



## Lync Remote Call Control Installation

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### Install IM and Presence Service Lync Remote Call Control Plugin on Client Computer

The Cisco Unified CM IM and Presence Service Lync Remote Call Control Plugin adds a IM and Presence Service menu item to the Microsoft Lync client interface that enables the user to select a phone device to control. You must install this plug-in if the user has multiple devices (lines). When the user selects the IM and Presence Service menu item, IM and Presence Service opens a web page in the user's default web browser. The user can select which phone device to control from this web page.

#### Before you begin

- Your username and password for Cisco Unified Communications Manager IM and Presence Service User Options.
- The administrator must assign the user to the "Standard CCM End User" Group. Confirm that you have been added to this group.
- For this procedure you require the Cisco Unified Communications Manager IM and Presence Lync Remote Call Control Plugin batch file called `addrccmenu.bat`, which you can download from the **Cisco Unified CM IM and Presence Administration** user interface. Select **Application > Plugins** and download the Cisco Unified Communications Manager IM and Presence Lync Remote Call Control Plugin. The batch file is downloaded as a zip file. You must save this zip file to a location on the Microsoft Lync client computer and extract its contents.

#### Procedure

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- Step 1** Open a Windows command prompt on the Microsoft Lync client computer.
- Step 2** Navigate to the location of the extracted `addrccmenu.bat` file.
- Step 3** At the command line, enter the following command, where *impserveraddress* is the IP address, hostname or FQDN of the IM and Presence Service node:

```
addrccmenu.bat impserveraddress
```

- Step 4** If you receive a regedit security warning, allow the operation to continue.
- Step 5** When the operation is complete, log out and exit the Microsoft Lync client.
- Step 6** Log in to the Microsoft Lync client again and choose the **Tools** menu option. You can now see the new Cisco menu item.
- Note** If you need to direct the IM and Presence Service menu item to a different IM and Presence Service node, you can execute this procedure again using the IP address, hostname or FQDN for a different IM and Presence Service node.
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### What to do next

If the IM and Presence Service web page does not open in the user's default web browser when the Microsoft Lync client user accesses the IM and Presence Service menu item, see [IM and Presence Service Web Page Does Not Open from the Microsoft Lync Client Default Web Browser](#).

## Uninstall IM and Presence Service Lync Remote Call Control Plugin

To uninstall the Cisco Unified Communications Manager IM and Presence Service Lync Remote Call Control Plugin, you must rerun the batch file without specifying the IP address, hostname or FQDN of the IM and Presence Service node.

### Procedure

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- Step 1** Download the zip file to the Microsoft Lync computer and extract the contents of the zip file.
- Step 2** Open a Windows command prompt.
- Step 3** Navigate to the location of the extracted addrccmenu.bat file.
- Step 4** At the command line, enter the following command:  
`addrccmenu.bat`
- Step 5** If you receive a regedit security warning, allow the operation to continue.
- Step 6** When the operation is complete, log out and exit the Microsoft Lync client.
- Step 7** Log in to the Microsoft Lync client again and select the Tools menu option. The Cisco menu item should no longer be visible.
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## Access Phone Selection Through a Web Browser

You use the Cisco Unified Communications Manager IM and Presence Service User Options Web interface to customize settings, create personal response messages, and organize contacts.

### Before you begin

Confirm the following information from your system administrator:

- The hostname or IP address for Cisco Unified Communications Manager IM and Presence Service User Options.
- Your username and password for Cisco Unified Communications Manager IM and Presence Service User Options.
- To be able to log in to the Cisco Unified Communications Manager IM and Presence Service User Options Web interface, the administrator must assign the user to the "Standard CCM End User" Group.

### Procedure

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- Step 1** Open a supported Web browser on your computer.
- Step 2** Enter the URL addresses for Cisco Unified Communications Manager IM and Presence Service User Options:  
`https://imp_server_address:8443/cupuser/showHomeMini.do?mini=true`  
Where *imp\_server\_address* is the hostname, FQDN, or IP address of the IM and Presence Service node.
- Step 3** Enter your username for Cisco Unified Communications Manager IM and Presence Service User Options.
- Step 4** Enter your password Cisco Unified Communications Manager IM and Presence Service User Options provided by your system administrator.
- Step 5** Click **Login**.  
To log out of the User Options Web interface, click **Logout** in the upper right corner of the User Options page. For security purposes, you will be automatically logged out of User Options after thirty minutes of inactivity
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