IPO integration with Lync & Skype for Business 2016

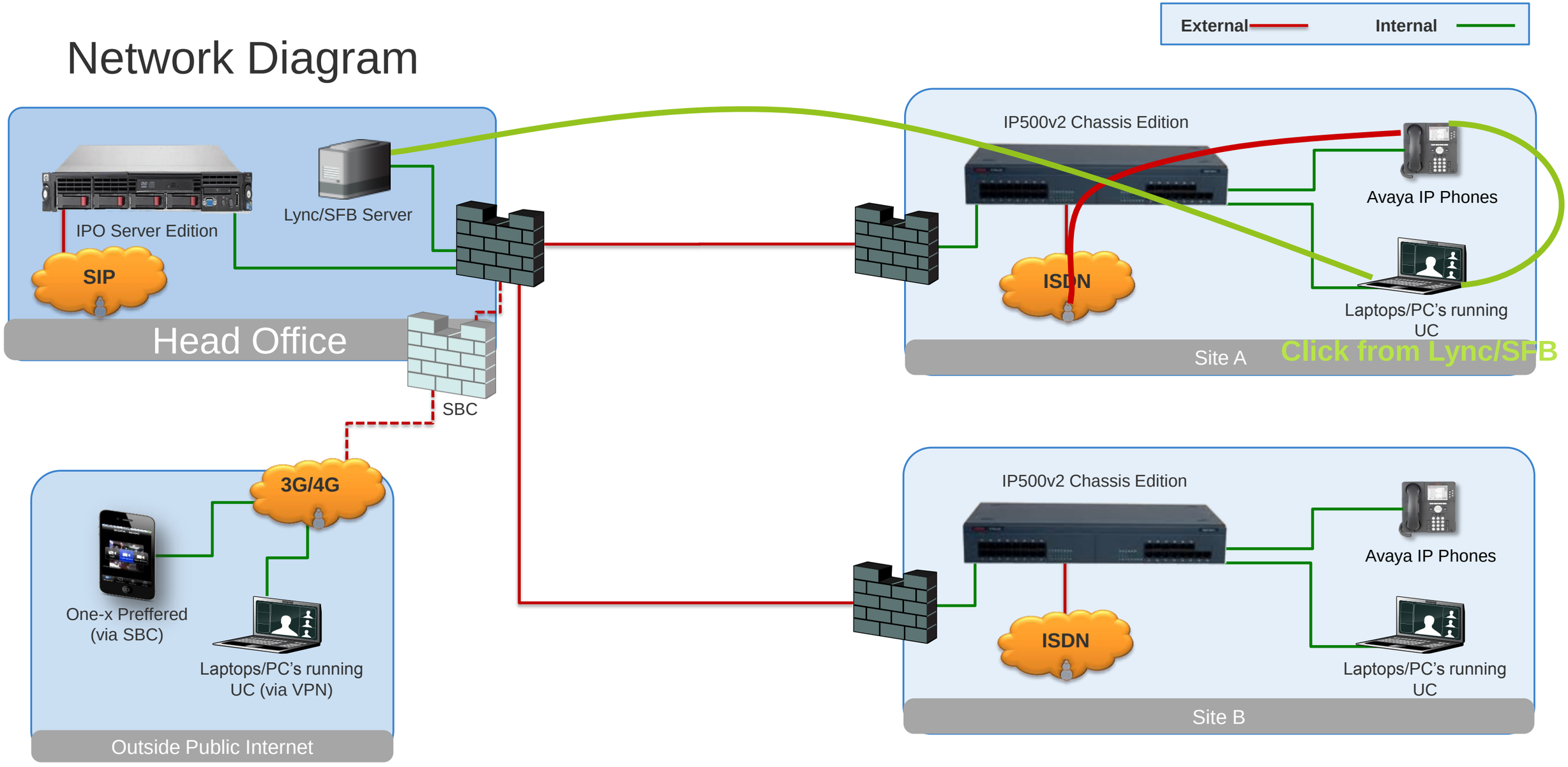
Matt McPhee

Agenda

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

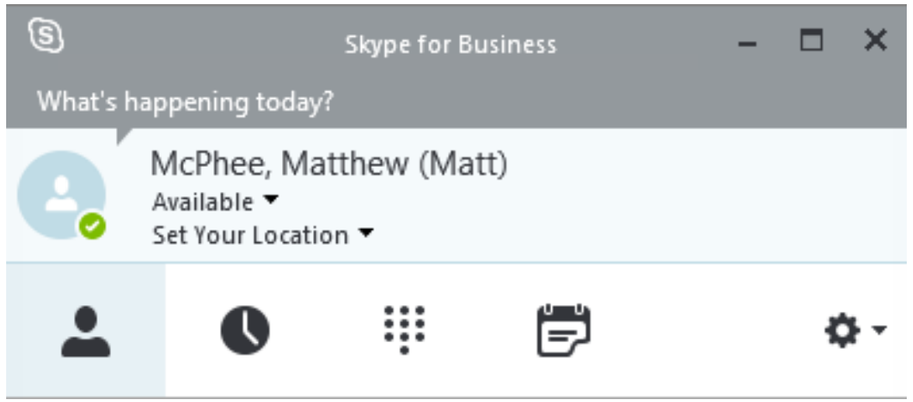
© 2015 Avaya Inc. All rights reserved.

Network Diagram

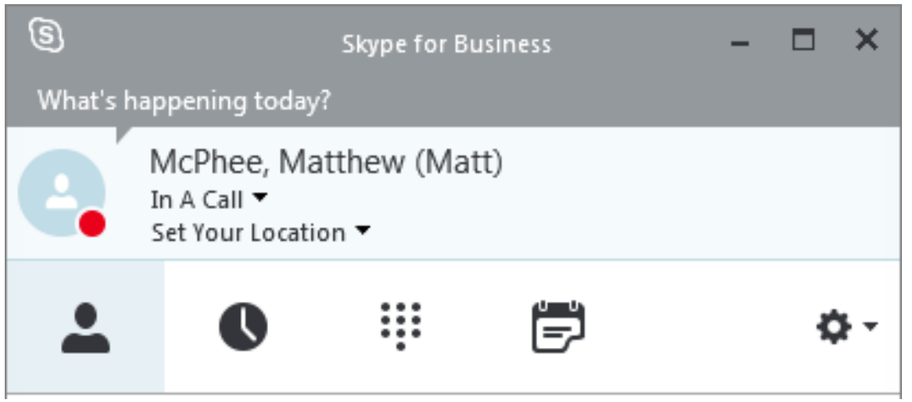


© 2015 Avaya Inc. All rights reserved.

Presence of Telephony displayed in Lync/SFB



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

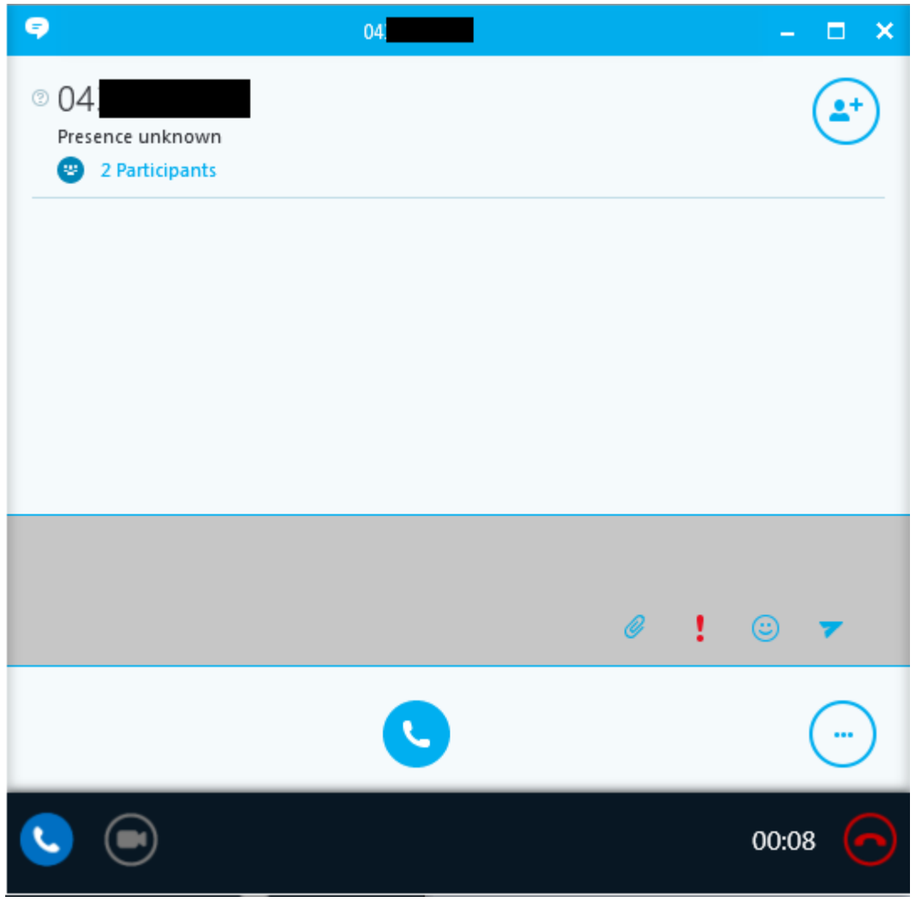


- Avaya handset on a call
- Lync/SFB Presence change to “In a call”
- Lync/SFB Call control box will pop

© 2015 Avaya Inc. All rights reserved.

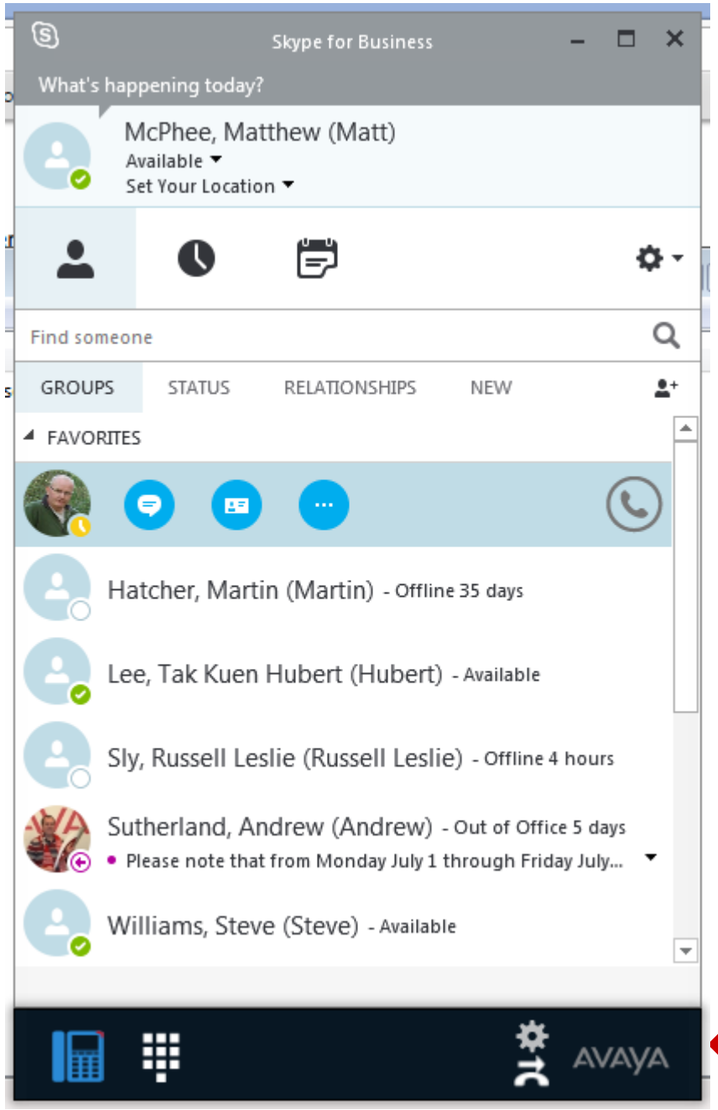
In Call control in Lync/SFB

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

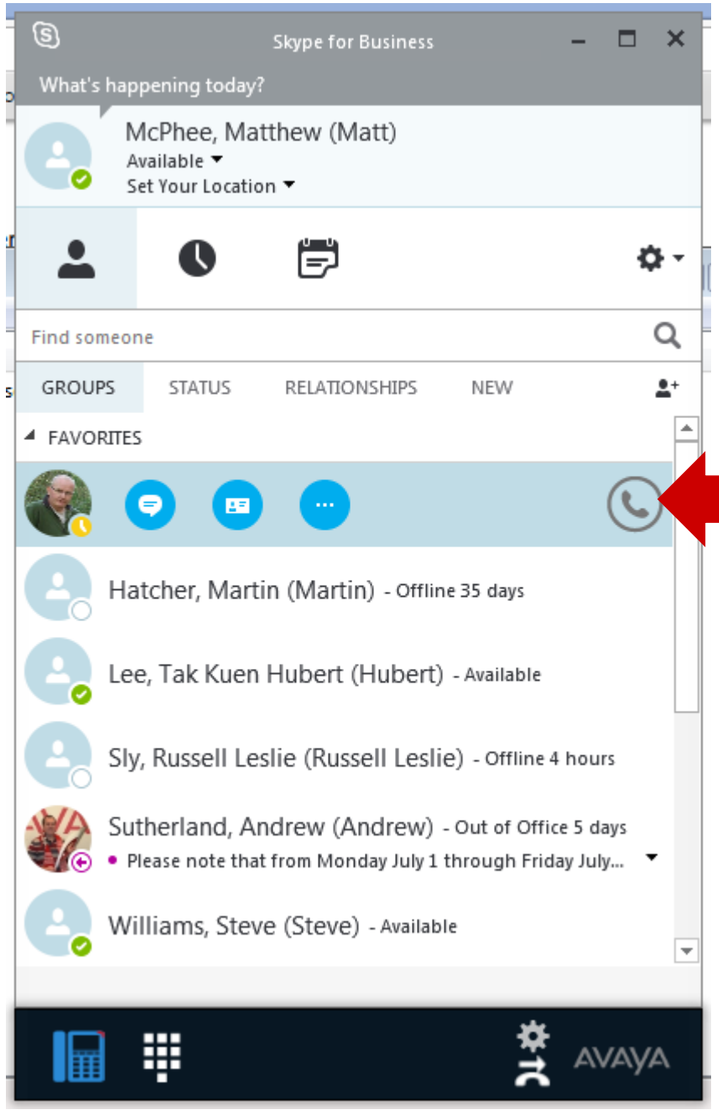


© 2015 Avaya Inc. All rights reserved.

SFB Menu



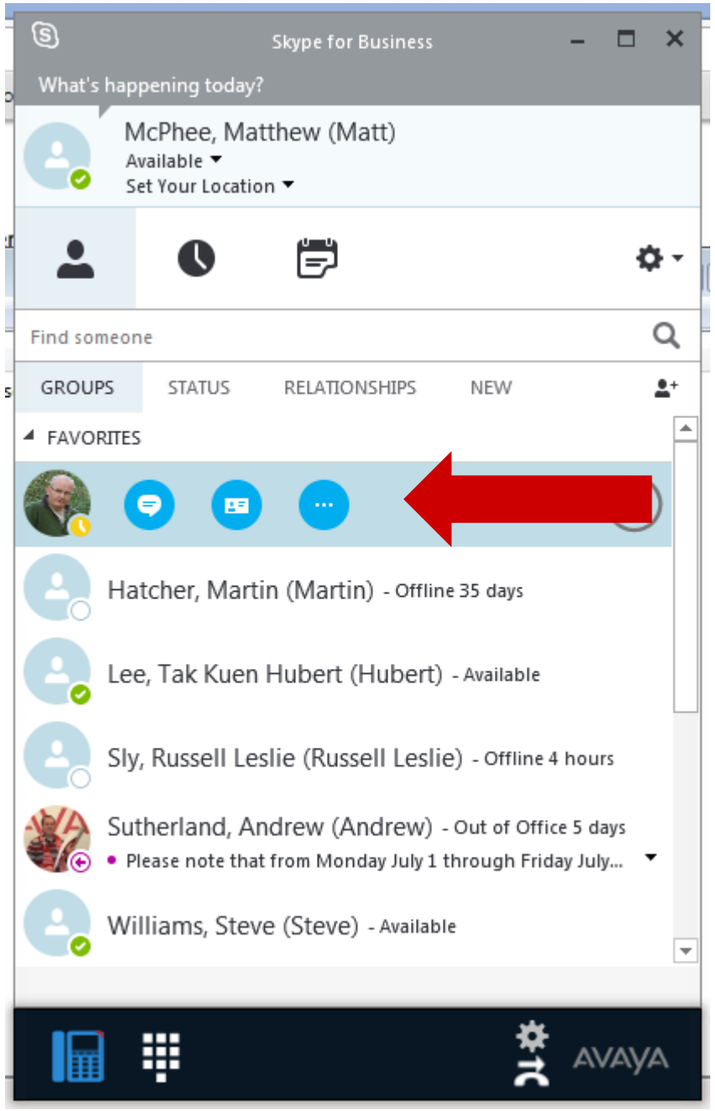
Avaya Lync Plugin



Avaya Call button

© 2015 Avaya Inc. All rights reserved.

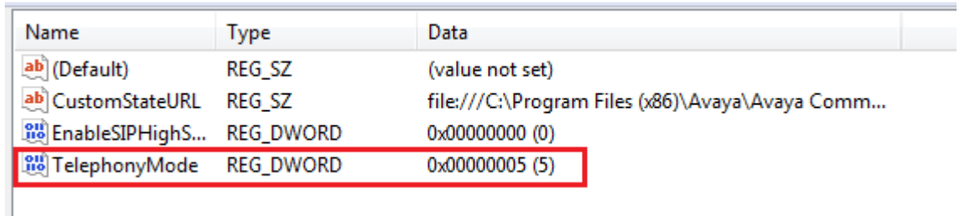
If you still need SFB Call option…..



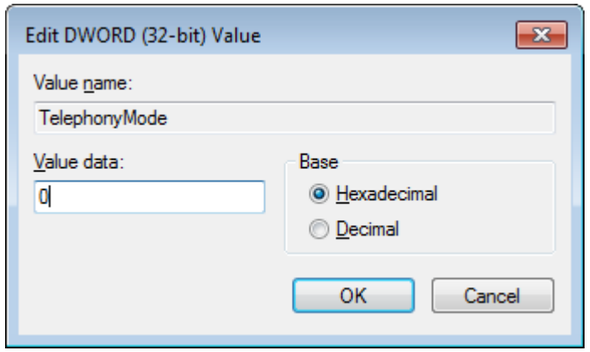
To enable Lync call options as well as the Avaya call control you need to edit the below registry key from 5 to 0.

No SFB Call option by Default

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

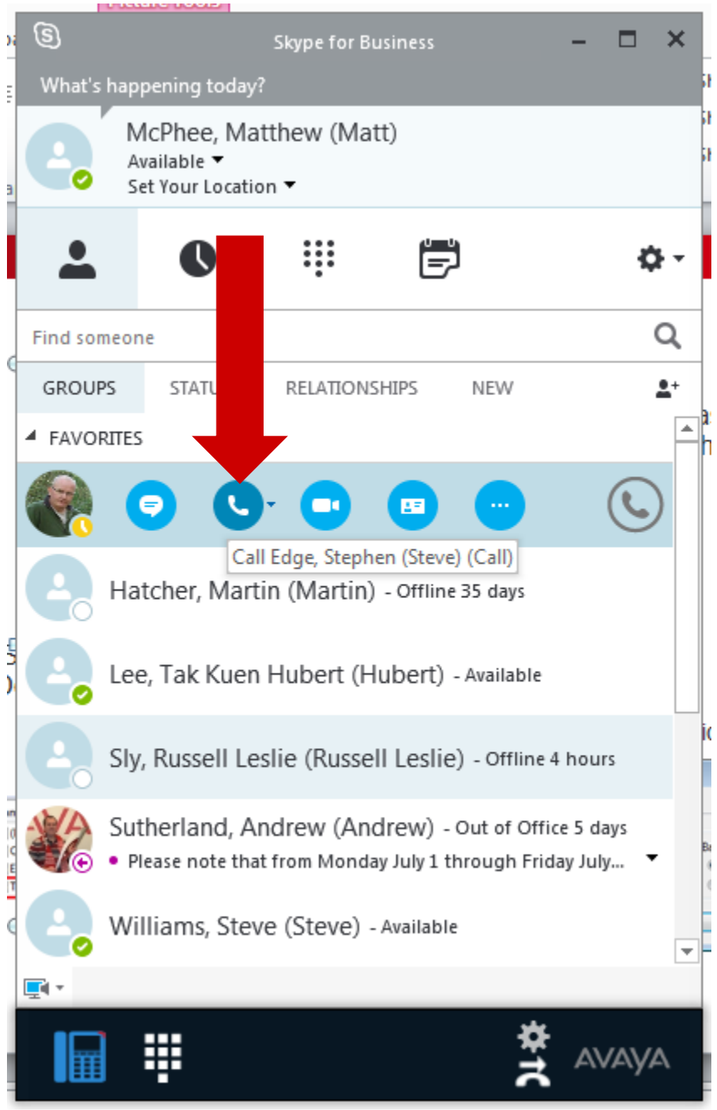


Name	Type	Data
(Default)	REG_SZ	(value not set)
CustomStateURL	REG_SZ	file:///C:\Program Files (x86)\Avaya\Avaya Comm...
EnableSIPHighS...	REG_DWORD	0x00000000 (0)
TelephonyMode	REG_DWORD	0x00000005 (5)



© 2015 Avaya Inc. All rights reserved.

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.

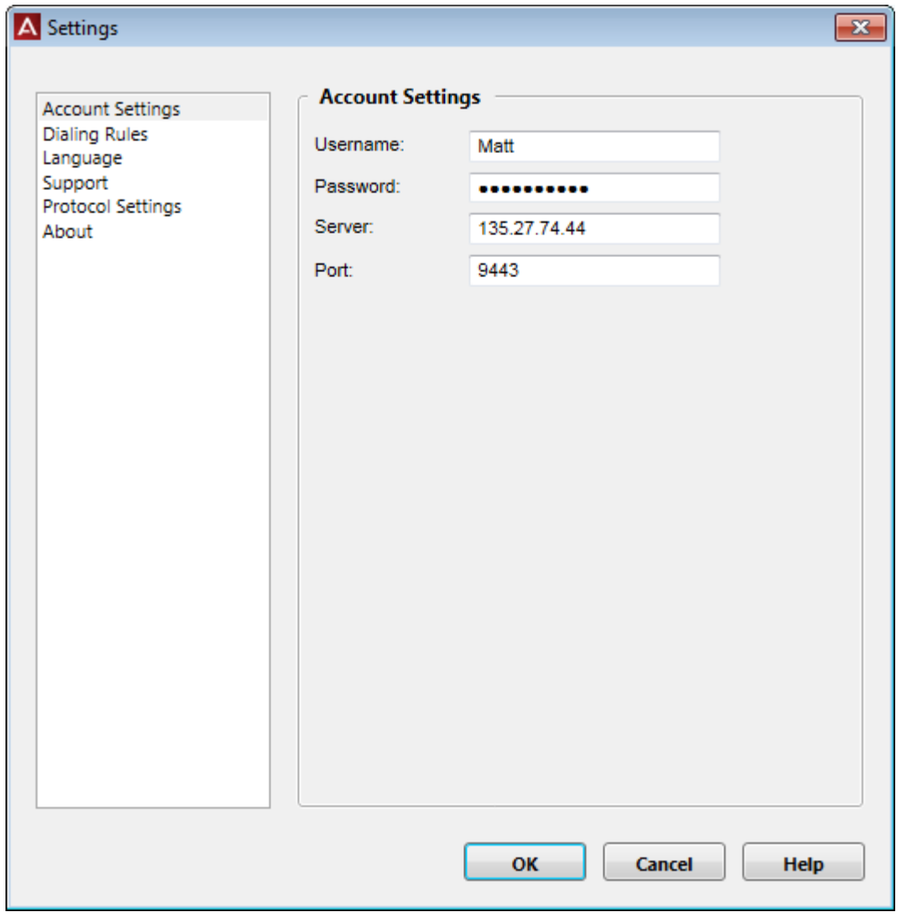
© 2015 Avaya Inc. All rights reserved.

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



© 2015 Avaya Inc. All rights reserved.

AVAYA
Engage
The Power of We™