CLOUD VOICE BUSINESS PORTAL

APPLICATION USER GUIDE - OFFICE UC DESKTOP SKYPE FOR BUSINESS PLUG-IN

VERSION 2.0

BUSINESS

Contents

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Introduction

The following document type describes a Cloud Voice Site or User application.

An application is used to control an existing feature, or provide new features to Sites or Users on the Cloud Voice service by Virgin Media Business. An application is typically downloaded onto a local device, either a PC, Smartphone or Tablet.

This user guide will cover off Company/Site Administration and End User Administration.

Overview

The Office UC Skype for Business Plug-in (referred to as S4B in this document) offers an enhancement to the existing Office UC suite of products. The plug-in is offered as an additional device type on Cloud Voice for PC Desktop, and integrates with the Microsoft Skype for Business Application, delivered as part of Microsoft Office 365 suite.

The desktop application will work across computers running Windows. This application is available through the following add-ons:

- Office UC Desktop
- UC Business added to a Fixed or Mobile User Licence
- UC Team added to a Fixed or Mobile User Licence

Office UC Skype for Business Plug-in continues to provide the end-user with standard Microsoft Instant Messaging and Presence capabilities, but enhances it by overlaying Cloud Voice core functionality which includes voice, video and business class Centrex features. The plug-in looks and behaves similar to our other UC applications, albeit it offers a stripped down client and feature set with the main omission being the IM capability, which is provided by S4B.

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Application Description – Office UC S4B

S4B provides Users with the ability to integrate their cloud-based Microsoft suite of messaging applications Skype for Business, directly into their Cloud Voice communications product. S4B is currently only available on the S4B desktop PCs using a windows operating system. It is not currently supported for local deployments and will only work on the application that is delivered with Microsoft Office365.

This application provides Users with the following:

- Desktop softphone application enabling:
    - ability to call, voice and video, S4B contacts using a phone number displayed against the User in S4B
    - ability to call a number not listed on S4B using the free text field or software dial pad
    - ability to click-to-call from SharePoint, Office, Outlook and Internet Explorer
    - ability to initiate call from S4B, but have an IP Phone make the physical call
    - ability to escalate an audio call to a video call
    - ability to update S4B presence information when User is on a call

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Hardware & Software Description

In order to install and use this application successfully, the following installation and licencing requirements should be met:

Firmware Version

These applications are running on the following firmware versions. If you are running on an earlier version we recommend you update to the latest.

Device	Version
Desktop PC	21.3.0.1387

Operating Systems Windows

The application supports devices with:

- Microsoft Windows 7
- Microsoft Windows 8/8.1
- Microsoft Windows 10

Hardware Requirements

The hardware requirements for the Desktop application include:

- Minimum of 1.5 GHz is recommended, dual core CPU is recommended for video calls at a minimum. For HD Video Quad Core x86 or equivalent at a minimum.
- Minimum: 2 GB RAM
- Approx. 215 MB on Windows.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended
- Minimum: IP network connection (broadband, LAN, wireless) Recommended: A 2.0 Mbps connection.
- Full-duplex, 16-bit or use USB headset

Software Requirements

The Desktop Application plug-in will work with the following Microsoft instant messaging applications:

- Microsoft Lync/Skype for Business Office 365

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- o Lync 2010 32-bit
- o Lync 2013 Basic 32 and 64-bit
- o Lync 2013 Standard 32 and 64-bit
- o Skype for Business 2015 32 and 64-bit

The software requirements include:

- Local admin rights are required to carry out the installation so you must use a Windows user account with administrator-level access.

- Some anti-virus software can cause problems when installing other software so consider temporarily disabling your anti-virus application for the duration of this installation; remember to enable it again as soon as the installation is complete.

- Only Lync/Skype for Business online/Office 365 is supported. Integration with on premises Lync deployments is not supported. .

- Regular Skype is not supported, only Skype for Business is supported and both instances cannot exist on the same PC. If you have both, please remove Skype if you wish to use the Office UC S4B plug-in.

Multimedia Requirements

Office UC S4B plug-in requires both speakers and a microphone to make calls. Any of the following are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone
- Calls made with Office will work without a video camera, but a video camera is necessary to allow other parties to see your image. Office UC will work with most built-in and USB video cameras.

Alternatively, if you have other devices with your service, such as a desk phone you can set the 'Default Call Type' to 'Call from Phone'. This means that outbound calls will be performed as click-to-dial calls and can alert your other devices (such as a desk phone), rather than using the PC as a softphone.

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Network and Firewall Requirements

You may need to allow outbound access for the following on your firewall:

Application	Protocol	Destination	Destination Port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Office UC Desktop & Skype for Business Plug-In Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

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Provisioning & Configuration

Provisioning

This application is available as an additional device type within the UC Desktop, UC Business or UC Team Add-Ons. When ordering Users, be sure to request either the Office UC Desktop, Office UC Business or UC Team add-on. Virgin Media Business can implement the S4B plug-in service whilst provisioning your Cloud Voice service.

Configuration

The welcome email sent to End Users will guide them to navigate to the Business Portal to download the application and obtain their username. However, before this application appears, the device type needs to be created as per the instructions below.
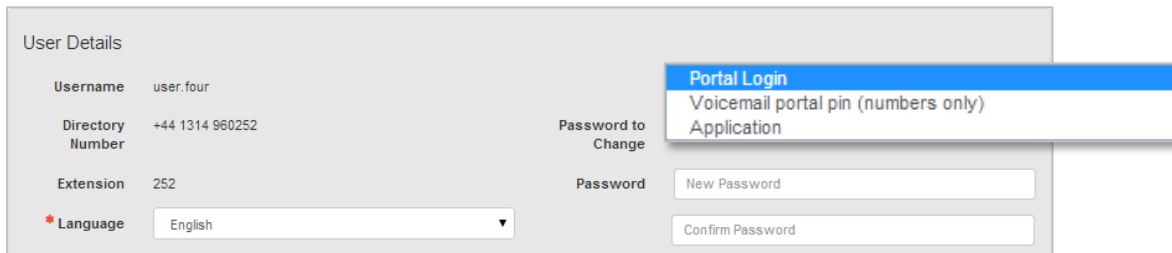
Please note this username is the same for all applications, but is different to the Business Portal credentials. The username can be seen in the Applications tab as shown below:
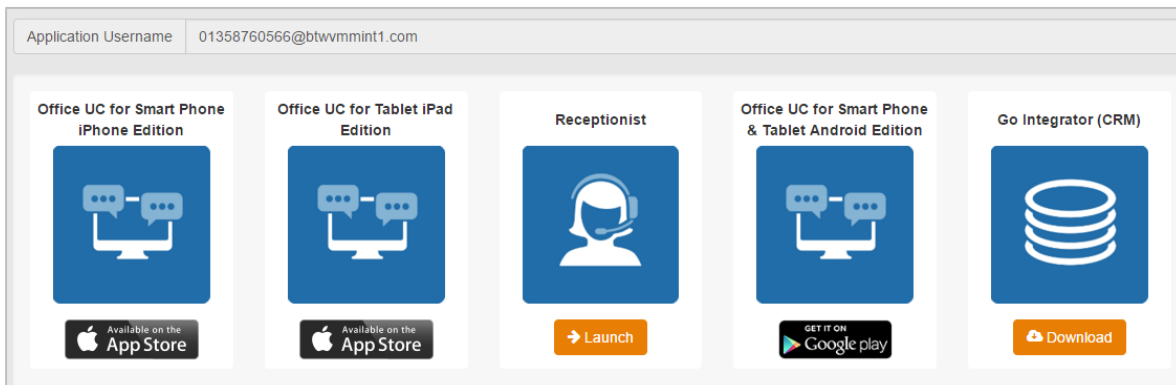
The password for all applications is not sent to the User and needs to be set in the Business Portal by navigating to **My Account**,

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Select **Password to Change** box, then click on **Application,** enter password and then select **Save**.


Setting up S4B as a Shared Device

Using the client as an additional device, alongside an IP Phone, is likely to be the most common user case. To be used as an additional device the User must have either the Fixed or Mobile User licence so that the Shared Call Appearance feature can be used to deliver many devices to one user. If this needs to be used on a Functional or as a Primary device, then please read the next section for instructions on how to do this.
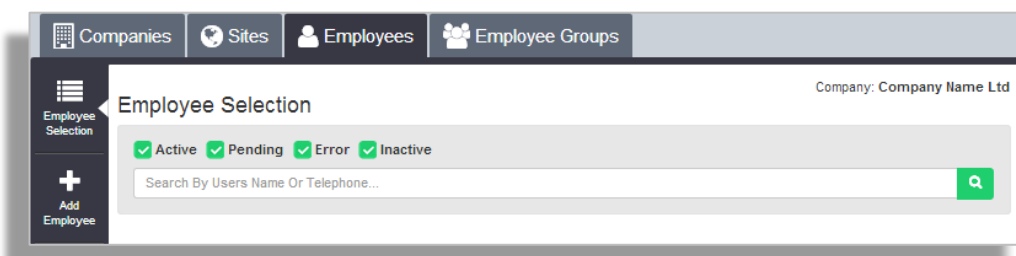
Assuming a Fixed or Mobile licence is in place, a new secondary device type, which uses S4B, needs to be created in the Business Portal. This is achieved by creating an additional Shared Call Appearance using the User's Devices tab in the Business Portal.

Follow the steps below to provision an Office UC Skype for Business Shared Call Appearance device for a User:

- Login to the Business Portal as a Company Administrator and click on the Employee Selection button.
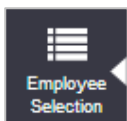
- Search for a User by entering their name or just by selecting the magnify button.

- Select a User by clicking on the **Select** button to the right of the User.


Employee Selection

☑ Active ☑ Pending ☑ Error ☑ Inactive

Search By Users Name, Site Or Telephone Number... 🔍

3 Employees found. Displaying all Employees.

☐	Username	Status	First Name	Surname	Phone Number	Site Name	
	02031980020	**Active**	Andrew	Smith	+44 20 31980020	Site 1 Example	◆ Select
	02031980021	**Active**	Clare	White	+44 20 31980021	Site 1 Example	◆ Select

- Select the **Devices** button.
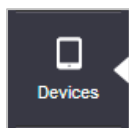
Devices

- Select **Create New Shared Call Appearance.**

Devices

Company: **BP Training Videos**
Employee: **02031980020**

☐ Alert All Appearances For Click-To-Dial Calls

☐ Allow Call Move From Another Device

My Devices

Create New

Shared Call Appearance

UC Office Smart Phone   **Primary**

ⓘ 10004780002031980020

UC Office Desktop   ✖

ⓘ 02031980020_UCOfficeDesktop

- Select **New Device.**

- Create a device ID which you can recognise if you need to make changes in the future, the recommendation is to use this format [DDI device name], *i.e. 01234 567890 Skype for Business Plug-in.* Select the Device type which is **Office UC Skype for Business.** Then enter some unique text into the MAC address box, we recommend you use this format [DDI], *i.e. 01234 567890.* Finally select the **Save** button.

- The device has now been set up for the User. Please be aware that on this page only it will show as Office UC Skype for Business, everywhere else, including in the application, it is called Office UC.
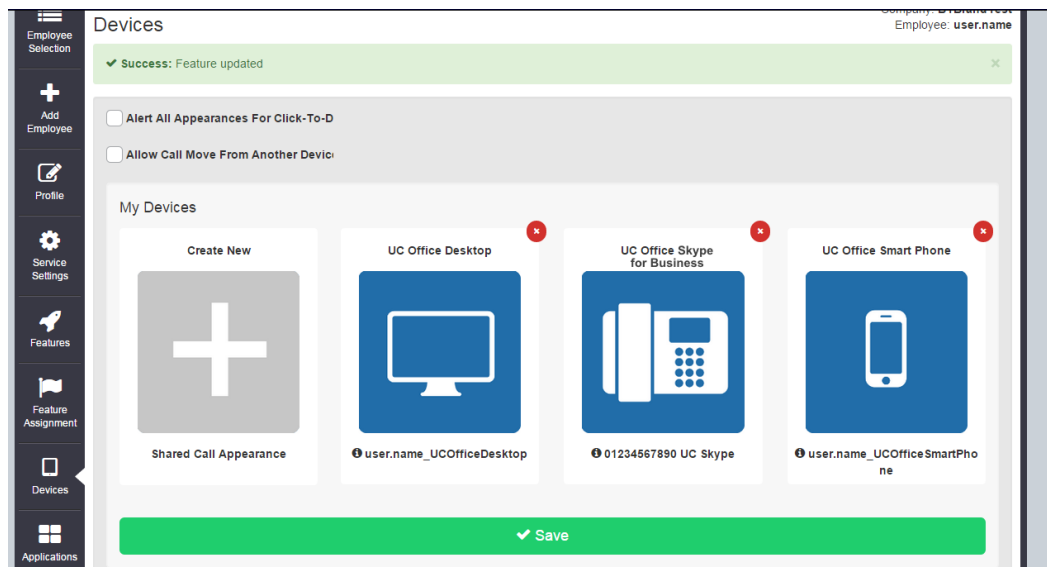
Setting up S4B as a Primary Device

To set-up this client on a Functional User, a new device type needs to be created on the Business Portal and then assigned to a User by replacing their existing device. The same principal applies if you wish to set this up as the only device on a Fixed or Mobile User licence pack.
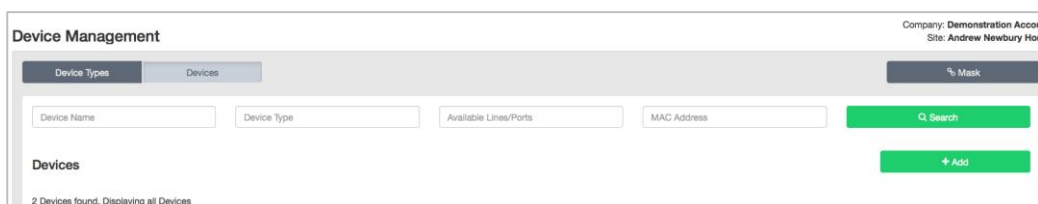
Follow the steps below to provision:

- Login to the Business Portal as a Company Administrator, click on the **Sites** horizontal tab, locate the site and click on **Select** to set the site.
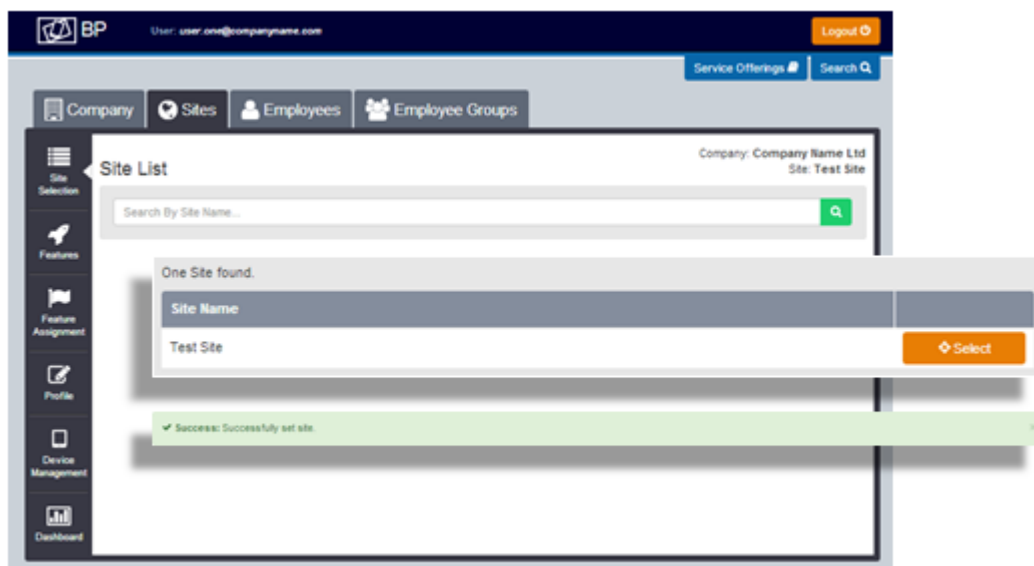
- Click on the Device Management button from the left-hand side bar.

- Click on Devices in Device Management then click on the + Add button to add a new device.

- Create a device ID which you can recognise when you go to add to a User late on in this procedure; the recommendation is to use this format [DDI, device name], *i.e. 01234 567890 Skype for Business Plug-in.* Select the Device type which is **Office UC Skype for Business.** Then enter some unique text into the MAC address box, we recommend you use this format [DDI], *i.e. 01234 567890.* Finally select the **Save** button.

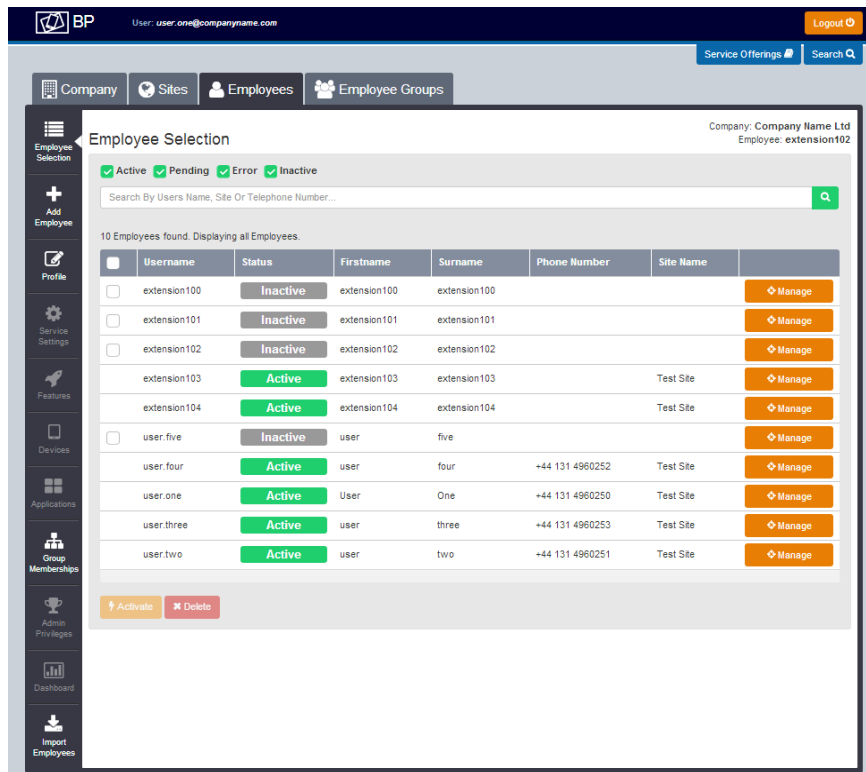| New Device	✕
* Device ID	01234567890 UC Skype
Device Type	UC Office Skype for Business ▾
IP Address	IP Address
Port	Port
* MAC Address	01234567890A
Serial Number	Serial Number
Description	UC Office Skype for Business Add-in

⊘ Cancel   ✔ Save

- Click on the **Employees** horizontal tab, locate the User and click on **Select** to set the User.

- Click on the **Service Settings** button from the left-hand side bar.
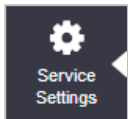
- Scroll down to Device Selection, select **Device ID**, and then locate the device from the drop-down, followed by **Save.**


- The device has now been set up for the User.

Download & Installation Instructions

Once you have provisioned an Office UC pack and created the additional device type (see below), the User will now be able to download the application from the Business Portal.

Please note, the application will only appear if the additional device has been set up, and not before.

- Click on the **Download** button.
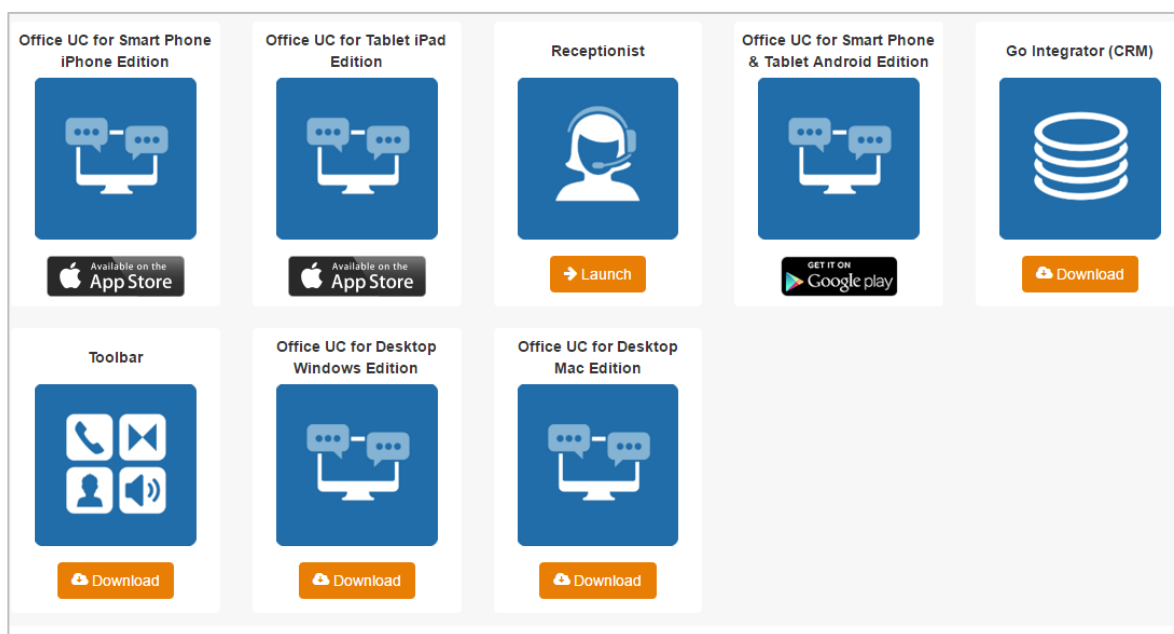
Windows Installation

Please note that the S4B add-in installation requires administration rights, due to the need to add a registry entry. The following table depicts the required Windows registry modifications.

Registry Key	Registry Entry	Type	Value
S4B 2015: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\16.0\Lync	"TelephonyMode"	32-bit DWORD	1
Lync 2013: HKEY_LOCAL_MACHINE\SOFTWARE\Policies \Microsoft\Office\15.0\Lync	"TelephonyMode"	32-bit DWORD	1

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Lync 2010: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Communicator	"TelephonyMode"	32-bit DWORD	1

- Then the User needs to login to an administrator-level user account on the Windows workstation that the plug-in is to be installed on. Locate the installation file and double-click to open the set-up wizard.

Name	Date modified	Type	Size
Office_UC_S4B_Add-in.bc-uc.win-21.3.0....	03/05/2016 09:57	Windows Installer ...	52,508 KB

- From the set-up screen choose your language followed by **OK.**
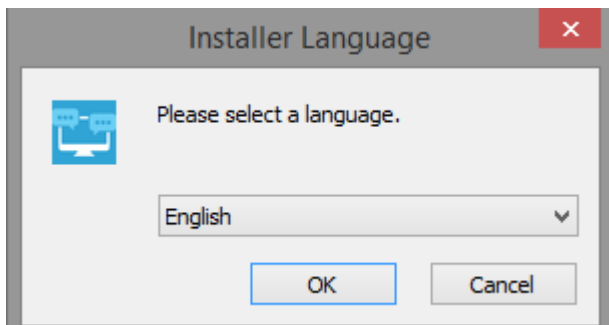
- From the welcome screen click **Next.**
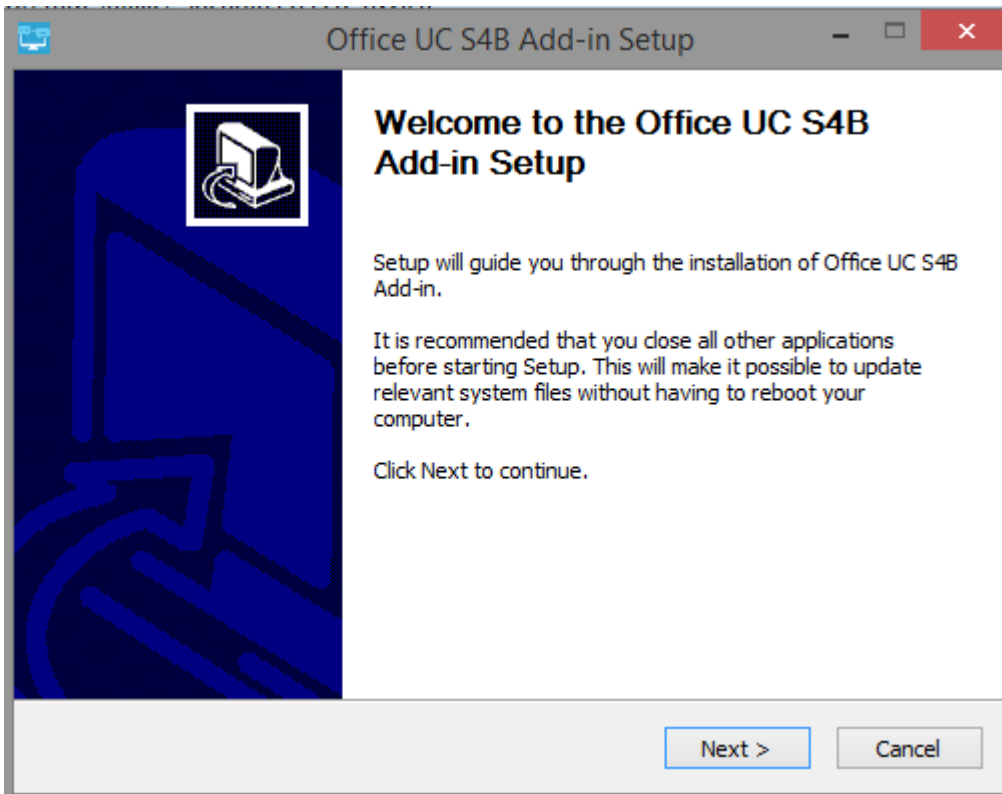
- Read and accept the licence agreement by selecting **I Agree.**
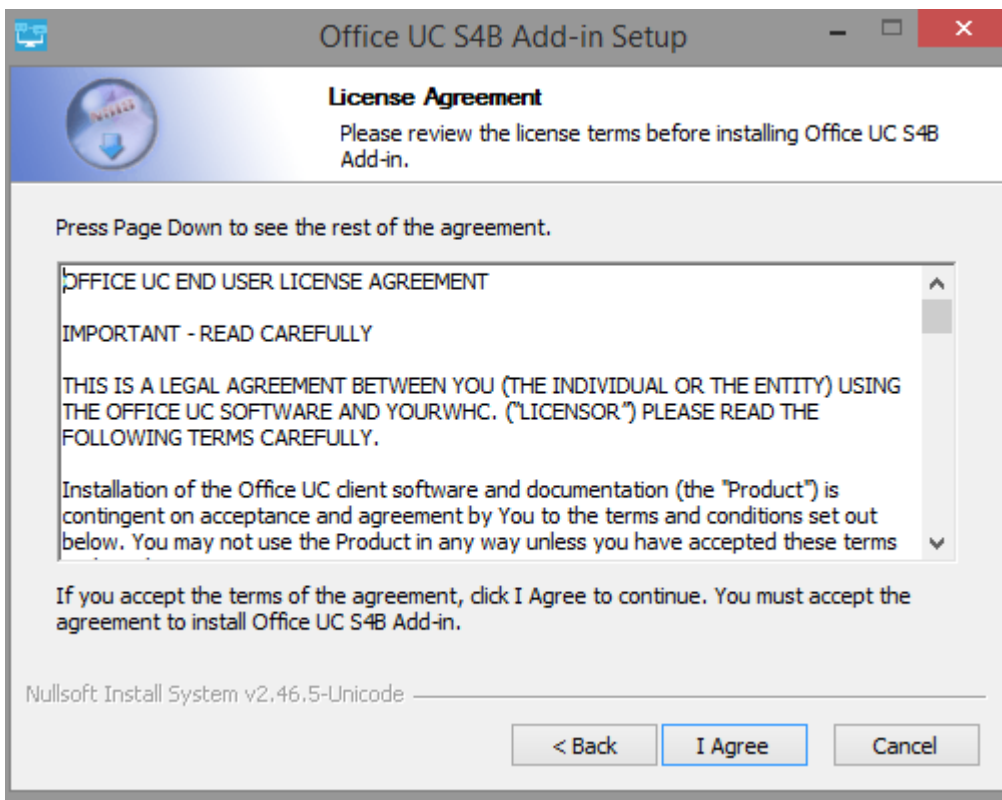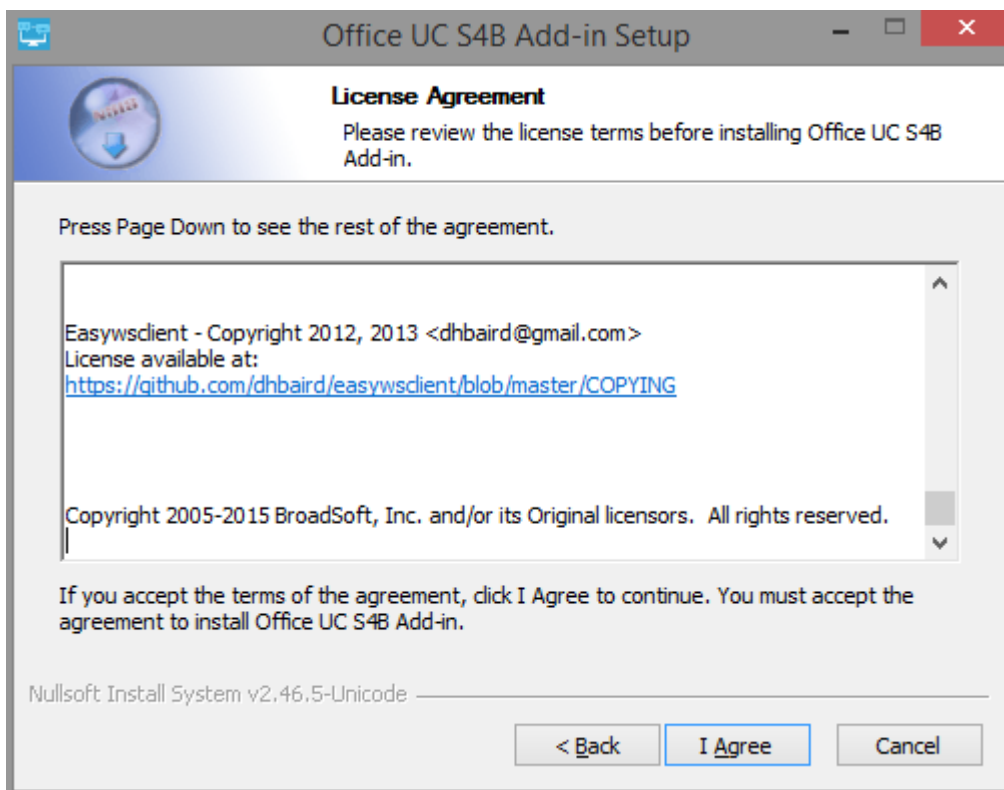
- Follow the installation prompts, set your start-up preferences and then click **Next** to proceed.

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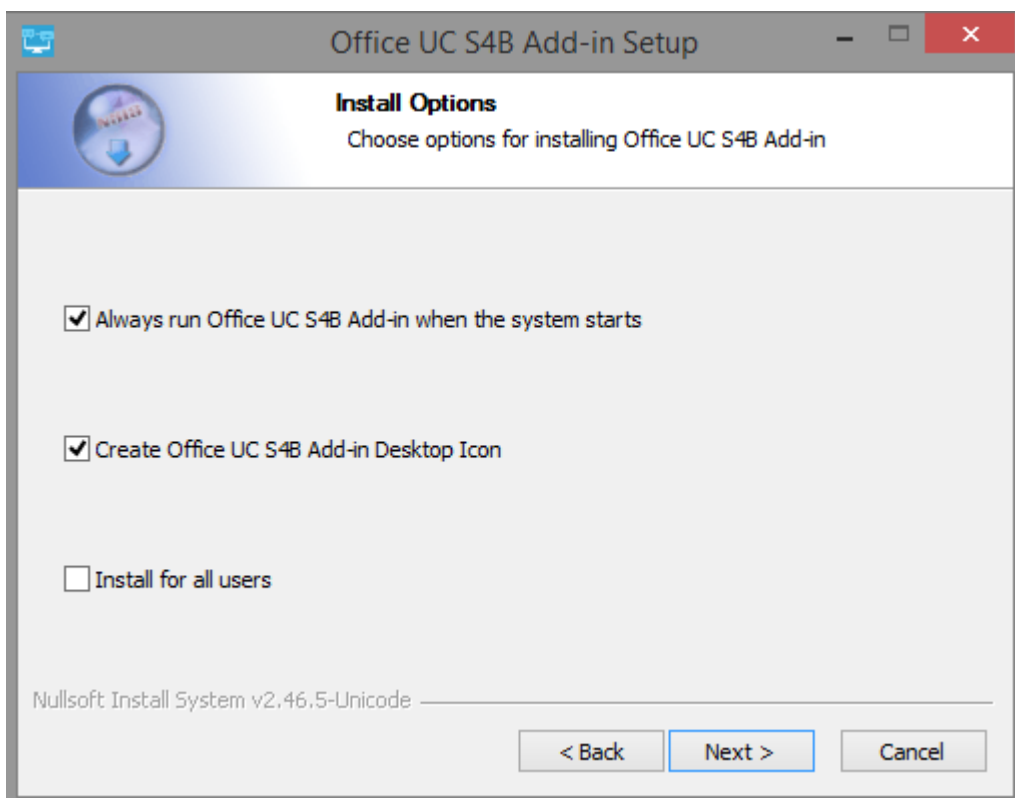
Select your install destination folder and then click **Next** to proceed.
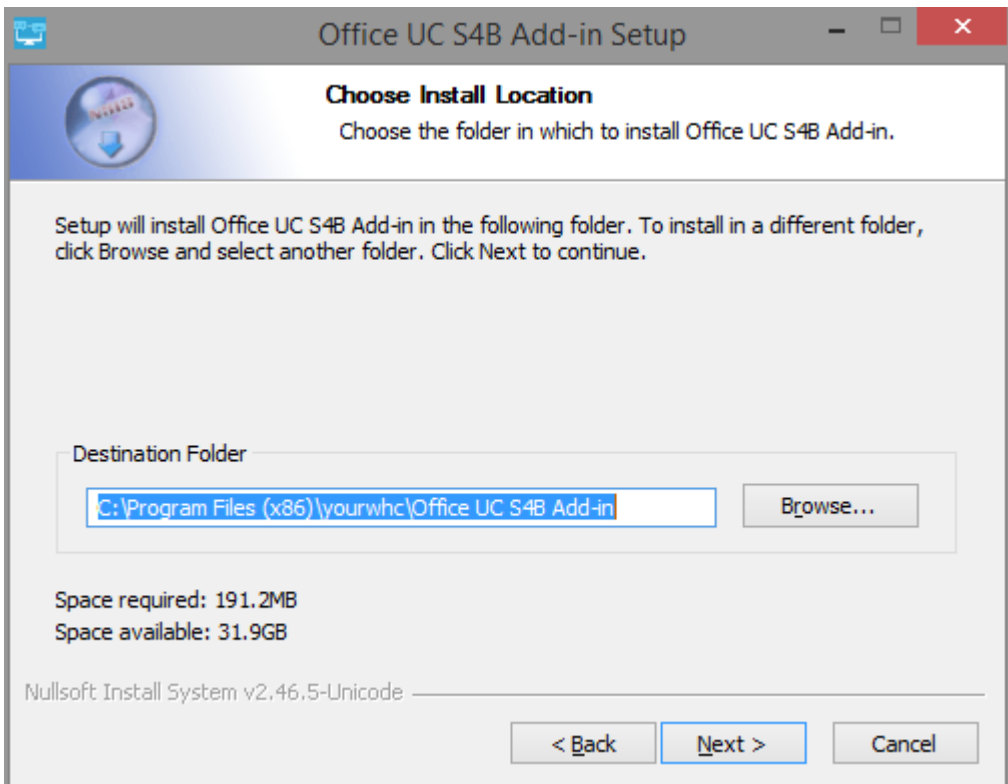
- Once Office UC S4B and any third-party software have finished installing click **Next.**

Application User Guide – WHC Office UC Skype for Business
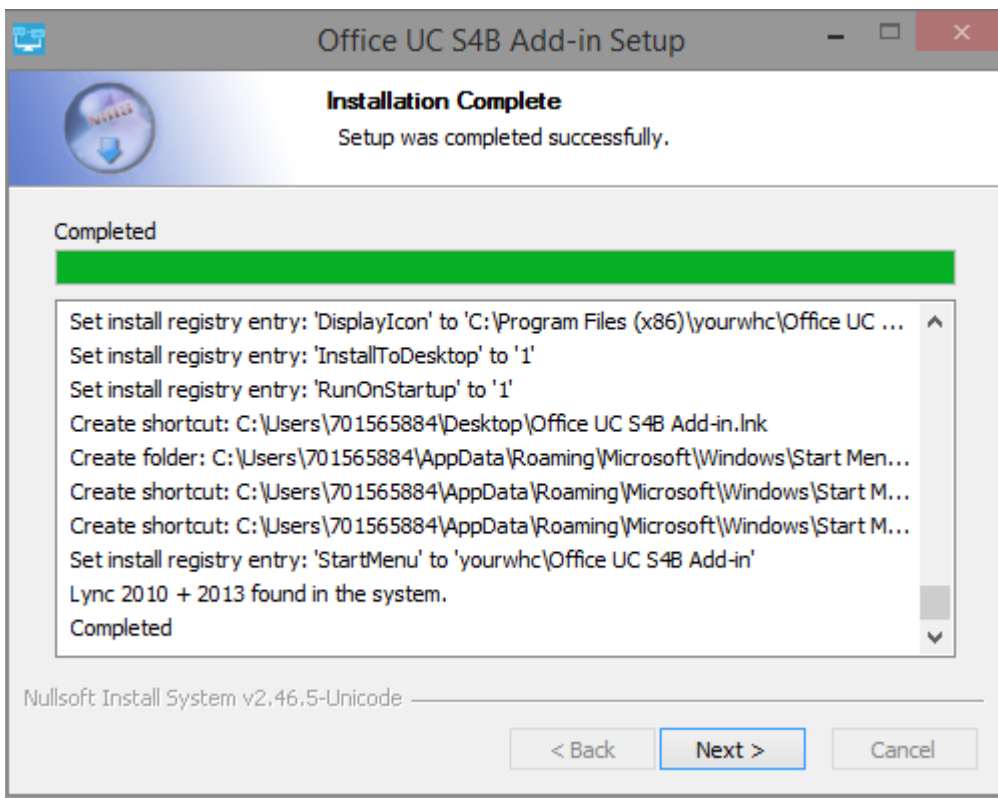
- Finally to complete the installation, click the **Finish** button to close the installer.

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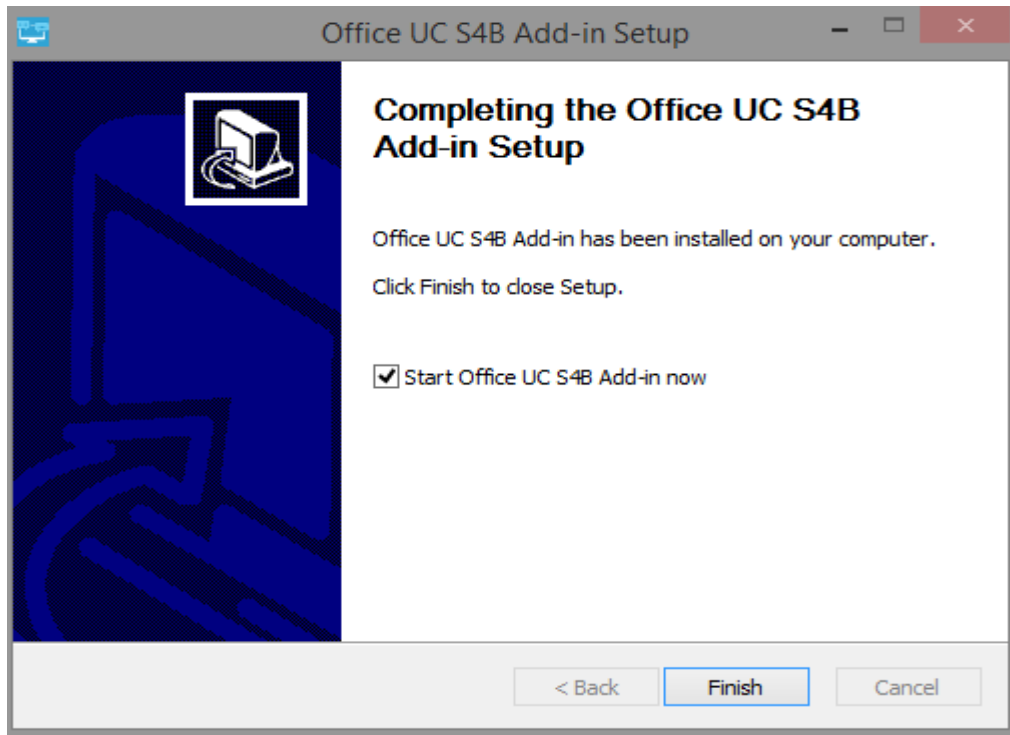
Operating the Feature – Windows Desktop

Start-up and Login

To start S4B, double-click on the desktop application icon, as you would for any other program.
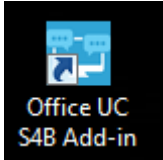
Once the application has launched, the application presents you with the login screen where you need to provide your user account information. Enter your username and password into the appropriate boxes. Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches. Click **Sign-in**.
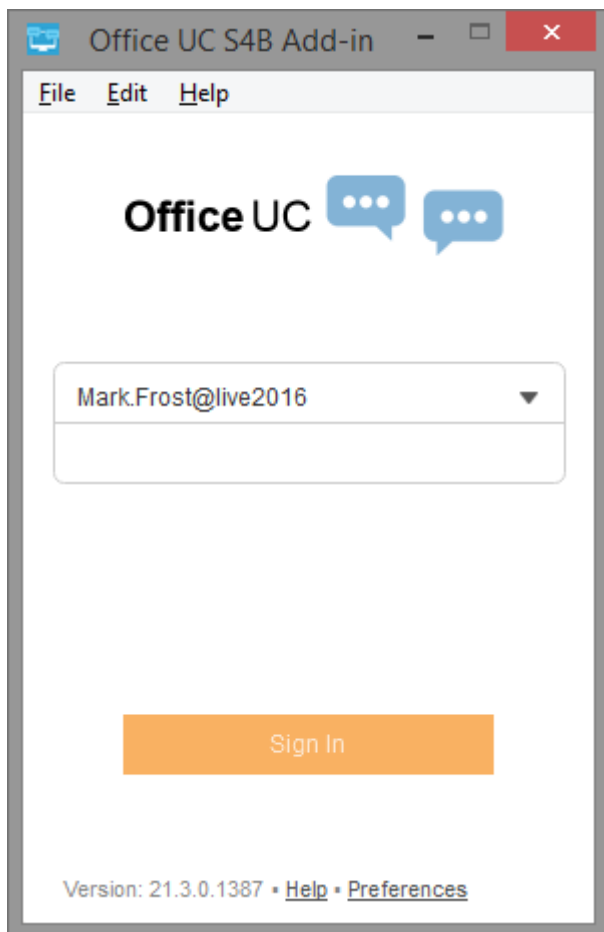
Username and Password Management

You must login to the application with your application username and password, which can be obtained from the Business Portal. The password can also be modified via the Business Portal.

Closing Office UC

To quit, right-click the icon on the top left-hand corner and click on **Exit**.

Default Calling Type

It is recommended that Users configure the default call type in the Office UC S4B Add-in straight away. Our recommendation is to set the default call type to **Call from Phone** if you also have a desk phone with your service; otherwise set the default call type to **Call** which will mean that your PC is used with a headset/speaker and microphone.

The default call type controls whether outbound calls are performed using the PC (with Office UC as a softphone) or as a click-to-dial call; that typically means that the call is performed using their physical desk phone.

To set the default call type right-click the Office UC icon in the system tray.

- Set **Default Call Type** to **Call from Phone**. This is recommended if the User also has a desk phone with their Virgin Media Business account, either as their primary device or shared call appearance device. This means that outbound calls will be performed as click-to-dial calls and can alert their other devices, such as a desk phone, rather than using the PC as a softphone with a headset or microphone and speaker.

    OR

- Set **Default Call Type** to **Call**. This is recommended if the User has no other devices (apart from Office UC Skype for Business) and they wish to use their PC with a headset or microphone and speaker.

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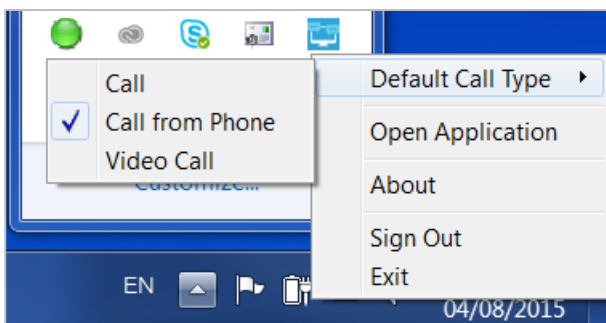
Manage Audio Devices

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call.

- Click the Office UC logo in the Main window title bar
- Select Preferences
- Select Audio
- Set a playback device (speakers)
- Set a recording device (microphone)
- Click **OK**

If **Use default** is selected, then the Office UC S4B Add-in uses the default device set in the operating system preferences. For Windows, if **Default Communication Device** is defined, it is selected over the "Default Device". If you are using headsets, you can also select a separate device than the headset for alerting incoming calls.

Headset Support

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. The following headsets have been tested:

- Voyager Pro UC
- Savi 700 series
- Blackwire C3xx, C4xx, C5xx, and C7xx
- Calisto 620
- Audio 628USB
- Polycom U300
- Voyager Legend UC
- Logitech H570e
- Jabra Biz 2300/2400
- Jabra Speak 510
- Sennheiser SC 230/260
- Sennheiser SP 20

Main Window

The main view by default does not appear as the S4B client controls calls and the plug-in works silently in the background. However if you do open the window from the system trayit will allow you to view call history, make and control calls, manage your call settings (such as Call Forwarding) and configure your preferences.

If opened then the main window contains a number of tabs that present information about the contacts and communications options, located on the left-hand bar:

- Contacts (disabled)
- My Room (disabled)
- History
- Dial Pad (Call)

On the bottom bar you can also see:

- Call - from Desktop application (Disabled from main window only)
- Call from IP Phone (Disabled from main window only)
- Video Call (Disabled from main window only)
- Menu

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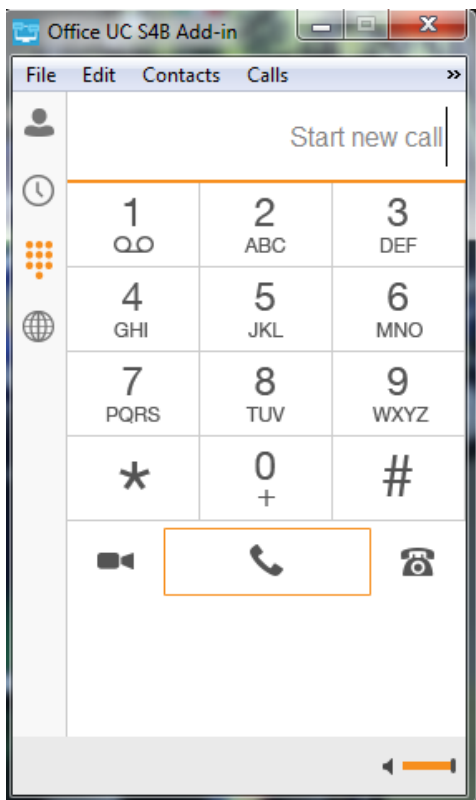
A brief explanation of each button can be seen below.

Icon	Usage
👤	**Contacts** – Not used in Office UC S4B Add-in edition, used for Office UC Desktop.
🏢	**My Room** – Not used in Office UC S4B Add-in edition, used for Office UC Desktop.
🕐	**Communications History** – View previous calls.
⠿	**Dial Pad** – Make voice and video calls. Use to enter DTMF digits. Access Voicemail (if included).
📞	**Call** – Not used in the main window but available from the Dial Pad. Make a VoIP audio call.
☎	**Call from Phone** – Not used in the main window but available from the Dial Pad. Make a Click-To-Dial call from your desk phone (or secondary device).
🎥	**Video Call** – Not used in the main window but available from the Dial Pad. Make a video call (VoIP).
☰	**Menu** – Open Call Settings, Preferences, and Help. Use for quick access to call settings such as Call Forwarding etc.

History

The third icon from the top in the Main window on the left-hand side of the navigation pane displays your call history. Office UC saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or you want to dial a contact easily with whom you have recently spoken.

Double-click on an entry in the list to call back directly. This calls back the same way in which you previously spoke - for example, if you were in a video call, double-clicking starts a new video call.

The Communication History missed communications badges can be cleared by using the right-click menu from the Communication History button on the left pane. The menu provides options to clear "All missed", "Clear missed chats", and "Clear missed calls".

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Dial Pad

The *Dial pad* tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Video call, Audio Call, and Call Move. The top text field also has a delete button that, when pressed, deletes one character at a time.

See the Calls section of this document for further information on calling.

Call

Using the S4B plug-in, a User can make and receive calls using a variety of methods as described below.

Making calls from S4B

There are multiple ways to make calls with S4B including dialling from a contact, a chat window or using the dial pad. All calls made using S4B, other than Lync-to-Lync/S4B-to-S4B calls and meetings, will go through the Office UC S4B Add-in.

- Right-click a contact in the actual Skype for Business application, so not the plug-in, select **Call** and click the number.
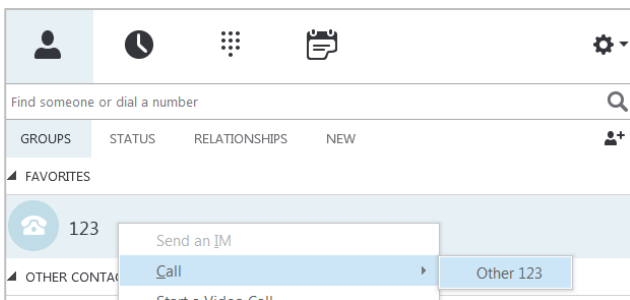
- Call from a Chat Window in the actual Skype for Business application, so not the plug-in, click the **Call** button and click the number.
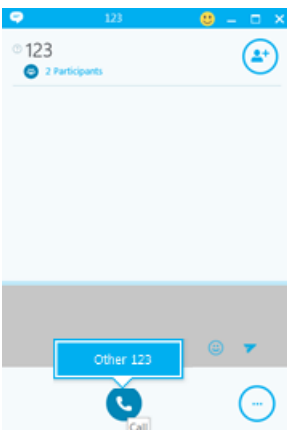
- Call from Phone Dial Pad in the actual Skype for Business application, so not the plug-in, and enter a number then click the Call button.
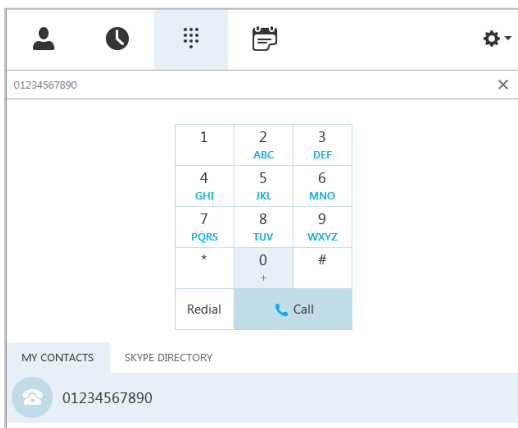
When a call is made through Skype for Business, the Office UC S4B Add-in Call Window is displayed which allows you to control the call:
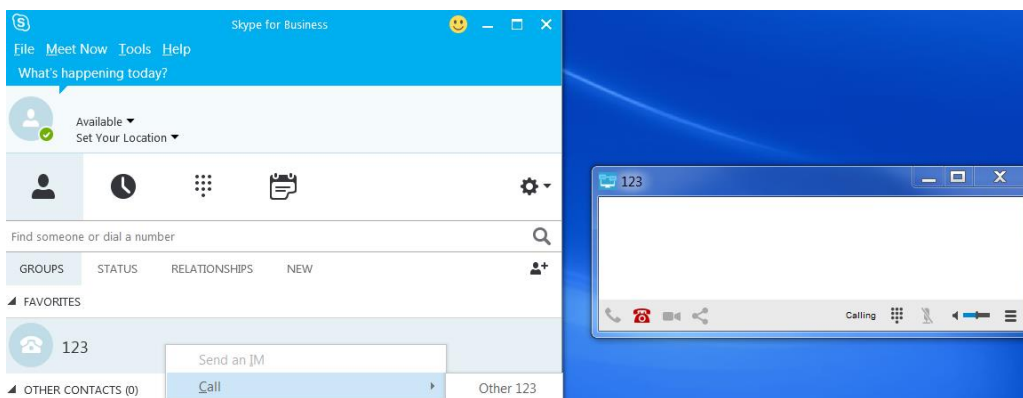
From this window, you can perform the following actions:

- Escalate the call to include audio and video
- End an audio or video call
- Open the dial pad, for example to enter DTMF digits. Note that this dial pad should be used to enter DTMF digits; the Skype for Business Dial pad will not deliver DTMF to the Office UC Add-in
- Mute your microphone
- Adjust your speaker volume
- Place a call on hold
- Transfer a call

The following table describes the additional Office UC S4B call window icons and explains what you can do with them for voice and video calls.

Icon	What you can do
📞 ☎	End the call.
🎥	Escalate to a video call.
⠿	Enter additional DTMF digits using the dial pad at any time during the call (for example, to insert a conference number). The dial pad is not movable. Note that DTMF is only supported from the Office UC Add-in window and not the S4B dial pad.
🎤	Mute your microphone by clicking the mute icon.
🔇	Adjust the volume bar to adjust the volume. Dragging it all the way to the left mutes your speakers.
☰	Use this icon to access the *Call Options* menu. In the *Call Options* menu, you can find different actions to use for a call depending on your settings

In the *Options* menu of the add-in, there are the following options:

- Transfer a call to a third party.
- Put the call on hold. Note that if you hold the call, the other party cannot "unhold". This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.
- Hide or show your own video.

Receiving Calls on Skype for Business with the S4B Plug-in

When someone is calling you, the Office UC S4B Add-in, and any other devices assigned to your account, ring. You will also see a pop-up notification on your screen:

John Smith
0397 - Incoming call
Audio   Decline

The **green** button **answers** the call. The **red** button **silences** the call. If you silence the call, the ringtone is silenced, but the caller does not see anything on their end. Closing the notification window also silences the call.

When someone is calling you with a video, you see the same pop-up notification; however, the options are answer with video, answer as voice only, and silence - by closing the pop-up window or clicking the red **Decline** button. If you decide to answer as "voice only", the call is voice only.

S4B is not involved in receiving the inbound call. Once you answer the call using your Office UC S4B Add-in or other device, you can control the call using the Office UC call window. You can even answer the call on one device and seamlessly move it to another device by dialling the Call Move/Pull Feature Access Code (*11 by default) from the device that you want to move the call to.

Full Screen in Video Call

Full-screen mode can be activated by clicking the **Full Screen** button or by double-clicking anywhere on a video. Exiting full-screen mode is done by pressing the **Esc** key or by double-clicking the window. Exiting full screen makes the video call go back to its original state (even if there was resizing of the window previously before going full screen).

In a full-size window, you can see a similar Options menu at the top. It has the same functionality as it does in the normal view. When you move the mouse, the top bar and lower communication buttons appear on top of the video.

Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

Call Transfer

Blind call transfer is available in the Call Window; choose the Transfer Call menu item to transfer the call to someone else.

Attended call transfer is also available in the same window, first call someone to check if the called party can take the incoming call and then transfer the incoming call to the desired called party.

Voicemail

If you have voicemail included in your service then it'is also possible to call voicemail from the dial pad by long pressing the **"1"** icon in the Office UC S4B Add-in Main Window or by dialling the Voicemail feature access code, typically *86.

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Additional S4B Functionality

The S4B Click-to-Dial add-in can be activated to place calls from Internet Explorer: Go to Internet Explorer, open Tools → Manage add-ons → Tool bars and Extensions and then enable the Skype for Business Click–to-Call extension. Once enabled close the window. You may need to restart Internet Explorer. In the Internet Explorer Tools menu, select Skype for Business Click-to-Call and check "Enable number detection".

You can also configure a tool that allows you to select any text and press F8 to dial. Call from any application with using F8: Support for this functionality is dependent on users installing S4B Select Dial (https://gallery.technet.microsoft.com/office/Lync-Copy-Dial-Just-Select-3c426244/), which provides F8 functionality with S4B.

Presence Synchronisation

When you are on a call your S4B presence information is automatically updated, so that people can see that you're on a call. Your S4B phone presence status is updated for inbound or outbound calls made on any of the devices associated to your account. When the call is finished the previous presence status is restored.
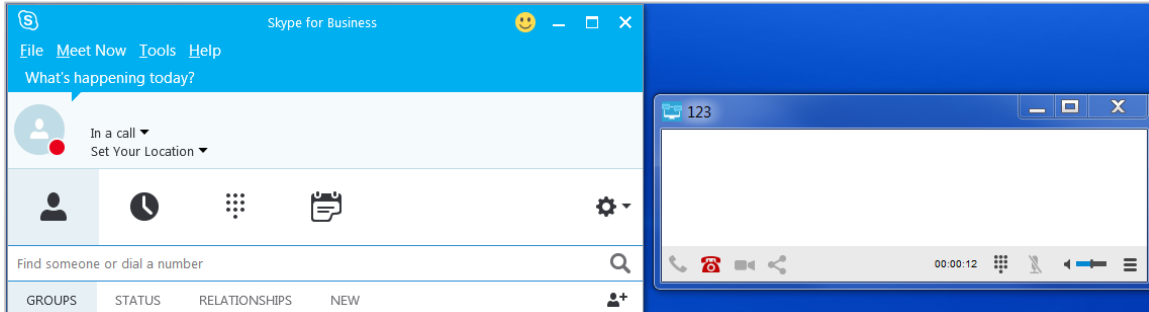
Menu

The Menu buttons allows a User to configure some preferences as detailed below.

Call Settings

The application supports the following service management features allowing supplementary services to be managed using the native Office UC Call Settings window:

- Call Director
- Remote Office
- Call Forwarding
- Do Not Disturb
- Hide Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
- Simultaneous Ring Personal

Call Director

Call Director simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the User chooses. A desk phone, mobile phone, and/or a softphone may ring simultaneously.

Enjoy voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service via the "Add New Location" button. Use the "Alert all locations simultaneously" check box to activate parallel ringing.

The "Diversion inhibitor" check box prevents a call ending up as a voicemail, which can be problematic in, for example, conference call situations.

Select "Answer Confirmation" to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voicemail since the call will be ended without going to voicemail if the answer confirmation is not provided.

Select the "Call Control" check box to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

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Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office by clicking the **Edit** icon and specifying a phone number to be used as the Remote Office number.

Forward Calls

Enter a number to which your calls should be forwarded. Different variants of Call Forwarding are supported, such as forwarding always, forwarding when busy, and forwarding when you cannot answer or when you are unreachable.

Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voicemail. Enable this service by clicking the **Enable** check box.

Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by clicking the **Enable** check box. To show your number, set this to **Disable**.

Simultaneous Ring Personal

Add up to ten additional numbers that you would like to ring in addition to your primary number when you receive a call. In addition, specify whether you want answer confirmations. This service is an older variant of Call Director.

Preferences

Preferences provide access to available settings for the application. Follow these steps to access Preferences.

- Click the application logo in the Main window title bar or the Menu icon at the bottom right of the client.
- Select Preferences.

Login

Enable or disable automatic login when starting the application.

Confirmations

Usually there is a confirmation pop-up notification each time you remove a contact or call history record. By selecting one or all of the check boxes, you disable the confirmations when deleting information. Here you can also control whether there is always a pop-up notification for publishing location information. Typically, this is shown at login.

Depending on your configuration, you can also have confirmations for the Office UC Application Programming Interface (API), which is used by third-party applications such as Outlook Add-in or compatible headsets. You can allow such third-party applications in *Preferences* to obtain information from Office UC and enable or disable confirmation pop-up notifications when third-party applications request information from Office UC. You can also choose default behaviour to always reject or accept requests from third-party applications and allow or reject individual third-party applications.

Logging

Logging is used for troubleshooting. You may be asked by Virgin Media Business to turn on logging and then send a log file directory.

Audio

Output Device (Speakers)

Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external playback device is selected by default (if you have one connected).

Voice Recording (Microphone)

Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.

Alert Signal

Select the audio device and ring signal that is played when you receive an incoming call. The same signal is used for both voice and video calls. You can also select your own ring signal.

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Sounds

Select which events cause a notification sound. To disable the sound, uncheck the check box. Select a sound event and then click Play to hear the sound.

Video

Capture Device

Select a camera that you want to use for video calls. Your external web cam is selected by default (if you have one connected).

Video Size

Select one of the available sizes. Note, however, that higher sizes require more bandwidth and a more capable central processing unit (CPU).

Proxy

Proxy Settings

Select how to handle HTTP proxies. By default, the "No Proxy" setting should be used.

Add-ins

Select how incoming add-in requests are handled, are they automatically accepted or not? or are incoming requests allowed at all?

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Troubleshooting

Unable to login to Office UC Skype for Business Add-in

- Check the configuration of the User and make sure they have an Office UC Skype for Business device assigned.

- Check the application username and password is correct. The password can be reset using the Business Portal.

- Check that the network meets the requirements in the Firewall, Security and Network Considerations section.

- Check the system, software, network and usage requirements in this guide.

- Enable logging in the application by navigating to the preferences section. Enable all logging, replicate the issue and investigate the log files.

Inbound or Outbound Calls Fail

- Check that the User is logged in to Office UC Skype for Business Add-in.

- Make sure Skype is not installed. If Skype is installed, then uninstall it. Only Skype for Business is supported.

- Check that the PC has network connectivity and that the network meets the requirements in the Firewall, Security and Network Considerations section.

- Check that the correct Telephone Number and/or Extension are provisioned for the User.

- For inbound calls check that you do not have an unwanted divert in place or Do Not Disturb configured.

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Frequently Asked Questions

1. **Does the add-in support calling from Office, SharePoint and Internet Explorer (10 & 11)?**

   The add-in integrates directly with S4B/Lync and relies on the built-in integration between S4B/Lync and other Microsoft products. If S4B/Lync displays a calling option in a Microsoft product and that call goes through S4B/Lync, then the add-in will be able to send the call through the Office UC Add-in.

2. **Does the add-in support S4B/Lync on Mac OS X?**

   No. S4B/Lync on Mac OS X does not support add-ins.

3. **Does the add-in support S4B/Lync on mobile devices?**

   No. S4B/Lync on mobile devices does not support add-ins.

4. **Does clicking on tel:// links work?**

   S4B/Lync provides support for placing calls through S4B/Lync by clicking on tel:// links. Calls made through S4B/Lync will be sent to the Office UC Add-in.

5. **Does highlighting a number and pressing F8 work?**

   The S4B/Lync Select Dial add-in can provide F8 functionality for Lync. Calls made through Lync will be sent to the Office UC Add-in.

6. **Does the user interface stay the same for Migration for Existing Lync/S4B Users?**

   When existing S4B users start using the Office UC Add-in for S4B, the S4B user interface remains the same as before. The only exception is the dial pad that appears after installation (if it was not there before).

   The calling experience is different in that when calling non-S4B numbers, the Office UC communication window appears.

   If there are users with both S4B and Office UC running with full feature sets (not the intended setup), both should work. In this case, Office UC tries to have the same presence on both sides with a predefined mapping between S4B and UC-One presence states.

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Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.

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