



Overview

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Cisco UC Integration for Microsoft Lync Overview

Cisco UC Integration for Microsoft Lync is a Microsoft Windows desktop application that provides access to Cisco Unified Communications from Microsoft Lync and Skype for Business. The solution extends the presence and instant messaging capabilities of Microsoft Lync and Skype for Business by providing access to a broad set of Cisco Unified Communications capabilities; including software phone standards-based video, unified messaging, conferencing, desktop phone control and phone presence.

Key features of Cisco UC Integration for Microsoft Lync include:

- Make and receive video calls using the Cisco Precision Video engine.
- Make and receive phone calls through Cisco Unified Communications Manager.
- Drag and drop and right-click integration with the Microsoft Lync contact list.
- Instant Messaging and Presence integration with Microsoft Lync.
- Mute, hold, and transfer during calls.
- Software phone or desktop phone mode selection.
- Communications history of missed, placed, and received calls.
- Audio and visual notification of incoming calls.
- Ad hoc conferencing.
- Visual voicemail.
- Click to Call from Internet Explorer, Microsoft Outlook and other Microsoft Office applications.
- Start a Cisco WebEx meeting from the contact list, a conversation, or a Microsoft Lync and Skype for Business instant messaging session.
- Expressway Mobile and Remote Access.
- Service Discovery

Documentation Resources

About This Document

The guide provides information to help you complete the following tasks:

- Plan a successful deployment.
- Set up your deployment environment.
- Configure and deploy the application.
- Review supported environments and software.
- Review audio, video, and network requirements.

Additional Documentation

See the Cisco UC Integration for Microsoft Lync documentation and support site for additional resources. This site can be accessed at: <http://www.cisco.com/c/en/us/support/unified-communications/uc-integration-tm-microsoft-lync/tsd-products-support-series-home.html>. Documentation and resources for the Cisco Virtualization Experience Media Engine can be accessed at: http://www.cisco.com/en/US/products/ps12862/tsd_products_support_series_home.html.

Community Resources

Cisco provides different community resources where you can engage with support representatives or join other community members in product discussions.

Cisco product conversation and sharing site

Join other community members in discussing features, functions, licensing, integration, architecture, challenges, and more. Share useful product resources and best practices.

<https://communities.cisco.com/community/technology/collaboration/product>

Cisco support community

Visit the Cisco support community for IT installation, implementation, and administrative questions.

<https://supportforums.cisco.com/community/netpro/collaboration-voice-video>

Cisco support and downloads

Find a wealth of product support resources, download application software, and find bugs based on product and version.

<http://www.cisco.com/cisco/web/support/index.html>

Cisco expert corner

Engage, collaborate, create, and share with Cisco experts. The Cisco expert corner is a collection of resources that various experts contribute to the community, including videos, blogs, documents, and webcasts.

<https://supportforums.cisco.com/community/netpro/expert-corner#view=ask-the-experts>