


# Clearspan Communicator Desktop Add-in for Skype for Business

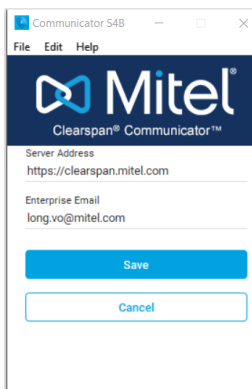
QUICK REFERENCE GUIDE

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.

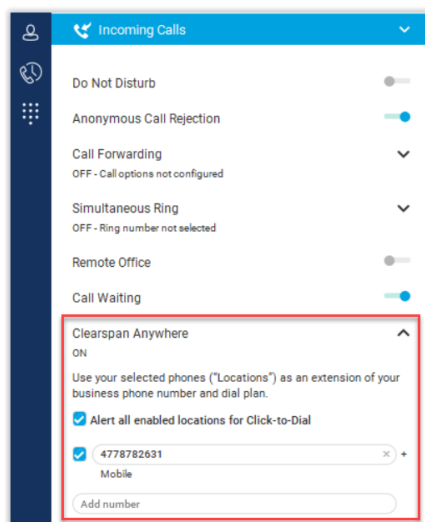
1. Launch Clearspan Communicator. The sign-in screen displays.
2. If you are signing in for the first time, you must enter the URL of the server, username, and password, which are supplied by your administrator. On subsequent logins, you can select your username from the drop-down list and enter your own password.
3. Click Sign in. You can configure Login settings to automatically run or sign in to Communicator by selecting File > Options or  Settings.



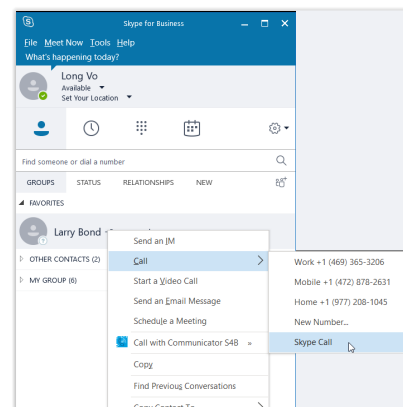
## CONFIGURE CLEARSPAN ANYWHERE SETTINGS

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. Configure selected phones to use as extensions of your business phone number.



## SKYPE CALLS OR CHAT FROM THE S4B NATIVE APPLICATION



Instant messaging, presence updates, desktop sharing and audio/video skype calls remain in the S4B native application.

To make audio calls to other S4B clients, select the contact and then use the right click of the mouse to navigate to the Call menu, highlight the menu, move the cursor to the right and select Skype Call. Do not use other calling options such as Work, Mobile, Home and New Number from the Call menu.

To make video calls to other S4B clients, select the contact and then use the right click of the mouse to select Start a Video Call.

To chat to other S4B clients, select the contact and then use the right click of the mouse to select Send an IM.

To update your presence, use the pull down menu right below your ID at the top left corner to select a desired option. Options include Available, Busy, Do Not Disturb, Be Right Back, Off Work or Appear Away.

## 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

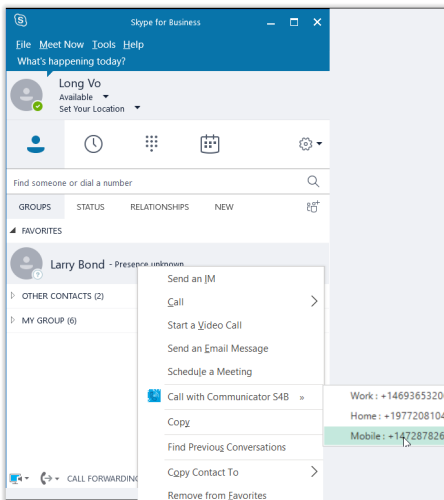
- The following operating systems are supported: Windows 7, Windows 8, Windows 8.1, Windows 10
- Lync 2010 32-bit, Lync 2013 Basic 32 and 64-bit, Lync 2013 Standard 32 and 64-bit, S4B 2015/2016 32 and 64-bit.
- Windows administration rights is required due to registry entry.
- For video calls, a webcam is required.

## CALLS USING COMMUNICATOR S4B

Calls to Clearspan extension/phone numbers (i.e., Work), mobile phone numbers (i.e., Mobile) and home phone numbers (i.e., Home) should be made from the Communicator S4B application.

To initiate a call through Communicator S4B:

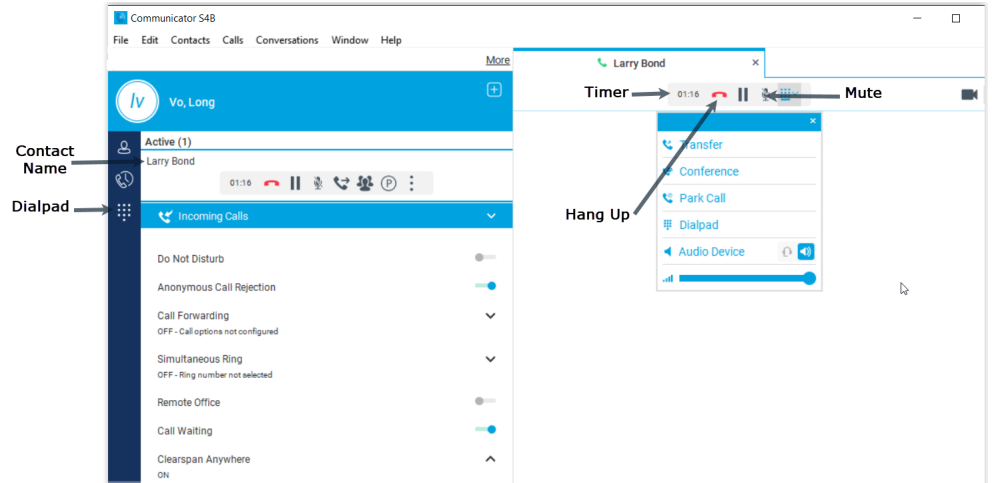
1. Select the contact and then right click the mouse to navigate to the Call from Communicator S4B menu
2. Highlight the menu and move the cursor to the right to select the number displayed from a list of phone numbers available (i.e., Work, Home and/or Mobile).



3. The call is placed from your PC and the Clearspan Communicator S4B window opens.

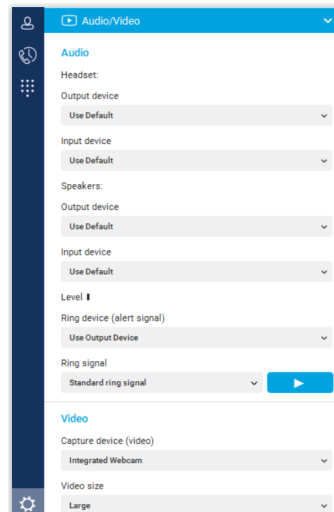
## CONTROL CALLS FROM THE CLEARSPAN COMMUNICATOR S4B DESKTOP CLIENT

The calling experience is different in that when calling non-S4B numbers, the Clearspan Communicator S4B 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 Audio/Video from the settings drop-down menu.
3. Select the Audio and Video devices to use for speakers, microphone, ring device and camera.

## More Information

For details on all the available features and options, refer to the [Relevant documentation](#).