



OfficeSuite® Connector for Skype for Business Quick Start Guide



OfficeSuite® Connector for Skype for Business allows you to initiate calls on your desk phone from within Microsoft Lync. Prior to installing the **OfficeSuite® Connector for Skype for Business**, you must have Microsoft Lync 2013 or better installed. For information on how to install Microsoft Lync, please contact your system administrator.

GETTING STARTED WITH OFFICESUITE® CONNECTOR FOR SKYPE FOR BUSINESS

Note: You must have Microsoft Lync 2013 or better installed prior to installation. For additional questions, visit the OfficeSuite® Community or contact your system administrator.

CLICK HERE to download and install the software.

In the user settings dialog box during installation, populate the Server Name, Port, Tenant and Dial Prefix. The information for these fields will be provided from your system administrator:

Server Name: Your system administrator will provide this to you.

Port: Your system administrator will provide this to you.

Tenant: Your system administrator will provide this to you.

Dial Prefix: Your system administrator will provide this to you.

Once installed, go to **Start » OfficeSuite® Connector for Skype for Business**.

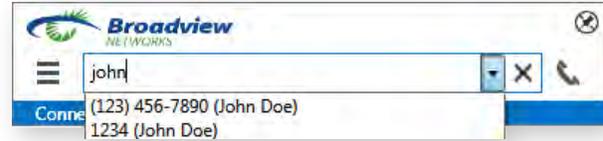
Once launched, click the  icon and select **Lync Me User Settings**.

Enter your license key, extension and OfficeSuite® Phone PIN, then click **Lync Me**. Your OfficeSuite® phone extension and numeric PIN should match the login credentials used to login to your OfficeSuite® phone.

MAKE A CALL

From the Contact List: Right-click on a contact and select **OfficeSuite® Call**.

From the Search Bar: Begin typing in the search bar at the bottom of the OfficeSuite® Connector. Click on the number from the auto populated list you wish to call.



DESIGNATE YOUR PHONE AS THE CLICK TO CALL ORIGINATOR

A. Login to the OfficeSuite® portal and click **My Phones**.

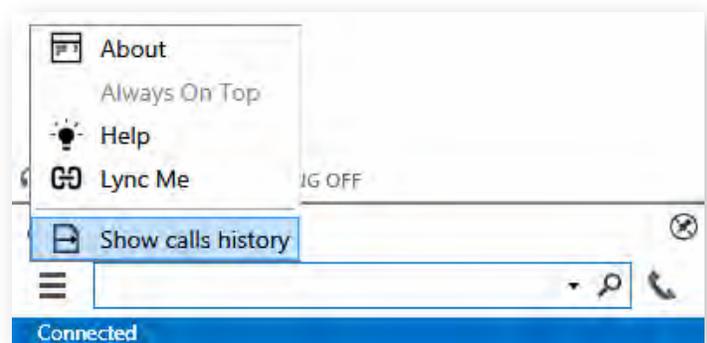
B. From the list of logged in devices, select the radio button for the device you want to designate as the Click to Call Originator and click **Save Device Changes**.



CHECK CALL HISTORY

Select the  button then **Show Calls History** from the drop-down.

From the call history dialog box, you can filter by the type of call, sort by most recent or most frequent calls and call back users.



OfficeSuite® Connector for Skype for Business User Manual



SYSTEM REQUIREMENTS

The following system requirements must be met in order for OfficeSuite® Connector for Skype for Business to function properly:

Software Requirements	
Operating System	Windows 7 or newer
Skype for Business	Microsoft Lync 2013 or newer

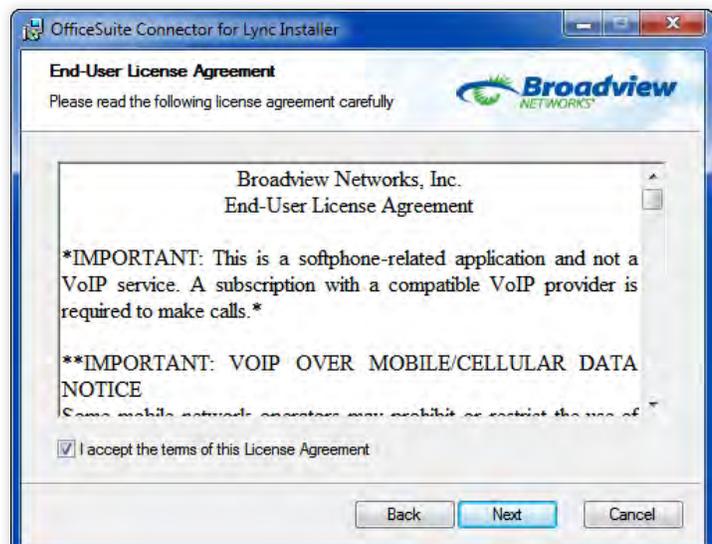
In addition to the system requirements listed above, each OfficeSuite® Connector for Skype for Business must have the following:

1. OfficeSuite® Phone Extension and PIN
2. OfficeSuite® Connector for Skype for Business License Key
3. Your OfficeSuite® tenant name
4. Your OfficeSuite® server URL
5. Your OfficeSuite® port number

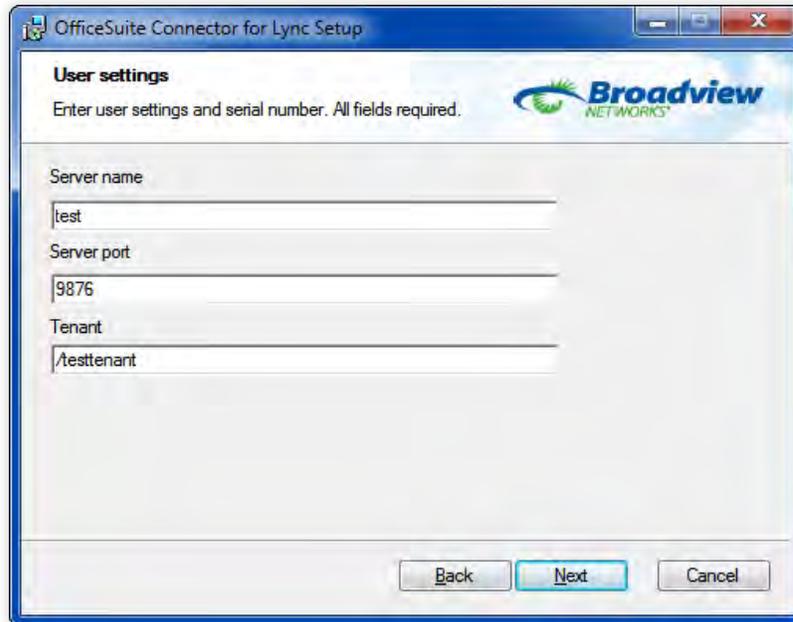
INSTALLING OFFICESUITE® CONNECTOR FOR SKYPE FOR BUSINESS

To install OfficeSuite® Connector for Skype for Business:

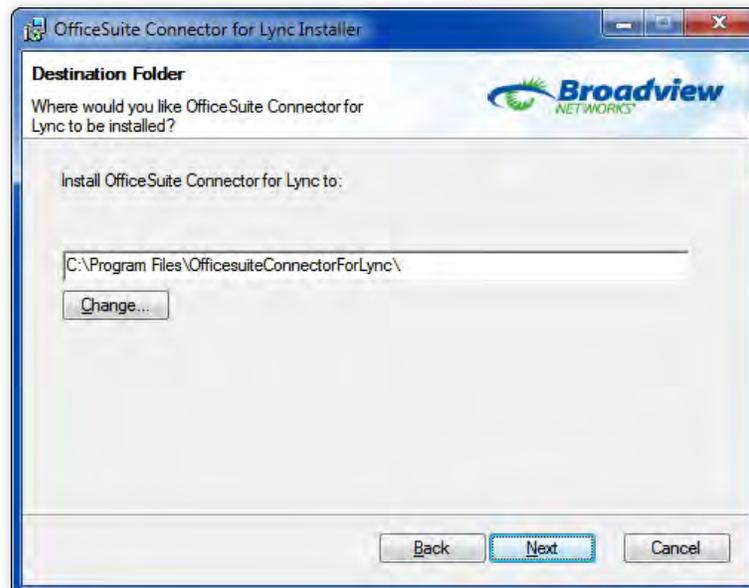
1. Download the plug-in from the link in the welcome letter provided by your system administrator. If you do not have the welcome letter, the download link is posted in the [OfficeSuite® Customer Center](#) or the [OfficeSuite® Community](#) and run the .zip file to begin the installation process. The .zip file will automatically extract.
2. Accept the End User License Agreement.



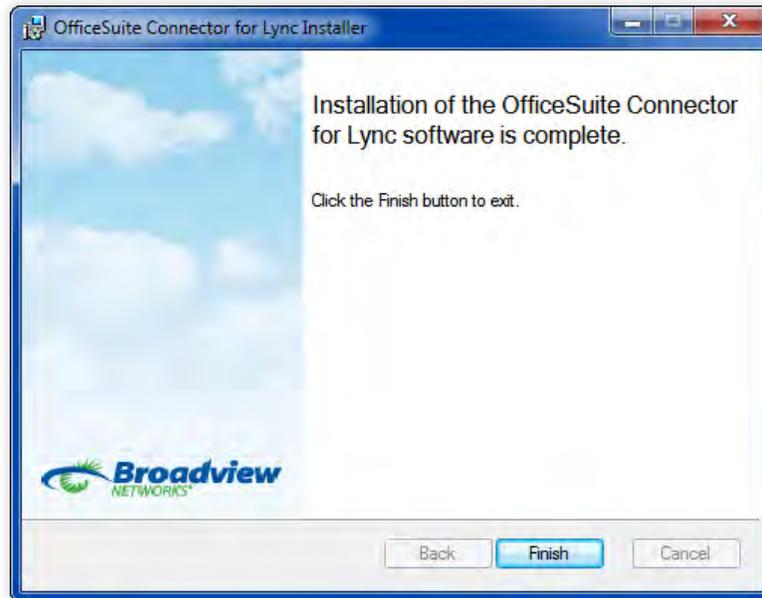
3. Enter your credentials provided from your system administrator. Your system administrator will be provided the credentials by Broadview Networks upon ordering OfficeSuite® Connector for Skype for Business.



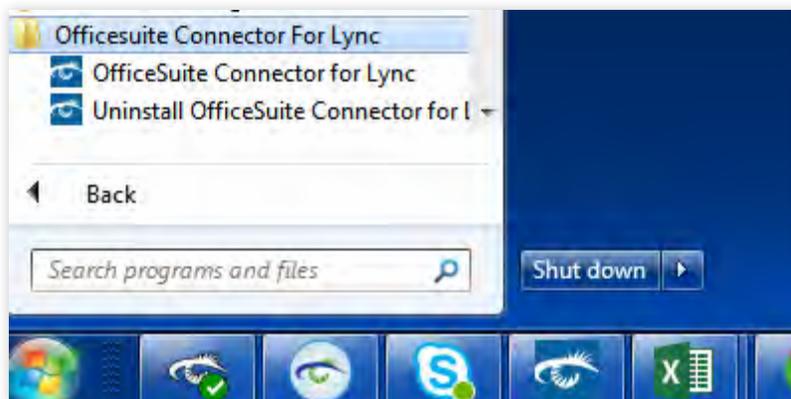
4. Select where you would like the folder to be stored and click **OK**.



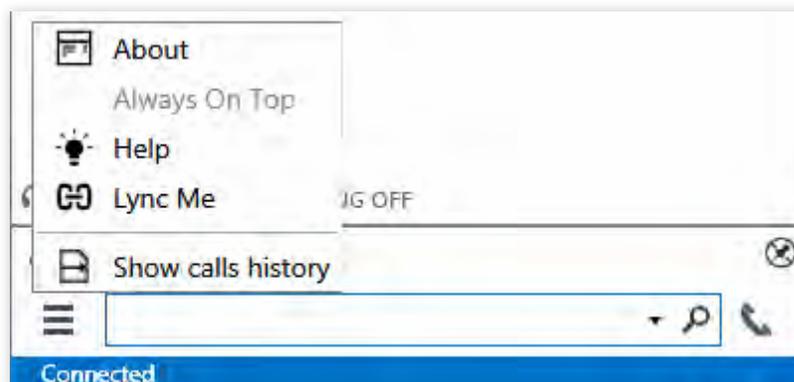
5. Next, click **Finish** to complete the installation.



6. Once installed, open Skype for Business, then go to **Start – OfficeSuite® Connector for Skype for Business**. The OfficeSuite® Connector for Skype for Business will launch.



7. Once launched, open the menu by selecting the button to open the pop up menu. From the menu, select **Lync Me**.



8. Within the **Lync Me** screen, select the **Tenant Settings** tab to verify your current credentials. Then select the **User Settings** tab to enter your license key and click **Lync Me**.



9. Once launched, open the menu by selecting the ☰ button to open the pop up menu. From the menu, select **Lync Me**.
10. Once completed, your OfficeSuite® Connector for Skype for Business will display connected at the bottom of the plug-in.



MAKING CALLS

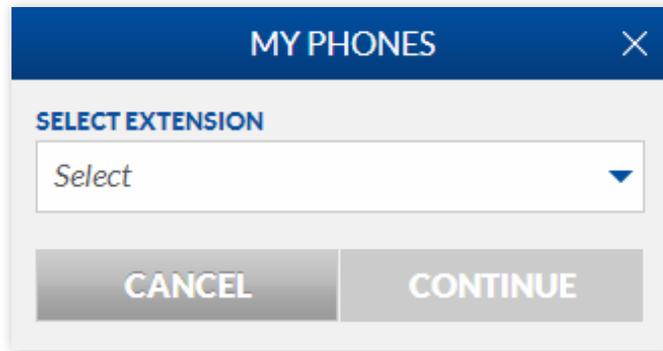
Designating Your Click to Dial Phone

It is important to make sure the calls being initiated from OfficeSuite® Connector for Skype for Business are being directed to the correct device. To do so, please follow these instructions:

1. Login to the OfficeSuite® portal and select **My Phones**.

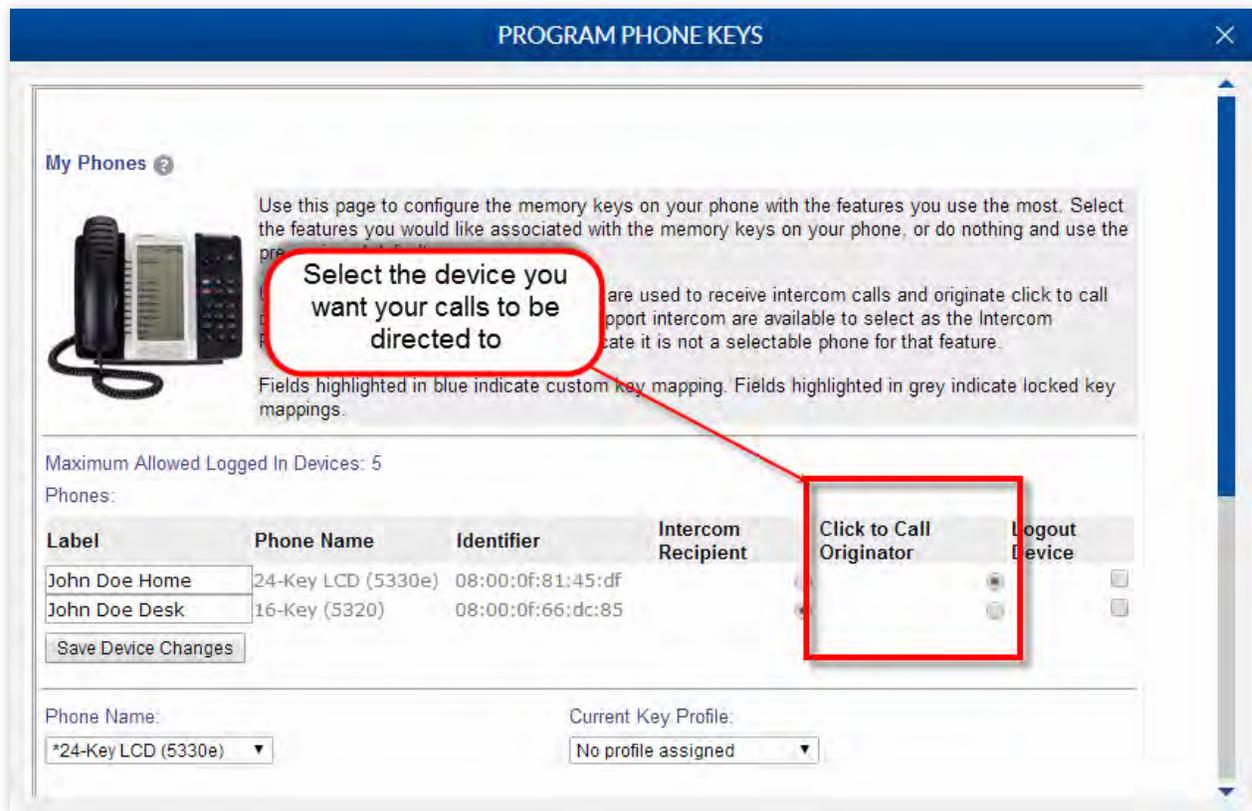


2. Select the extension associated with your OfficeSuite® Connector for Skype for Business and click **Continue**.



3. From the list of your devices, select the device you want your calls to be directed to. Once you have made your selection, click the **Save Device Changes** button.

Note: your device will only appear on the list of devices if you are logged into the device.



My Phones ?

Use this page to configure the memory keys on your phone with the features you use the most. Select the features you would like associated with the memory keys on your phone, or do nothing and use the pre-defined key mappings.

Fields highlighted in blue indicate custom key mapping. Fields highlighted in grey indicate locked key mappings.

Maximum Allowed Logged In Devices: 5

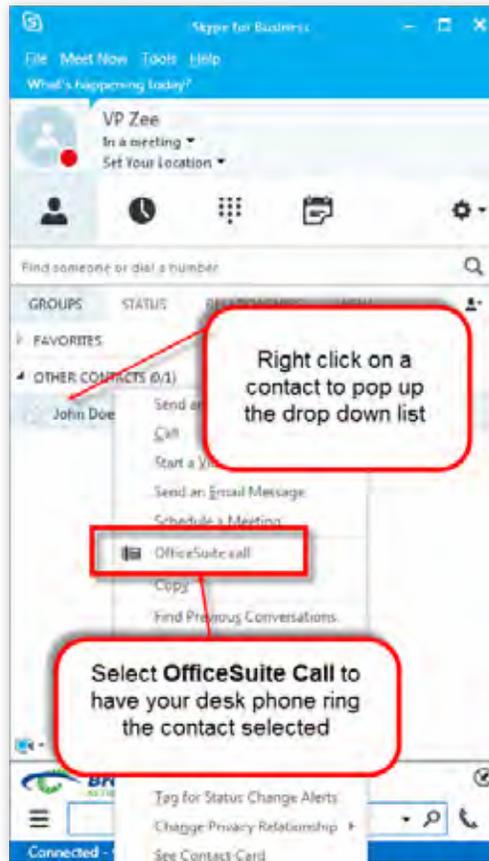
Phones:

Label	Phone Name	Identifier	Intercom Recipient	Click to Call Originator	Logout Device
John Doe Home	24-Key LCD (5330e)	08:00:0f:81:45:df			<input type="checkbox"/>
John Doe Desk	16-Key (5320)	08:00:0f:66:dc:85			<input type="checkbox"/>

Phone Name: *24-Key LCD (5330e) Current Key Profile: No profile assigned

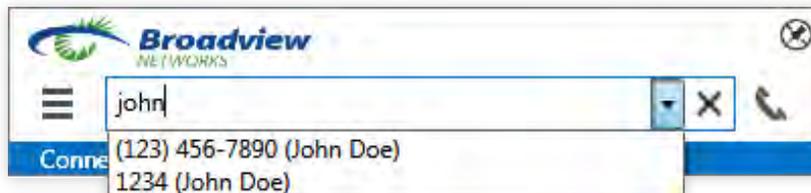
Making Calls from Contacts Menu

While using OfficeSuite® Connector for Skype for Business, you can make calls through your OfficeSuite® call by simply right-clicking on a contact and selecting **OfficeSuite® Call**.



Making Calls Using the Search Directory

OfficeSuite® Connector for Skype for Business has a built in search capability which will allow you to search for a number or contact to dial. To make a call using the search capability, begin typing the name of the contact you wish to call into the text box, then click on the number you wish to dial and press **Enter** or the  button.



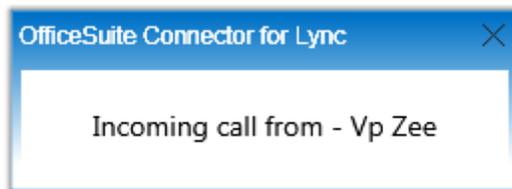
Making Calls from Call History

The OfficeSuite® Connector for Skype for Business maintains a call history of the numbers you have dialed using the OfficeSuite® Connector for Skype for Business during your current Skype for Business session. Your call history is automatically cleared from OfficeSuite® Connector for Skype for Business once you have logged out of either Skype for Business or OfficeSuite® Connector for Skype for Business. From the call history menu, you can call a user back from the call history dialog box by selecting the  icon in the corresponding contact you wish to call.



CALL NOTIFICATIONS

Whenever there is an incoming or missed call, the OfficeSuite® Connector for Skype for Business will create a call notification bubble.



Turn On/Off Call Notifications

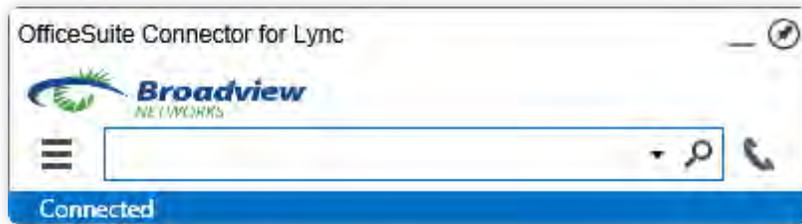
To turn on/off call notifications, select  then **Lync Me**. Under the User settings tab, check/uncheck the Notifications on/off checkbox. Close the pop up window.

DOCKING AND UNDOCKING THE OFFICESUITE® CONNECTOR FOR SKYPE FOR BUSINESS

Docking the OfficeSuite® Connector allows you to snap the connector to your session of Skype for Business. For example, if you have docked the OfficeSuite® Connector for Skype for Business and minimize Skype for Business, the OfficeSuite® Connector for Skype for Business will minimize as well.

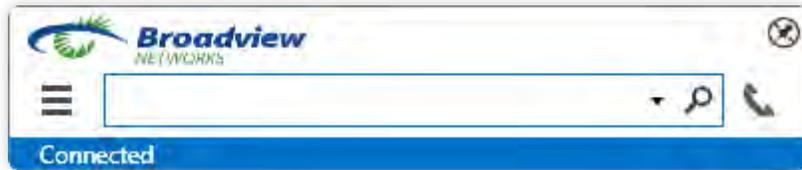
How to Dock the OfficeSuite® Connector for Skype for Business

To dock the OfficeSuite® Connector for Skype for Business, select the  button in the top right corner of the connector while it is undocked.



How to Undock the OfficeSuite® Connector for Skype for Business

To undock the OfficeSuite® Connector for Skype for Business, select the  button in the top right corner of the connector while it is docked.

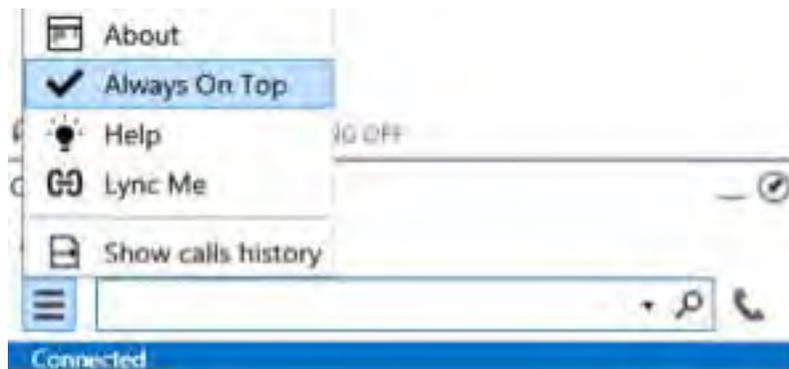


ALWAYS ON TOP

When the OfficeSuite® Connector for Skype for Business is undocked, you have the option of keeping the connector always on top of all other programs running on your computer. This can be useful for quickly making calls while using other applications.

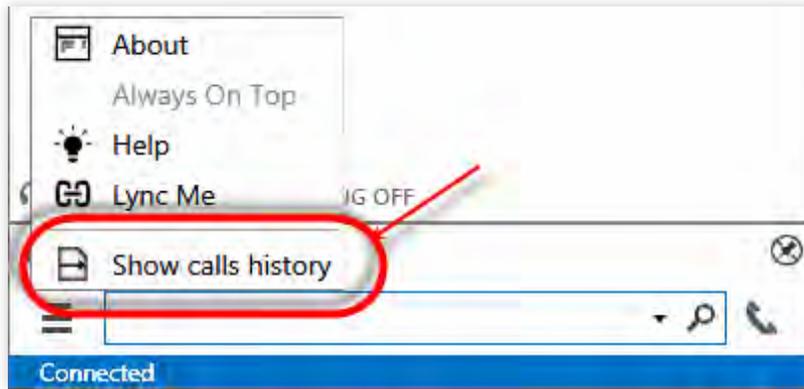
Turn On and Off Always on Top

To turn on **Always on Top**, you must first undock the OfficeSuite® Connector® for Skype for Business. Once undocked, select  then **Always On Top**. A check mark will appear next to the **Always On Top** option in the settings menu as shown below.



CHECKING CALL HISTORY

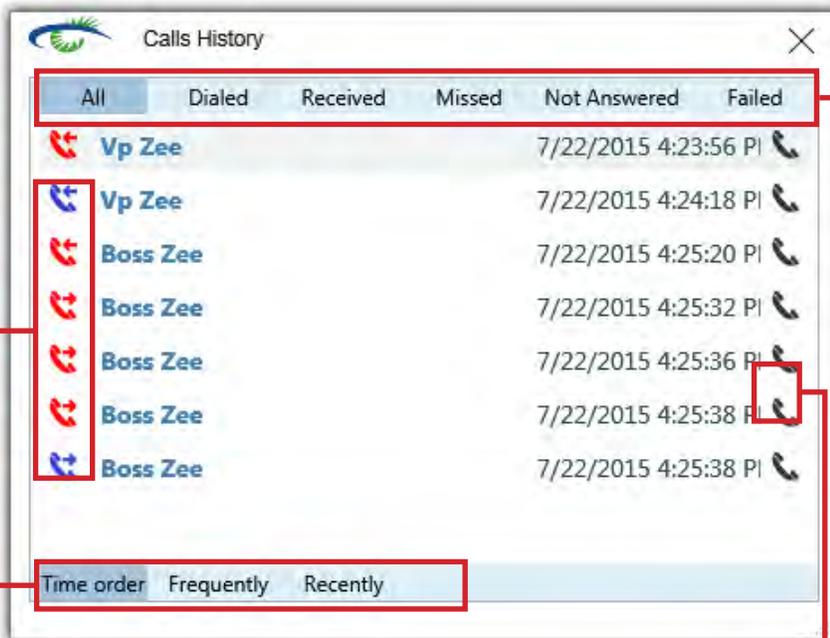
OfficeSuite® Connector for Skype for Business keeps a record of your call history while you are logged into both OfficeSuite® Connector for Skype for Business and Skype for Business. To check the call history, select  then **Call History** from the drop down list.



Once selected, a popup will appear allowing you to filter calls by the following call types:

- Dialed
- Received
- Missed
- Failed
- Not Answered

You can also sort calls by all, most frequently dialed and most recently dialed.



The type of call will be displayed using the following icons for each type of call.

Icon	Definition
	Outbound Dial Not Answered
	Dialed and Answered
	Received and Answered Call
	Missed Call

Filter the call list by the type of call here

Call back the contact

Sort your calls by all calls, most frequent calls, and most recent calls

Displays the type of call that was made

PHONE PRESENCE

Whenever you are on a call using your OfficeSuite® phone while running OfficeSuite® Connector for Skype for Business, Your presence will be displayed as on a call.



For additional help with OfficeSuite® Connector for Skype for Business, call [1-800-BROADVIEW](tel:1-800-BROADVIEW).

