

MiCollab Advanced Messaging 9.3 Live Reply for Microsoft Skype for Business Administration Guide

For version 9.3 and above

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Preface

This guide explains how to administer Live Reply for Microsoft Skype for Business (and Microsoft Lync).

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Admin** utility, and the Microsoft Windows® operating system. This guide assumes you have a working knowledge of TCP/IP protocols, as well as a working knowledge of domain administration in a Windows Server environment.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.
 | Example: **Enter**
- When two keys must be pressed simultaneously, they are joined by a + sign.
 | Example: **Alt** + **Tab**
- **Reference to Document** Titles of other documents are shown in italics.
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.
 | Example: On the **Startup** screen, click the **Start** icon.
- **User Input.** Information required to be typed is shown in italics.
 | Example: Type the password *voicemail*.
- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Microsoft Exchange 2010 2013 2016 2019 Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Microsoft Office 365 Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Lotus Notes and Domino Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	Unified Messaging Connection Manager online help
Server Documentation	<i>Web PhoneManager System Administrator Guide</i>
Software Release Notice	Software Release Notice

Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

Overview

What Is Live Reply?

Live Reply for Microsoft Skype for Business (and Microsoft Lync) is an application that installs on a subscriber's workstation. It allows a subscriber to either right-click to call another Skype for Business user or to place other calls from MiCollab AM via Skype for Business. During a Live Reply request, MiCollab AM will ring the subscriber's extension and connect the call to the destination number.

MiCollab AM Installation Requirements

Subscriber workstations must meet or exceed the following requirements:

- MiCollab AM 9.3 or later

Subscriber Workstation System Requirements

Subscriber workstations must meet or exceed the following requirements:

- Windows 7, 8/8.1, or 10
- Either:
 - Microsoft Lync 2010
 - Microsoft Lync 2013
 - Microsoft Skype for Business 2015
 - Microsoft Skype for Business 2016
 - Microsoft Skype for Business 2019
 - Microsoft Skype for Business for Office 365

Installing Live Reply

Live Reply can be installed either from a LAN file server or directly from the MiCollab AM Installation Media.

Installing Live Reply creates a MiCollab AM Desktop program group and installs an icon in the Windows Taskbar Notification Area.

Installing Live Reply software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile. This client and profile can then be pushed to client workstations, or subscribers can pull from this shared location and run Setup to install Live Reply to their local hard disk drives.

IMPORTANT Do not perform an Administration Setup to the MiCollab AM server. Using the MiCollab AM server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

Installing Live Reply on a Workstation from the MiCollab AM Installation Media

Before Live Reply can be configured, confirm that the following items are available for each subscriber workstation:

- A Subscriber mailbox on the MiCollab AM system
- A properly configured MiCollab AM extension.

To install Live Reply software on a LAN file server:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive. The MiCollab AM installation process will start. If it doesn't, browse to the root folder of the installation media and open **start.hta**.
- 2 Locate the appropriate Live Reply application in the *End-User Clients* section.
- 3 Click the link and follow the installation instructions.

Installing Live Reply on a Workstation from a Network File Share

To facilitate deployment in larger organizations or in situations where physical access to the MiCollab AM Installation Media is not desirable or not practical, Live Reply may be placed on a centrally located file server and installed over the network.

Placing Live Reply on a Server

To install Live Reply software on a LAN file server:

- 1 Create a shared directory on the server from which users will be able to install the Live Reply application.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive of the file server from which you want the client installed.
- 3 Browse to the Live Reply directory: *drive:\Client Installs\Live Reply*
- 4 Copy both the 32-bit and 64-bit directories to the server.
- 5 Notify subscribers of the file server and directory and of which version, 32-bit or 64-bit, they should install.

Installing Live Reply on a Workstation from a Server

Before Live Reply can be configured, confirm that the following items are available for each subscriber workstation:

- A Subscriber mailbox on the MiCollab AM system
- A properly configured MiCollab AM extension.

To install the Live Reply on a workstation from a network file server:

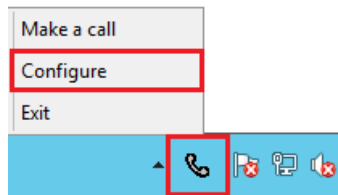
- 1 Locate the appropriate setup folder on the network file server. The location of this file was established during the implementation and then communicated to the subscriber base.
- 2 Double-click **Setup** to begin the setup process.
- 3 Follow the on-screen instructions to install the application. Configuring the application is done after it has installed.

Configuring Live Reply

Prior to a subscriber's first use of Live Reply, there are several unique settings that must be configured. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, MIS support staff should perform the procedure.

To configure Live Reply:

- 1 In the Taskbar Notification Area, right-click the MiCollab AM icon and select **Configure**.



The **Live Reply Configuration** dialog box appears.

- 2 Enter the IP address of your MiCollab AM server in the **Server** field.

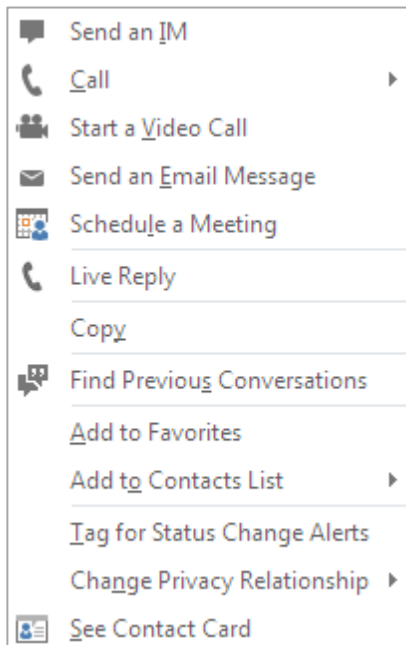
A screenshot of the 'Live Reply Configuration' dialog box. The dialog has a title bar with a telephone icon and the text 'Live Reply Configuration'. It contains several input fields and checkboxes. The 'Server' field is empty. The 'Username' and 'Password' fields are empty, with a 'Test' button to the right of the 'Username' field. The 'Extension' field is empty. The 'Transfer Type' field is a dropdown menu set to 'Monitored'. The 'Auto Dial' and 'Logging' checkboxes are both checked. On the right side, there are buttons for 'Save', 'Cancel', and 'About'.

- 3 Enter the username and password of the subscriber who will be using Live Reply in the **Username** and **Password** fields.
- 4 Enter the extension number that will ring in the **Extension** field.
- 5 Enter the type of transfer that will connect the call in the **Transfer Type** field. The default is **Monitored**.
- 6 To automatically dial a contact's Work or Mobile phone number, select the **Auto Dial** checkbox.
If no Work or Mobile numbers are present for that contact, the Auto Dial action will not be performed and will present the contact numbers as before.
If you do not want to automatically dial a contact's Work or Mobile phone number, clear the **Auto Dial** checkbox.
- 7 To create a log of activity for troubleshooting purposes, select the **Logging** checkbox.
- 8 Click the **Test** button to verify that the server IP, username, and password work properly. If the test fails, verify those three entries.
- 9 Click **Save**.

Using Live Reply

To use Live Reply:

- 1 Right click on the contact name and then select **Live Reply**.

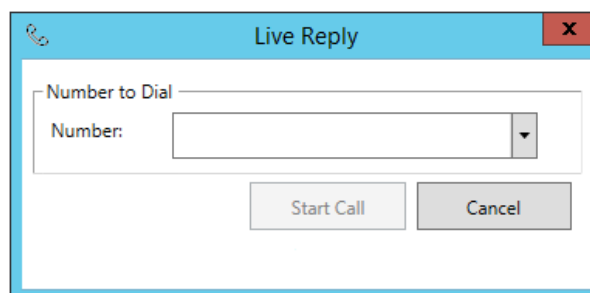


- 2 If you have selected the **Auto Dial** check box in the **Live Reply Configuration** dialog box, the contact's phone number will automatically be dialed in the following order:

- Work
- Mobile.

NOTE If no Work or Mobile numbers are present for that contact, the Auto Dial action will not be performed and the contact numbers will be presented in the **Live Reply** dialog box.

- 3 If you have cleared the **Auto Dial** check box in the **Live Reply Configuration** dialog box, then the contact card and **Live Reply** dialog box will appear.



- 4 Select the phone number to call from the **Number** drop-down list. Some people may only have one number in their Exchange address book. You may also edit or manually enter a different number in the **Number** drop-down list.
- 5 Click **Start Call**. MiCollab AM will ring your extension. The call will connect when you pick up your extension.