



Using Microsoft Lync or Skype for Business with Univago

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Using Microsoft Lync or Skype for Business with Univago

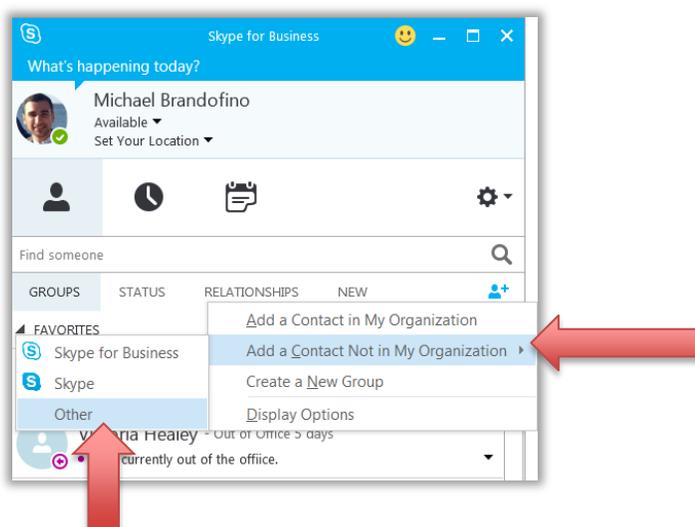
This guide helps you to understand how you can use Microsoft Lync or S4B with Univago. It explains how to make a call from Lync/S4B to a URoom VMR, and how to make a call from Lync to other non-Lync users. In this guide we use Microsoft Skype for Business 2015. Univago also works with Lync, 2013 and O365.

Making a Video Call to a Univago URoom

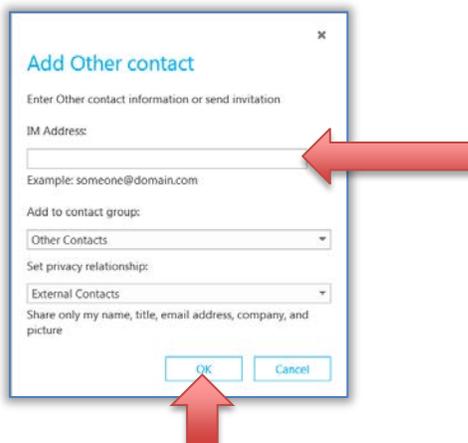
You can make a video call from your Microsoft Lync/S4B client to any Univago URoom Virtual Meeting Room (VMR) similarly to calling any other Lync user. To start a call out to a URoom you can search for the URoom in the “Find someone” field or by adding the URoom to your Lync Contacts.

Adding a URoom Virtual Meeting Room as a Lync Contact

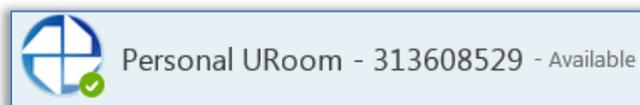
1. Select  (Add a Contact) and then select Add a Contact Not in My Organization > Other.



2. In the IM Address field, enter the address (room alias or Conference ID followed by @univago.com) of the URoom, for example “jsmith@univago.com” or “123456789@univago.com” and select OK.



If the URoom name is correct, the contact's presence should show as Available in your contacts list. By default, the picture (avatar) used to represent the URoom contact will be the Univago by Yorktel Pinwheel logo, as shown below.



If the presence status is not available, e.g. it displays as "Presence unknown", you should check that you have entered the URoom VMR address correctly.

NOTE: The URoom alias or Conference ID can be found in the settings tab on the Univago web portal or in the meeting invite you receive from another user.

Calling the URoom

You can make a video call to a URoom in exactly the same way as you would call any of your other Lync contacts.

- A URoom presence of Available means that you can make a video call to that virtual meeting room. It does not necessarily mean that other participants are currently in that meeting room, so when the URoom answers, you may be the only participant.
- If the URoom is PIN-protected, you can use the Lync dial pad or keyboard to enter the conference PIN.
- Some conferences may not start until the conference Host has joined. In this case, you will see a "Waiting for Host to Join" screen. If you are the conference Host, enter the Host PIN to access the URoom.

NOTE: You cannot add a Univago URoom to a current (in progress) Lync video call or video conference. If you try to do this you will receive a "<contact> cannot be reached because of conferencing service issues" error message.



Making an Audio Only Call

You can make an audio-only call to a Univago URoom in exactly the same way as you would make any other audio-only call to one of your Lync contacts.

You will be connected to the URoom and the participants in the URoom will only receive your audio. However, you will receive video and audio from the URoom (assuming it has video participants). You can escalate your call from audio-only to video in the normal way by starting your video, if required.

Calling Out to Other (non-Lync) Endpoints

If your organization's Lync deployment supports making calls outside of your organization, you can make video calls to other non-Lync endpoints such as SIP and H.323 devices, provided your subscription includes the Univago Gateway Services.

Adding the address of the endpoint as a Lync contact

As with making a video call to Univago URoom, you can add the video address of the other (non-Lync) endpoints to your Lync Contact List or search for it in the “Find someone” field to select it and call out to the endpoint:

1. Select  (Add a Contact) and then select Add a Contact Not in My Organization > Other.
2. In the IM Address field, enter the video address (alias) of the endpoint, for example jsmith@example.com and select OK.

If the address is valid, the contact's presence should show as “Available”. By default, the picture (avatar) used to represent the VMR contact will be the Univago by Yorktel Pinwheel logo.

Calling the Endpoint

When the endpoint is in your Lync Contact List you can make a video call to that endpoint in exactly the same way as you would call any of your other Lync contacts.

A presence of Available means that the Univago Gateway recognizes the endpoint address and knows how to contact the endpoint. It does not necessarily mean that the endpoint itself is registered/signed in and is available to be called.

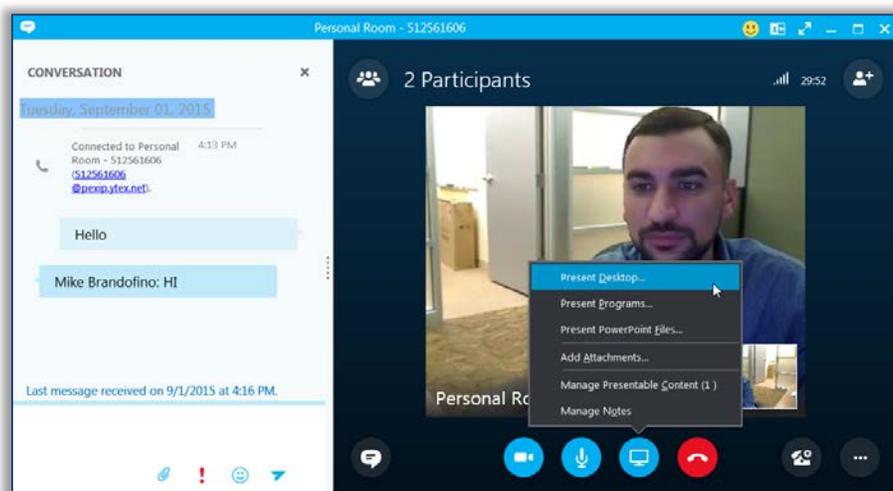
Calling the Endpoint from a Lync Conference In-Progress

You can add an endpoint to a current (in progress) Lync video call or video conference. You do this in the same way as you would add any of your other Lync contacts into a current call, such as by dragging and dropping the endpoint from your Contact List into your call.

Screen Sharing

Screen sharing with URooms and other endpoints works in the same way as screen sharing between Lync users.

Click on the monitor icon to access the sharing options. Select to present your desktop, a program or a PowerPoint file.



Viewing shared content from a URoom or Other Endpoint

If the external endpoint or a URoom participant starts content sharing, you will be invited to view the content in the standard manner. The content is shown in the main window and the active speaker from the VMR or the other endpoint participant is shown in a compact window.

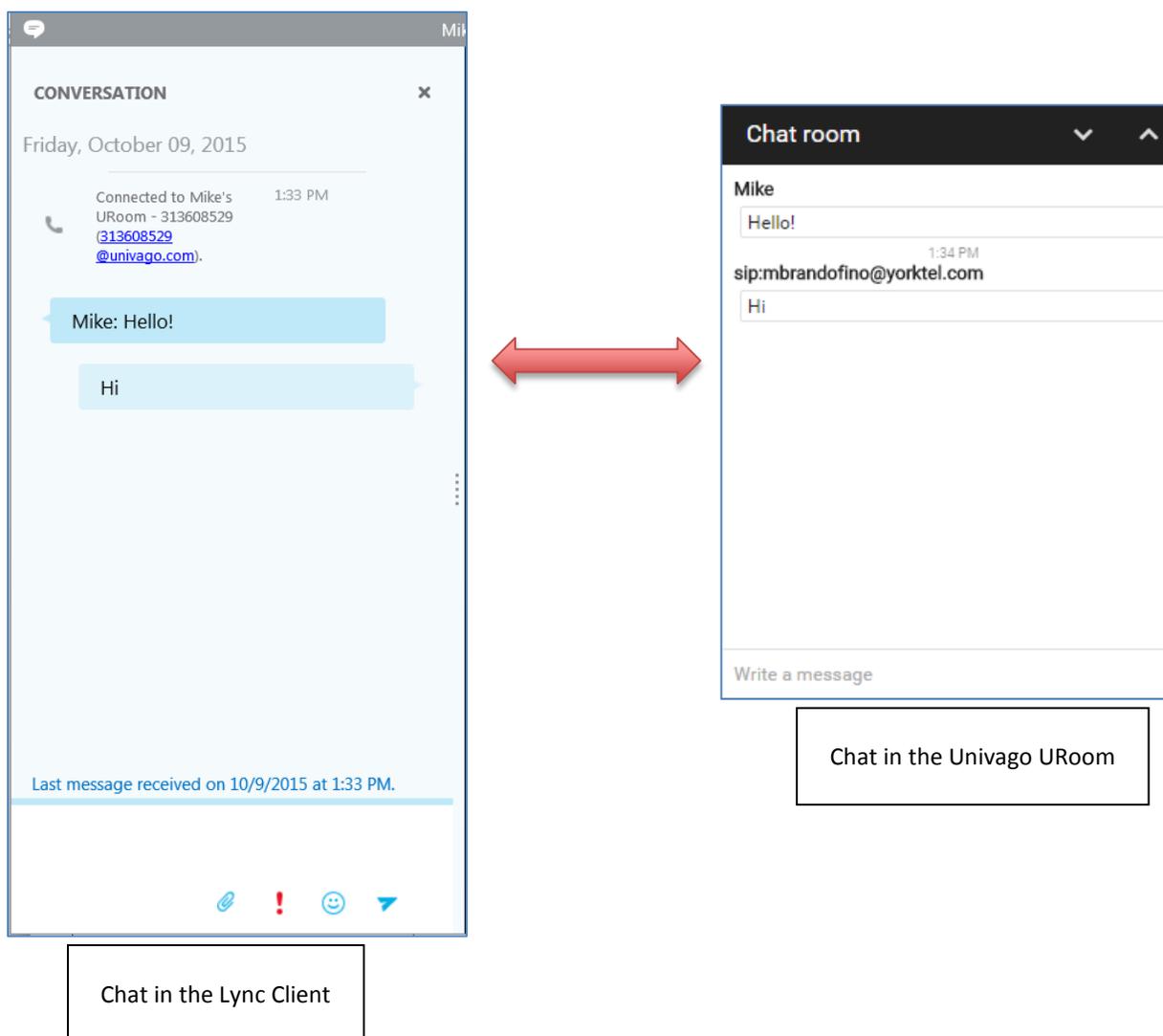
When viewing content sent from another participant, you can increase or even separate the content window from the main call window and adjust the size for easier viewing.

When a participant in the VMR is sharing content, the Lync presentation tab will always indicate that "<VMR contact name> is presenting" regardless of which of the VMR participants is sharing their screen.

Instant Messaging with URoom Participants or Other Endpoints

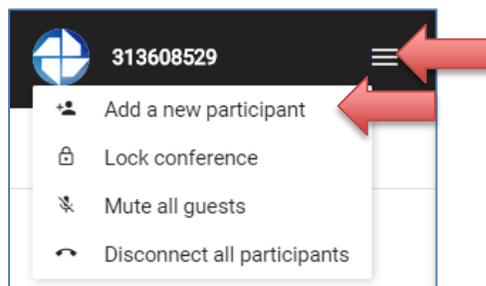
Participants in a URoom VMR, or a non-Lync endpoint in a direct person-to-person call, can send and receive instant messaging (IM) with Lync participants, providing chat is supported by their client device. Supported clients include Skype, Skype for Business, Univago's web app, desktop client and mobile apps.

When connected to a URoom, all Lync users will see the content of any Lync instant messaging (IM) conversations as usual.

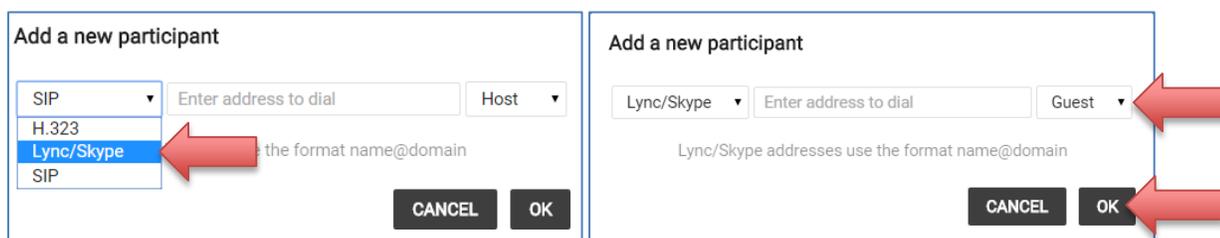


Calling Out to a Lync User from a Univago URoom

Lync users can also be called from a URoom. Start by clicking on  to access the Host settings and select “Add a new participant”.

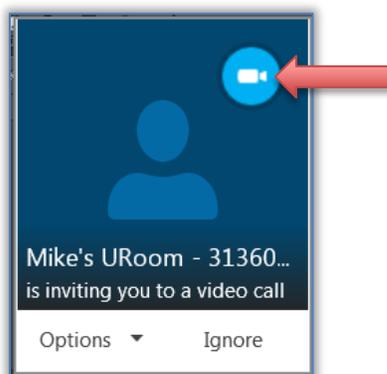


You will then see the “Add new participant” pop-up window pictured here:



Select Lync/Skype from the drop-down menu. Then type in the users Lync/Skype address. Select a Host or Guest role for the new participant and then click ok to dial-out to the user.

When a VMR or other endpoint calls your Lync address, an alert pops up on your screen in the same manner as when another Lync user calls you. Users can click on the  to accept the call and join the meeting in the URoom.



Note: *Becoming familiar with the Lync/S4B interface and functions is important to understand the capabilities you have available during calls. Please visit <https://support.office.com/en-ie/article/Videos-about-Skype-for-Business-Lync-for-Office-365-d8a73e8d-bb5e-403e-a089-43cce91fc503> for some quick tutorial videos.*

Contacting Univago Support

The Univago Service Desk is available 24/7 to all Univago customers.

NA Toll Free:	+1 (877) 212-2606
UK Toll Free:	+44 (0)800 097 4137
International:	+1 605 610-1251
Email:	support@univago.com