

Office@Hand for Skype for Business

Installation & User Guide

Contents

Introduction	3
About Office@Hand for Skype for Business	4
About Skype for Business	4
About This Guide	4
Getting Started with Office@Hand for Skype for Business	5
Installation	6
Settings Panel	7
Call with Office@Hand	8
SMS with Office@Hand	9
Conference with Office@Hand	10
Initiate Office@Hand Meetings	11
Deal with Incoming Call	12
Deal with New Inbound SMS	13
Support Auto Version Update	14



Introduction



About Office@Hand for Skype for Business

Office@Hand for Skype™ for Business fulfills the needs of customers who want to have all of their communications within one place. Office@Hand built this integration with Skype for Business to allow customers to make and receive Office@Hand calls, send and receive SMS texts, initiate Office@Hand online meetings and audio conferences—all within Skype for Business.

About Skype for Business

Skype for Business is a communication tool that allows users to collaborate in real time via text chat, audio/video chat, and desktop sharing.

A feature of Skype for Business is the ability to share different information with other users. When chatting with an individual or group of people, users can share attachments, desktops, other programs, PowerPoint® presentations, a whiteboard, or even polls to their collaborators.

Learn more about Skype for Business [here](#). Download the Skype for Business app [here](#).

About This Guide

This guide is designed for users of Office@Hand for Skype for Business. It shows how to download and install the app, open it, log in, log out, and exit the app. Covered in this guide are:

- The Settings Panel
- Call with Office@Hand
- SMS with Office@Hand
- Conference with Office@Hand
- Initiate Office@Hand Meeting
- Deal with Incoming Call
- Deal with New Inbound SMS
- Support Auto Version Update



Getting Started with Office@Hand for Skype for Business



Installation

1. Download and install the Office@Hand app add-on for Skype for Business ([download here](#)).
2. During installation, decide whether the user should be allowed to use the Office@Hand Meetings feature. If Office@Hand Meetings is not selected for use, it will be hidden from the user.
3. After installing the Office@Hand app add-on successfully, it will launch and the user will see the Office@Hand login page.
 - The Office@Hand app window will be docked to the Skype for Business window.
 - The Office@Hand app icon will be displayed in the Start menu and system tray.
4. The user will see the following four options when right-clicking on a Skype for Business contact, whether the user has logged in to RingCentral service or not: (Figure 1)
 - Call with Office@Hand
 - SMS with Office@Hand
 - Conference with Office@Hand
 - Initiate Office@Hand Meetings
5. Before login, if the user selects any of the Office@Hand feature options or clicks on the Office@Hand icon from the system tray, the user will see the Office@Hand login page.

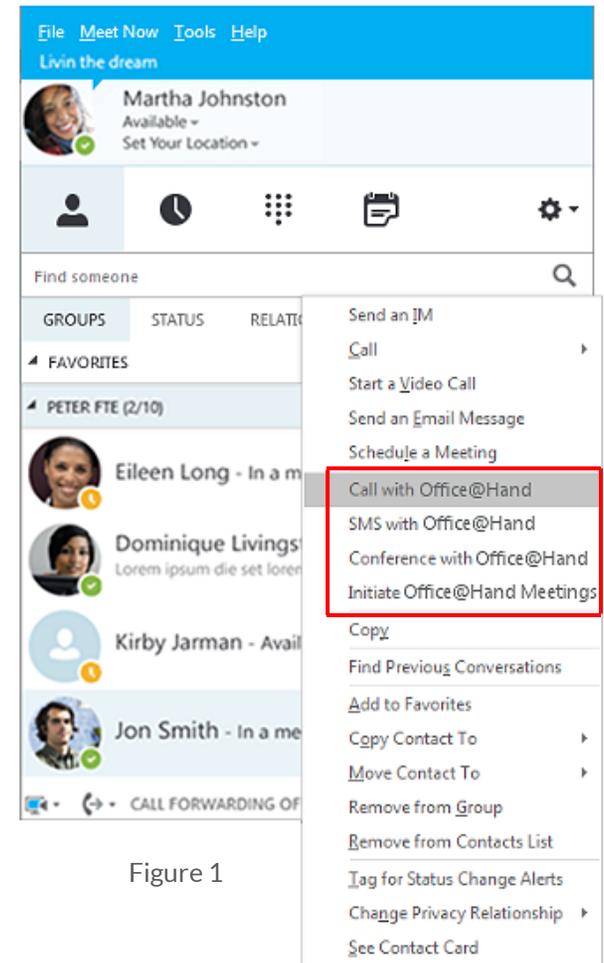


Figure 1



Settings Panel

When the user right-clicks the Office@Hand icon from the system tray, the following options will appear:

Open—This is clickable only after the user has logged in to their Office@Hand service.

When **Open** successfully opens the app window, the user can schedule a Office@Hand Meeting or Conference, or enter a phone number to initiate a call, or send an SMS.

Log In—This is available if the user has not logged in to their Office@Hand service. (Figure 2)

- a. When the user clicks **Log In**, the Office@Hand login page displays and allows the user to log in.
- b. When the user enters the correct credentials and logs in to their Office@Hand service, the login page will be closed and the message **You have logged in to Office@Hand service** will display near the system tray.
- c. After login, the user will see **Log Out** instead of the **Log In** option on the settings panel.
- d. If user clicks **Log In** before initiating and logging in to Skype for Business, the message **Please log in to Skype for Business before you use this App** will display near the system tray.

Log Out—When clicked, the user will log out of the Office@Hand service and the message **You have logged out Office@Hand Service** will display near the system tray.

After log out, user will see **Log In** instead of the **Log Out** option on the settings panel.

About—When clicked, a popup window will show the app version info and a button that allows the user to update the software.

Exit—When clicked, the app will close and the app icon will no longer display in the system tray.

If the user logs out or quits Skype for Business, the user will be logged out of the Office@Hand service automatically.

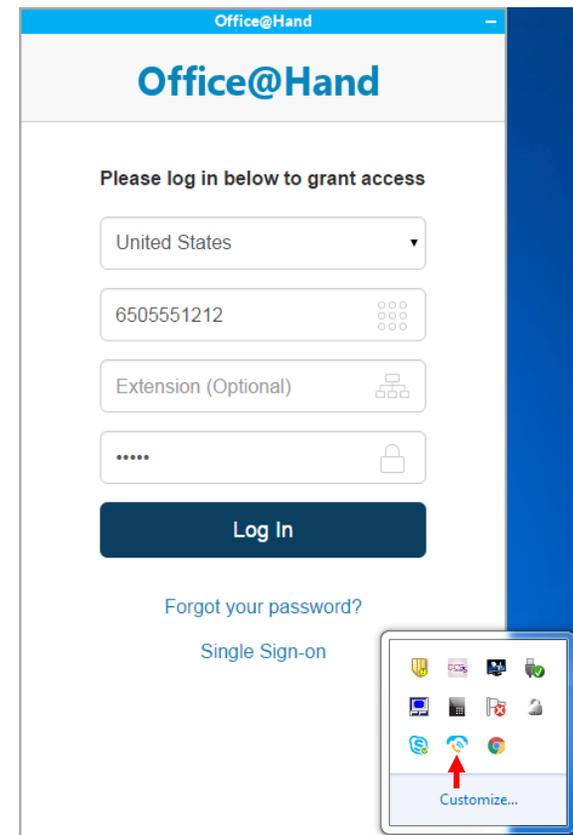


Figure 2



Call with Office@Hand

The user can access this feature either from the Office@Hand for Skype for Business app **Call** tab directly, or from the **Call with Office@Hand** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Call with Office@Hand**, the contact's phone numbers saved in Office@Hand and Skype for Business will be populated in the drop-down below the **To** field in the Office@Hand for Skype for Business app. (Figure 3)

- a. The user will need to select a **From** number and a phone number to place the WebRTC call to.
- b. If there's no valid phone number found for the Skype for Business contact, the user will be prompted, **Cannot find a valid phone number**.

If the user goes directly to the **Call** page in the Office@Hand for Skype for Business app, the user will be allowed to enter any valid phone numbers to place WebRTC calls.

The user can Transfer, Flip, Record, Mute, Unmute, Hold, Unhold and go to keypad, as in all Office@Hand clients.

If the user clicks **Call** with no number or an invalid phone number in the **To** field, the user will see an error message about the missing or invalid phone number.

If the user has no access to the **Call** feature, the user will see an error message about having no access to the feature.

When there's an ongoing call in the Office@Hand integrated app, Skype for Business presence will be updated to **Busy**; and when the Office@Hand call ends, Skype for Business presence will change back to **Available**.

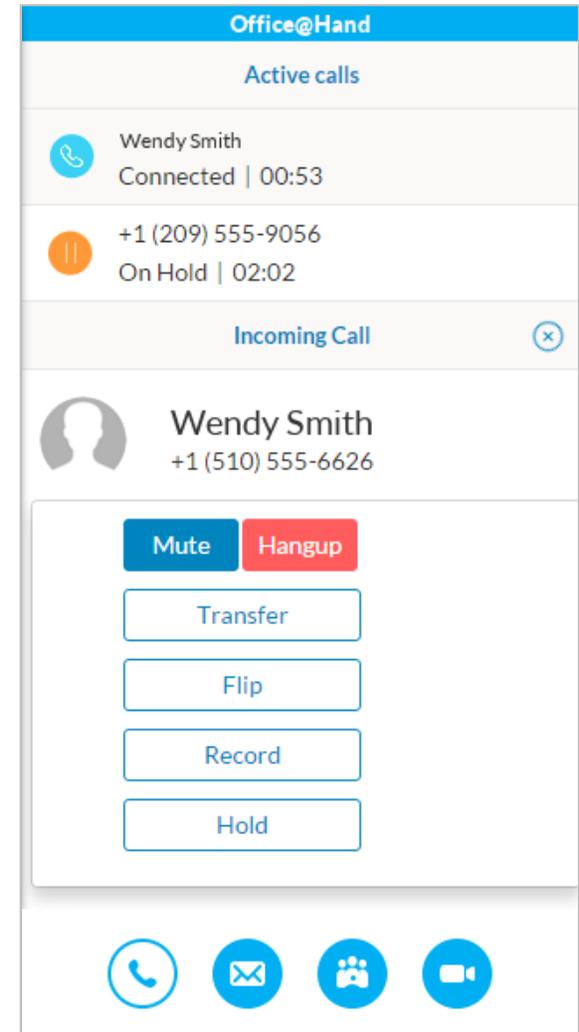


Figure 3



SMS with Office@Hand

The user can access this feature either from the mini app **SMS** tab directly, or from the **SMS with Office@Hand** option from the Skype for Business contact menu. (Figure 4)

If the user right-clicks on a Skype for Business contact and selects **SMS with Office@Hand**, the contact's phone numbers saved in Office@Hand and Skype for Business will be populated in the drop-down below the **To** field in the Office@Hand for Skype for Business app.

- The user will need to select a **From** number and a **To** number and input text to send.
- Each message can have a maximum length of 1,000 characters.
- After the message is sent, the user will see the **Conversation** page.
- The user can view all conversations they have via a **Back** icon on the **Conversation** page.
- If the contact has no valid phone number, when the user clicks **SMS with Office@Hand**, the app will prompt the user, **Cannot find valid phone number**.

If the user goes directly to the **SMS** tab in the Office@Hand for Skype for Business app, the user will be allowed to enter multiple valid phone numbers to send SMS to. Messages sent to multiple numbers will be grouped into multiple conversations.

If user clicks **Send** with no number or an invalid phone number in the **To** field, the user will see an error message about the missing or invalid phone number.

If the user has no access to SMS service, the app will prompt user, **SMS is not supported for your Office@Hand number**. Please contact your account administrator for an upgrade.

The SMS sent via this app will be logged in the same way as the SMS sent via other Office@Hand clients.

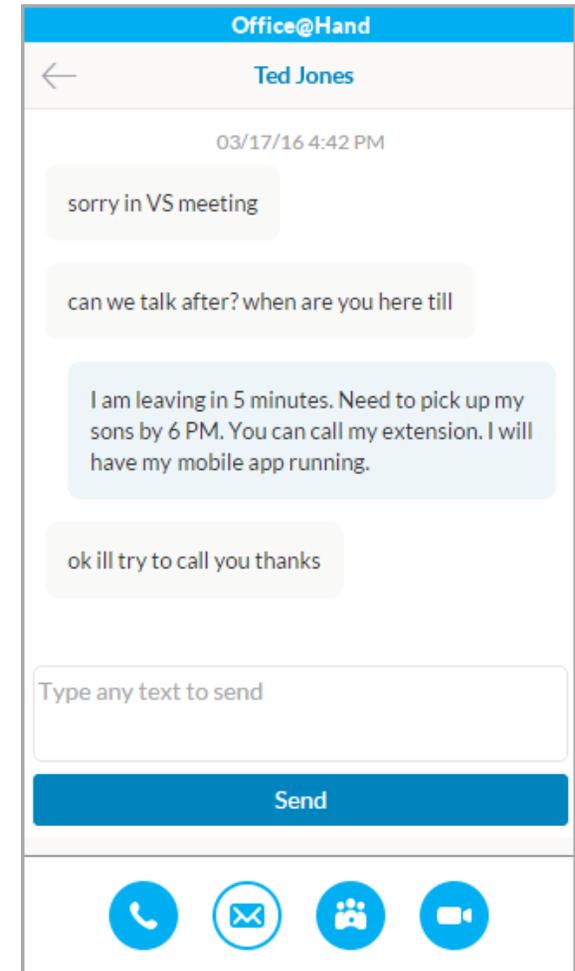


Figure 4



Conference with Office@Hand

The user can access this feature either from the **Conference** tab directly, or from the **Conference with Office@Hand** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Conference with Office@Hand**, the contact's Skype for Business ID and phone numbers saved in both Office@Hand and Skype for Business will be populated in the drop-down below the **To** field in the Office@Hand for Skype for Business app. (Figure 5)

- If the selected is a Skype for Business ID, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the mini app **Call** page will be displayed with the conference dial-in number dialed.
- If the selected is a phone number, then the conference invite will be sent via SMS and the mini app will dial the conference dial-in number.
- The invite will read:

Please join the Office@Hand conference. The Conference will start immediately.
 Dial-IN number:
 Philadelphia, PA +1 (267) 930-4000
 Participant Access: 142 829 094
 To join the conference from your iPhone, click this link: <http://ohconf.net/1LJOUoP>
 Need an international dial-in phone number? Please visit <http://ohconf.net/1L06Hd5>

If the user goes directly to the **Conference** tab in the Office@Hand for Skype for Business app, the user will be allowed to enter multiple valid phone numbers to send the conference invite with SMS.

If the user has no access to Office@Hand Conference Service, the app will prompt the user about not having access to this feature.

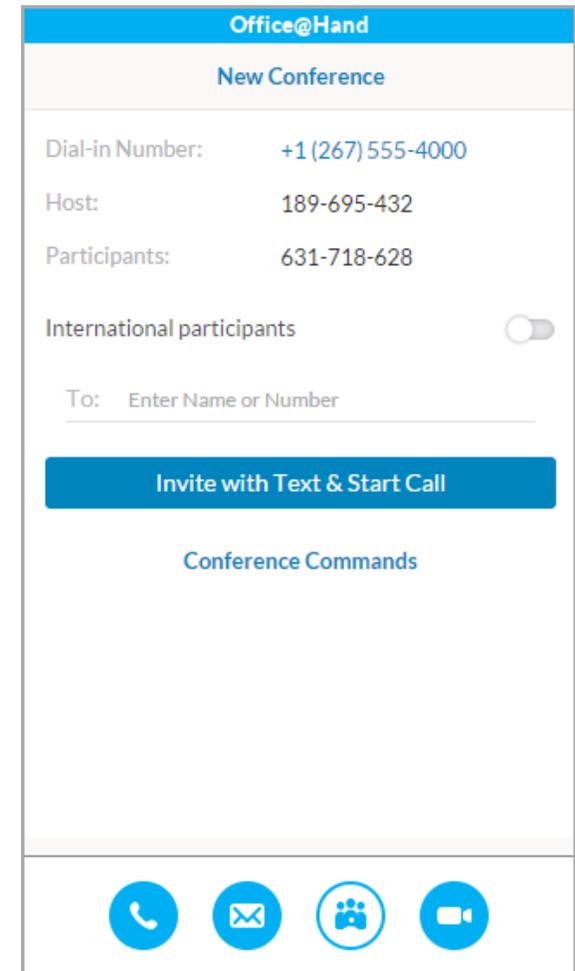


Figure 5



Initiate Office@Hand Meetings

The user can go directly to the **Initiate Office@Hand Meetings** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Initiate Office@Hand Meetings**, the contact's name and phone numbers will be populated in the drop-down below the **To** field in the Office@Hand for Skype for Business app.

Users can configure the meeting with the following settings:

- a. Topic of the meeting
- b. Meeting Type—a screen share or video meeting
- c. Meeting Options:
 1. Enable/disable a meeting password to join. Enter a password if enabled.
 2. Enable/disable participants to join the meeting before the host.

Click **Invite with Text and Start Meeting**.

If a Skype for Business contact is selected, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the Office@Hand for Skype for Business app **Call** page will be displayed and the Office@Hand meeting will be started. (Figure 6)

Hello,
 Donald is inviting you to a scheduled Office@Hand meeting.
 Join from PC, Mac, iOS or Android: <https://meetings.officeathand.com/j/1481325996>
 Or join by phone:
 Dial: +1 (605) 555-3186
 Meeting ID: 148 132 5996
 International numbers available: <https://meetings.officeathand.com/teleconference>

If the user clicks the **Initiate Meetings** icon from Office@Hand for Skype for Business, the user will be allowed to enter multiple valid phone numbers to send the meeting invite with SMS.

If the user has no access to Office@Hand Meetings, the app will prompt the user about not having access to this feature.

If the user has not installed the Office@Hand Meetings client, the app shall prompt user to install Office@Hand Meetings first.

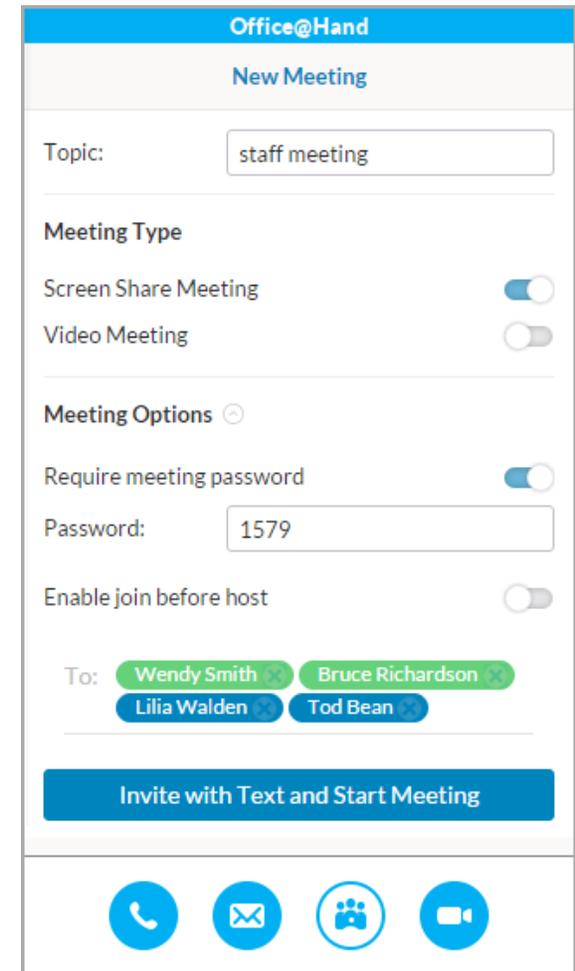


Figure 6



Deal with Incoming Call

When an incoming call arrives, you can answer or reject directly from the Office@Hand for Skype for Business app. Once a call is answered, you have the option to transfer, flip, or record the call. Office@Hand for Skype for Business also allows you to deal with multiple calls at the same time. If you are on a call and a new call arrives, your current call will be automatically put on hold when you answer the new call. You can easily switch among calls within the same integrated app. (Figure 7)

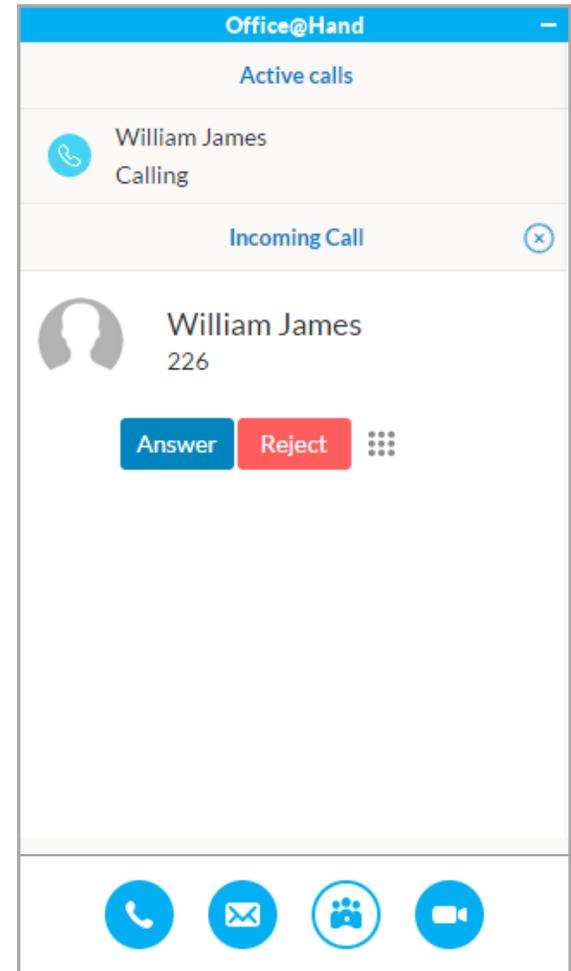


Figure 7



Deal with New Inbound SMS

When the user goes to the **SMS** tab in the Office@Hand for Skype for Business app, the user will see the conversations, with new messages highlighted in blue. (Figure 8)

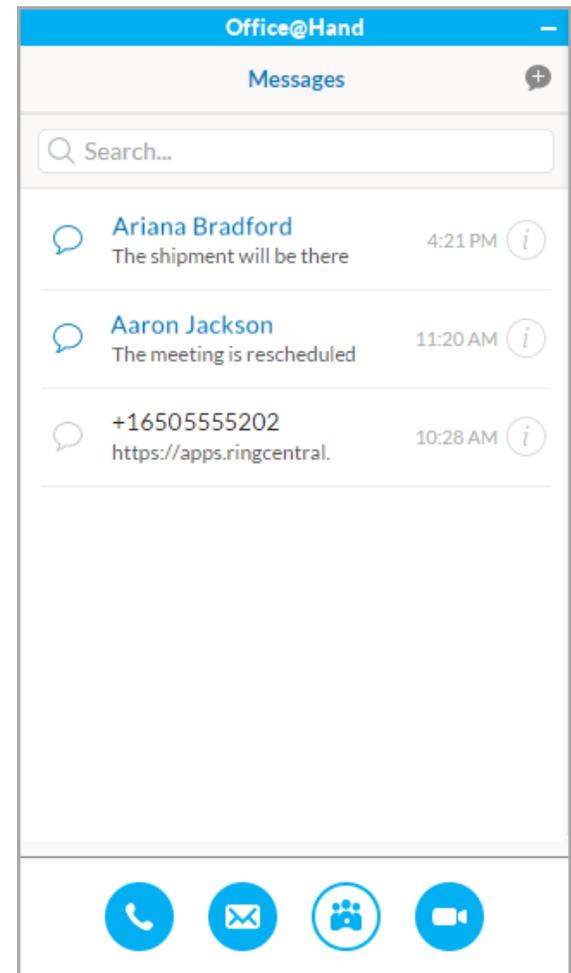


Figure 8



Support Auto Version Update

The Office@Hand for Skype for Business app shall prompt the user to update when there's a new version. The prompt will read:

A new version of Office@Hand for Skype for Business is now available. Do you want to exit Skype for Business now to download and install it? Your unsaved data might be lost if you are in the middle of some process.

The user can either **Continue** or **Cancel** the update.

- a. If the user clicks **Continue**, then Skype for Business and the Office@Hand for Skype for Business app will close and the auto-update will proceed.
- b. If the user clicks **Cancel**, the prompt will close and the update will not proceed. The next time the user logs in to the Office@Hand for Skype for Business app, the update prompt will be displayed again.

There is a check box, **Skip this update**, in the prompt box. If the user checks this, then the prompt will not be displayed until the next version of Office@Hand for Skype for Business is available.

System Requirements:

1. Operating system—
 - Windows® 7 32 bit and 64 bit
 - Windows® 8 32 bit and 64 bit
 - Windows® 10 32 bit and 64 bit
 - Surface™ Win10 64 bit
2. Skype for Business version—
 - Skype for Business 2015
 - Skype for Business 2016

