

Microsoft Lync 2013 Guide

WinTech, LLC 319 East Warm Springs Rd • Suite 100 Las Vegas, NV 89119 Phone 702.284.7375 • Fax 702.360.2022



Table of Contents

Table of Contents		1
Chapter 1: Quick Start Guide		2
Chapter 2: Installing MS Lync Basic Client		3
Chapter 3: Support for Skype for Business client software:		4
Chapter 4: Installing Alice Local software		5
ALICE Local Installation	5	
Starting the ALICE Windows Services	8	
Chapter 5: Installing Alice Admin software		9
ALICE Administration for Windows installation	9	
Chapter 6: Lync Server Information		11
Microsoft Lync User Syncing	11	
Chapter 7: Connection ARD to Lync		13
Organizing Lync Users - Recommendations	16	



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
 - o 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.

ALICE	Configuration
SIP	Audio/Visual Language Menu Buttons Layout Options Motion Detection Events Video
2202	Options Configure other options for the ALICE Receptionist Directory.
E	inable Custom Ring
-Bin Fi	g Media le: Browse Default Ring
	Show Dial Pad 60 Directory Publish Timer (in minutes) Show Video Message Confirmation Disable Status Features Show Dial Confirmation PIN Code
	Web Browser Navigation Position Hidden 🔹
Sec	curity Options
	Capture Usage Details
	Capture Visitor Image
🔽 Tum	On Help Tips (Hover over area for tips)
View Use	ar Manual Save Close



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 communication 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 uses 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.





😸 Alice Local - InstallS	hield Wizard
Alice Local Settings Alice Local configurat	ion settings.
Enter the host name	e and port you will be using.
Host Name	localhost
Port	8010
InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

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.

😸 Alice Loc	al - InstallShield Wizard		🖞 Alice Local - InstallShield Wizard
Installing The prog	Alice Local gram features you selected are being installed.		Ready to Install the Program The wizard is ready to begin installation.
1 ,	Please wait while the InstallShield Wizard installs Alice Local. This may take several minutes. Status:		Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield –	< Back Next > Cancel	1	InstallShield Cancel



😸 Alice Local - InstallShield Wizard				
2	InstallShield Wizard Completed			
E	The InstallShield Wizard has successfully installed Alice Local. Click Finish to exit the wizard.			
LY L				
	< Back Finish Cancel			

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.



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.

File Action View	Help					
Services (Local)	Services (Local)					
	Select an item to view its description.	Name	Description	Status	Startup Type	Log
		ActiveX Installer (AxInstSV)	Provides Us		Manual	Loca
		Adaptive Brightness	Monitors a		Manual	Loca
		Adobe Acrobat Update Ser	Adobe Acro	Started	Automatic	Loca
		Adobe SwitchBoard	Adobe Swit		Manual	Loca
		Adobe Version Cue CS4	Adobe Versi		Disabled	Loca
		Alice Scheduler Service			Automatic	Loca
		🖏 Alice Service Host			Automatic	Loca
		Application Experience	Processes a		Manual	Loca
		Application Identity	Determines		Manual	Loca
		Application Information	Facilitates t		Manual	Loca
		Application Layer Gateway	Provides su		Manual	Loca
		Application Management	Processes in		Manual	Loca
		ASP.NET State Service	Provides su		Manual	Netv
		🗟 Background Intelligent Tra	Transfers fil	Started	Automatic (D	Loca
		🔍 Base Filtering Engine	The Base Fil	Started	Automatic	Loca
		BitLocker Drive Encryption	BDESVC hos		Manual	Loca
		🖓 Block Level Backup Engine	The WBENG		Manual	Loca
		🔍 Bluetooth Support Service	The Bluetoo		Manual	Loca
		SranchCache	This service		Manual	Netv
		端 Certificate Propagation	Copies user	Started	Manual	Loca
		🍓 Chrome Remote Desktop S	This service		Manual	Loca
		•	m			

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.

🔍 Alice Service Host 🛛 🗕			L	Automatic
Application Experienc	Start			Manual
Application Identity	Stop			Manual
🔍 Application Informati	Pause			Manual
🔍 Application Layer Gat	Resume			Manual
Application Manager	Rectart			Manual
ASP.NET State Service	Restart			Manual
🔍 Background Intelliger	All Tasks	•	irted	Automatic (D
🔍 Base Filtering Engine	Defeash		irted	Automatic
🔍 BitLocker Drive Encry	Kerresh			Manual
🔍 Block Level Backup Ei	Properties			Manual
🔍 Bluetooth Support Se				Manual
🔍 BranchCache	Help			Manual



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:

B Alice Admin - WinTech LLC I	install Wizard	B Alice Admin - WinTechLLC Install Wizard
	Welcome to the WinTech LLC Install Wizard for Alice Admin	Enter the webservice location
	The WinTech LLC Install Wizard will install Alice Admin on your computer. To continue, click Next.	Enter your ALICE Local credentials.
2	WARNING: This program is protected by copyright law and international treaties.	Local (Lync, Active Directory) Sever localhost Port 8010 Test Connection
	< Back Next > Cancel	InstallShield < gadk Cancel

HostName: Specify the name of the full machine name on which the ALICE Local installation what 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



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:

Lyı	nc Server 2013	
	Home	User Search
22	Users	
×	Topology	Edit Lync Server User - Joe Brown
Ģ	IM and Presence	Commit X Cancel
7	Persistent Chat	Display name:
હ	Voice Routing	Joe brown
C	Voice Features	SIP address: *
23	Response Groups	sip Joe.Brown @ ais.local
Ð	Conferencing	Registrar pool:
r de la companya de l	Clients	wintech-lync2.ais.local

• **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.



• **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:

0 1

oe Brown Propercie	5	Jue brown Propercies		
Published Certificate Environment Sessic General Address	es Member Of Diałin Object Security ons Remote control Terminal Services Profile COM+ Account Profile Telephones Organization	Published Certificates Member Of Dial-in Object Security Environment Sessions Remote control Terminal Services Profile CDM+ General Address Account Profile Telephones Organization Jitle: Bookkeeper Bookkeeper Bookkeeper Bookkeeper Bookkeeper	•	*First Name Last Name Display Name
First name:	line Initials:	Department: Accounting	•	*SIP Address (from
Last series	Present	Company: Acem Co		SIF Address (ITOIII
Last name.	Diowi	Manager	Lync)	
Display name:	Joe Brown	Name:	•	E-mail
Description:		Change Properties Clear		Title
Offi <u>c</u> e:		Direct mente	•	Inte
			٠	Department
Telephone number:	111-222-3333 <u>Other</u>			Company
E- <u>m</u> ail:	joe.brown@acem.com			company
<u>₩</u> eb page:	Other			
				* = Required
	OK Cancel Apply	OK Cancel Apply		



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.

TALICE Configuration	
SIP Audio/Visual Language Menu Buttons Layout Optio	ns Video Mail Debug Registration
SIP Settings Configure Settings for SIP enabled VOIP Phone Sys	tems
SIP System Settings:	Video Codecs
VoIP Server (IP or URL) wintech-lync2.ais.local	
SIP Extension / User: joe.brown@ais.local	
SIP Password:	
Domain\Usemame: joe.brown@ais.local	
	Audio Codecs
Use Outbound SIP Proxy	
SIP Proxy IP:	
DTMF Delay (ms): 500	
Call TimeOut (seconds): 300	
Connection Retry (seconds): 60	
Speaker Phone Mode	
Communications Test	communication type
Test Connection	SIP UDP -
Message	Microsoft Lync 2010
✓ Begin Registration	Microsoft Lync 2013
Account Configuration Complete SignedOut t	
✓ Lync state changed from SigningIn to	
V Test Successful	
Tum On Help Tips (Hover over area for tips)	
View User Manual	Save Close

• VolP 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



- 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

Lync - Options	×
General Personal Audio Device Video Device	My account Sign-in address: joe.brown@ais.local Adyanced Automatically start Lync when I log on to Windows Show Lync in the foreground when it starts
	Personal information manager
	Microsoft Exchange or Microsoft Outlook
	Show meeting subject and location to contacts in my Workgroup privacy relationship
	Show my Out of Office info to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships
	☑ Save IM conversations in my email Conversation <u>Hi</u> story folder ☑ Save call logs in <u>my</u> email Conversation History folder
	Location Im Share my location info with other programs I use
	Show pictures Note: Clearing the box turns off all pictures in Lync including yours. Show pictures of contacts
	OK Cancel Help

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.



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.

Y ALICE Configuration	
SIP Audio/Visual Language Menu Buttons Layout Options Video Mail Debug Registration Options Configure other options for the ALICE Receptionist Directory.	
Enable Custom Ring Ring Media File:	Browse Default Ring
Enable Motion Detection Motion Detection Motion detection grace period. 30 seconds. Motion detection sensitivity Coarse Adjustment <- Less More -> <- Less	Test Current Settings Motion Debugging Dets screen saver on motion detection Display directory on motion detection Fine Adjustment 887 More ->
Show Dial Pad Show Video Message Confirmation Show Dial Confirmation PIN Code Web Browser Navigation Position Top	Directory Publish Timer (in minutes) 60
✓ Tum On Help Tips (Hover over area for tips) <u>View User Manual</u>	Save Close



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.