# Clearspan Communicator Desktop Add-in for Skype for Business

Clearspan Communicator Desktop Add-in for Microsoft Skype for Business (S4B) offers a convenient, intuitive client interface for multimedia services. When integrated with Skype for Business, it provides an integrated telephone system and the complexity to call phones on the global telephone network. During calls, it adds call control, conferencing, and access to Clearspan platform features.

SIGN IN

Sign in to the Clearspan Communicator client before you launch Skype for Business.

1. Launch Clearspan Communicator. The sign-in screen displays.

2. If you are signing in for the first time, you must enter the URL of the server, username, and password, which are supplied by your administrator. On subsequent logins, you can select your username from the drop-down list and enter your own password.

3. Click Sign in.

    You can configure Login settings to automatically run or sign in to Communicator by selecting File > Preferences or ⚙ Settings.
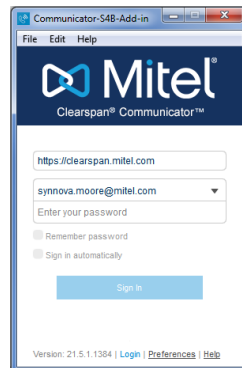
CONFIGURE CLEARSPAN ANYWHERE SETTINGS

You can use Clearspan Communicator for S4B to change your Clearspan Anywhere settings.

1. Open the minimized Communicator client.

2. Select the ⚙ settings button, then select Incoming Calls from the settings drop-down menu.

3. Enable or disable Clearspan Anywhere, or configure selected phones to use as extensions of your business phone number.
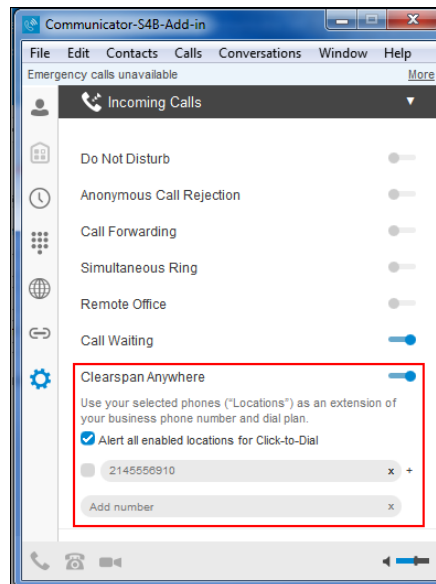
CALL OR CHAT USING SKYPE FOR BUSINESS
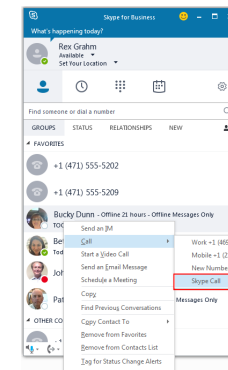
With Skype for Business and Clearspan Communicator both running, choosing Skype Call places the call using Skype for Business.

Instant messaging, presence, desktop sharing, and calls between Skype for Business clients remain in Skype for Business.

System Requirements

Basic system requirements for Clearspan Communicator are the same with or without the S4B add-in. The following are additional requirements specifically for the Communicator Add-in for S4B.

*   Ensure that you have the latest software release of Clearspan Communicator. Your system administrator will provide the location.

*   The following operating systems are supported: Windows 7, Windows 8, Windows 8.1, Windows 10.

*   Lync 2010 32-bit, Lync 2013 Basic 32 and 64-bit, Lync 2013 Standard 32 and 64-bit, S4B 2015/2016 32 and 64-bit.

*   Windows administration rights is required due to registry entry.

*   For video calls, a webcam is required.

PLACE A CALL FROM THE CLEARSPAN COMMUNICATOR DESKTOP CLIENT

1. With Skype for Business and Clearspan Communicator both running, choosing to call a contact's work or mobile number places the call using Clearspan Communicator.
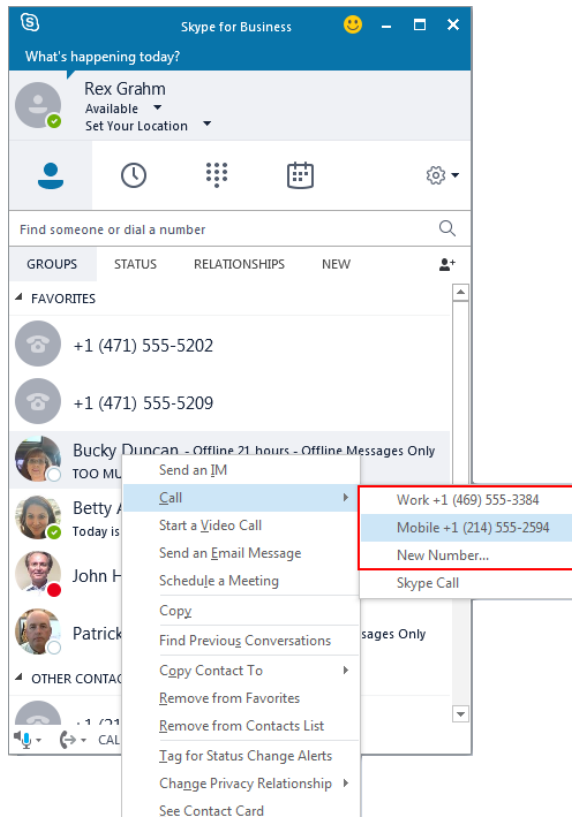

2. The call is placed from your PC and the Clearspan Communicator window opens.

CONTROL CALLS FROM THE CLEARSPAN COMMUNICATOR DESKTOP CLIENT

When you use the Clearspan Communicator Add-in for S4B, the S4B user interface remains the same as before. The only exception is the dial pad that appears after installation.

The calling experience is different in that when calling non-S4B numbers, the Clearspan Communicator window appears and allows you to access Clearspan features during your call, as shown in the following illustration.
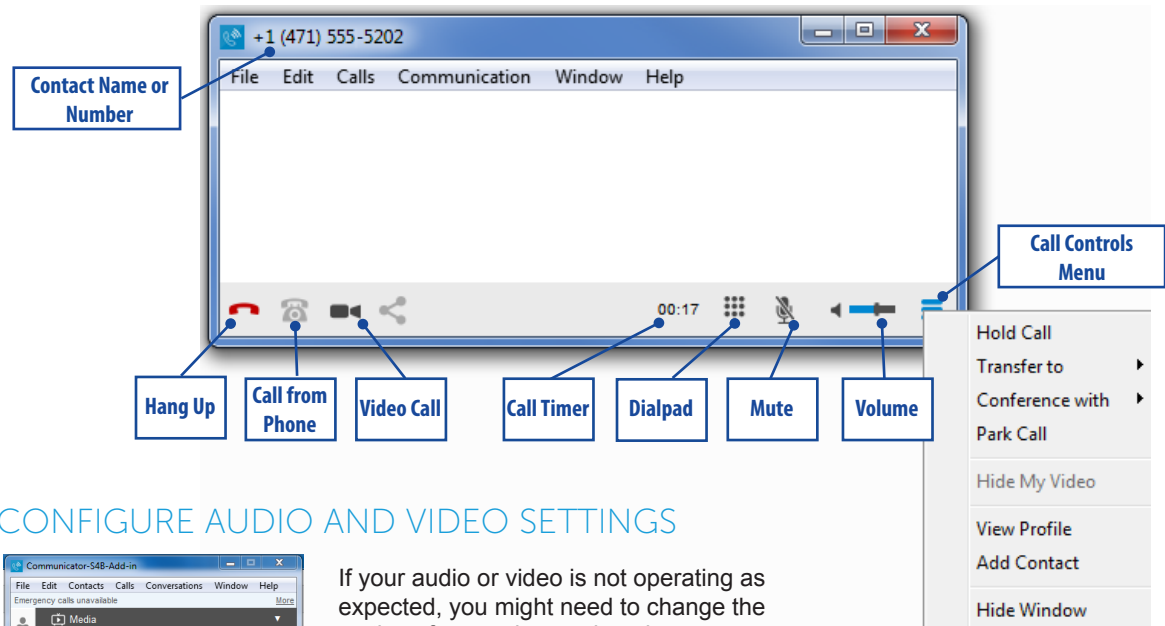
CONFIGURE AUDIO AND VIDEO SETTINGS
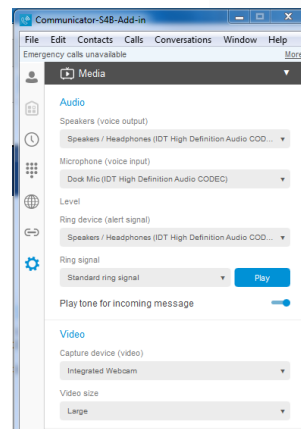
If your audio or video is not operating as expected, you might need to change the settings for speakers, microphone, or capture device in Clearspan Communicator.

1. Open the minimized Communicator client.

2. Select the ⚙ settings button, then select Media from the settings drop-down menu.

3. Select the Audio and Video devices to use for speakers, microphone, ring device and camera.

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