



Jive Interactive Intranet

## Cloud User Guide

Skype for Business Connector

# Notices

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For details, see the following topics:

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

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- 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

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*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](#)
- [Using 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

- You should have an email address, or phone number, or both, specified in your profile.




### Skype for Business

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

## Using Jive Connector for Skype for Business

Jive Connector for Skype for Business enables you to chat or talk on the phone with community users directly from Jive.

If your community manager has enabled **Jive Connector for Skype for Business** in your community and you have the required profile fields configured, you can launch it from the following locations within Jive:

- Using the Skype for Business icon  on the hover card of a user. The user is automatically added as a participant. You can also directly initiate a call or a chat with the user using the Skype for Business phone  and Skype for Business chat  icons on the hover card.
- Using the **Start Skype for Business** option from the **Action** drop-down within any Place, User profile, Group, or Content. The Followers of the Place, Group or Content are automatically added as participants in the conversation. Additionally, in the case of Content, the participants also include users who performed any

activity in it. For example, users who liked or added comments on the content or who took any action on the Content from the Action list etc.

- From the **Create** and **Apps** menus. Here you are required to add participants manually.

Follow these instructions to start using the Skype for Business connector:

1. Make sure you have an email address and a phone number configured in your user profile. If you don't have these details configured, other users won't be able to contact you through Skype for Business connector. The email address is required for chat, and the phone number is required for calling. Click **Edit Profile** under your name or avatar and provide these details. Try contacting your community manager if you are not able to edit the required fields.
2. Launch Skype for Business connector from any location as specified above. The first time you do this, the browser prompts you to select a program. Select Skype for Business connector. The next time you launch a voice or chat session, Jive will remember your selection.

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**Note:** In case of any trouble, make sure that your browser is not configured to use a different program for the xmpp chat protocol or tel protocol, which controls instant messaging and voice calls, respectively. For example, if your browser is set to launch chat in Adium, you won't be able to connect to Skype for Business connector until you change your browser default settings. For help changing the browser default settings, contact your community manager.

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