

**Main page:** [Cisco Unified Presence, Release 7.x](#)

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### Previous Topic

- [Configuration and Maintenance of Cisco Unified Presence](#)

Cisco Unified Presence allows enterprise users to control their Cisco Unified IP Phone through a third party desktop IM application such as Microsoft Office Communicator. The desk phone control application provides connectivity between Cisco Unified Communications Manager and the client applications. You can configure the desk phone control application to connect up to a maximum of eight Cisco Unified Communications Manager servers for Click-to-Dial/Phone control-type services..

- [Configuring Desk Phone Control Settings](#)
- [Assigning Desk Phone Control Capability to Users](#)
- [How To Troubleshoot the Desk Phone Control Feature](#)

## Configuring Desk Phone Control Settings

### Before You Begin

You will require the username and password that was configured for the application user account on the associated Cisco Unified Communications Manager server for the CTI Gateway. This is configured from **Cisco Unified Communications Manager Administration > User Management > Application User**.

### Procedure

1. Select **Application > Deskphone Control > Settings**.
2. Enter the appropriate settings as described in the table below.

Field	Description
Application Status	From the list box, select <b>On</b> or <b>Off</b> to turn the desk phone control application on or off.
Application Username	Specifies the desk phone control application user name. <b>Note:</b> This user name is case sensitive and must match what is configured on Cisco Unified Communications Manager.
Application Password	Specifies the desk phone control application password. <b>Note:</b> This password is case sensitive and must match what is configured on Cisco Unified Communications Manager.
Heartbeat Interval (seconds)	Specifies the heartbeat interval in seconds. Range: 5-20 seconds Default: 8 seconds
Session Timer (seconds)	Specifies the value of the session time in seconds. Range: 1810-2000 seconds Default: 1810 seconds
Microsoft Server Type	Specifies the type of Microsoft Server in use including MOC Server OCS or MOC Server LCS. Default: Office Communications Server (OCS) 2007
Cisco Unified Communications Manager Address (servers 1-8)	Specifies the host name or IP address of a Cisco Unified Communications Manager server to which you want to connect. <b>Note:</b> 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.

3. 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 that 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 Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)
- [Integration Guide for Configuring Cisco Unified Presence with Microsoft OCS for MOC Call Control](#)

#### What To Do Next

[Assigning Desk Phone Control Capability to Users](#)

## Assigning Desk Phone Control Capability to Users

You can determine which users of Cisco Unified Presence can use the desk phone control service. This is not a licensed service, rather, the assignment is needed to limit the users for performance reasons. You can enable or disable desk phone control capability on a per-user basis. You can also use bulk assignment to enable or disable desk phone control capability for multiple users.

#### Before You Begin

Configure the desk phone control settings.

#### Procedure

1. Select **Application > Deskphone Control > User Assignment**.
2. Find the record and check the users to whom you wish to assign the desk phone capabilities. See the [Finding a Network Component](#) topic for instructions.

3. Select **Assign Selected Users**.
4. Check Enable Deskphone Control in the Desk Phone Control Assignment window.
5. Select **Save**.

#### Troubleshooting Tips

- Uncheck Enable Deskphone Control to disable the desk phone control service for the users that you selected.
- Ensure that you have assigned desk phone 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.

#### Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

## How To Troubleshoot the Desk Phone Control Feature

- [Desk Phone Control Troubleshooter](#)
- [Running Desk Phone Control Troubleshooter](#)

### Desk Phone Control Troubleshooter

Use the Desk Phone Control Troubleshooter to diagnose integration issues between Cisco Unified Presence and the Microsoft Office client application after your initial configuration or whenever you make configuration changes. The Troubleshooter validates user-related and connectivity-related issues between Microsoft LCS or OCS servers and Cisco Unified Presence, and between the Microsoft Office client and Cisco Unified Presence.

After the Troubleshooter finishes testing, it reports one of three possible states for each test:

- Test passed
- Test failed
- Test warning, which indicates a possible configuration issue

For each test that fails or that results in a warning, the Troubleshooter provides a description of the problem and a possible solution.

## Running Desk Phone Control Troubleshooter

### Before You Begin

See the Desk Phone Control Troubleshooter topic for instructions.

### Procedure

1. Select **Diagnostics > Deskphone Control Troubleshooter**.
2. Perform the following actions:
  1. Enter the User ID in the User field.
  2. Enter the address of the LCS or OCS server in the LCS/OCS Address field.
  3. Select Submit.
3. Examine the Results table for any tests that failed or that generated a warning.
4. For any test failures or test warnings, select the **fix** link in the solution column to go to the Cisco Unified Presence Administration window where the Troubleshooter found the problem.
5. Correct any configuration errors that you find and rerun the Troubleshooter.

### Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Troubleshooting the System Configuration](#)
- [Getting More Information](#)