# Navigate Lync

Benefits

Navigate Lync gives you the best of both worlds – business class telephony via your SpliceCom IP PBX and Microsoft Lync for all other forms of collaboration.

Navigate Lync allows Microsoft Lync's desktop client to control and interact with your SpliceCom phone calls. You can handle incoming calls directly from your PC desktop; see who's calling you via the caller display, answer, hang-up, transfer and forward, use "click-to-dial" to generate calls

Navigate Lync protects your investment in SpliceCom Maximiser OS based IP PBX systems whilst giving users a common GUI to use for both OCS/Lync and their SpliceCom handset.

Connectivity
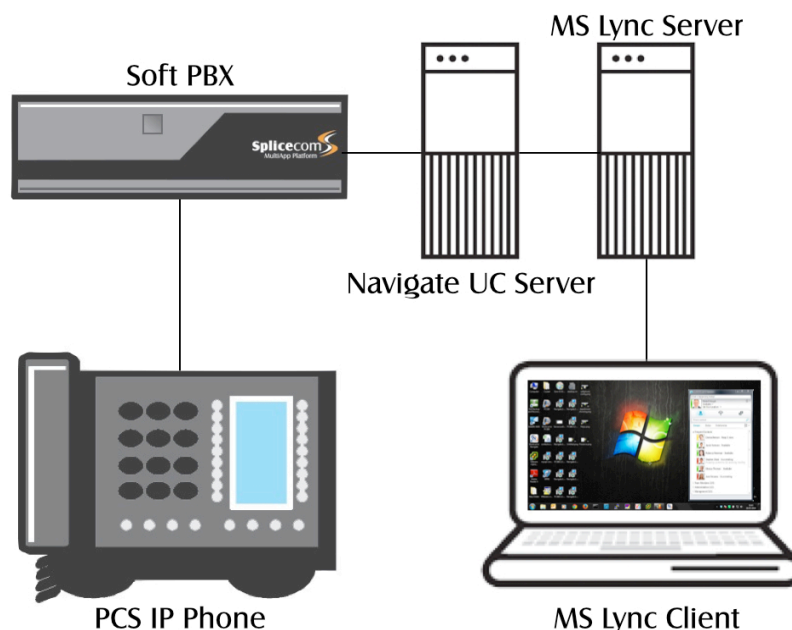
Headline Features

- Integrates SpliceCom business telephony with Microsoft Lync desktop client
- Works with:
  - Microsoft Lync
  - Microsoft OCS
- Caller Display
- Incoming Call Control
  - Answer

- Hang-up
- Transfer
- Forward
- Click-to-Dial

Overview

Navigate Lync unifies SpliceCom's Maximiser OS based IP PBXs and Microsoft's desktop client for Lync and Office Communicator (referred to as a Lync client for the rest of this document). This integration allows the Lync client to control common features of SpliceCom handsets connected to the Soft PBX. Navigate Lync is a server based solution and does not provide any client components or plug-ins, it simply enables many of the features already contained within the Lync client

Key Features

Telephone Presence
Navigate Lync improves the value of presence by enabling a user's Lync client to display whether another Lync user is either making a call (off hook) or already engaged in a call (connected) on their handset.

Click to Dial
With a click of the mouse Navigate Lync enables a user to make a call on their handset from their Lync client or Microsoft Office applications (for example Outlook Contacts)

Call Control
Navigate Lync enables a user to control their handset from the Lync client, supporting features such as answer, hold, hang up, transfer, redirect.

Multiple Call Handling
Navigate Lync allows a user's Lync Client to establish or answer a second call while a call is already in progress (by first placing the initial call on hold in the process). The user can also swap between the calls.

Chat to Voice
Navigate Lync enables a user to convert an OCS/Lync chat session to a phone call with the click of the mouse.

Call Forwarding
Navigate Lync enables a user to automatically forward calls directed at their own handset to another user's handset, from the Lync client.

Retains existing OCS/Lync Features
Navigate Lync allows the user to retain many of the existing benefits of Microsoft® OCS and Lync – features like Presence, messaging and Microsoft® Office integration. Note: a video call between two Lync users is not possible if the user is engaged in a call on their Communications System handset.

Licensing

A Microsoft Lync / OCS user must be licensed for RCC (Remote Call Control) to work correctly.

Operation

Navigate Lync presents a SIP/CSTA interface to send telephony events to and receive commands from Microsoft® Lync clients. Navigate Lync translates SIP/CSTA messages from Lync clients into commands that the Maximiser OS system can understand, and translates events into SIP/CSTA messages that Lync clients can understand. No additional software is required on the end user PC as all features are provided through the Lync server.

Resolving caller's names from the Calling Line identify (CLI) is a function of Lync not Navigate Lync. Lync can resolve a CLI to a name through querying Active Directory or Outlook contacts

Supported versions of Microsoft

Navigate Lync will operate with:

- Microsoft OCS 2007 R2
- Microsoft Communicator 2007
- Lync Server 2010
- Microsoft Lync 2010
- Microsoft Lync 2013

Navigate Lync can be installed on the following operating systems

- Windows Server 2003, Windows Server 2008, Windows 7 Operating System
- Microsoft .Net 3.5 Service Pack 1 (or later)

Navigate Lync can also be installed on the Lync server

Supported Features

Feature	Description	Support (Y/N)
Make Call	A user can make a call on their handset by clicking on a contact in their contact list or entering a number in the Lync dialog box	Y
Hang Up Call	A user can hang up a phone call on their handset by clicking on the end call button in the Lync Call Window	Y
Answer Call	A user can accept an incoming call on their handset via the Lync pop-up window	Y
Redirect Call	A user can redirect an incoming call on their handset via the Lync pop-up window	Y
Caller ID	Calling party number is displayed in the Lync pop-up window when a call is received on a user's handset	Y
Caller Name	Calling party name is displayed in the Lync pop-up window when a call is received on a user's handset	Y*
Call Forward	A user can activate Call Forward (immediate) on their handset by setting "Call Forwarding On" via the Lync client	Y
Call Hold and Retrieve	A user can place a call on hold using the hold button within the Lync Call Window. The call may be retrieved by using the retrieve button within the Lync Call Window	Y
Generate Digits (DTMF)	A user can initiate sending of DTMF digits through the PBX system by selecting the dial pad icon within the	Y

	Lync Call Window	
Consult Call	When on an active call, a User set up a second call by clicking on a contact in their contact list or entering a number in the Lync dialog box.	Y
Consult Transfer	Two call legs can be joined from the "Current Conversations" option with the Lync Call Window	Y
Blind Transfer	When on an active call the call can be directly transferred to another extension on the	Y
Call waiting	When on a call, a Lync pop-up window will be presented indicating that another call is waiting. If the user decides to answer this call, the initial call will be placed on hold	Y

* Dependant on Lync undertaking name resolution

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SpliceCom

Britain's leading developer of telephone systems