Device Configuration on Cisco Unified Communications Manager

Before you configure Cisco Unified Communications Manager for integration with Microsoft OCS, you need to complete the user and device configuration on Cisco Unified Communications Manager. You need to configure the phone devices, configure the users, and then associate a device with each user.

You also need to associate a line to a device, or for users of the Extension Mobility feature, to a device profile. This association forms a line appearance. When a user is associated to the device or to a device profile, the line appearance is associated to the user.

Task	Menu path
Configure the phone devices, and associate a primary extension with each device	**Cisco Unified Communications Manager Administration > Device > Phone**
Configure the users, and associate a device with each user	**Cisco Unified Communications Manager Administration > User Management > End User**
Associate a user with a line appearance	**Cisco Unified Communications Manager Administration > Device > Phone**

Note: If you are running Cisco Unified Presence release 7.0.3 or a later release, you no longer need to associate a primary extension with each device on Cisco Unified Communications Manager.

Related Topics

- Cisco Unified Communications Manager documentation:

  http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

What To Do Next

Adding Users to a CTI-Enabled User Group

Adding Users to a CTI-Enabled User Group

Before You Begin

Make sure you have completed the prerequisite user and device configuration on Cisco Unified Communications Manager.

Procedure

1. Select **Cisco Unified Communications Manager Administration > User Management > End User**.
2. Select **Find**.

3. Perform the following actions:
    1. Select the user to view the End User Configuration window.
    2. Select **Add to User Group**.
    3. Select **Find**.
    4. Check **Standard CTI Enabled**.
    5. Select **Add Selected**.
    6. Select **Save** on the End User Configuration window.
4. Repeat step three for each user that you want to add to the CTI-enabled user group.

What To Do Next

- Configuring an Application User for the CTI Gateway

Configuring an Application User for the CTI Gateway

Procedure

1. Select **Cisco Unified Communications Manager Administration > User Management > Application User**.
2. Select **Add New**.
3. Enter an application user name in the User ID field, for example, CtiGW.
4. Enter a password for this application user, and confirm the password.
5. Select **Save**.

What To Do Next

Adding the Application User to a CTI-Enabled User Group

Adding the Application User to a CTI-Enabled User Group

Before You Begin

Configure an Application user for the CTI Gateway.

Procedure

1. Select **Cisco Unified Communications Manager Administration > User Management > User Group**.
2. Select **Find**.
3. Select **Standard CTI Enabled**.
4. Select **Add Application Users to Group**.
5. Select the Application user that you created for the CTI Gateway.
6. Select **Add Selected**.
7. Select **Save**.

What To Do Next

Assigning CTI Device Control to the Application User

Assigning CTI Device Control to the Application User

Before You Begin

Configure an Application user for the CTI gateway.

Procedure

1. Select **Cisco Unified Communications Manager Administration > User Management > User Group**.
2. Select **Find**.
3. Select **Standard CTI Allow Control of All Devices**.
4. Select **Add Application Users to Group**.
5. Select the Application user that you created for the CTI Gateway.
6. If you are deploying an RT model of Cisco Unified IP phones, select **Standard CTI Allow Control of Phones supporting Connected Xfer and conf**.
7. Select **Add Selected**.
8. Select **Save**.

What To Do Next

- How to Configure Cisco Unified Presence for Integration with Microsoft OCS