



Skype4 Business Add-In für UC-Desktop Windows

Hinweise zur Nutzung

21.5.0

Dokumentenversion 1.1

S4B Add-In für UC-Desktop Communicator Windows 21.5.0

Copyright Hinweis

Copyright © 2016 finocom AG

Alle Rechte vorbehalten.

Jegliche technische Dokumentation, die von der finocom AG (Placetel) zur Verfügung gestellt wird ist urheberrechtlich geschützt und proprietär

Die Veröffentlichung dieses Dokumentes unterliegt der Geheimhaltungsvereinbarung der finocom AG (Placetel).

Kein Teil dieser Veröffentlichung darf ohne ausdrückliche schriftliche Genehmigung der finocom AG (Placetel) dupliziert, kopiert, weitergegeben oder in irgendeiner anderen Form zugänglich gemacht werden.

Die finocom AG (Placetel) behält sich das Recht vor, Änderungen ohne vorherige Ankündigung vorzunehmen.

Schutzmarken

Alle in diesem Dokument erwähnten Produktnamen können Warenzeichen oder eingetragene Warenzeichen der jeweiligen Firmen sein und werden hiermit anerkannt.

1 Overview

The UC-Desktop for Lync (S4B) is a client-side add-in that enables calling a phone number using “Call from Phone” or “VoIP from S4B” through UC-Desktop for Lync.

UC-Desktop for Lync listens to all calls made in S4B and intercepts those that are made to a phone number. In addition, it can be configured to also intercept failing S4B-to-S4B calls.

There is a separate S4B-enabled reference client available on Xchange for download as well as a reference client without S4B enabled. The S4B version of the reference client has slightly different branding.

Instant messaging, presence, desktop sharing, and S4B-to-S4B calling typically stay in S4B. Non-S4B calls use BroadWorks with UC-Desktop for Lync as the add-in front end.

Configuration of the add-in is done through the branding process and through the main configuration file. The standard UC-Desktop for Lync installation is used with the addition of a single registry setting.

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

1.1 Supported Features

The following features are supported by the UC-One Add-in for Microsoft S4B:

- Installing Add-in with UC-Desktop for Lync installer.
- Updating Add-in using UC-Desktop for Lync installer.
- Authenticating towards BroadWorks in standard UC-Desktop for Lync login window.
- Calling S4B contacts using a phone number.
- Calling a new number in S4B.
- Built-in S4B integration with other Microsoft products such as Outlook, SharePoint, Office, and Internet Explorer.
- Calling any tel: link using S4B add-in (based on built-in S4B functionality, only tel: format is supported).
- Calling from any application (requires Lync Select Dial add-in).
- Calling from phone (over Xtended Services Interface [Xsi]).
- Calling with VoIP (over Session Initiation Protocol [SIP]).
- Escalating audio calls to video.
- UC-Desktop for Lync call status reported to S4B so *Busy In Call* presence can be shown (does not require Extensible Messaging and Presence Protocol [XMPP] to be enabled on the UC-Desktop for Lync side).

- Placing a Video call (when the default is set to “video” by the end user in the Windows task bar UC-Desktop for Lync icon).

- Default call type selection.

Extended Services Interface, VoIP, and video calling are available through the UC-One license and can be disabled through configuration.

Call settings and usual call management features of UC-Desktop for Lync-initiated calls such as call transfer are available independently of S4B integration. This functionality must be enabled via configuration.

2.2 System and Software Version Requirements

UC-Desktop for Lync system requirements are the same with or without the S4B add-in.

The following are additional requirements for the UC-One Add-in for S4B.

- Windows
 - Windows 7
 - Windows 8
 - Windows 8.1
 - Windows 10
- S4B
 - Lync 2010 32-bit
 - Lync 2013 Basic 32 and 64-bit
 - Lync 2013 Standard 32 and 64-bit
 - S4B 2015 32 and 64-bit
 - S4B 2016 32 and 64-bit
- Placetel UC-Desktop 21.2.0 or newer
- Windows administration rights (due to required registry entry)

3 Placetel Requirements

With UC-Desktop for S4B, there are no additional Placetel requirements on top of usual UC-Desktop configuration.

S4B configuration is outside of the scope of this document as it is expected that companies have configured and deployed, and now support S4B on their own. Called numbers that are not in SIP URI format in S4B use UC-Desktop for calling.

However, the following items are to be considered if applicable:

- S4B Click to Dial add-in must 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 S4B Click to Dial Add-In.

In the Internet Explorer Tools menu, select Skype for Business Click to Call and check “Enable number detection” in the resulting dialog.
- Call from any application with using F8: Support for this functionality is dependent on users installing S4B Select Dial (<https://gallery.technet.microsoft.com/S4B-Copy-Dial-Just-Select-3c426244>), which provides F8 functionality with S4B.

S4B call forwarding options are for S4B calls and cannot currently be removed.

Special Note:

The UC-Desktop for S4B and UC-Desktop for Windows clients should **NOT** be installed at the same time on an individual PC. If you have the regular UC-Desktop for Windows client installed, please uninstall the client before installing the UC-Desktop for S4B client.

4 UC-Desktop for Lync Configuration

Due to the special deployment model where S4B still manages presence and chat as well as S4B-to-S4B calls, S4B integration is recommended to be used with the following general settings:

- XMPP: Disabled (UC-Desktop for Lync as soft phone only) with one of the following calling options enabled in the Windows system tray menu:
 - Audio
 - Video call
 - Call from Phone
- Video: Enabled (can be disabled through configuration, if preferred)
- Contacts: Full directory disabled
- Call History using Xsi: Enabled
- Live Search: Disabled
- UC-Desktop Outlook add-in **MUST** be disabled
- Auto show communications window: Enabled

The S4B add-in must be specifically enabled in the main configuration file. Additionally, when making a build of the UC-Desktop for Lync installer, the S4B integration must be specified at the branding level for the installer.

Note that UC-Desktop for Lync Release 21.3.3 and later have additional configuration parameters for intercepting failing S4B-to-S4B calls that must be used to avoid failing S4B call situations.

5 Migration for Existing S4B Users

When existing S4B users start using the UC-Desktop for S4B Communicator Client, 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 UC-Desktop communication window appears.

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

6 Interoperability Status

This section provides the known interoperability status of the UC-Desktop for S4B with Placetel. This includes the version(s) tested and supported capabilities.

a. Verified Versions

The following table identifies the verified UC-One Add-in for S4B and Placetel versions. Testing was done in July 2016.

The following table lists specific UC-One Add-in for S4B versions that Placetel identified as compatible and should interface properly with UC-One. Contact Placetel Technical Assistance Center (TAC) for any questions concerning maintenance and compatible releases.

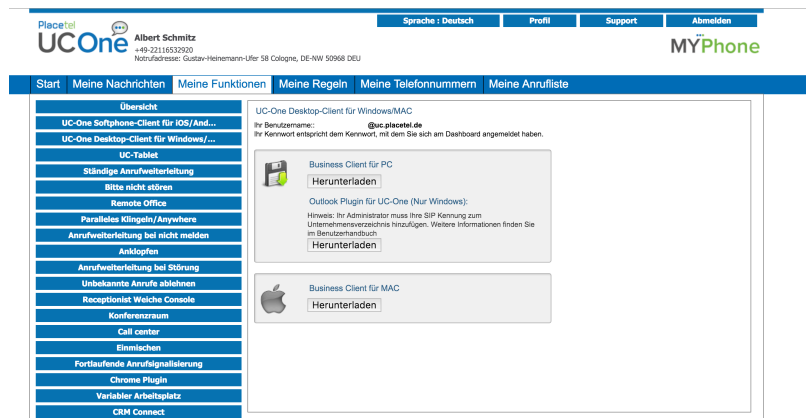
S4B	Placetel UC-One Release		
	R16.1	R16.3	R17
2010	i	i	OK
2013 Basic/32-bit	i	i	OK
2013 Basic/64-bit	i	i	i
2013 Standard/32-bit	i	OK	OK
2013 Standard/64-bit	OK	i	OK
2015	OK	OK	OK

i=Release lineup not officially tested

7 Installation

a. Installation

Once you receive an email indicating you have been given access to the Desktop client, log in to the MyPhone Portal to download the client installer. In the My Features / Meine Funktionen tab, select the S4B Client:



Click the Download button for your Operating System and follow the steps below:

Windows

Double click the installer executable and follow the installation instructions

Launch UC-Desktop client

b. Sign-in

On first launch, you will be prompted to sign in.

Enter your *username* listed in MyPhone and your *password* to MyPhone

Select if you would like Placetel UC - Desktop to remember your password

Select if you would like Placetel UC - Desktop to automatically sign you in on subsequent launches

Click **Sign In**

NOTE: If you have chosen automatic sign in, you will be automatically signed in and taken to the contact list upon subsequent Placetel UC – Desktop launches. Otherwise, you will be presented with the sign in screen.

6. Security

There are no additional security requirements for the UC-Desktop for S4B.

**Placetel UC-One ist ein Dienst der
finocom AG
Gustav-Heinemann-Ufer 58
50968 Köln**