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Introduction

This document lists Frequently Asked Questions regarding the Enterprise Skype for Business (Skype4B) service. This includes both the AT&T Hosted Skype for Business service, which is the State’s Enterprise Standard for UC / VoIP Services, as well as Skype for Business Online provided by Microsoft on the Office 365 platform. We will continue to add to this list.

PLANNING, SETUP, AND IMPLEMENTATION

What is the Enterprise Skype for Business service?

Skype for Business (Skype4B) is a Unified Communications (UC) service that connects people everywhere—on Windows as well as other operating systems and platforms, including most mobile devices—as part of their everyday productivity experience. It provides a consistent single-client experience for **Presence, Instant Messaging, User-to-User Voice / Video** and also a great meeting experience. Skype for Business also delivers seamless and secure integration with other Microsoft collaboration products such as Outlook, SharePoint, and Office applications.

Agencies can choose to have each user set up on one of the three available Enterprise Skype for Business service offerings listed below.

Enterprise Skype for Business Service Offerings

- AT&T Hosted Skype for Business Enhanced Profile (Full UC)

- AT&T Hosted Skype for Business Basic Profile (VoIP Only)
- Skype for Business Online (provided by Microsoft on the Office 365 platform)

Users who require Public Switched Telephone Network (PSTN) Telephony / VoIP (Voice over Internet Protocol) services must be set up on the AT&T Hosted Skype for Business service (Enhanced or Basic Profile). Please note that all users must be removed from the AT&T Centrex system by 2020.

The AT&T Hosted Skype for Business Enhanced Profile service also includes the ability to set up Skype4B Meetings with dial-in access numbers. Other advantages of the AT&T Hosted Skype4B service over other hosted UC / VoIP services include full integration with Skyp4B UC and lower overall cost.

What features are included with each of the three Enterprise Skype for Business service offerings?

AT&T Hosted Skype for Business Enhanced Profile (Full UC)

The AT&T Hosted Skype for Business Enhanced Profile service includes the following features:

- Instant Messaging – Send text messages in real time to other users.
- Presence – Detect another user’s availability and use the Skype4B Service to display your presence status.
- Peer-to-Peer Audio and Video calls
- Web Conferencing – Connect from virtually anywhere through a PC or mobile client for audio and video conferencing as well as content sharing – as scheduled meetings and as ad hoc collaboration sessions. Includes dial-in access.
- Desktop Sharing – Show your entire desktop or just a program to users during a peer-to-peer session or web conference.
- Exchange Integration for Calendar – Skype for Business uses the Outlook Calendar to automatically update your presence information as well as schedule S4B meetings.
- Click to Call – Place a call by clicking on a user’s contact info.
- Click to Join – Join a Skype4B meeting by clicking on the *Join Online Meeting* link or pressing the *Join* button if you have an IP phone.
- Multiple Clients – All standard Skype4B clients can be used, including Windows and Mac, as well as mobile clients for Android, iOS, and Windows Phone.
- Federation – Use Skype for Business and Consumer Skype to connect with other entities.

- Persistent Chat – Allows you to create topic-based discussion rooms that persist over time.
- Enterprise Voice (VoIP) – This includes standard Telephony / VoIP services (Centrex Replacement) with the option of a traditional telephone handset and/or a soft client with a headset / USB speakerphone.
- Voicemail via Exchange Online UM (optional) – Voicemails are delivered via email. Users must have their email migrated to Office 365.

AT&T Hosted Skype for Business Basic Profile (VoIP)

The AT&T Hosted Skype for Business Basic Profile includes the following features:

- Enterprise Voice (VoIP) – This includes standard Telephony / VoIP services (Centrex Replacement) with a traditional telephone handset. There is no soft client available with Basic Profile.
- Standard Voicemail (optional) – Retrieve voicemails via a standard access method.

Skype for Business Online Provided by Microsoft on the Office 365 platform

The Skype for Business Online service includes the following features:

- Instant Messaging – Send text messages in real time to other users.
- Presence – Detect another user's availability and use the Skype4B Service to display your presence status.
- Peer-to-Peer Audio and Video Calls
- Web Conferencing – Connect from virtually anywhere through a PC or mobile client for audio and video conferencing as well as content sharing – as scheduled meetings and as ad hoc collaboration sessions. Includes dial-in access.
- Desktop Sharing – Show your entire desktop or just a program to users during a peer-to-peer session or web conference.
- Exchange Integration for Calendar – Skype for Business uses the Outlook Calendar to automatically update your presence information as well as schedule S4B meetings.
- Click to Call – Place a call by clicking on a user's contact info.
- Click to Join – Join a Skype4B meeting by clicking on the *Join Online Meeting* link or pressing the *Join* button if you have an IP phone.

- Multiple Clients – All standard Skype4B clients can be used, including Windows and Mac, as well as mobile clients for Android, iOS, and Windows Phone.
- Federation – Use Skype for Business and Consumer Skype to connect with other entities.

Please note that Skype4B Online users will not have any PSTN Telephony / VoIP service through Skype4B. This includes NO voicemail and NO ability to set up Skype4B meetings with dial-in access numbers. However, they will be able to dial in to meetings set up by Enhanced Profile users.

What are use cases supported by the Enterprise Skype45B service?

The following use cases will be supported:

- **Individual User Telephone Line with Full UC (Enhanced Profile)**
- **Individual User Telephone Line with VoIP Only (Basic Profile)**
- **Individual User Skype4B Online Account with no VoIP**
- **Delegated Admin Telephone Line / Shared Line Appearances**
- **Conference Room Telephone Line with UC Integration (Enhanced Profile)**
- **Conference Room Telephone Line with NO UC Integration (Basic Profile)**
- **Multi-User Telephone Line (user login required)**
- **Common Area / Shared Telephone Line (no user login required)**
- **Analog Telephone Lines**
- **Hunt Groups**
- **Response Groups (IVR / Call Trees)**
- **Dial-in Skype for Business Meeting Access / Conference Calling**
- **Dial-in Access for Voicemail**
- **COOP**

There may be some variations of these use cases currently being supported by the Centrex system that cannot be supported by the Enterprise Skype for Business service. These use cases will be examined on an individual basis to determine the best way to accommodate them. Please see the [Enterprise Skype4B Use Cases](#) document for details.

Will Skype for Business Online (in O365) still be available?

Yes. AT&T will implement the hybrid association between their Skype4B service and Skype4B Online in our Office 365 tenant. This allows full integration between the **AT&T Hosted Skype4B service – Enhanced Profile** and **Skype4B Online**. Users will initially be set up on the **AT&T Hosted Skype4B** system, and then migrated to **Skype4B Online / O365**. In this scenario, there is no AT&T Licensing requirement for using Skype4B Online.

There will be NO Telephony / VoIP Services available with **Skype4B Online**. Skype4B Online users will also not have the ability to set up Skype4B meetings that have dial-in PSTN access numbers. However, they will be able to dial in to meetings set up by Enhanced Profile users on the **AT&T Hosted Skype4B service – Enhanced Profile**. All other Skype4B UC functions will be available with Skype4B Online.

Users whose State-issued mobile device will be their primary telephone line and those at sites that will retain their existing PBX can also utilize Skype4B Online.

Do I need to be on Office 365 to use the Enterprise Skype4B service?

Users do not need to be migrated to **Office 365**, but the Microsoft licensing aspect of the service will be procured through Office 365. Please note that there are no Microsoft licensing requirements for *Basic Profile* users. *Enhanced Profile* users who require Exchange UM Voicemail will need to have their email accounts migrated to Office 365 Exchange Online. Please see the [Enterprise Skype4B Use Cases](#) document for details on the licensing requirements.

What is the purpose of the site survey / onboarding workbook?

The Site Survey is the mechanism used to identify the users and the network environment associated with each facility as it relates to the **Enterprise Skype4B** service.

The Division of Enterprise Technology (DET) will provide each agency with a partially completed Onboarding Workbook (aka Capture Document) that includes a list of sites and users obtained from Active Directory and STAR. The agency needs to fill out additional information in the workbook for each site and user. It is the responsibility of the agency to ensure that the workbook and Active Directory are updated with the correct information for each user requiring the Enterprise Skype4B service. At a minimum, the user's *Email address* (used as their Skype4B address) and *Telephone number* must be correct in Active Directory, as this information will be pulled from there directly. The instructions for filling out the Onboarding Workbook are included in the first tab of the Workbook. The latest Onboarding Workbook template format is available on the [Unified Communications \(UC\) Portal](#). The preliminary submission of the Onboarding Workbook initiates the Change Order with AT&T. The Onboarding Workbook does not need to be 100% complete before it is submitted to AT&T. Modifications can be made to the workbook after it has been submitted. A separate workbook can be submitted per facility, division, etc.

As soon as the Onboarding Workbook has been submitted for a site (or sites) by the agency, the DET Network group will proactively perform a Skype4B Network Readiness assessment. If an agency has special requirements or would simply like a paper-trail of the process and would like to have the Skype4B Network Readiness assessment performed prior to submission of the Onboarding Workbook, they can submit a service request (SR) to have this work done. After the Skype4B Network Readiness assessment has been completed, DET will also make the appropriate changes to get the facility ready for UC / VoIP.

There is no cost associated with the Site Survey (including the Onboarding Workbook and Skype4B Network Readiness assessment); however, there may be costs associated with network upgrades identified as a result.

What is the AT&T Migration Commitment Letter?

This is an agreement from the agencies to AT&T that they will move their Centrex Service to an AT&T Hosted VoIP service. AT&T will deliver this Commitment letter directly to the agencies. The letter needed to be filled out, signed, attached with a list of the agency's billing telephone numbers (BTNs), and sent back to AT&T before 6/30/2017 to avoid additional charges on Centrex lines.

Do I need to utilize the ACCOUNTS domain to use the Enterprise Skype4B service?

Yes. The Enterprise Skype4B service integrates specifically with the Accounts Domain. Users must be configured in the Accounts Domain in order to be set up in the Skype4B system. The user's workstation does not necessarily need to be homed to the Accounts Domain, but it is highly recommended for a better user experience (Single Sign-on, etc.).

Will the AT&T Hosted Skype4B service work with Network Access Control (NAC)?

Yes. The media access control (MAC) address of each IP phone (if utilized) will need to be configured in the NAC / ISE.

How will the IP phones be managed in the AT&T Hosted Skype4B service?

AT&T is including a phone management system in their build-out of their Hosted Skype4B system. This will be used to push new firmware updates and configuration updates to the phones. It can also be used to gather statistics from the phones for troubleshooting, etc.

This applies to both the Basic and Enhanced Profiles. Placeholder text – replace with your answer text.

What wide area network (WAN) transport options are available for the AT&T Hosted Skype4B service?

Connectivity to the AT&T Hosted Skype4B service will primarily be via BadgerNet. Internet access is also available. In most cases, the same WAN access method used at a site for data communications will also be used for Skype4B (VoIP) communications. We will use the same terminology as used in the BadgerNet project for consistency's sake. BadgerNet offers four categories of service:

1. **Category A:** WAN with Quality of Service (QoS)
2. **Category B:** WAN without QoS
3. **Category C:** Broadband Internet without QoS
4. **Category D:** Ethernet Services with QoS (available in certain regions only)

Skype4B does not specifically require QoS. However, it is highly recommended, especially if there are bandwidth constraints at the site. Not utilizing QoS when bandwidth availability is limited can cause jitter (variation in the delay of received packets), which will result in lower voice quality.

What are the WAN bandwidth requirements for the AT&T Hosted Skype4B service?

The amount of WAN bandwidth allocated at a site specifically for Skype4B depends on the following factors:

1. **The number of concurrent external voice calls required at the site (call paths)**

Only calls to external sites or to the PSTN utilize WAN bandwidth.

If the site requires that every user has the ability to be on a PSTN call at the same time, the number of call paths will equal the number of users. This is usually the case for sites with a small number of users and also sites where telephone service is mission critical. Sites with larger numbers of users will normally require less than one call path for every user. For example, a typical site with 50 users may only require 10 call paths.

Each concurrent external voice call / call path requires approximately 100kbps of bandwidth.

2. **The number of concurrent video sessions required at the site**

There are many factors that impact the amount of bandwidth required for each concurrent video session, e.g., video resolution, number of participants. We are using 2500kbps as an average for each concurrent video session. Please note that DET will be working with the agencies to determine the appropriate WAN bandwidth required for each site.

What resiliency options are available with the AT&T Hosted Skype4B service?

In the normal configuration, if connectivity is lost from the site to the AT&T Hosted Skype4B system, no telephony or Skype4B service will be available at the site (including intra-site calls). Resiliency at each site for the AT&T Hosted Skype4B service can be facilitated in the following ways:

1. **Multiple WAN access methods**, i.e., BadgerNet primary and internet backup, can be used to provide redundant connectivity to the AT&T Hosted Skype4B service.

2. **A Survivable Branch Appliance (SBA)** can be implemented at the site to ensure telephony service is available in the event of a connectivity loss to AT&T. When the phones or clients at the site sense a loss of connectivity to the AT&T system, they will automatically register with the SBA. The SBA uses a separate telephony trunk (Primary Rate Interface (PRI), etc.) to provide inbound and outbound PSTN calls. Intra-site calls (voice, video, IM, etc.) are also supported.

Both of these Resiliency methods can be used for sites where telephone service is mission critical.

How do we accommodate existing hunt groups or response groups?

There are several options for this, depending on the scenario.

For Users / Agents with the Basic Profile, use the Basic Profile Hunt Group functionality

Each User / Agent requires only a Basic Profile license, and one Basic Profile license is required for the Hunt Group Access Number.

The normal Basic Profile Hunt Group functionality does not support IVR / Call Tree prompts. To support this, AT&T can implement an Auto Attendant to the front of a Hunt Group to provide a Response Group function. There is an additional cost for setup of the Auto Attendant and this will be dependent on the complexity of the Response Group / Call Tree. AT&T can provide an estimate when the agencies engage them for migration.

When filling out the Onboarding Workbook, please list the Hunt Group Access Number in the Resource Lines tab and provide a brief description of the scenario. This will ensure that the number is ported. You will be able to provide details such as Users / Agents and routing methods when you engage AT&T for migration.

For Users / Agents with the Enhanced Profile (Skype4B), use the Skype4B Response Group functionality. Each User / Agent requires an Enhanced Profile license and there is one Basic Profile license required for the Response Group Access Number. Skype4B Response Groups do support IVR / Call Tree prompts.

When filling out the Onboarding Workbook, please list the Response Group Access Number in the Resource Lines tab and provide a brief description of the scenario. This will ensure that the number is ported.

Setup and subsequent modification to the Skype4B Response Groups can be provided by AT&T at a cost or can be facilitated directly by the agencies using the Skype4B Response Group Manager. The following TechNet articles describe how to configure and deploy Response Groups in Skype4B:

<https://technet.microsoft.com/EN-US/library/jj205270.aspx>

[https://technet.microsoft.com/en-us/library/gg398584\(v=ocs.14\).aspx](https://technet.microsoft.com/en-us/library/gg398584(v=ocs.14).aspx)

DET can also assist with this.

Following is a high-level description of basic User / Agent functions for Skype4B Response Groups:

<https://support.office.com/en-us/article/You-were-added-as-an-agent-for-a-response-group-18e492b5-a78b-4837-b5d3-1aa42dd19d26>

END USER REQUIREMENTS

What are the licensing requirements for the Enterprise Skype4B service?

Please see the [Enterprise Skype4B Use Cases](#) document for details.

What hardware (phones, headsets, etc.) should be used with the Enterprise Skype4B service?

Please see the [Enterprise Skype4B Use Cases](#) and [Enterprise Skype4B Recommended Devices](#) documents for details.

What Skype for Business Soft Clients can be used with the Enterprise Skype4B service?

For workstations, it is recommended that you use the latest Skype4B / Lync client available with Office 2016 and Office 2013. However, Office 2013 is scheduled for end of life (EOL) soon, so it is better to use Office 2016. Older Lync 2010 clients should not be used.

For mobile devices, the latest Skype4B client is available free from the appropriate app stores (Apple, Android, and Windows Phone).

For Mac, the latest Skype4B client is available free at:

<https://www.microsoft.com/en-us/download/details.aspx?id=54108>

Please note that users in the AT&T Hosted Skype4B service must be set up with the Enhanced Profile to use the Skype4B soft client. The Basic Profile must be used with an IP phone and does not support a soft client.

Can mobile / wireless devices be used with the Enterprise Skype4B service?

Yes. You can use a smartphone with the Skype4B client; the client is available free from the appropriate app stores (Apple, Android, and Windows Phone).

Please note that users in the AT&T Hosted Skype4B service must be set up with the Enhanced Profile to use the Skype4B mobile client. Skype4B Online also supports the Skype4B mobile client but without any PSTN calling capability.

Can I use my existing headset with the Enterprise Skype4B service?

It depends. If you already have a USB headset, it should work with your Skype4B soft client; however, the call control functions may not work as expected. The call control functions will work correctly with any headset certified for use with Skype4B or Lync.

If you have a headset that connects directly to your Centrex phone (via a 4P4C / RJ9 connector), it will physically connect to the IP phones (available with the AT&T Hosted Skype4B service), but you will need to test to confirm whether it is compatible.

HOW TO USE

What dial plan will be used with the AT&T Hosted Skype4B service?

Users will be able to dial 10-digit (NPA-NXX-XXXX) PSTN numbers. Users can dial 7-digit (NXX-XXXX) when dialing to telephone numbers within the same area code as the number they are assigned. 11-digit (1-NPA-NXX-XXXX) dialing will also be supported.

For International Calls, the user should dial 011 – Country Code – Number. This applies to both the Basic and Enhanced Profiles.

No dial plan is supported with Skype4B Online.

How will 911 work on the AT&T Hosted Skype4B service?

The street address will be obtained from the Site Survey Capture Document for each site / facility. AT&T assigns this address to each number associated with that site / facility in their 911 database. The street address is the only information that will be available to the public safety answering point (PSAP) for 911 calls. It is recommended that the user's street address also be correctly populated in Active Directory.

Note: When dialing 911, the address available to the PSAP will always be the address associated with your phone number in the AT&T system, even when you are using Skype4B from a different location (another State office, your home, etc.). You will need to tell the dispatcher when you are not at the address associated with your phone.

911 will not be available with Skype4B Online.

How will voicemail work with the Enterprise Skype4B service?

Voicemail for the AT&T Hosted Skype4B service – Enhanced Profile will utilize Exchange Unified Messaging (UM) in Office 365. All users who require voicemail will need to have their email accounts migrated to Office 365 Exchange Online. Unified Messaging will be set up for each user by the agency email administrators. Here is an example of the PowerShell command used to enable UM for each user (using Exchange Online PowerShell):

Enable-UMMailbox -Identity first.last@wisconsin.gov -UMMailboxPolicy "Office365 Default Policy" - Extensions 06082223333 -PIN 1234 -SIPResourceIdentifier "first.last@wisconsin.gov" -PIN Expired \$true

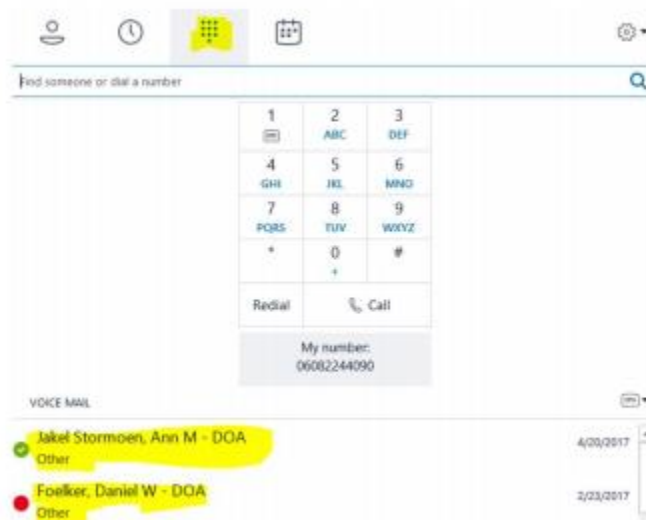
Details can be found here:

[https://technet.microsoft.com/en-us/library/aa998033\(v=exchg.160\).aspx](https://technet.microsoft.com/en-us/library/aa998033(v=exchg.160).aspx)

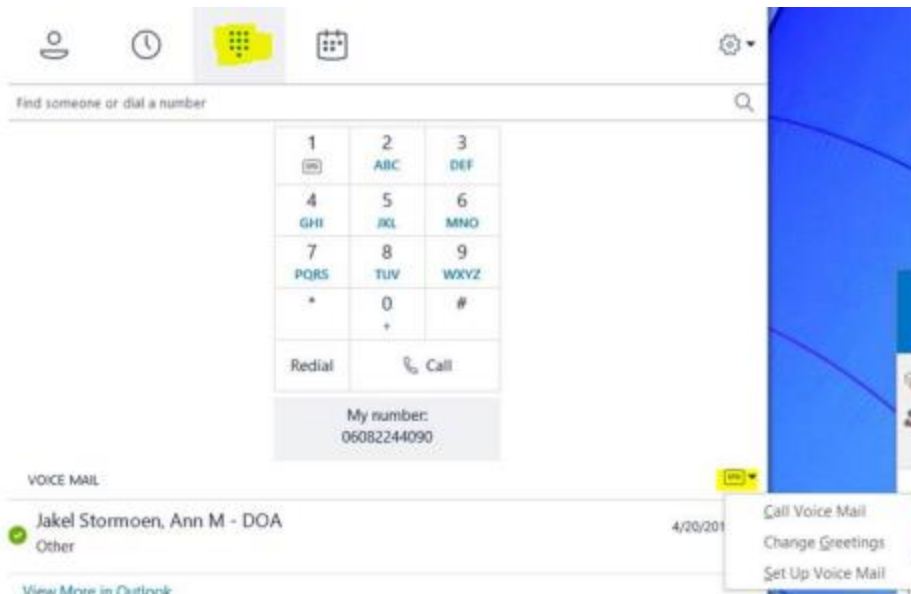
When Unified Messaging has been enabled for a user, they will receive an email with information such as PIN and Dial-in access number. The Dial-in access number can be used to retrieve voicemails, as well as emails and calendar information (currently 608-316-9100).

When a caller leaves a voicemail, it is delivered to the user as an attachment in an email. Voicemails left by internal callers have embedded playback controls in the email. Exchange UM also utilizes speech-to-text technology to transcribe the voicemail and adds that into the email.

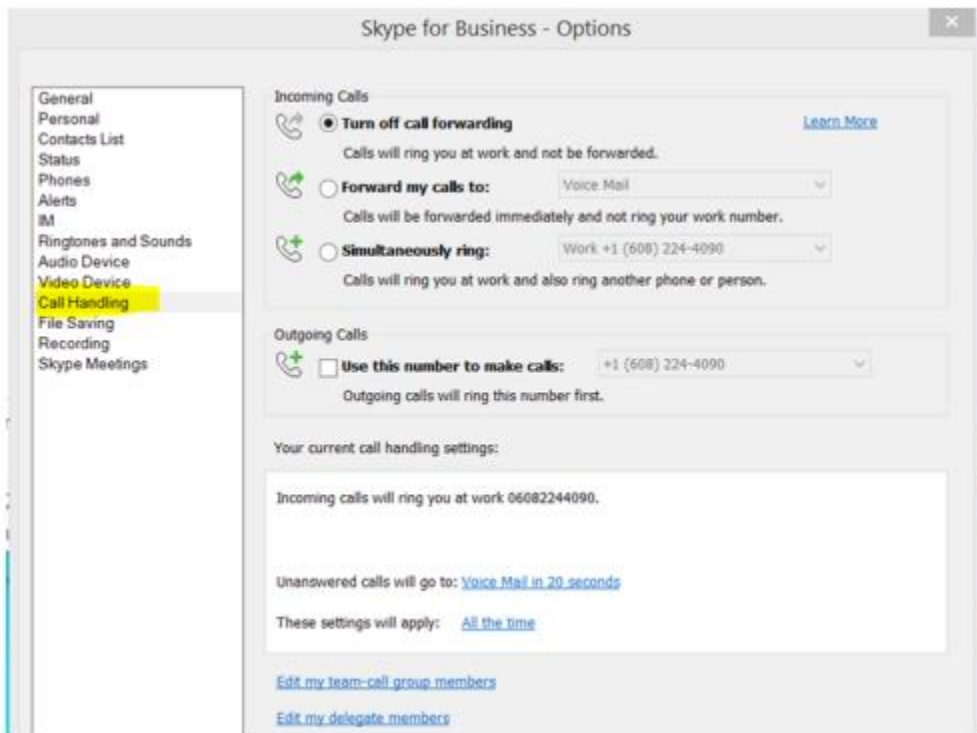
A *Message Waiting* indicator lights up on the user's phone and the Skype4B client when someone has left a voicemail. In addition to receiving via email, the user can retrieve the voicemail from their phone or through the Skype4B client. When you click on the Dial Pad tab in the Skype4B client, you will see your voicemails listed below:



The user can set up voicemail via the Skype4B client by going to the dial pad tab and clicking on the voicemail icon.



Users can also change some parameters in the Skype4B Client configuration *Call Handling* section:



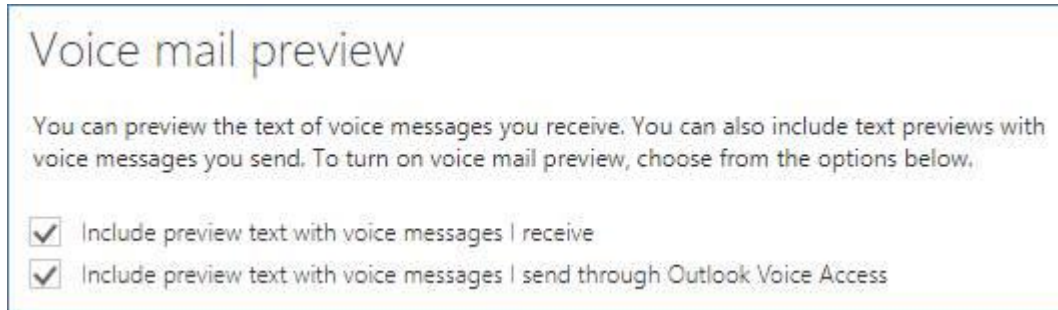
Voicemail for the AT&T Hosted Skype4B service – Basic Profile will utilize an internal AT&T-provided voicemail service. Details are forthcoming from AT&T.

Skype4B Online: Voicemail will not be available with Skype4B Online.

How do I turn off voicemail transcription in the AT&T Hosted Skype4B service?

Individual users can turn off Voicemail Transcription (Preview) through Outlook Web Access for clients connecting to the State of Wisconsin (AT&T hosted) Skype for Business infrastructure.

To access the Voicemail Preview settings in Outlook Web App, click Settings > search for “Voice” > select Voice Mail Preview. On the *Voice mail preview* page, uncheck both of the following boxes:



Agency Exchange admins can also turn this off for individuals with this Exchange PowerShell command:

```
Set-UMMailboxConfiguration first.last@wisconsin.gov -ReceivedVoiceMailPreviewEnabled $FALSE -SentVoiceMailPreviewEnabled $FALSE
```

Will dial-in access to Skype4B meetings be available with the AT&T Hosted Skype4B service?

Yes. The AT&T Hosted Skype4B service will include dial-in access numbers for each area code in the State of Wisconsin but only for the Enhanced Profile:

- Eau Claire Dial-in Access Number (715) 930-7715
- Green Bay Dial-in Access Number (920) 785-7882
- Madison Dial-in Access Number (608) 316-9000
- Milwaukee Dial-in Access Number (414) 978-0999
- Racine Dial-in Access Number (262) 504-7063

These numbers are listed in the meeting request when the Skype4B Invite is set up in Outlook. Additional dial-in numbers can be added for other metro areas.

Toll-free numbers can also be added, but there is a cost for these, and it is the responsibility of the agencies to set them up and pay for them. Skype4B Online users will not have the ability to set up Skype4B meetings that have dial-in PSTN access numbers; however, they can dial in with access numbers for meetings set up by other users on the AT&T Hosted Skype4B service.

Will my AT&T Hosted Skype4B telephone service work if my PC is unavailable (powered down, not logged in, etc.)?

If you are using the **AT&T Hosted Skype4B** service and you have a Skype4B desk phone, your telephone service will work, regardless of the state of your PC / workstation. There is no requirement for your PC / workstation to be connected for your IP phone to work. This applies to both the Basic and Enhanced Profiles. Please note that your IP phone connects directly to the data / ethernet jack in your office and your PC / workstation connects to your phone.

If you are using the **AT&T Hosted Skype4B service – Enhanced Profile** and you do not have a Skype4B desk phone (i.e., you use only the Skype4B soft client with a headset), your telephone service will not work if your PC / workstation is unavailable (powered down or logged off). However, if your PC / workstation is just in sleep mode or screen saver mode, the Skype4B soft client will remain active and you will receive inbound calls while in this state.

With **Skype4B Online**, no telephone service is available. Similarly, peer-to-peer audio / video calls will not work if your PC / workstation is unavailable (powered down or logged off) but will if just in sleep / screen saver mode.

Are there any long-distance charges associated with the AT&T Hosted Skype4B service?

No. Long distance is essentially included with the cost of the service.

Details: The **AT&T Hosted Skype4B** service includes 300 minutes of long distance per concurrent call path per month. AT&T will proactively monitor our service and adjust the number of concurrent call paths to adequately cover our long-distance minutes. This applies to both the **Basic and Enhanced Profiles**.

How do we facilitate IP phone / Skype4B client integration (what is BTOE)?

This is accomplished using the BToE (Better Together over Ethernet) application from the phone manufacturer. Please note that this is only applicable for the **Enhanced Profile (Skype4B)**.

The BToE app pairs the user's IP phone via Ethernet with the Skype4B client running on their PC / laptop. This allows the user to log in the IP Phone to Skype4B from their PC / laptop and control phone operations such as answering incoming calls, making outgoing calls (click-to-dial), holding and resuming calls, and initiating/joining online meetings or Skype4B conferences using the Skype4B client.

Most users will be using Audio Codes IP phones so here is the link to download the latest BToE app (ver 2.0.10) from Audio Codes (.exe and .msi):

<ftp://VoP->

C12:IPPLync@ftp.audiocodes.com/Release/3.0.1/BToE_PC_App_2.0.10/AudioCodes%20BToE.exe

<ftp://VoP->

C12:IPPLync@ftp.audiocodes.com/Release/3.0.1/BToE_PC_App_2.0.10/AudioCodes%20BToE.msi

And here is the documentation:

<http://www.audiocodes.com/filehandler.ashx?fileid=4453136>

Is the Enterprise Skype4B service IRS PUB 1075 compliant?

The Skype4B application itself is compliant with the standards put forth in IRS PUB 1075, e.g., encryption.

AT&T has indicated that their Hosted Skype4B / UC Server environment and network is IRS PUB 1075 compliant. This applies to both the **Basic and Enhanced Profiles**.

Microsoft has also indicated that their Skype4B Online environment in the Azure Government Cloud is IRS PUB 1075 compliant.

Compliance reports can be provided upon request. We are working to ensure that all State network infrastructure and procedures are also compliant.

Is the Enterprise Skype4B service CJIS compliant?

AT&T has indicated that their Hosted Skype4B / UC Server environment and network is CJIS compliant. This applies to both the **Basic and Enhanced Profiles**.

Microsoft has also indicated that their Skype4B Online environment in the Azure Government Cloud is CJIS compliant.

Compliance reports can be provided upon request. We are working to ensure that all State network infrastructure and procedures are also compliant.

How will records be retained for the Skype4B service?

For users with the **Enhanced Profile** or **Skype4B Online**, all instant messages, as well as all meeting and call details (*To, From, Time, Date, and Duration*, but NOT an actual recording of the call or meeting) will be stored in the Conversation History folder in the user's Outlook and then copied to the user's mailbox in Exchange Online. Voicemails (**AT&T Hosted Skype4B Enhanced Profile only**) will also be stored in the user's mailbox in Exchange Online. The same archiving and retention (Legal Hold, etc.) can be applied as with email.

How will the IP phones be managed in the AT&T Hosted Skype4B service?

AT&T is including a phone management system in their build-out of their Hosted Skype4B system. This will be used to push new firmware updates and configuration updates to the phones. It can also be used to gather statistics from the phones for troubleshooting, etc.

How will the IP phones be managed in the AT&T Hosted Skype4B service?

AT&T is including a phone management system in their build-out of their Hosted Skype4B system. This will be used to push new firmware updates and configuration updates to the phones. It can also be used to gather statistics from the phones for troubleshooting, etc.

Document Revision History

Date	Version	Editor / Author	Notes
March 16, 2016	.1	Daniel Foelker	Original Draft
March 16, 2016	.2	Daniel Foelker	Added Sections and TOC
April 13, 2016	.3	Daniel Foelker	Added Updates
April 18, 2017	.4	Daniel Foelker	Name change and added updates
April 20, 2017	.5	Daniel Foelker	Updates based on feedback
6/2/2017	6.0	Daniel Foelker / R. Haile	Added FAQs / Updated to new FAQ template; edited for clarity and formatting.
10/5/2017	7.0	Daniel Foelker / R. Haile	Added FAQs on Hunt/ Response Groups and BToE. Updated FAQ on Voicemail / UM.
7/5/2018	8.0	Daniel Foelker / R. Haile	Updated to current template. Added instructions to turn off voicemail transcription. Revision numbering consolidated at version 6.0 but not noted.