

Selecting a Phone Device for the Microsoft Office Communicator Call Control Feature

This topic is only applicable if you are using the Microsoft Office Communicator call control feature that allows you to control your Cisco Unified IP Phone through Microsoft Office Communicator, and your system administrator has installed the Phone Selection tab on your Microsoft Office Communicator client application. The Phone Selection tab allows you to select a phone device to control.

On the phone menu on the Phone Selection tab, the phone entries are in this format:

- *<Model> <Device name> <Extension>*, for example: Cisco 7961 (SEP123456789012) DN: 1000
- (Extension Mobility device) *Cisco Extension Mobility <Extension>*, for example: Cisco Extension Mobility DN: 1000

Before You Begin

- You will require your username and password for the Cisco Unified Presence end user GUI for this procedure. Obtain these from your system administrator.
- The first time you log in to Microsoft Office Communicator with the Phone Selection tab installed, you must select a phone device to control using the Phone Selection tab.
- After this you do not need to select a phone device from the Phone Selection tab each time you wish to use the call control feature. Cisco Unified Presence retains and uses your previously selected phone device.

Procedure

- Step 1** On the Phone Selection screen on the Microsoft Office Communicator client, enter your username for the Cisco Unified Presence end user GUI, provided by your system administrator.
 - Step 2** Enter your password for the Cisco Unified Presence end user GUI, provided by your system administrator.
 - Step 3** Click **Login**.
 - Step 4** Select a phone device to control from the Phone Selection menu.
 - Step 5** Click **Change**.
 - Step 6** Log out of Microsoft Office Communicator, and log back in, for the phone device selection change to update.
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Troubleshooting Tips

- If Microsoft Office Communicator cannot display the Phone Selection GUI, note the following:
 - 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 your PC. Obtain the Cisco Unified Presence server address from your system administrator. In Microsoft Internet Explorer, click **Internet Options > Security > 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. Obtain the HTTPS web address of your domain from your system administrator. In Microsoft Internet Explorer, click **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 you have more than one tab in Microsoft Office Communicator, click on an icon in the lower left corner of the Microsoft Office Communicator GUI to switch between tabs.
- To hide the Cisco Unified Presence GUI in Microsoft Office Communicator, click the arrow in the upper left corner of the Phone Selection GUI tab.