UC office Skype for business user guide

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Overview

Office UC Skype for Business/Lync 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 WHC for PC Desktop, and integrates with the Microsoft Skype for Business and Lync Applications, 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:

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

The application comes with standard branding.

Office UC Skype for Business/Lync Plug-in continues to provide the end-user with standard Microsoft Instant Messaging and Presence capabilities but enhances it by overlaying WHC 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.

Technology Availability

This application is available on the following WHC technologies:

Centrex Users

- Functional – Desktop only
- Fixed - All
- Mobile - All

SIPT Users

- Functional – Desktop only
- Fixed - All
- Mobile - All

Application Description – Office UC SB4

S4B provides Users with the ability to integrate their cloud based Microsoft suite of messaging applications, Skype for Business or Lync, directly into their WHC communications product. S4B is currently only available on the S4B desktop PC's 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 365.

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

Hardware & Software Description

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

Firmware Version

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

Device	Version
Desktop PC	22.6.4

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: 4 GB RAM
- 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
- Lync 2010 32-bit
- Lync 2013 Basic 32 and 64-bit
- Lync 2013 Standard 32 and 64-bit
- 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.

Network and Firewall Requirements

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

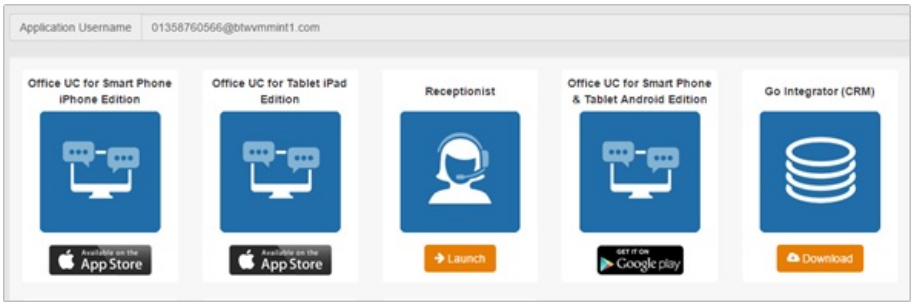
Application	Protocol	Destination	Destination Port
Application Signaling	SIP	centrex-bslnws09.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27 Please be aware that it would be advisable to add these addresses as they may be used for future expansion uc-bs12lnws14.yourwhc.co.uk - 213.120.60.172 - 213.120.60.236 uc-bs11lnws13.yourwhc.co.uk - 213.120.60.140 - 213.120.60.204	UDP/TCP 8933 Note: Port 5060 and Port 5075 also available
Application Media	RTP	62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535
Office UC Desktop & Skype for	HTTPS	1. downloads.yourwhc.co.uk 193.113.10.27	TCP 443

Business Plug-In Downloads		193.113.11.27	
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	1. officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	1. ums01.yourwhc.co.uk 2. ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269
Office UC Screenshare	Proprietary	1. uss01.yourwhc.co.uk 2. uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

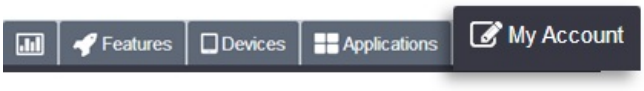
Configuration

The Welcome Email sent to customers will guide you 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.

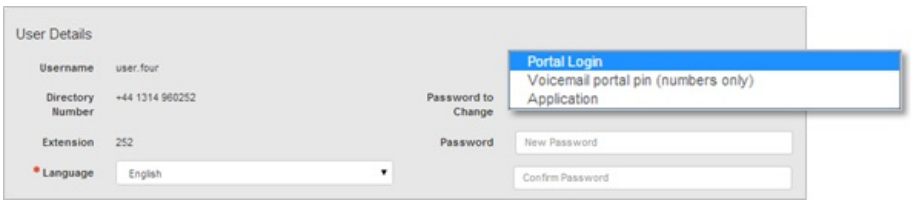
Please note this Username is the same for all Applications, but is different to the Business Portal credentials. The username can be seen in the Applications tab as shown below:



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,



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 license 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.

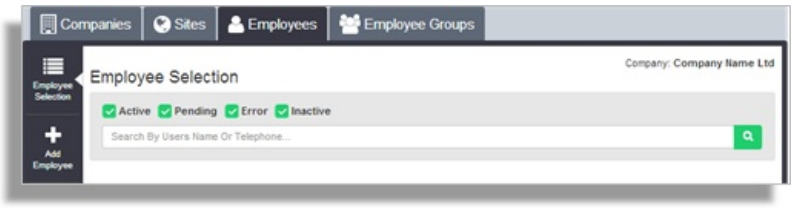
Assuming a Fixed or Mobile license is in place, a new secondary device type, which uses SB4, needs to be created in the Business Portal. This is achieved by creating an additional Shared Call Appearance using the User's Devices tab in the Business Portal.

Follow the steps below to provision an Office UC Skype for Business shared call appearance device for a User:

- Log in to the Business Portal as a CP or Company Administrator and click on the Employee Selection button.



- Search for a User by entering their name or just by selecting the magnify button.



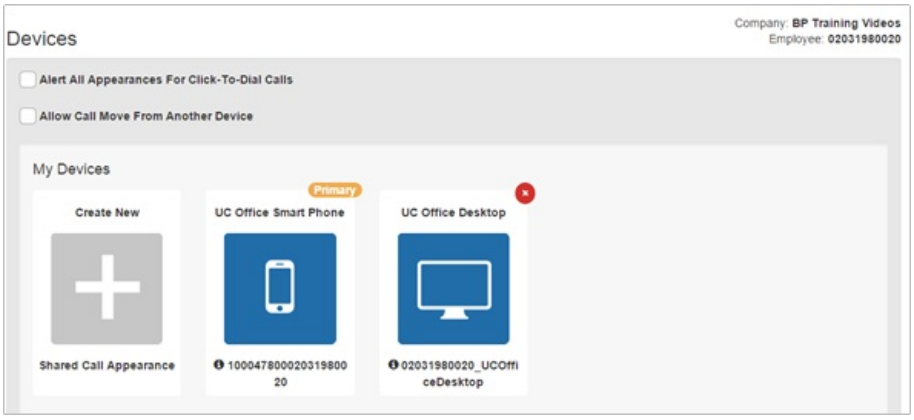
- Select a user by clicking on the Select button to the right of the User.



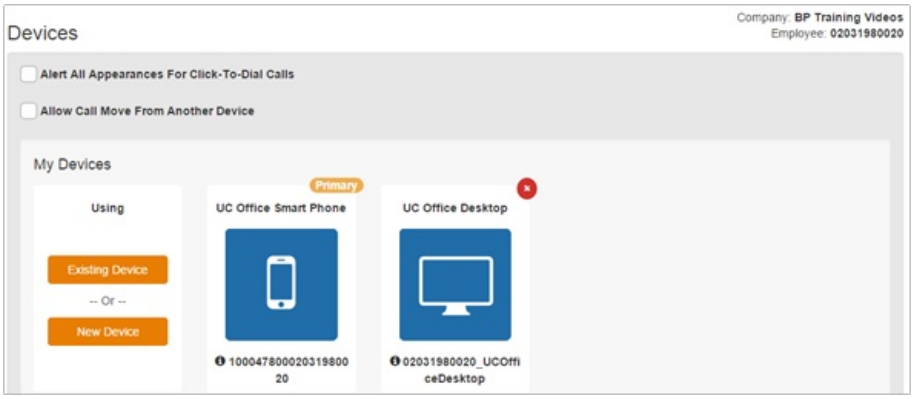
- Select the Devices button



- Select Create New Shared Call Appearance.



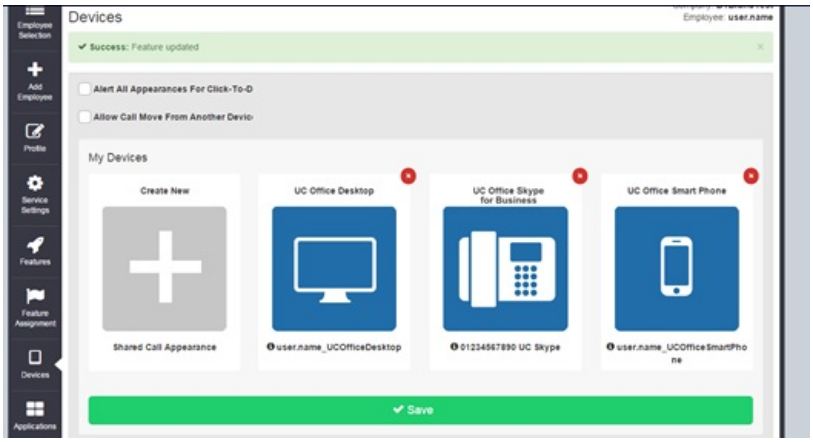
- Select New Device.



- Create a device ID which you can recognize if you need to make changes in the future, the recommendation is to use this format [DDI device name], e. 01234 567890 Skype for Business Plug-in. Select the Device type which is UC Office Skype for Business. Then enter some unique text into the MAC address box, we recommend you use this format [DDI], i.e. 01234567890A.. Add Description in bottom field as the default note is IP Phone. Finally select the Save button



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

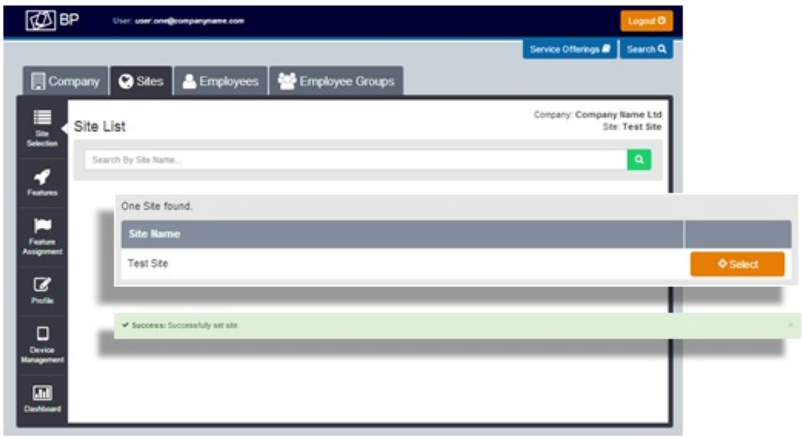


Setting up S4B as a Primary Device

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 license pack.

Follow the steps below to provision:

- Log in to the Business Portal as a CP or Company Administrator, click on the Sites horizontal tab, locate the site and click on Select to set the site.



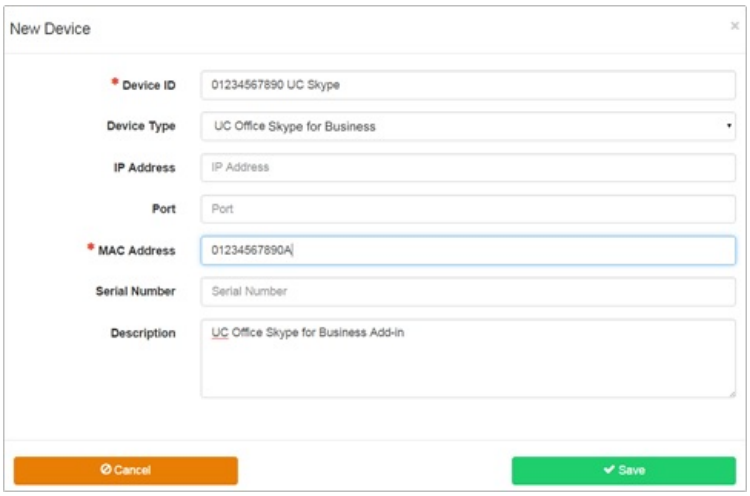
- Click on the Device Management button from the left hand-side bar.



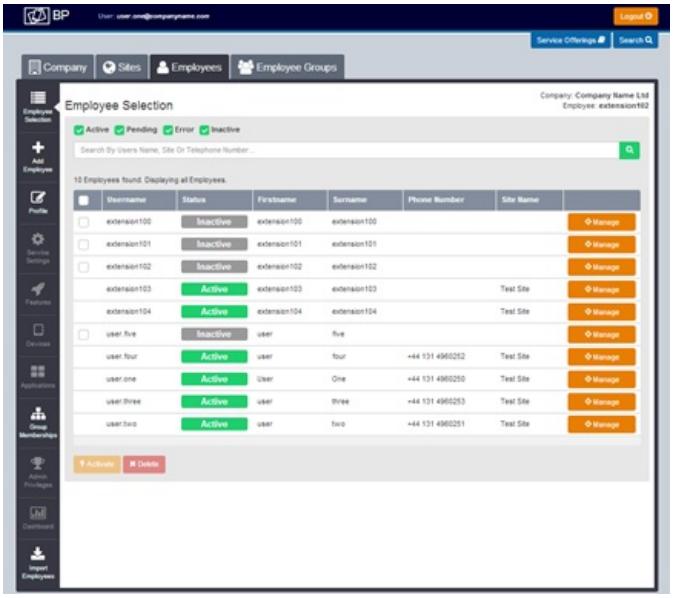
- Click on Devices in Device Management then click on the + Add button to add a new device.



- Create a device ID which you can recognize when you go to add to a User late on in this procedure, the recommendation is to use this format [DDI, device name], e. 01234 567890 Skype for Business Plug-in. Select the Device type which is UC Office Skype for Business. Then enter some unique text into the MAC address box, we recommend you use this format [DDI], i.e. 01234567890A. Finally select the Save button.

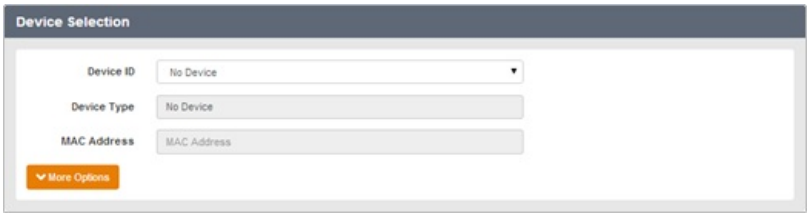


- Click on the Employees horizontal tab, locate the user and click on Select to set the user.



- 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.



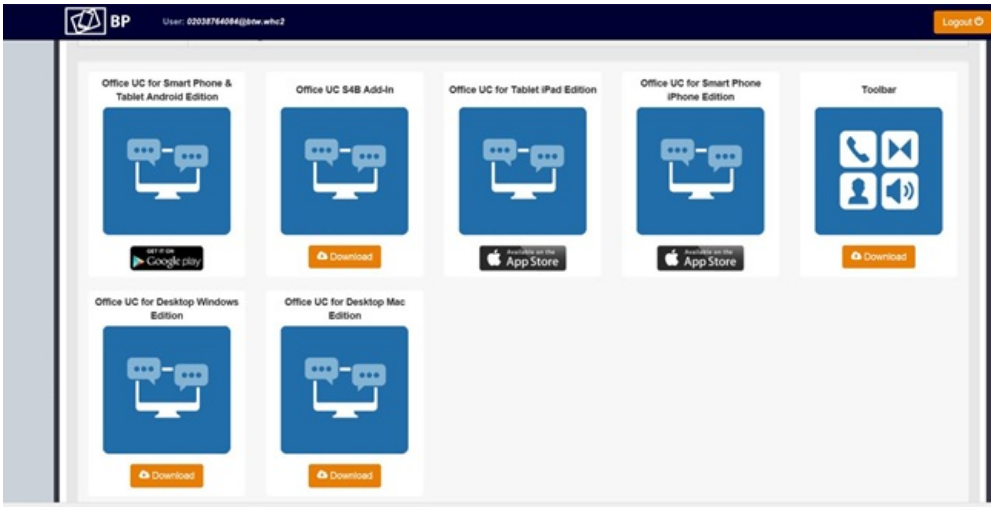
- The device has now been set-up for the user.

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



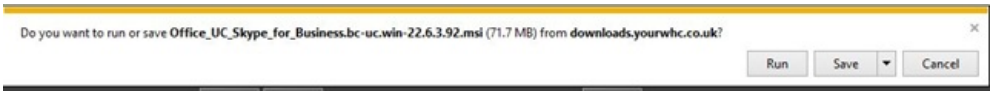
Windows Installation

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 HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\16.0\Lync	2015:	“TelephonyMode”	32-bit DWORD	1
Lync HKEY_LOCAL_MACHINE\SOFTWARE\Policies \Microsoft\Office\15.0\Lync	2013:	“TelephonyMode”	32-bit DWORD	1
Lync HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Communicator	2010:	“TelephonyMode”	32-bit DWORD	1

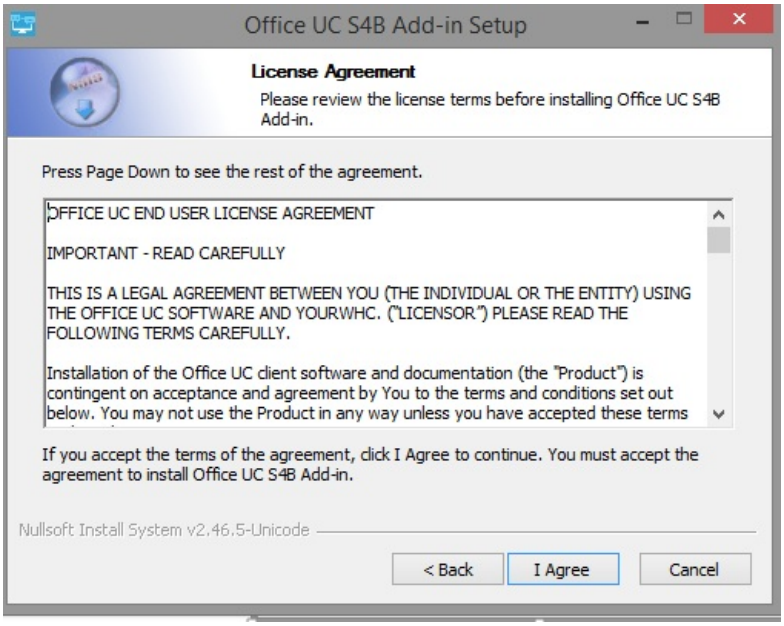
- Click on download and click on Run

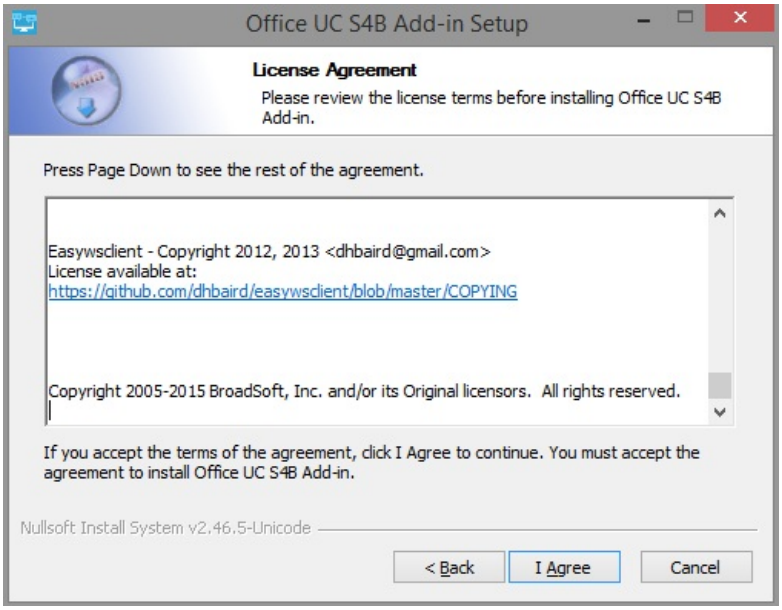


- From the welcome screen click next

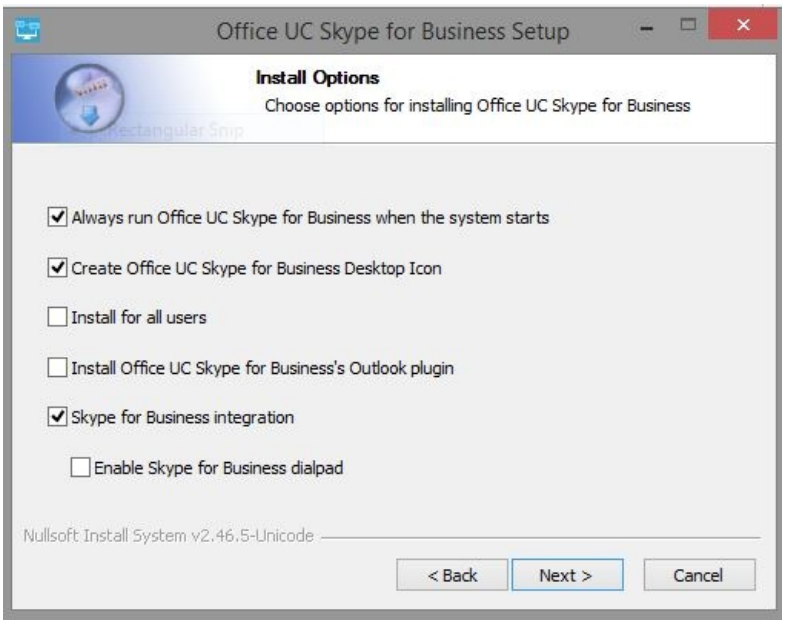


- Accept the license agreement by selecting I Agree

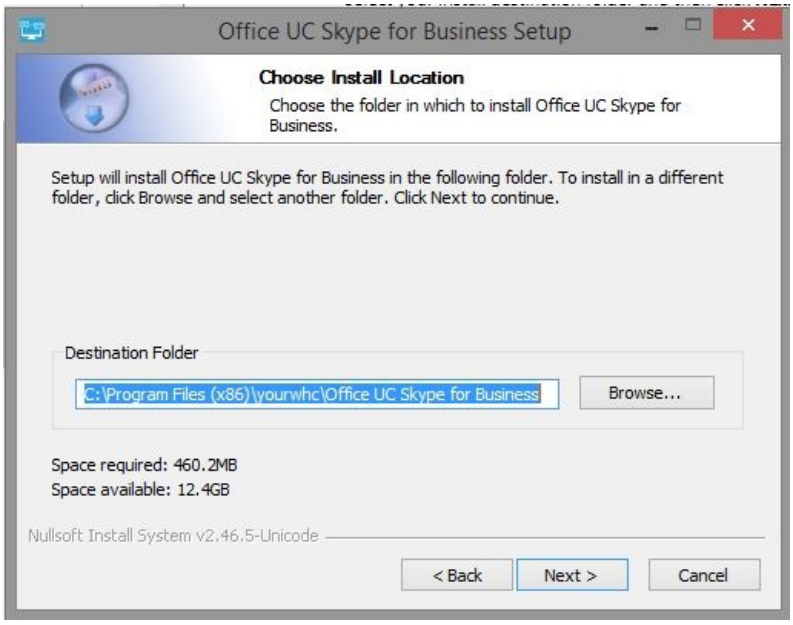




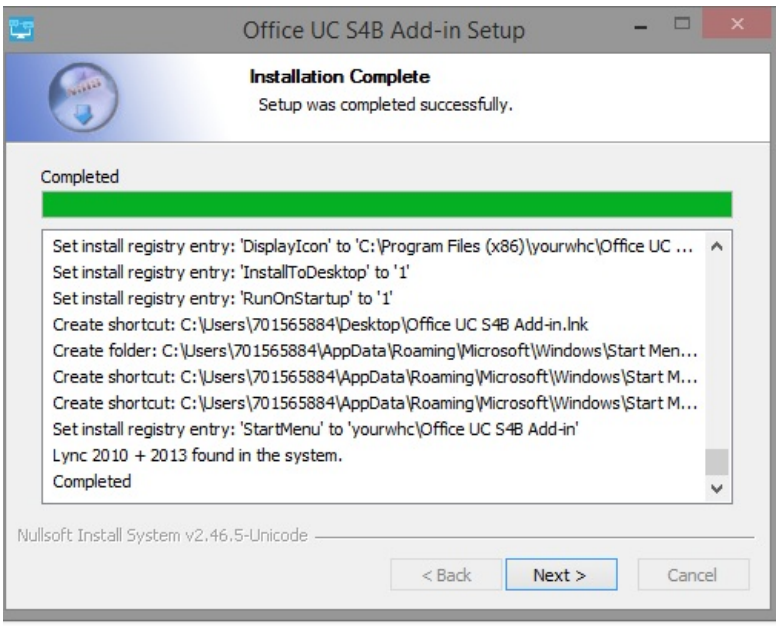
- Follow the installation prompts, set your start-up preferences and then click Next to proceed.



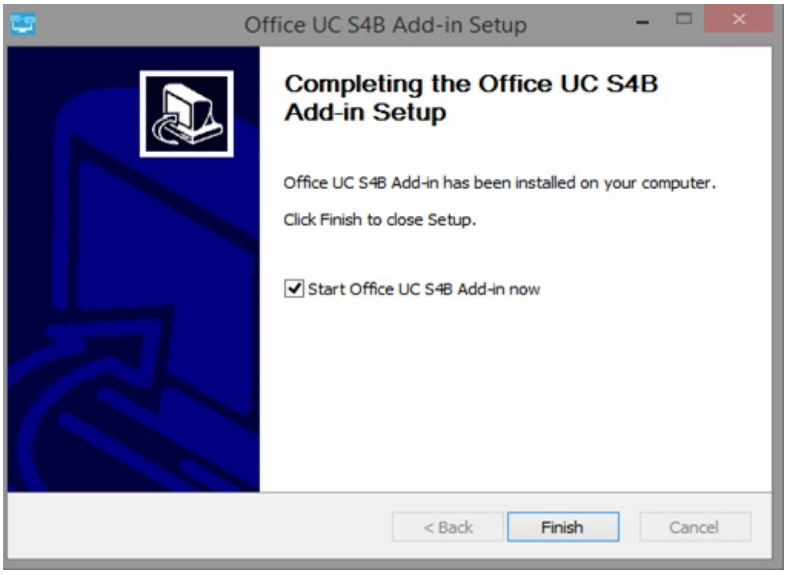
- Select your install destination folder and then click Next to proceed.



- Once Office UC S4B and any third-party software have finished installing click next



- Finally to complete the installation, click the Finish button to close the installer.



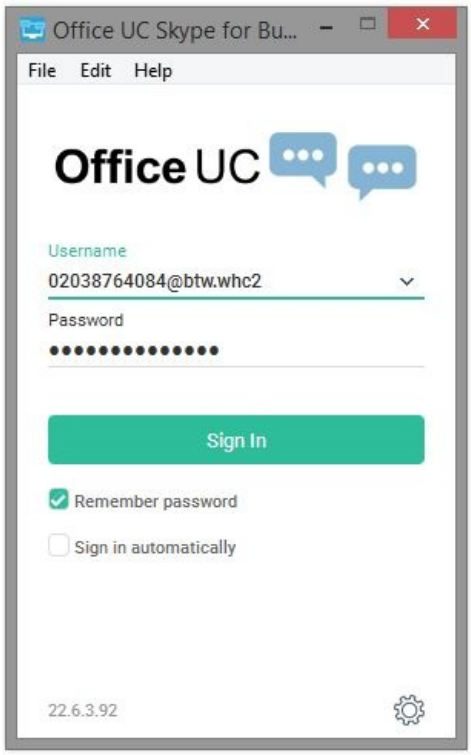
Operating the Feature – Windows Desktop

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, click on file tab in the top left hand corner and from the drop down, click on Exit.

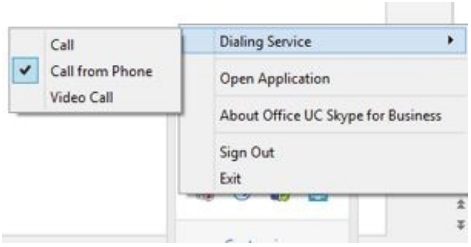
Default Calling Type

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.

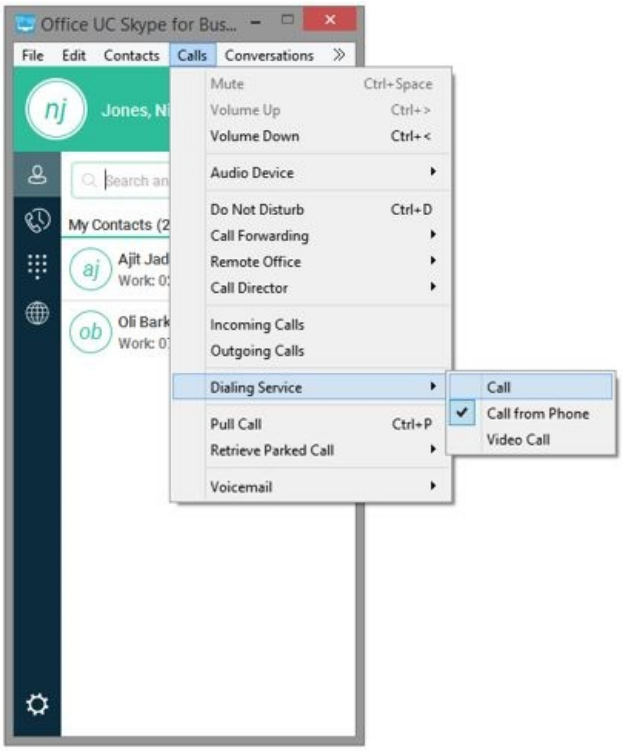
The default call type controls whether outbound calls are performed using the PC (with Office UC as a softphone) or as a click-to-dial call (that typically means that the call is performed using their physical desk phone).

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 WHC 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.



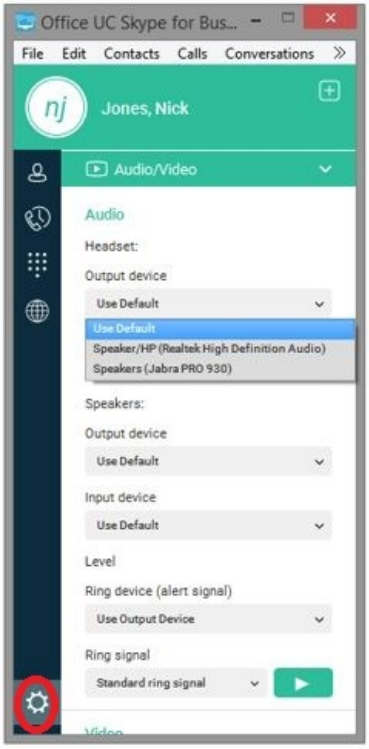
Alternatively this can be configured from the Calls tab in the menu bar



Manage Audio Devices

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

- Select Tool icon on the bottom left hand side



- Select Audio Video
- Select Headset
- Select Speakers
- Change any other options as appropriate

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

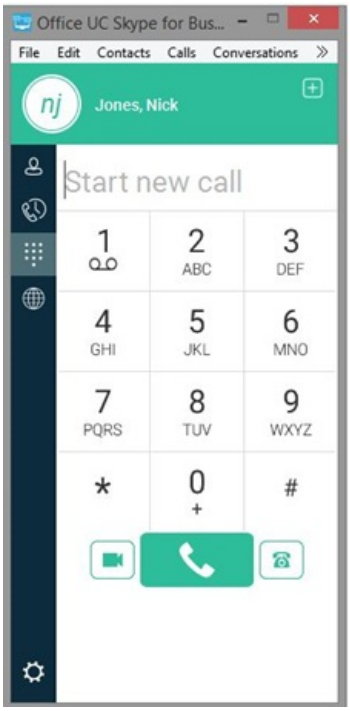
The main view by default does not appear as the SB4 client controls calls and the plug-in works silently in the background. However if you do open the window from the system tray it will allow you to view call history, make and control calls, manage your call settings (such as Call Forwarding) and configure 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)
- Conversations
- Dial Pad (Call)

On the bottom bar you can also see:

- Call - from Desktop application
- Call from IP Phone
- Video Call
- Options



A brief explanation of each button can be seen below.

Icon	Usage
	Contacts
	My Room – Not used in Office UC S4B Add-in edition, used for Office UC Desktop.
	Call 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 windown but available from the Dial Pad. Make a VoIP audio call.
	Call from Phone – Not used in the main windown 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 windown but available from the Dial Pad Make a video call (VoIP).
	Options – Open Call Settings, Preferences, and Help. Use for quick access to call settings such as Call Forwarding etc.

History

The second 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 easily dial a contact with whom you have recently spoken.

Double-click on an entry in the list to call back directly.

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, Call, and Call from Phone. The top text field also has a button that, when pressed, deletes one character at a time.

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

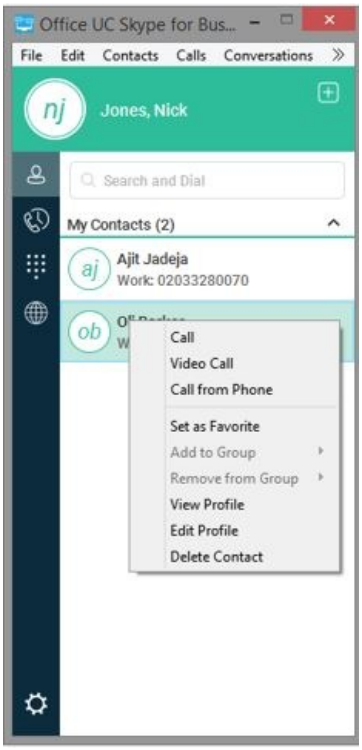
Call

Using the SB4 plug-in, a user can make and receive calls using a variety of methods as described below.

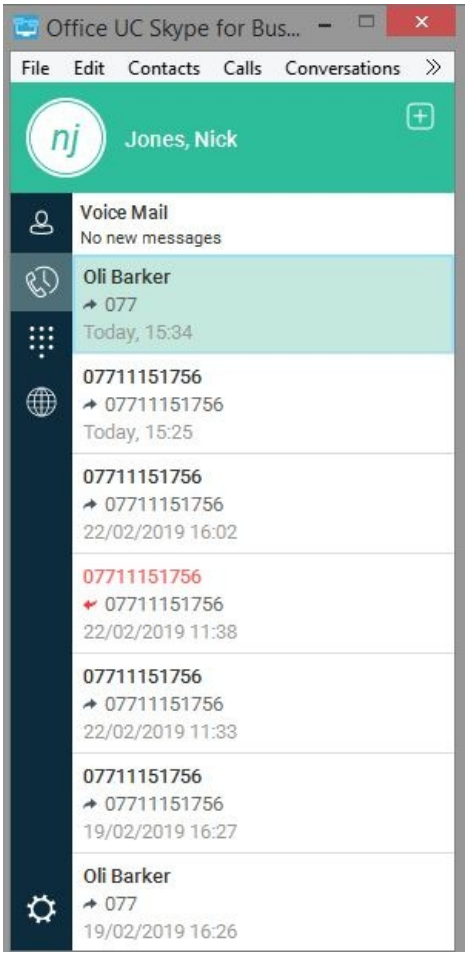
Making Calls from S4B

There are multiple ways to make calls with SB4 including dialing 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 , Video call or Call from Phone as appropriate



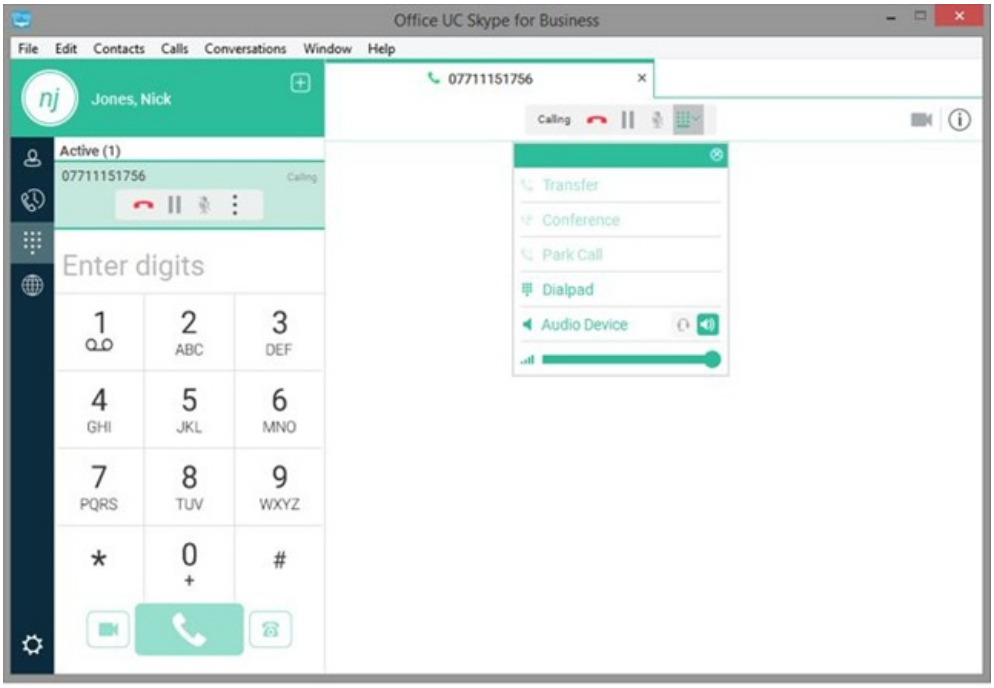
- Double click from recent contacts to call



- Call from Phone Dial Pad 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:

- End an audio or video call
- Mute your microphone
- Transfer a call
- Add conference call
- Open the dial pad, for example to enter DTMF digits. Note: 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.
- Adjust your speaker volume
- Place a call on hold

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 and your service provider.

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.

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:



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 dialing the Call Move/Pull Feature Access Code (*11 be 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 dialing the Voicemail Feature Access code, typically *86.

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/ (https://gallery.technet.microsoft.com/office/Lync-Copy-Dial-Just-Select-3c426244/)), which provides F8 functionality with S4B.

Presence Synchronization

When you are on a call your Lync/S4B presence information is automatically updated, so that people can see that you are on a call. Your Lync/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, cell phone, and/or a soft phone 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 voice mail, 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 voice mail since the call will be ended without going to voice mail 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).

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 voice mail. Enable this service by clicking the Enable check box.

Block my Caller ID

You can hide or display your number when calling or communicating with other parties or contacts. Block your call ID 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.

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 always is a pop-up notification for publishing location information. Typically, this is shown at login.

Depending on your service provider 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 behavior 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 your service provider 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.

Sounds

Select which events cause a notification sound. To disable the sound, uncheck the check box.

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.

Troubleshooting

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

- Check the provisioning of the User (for the correct Feature Package and/or Add-On) 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 the SIP registration using Service Assurance.
- 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.
- Use Service Assurance to determine any SIP signaling or network issues.

Known Issues

The following known issues have been observed:

Key	Summary
BTUC-17924	Call cannot be triggered from S4B after an automatic presence state change (available, busy in meeting , available) and a short idling period.
BTUC-8051	Office UC cannot add items to Lync call history (Lync limitation).
BTUC-7780	Lync presence occasionally does not revert to available after terminating call (only applies if Office UC presence is enabled).
BTUC-8628	Skype for Business status not updated to Busy In Call when Office UC Presence/XMPP disabled.
BTUC-7859	[LYNC] Not able to start N-way call from Lync (out of scope).
BTUC-8001	Office UC GUI brought to foreground when placing a call from Lync (working as designed).
BTUC-7763	[LYNC] Calling bridge from Lync via Office UC not working (not supported by Lync).
BTUC-7756	Handle conference calls/calling with more than 1 contact selected.

Frequent Asked Questions

- Does the add-in support calling from Office, SharePoint and Internet Explorer

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.

- Does the add-in support S4B/Lync on Mac OS x?

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

- Does the add-in support Lync on mobile devices?

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

- 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.

- Does highlighting a number and pressing F8 work?

The Lync Select Dial (https://gallery.technet.microsoft.com/office/Lync-Copy-Dial-Just-Select-3c426244/) add-in can provide F8 functionality for Lync. Calls made through Lync will be sent to the Office UC Add-in.

- 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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