## 1. Overview

The CinBell Skype Add-in for Microsoft Skype for Business (S4B) is a client-side add-in that enables calling a phone number using "Call from Phone" or "VoIP from S4B" through the CinBell Business Communicator.

The CinBell Microsoft S4B-enabled desktop client is available on cincinnatibell.com/business/covp-support.

Instant messaging, presence, desktop sharing and S4B-to-S4B calling stay in S4B. Non S4B calls use Emerge with the Business Communicator as the CinBell Skype Add-in front end.

The CinBell Skype 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 CinBell Skype Add-in is able to send the call through the Business Communicator.

The following figure depicts the high-level network architecture.
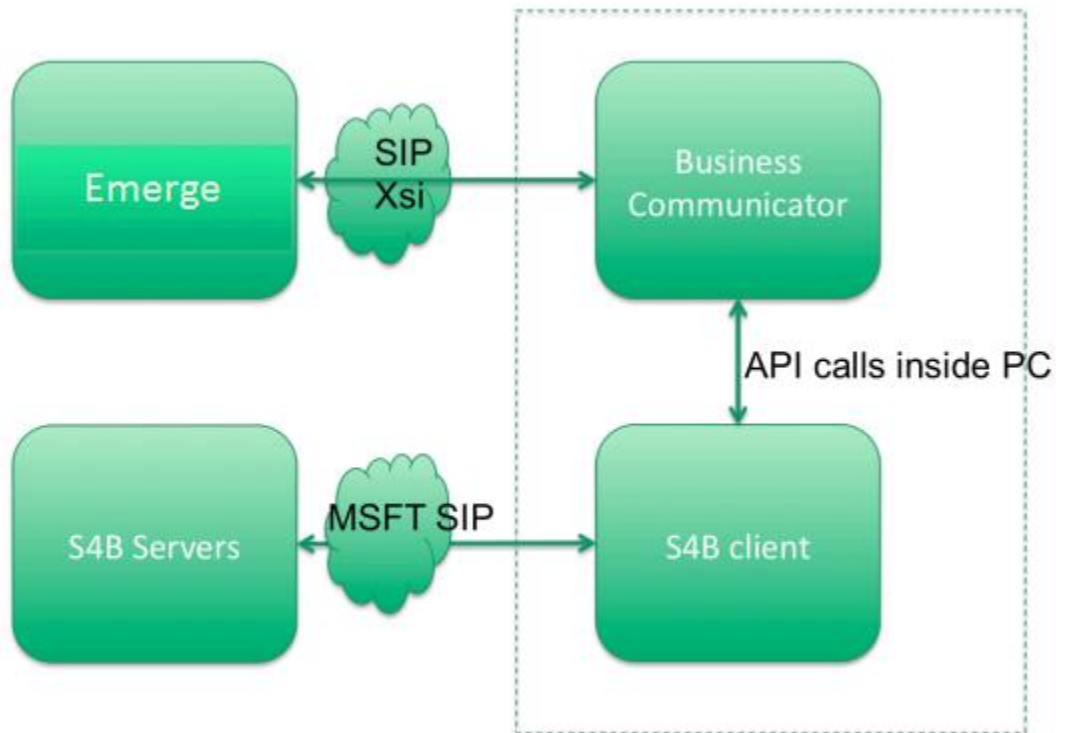
## 1.1   Supported Features

The following are supported by the CinBell Skype Add-in:

- Add-in installation with Business Communicator installer

- Add-in update using Business Communicator installer

- Authentication towards Emerge in standard Business Communicator 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 CinBell Skype add-in (based on built-in S4B functionality, only tel: format is supported)

- Calling from phone (over Xtended Services Interface [Xsi] )

- Calling with VoIP (over Session Initiated Protocol [SIP] )

- Business Communicator call status reported to S4B so *Busy in Call* presence can be shown there

Call settings and usual call management features of Business Communicator-initiated calls such as call transfer are available independently of S4B integration.

## 1.2   System and Software Version Requirements

The following are requirements for the Add-in for Microsoft S4B.

- Windows
  - Windows 7
  - Windows 8
  - Windows 8.1
  - Windows 10
- Lync / 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
- CinBell Skype Add-in Client version 21.2 or newer
- Windows administration rights (due to required registry entry)

## 2 Get Started

This section contains the essential information for getting started with the CinBell Skype Add-in Integration Client.

### 2.1 Installation

Cincinnati Bell Business provides the download of the installer.

The Microsoft Integration client is available at: **cincinnatibell.com/business/covp-support**

- Double-click the installer executable and follow the installation instructions.
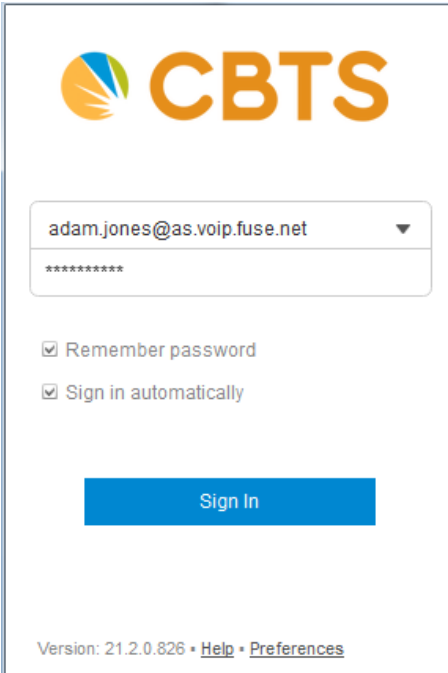- Launch the Microsoft Integration Client.

### 2.2 Sign In

When you first launch the application, you are prompted to sign in.

1) Enter your Emerge user name and password.

2) Select that you would like Business Communicator to remember your password.

3) Select that you would like Business Communicator to sign you in automatically on subsequent launches.

4) Click **Sign In**.

You can also access *Help* and *Preferences* directly from the login window.

> **NOTE**: If you choose automatic sign in, you are automatically signed in and the Microsoft Integration Client automatically minimizes. The Microsoft Integration Client will be visible in the system tray and the "Default Call Type" can be changed between "Call from Phone" and "Call."

# 3   S4B 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 the CinBell Skype Add-in Client 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:

    o   Go to Internet Explorer, open Tools --- Manage Add-ons --- Tool bars and Extensions and then enable the S4B Click to Dial Add-In.

    o   In the Internet Explorer Tools menu, select S4B Click to Call and check "Enable number detection."

- Call from any application with using F8: Support for this functionality is dependent on users installing S4B Select Dial (https://gallery.technet.microsoft.com/Lync-CopyDial-Just-Select-3c426244), which provides F8 functionality with S4B.

## 4    Migrating for Existing Lync / S4B Users

When existing S4B users start using the CinBell Skype 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 CinBell Business Communicator window appears.

# 5    Interoperability Status

This section provides the known interoperability status of the CinBell Skype Add-in for Microsoft S4B with Emerge.

## 5.1    Verified Versions

The following versions of Lync/S4B are compatible with Emerge.


Lync/S4B Version:

- 2010
- 2013 Basic/32-bit
- 2013 Basic/64-bit
- 2013 Standard/32-bit
- 2013 Standard/64-bit
- 2015

## 6    Main Window

When you start the CinBell Skype Add-In Client (and check the options to remember password and sign in automatically), the Add-in client will automatically minimize and remain in the background of your PC.

You will continue to utilize the S4B client for your messaging and presence needs. The CinBell Skype Add-in will only be visible after you initiate a click-to-call or VoIP call from S4B.

When these calls are made, the CinBell Skype Add-in communications window appears:
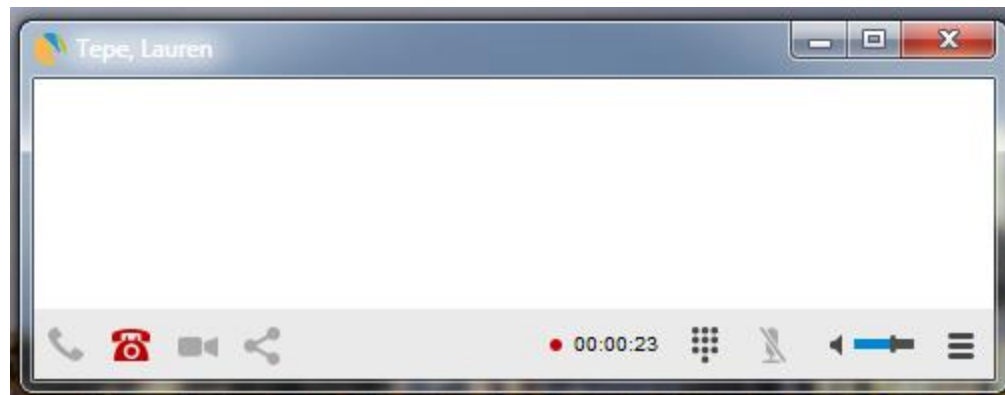


From this window, you have several call control options:



- Hang Up -  icon on communications window

- Adjust Volume -  icon on communications window

- Hold Call – Appears when you select "Options" button on bottom right of window

- Transfer to – Appears when you select "Options" button on bottom right of window

- Conference with – Appears when you select "Options" button on bottom right of window

- Park Call – Appears when you select "Options" button on bottom right of window
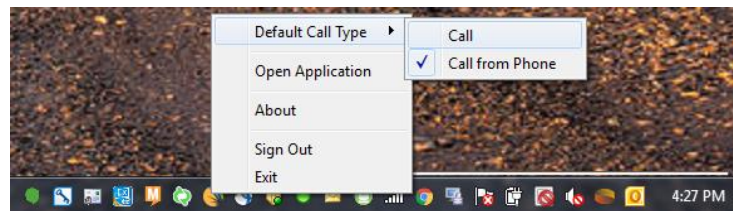
# 7 Make an Audio Call

## 7.1 Default Call Type

The CinBell Skype Add-in supports two types of click to call:

1. Call – VoIP Call
2. Call from Phone – Call utilizing Polycom Phone

To select your default call type, right click on the system tray and choose which option you would like to set as your default:
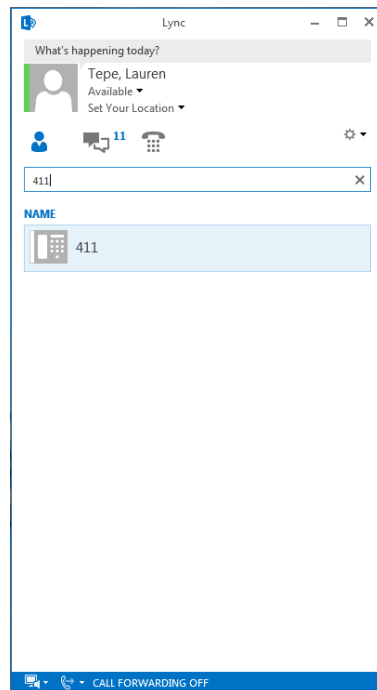


## 7.2 Click to Call Options

### 7.2.1 "Find someone or dial a number" search box

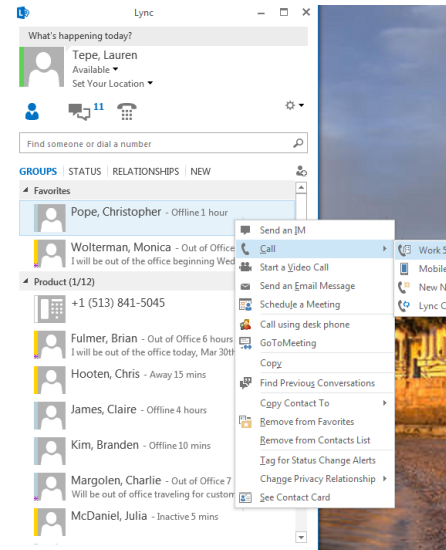Enter a phone number in the *Search and Dial* field

Press **ENTER** to start a call

### 7.2.2 Contacts list or search results

Right click on the contact and highlight "Call"

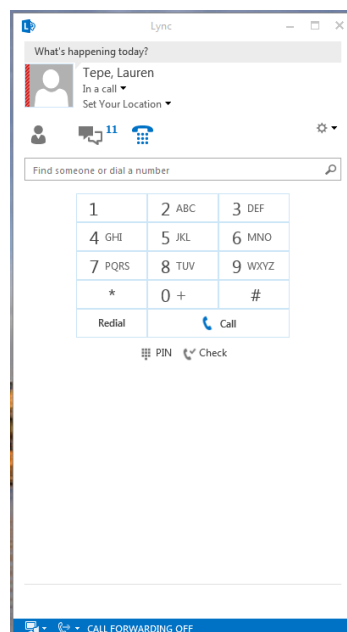Select which phone number you want to dial



### 7.2.3 Dial Pad

Open the dial pad

Type a phone number

Press **ENTER** to start a call

## 8   Presence

When calls are initiated or received, call status is reported to S4B so *Busy in Call* presence can be shown in the S4B client.

The communications window also appears to provide call control:

- Hang Up - ☎ icon on communications window

- Adjust Volume - ◄ ━━ icon on communications window

- Hold Call – Appears when you select "Options" button on bottom right of window

- Transfer to – Appears when you select "Options" button on bottom right of window

- Conference with – Appears when you select "Options" button on bottom right of window

- Park Call – Appears when you select "Options" button on bottom right of window