



ALICE Receptionist guide for Microsoft Lync 2010 / 2013 Servers

To connect the ALICE Receptionist system to use your Microsoft Lync 2010 / 2013 server for communications, the following steps must be completed:

1. **Provision** a Lync user account on the Microsoft Lync 2010 / 2013 system that can be used by the ALICE Receptionist Directory software.
2. Ensure your **network and firewall** are configured to support SIP traffic (Video and Audio packets) between the ALICE Receptionist System and other Microsoft Lync Client endpoints on your network. Typical configurations include:
 - a. Use of port 5060 for VoIP SIP traffic across TLS the network protocol
3. Ensure the ALICE Receptionist system can reach the following **ALICE License Servers**:
 - a. ALICE License Service:
URL ADDRESS: <https://webservices.alicereceptionist.com>
PORT: 443
4. **Test the Lync account provisioned for the ALICE system:** Configure a Microsoft Lync or Skype for Business client software to register on the Lync Server using the account credentials from the account created in Step #1 of this document.

Test an audio and video call from the Lync Client registered using the Lync account created in Step 1 to another Lync user. Verify both audio and video calls are working correctly.

If your test show that the audio or video communications is not working, take the necessary steps to verify the Lync user account assigned to the ALICE system is configured correctly.