



Jive Interactive Intranet

9.x Administrator Guide

Skype for Business Connector

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Table of Contents

Aurea global support.....	5
Chapter 1: Skype for Business.....	6
Requirements for Skype for Business.....	6
Enabling Jive Connector for Skype for Business.....	6

Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- Search the articles on the [Aurea Knowledge Base](#) for solutions to your issues.
- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

1

Skype for Business

The Skype for Business connector allows one-click access to voice calls and chat using Skype for Business and Lync as the clients.

For details, see the following topics:

- [Requirements for Skype for Business](#)
- [Enabling Jive Connector for Skype for Business](#)

Requirements for Skype for Business

To enable connections to Skype for Business (Lync) you need to meet the following requirements.

Jive side

- Jive 8.0.3 or higher.
- Community Manager rights to your Jive site.
- Community users should have an email address, or phone number, or both, in their profile.

You can configure your community to populate phone and email fields from a directory server, or users can enter the information themselves by editing their profiles. For more information, see [Mapping users from a directory server](#) in the Community Manager Guide.

Skype for Business

- The latest version of Skype for Business (previously Lync).

Enabling Jive Connector for Skype for Business

The Jive Connector for Skype for Business allows one-click access to voice calls and chat within your Jive community. As a community manager, you can install Jive Connector for Skype for Business from the Add-Ons page and configure its settings to get it ready for use.

Before you start installing, make sure your Jive community meets the [Requirements for Skype for Business](#) on page 6. Additionally, if your community uses SAML SSO or a directory server for user provisioning, you also need access to your directory server or IdP to ensure the correct profile fields in Jive are populated.

Follow these steps to install and configure the Jive Connector for Skype for Business add-on:

1. In Jive, click your avatar and select **Add-ons**.
2. In the **Available** tab, click **Install** next to the **Jive Connector for Skype for Business** add-on.
3. Click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Installing add-ons](#) in the Community Manager Guide.

As the add-on gets installed, you are directed to the **Jive Connector for Skype for Business Settings** page for configuration.

4. On the **Settings** page, under **Apps Security** click the gear icon to configure the user groups who can access this connector. By default, it provides access to all registered users.

Note: This option is not available in **Preview** mode.

5. Click **Configure Now...** and select the **Skype ID Field** and **Phone Field**.

The integration uses these field values to pick phone number and email address from the user's Jive profile. The **Phone Field** is by default set to **Phone Number** to enable calls using Skype for Business, however, you can also use other options like Mobile Number or Home Phone Number as required.

Note: You can confirm the field names from the **People > Global Profile Settings** page in **Admin Console**. Users who do not have information in the required fields cannot use or access Skype for Business. If your community is not populating these fields from a directory server, you should make these fields editable on the profile and get users to provide the information themselves by editing their profile. For more information, see [Letting Users Control Their Own Settings](#) .

6. Click **Submit** to save the configuration.
7. Optionally, under **Advanced Settings**, specify the expiration settings for **Jive Connector for Skype for Business**.

If left blank, Jive uses the default expiration settings configured in the **Add-Ons** page. For more information, see [Installing add-ons](#) in the Community Manager Guide.

8. Click **Save and Activate** to start using **Jive Connector for Skype for Business**.