



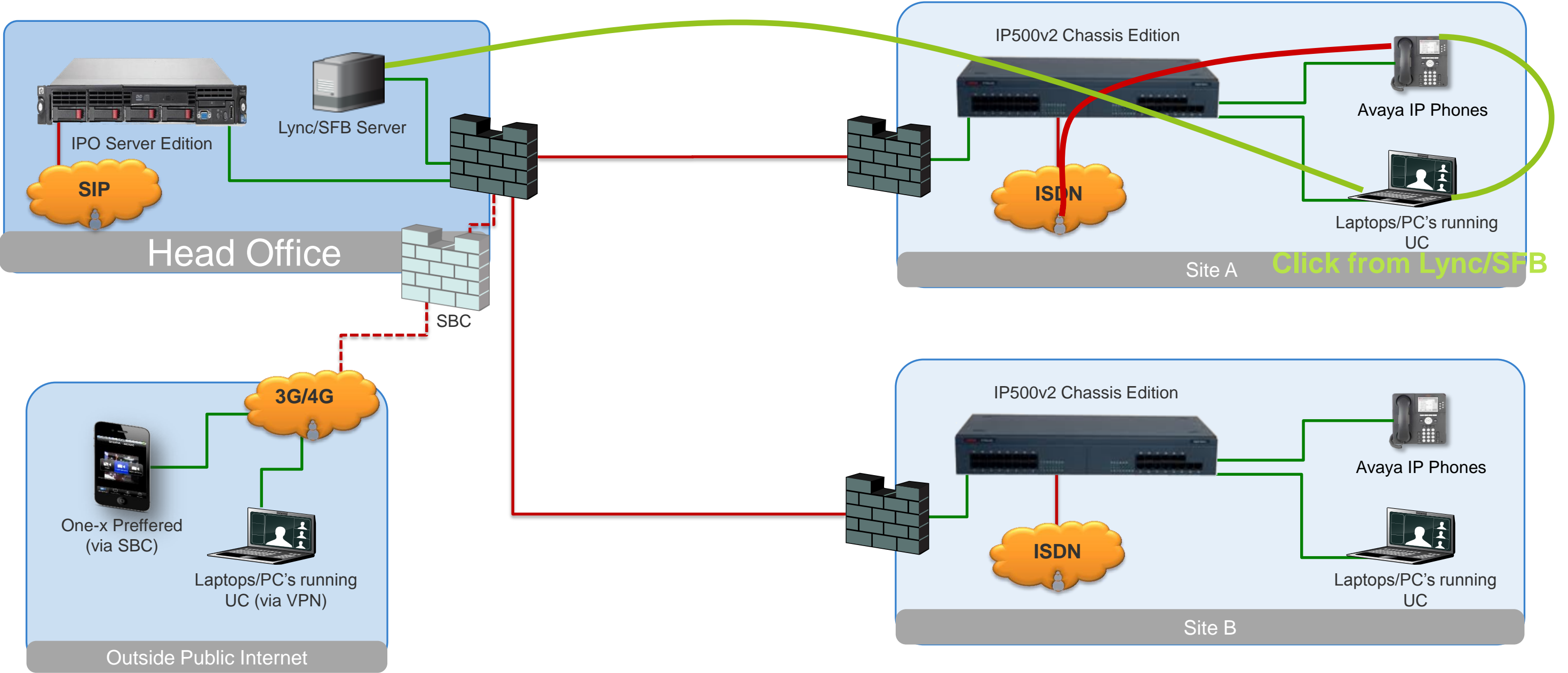
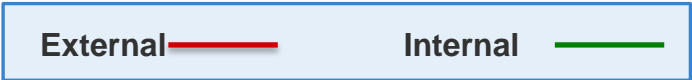
IPO integration with Lync & Skype for Business 2016

Matt McPhee

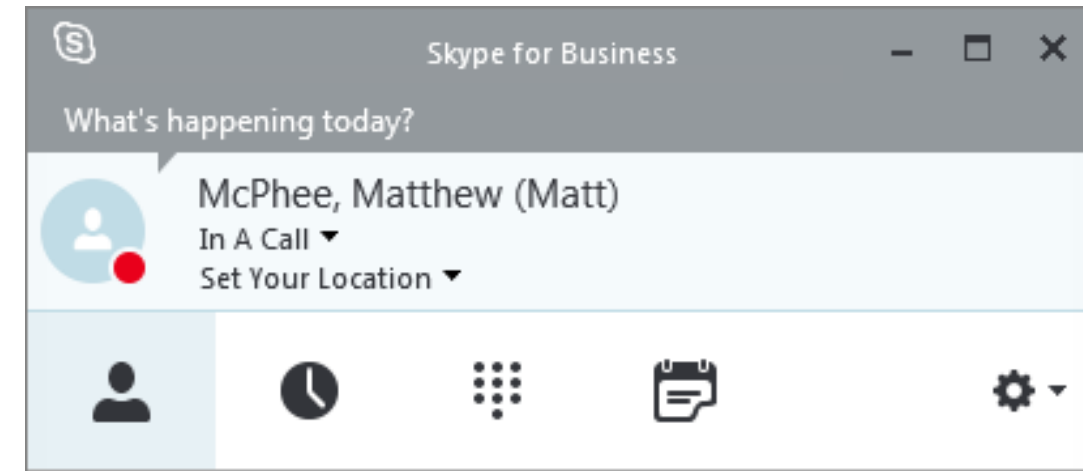
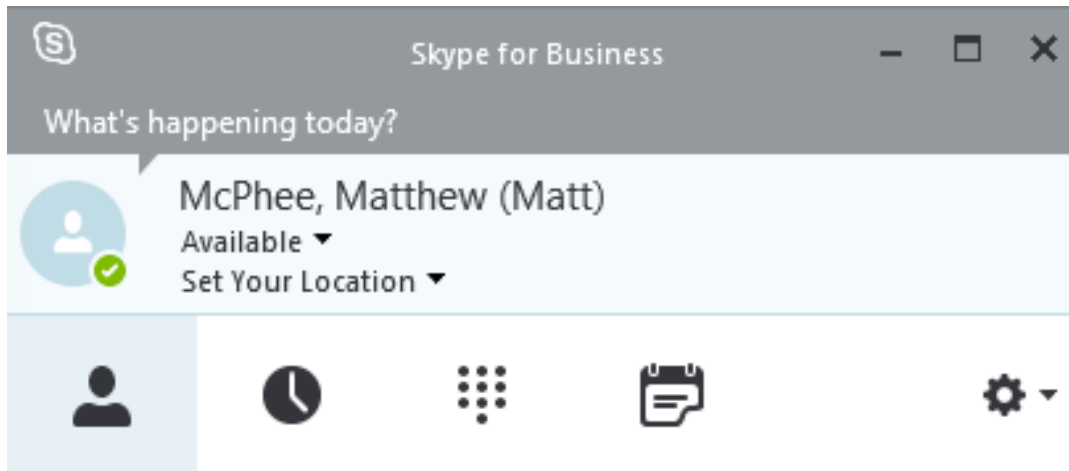
Agenda

- ▶ Lync integration with Avaya IPO
 - CTI Call control through Avaya
 - Presence through Lync/SFB
 - Enabling SFB call button if required
 - Settings

Network Diagram



Presence of Telephony displayed in Lync/SFB

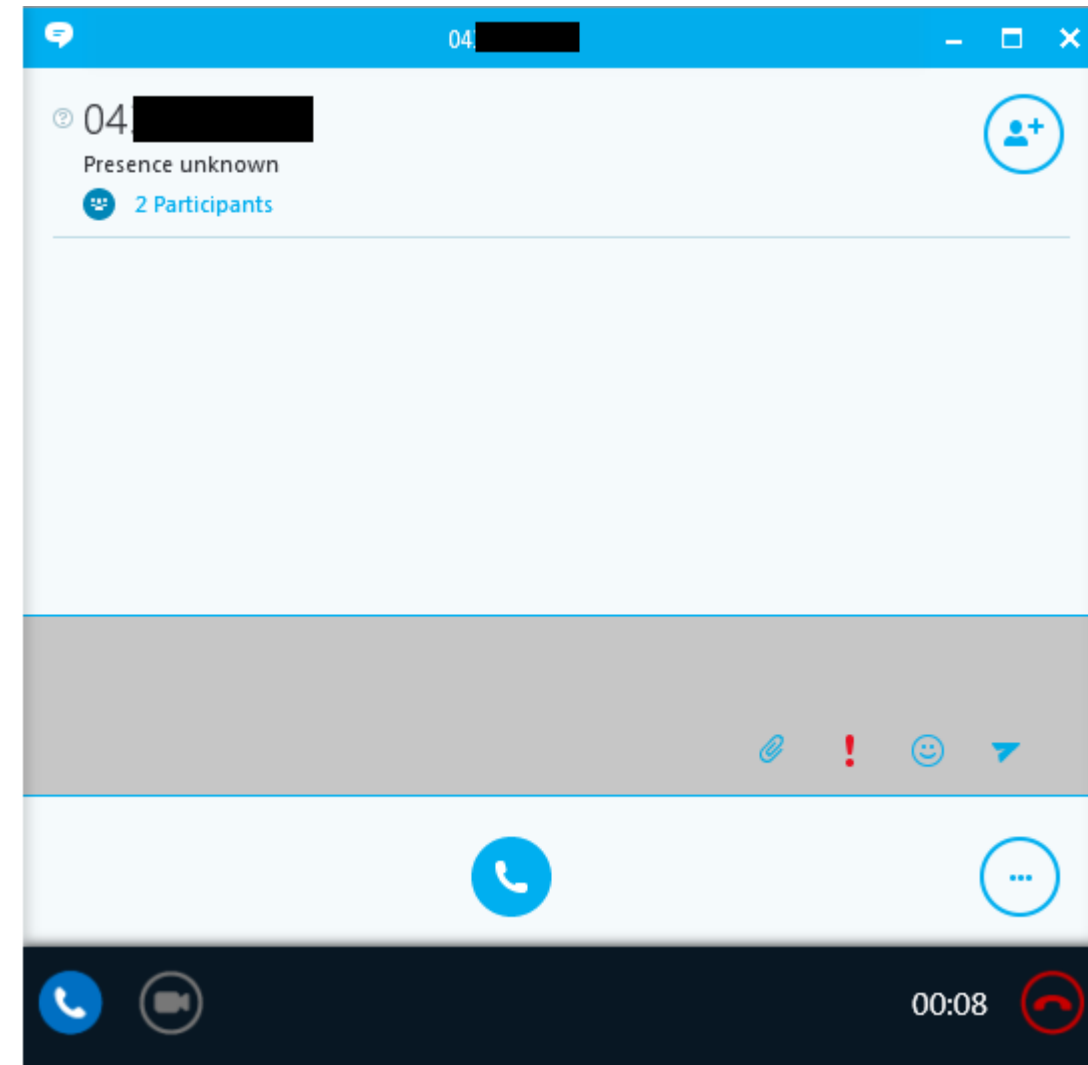


- ▶ Avaya handset idle
- ▶ Normal operation using PC
- ▶ Calendar mining will run through Lync/SFB

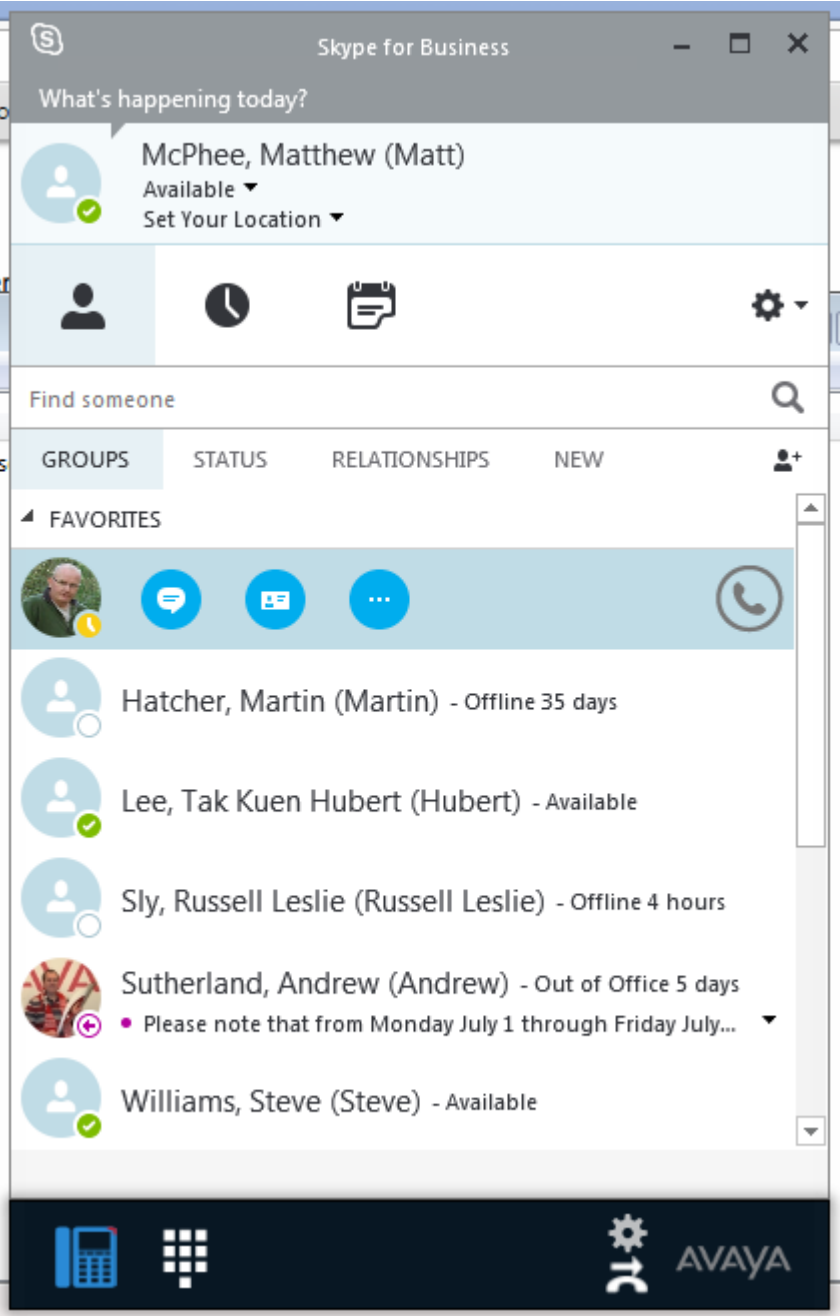
- ▶ Avaya handset on a call
- ▶ Lync/SFB Presence change to “In a call”
- ▶ Lync/SFB Call control box will pop

In Call control in Lync/SFB

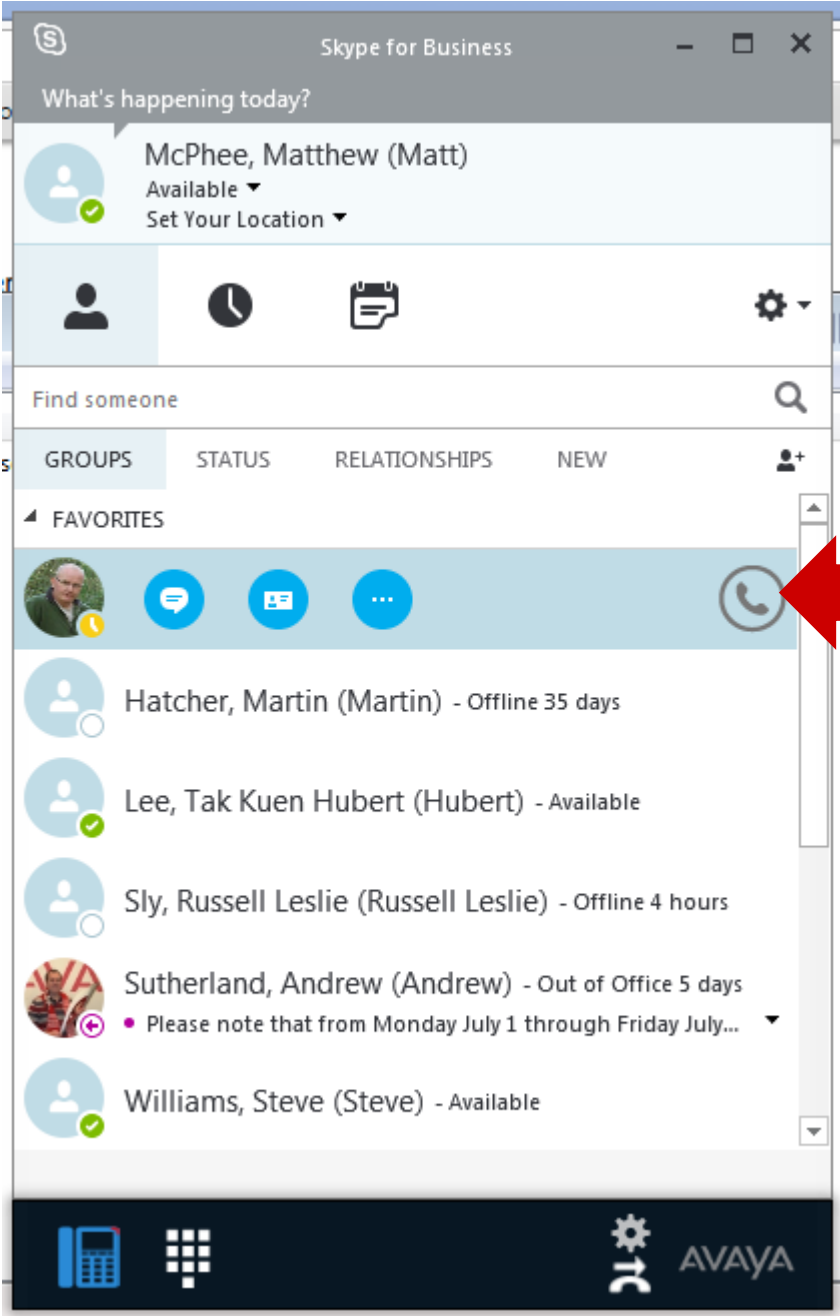
- ▶ In call, call control.
- ▶ Hang-up
- ▶ Answer
- ▶ Avaya Plugin runs in black strip



SFB Menu

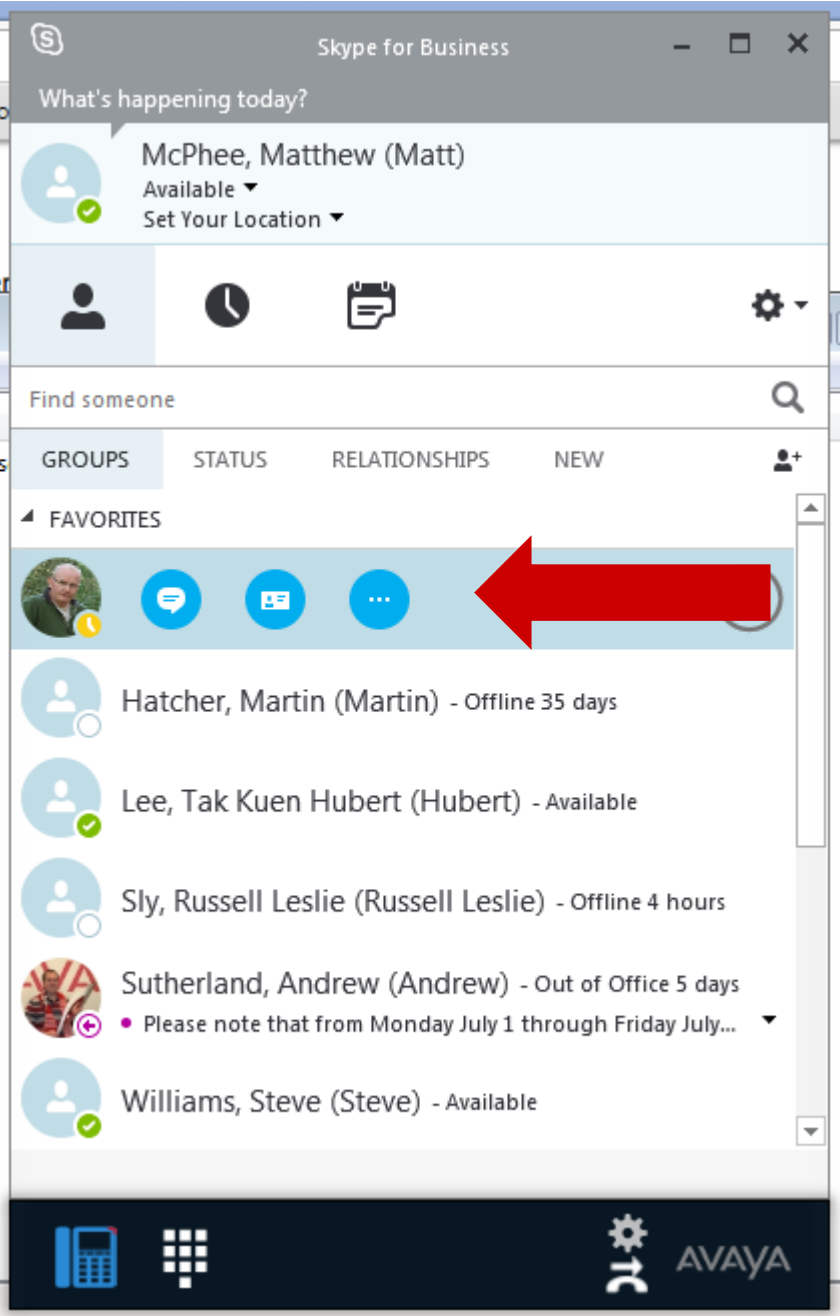


Avaya Lync Plugin



Avaya Call button

If you still need SFB Call option.....

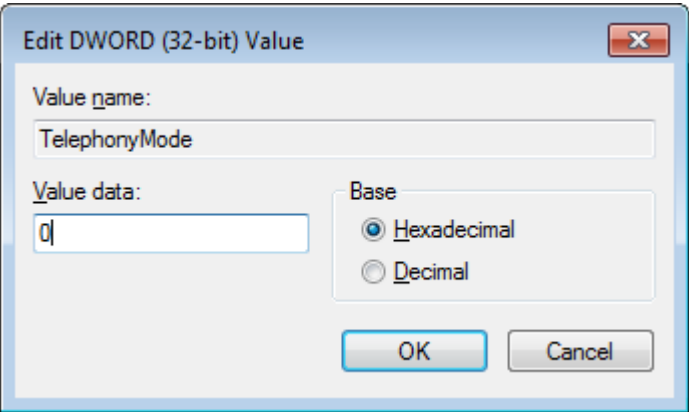


To enable Lync call options as well as the Avaya call control you need to edit the below registry key from 5 to 0.

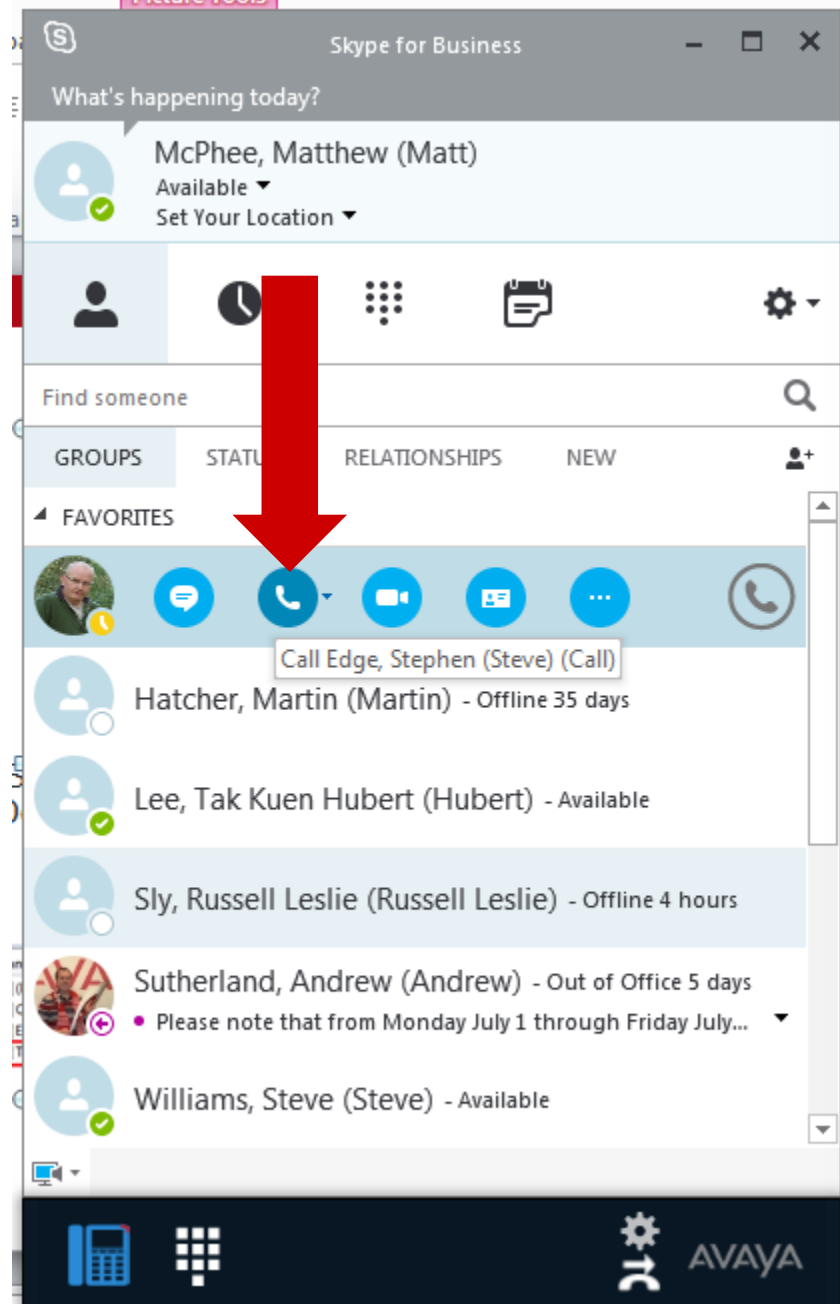
No SFB Call option by Default

HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\16.0\Lync

Name	Type	Data
(Default)	REG_SZ	(value not set)
CustomStateURL	REG_SZ	file:///C:/Program Files (x86)/Avaya/Avaya Comm...
EnableSIPHighS...	REG_DWORD	0x00000000 (0)
TelephonyMode	REG_DWORD	0x00000005 (5)



If you still need SFB Call option.....

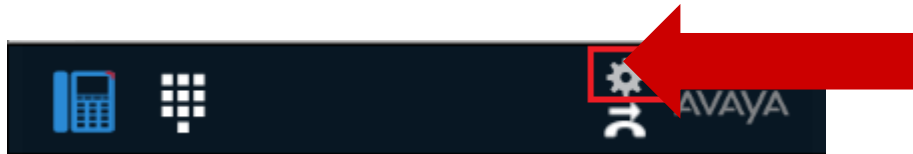


Now the SFB call option is there.

You will need to close SFB and re-open once the registry key has been changed.

Plugin Settings Menu

Avaya Settings



- ▶ Avaya IPO User account needs to be either Office Worker or Power User.
- ▶ Doesn't require Lync/SFB "Voice" licenses
- ▶ Easy to deploy
- ▶ Lync 2010, 2013 & SFB 2016 Plugins available in 32 & 64 bit

Avaya settings

A screenshot of the Avaya Settings dialog box. The dialog has a title bar with the Avaya logo and the word "Settings". On the left is a list of settings categories: Account Settings (selected), Dialing Rules, Language, Support, Protocol Settings, and About. On the right, under "Account Settings", are four input fields: Username (containing "Matt"), Password (containing masked characters), Server (containing "135.27.74.44"), and Port (containing "9443"). At the bottom are three buttons: OK, Cancel, and Help.

AVAYA

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