



Microsoft Lync 2013 Guide

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Chapter 1: Quick Start Guide

To configure the ALICE Receptionist system to work with Microsoft Lync 2013 server, follow these steps on the ALICE Directory PC:

1. Install Microsoft Lync 2013 Basic client (version 15.0.4569.1506) (page 3)
2. Install Microsoft Lync 2013 Basic update (KB2825630) (page 3)
3. Sign-in to the Lync Basic client using the user credentials that you've assigned for the ALICE Directory system to use. (page 3)
4. Configure Microsoft Lync Basic Client for UI Suppression mode. (page 3)
5. Install the ALICE Local installation. (Page 5-7)
6. Start the ALICE Web Services (Page 8)
7. Install the ALICE Admin Application (Page 9-10)
8. Install the ALICE Directory Application (Alice Directory Installation Manual)
9. Log into the ALICE Admin Application and import users from Lync 2013 (Alice Windows Admin Users Manual)
10. Run the ALICE Receptionist Directory Configuration setup using the Directory License key created in the Admin Application and configure the ALICE Directory for the Lync 2013 server. Page 10-15 provides guidance on this configuring ALICE for Lync 2013.



Chapter 2: Installing MS Lync Basic Client

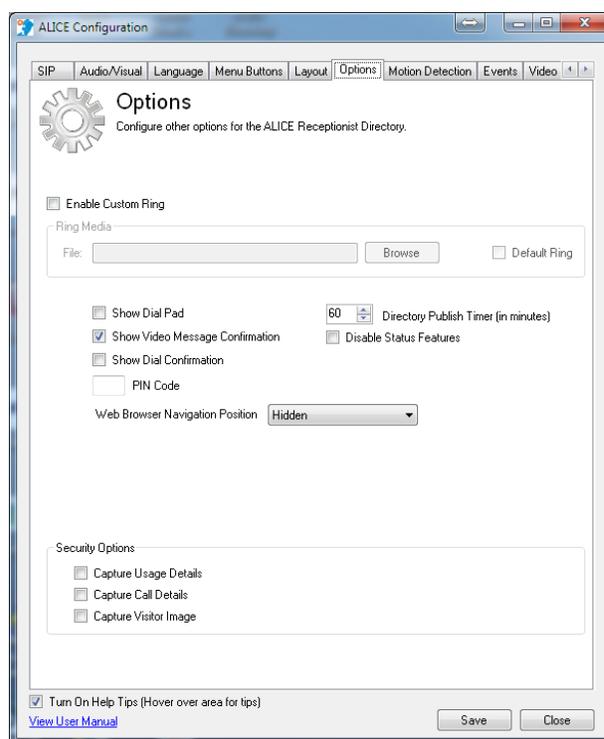
A copy of the Microsoft Lync 2013 Basic 32bit client must be installed on the ALICE Directory machine before installing the ALICE Directory software. Below are details of the version and updates that must be installed. If you install other versions they may not work properly.

- Microsoft Lync 2013 Basic Client, 32bit edition (File version # 15.0.4420.1017) *(Do not install the 64 bit version even if the ALICE Directory machine is running 64 bit OS)*
- Run the Update for Microsoft Lync 2013 (kb2825630) 32bit Edition (File version #15.0.4551.1005)
- Run the Lync 2013 Basic client for the first time and log in using the Lync account that is assigned to the ALICE system.
- Log off the Lync Client and Exit the Lync Client application
 - File Log Off
 - File Exit
- Configure Microsoft Lync client for UI Suppressed mode
 - Open the windows registry using regedit on the ALICE Directory machine
 - Navigate to the follow location in the registry:
 - **[HKEY_CURRENT_USER]\Software\Microsoft\Office\15.0\Lync**
 - Create a new **DWord (32 bit) value** inside this location with the following properties
 - Name: UISuppressionMode
 - Value data: 1
 - Base: Hexadecimal
 - Close the Regedit application
 - To verify the Lync client is now in UI Suppression mode try to launch the Lync Basic client. If it is in UI Suppression mode you will not see the application load but you can see it listed as a process in the Windows Task Manager.

Chapter 3: Support for Skype for Business client software:

ALICE Receptionist supports users who are using Skype for Business desktop clients. There are a few known limitations around this configuration

- The Presence features in ALICE Receptionist will not work with Skype for Business Clients and the “Disable Status Features” option must be turned on in the ARD Configuration screen.
- Users who are using the Skype for Business client software are able to make calls to the ALICE Receptionist Lync account. This causes non-desirable behavior on the ARD. The ARD will ring as if a Lync call is being received. The ARD will freeze while the incoming call is ringing. Once the call ends, the ARD returns to normal operation. The ARD cannot receive the call from the Skype for Business user, so no call is ever connected, but the behavior on the ARD can be confusing. Skype for Business users should be instructed to no make calls to the ALICE Receptionist Lync account.



Chapter 4: Installing Alice Local software

The ALICE Local software package installs 2 major components:

- **ALICE Windows Services**

ALICE Windows Services provide communications between the Local ALICE Database, the Alice Receptionist Directory (ARD), Alice Receptionist Clients (ARC) and Alice Local Administrator. Any machine running one of these applications must be able to communicate with machines that the ALICE Windows Services are installed on. These services are typically installed on the ALICE Receptionist Directory (ARD) pc for simplicity, but they can be installed on any networked computer.

- **ALICE Local Database**

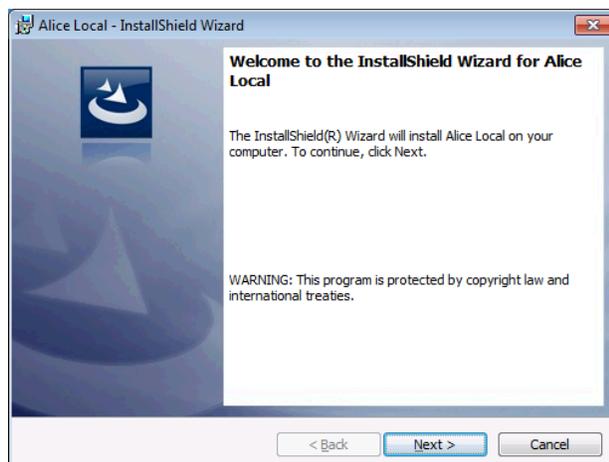
The ALICE Local Database contains all the local data that the ALICE system uses. It is typically installed on the Alice Receptionist Directory (ARD) computer but can be installed on any networked computer.

ALICE Local Installation

Installation of ALICE local can be done on any networked computer or server but must be reachable by the ALICE Directory machine and any users running the Alice Admin or ALICE Client software.

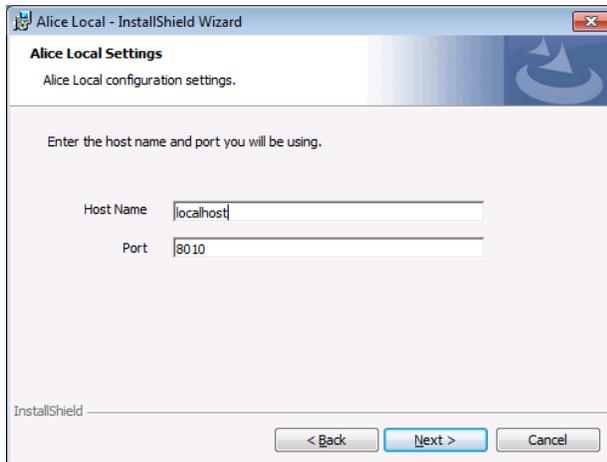
It is recommended to install the ALICE Local package on the ALICE Directory machine itself.

To install, launch the **ALICE Local** installation package.



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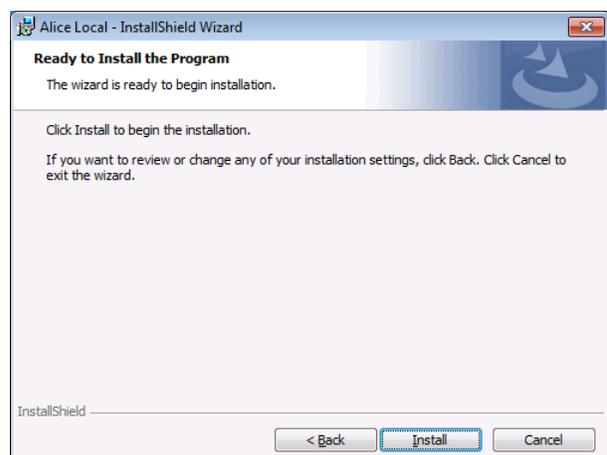
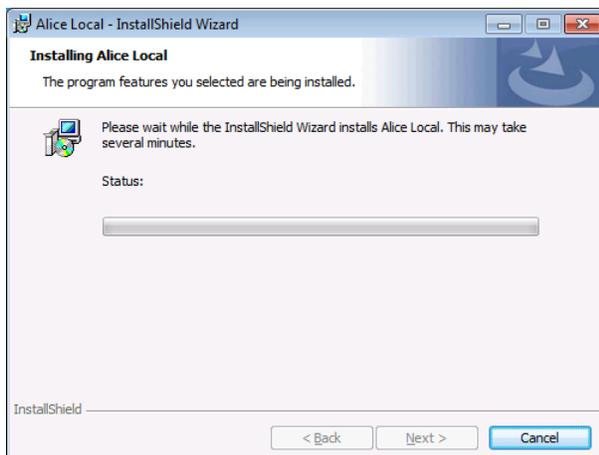


On the ALICE Local Settings screen you will need to specify the Host server and Port.

Host Name: (Default value: **localhost**) Enter the computer name of the machine you are running the installation on or you can enter “localhost”.

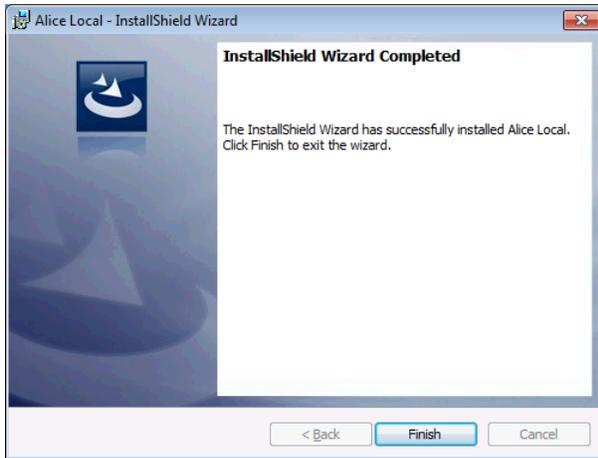
Port: (Default value: **8010**) The port number that will be used by other ALICE software to communicate with the services installed on this server. The default value is “8010”.

Complete the remaining screens following the Install wizard.



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When finished, the ALICE Local database and Windows Service files have been installed. The Windows Services must be started the after the installation is completed and before you install other ALICE software.

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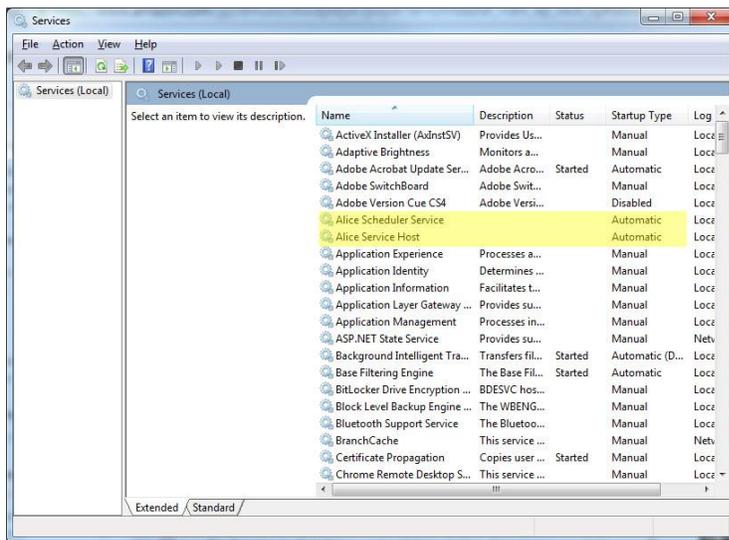
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Starting the ALICE Windows Services

Follow these steps to start the ALICE Windows Services:

Open the Windows Run command on the Start menu and type in "Services" to launch the Windows Services manager.



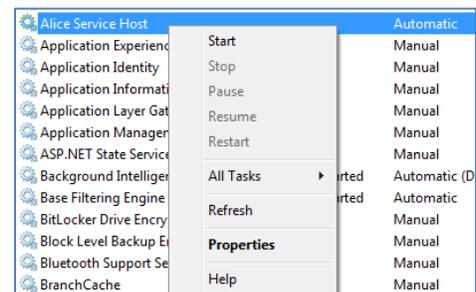
In the Services window you will see two services that have been installed by the ALICE Local installation:

- Alice Scheduler Service
- Alice Service Host

Both of these services must be started before continuing with any other ALICE Software installations.

Right Click on the **ALICE Service Host** service to open the menu and click on **Start**. Do the same for the **Alice Scheduler Service**.

Once both services show a status of "Started" you are ready to continue with other ALICE software installations.



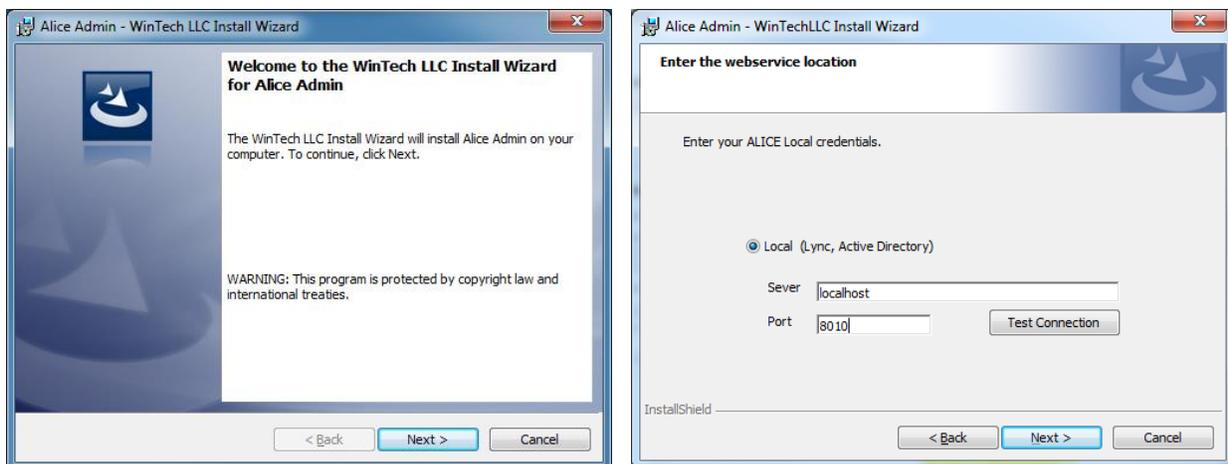


Chapter 5: Installing Alice Admin software

The ALICE Admin application allows the person responsible for managing users and content for a customer's ALICE system to update information easily and quickly. Alice Admin enables the customer to load their user data into the Local Administration application by importing the information directly from their Lync 2013 server.

ALICE Administration for Windows installation

The ALICE Administration for Windows application is necessary to manage the users and employees which will be listed on your ALICE Directory system. If you've already completed the ALICE Local installation, follow these steps to install the ALICE Administration for Windows applications:



HostName: Specify the name of the full machine name on which the ALICE Local installation was installed. In some cases this will require both the computer name and domain. In most cases where the ALICE Local installation was completed on the same machine as the Admin Application the setting can simply be "localhost"

Port: Specify the port number that was used in the ALICE local installation for the Server Port Number (default is 8010).

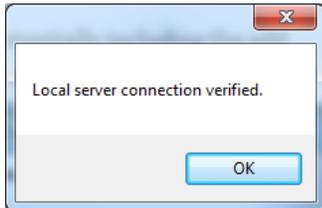
Test Connection: After entering the Server and Port values, click the Test Connection button to verify you can reach the ALICE Services installed on the Host machine. If you the test fails, check the

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local firewall on the Host machine and consider adding rules to allow communication through the Port number specified.



If you receive a “Local server connection verified” message you are ready to complete the installation process. Click the OK button and Next to continue.

Chapter 6: Lync Server Information

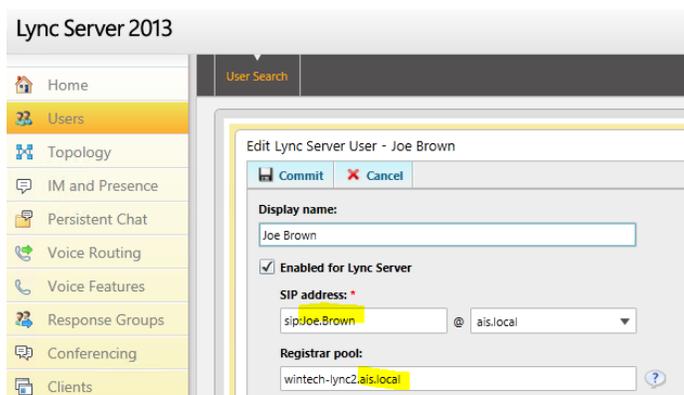
To complete the configuration of the ALICE system to work with your Lync server, you must provide the ALICE system with certain information about your Lync server configuration. This section covers where you can find the information about your Lync server configuration that will be needed to configure your ALICE system.

Microsoft Lync User Syncing

In order to retrieve or sync the list of employees from your Lync 2013 server with the ALICE database you will need to have the following Lync Server information ready before you perform an import:

1. Domain Name
2. Lync Server Name (Registrar Pool)
3. Lync User Account (to connect to the Lync 2013 server and retrieve a list of users)
4. Lync User Password

Details on where to find this information is below:



- **Domain name:** The Name of your network domain. (the photo example the domain is “ais.local”)

- **Lync Server Name:** The Lync server name is entire Registrar Pool name. In this example “wintech-lync2.ais.local”

- **Lync User Account** (SIP address) to retrieve a list of Lync

users. This account can also be used by the ARD to login into the Lync server and initiate calls to other Lync users. In the photo example the user name is “Joe.Brown”).

- **Lync User password:** You will need to have the password for the Lync user account.

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- **Verified Data:** The data that the ALICE system retrieves from the Lync server comes from the Active Directory account information includes the following fields. If any of the required fields are empty, these users will not import into the ALICE system.

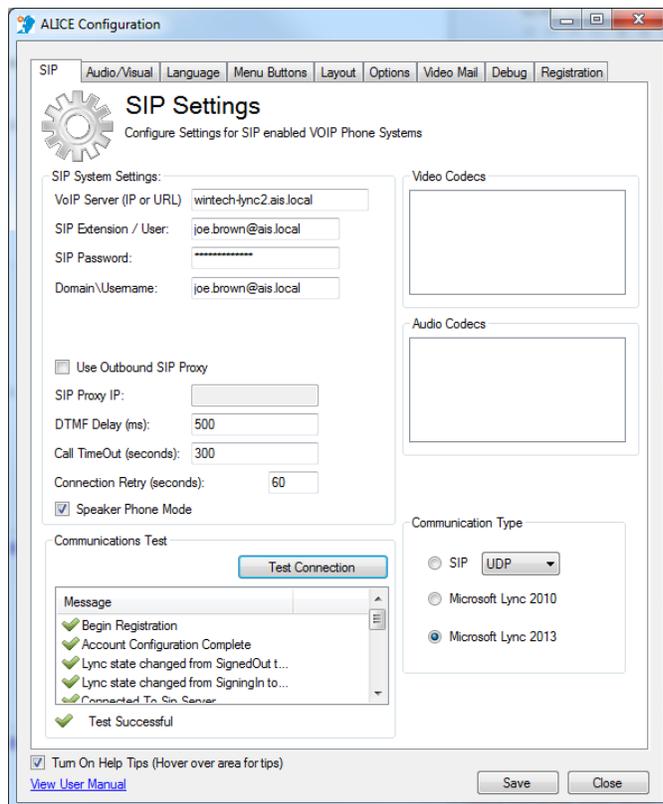
Following is a list of fields that are imported and used by the ALICE Receptionist system from the Active Directory and Lync Import process:

The image displays two side-by-side screenshots of the 'Joe Brown Properties' dialog box in Microsoft Lync. The left screenshot shows the 'General' tab with fields for First name (Joe), Last name (Brown), Display name (Joe Brown), Telephone number (111-222-3333), and E-mail (joe.brown@acem.com). The right screenshot shows the 'Organization' tab with fields for Title (Bookkeeper), Department (Accounting), and Company (Acem Co).

- *First Name
 - Last Name
 - Display Name
 - *SIP Address (from Lync)
 - E-mail
 - Title
 - Department
 - Company
- * = Required

Chapter 7: Connection ARD to Lync

Connecting your Alice Receptionist Directory (ARD) to Lync is simple and can be accomplished by entering the correct Lync credentials on the SIP Settings tab of the Directory Configuration screen.



- **VoIP Server (IP or URL)** – enter the Registrar Pool from your lync server for the Lync user the ARD will use to connect to your Lync server.

- **SIP Extension / User** – The Lync user account that will be used by the ARD to connect to the Lync Server

- **SIP Password** – The password for the Lync user account that will be used by the ARD to connect to the Lync server

- **Doman\Username** – The user name of the Lync account that will be used by the ARD to connect to the Lync server.

- **Connection Type** – Select the Microsoft Lync 2013 option. They system will attempt to connect to the Lync sever when this option is selected and may lock up the application for 2 or 3 minutes. *Please be patient and allow it to finish.*

After these settings are complete, Click the “Test Connection” button to test and verify your credentials. If the information was entered in the correct format you will see a “Test Successful” message. If you do not receive this message you will need to verify your settings.

Verifying Lync credentials

If the ARD is unable to successfully connect to your Lync server you may need to verify the credentials you are using are correct before you continue. The best way to verify the Lync credentials is to use the Microsoft Lync Basic client software. Follow these steps:

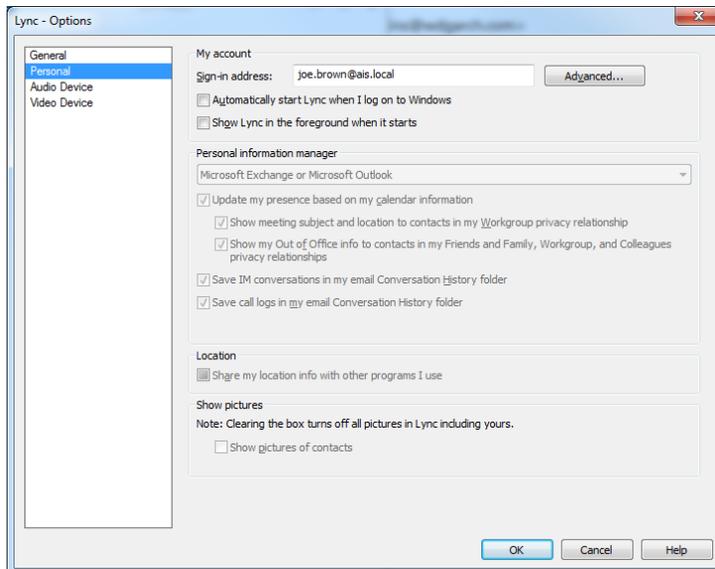
1. Launch the Microsoft Lync Basic Client software

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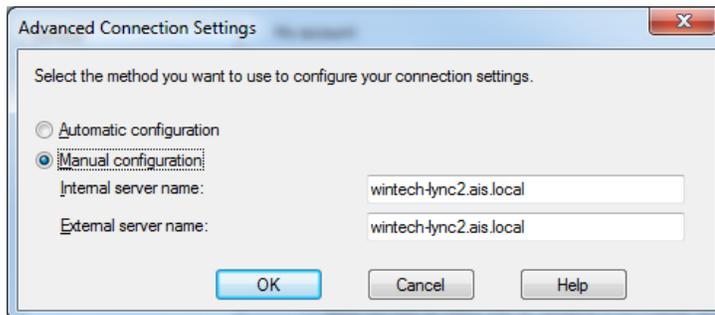
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- a. If you are already logged in, log off.
2. From the configuration menu choose Tools and Options
3. Click on the Personal menu on the left



4. Click the Advanced...



- Select Manual Configuration and enter the Registrar Pool settings for the Internal server name.
- Save your settings, and attempt to login.

If the login fails your login information is incorrect. Speak with your Lync system administrator to verify the login information before you try again.

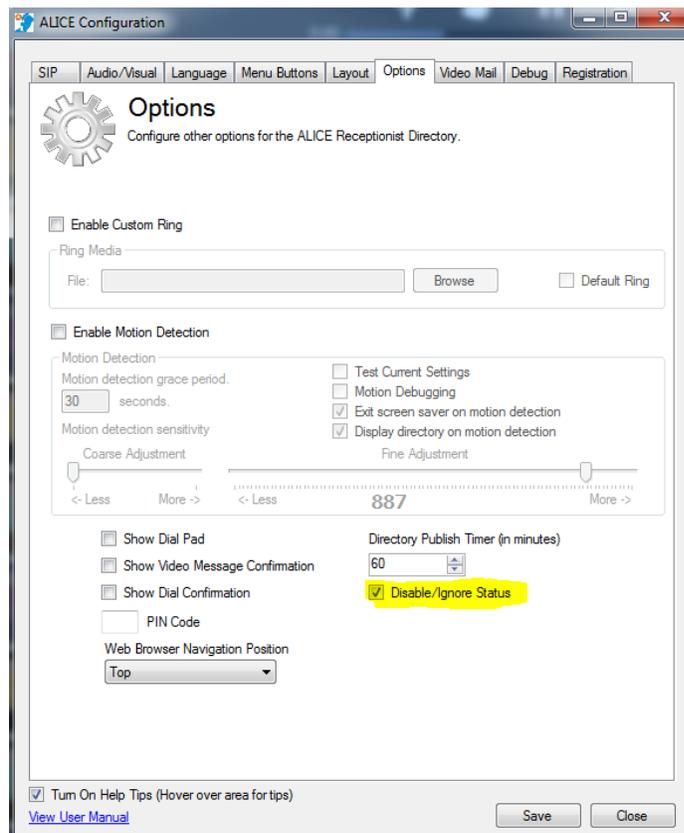
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Disable Status updates from Microsoft Lync Clients

Once you have successfully connected the ARD to your Lync server, it is recommended you set the ARD to disable the Lync status update if you plan to have more than 50 Lync users listed on the ARD screen. You can do this by turning on the **“Disable / Ignore Status”** setting on the Options Tab of the Directory Configuration screen.





Organizing Lync Users - Recommendations

Due to the way Microsoft Lync 2013 client works, there are a number of steps that are recommended to be made to provide the best experience when connecting ALICE Receptionist to Lync server 2013. There are also some limitations associated with the Microsoft Lync 2013 platform that can impact ALICE for organizations with a large number of employees.

Requirements for displaying Lync presence status for employees on the ALICE Receptionist Directory screen:

- **Create a Distribution List in Active Directory** – Microsoft Lync requires 3rd party applications such as ALICE Receptionist to communicate with Lync users using the Lync 2013 Client in suppression mode. In order for ALICE Receptionist to report on Lync user's presence each user must be added to the Lync 2013 Client contact list. Contacts must be added manually while the Lync 2013 Server is not in suppressed mode. To streamline and this process of adding contacts, it is recommend the system administer create a **distribution list** on their Active Directory server to which all users who will be listed on the ALICE Receptionist system are added. This will enable all contacts to be added at once by simply adding the group.
- **Maximum Lync Contacts** –Because of the way Lync 2013 retrieves presence information for contacts, a large number of contacts can put a heavy load on the system resources and it is highly recommended that Lync 2013 customers turn off the status feature on ALICE. This can be accomplished by selecting the "Disable / Ignore Status" option on the Options tab of the ALICE Directory Configuration screen.