

# MiVoice for Skype for Business Quick Reference Guide

## About MiVoice for Skype for Business

MiVoice for Skype® for Business is an application which provides seamless integration of Mitel's feature rich infrastructure with Skype for Business, Lync 2010 and 2013 clients.

**Note:** MiVoice for Skype for Business supports Terminal Services Environment for Windows 2008 R2 and Windows 2012 R2.

MiVoice Skype for Business supports MS Office 2016.

### Welcome e-mail message

After your MiVoice for Skype for Business account has been created, you will receive a Welcome E-mail message that provides your login credentials and the URL to the Web to download your software. Retain this e-mail message in a secure location for future reference.

**Note:** Your Welcome E-mail may contain additional information not required for MiVoice for Skype for Business application. Scroll down the e-mail to access the pertinent information.

### Installing MiVoice for Skype for Business Client

**Note:** Install Skype for Business, Lync 2010 or 2013 before installing MiVoice for Skype for Business.

1. Browse to the MiVoice for Skype for Business software location, as specified in the welcome e-mail message.
2. Download the software to your computer.
3. To start the installation, launch the .msi file.
  - `MitelMiVoiceForLync.msi` file for legacy MiVoice for Skype for Business Client.
  - `micollab_sfb.msi` file for Next Generation MiVoice for Skype for Business Client.
4. Follow the instructions in the installation wizard.

**Note:** Refer to the welcome e-mail message when the Installation wizard prompts you to provide the MiCollab Client Service FQDN.

**Note:** Select your default language when prompted.

5. Click **Finish** to complete the installation.

### Logging in

1. Launch the Skype for Business application by double clicking the Skype for Business icon.
2. Enter your Skype for Business sign-in credentials. Skype for Business and MiVoice for Skype for Business open automatically. MiVoice for Skype for Business will prompt for a password on the first log in after a new installation.

**Note:** MiVoice for Skype for Business will display "Skype for Business signed out" while Skype for Business is signed out. After you sign into Skype for Business, MiVoice for Skype for Business will initialize and then display **Connected** when ready for use.

### Citrix users

Launch MiVoice for Skype for Business in a Citrix environment using one of the following two methods:

- Applications publish mode
- Desktop publish mode

Your system administrator will inform you which method to use.

### Launching Skype for Business in Applications mode

1. Login into the Citrix Web Receiver Client.  
A prompt to allow local input/output device may be displayed. Allowing/Denying the access does not impact the functionality of plugin.
2. Click the MiVoice for Skype for Business Client icon.
3. Log into MiVoice for Skype for Business Client.
4. Click the published MiVoice for Skype for Business.
  - Note:** This must be done once per session.
5. Enter your MiCollab Client credentials in the Communicator Login window.

### Launching MiVoice for Skype for Business in Desktop mode

1. Login into the Citrix Web Receiver Client.  
A prompt to allow local input/output device may be displayed. Allowing/Denying the access does not impact the functionality of plugin.
2. Click the Desktop icon created under the Desktop tab.
3. Once the desktop view of the Citrix XenApp Server/Master image is launched, go to **Programs**. Launch and log into MiVoice for Skype for Business Client.
4. From the **Start** menu, click MiVoice for Skype for Business to launch the plug-in.
  - Note:** This must be done once per session.

### Upgrading MiVoice for Skype for Business Client

- If you are using legacy MiVoice for Skype for Business Client, download and install the latest MiVoice for Skype for Business Client provided in the Welcome E-mail. This will uninstall the existing legacy Client and install the new version of MiVoice for Skype for Business Client.
- If you are already using Next Generation MiVoice for Skype for Business Client, click **OK** on the auto-upgrade prompt to upgrade the MiVoice for Skype for Business Client to a new version whenever there is a new version available.

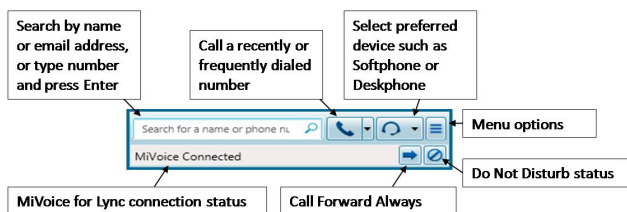
## Features

MiVoice for Skype for Business provides call functionality and integration to Skype for Business by offering:

- Integrated Softphone and Deskphone control.
- Voice integration and support of click to call with Microsoft applications, Outlook, and various web browsers.
- Mid-call features (such as transfer, conference and handoff).
- Call forwarding, do-not-disturb and auto-answer.
- Multilingual and platform support.
- Click to Call allows users to highlight a number in an open document and enter a hot key shortcut.

### Main Window Panel

The MiVoice for Skype for Business main window panel provides the following control functions and call features functionalities:



- **Search / Enter number:** Search a name or e-mail address from your contact list or type a number and press ENTER to initiate a call. MiVoice for Skype for Business will automatically place the call using your preferred device.
- **Call:** The Call drop-down menu allows you to select from a list of Recently and Frequently dialed numbers.
- **Preferred Device:** Allows you to select a preferred device to place your call (Softphone, Deskphone, or other phones) as defined in your telephone system profile (by your administrator).
- **Menu:** Allows you to show active calls, call history, access settings for your softphone and call forwarding options. You can also access Help and About MiVoice for Skype for Business as well as send problem reports from this menu.
- **Error Indication:** Displays a failed operation.
- **Do Not Disturb:** This button allows you to activate / deactivate the Do Not Disturb feature.
- **Call Forward:** This button opens the Call Forward All Calls window.
- **Connection Status:** The Connection Status bar indicates your current connection status.

**Note:** After you log into the MiVoice for Skype for Business Application (see Menu under Main Window Panel), click the help item for more information.

## Disability Discrimination Act (DDA) compliant

MiVoice for Skype for Business features allow users who have disabilities to navigate and use the application. MiVoice for Skype for Business supports ZoomText, JAWS version 17.0, and Dragon version 14.0.

MiVoice for Skype for Business version 1.4 supports ZoomText, JAWS version 17.0, and Dragon version 14.0. For information about how to use these products, see their respective documentation.

**Note:** For better performance of ZoomText in Chrome and Firefox, turn off Hardware Accelerator.

**Note:** To use the Dragon tool in MiVoice for Skype for Business, install Dragon plug-ins for Internet Explorer, Chrome and Firefox. Dragon supports user interface objects such as buttons, list box, text box in MiVoice for Skype for Business.