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Previous Topic

- [Configuring Cisco Unified Presence Release 7.x with Microsoft OCS for Remote Call Control](#)

Note: The Phone Selection plug-in is required if you are running Cisco Unified Presence release 7.0.3 or a later release.

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The Phone Selection Plug-in

The Phone Selection plug-in adds a Cisco Unified Presence tab to the Microsoft Office Communicator client interface that enables the user to select a phone device to control. Microsoft Office Communicator connects to the Cisco Unified Presence server, and the Phone Selection tab displays in a pane below the contacts list on Microsoft Office Communicator as shown in the figure below.

Figure: Phone Selection plug-in



You must install the Phone Selection plug-in for the user if:

- on Cisco Unified Presence, the Microsoft Server Type value is ?MOC Server OCS?, and
- the user has multiple devices (lines), and
- on Microsoft OCS, the LINE URI for the user does not uniquely identify a line appearance (for example, there is no device=, or partition=, or both, in the LINE URI)

Note: You cannot use the Phone Selection plug-in if you are running the remote call control feature with Microsoft LCS 2005 because Microsoft LCS 2005 does not support customized tabs. If you are using Microsoft LCS 2005, the remote call control feature uses the device selection logic on Cisco Unified

Figure: Phone Selection plug-in

Presence to determine the device to control. In the Cisco Unified Presence Administration GUI, select **Application > Deskphone Control > Settings**, and select the Microsoft Server Type value **MOC Server LCS**.

Installing the Phone Selection Plug-in on a Client PC

Before You Begin

For this procedure you will require the Phone Selection plug-in installer file Cisco **MOC RCC Plug-in.msi**, which you can download from Cisco Unified Presence Administration. Select **Application > Plugins** and download the Cisco Unified Presence MOC Remote Call Control Plugin.

Procedure

1. Run the following command on the client PC, where CUPFQDN value specifies the FQDN of your Cisco Unified Presence server:

```
msiexec /I <plug_in_filename>.msi CUPFQDN=my-CUP.cisco.com/L*V install_log.txt
```

Note: If you do not specify the FQDN of your Cisco Unified Presence server in this command the plug-in installation will be aborted.

2. Follow the installation instructions to install to finish installing the Phone Selection plug-in.

3. Launch Microsoft Office Communicator, and verify that the Cisco Unified Presence tab connects and displays on the interface.

Troubleshooting Tips

- If the Microsoft Office Communicator client cannot connect to the Cisco Unified Presence tab, check the following:
 - ◆ You may have specified an invalid IP address or FQDN for your Cisco Unified Presence server. Repeat the plug-in installation procedure, specifying the correct Cisco Unified Presence server address in the command in Step 1.
 - ◆ You may need to add the web address of the Cisco Unified Presence server to the list of trusted web addresses in the browser on the client PC. In Microsoft Internet Explorer, select **Internet Options > Security > Trusted Sites**, and add the web address https://<Cisco Unified Presence_server_name> to the list of trusted web addresses.
 - ◆ You may need to add the HTTPS web address of your domain to the security zone of the Cisco Unified Presence server. In Microsoft Internet Explorer, select **Internet Options > Security > Local intranet > Sites > Advanced**, and add the entry https://*.your-domain to the list of web addresses for the security zone.
- If an error message displays informing users that they do not have permission to use this feature, you need to enable users for Microsoft Office Communicator on Cisco Unified Presence.
- If you are running a Microsoft Vista platform and you experience problems installing the plug-in, you may need to turn off User Access Control (UAC) on the client PC. Follow this procedure to turn off UAC:
 1. Sign in to the client PC with the credentials of a member of the local Administrators group.

2. Select **Start > Control Panel > User Accounts**.
3. Select **User Accounts** in the User Accounts pane.
4. Select **Turn User Account Control On or Off** in the User Accounts task pane.
5. If UAC is currently configured in Admin Approval Mode, the User Account Control message displays. Select **Continue**.
6. Uncheck **Use User Account Control (UAC) to help protect your computer**.
7. Select **OK**.
8. Select **Restart Now** to apply the change.

Related Topics

- [Uninstalling the Phone Selection Plug-in](#)

What To Do Next

- [Providing Information about the Plug-in to your Users](#)

Uninstalling the Phone Selection Plug-in

To uninstall the Phone Selection plug-in, run the following command on the client PC:

```
msiexec /x "<plug_in_filename>" /L*V install_log.txt
```

Providing Information about the Plug-in to your Users

Provide..	Explanation
Sign in information	Provide your user base with their usernames and passwords for the Cisco Unified Presence interface.
Instructions for using the Phone Selection plug-in.	Provide your users with the User Guide for Cisco IP Phone Messenger and Cisco Unified Presence, and point them to the topic describing how to use the Phone Selection plug-in.