



EVOLVE IP

Skype Communicator for Desktop

USER GUIDE

VERSION 22.2.0

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1 About Skype Communicator

1.1 Introduction

The Evolve Office - Skype Communicator for Desktop supports integrating with Microsoft Skype for Business (S4B) for native Desktop only. The following UC application will manage communication between the native Skype for Business client and the Evolve IP HPBX Platform.

This Skype Communication application is only installed on desktop machines running Windows. The intended main use case is using Skype Communicator for non-Skype for Business (S4B) while presence, chat, and S4B-to-S4B calls still take place via S4B.

1.2 Key Features & Capabilities

- Ability to dial and connect PSTN calls via the public network from within your Microsoft Skype for Business Client
- Phone presence status, updated in the S4B client, from Evolve IP phone platform.
- Click to Call with *Evolve IP Desk Phone or soft phones via the public network from within your Microsoft Skype for Business client.
- Soft phone audio calling with full call handling, such as: Mute, End Call, Transfer, Hold & Conferencing
- Video calling (One to One) with full call handling features
- Incoming call notifications on the desktop to accept or decline
- S4B integration with SharePoint, Office 365, and Internet Explorer

1.3 Requirements

1. Windows

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

A. Skype for Business (S4B)

- S4B 2015 32 and 64 Bit
- S4B 2016 32 and 64 Bit

B. Lync

- Lync 2010 32-bit
- Lync 2013 Basic 32 and 64 Bit
- Lync 2013 Standard 32 and 64 Bit

2. Windows Administrator Rights (due to required registry entry)

3. Firewall Settings found on [Evolve IP Knowledge Base](#) under resources

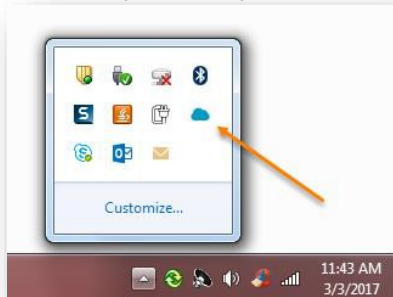
2 GETTING STARTED: Skype Communicator

2.1 Installation

- 1) Admin rights required for installation
- 2) Installation Link & Instructions
- 3) Follow the installation instructions
- 4) Launch Skype Communicator

NOTE: Skype Communicator must be started after S4B for calling to work smoothly.

- Visible in System Tray



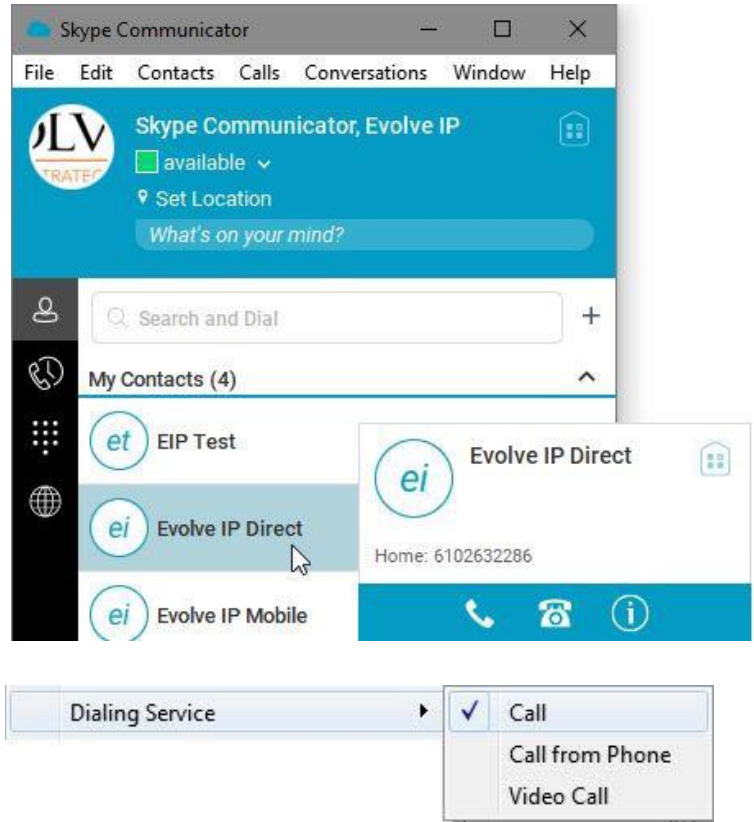
2.2 Log In

- Username. Typically, this is the End Users Phone Number
- Password: This field is password masking.
 - To obtain Username & Password please contact your administrator
- Remember Password: Unchecked by default
- Sign in automatically: Unchecked by default and disabled when *Remember password* is not checked. This check box applies when the client is started
- Help Link: Directs you to [Application User Guide](#) information
- Preferences Link: Preferences can be accessed directly from the login window



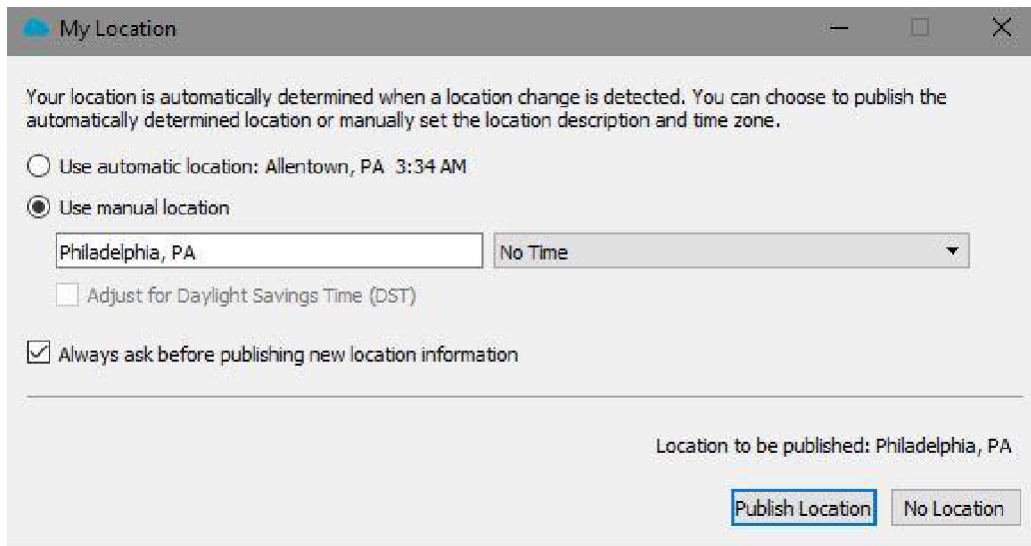
2.3 Setting up Skype Communicator

- 1) Login into Skype Communicator
- 2) Set the appropriate call setting:
 - Calls > Dialing Service
 - o Call: Call from Softphone
 - **Evolve IP Recommended Setting***
 - o Call from Phone: Call from Handset
 - **Evolve IP Handsets Only***
 - o Video Call: Softphone Video Call
 - **One to One Video Calls Only***



2.4 Location

Your location is automatically determined by your public IP address; however, you can manually set the text to appear for your location and time zone using *Set Location* dialog box.



3 Contacts Management

Contacts are the people with whom you communicate and, in most cases, you see their presence and share your presence with them. There are two types of contacts in Skype Communicator:

- *Contacts* – Actual people with whom you communicate
- *Groups* – Containers of contacts and/or conferences

3.1 Add

When you sign in for the first time, there are no contacts on your contact list. Add a new contact at any time by selecting the *Add Contact* item from the menu or choose the Add Contact button from the Main window.

If you are accepting contacts via a buddy request, you may see the contact card after accepting the buddy request, depending on the service provider settings. When receiving a buddy request, there are two buttons for accepting and rejecting the request.

Dismissing the buddy request window only ignores the request for the duration of the login session. It reappears after the next login.

However, you can always share your presence information later by selecting *Subscribe* on the right-click menu for a specific contact in the contact / directory list. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your contact list.

Choose the *Add Group* menu option to add a new group to the contact list.

3.2 Edit

Edit a contact by selecting the contact first. After you select the contact, right-click anywhere in the area of the selected contact and a menu of options appears. This base principle is the same for normal contacts, conference contacts, and groups.

- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. To re-establish the presence relationship, select *Subscribe*. An unsubscribed contact remains on the contact list and is always shown without an icon. Any contact that is not presence-enabled is shown in the same way.
- *Remove* removes the contact from your contact list.
- *View Profile* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both normal and conference contacts.
- For groups, choose the *Edit* menu option to rename a group.

3.3 Filters

You can filter contacts in two ways:

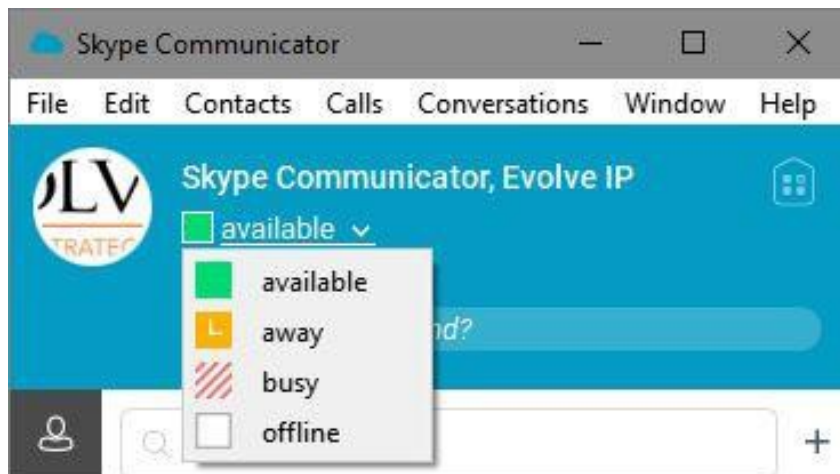
- 1) Use the *filter* field to search by contact name. The contact list is filtered in real time as you type.
 - 2) Alternatively, use the filter icons in the top bar to display only specific types of contacts such as favorites, conference contacts, or online contacts.
- Favorites: When you make a contact your favorite, the favorite group shows on top of the contact list and cannot be hidden.
 - When you delete all your favorite contacts, the favorite group does not show anywhere.
 - When you have even one favorite marked, you see the group.







4 Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their contact list.

Presence means that your contacts are able to see whether you are available to communicate, for example, "I'm busy" or "I'm available".

- Have the Outlook calendar automatically change your presence to *Busy – In Meeting* by enabling this in the *Options → Extensions* tab (native desktop only). The presence update is only triggered by appointments and meetings that are in the *Show me as busy* state.
- Presence is synced to your status from Skype for Business to Skype Communicator.
 - For Ex: Will reflect active "Call" & "Meeting" status real time when toggled in the applications.



Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling and leaving a voice message.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.

Skype Communicator can automatically update your presence to the following:

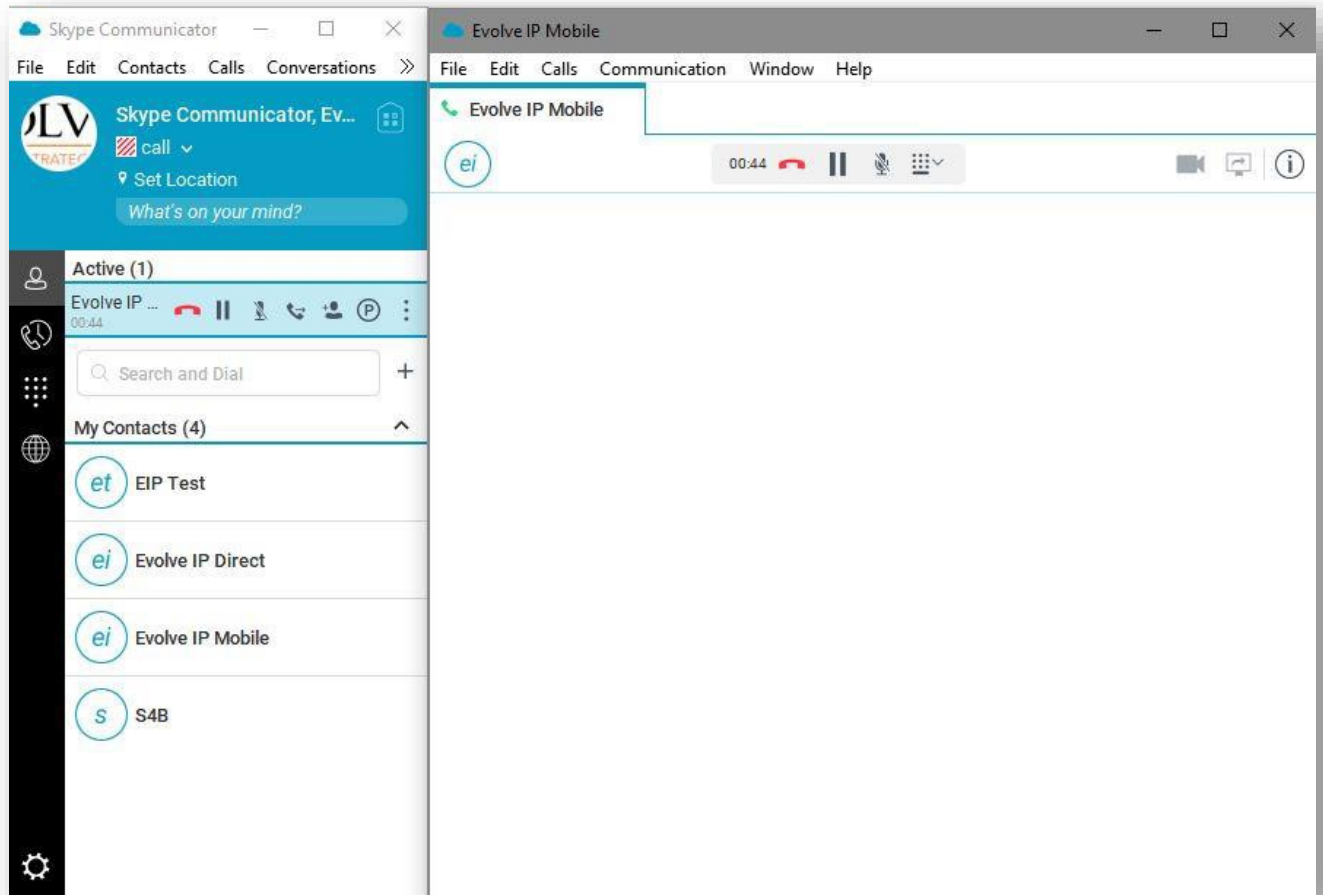
- *Busy – In Call*
- *Busy – In Meeting* (Windows only)
- *Available (desk phone)*
- *Offline and busy in call*

5 S4B with Skype Communicator Integration

5.1 Active Skype Communicator features

Active communications appear at the top of the *Contacts* list in the main window. This area provides an easy view to see the people with whom you are communicating. The following is also available in this area:

- Double-click an active communication item to bring this *Skype Communicator* window to focus if the call window is separately shown. If the call window is integrated, you can use a menu option to show it separately.



5.2 Make Audio or Video Call

Make an audio or video call using one of the following methods from Skype Communicator:

- Left-click one or more contacts from the *Contacts* list or search results and click the Call, Call from Phone, or Video button.
- Right-click one or more contacts from the *Contacts* list or search results and click the Call, Call from Phone, or Video.
- Enter a phone number in the *Search and Dial* field.
 - Press ENTER to start a VoIP call.
 - Click the Call, Call from Phone, or Video button.
 - Open the dial pad, enter a phone number, and then click the Call, Call from Phone, or Video button.
 - On the *Skype Communicator History* list, double-click a call entry.
 - In the *Skype Communicator* window, click the Call, Call from Phone, or Video button.
 - When viewing a contact's profile, click the Call, Call from Phone, or Video button.

NOTE: If dialing a phone number that requires additional dual-tone multi-frequency (DTMF) tones (for example, a conference bridge), you can type the numbers on your keyboard while the *Skype Communicator* window has focus or open the dial pad in the *Skype Communicator* window.

5.3 Outbound Calling with Skype Communicator

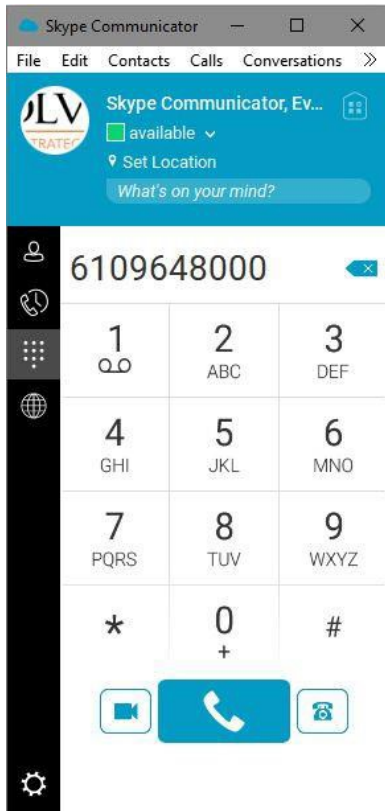
Skype Communicator is the HPBX add-in that enables calls to be made to and from the Evolve IP platform. In all situations, the Skype Communicator Calling Window will display with a timer and call control options.

Calls can be completed going outbound by 3 primary options:

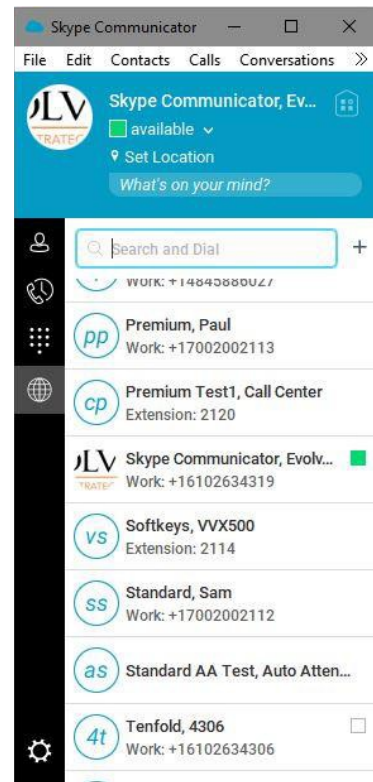
1. Skype Communicator (On-Net & Off-Net Calling)

- Type in the Phone Number via the Dial Pad (Skype Communicator ONLY)
- Call from your Corporate Directory via Skype Communicator
- Call from Skype for Business (Contact List or Dial Pad) > Call from Skype Communicator <

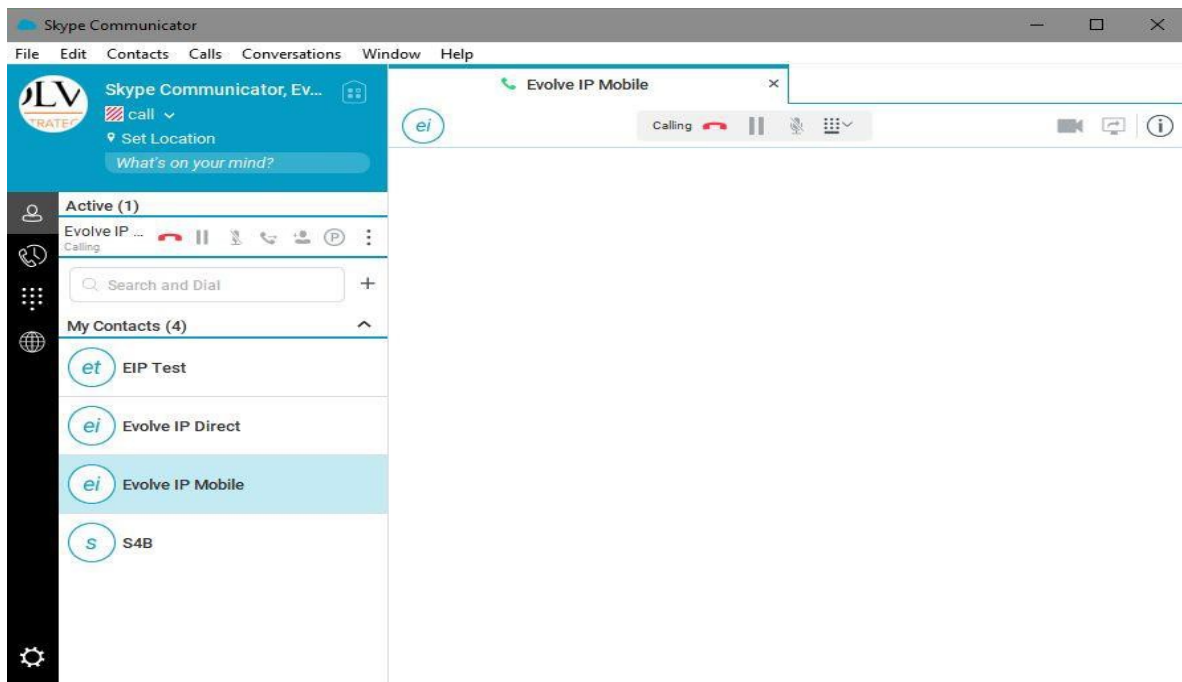
A. Call from Dial pad



B. Searching in Directory



B. Both calling scenarios point to the primary Skype Communicator Calling Window:

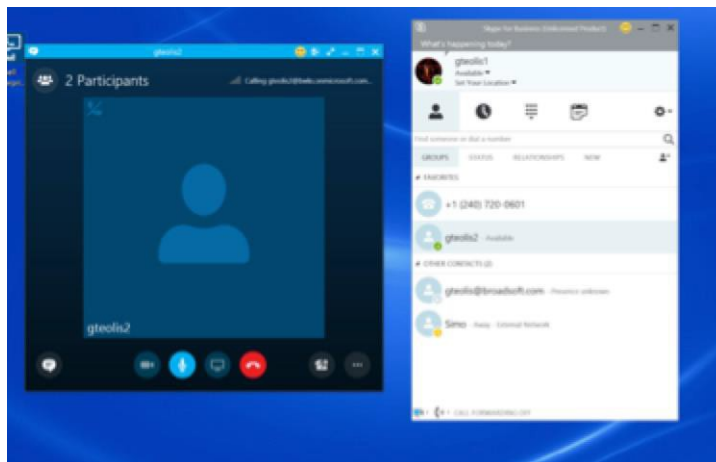
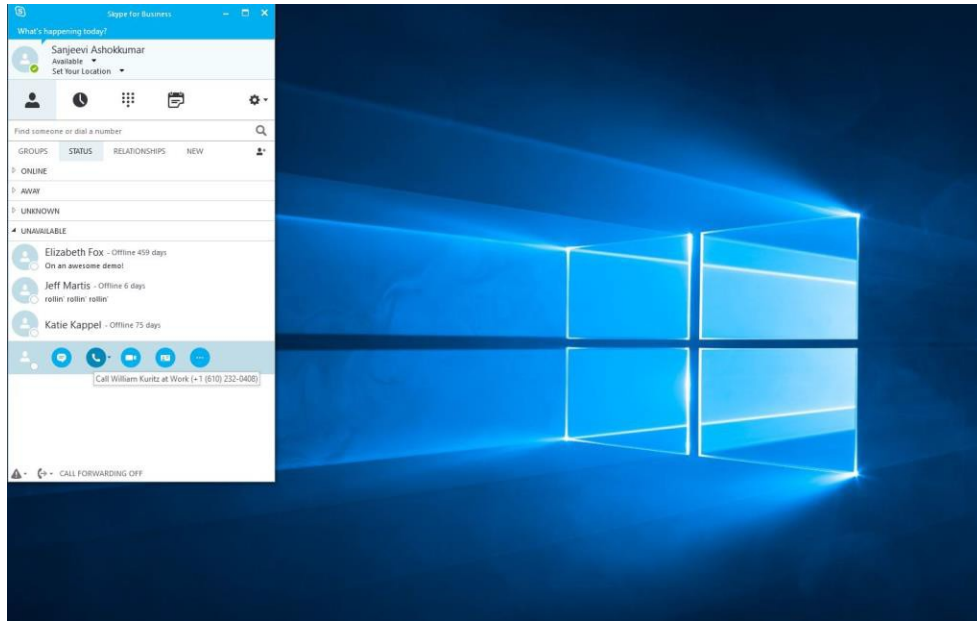


2. On-Net Calling (from Skype for Business)

This is a direct S4B to S4B call supported by Microsoft's Skype for Business platform.

To make an on-net call:

- A. Select a S4B contact and click the call button. Alternatively, right-click a contact and select an on-net number.
- B. Both the S4B main window and communications window are visible



3. Off-Net Calling (from Skype for Business)

Off-net calling must be done using menu "Call from <Skype Communicator>".

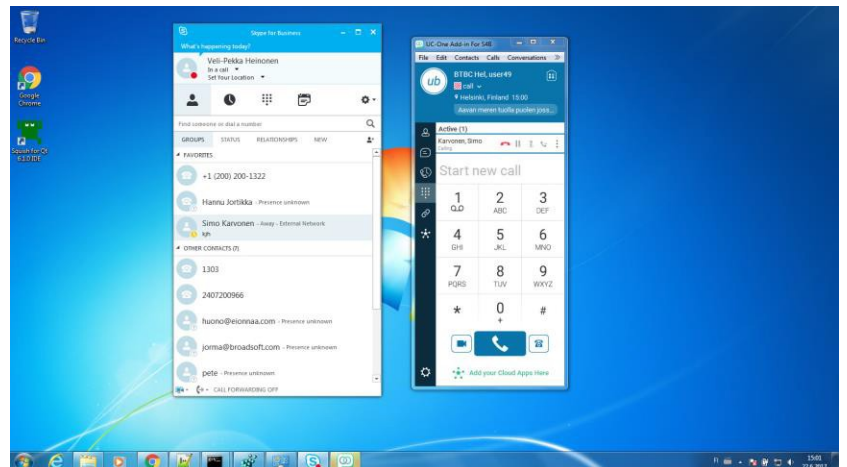
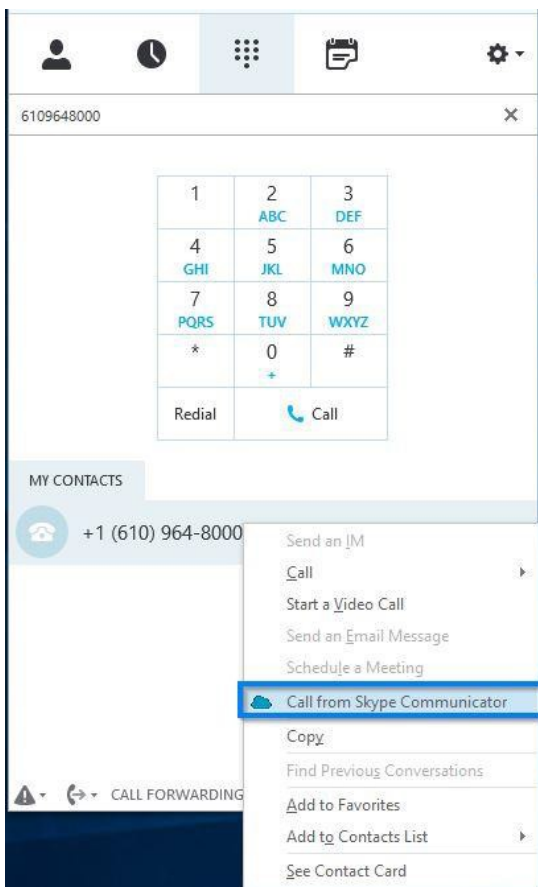
To make an off-net call:

- 1) Select a contact, right-click and select "Call from Skype Communicator" menu.

The order in which the number is selected in this case when many numbers are available is listed as follows and cannot be changed (due to Microsoft S4B deployment guidelines):

- Work phone
- Mobile phone (can also be two mobile numbers)
- Home phone
- Other phone
- S4B voice mail

- 2) Skype Communicator attempts to make the call instead of S4B. Both the S4B main window and Skype Communicator communications window are visible.

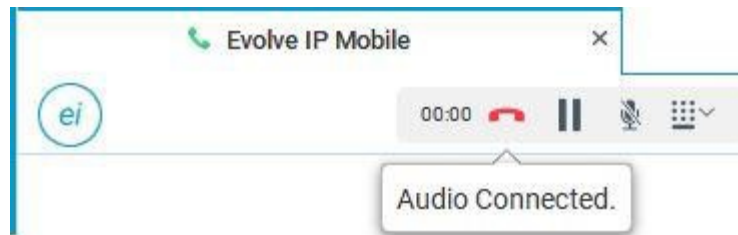
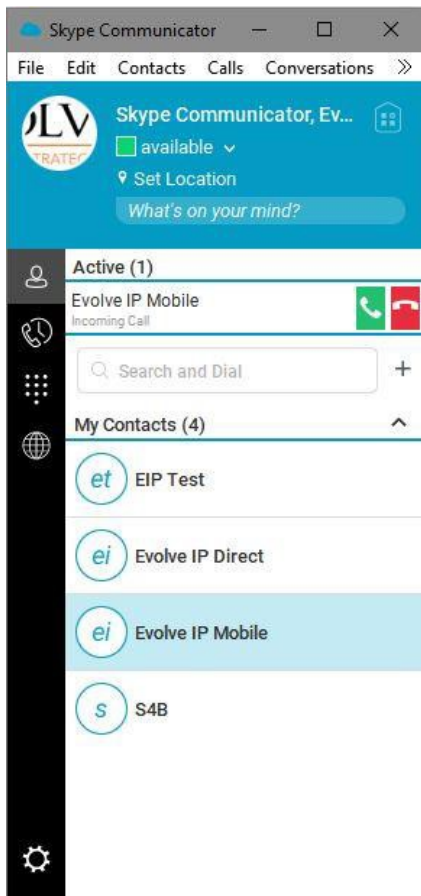


5.4 Inbound Calls with Skype Communicator

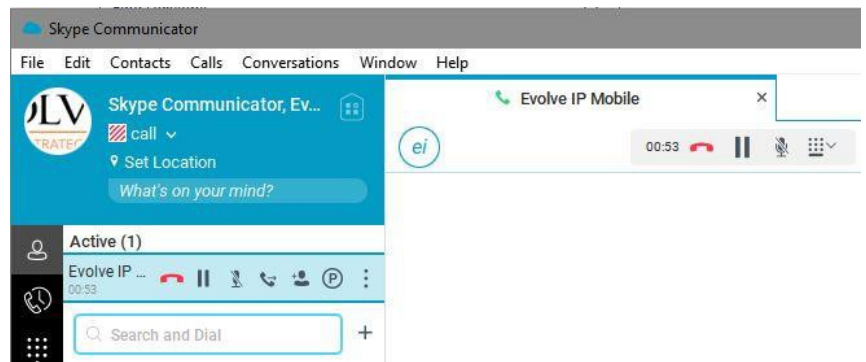
Inbound calls are pointed to the Evolve IP VoIP platform in order to be answered with Skype Communicator.

The following scenarios are active during an inbound calling instance:

- 3) Inbound call to assigned Evolve IP phone number/business number.
- 4) Rings all shared call appearance endpoints
 - o Endpoint Examples: Desk Phone, Soft Phone, ETC
- 5) Skype Communicator comes to the foreground to offer the call



-Audio successfully Connected indicator.



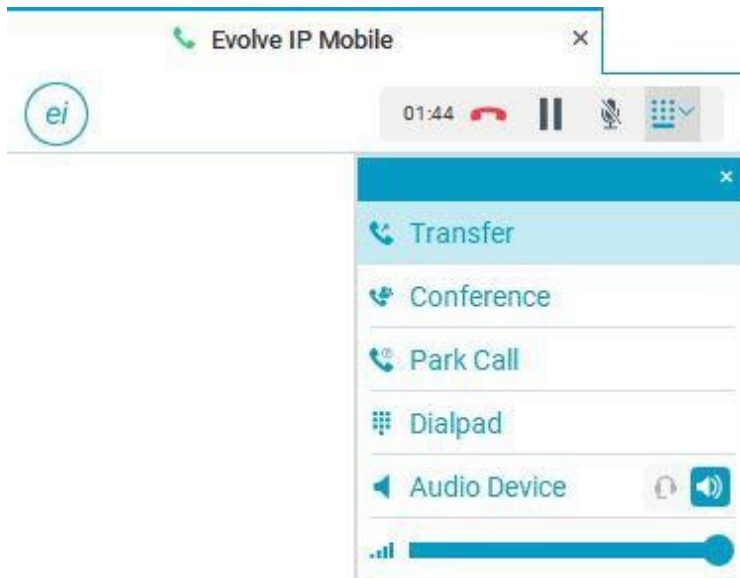
-Active call stream in Skype Communicator window.



-Inbound Call Pop on Desktop and in Client

5.5 Mid Call Features

- Mute the microphone.
- Call transfer
- Place a call on hold.
- Make conference calls.
- Park and retrieve calls.



5.6 Mute Microphone

Mute your microphone by clicking the mute icon.

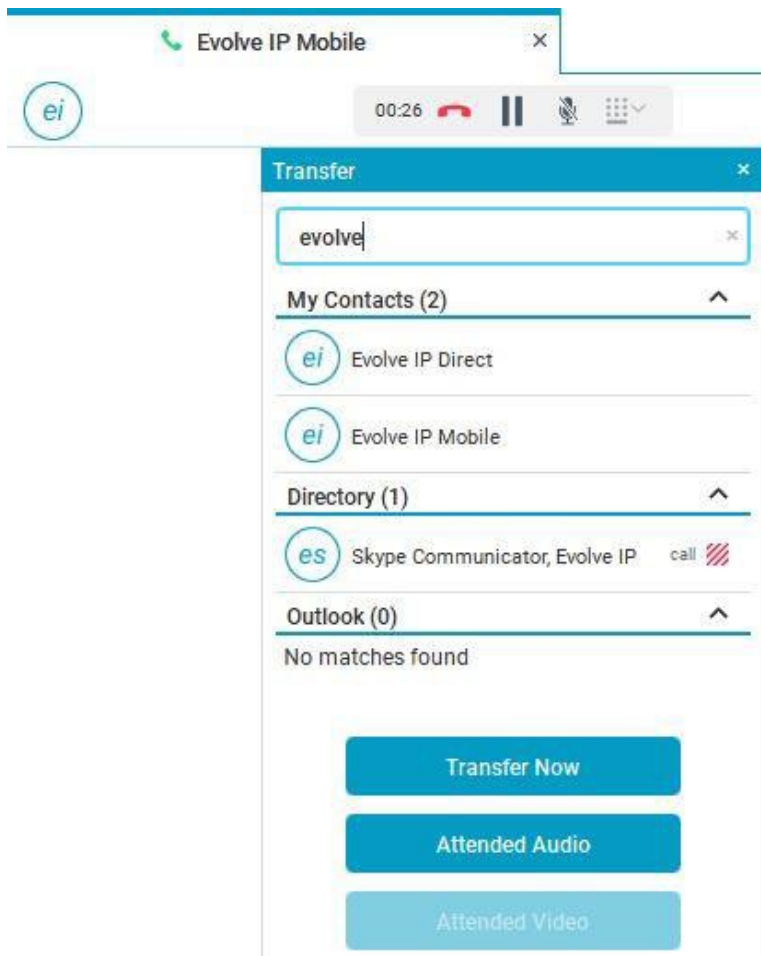


5.7 Call Transfer

Blind call transfer is available in the Skype Communicator window; choose the Transfer Call menu item to transfer the call to someone else (native desktop only). 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.

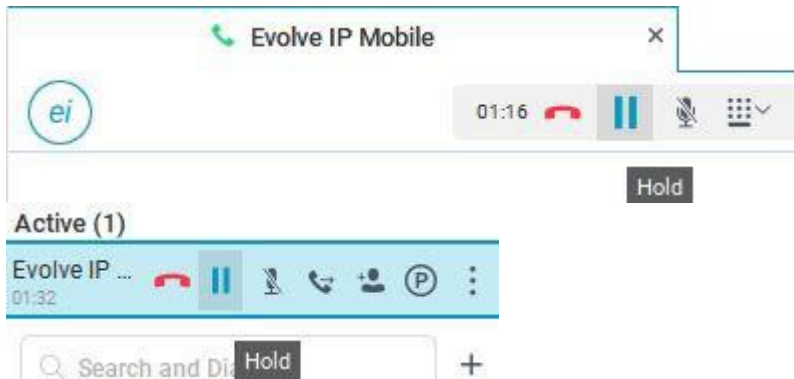
Instructions:

- Click on the MORE icon in the Skype Communicator call window
- Click transfer to new and type in the phone number, extension or **contact
**To search by contact, user will need to be added as contact first
- Click on "Transfer Now" for Blind Transfer → Automatic call transfer
Click "Attended Audio" for Consulted or Warm Transfer
Click "Attended Video" for Video Transfer
- "Attended Audio" and "Attended Video" will bring up a new window.
- User can transfer the call when user is ready



5.8 Hold Call

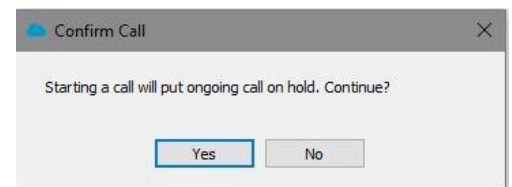
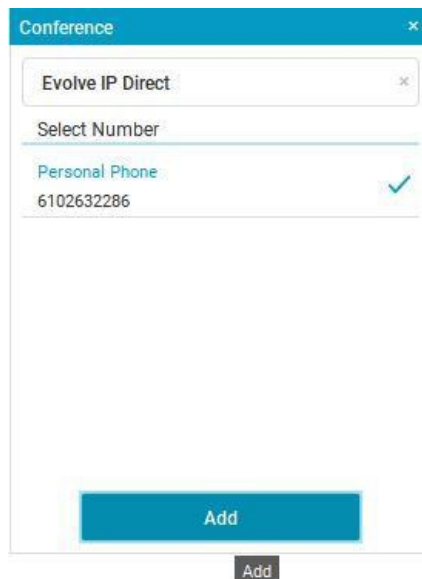
- Click on the PAUSE icon in the Skype Communicator call window
- Click on the hold call
- User will see “on hold” at the bottom of the Skype Communicator window
- To resume the call, click on the Pause icon on within the Skype Communicator call window.



5.9 Conference Call

- Click on the MORE icon on the right-hand corner of Skype Communicator call window
- Click on the “Conference with New”
- New window will pop up. Add number in the Search and Dial filed that you wish to add to the conference
- Click the “Add” Button. You will now be in the conference.

NOTE: Conferencing multiple calls requires every person to be ACTIVE in your contacts list. Skype Communicator dials out to all participants and takes everyone off hold after the last attendee answers.



5.10 Call Park

- Click on the MORE icon on the right-hand corner of Skype Communicator call window
- Click on "Park"
- A new window will pop up
- You can park the call on your extension or add a different extension
- Enter the digits to the extension where you want the call parked or wait and the call will be parked on your extension



Park Call

Use my extension

9890

Park

6 Call Settings

Skype Communicator supports the following service management features allowing supplementary services to be managed using the *Preferences* and *Call Settings* view available in the *Main* window left pane by selecting the appropriate sub-view in the drop down:

- Incoming calls
 - Anywhere
 - Remote Office
 - Forward Calls
 - Do Not Disturb
 - Simultaneous Ring Personal
 - Anonymous Call Rejection
 - Call Waiting
- Voice Messaging
- Outgoing Calls
 - Block My Number (Calling Line Identification Presentation [CLIP]/Calling Line Identification Restriction [CLIR])
 - Highlight to call

6.1 Evolve Anywhere

Evolve Anywhere allows service providers to offer fixed-mobile convergence (FMC) services today without additional equipment.

Evolve Anywhere 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.

Experience 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 Number* field. Use the *Alert all locations simultaneously* check box to activate parallel ringing. Click on the "+" icon to see more options.

The *Don't divert* check box prevents a call from 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).

6.2 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 service icon and specifying a phone number to be used as the Remote Office number.

6.3 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. In addition, you can specify the number of rings before call forwarding is triggered.

6.4 Automatic Callback

The Automatic Callback (ACB) service allows you to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.

When you call another party and the call cannot be connected because the line is busy, you are prompted to make an automatic callback request (for example, "The line you are calling is busy. Press 1 if you would like to be notified when the line becomes available").

If you select Automatic Callback, the system monitors the busy party and automatically establishes a call when the busy party becomes available.

6.5 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and are sent to voice mail. Enable this service by enabling the service icon.

6.6 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. Hide your number by enabling the service icon. To show your number, set this to "Disable".

6.7 Simultaneous Ring Personal

Add up to 10 additional numbers or Session Initiation Protocol Uniform Resource Identifier (SIP-URI) addresses 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 and if you would like to receive calls when already on another call. (This is a personal service in comparison to Anywhere Group service).

6.8 Voice Messaging

You can enable or disable voice messaging in the *Preferences* and *Incoming Calls* tab. A number of settings are available:

Send all calls to voicemail.

Send busy calls to voicemail.

Send unanswered calls to voicemail.

Specify how voice mail messages are handled using an indicator in Skype Communicator or forwarding toe-mail.

Enable notifications of new messages viae-mail.

E-mail a carbon copy of new voice mail.

Transfer incoming calls to a specified number using "0" DTMF.

- Specify how many rings are used before sending an incoming call to voice mail.
- Allow/disallow callers to leave amessage.

6.9 Anonymous Call Rejection

The Anonymous Call Rejection service allows you to reject calls from parties who have explicitly restricted their identities.

You can enable or disable anonymous call rejection in the *Preferences* and *Incoming Calls* tab.

6.10 Call Waiting

The Call Waiting service allows you to answer a call while already engaged in another call.

You can enable or disable server-based call waiting in the *Preferences* and *Incoming Calls* tab. If you disable Call Waiting, the second incoming call will not be connected and the caller hears an announcement that the call cannot be completed.

6.11 Click-to-Call (Highlight Text)

Skype Communicator V22.2 includes support for Click-to-Call using highlighted text and global keyboard shortcuts. Users can highlight text anywhere in the desktop machine to make a call and define the default call type used for making the call using the shortcut defined in *Preferences*.

7 Audio, Video, and Headset Support

7.1 Audio

If you have multiple audio devices available for your microphone or speakers, select the preferred audio device before starting a call. If “Use default” has been selected, then Skype Communicator uses the default device set in the operating system preferences.

Windows

- 1) Click the Skype Communicator logo in the main window title bar.
- 2) Select *Preferences*.
- 3) Select *Audio*.
- 4) Set a playback device (speakers).
- 5) Set a recording device (microphone).
- 6) Click OK.

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.

7.2 Output & Input

Output Device (Voice Playback)

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).

Input Device (Voice Recording)

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.

7.3 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).

7.4 Proxy

Select how to handle HTTP proxies. By default, the system settings are used but you can also choose not to use an HTTP proxy or to use Skype Communicator proxy settings.

7.5 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. Volume control operations are not reflected in the Skype Communicator UI. Headsets typically use an add-in of some kind to communicate with the rest of the client while calls are made. Currently, installed add-ins are visible in the *Preferences Add-ins* tab.

SUPPORTED HEADSETS:

- Plantronics Voyager Edge UC
- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Jabra Pro 930 (wireless)
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC

8 Troubleshooting

What is my username?

- This is your 10-digit phone number.

What is my password?

- Please contact your group administrator. If they do not have your application password (toolbar password), they can reset your password in the OSSmosis portal.

The application says authentication failed.

- Your username and/or password are incorrect. Group administrators can reset passwords in OSSmosis.

The applications says calls unavailable.

- A firewall is most-likely blocking voice traffic from reaching the Evolve IP network. Try using the application on a different network to pinpoint for firewall as the issue, then contact the administrator that manages your firewall to update settings to allow SIP traffic.

I am getting a “network unavailable” message at the top of the screen.

- Your application is not on the Internet. Check your Internet connection from your PC.

For further assistance with your Evolved Office: Skype Communicator experience, please open up a support ticket with the Evolve IP Customer Support using your OSSmosis administrator portal or calling 610.964.8000.