

User Management Pack 365

Version 7.2.5

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Notice

This guide describes the administration of the AudioCodes User Management Pack 365 for Skype for Business.

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Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

| Document Name |
|-------------------------------------|
| CloudBond 365 Deploy Guide |
| CloudBond 365 Reverse Proxy |
| CloudBond 365 Introduction |
| CloudBond 365 Software Installation |

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Documentation Feedback

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1 Introduction

This document describes the administration of the AudioCodes User Management Pack 365 (UMP 365) for Skype for Business. It also describes the Management Suite interface (SysAdmin) as well as day-to-day user administration procedures (moves, adds, changes). It is intended for System Administrators, to carry out day-to-day maintenance activities. This document is applicable to Version 7.2.5 and later.

The User Management Pack 365 is a software application for managing Skype for Business users on premises or in Cloud PBX environment and is also part of the AudioCodes CloudBond 365 solution and applies to all CloudBond 365 editions - Standard, Standard+, Pro, Enterprise and Virtualized Edition.

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2 User Management Pack 365 and Skype for Business Administration

In a typical Skype for Business installation, day-to-day administration tasks can be quite complex to carry out. Skype for Business relies on user accounts being created using Active Directory utilities, then, for user accounts and other Skype for Business settings to be modified using the Skype for Business control panel, and for further tasks to be carried out within the Skype for Business Management Shell environment.

UMP 365 maintains the availability of all these Microsoft tools, but also provides a much simpler web based administration utility. UMP 365 does not attempt to remove or re-write these Microsoft tools, and they remain available for more advanced configuration items, or more experienced users.

UMP 365 provides a simplified web based administration utility with a strong focus on telephony and Hybrid Office 365 features that allows System Administrators to carry out day to day activities, without the need for complicated access to multiple Microsoft Tools.

The UMP 365 SysAdmin utility is a series of Web pages, which can carry out various tasks within the Skype for Business environment, such as adding and changing Skype for Business users, modifying user Call forwarding settings, and monitoring the status of Skype for Business and its component services.

The UMP 365 SysAdmin utility also provides an integrated tool for managing the AudioCodes IP Phones such firmware upgrades, generate IP Phones configuration files and monitor phone status.

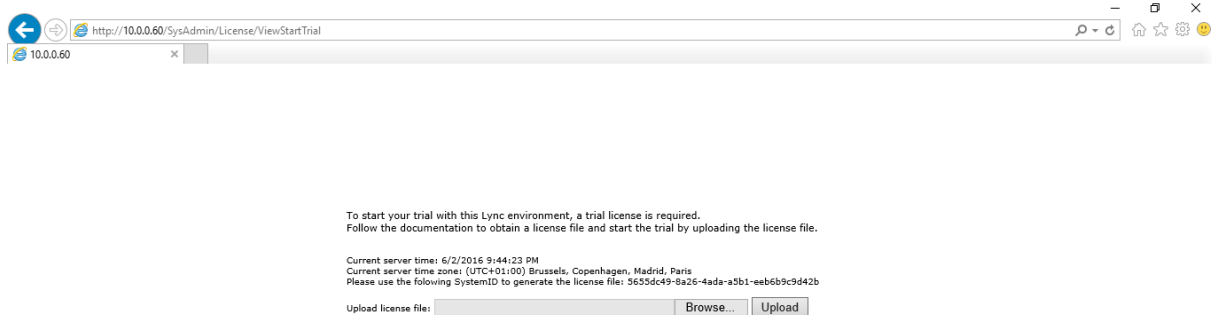
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3 Accessing the SysAdmin Utility

3.1 Accessing SysAdmin for the First Time

On a new UMP 365 system, the first time the SysAdmin utility is accessed, you are required to upload and install a License file. AudioCodes will supply either a demonstration, time limited, trial license, or a full license, with each system.

Figure 3-1: Sysadmin License Required



Note: The System ID required for Licensing is displayed on this “First Time” screen, and is also available on the **System Configuration > Licensing Information** if a License has already been installed.



Warning: For CloudBond 365 installations, before applying a CloudBond 365 license, it is important to ensure all CloudBond 365 servers (DC, FE, and Edge) all have the correct time zone and date / time set.

3.1.1 Obtaining UMP 365 License

Follow the instructions below to activate your UMP 365 license:

1. Install the product according to the instructions in the Installation Manual.
2. Obtain your product's Fingerprint (Serial Number) according to the instructions in "Licensing the Product" section of the Installation Manual.

Activate your product through AudioCodes License Activation tool at <http://www.audiocodes.com/swactivation>.

You need your Product Key and Fingerprint (Serial Number) for this activation process.

An e-mail will subsequently be sent to you with your Product License.

3. Install the Product License according to the instructions in "**Installing the Product License**" section of the Installation Manual.

The "Product Key" is a unique key that represents the UMP 365 / CloudBond 365 initial order and is used for online license generation. The "Product Key" is used for future orders for the same system such as license upgrade.

3.2 General Access to SysAdmin

The UMP 365 SysAdmin utility is Web-based, and can be accessed via any Web browser. There is also an icon on the desktop for accessing SysAdmin.



Warning: The MS Skype for Business Control Panel (CSCP), which can be accessed from the SysAdmin Utility, is also web based, but requires MS Silverlight to be installed. For this reason, the Skype for Business Control Panel prefers to run in Internet Explorer, although it can be made to run adequately in Firefox.

The UMP 365 SysAdmin utility is installed on the CloudBond 365 Management Server. To access the SysAdmin utility, enter the following URL:

http://<CloudBond 365 ManagementServer>.<CloudBond 365 FQDN>/SysAdmin

where <CloudBond 365 ManagementServer> is the name of the CloudBond 365 Management Server, and <CloudBond 365 FQDN> is the domain specified for the CloudBond 365 Skype for Business Appliance.

For example, **http://UC-DC.cloudbond365.com/SysAdmin**.

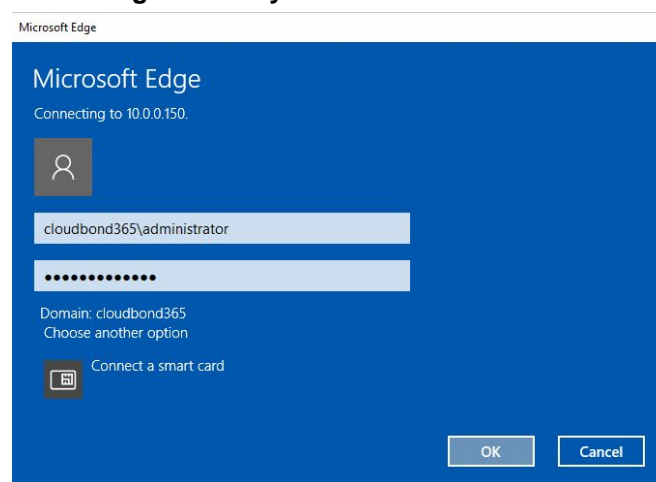
You can also use the IP address of the CloudBond 365 Management Server.

For example, **http://192.168.0.100/SysAdmin**.

When accessing the SysAdmin utility, you will be prompted to enter the user ID and password of the UMP 365 / CloudBond 365 administrator before proceeding. The user who administers the UMP 365 environment should be a member of the following UMP 365 Active Directory Domain Local security groups:

- **acs-admin**
- **super-Admin**
- **acs-FullAccess** allows the user to perform every aspect of management.
- **acs-ReadOnly** only allows the user to *view* management pages. Customization can be performed, but it is outside the scope of this document. Contact AudioCodes for your special access levels.

Figure 3-2: SysAdmin Authentication

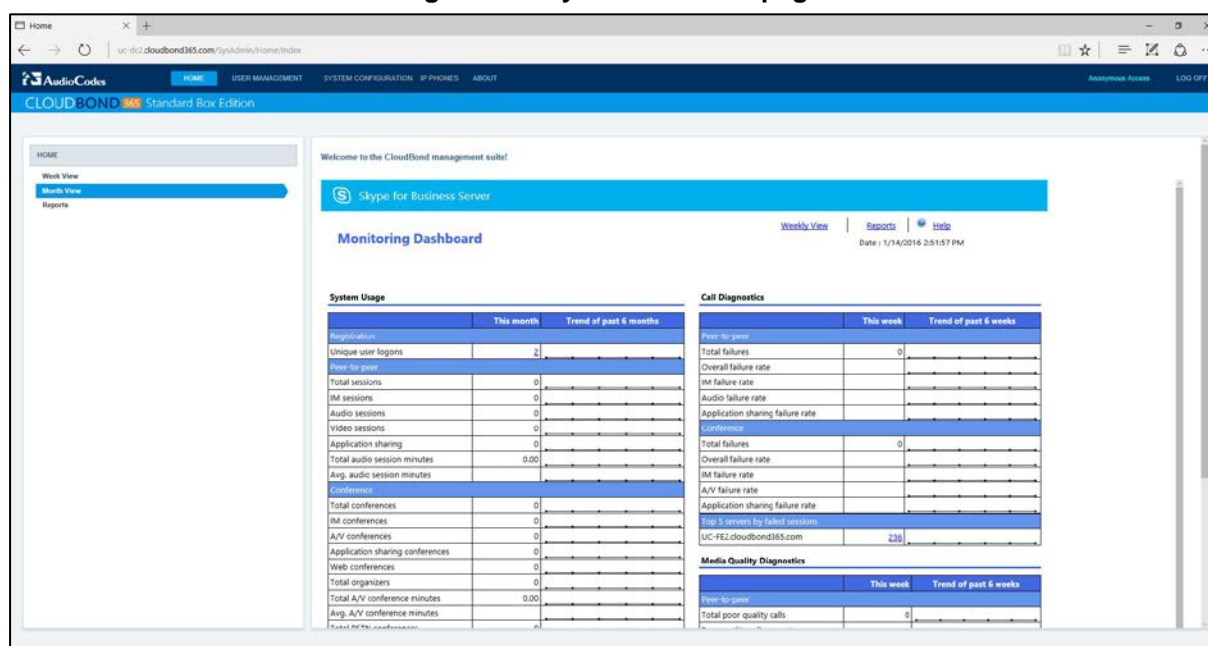


(You may be prompted a second time by the Skype for Business Monitoring and Reporting Tool for the same credentials).

3.3 SysAdmin Home Page

The SysAdmin Home page provides quick and convenient access to the Skype for Business Monitoring and Reporting tools, as well as Menu access to the remaining functions of the SysAdmin screens.

Figure 3-3: SysAdmin Home page



Use of the Skype for Business Monitoring and Reporting tool is not covered in further detail. Refer to <http://technet.microsoft.com/en-au/library/gg558662.aspx> for further information.

The SysAdmin utility provides very simple administration for Skype for Business users. It allows:

- User Management
- Edit a user
- Remove user from Skype for Business
- Creating new local users
- Importing individual users from the Enterprise domain
- Bulk Edit of users
- Bulk Import of users
- Group Replication of users
- Distribution Lists
- Create Devices (Common Area Phones)

3.4 Properties of a Skype for Business User

Users of Skype for Business have corresponding entries within the CloudBond 365 Active Directory. These AD users have various properties, including generic AD properties, as well as Skype for Business specific properties created through the Skype for Business Schema additions. Microsoft accesses these properties through various tools, including the Active Directory Users and Computers utility, and the Skype for Business Control Panel.

The UMP 365 SysAdmin utility presents these properties in a single utility. The properties which may be assigned to a Skype for Business user in the SysAdmin utility are as follows:

3.4.1 Individual User Properties

■ Account Information

Account information generally corresponds to standard Active Directory fields.

- First Name
The users first or given name
- Initials
The user's initials (optional)
- Last Name
The user's last name
- Full Name
Full name of user account, usually constructed from first name, initials, last name
- Sign-In Name
Forms the first part of the user Skype for Business sign-in account. E.g. Sign-in Name @ Domain name
- Domain Name
Forms the last part of the user Skype for Business sign-in account. E.g. Sign-in Name @ Domain name
- Registrar Pool
The Skype for Business registrar server the users signs in to. May have additional option when High Availability or Resiliency options are deployed.
- Mail
User email address for MS Exchange integration
- Preferred Language
Informative only
- Fax
Allows maintenance of the Fax number associated with the user within the UMP 365. Fax applications uses this AD field to route faxes correctly to the corresponding email address.
- Password
Sets the login password for CloudBond 365 Local users.

■ Telephony Settings

Telephony Settings control how voice calls are controlled within Skype for Business

- PC to PC
Skype for Business client to Skype for Business client direct calls are supported only. This corresponds to the lowest CAL provided by Microsoft.

- Enterprise Voice

Enterprise Voice calls allow users to make and receive calls from the PSTN, usually through a gateway or SIP trunk. This requires the highest CAL combination provided by Microsoft.
- Voice Policy

Enterprise voice requires a voice policy and a dial plan to control which calls are permitted and how they are handled.

 - ◆ Description
 - ◆ Features
 - ✓ Enable Call Forward

User is allowed to forward calls to another number or user
 - ✓ Enable Delegation

Other users may send and receive calls for this user
 - ✓ Enable Call Transfer

User may transfer calls to other users
 - ✓ Enable Team Call

User may answer calls for other members on same team
 - ✓ Enable Call Park

User may park a call and retrieve from another device
 - ✓ Enable Simultaneous Ringing of phones

Incoming calls may be set to ring on multiple devices
- Dial Plan

A dial plan controls which phone numbers can be entered and how they are translated for dialing.

 - ◆ Description
- Line URI

Enter a unique, normalized E.164 number for this user. Format – [TEL:+xxxxxx](#)
- CloudPBX Voice Routing Policy

Used by the Office 365 Hybrid Cloud PBX feature. Can be created in the UMP 365 management suite's System Configuration pages.
- Office365 Unified Messaging (UM) Policy
- User Pin reset



Note: Voice policies and Dial Plans are configured in Skype for Business' Control Panel.

■ Group Management

- CallPickupGroup ID

Allows users to pick up calls within the specified group. Refer to System Configuration > CallPickup Groups
- GroupingID

Allows restricting which contact groups a Skype for Business user can see. Refer to System Configuration > Grouping IDs

- Response Groups and Membership
 - ◆ Response Group
A response group defined within Skype for Business
 - ◆ sipUser
Appears when user is selected as a member of that response group
 - ◆ ServerPool
The server pool the response group runs on.



Note: Response Groups are configured in the Skype for Business Control Panel.

■ Call Forwarding

These settings are normally configured independently in each end users Skype for Business Client. The options are identical to those presented in the Skype for Business client.

- Turn off call forwarding:
A traditional PBX would describe this as “Call Forward No Answer”
- Ring for this many seconds before redirecting:
Add a delay before the call is redirected
- Unanswered calls will go to:
 - ◆ Voicemail:
Direct the call to Exchange UM Voicemail
 - ◆ Tel:
Direct the call to a specified number
 - ◆ User:
Direct the call to a specified user
- Turn on call forwarding:
A traditional PBX would describe this as “Call Forward All”
 - ◆ Forward calls to:
 - ✓ Voicemail:
Direct the call to Exchange UM Voicemail
 - ✓ Tel:
Direct the call to a specified number
 - ✓ User:
Direct the call to a specified user
- Simultaneous ring:
 - ◆ Tel:
Simultaneous ring this number
 - ◆ User Delegates:
Simultaneous ring for the users Delegated group
 - ◆ User Team-Call group:
Simultaneously ring for the users Team-Call group
 - ◆ Ring for this many seconds before redirecting
Add a delay before the call is redirected

- ◆ Unanswered calls will go to:
 - ✓ Voicemail:
Direct the call to Exchange UM Voicemail
 - ✓ Tel:
Direct the call to a specified number
 - ✓ User:
Direct the call to a specified user

■ IP Phones

- The IP Phones tab lists all AudioCodes IP phones registered for this particular user.

■ External Access Policy

Select an external access policy:

- Enable Federation Access:
Enable communications with Federated (other external enterprise) users
- Enable Public Cloud Access:
Enable IM communications with Windows Live, Yahoo and AOL users. (Requires special configuration and licensing)
- Enable Public Cloud Audio/Video Access:
Enable Voice communications with Windows Live, Yahoo and AOL users. (Requires special configuration and licensing)
- Enable Outside Access:
Enable communications with External users (from this enterprise, but outside company network)

■ Conferencing Policy

Select a Conferencing policy.

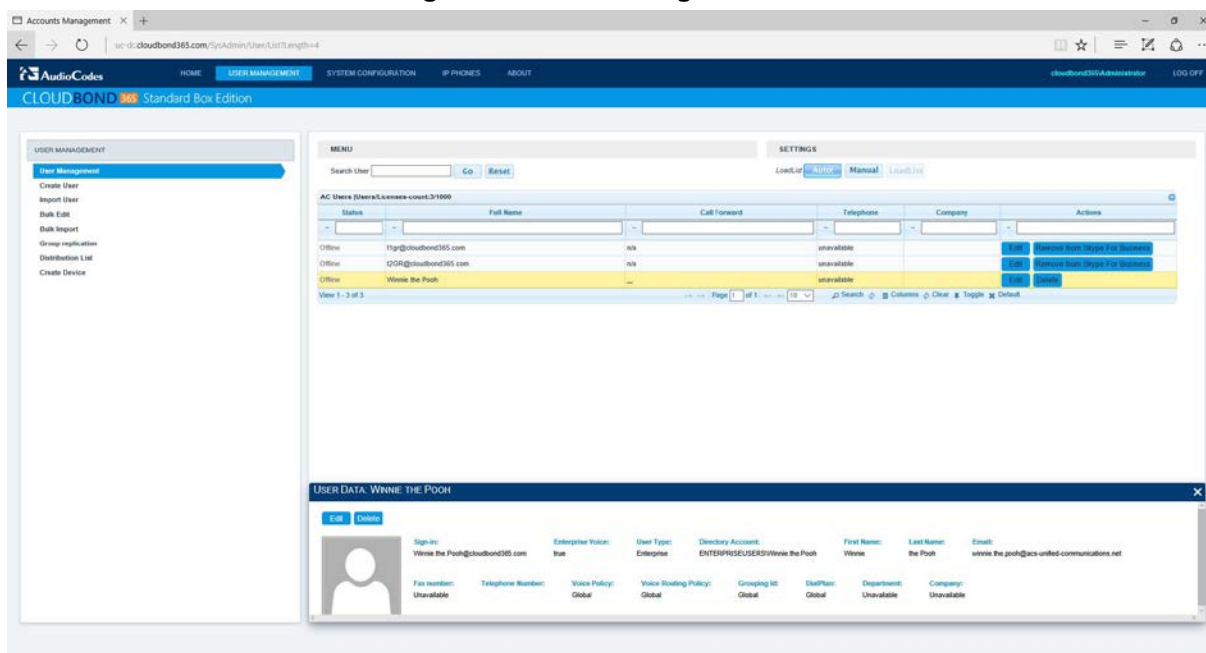


Note: External Access and Conferencing policies are defined in the Skype for Business Control Panel.

3.5 User Management

The User Management page lists all users currently defined within the UMP 365. From this list, you can select a user for editing, or to remove them from Skype for Business. You can also modify the Call Forwarding settings for Enterprise Voice users.

Figure 3-4: User Management List



On this User Management List:

- Enter a user to search for, then click **Go**.
- Enter data in the search boxes to filter the displayed list.
- Click a user to highlight for [Edit or Delete](#).
- Click in the Call Forward column to change [Call Forward Settings](#) for that user

Change the page viewing options:

- Set the list refresh method to 'Auto' or 'Manual' in the Settings area.
- Change the number of entries displayed per page.
- Move forward and backward through multiple pages.
- Change the columns displayed or reset to default view.

3.5.1 Call Forward Settings

When users are enabled for Enterprise Voice, a ... link in the Call Forward column may be selected to alter that users Call Forward and Simultaneous ring settings.

Figure 3-5: User list with Enterprise Voice call forwarding

| AC Users Users/Licenses-count:3/1000 | | |
|---------------------------------------|-----------------------|--------------|
| Status | Full Name | Call Forward |
| ~ | ~ | ~ |
| Offline | t1gr@cloudbond365.com | n/a |
| Offline | t2GR@cloudbond365.com | n/a |
| Offline | Winnie the Pooh | ... |
| View 1 - 3 of 3 | | |

The following show the various screens for entering call forwarding settings:

■ Simultaneous Ring

Figure 3-6: Setting a User for Simultaneous Ring

Winnie the Pooh's call forwarding settings

CALL FORWARDING SETTINGS

☐ Turn off call forwarding
☐ Forward calls to:
☒ Simultaneously ring:

☒ Tel:
☐ Users Delegates
☐ Users Team-Call Group

Ring for this many seconds before redirecting : 20

Unanswered call will go to:

☒ Tel:
☐ User:

Save Cancel

■ Call Forward (Call Forward All)

Figure 3-7: Setting a user for call forwarding

Winnie the Pooh's call forwarding settings

CALL FORWARDING SETTINGS

☐ Turn off call forwarding
☒ Forward calls to:

☒ Tel:
☐ User:

☐ Simultaneously ring:

Save Cancel

■ Turn off Call Forward (Call Forward No Answer)

Figure 3-8: Setting a user for No Answer

Winnie the Pooh's call forwarding settings

CALL FORWARDING SETTINGS

☒ Turn off call forwarding
 Ring for this many seconds before redirecting: 20

Unanswered call will go to:

☒ Tel:
☐ User:

☐ Turn on call forwarding
☐ Simultaneously ring:

Save Cancel

3.5.2 Editing an Individual User

When a user is selected, more details about that user are displayed at the bottom of the page, along with buttons to **Edit** or **Remove from Skype for Business**.

Figure 3-9: Selecting an Existing Skype for Business User for Modification

AudioCodes CloudBond Standard Box Edition

USER MANAGEMENT

Search User: Go Reset

| Status | Full Name | Call Forward | Telephone | Company | Actions |
|---------|----------------------|--------------|-------------|---------|---------------------------------------------------------------------|
| Offline | 11g@cloudbond365.com | no | unavailable | | Edit Remove from Skype for Business |
| Offline | QGR@cloudbond365.com | no | unavailable | | Edit Remove from Skype for Business |
| Offline | Winnie the Pooh | no | unavailable | | Edit Remove from Skype for Business |

View 1 - 3 of 3

USER DATA: WINNIE THE POOH

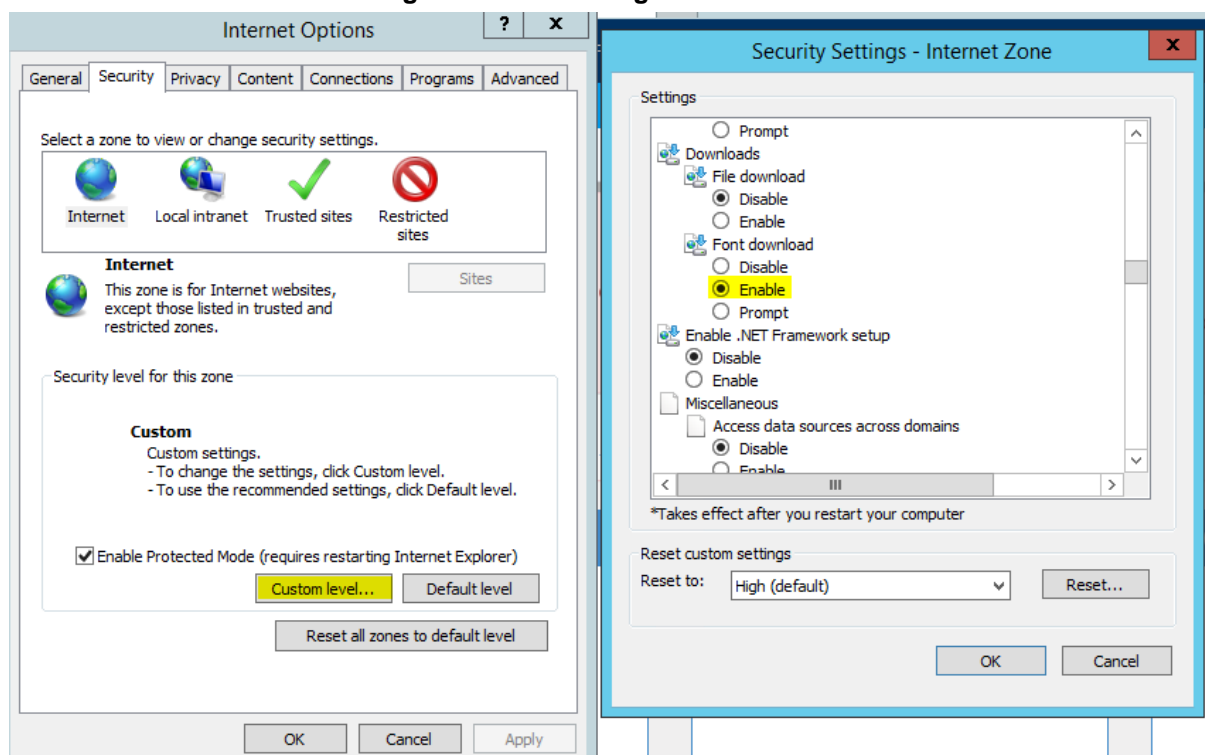
[Edit](#) [Delete](#)

Sign-In: Winnie the Pooh@cloudbond365.com Enterprise Status: true User Type: Enterprise Directory Account: ENTERPRISEUSERS\Winnie the Pooh First Name: Winnie Last Name: the Pooh Email: winnie.the.poo@acc-unified-communications.net

Fax number: Unavailable Telephone Number: Global Voice Policy: Global Voice Routing Policy: Global Grouping ID: Global DialPlan: Global Department: Unavailable Company: Unavailable



Note: If Edit is selected, the individual user details are displayed on a new page, and can be modified. The general Account Information is displayed on top of the screen. In the lower section of the page, you may select individual sub-tabs to modify Telephony (Enterprise Voice), Group Management, Call Forwarding, and Policies. You can also Reset the user's password if it was a locally created user.

Figure 3-10: Enabling Font Download


The Edit window as shown in Figure 3-9 is a floating window that might pop-up over the user-list if a full list is shown. Depending on the Internet security settings, the “X” character for closing the window might not be visible. To resolve this issue, please change the Internet security settings for the particular zone, by **enabling** the **Font download**, which is disabled by default on servers.

3.5.2.1 Editing an Individual User (Telephony Settings)

Within Telephony tab, you can choose between PC-to-PC (Skype for Business peer to peer calls), or Enterprise Voice (full PSTN access).

If Enterprise Voice is selected, then you may select a Voice Policy and Dial Plan from those already defined within Skype for Business. Details of the selected Voice Policy will be displayed.

If Enterprise Voice is selected, you must also allocate a Line URI in E.164 format. i.e., Tel:+xxxxx.

You can set/reset the user PIN using the “User PIN Set/Reset” field.

For users with Office 365 Unified Communication, you can enable/disable their Voicemail using the “Office365 Exchange UMPolicy” check box.

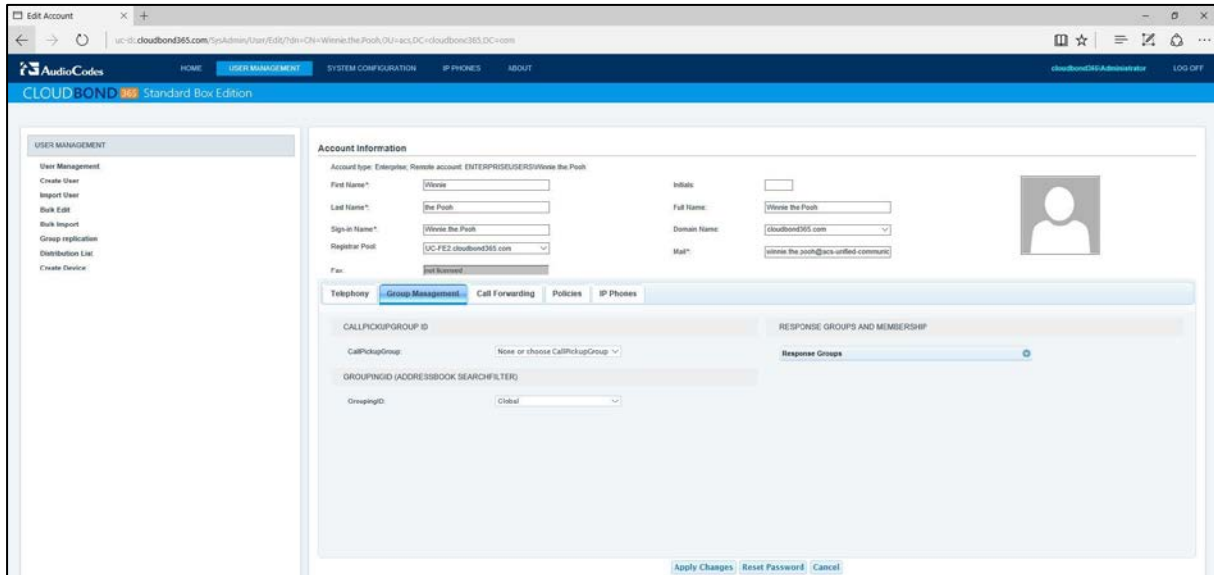
Figure 3-11: Editing an Individual User (Telephony)

The screenshot displays the 'AudioCodes' SysAdmin Utility interface for 'CloudBOND 365 Standard Box Edition'. The left sidebar under 'USER MANAGEMENT' includes links for 'User Management', 'Create User', 'Import User', 'Bulk Edit', 'Bulk Import', 'Group Replication', 'Distribution List', and 'Create Device'. The main content area has tabs for 'Telephony', 'Group Management', 'Call Forwarding', 'Policies', and 'IP Phones'. The 'Telephony' tab is selected, showing the 'Account Information' section with fields for First Name (Walter), Last Name (van Schaik), Sign-in Name (walter.vanschalk), Registrar Pool (UC-FE.cloudbond365.com), Fax (not connected), Initials, Full Name (Walter van Schaik), Domain Name (cloudbond365.com), and Mail (walter.vanschalk@cloudbond365.com). Below this, the 'Telephony' section has radio buttons for 'PC to PC' and 'Enterprise Voice' (selected). It includes a 'Voice Policy' dropdown (set to 'Auto-etc'), a checked 'Office365 Exchange UMPolicy' checkbox, a 'Features' section with checkboxes for 'Enable call Forward', 'Enable Delegation', 'Enable Call Transfer', 'Enable team call', 'Enable call park', and 'Enable simultaneous ringing of phones' (all checked), a 'Dial Plan' dropdown (set to 'Auto-etc'), and a 'Description' field. At the bottom, there is a 'Line URI' field (set to 'tel:+3135461212'), a 'Check Number' button, a 'User PIN Set/Reset' field, and a '(Re)Set UserPin' button.

3.5.2.2 Editing an Individual User (Group Management)

The Group Management tab allows you to allocate a user to existing CallPickup Groups, GroupingIDs, and Response Groups defined within Skype for Business. For example, if you already have a Sales group defined, you can tick the appropriate selection box, and add the user to the group, without needing to use the Skype for Business control panel.

Figure 3-12: Editing an Individual User (Groups Management)



The CallPickupGroup allows you to select from groups already defined on the System Configuration → CallPickup Groups page. Callers within a pickup group can pick up a call which is ringing on another user's extension within the group.

The GroupingID allows you to select from a User Group already defined on the System Configuration → Grouping IDs page. Users within a GroupID are restricted to search results within that group when locating contacts using the Skype for Business client.

3.5.2.3 Editing an Individual User (Call Forwarding)

The Call forwarding tab allows you to set or change the call forwarding options for a user. Similar functionality is available from the User Management list by clicking the ... link in the Call Forwarding column.

Typically a Skype for Business User would set their own call forwarding option from their Skype for Business Client. However, there are frequent times when a user cannot perform this task themselves, so the facility has been added to the SysAdmin web pages.

Figure 3-13: Editing an Individual User (Call Forwarding)

The screenshot shows the 'Edit Account' page in the CloudBond365 SysAdmin Utility. The page is titled 'Edit Account' and shows the user 'Winne the Pooh'. The 'Call Forwarding' tab is selected, displaying the following settings:

- Account type: Enterprise; Remote account: ENTERPRISEUSER\$Winne the Pooh
- First Name*: Winne
- Last Name*: the Pooh
- Sign-in Name*: Winne the Pooh
- Register Pool: UC-FE2-cloudbond365.com
- Full Name: Winne the Pooh
- Domain Name: cloudbond365.com
- Mail*: winne.the.poo@ucs.unified-communications.com
- Phone Number: 908.888.8888

The 'Call Forwarding' settings are as follows:

- Turn off call forwarding: ☒ (selected)
- Ring for this many seconds before redirecting: 20
- Unanswered call will go to:
 - Tel:
 - User:
- Turn on call forwarding: ☐ (unselected)
- Simultaneously ring: ☐ (unselected)

At the bottom of the page, there are three buttons: 'Apply Changes', 'Reset Password', and 'Cancel'.

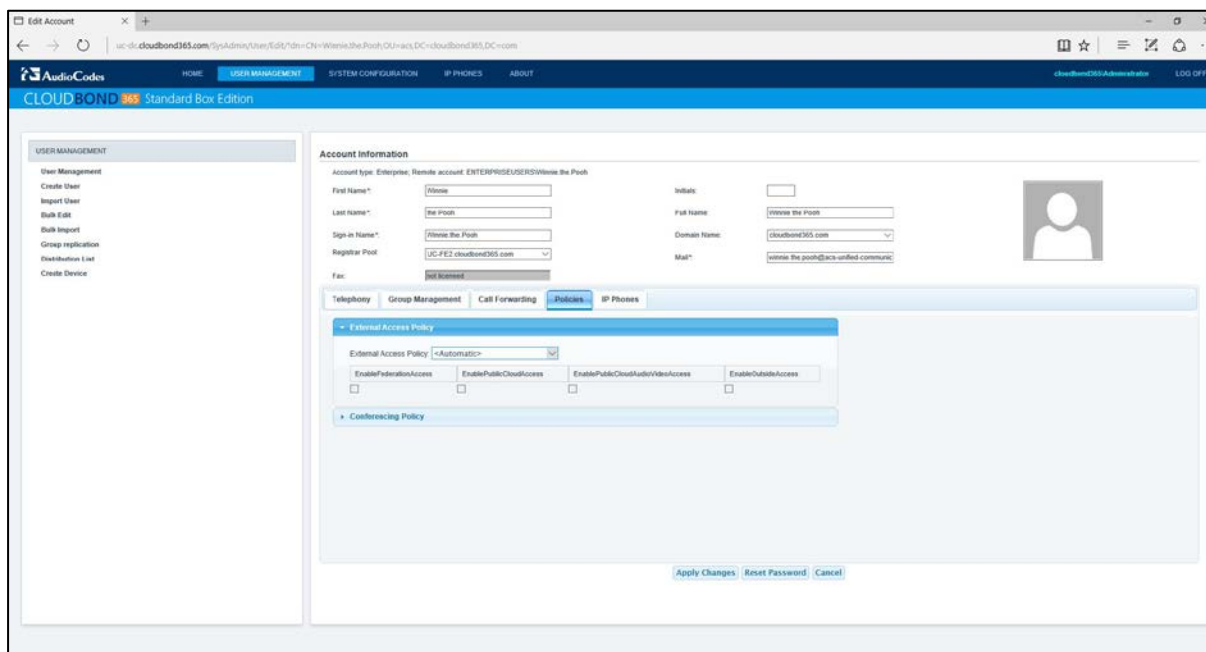
After completing any changes to the Users settings, click **Apply Changes** or **Cancel**.

3.5.2.4 Editing an Individual User (Policies)

The **Policies** tab allows you to determine which existing Skype for Business policies cover this user's External access and Conferencing features.

These External Access and Conferencing policies are defined in the Skype for Business Control Panel.

Figure 3-14: Editing an Individual User (Policies)



The screenshot shows the AudioCodes CloudBOND 365 Standard Box Edition web interface. The top navigation bar includes 'HOME', 'USER MANAGEMENT', 'SYSTEM CONFIGURATION', 'IP PHONES', and 'ABOUT'. The left sidebar under 'USER MANAGEMENT' lists options: 'Create User', 'Import User', 'Bulk Edit', 'Bulk Import', 'Group replication', 'Distribution List', and 'Create Device'. The main content area is titled 'Account Information' and shows details for an 'Enterprise' account. The 'Policies' tab is selected, displaying the 'External Access Policy' and 'Conferencing Policy' sections. The 'External Access Policy' section includes a dropdown for 'External Access Policy' set to 'Automatic', and four checkboxes for 'EnableFederationAccess', 'EnablePublicCloudAccess', 'EnablePublicCloudAudio/VideoAccess', and 'EnableOutsideAccess'. The 'Conferencing Policy' section is currently collapsed. At the bottom right, there are buttons for 'Apply Changes', 'Reset Password', and 'Cancel'.

Once you have completed any changes to the Users settings, click **Apply Changes** or **Cancel**.

3.5.2.5 Individual User IP Phone Settings

The IP Phone tab allows you to see the AudioCodes IP Phone settings registered for the specific user such phone model, MAC address, firmware version, status and more.

This is very useful for remote management and troubleshooting when needed.

Figure 3-15: IP Phone User Settings

The screenshot displays the 'IP PHONES' tab in the Labcloud365 Administrator interface. The top navigation bar includes 'MENU', 'SYSTEM CONFIGURATION', 'IP PHONES', and 'ABOUT'. The user is logged in as 'Labcloud365/Administrator'.

Account Information

Account type: CloudBox

First Name*: user0 Initials:

Last Name*: test0 Full Name: user0 test0

Sign-in Name*: user0 Domain Name: Labcloud365.com

Registrar Pool: UC-FE Labcloud365.com Mail*: user0@Labcloud365.com

Fax: not licensed

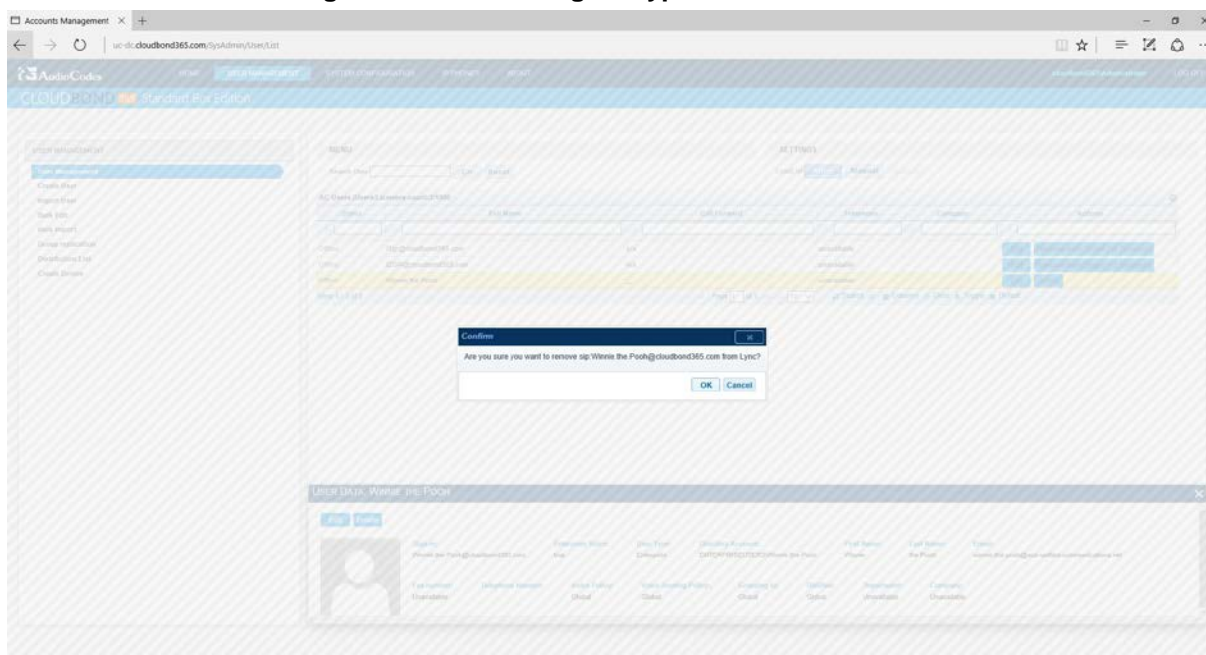
IP Phones

| IP | User | MAC | STATUS | User Id | Model | FW_VERSION | Report time | User Agent | Sip Proxy |
|-----------|----------------|-------------|------------|-----------------------|-------|-------------|------------------------|-----------------------------------------------|-----------------|
| 10.7.2.19 | user0 test0 | 0080B84353c | registered | user0@labcloud365.com | 420HD | UC_2.0.9.65 | 2015-12-15 11:03:59 | AUDC-IPPhone- 420HD_UC_2.0.9.65/1.0.0000.0 | labcloud365.com |

Buttons: Apply Changes, Reset Password, Cancel

3.5.3 Deleting an Individual User

Figure 3-16: Removing a Skype for Business user

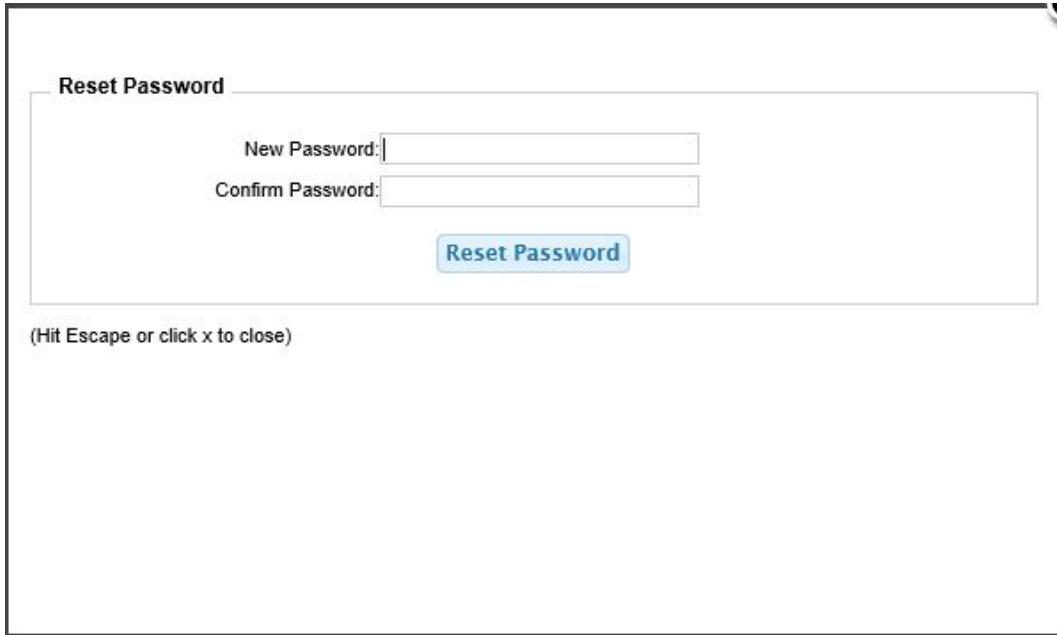


If you remove a user from Skype for Business, a popup confirmation box is displayed. Click **Yes** to confirm removal, or **No** to cancel. Removing a user from Skype for Business does not remove them from the Enterprise Active Directory.

3.5.4 Resetting a Local User Password

When editing an individual Local user, it is possible to reset their password. The **reset password** button at the bottom of the page allows entry of a new password.

Figure 3-17: Resetting a Local User Password



Reset Password

New Password:

Confirm Password:

Reset Password

(Hit Escape or click x to close)



Note: Resetting passwords is possible for Local CloudBond 365 users only.



Note: The password selected must comply with the domain password complexity group policy. Failure to meet the complexity requirements will result in an error.

3.6 Create User (Local user)

Selecting **Create User** allows you to enter details for a user not in the Enterprise Active Directory. This allows you to create temporary accounts, accounts for visitors and contractor who do not need network privileges, or even accounts for external parties. These users are Local to the CloudBond 365 domain only.

The Create User page has several sub tabs for different attributes of the CloudBond 365 user, e.g., Telephony, Response Group, Call Pickup, Call Forwarding, User Permissions, and Policies. An account is created for these users within the CloudBond 365 Active Directory, but not within the Enterprise Active Directory.

To create an account for an Enterprise Active Directory user, use the Import user pages. Enter details for the user, and then click **Create User** at the bottom of the page.



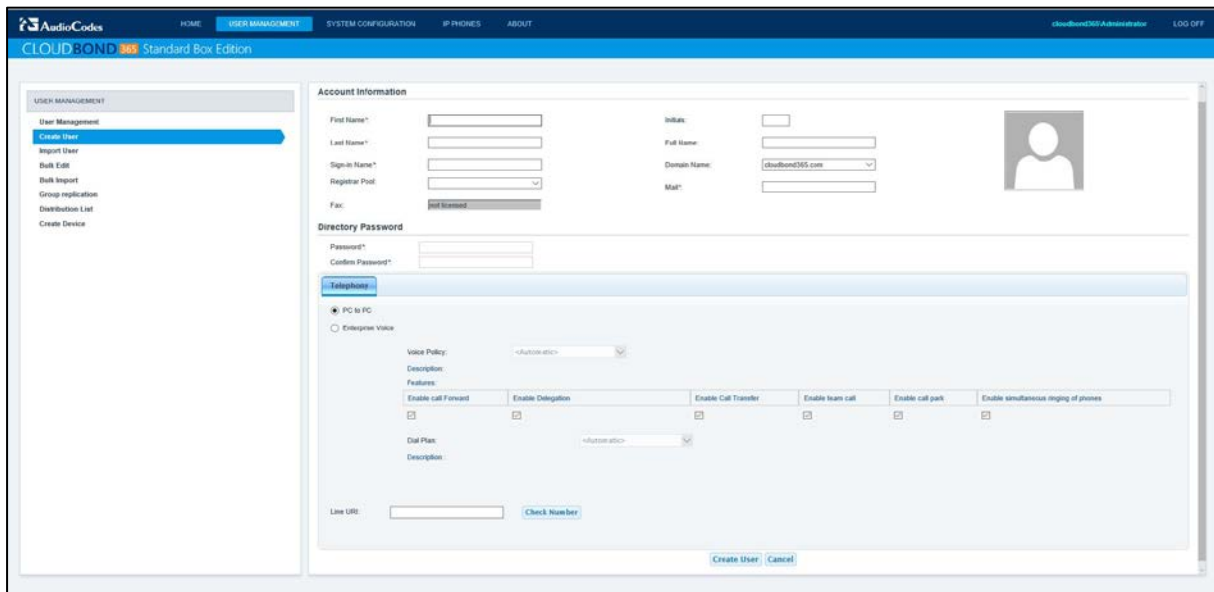
Note: Sign-in Name, Mail, and passwords are mandatory fields.



Note: Some fields (e.g., the Registrar pool, PSTN Gateway and (Sip-)domain information) are stored in a Web cache, which is refreshed every few minutes. This means that some recent changes in the Skype for Business or Active Directory backend environment are not directly visible within the administration pages, but will automatically show up after a maximum of 10 minutes. If immediate access is required, an IISRESET needs to be performed on the CloudBond 365 management server hosting the administration Web pages.

3.6.1 Create User (Telephony)

Figure 3-18: Create a User (Telephony)



See Section 3.5.2 on page 21 for more details.



Note: The password selected must comply with the domain password complexity group policy. Failure to meet the complexity requirements will result in an error.

3.7 Import User

The Import User page allows Active Directory users from the Enterprise Domain to be imported into the CloudBond 365 Domain and configured for use within Skype for Business. Use the Remote Domain and Search User fields to locate an Enterprise User, then click corresponding **Import** action link to import the user to CloudBond 365.

Figure 3-19: Import User: Select Source Domain

Figure 3-20: List of Enterprise Users to Import

| Username | First Name | Last Name | Full Name | Mail |
|--------------|------------|-----------|--------------|----------------------------|
| Mikael Mörse | Mikael | Mörse | Mikael Mörse | morse.mikael@acs-voipd.com |
| Mikael Mörse | Mikael | Mörse | Mikael Mörse | morse.mikael@acs-voipd.com |

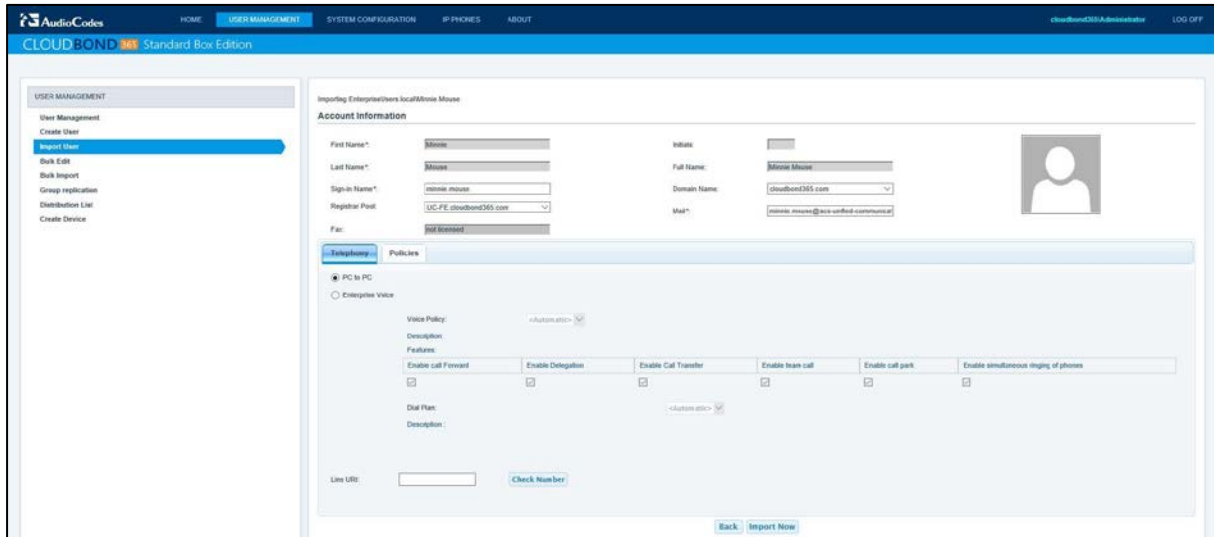


Note: The mail attribute is required for User Import. If it is not set in the user Active Directory, it can temporarily be added on the User Import page, to be able to continue the import. However, once the ACSUserReplication scheduled task runs, it overwrites the CloudBond Active Directory mail attribute again with the empty entry from the user forest. This causes the Skype for Business client's inability to contact the Exchange Web Service (EWS) for features like Calendar Integration and Conversation History. This implies that for a full-featured client experience, the mail attribute should be populated after import as well, within the user Active Director environment.



Note: Some fields (like the Registrarpool, PSTN Gateway and (Sip-)domain information for example) are stored in a web cache, which will be refreshed only every few minutes. This means that some recent changes in the Skype for Business or Active Directory backend environment are not directly visible within the administration pages, but will automatically show up after maximum 10 minutes. If immediate access is required, an IISRESET needs to be performed on the CloudBond 365 management server hosting the administration web pages.

An individual User Import page will appear with settings for this user. Modify the individual settings to meet requirements, then click **Import Now** to add the user to CloudBond 365, or **Back** to cancel the import. Individual user settings are discussed in Section 3.5.2 on page 21.

Figure 3-21: Import an Individual User


The screenshot shows the 'Import User' form in the AudioCodes CloudBond Standard Box Edition User Management interface. The form is titled 'Importing EnterpriseUsers localMouse Mouse'. It contains several fields for user information, including First Name, Last Name, Sign-in Name, Register Post, and Fax. There are also dropdown menus for Domain Name and a checkbox for 'PC to PC'. The form includes a 'Check Number' button and a 'Back' button. The interface is in English and shows the user 'Mouse' being imported.

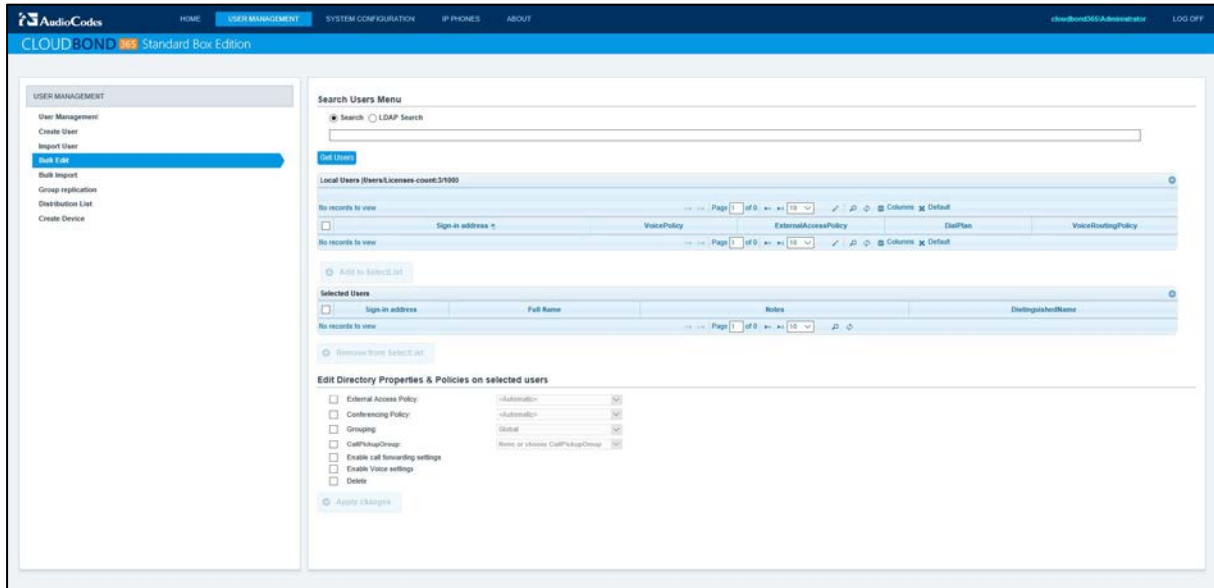


Note: Remember to change the **Domain Name** field if appropriate. This field is used for sign in on Skype for Business clients, and usually matches the customer external domain.

3.8 Bulk Edit

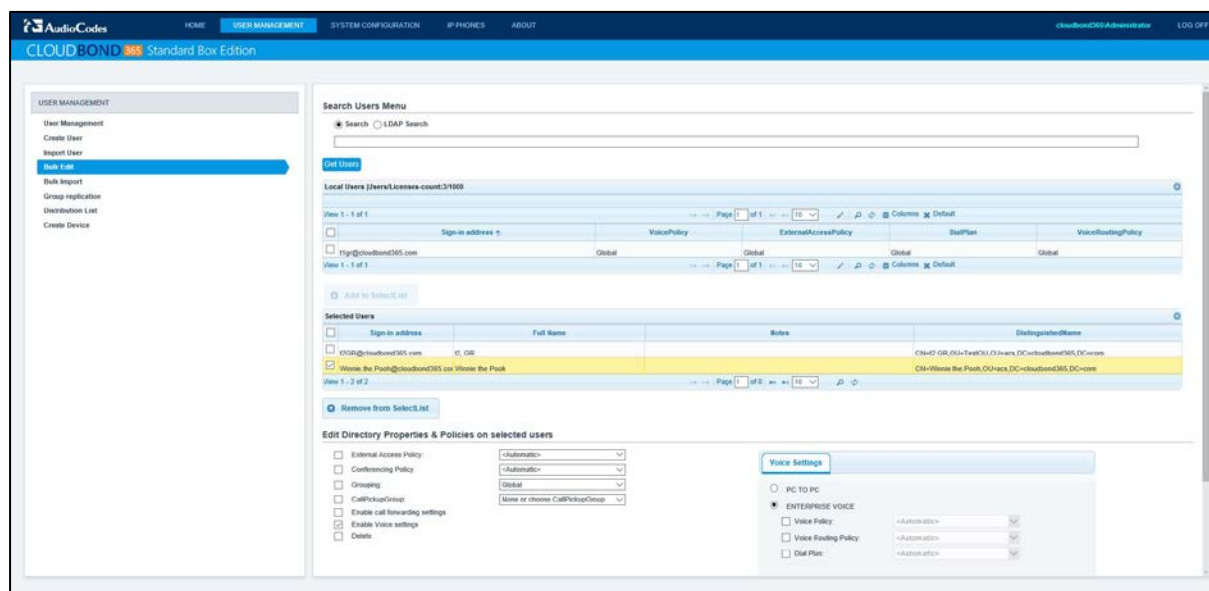
The Bulk Edit page allows you to make changes to multiple Skype for Business users, or even delete multiple users.

Figure 3-22: Bulk Edit

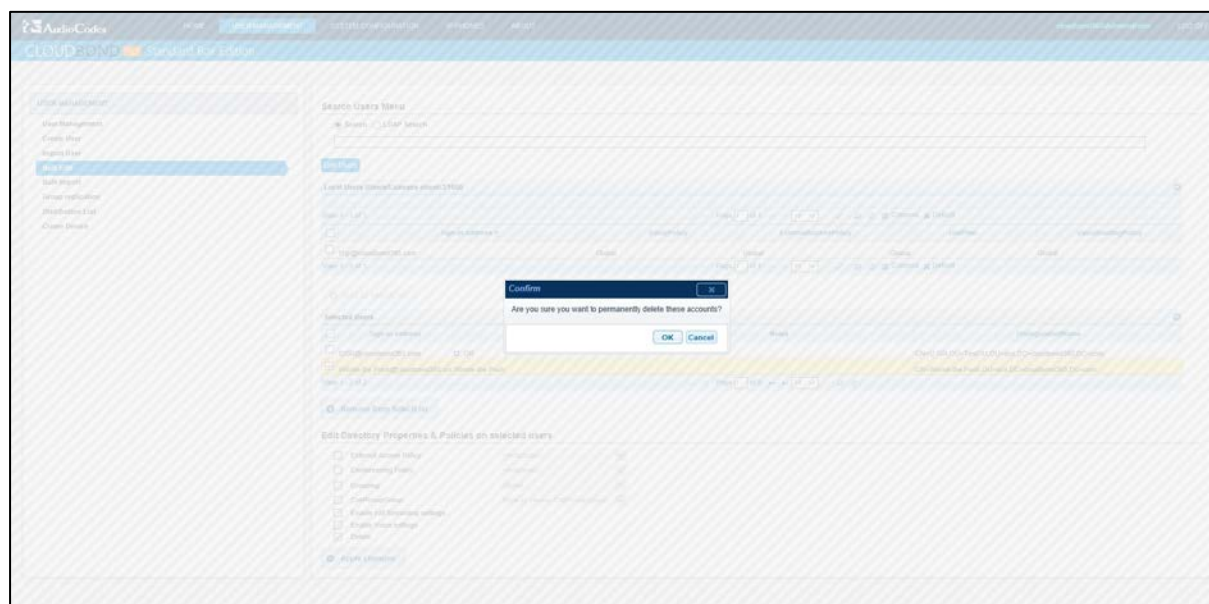


➤ **To make bulk edits:**

1. Enter any search criteria if required.
2. Click **Get Users**.
3. The Local UMP 365 Users list will be populated from users already in CloudBond 365.
4. Tick the desired users and click **Add to Select List**.
5. The Selected Users list will be populated. You may unselect users if desired.
6. Make any desired changes to the Directory Properties & Policies.
7. Click **Apply Changes**.

Figure 3-23: Bulk Edit Selected Users


8. If you select **Delete**, the following confirmation will be displayed

Figure 3-24: Bulk Delete


3.9 Bulk Import

Bulk import allows multiple user accounts to be imported from the Enterprise Active Directory in one action. The common Skype for Business properties for all imported users can be set.



Note: It is not possible to Bulk Import users from the Enterprise Domain unless they already have an email address assigned. Email address is a mandatory field for CloudBond 365, and the bulk import utility will not allow setting of individual user values.



Note: Some fields (e.g., the Registrar pool, PSTN Gateway and (Sip-)domain information) are stored in a Web cache, which is refreshed every few minutes. This means that some recent changes in the Skype for Business or Active Directory backend environment are not directly visible within the administration pages, but will automatically show up after a maximum of 10 minutes. If immediate access is required, an IISRESET needs to be performed on the CloudBond 365 management server hosting the administration Web pages.

Figure 3-25: Bulk Import of Selected Users

The screenshot displays the CloudBond 365 administration web interface. On the left, the 'USER MANAGEMENT' sidebar has 'Bulk Import' selected. The main area shows a 'Search Users Menu' with a search bar and a dropdown for 'Enterprise domain: EnterpriseUsers.local'. Below this are two tables. The first table, 'Enterprise Domain Users (Users/Licenses count: 3/1000)', lists users like 'Administrator' and 'cloudbond365'. The second table, 'To Be Imported Enterprise Domain Users', lists users like 'Daisy Duck', 'Minnie Mouse', and 'Mickey Mouse'. At the bottom, there are sections for 'DIRECTORY PROPERTIES & POLICIES' (with settings like Email Account, Registrar Pool, etc.) and 'TELEPHONY SETTINGS' (with settings like PC to PC, Enterprise Voice, etc.).

➤ **To perform a bulk import:**

1. Select an Enterprise domain.
2. Apply search criteria if required.
3. Click **Get Users**.
4. In the Enterprise Domain Users list, tick those users to be imported, and click **Select Users**. The selected users will be moved to the **To Be Imported** list. (You can unselect users from this list).
5. Set any Directory Properties and Telephony Settings for these users. N.B. You cannot set individual setting for users here, such as Line URI. Line URI must be unique per user.

6. Click **Import** at the bottom of the page.



Note: The UserId field may or may not match the email prefix, depending upon the corporate standards employed. The Directory Properties and Policies allow you to combine the appropriate prefix with the selected domain suffix, to determine the Skype for Business SIP address / sign-in address.

The **To Be Imported** list will be updated with the results of the import.

Figure 3-26: Results of bulk import

| To Be Imported Enterprise Domain Users | | | |
|----------------------------------------|--------------|--------------|---------------------------------------------|
| <input checked="" type="checkbox"/> | UserId | Full Name | Mail |
| <input checked="" type="checkbox"/> | Daisy Duck | Daisy Duck | daisy.duck@acs-unified-communications.net |
| <input checked="" type="checkbox"/> | Minnie Mouse | Minnie Mouse | minnie.mouse@acs-unified-communications.net |
| <input checked="" type="checkbox"/> | mickey mouse | Mickey Mouse | mickey.mouse@acs-unified-communications.net |
| View 1 - 3 of 3 | | | |

3.10 Group Replication

Group replication allows automated management of users from the Enterprise Active Directory to Skype for Business. Any users who are members of the specified Enterprise AD security groups will be automatically imported as Skype for Business users.

This will allow the Enterprise domain admin to import users into Skype for Business, simply by adding the users to the security group within the Enterprise AD.



Note: The group replication feature supports nested security groups, where users belonging to a specific group which is a group that is a member of the replicated security group, will also be automatically administered.

The groups will be assigned templates. A scheduled task will apply the policies according to these templates. The list is read top-down so if a user is a member of multiple security groups, the policies from the lowermost group will be applied and will overwrite any policies that would have been assigned by a group above.



Note: Group replication takes place as a scheduled task. An administrator can alter the frequency of replication by changing the Scheduled Task.



Warning: The Group replication scheduled task should only run on one Management server in a multi-server environment. If multiple Management servers are installed for redundancy, the scheduled tasks on the redundant servers should be disabled and only enabled if the Primary server fails to prevent Stale objects from being created in the Active Directory.



Note: Users imported through import or bulk import will not be part of group replication, even if they are added at a later stage to the user active directory forest.

➤ To enable Group Replication:



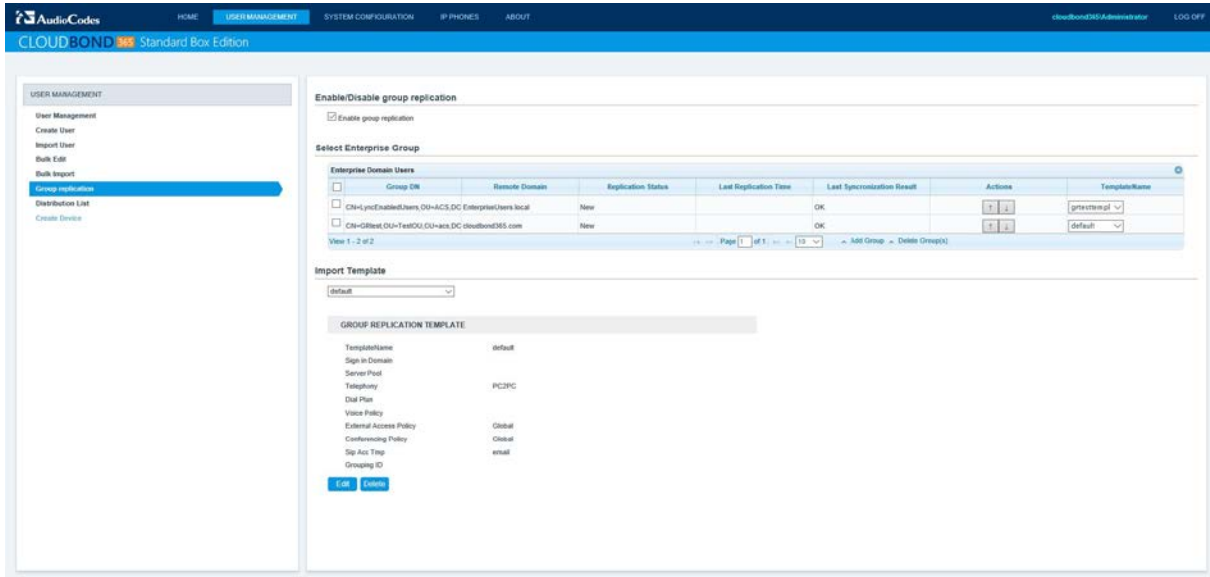
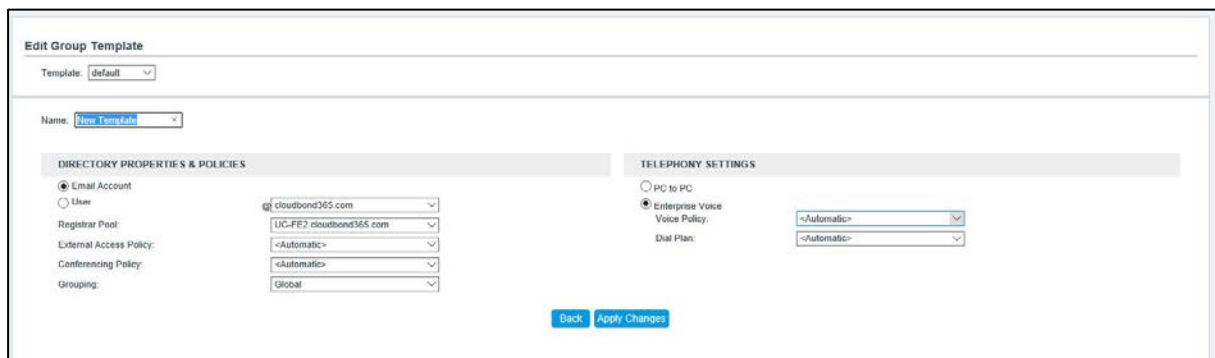
1. Have the Enterprise Domain Administrator create one or more universal security groups, and add Enterprise domain users to those groups.
 - In the SysAdmin Group Replication page, tick **Enable Group Replication**
 - Click the **Add Group** link  to add a new group to the list
2. Select an Enterprise Domain and Enterprise Group from the drop down lists to add to the Select Enterprise Group list.
3. Add further security groups if required.
4. Ensure the check box of the required groups is selected.
5. Select a template to use for Importing Users.
6. Reorder the groups as required using the up and down arrow buttons .

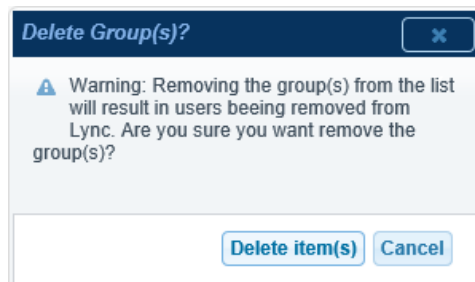
Figure 3-27: Group Replication page


➤ **To add additional templates:**

1. In the template section, click the **Edit** button; the page in which templates can be added or changed opens.
2. From the dropdown, select the template whose policies can be changed.
3. To save the changes as a new template, change the content of the 'Name' field and click **Apply changes**.
4. Click the **Back** button to return to the group replication page. Changes on the group replication page are saved instantaneously and will not require a Save action.

Figure 3-28: Add a New Template File


5. You can remove a security group from replication by selecting it and then Clicking **Delete Group(s)**.

Figure 3-29: Deleting a Security Group from Group Replication




Warning: Removing a security group from Group Replication will also remove the corresponding users from Skype for Business.



Warning: If you remove a user from a security group in the customer forest, this user will be automatically removed from Skype for Business if the following entry is added to the <appSettings> section in the

C:\acs\AcsGroupReplication\AcsGroupReplication.exe.config file:

```
<add key="DeleteEnabled" value="True" />.
```

The default System Settings is to not delete the user.

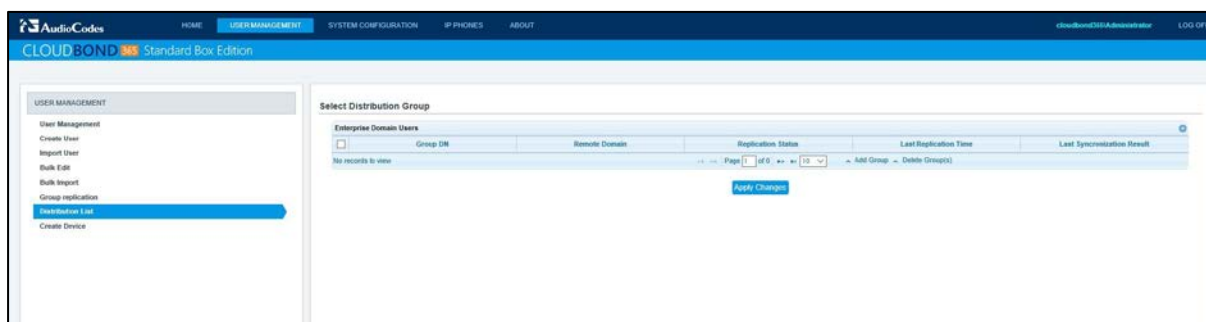
This implies that the Buddy List and Skype for Business Scheduled Meetings will be deleted for these users as well. Consequently if such a user was deleted by mistake and then later re-added to the security group, the Buddy List and previously scheduled meetings will also be removed.

3.11 Distribution List

The distribution list option replicates mail enabled distribution groups from the Enterprise AD. A mail enabled group can then be searched for in the Skype for Business client and added to the buddy list. The buddy list shows the members of the group. This way it is easy to pre-populate buddy lists.

Adding and deleting Distribution Lists is performed identically to that for Group Replication (see the previous section).

Figure 3-30: Distribution List



3.12 Create Device

The Create Device option allows the creation of Analog Devices or Common Area Phones in the Skype for Business environment, without the need to use the Skype for Business Server Management Shell, or manually create AD contact objects.

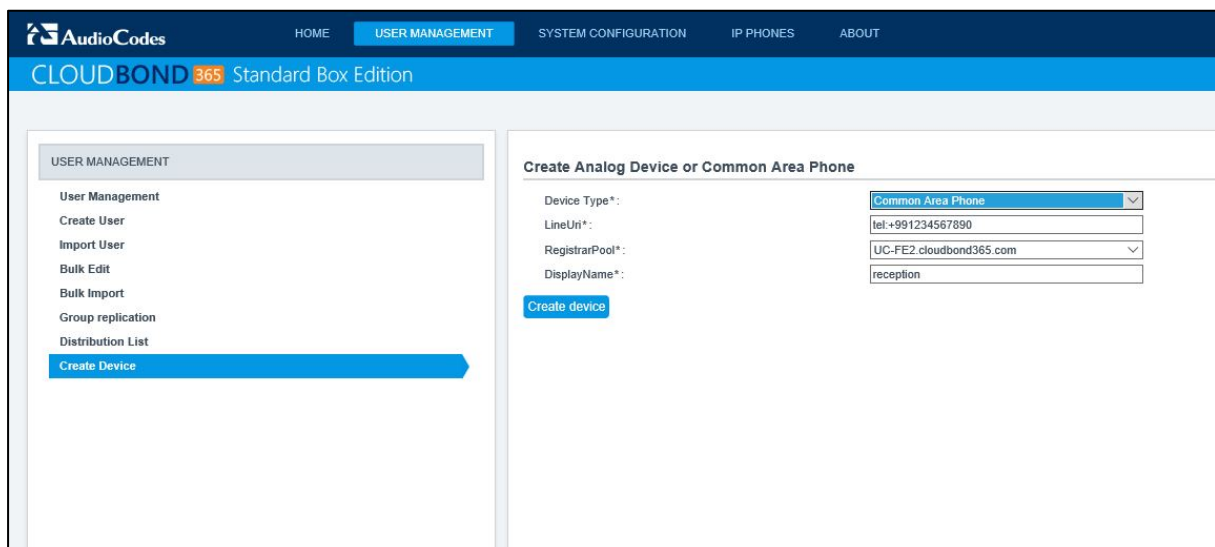
Common Area Phones are objects within Skype for Business that represents physical handsets. These devices are typically not associated with an individual user.

Analog Devices are objects within Skype for Business that represent analog devices connected to Skype for Business through a media gateway. These objects include analog handsets, fax machines etc.



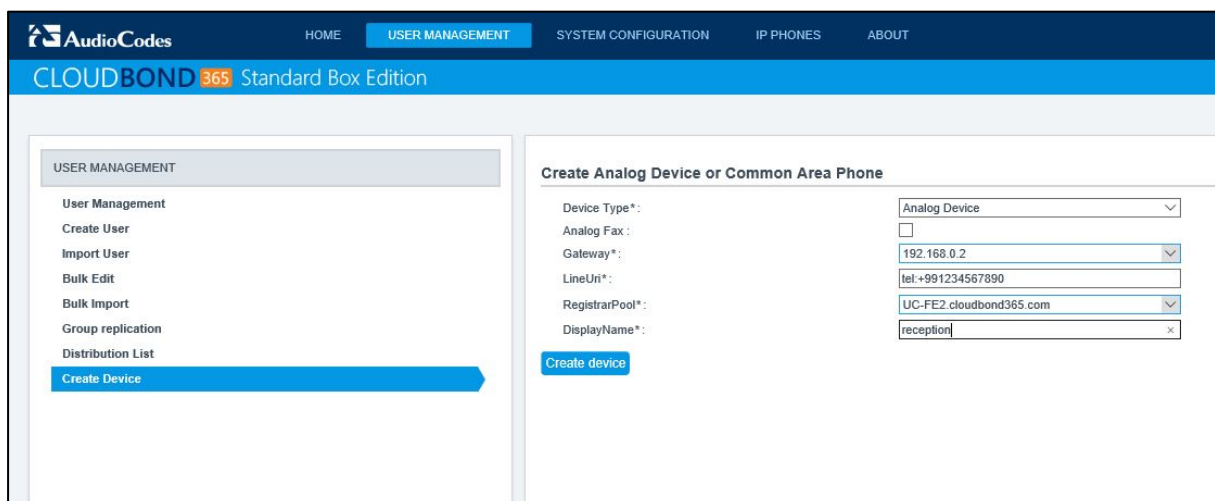
Note: Some fields (like the RegistrarPool, PSTN Gateway and (Sip-)domain information for example) are stored in a web cache, which will be refreshed only every few minutes. This means that some recent changes in the Skype for Business or Active Directory backend environment are not directly visible within the administration pages, but will automatically show up after maximum 10 minutes. If immediate access is required, an IISRESET needs to be performed on the CloudBond 365 management server hosting the administration Web pages.

Figure 3-31: Creating Common Area Phone



The screenshot shows the AudioCodes CloudBond 365 administration interface. The top navigation bar includes 'HOME', 'USER MANAGEMENT', 'SYSTEM CONFIGURATION', 'IP PHONES', and 'ABOUT'. The main header is 'CLOUDBOND 365 Standard Box Edition'. On the left, a sidebar under 'USER MANAGEMENT' lists options: 'User Management', 'Create User', 'Import User', 'Bulk Edit', 'Bulk Import', 'Group replication', 'Distribution List', and 'Create Device' (highlighted in blue). The main content area is titled 'Create Analog Device or Common Area Phone'. It contains the following fields: 'Device Type*' (dropdown menu set to 'Common Area Phone'), 'LineUri*' (text box with 'tel:+991234567890'), 'RegistrarPool*' (dropdown menu set to 'UC-FE2.cloudbond365.com'), and 'DisplayName*' (text box with 'reception'). A blue 'Create device' button is located below the fields.

Figure 3-32: Creating Analog Device



The screenshot shows the AudioCodes CloudBond 365 administration interface. The top navigation bar includes 'HOME', 'USER MANAGEMENT', 'SYSTEM CONFIGURATION', 'IP PHONES', and 'ABOUT'. The main header is 'CLOUDBOND 365 Standard Box Edition'. On the left, a sidebar under 'USER MANAGEMENT' lists options: 'User Management', 'Create User', 'Import User', 'Bulk Edit', 'Bulk Import', 'Group replication', 'Distribution List', and 'Create Device' (highlighted in blue). The main content area is titled 'Create Analog Device or Common Area Phone'. It contains the following fields: 'Device Type*' (dropdown menu set to 'Analog Device'), 'Analog Fax*' (checkbox), 'Gateway*' (dropdown menu set to '192.168.0.2'), 'LineUri*' (text box with 'tel:+991234567890'), 'RegistrarPool*' (dropdown menu set to 'UC-FE2.cloudbond365.com'), and 'DisplayName*' (text box with 'reception'). A blue 'Create device' button is located below the fields.

4 System Configuration

The UMP 365 Utility contains several System Configuration pages which provide a large amount of information about the current state of the CloudBond 365 Skype for Business Appliance. These information pages are very useful for determining the configuration of CloudBond 365, as well as diagnosing any faults.

Some of the System configuration pages also contain settings which can be updated.

4.1 System Configuration

The System Configuration page contains general information about the CloudBond 365 Skype for Business Appliance and uptime. It also allows settings for the Self Service password reset page to be configured.

Figure 4-1: System Configuration page

The screenshot shows the 'SYSTEM CONFIGURATION' page of the CloudBond 365 Standard Box Edition. The page is divided into a sidebar and a main content area. The sidebar contains a 'SYSTEM CONFIGURATION' section with a 'System Configuration' link highlighted. Below this are links for 'Server Management', 'Grouping IDs', 'Call Pickup Groups', 'Office 365 Configuration', 'Office365 Unified Messaging & CloudPBX Policies', 'Music on Hold', 'User Authorization', and 'Licensing Info'. The 'Skype' Control Panel is also visible with dropdowns for 'Select a Webserver' and 'Select a PSTNGateway'. The main content area is titled 'ActiveDirectory' and shows 'DC in use: UC-MGR.cloudbond365.com'. Below this is a table with columns 'DOMAIN CONTROLLER NAME', 'COMPUTER TIME (GMT)', and 'IP ADDRESS'. The table lists two domain controllers: 'UC-MGR.cloudbond365.com' and 'AC-DC.cloudbond365.com'. Below the table are sections for 'Self Service' and 'Email Settings'. The 'Self Service' section includes 'Enable Password Reset' (checked), 'Max number of attempts' (3), and 'Rows per page' (10). The 'Email Settings' section includes 'Send notification emails from:', 'Send mail for admin requests to:', 'Use this smtp server to route messages:' (with a default IP of 192.168.100.5), and 'SMTP Port:' (25). An 'Apply' button is at the bottom.

| DOMAIN CONTROLLER NAME | COMPUTER TIME (GMT) | IP ADDRESS |
|-------------------------|---------------------|----------------------------|
| UC-MGR.cloudbond365.com | 06/02/2016 20:08:20 | fe80::a5:434b:4ccd:c444%19 |
| AC-DC.cloudbond365.com | 06/02/2016 20:08:20 | 10.0.0.50 |

4.2 Self Service

The UMP 365 contains a Self Service password reset feature for CloudBond 365 users.



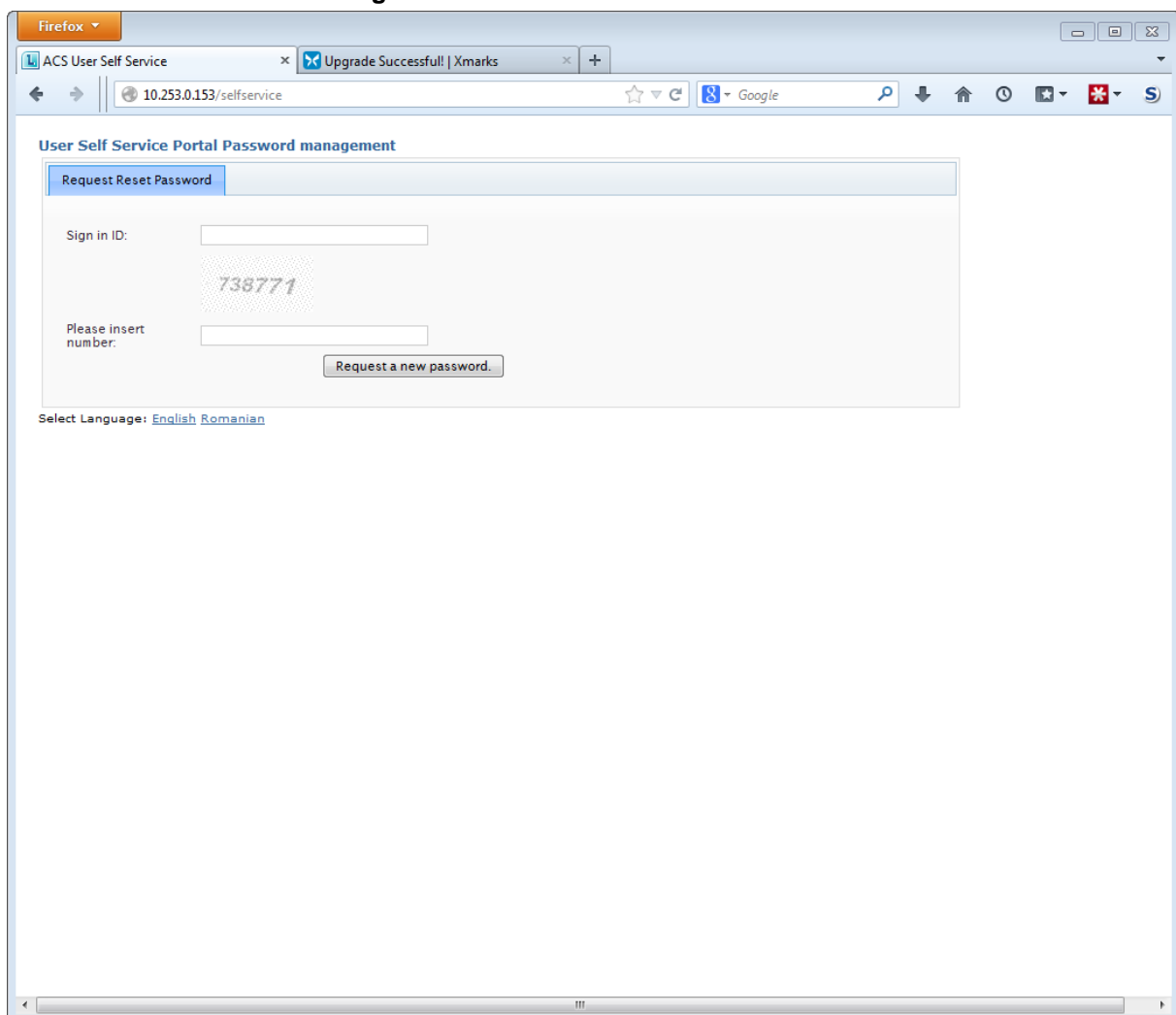
Note: This feature is intended for CloudBond 365 when deployed in Standalone mode, or for use of Local CloudBond 365 users. Users imported or replicated from the customer domain via forest trust should not use this feature.



Note: For this feature to work, it must be enabled as described on the previous page, and also have the Email configuration completed, as described in the following section.

This web page will generate an email with password reset instructions.

Figure 4-2: Self Service Password Reset



Firefox

ACS User Self Service Upgrade Successful! | Xmarks

10.253.0.153/selfservice

User Self Service Portal Password management

Request Reset Password

Sign in ID:

738771

Please insert number:

Request a new password...

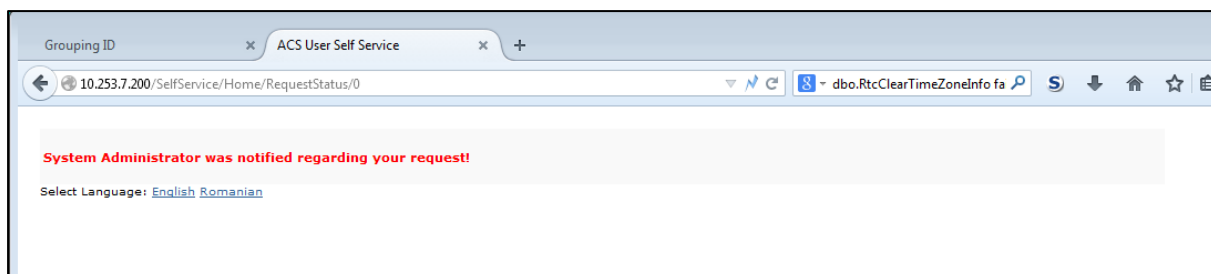
Select Language: [English](#) [Romanian](#)

The Self Service password reset page can be accessed by Skype for Business users. The Web URL is `http://<CloudBond 365 Controller>.<CloudBond 365 FQDN>/Selfservice` e.g., `http://uc-dc.ac-onebox.com/SelfService` or `http://192.168.0.100/SelfService`



Note: To make this feature more useful, make the Self Service page available to external users via a Reverse Proxy.

Figure 4-3: Self Service Password Request



4.3 Email Configuration

You can configure email server settings on the System Configuration page, to be used by the Self Service application. UMP 365 will only send email message by means of a server that is configured for relaying.



Note: If an IP address is entered in the “Use this SMTP server to route messages” instead of a Fully Qualified Domain Name, it needs to be between the “[” and “]” brackets.

4.4 Server Management

The server management pages provide a quick method to change the Network IP settings for each server within the CloudBond 365 system. The page is designed for simple IP Networks. These networks require the CloudBond 365 Controller, Front End, and Edge internal network interfaces to be on a common subnet.

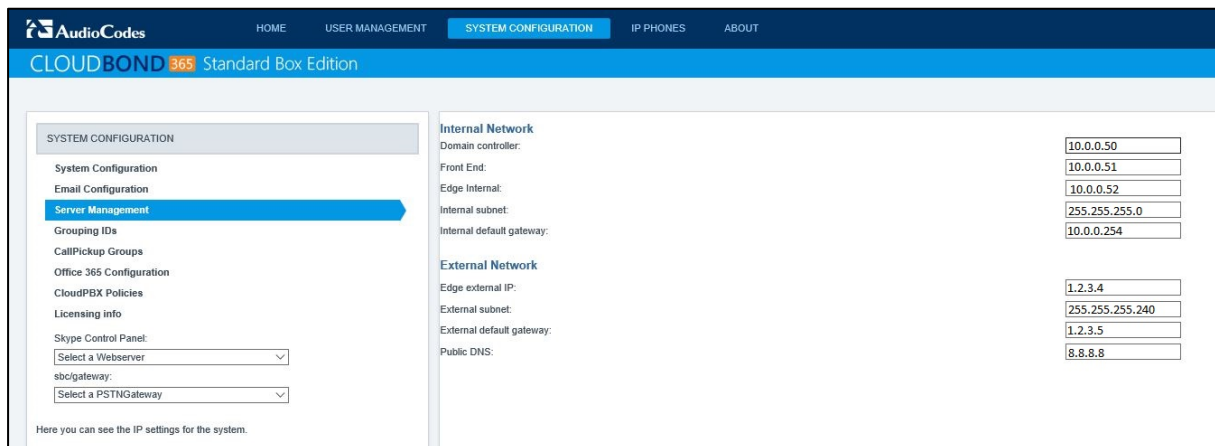


Note: Server Management pages are only available in the 'Co-Located DC and Hyper-V Host' deployment model. These pages are therefore typically only available to CloudBond 365 Standard Box Edition. For CloudBond 365 Pro and Enterprise Box Editions, see *AudioCodes CloudBond 365 Manual IP Address Configuration Guide*.

The Server Management master page allows you to quickly set the IP addresses of the CloudBond 365 servers.

Enter the required IP addresses and click **Update**. The system will validate the new IP addresses, then update each server in the correct sequence, along with the topology and DNS records.

Figure 4-4: Server Management (Master)



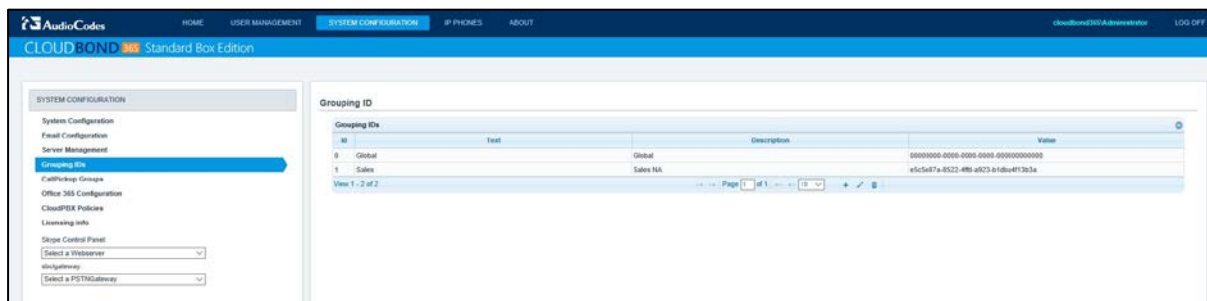

Warning: If you have already deployed the CloudBond 365 system to an enterprise network, you may need to adjust the DNS settings used in the Enterprise network to match the changes. e.g., Stub Zones used to provide Forest Trust.

4.5 Grouping IDs

Grouping IDs allow Skype for Business contacts to be separated and segregated into groups. This allows you to restrict which Skype for Business users can see which contacts within the Skype for Business environment.

Grouping IDs defined on this page are available to be applied to individual users in the User Management pages.

Figure 4-5: CloudBond 365 Grouping IDs



➤ **To add a new Grouping ID:**

1. Click the **+** icon.
2. Enter **Text** (name) and **Description**.
3. Click **Submit**.

Figure 4-6: Adding a Grouping

➤ **To Edit a Grouping ID:**

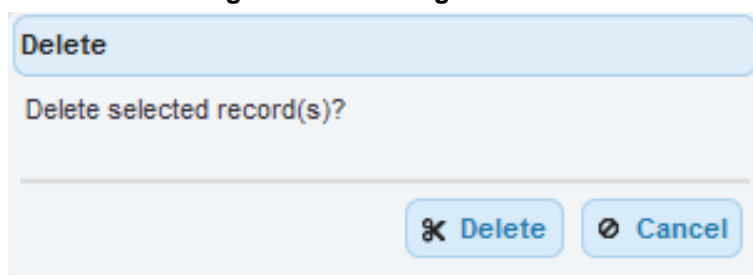
- Click the **Pencil** icon.

Figure 4-7: Editing a Group Record

➤ **To Delete a Grouping ID:**

- Click the **Trash** icon.

Figure 4-8: Deleting a Record

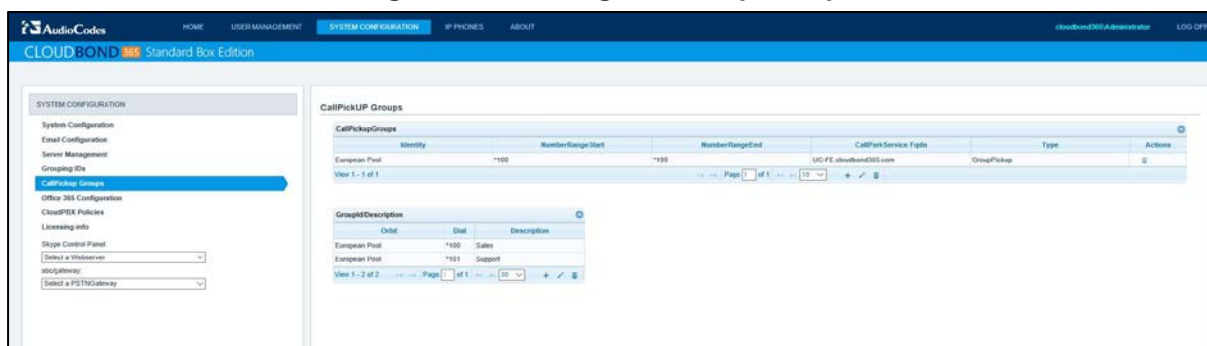


4.6 CallPickup Groups

CallPickup Groups are a feature of Skype for Business which allows members of the group to pickup calls ringing on another extension within the group.

To make configuration of CallPickup Groups easier, the feature has been added to the SysAdmin Web pages.

Figure 4-9: Defining CallPickup Groups



➤ **To configure a CallPickup group:**

1. Create a new call park orbit in the top section (CallPickupGroups). The orbit should contain enough extensions to support the number of simultaneous calls for the group. Click the + to create a new orbit.

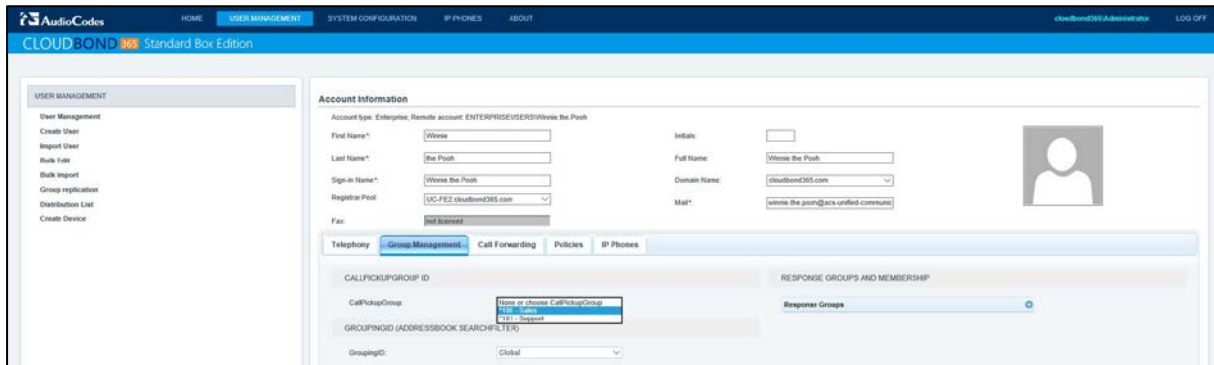
Figure 4-10: Defining the CallPickup Orbit

2. Create a group id and assign it to the orbit. The Call Pickup Group ID is allocated to all users within the group. As part of the ID, you must select a pickup code from one of the orbit numbers.

Figure 4-11: Defining the Call Pickup Group ID

3. Edit the selected Skype for Business users, and assign them to the CallPickupGroup ID under the Group Management tab.

Figure 4-12: Assigning the Call Pickup ID to a User



The screenshot shows the AudioCodes CloudBond 365 Standard Box Edition user management interface. The 'Group Management' tab is active, displaying the 'Account Information' section. The 'CALLPICKUPGROUP ID' section is highlighted, showing a dropdown menu for 'CallPickupGroup' with 'UC-Pickup' selected. The 'GROUPINGID (ADDRESSBOOK SEARCH FILTER)' section shows 'Global' as the selected option. The 'RESPONSE GROUPS AND MEMBERSHIP' section is also visible, showing a 'Response Groups' dropdown menu.

4.7 Office 365 Configuration

Refer the *AudioCodes CloudBond 365 Office 365 Integration* document for details on how to configure Office 365 integration with UMP 365. This document also contains information on how to obtain values required for the Office 365 Configuration screen within the UMP 365.

After completing the pre-requisite setup steps for Office 365 Integration, the process can be completed by supplying the following information on the SysAdmin page:

- **User Name:**
 - The login name of your Office 365 Administrator
- **Host:**
 - The location where your Office 365 environment is hosted
- **Migration Override URL:**
 - Refer to the document *AudioCodes CloudBond 365 Office365 Integration*
- **Override Admin Domain:**
 - Your original Office 365 domain prior to applying vanity domain names
- **Password:**
 - The Office 365 Administrator password

Figure 4-13: Office 365 Connector Settings

The screenshot shows the 'Office 365 Settings' configuration page. On the left is a sidebar with a 'SYSTEM CONFIGURATION' menu where 'Office 365 Configuration' is selected. The main area contains the following fields:

- User Name:** SkypeService@my-first-sip-domain.onmicrosoft.com
- Host:** sipfed.online.lync.com
- MigrationOverrideUrl:** https://admin0b.online.lync.com/HostedMigration/hostedmigrationservice.svc
- OverrideAdminDomain:** my-first-domain.onmicrosoft.com
- Password:** (masked with asterisks)
- Confirm password:** (masked with asterisks)

An 'Apply' button is located at the bottom of the form.

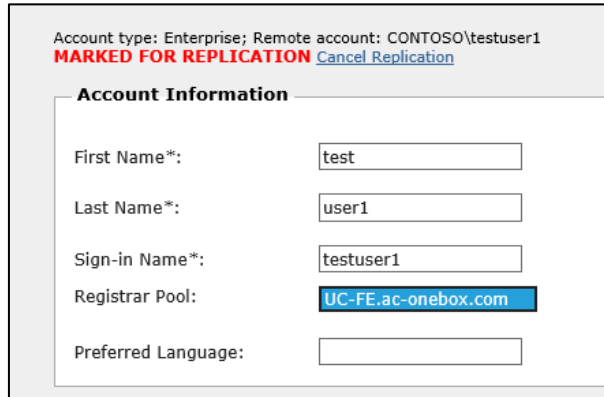
Once the Office 365 connector is fully configured and the first synchronization has been performed, it is possible to assign users to each system (CloudBond 365 or Office 365).

➤ **To change a user's assigned system:**

1. Select the user in the User Management List.
2. Click **Edit**.
3. Change the users Registrar Pool.
4. Save your changes.

Assigning a destination Frontend pool to a user:

Figure 4-14: Assigning a user to a FE pool



Account type: Enterprise; Remote account: CONTOSO\testuser1
MARKED FOR REPLICATION [Cancel Replication](#)

Account Information

First Name*:

Last Name*:

Sign-in Name*:

Registrar Pool:

Preferred Language:

4.7.1 Office 365 Unified Messaging (UM) and Cloud PBX Policies

To be able to support the Office 365 Unified Messaging (UM) and Cloud PBX feature, Voice Routing Policies need to be created to hold the PSTN Usage records that are allowed to be called by Cloud PBX users with On-Premise PSTN breakout.

The Voice Routing Policies are created in the CloudPBX VoiceRoutingPolicies Management screen. Once created, they can be assigned to the PSTN Usage Records.



Note: UMP 365 provides native integration to Office 365 Unified Messaging (UM) by means of an intuitive interface. Once the prerequisites of Office 365 integration as outlined in the *AudioCodes CloudBond 365 Office 365 Integration Configuration Note Ver. 7.2* are configured, you can use this capability.

➤ **Do the following:**

1. Select / create a Voice Routing Policy.
2. Select the check boxes for the PSTN Usage records to bind to this policy.
3. Click **Save VRP/PstnUsages settings** to save the settings to the backend environment.

Figure 4-15: Voice Routing Policies and PSTN Usages

The screenshot displays the 'SYSTEM CONFIGURATION' section of the AudioCodes CloudBOND 365 Standard Box Edition. The left sidebar lists various configuration options, with 'Office365 Unified Messaging & CloudPBX Policies' highlighted. The main content area is titled 'CloudPBX VoiceRoutingPolicies Management' and contains two tables:

| Identity | Name | Actions |
|----------|---------------|-----------------|
| Global | DefaultPolicy | [Edit] [Delete] |

Below the table is a 'Save VRP/PstnUsages settings' button. To the right, the 'PSTN Usage Records' table is shown:

| Usage | Actions |
|---------------------------------------------------|-----------------|
| <input type="checkbox"/> Internal | [Edit] [Delete] |
| <input checked="" type="checkbox"/> Local | [Edit] [Delete] |
| <input checked="" type="checkbox"/> Long Distance | [Edit] [Delete] |

Below these tables is the 'Office365 UM' section, which includes fields for 'Enable Office365 UM', 'RegistrarPool', 'sipDomain', and 'Displaynum*', along with a 'Check Number' button and a 'Save Office365 UM settings' button.

After the Voice Routing Policies have been created, they can be assigned to the user on the **Telephony** tab in User Edit mode (see Section 3.5.2 on page 21 for more information):

Figure 4-16: Voice Routing Policies Assigned to User

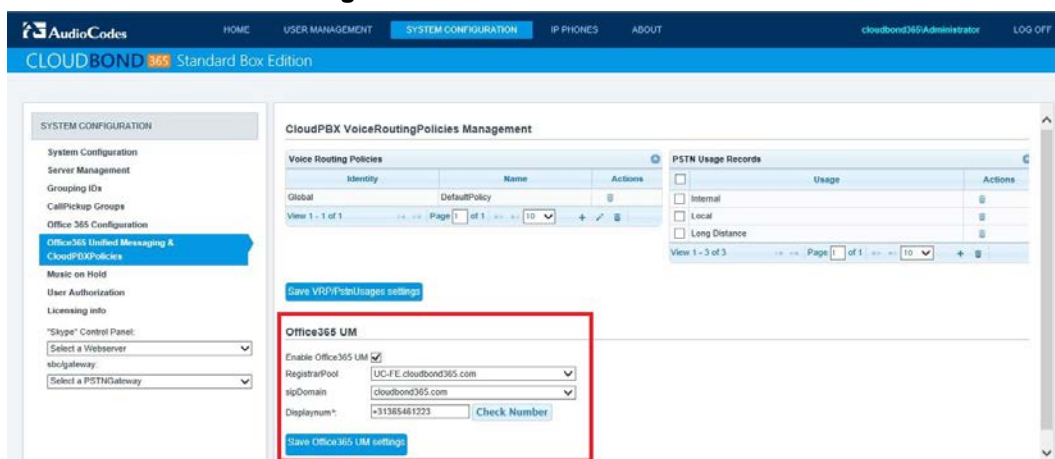
The screenshot displays the 'USER MANAGEMENT' section of the AudioCodes CloudBOND 365 Standard Box Edition. The left sidebar lists various user management options, with 'Create User' highlighted. The main content area is titled 'Account Information' and shows details for a user named 'Wine'. The 'Telephony' tab is selected, showing the following settings:

- Account type:** Enterprise; Remote account: ENTERPRISEUSER@wine.the.pool
- First Name:** Wine; **Last Name:** the Pool; **Full Name:** Wine the Pool
- Sign-in Name:** Wine the Pool; **Domain Name:** cloudbond365.com
- Registrar Pool:** VC-FEZ-cloudbond365.com; **Mail:** wine.the.pool@acs-unified.comunic
- Phone:** 999 9999999
- Voice Policy:** <Automatic>
- CloudPBX Voice Routing Policy:** <Automatic>
- Features:**
 - Enable call Forward:** ☒
 - Enable Delegation:** ☒
 - Enable Call Transfer:** ☒
 - Enable leave call:** ☒
 - Enable call park:** ☒
 - Enable simultaneous ringing of phones:** ☒
- Dial Plan:** <Automatic>
- Line URI:** tel:+991234567890

At the bottom, there are buttons for 'Apply Changes', 'Reset Password', and 'Cancel'.

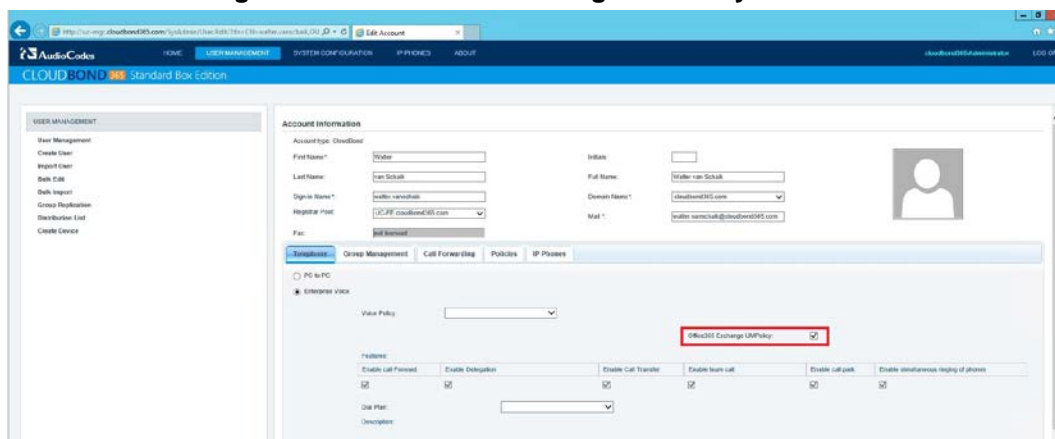
- **To enable the Office 365 UM feature:**
- 1. Open the Office 365 Unified Messaging & CloudPBX Policies page under the System Configuration menu.
- 2. Select the 'Enable Office 365 UM' check box.
- 3. From the 'RegistrarPool' drop-down list, select a Registrar pool.
- 4. From the 'sipDomain' drop-down list, select a sipDomain.
- 5. In the 'Displaynum*' field, enter the telephone number to be used.

Figure 4-17: Office365 UM



Once enabled, users can be assigned Office 365 UM capabilities in the User Edit screen by enabling the 'Office365 Exchange UMPolicy' checkbox.

Figure 4-18: Office365 Exchange UMPolicy



4.8 Music on Hold

Music on Hold (MoH) files can be centrally administered using the Music on Hold page under the System Configuration menu in the sysadmin web pages:

Before you start managing MoH, create a new share ['lyncMOH'] with read permissions for everyone on your selected Skype for Business Front End Server.

➤ **To configure MoH (refer to the corresponding numbers in Figure 4-13):**

1. Select the 'Enable Client Music on Hold policy' check box.
When selected, the global client policy entry EnableClientMusicOnHold is enabled. If this option is cleared, the EnableClientMusicOnHold entry is disabled. If a MusicOnHoldAudioFile entry is present and this option is disabled, then the file will not be removed from the policy.
2. From the 'Set ApplicationServer to upload MOH-files' drop-down list, select the Front End Application server that will be used to store the MoH file.
3. Use the button to browse for and upload a MoH file to the server.
4. In the WorkFlows table, select the check box for the WorkFlow entry to set a custom MOH file.
5. Use the browse button to browse to a MoH file to upload for the selected workflow.
6. Displays the current assigned MoH file for response groups.
7. Allows changing the default MoH file for response groups.

Figure 4-19: Music on Hold

AudioCodes HOME USER MANAGEMENT **SYSTEM CONFIGURATION** IP PHONES ABOUT

CLOUDBOND 365 Standard Box Edition

SYSTEM CONFIGURATION

- System Configuration
- Email Configuration
- Grouping IDs
- CallPickup Groups
- Office 365 Configuration
- Office365 Unified Messaging
- Music on Hold**
- User Authorization
- Licensing info

Lync Control Panel:
 Select a Webserver:
 Select a PSTNGateway:

MusicOnHold

Global Policy Music on Hold

Create a new share ['lyncMOH'] with read permissions for everyone on your selected Skype for Business Front End Server
 Clicking 'Choose/Upload file' saves the selected file to that location on the share \\[your front end server]\share\lyncMOH

Set default global Music On Hold File:

Enable Client Music on Hold policy: ☒ **1**

Set ApplicationServer to upload MOH-files to: **2**

\\ACS-UC-FE.acs-unified-communications.net\share\lyncMOH\Ring08.wav **3**

Global MusicOnHold enabled: True

WorkFlow Music On Hold Configuration **4**

Select a workflow row to set a Custom Music on Hold file to

| WorkFlows | WorkFlow | Application Server | MusicOnHoldFile |
|-------------------------------------|---------------|------------------------------------------|-----------------|
| <input checked="" type="checkbox"/> | Support IRG | ACS-UC-FE.acs-unified-communications.net | Alarm01.wav |
| <input type="checkbox"/> | Support Group | ACS-UC-FE.acs-unified-communications.net | Alarm03.wav |

Set Custom Music On Hold File to WorkFlow **5**

ResponseGroups Default Music On Hold Configuration

Set Default Music on Hold file for ResponseGroups
 Select ApplicationServer from the dropdown to get Current Default MOH-file on RGS
 Current Default Music on Hold file on ResponseGroups:

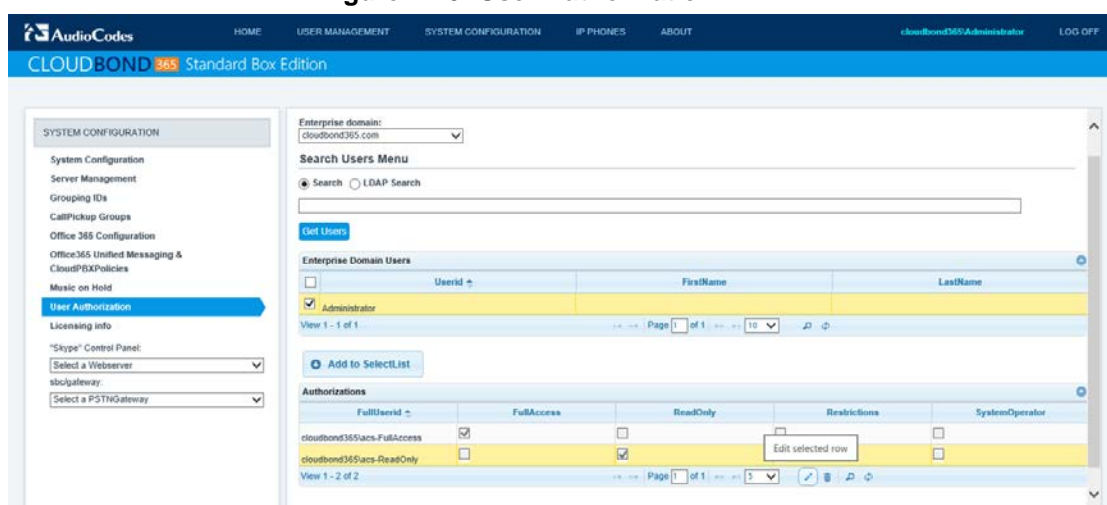
Alarm09.wav **6**

Set Default Music On Hold File to ResponseGroup **7**

4.9 User Authorization

Access to the Management Pack application (SysAdmin) can be given to users from the CloudBond 365 or Enterprise Forests in the User Authorization page.

Figure 4-20: User Authorization



By default, the following security groups are created:

- ACS-FullAccess – allows the administrator to perform any change using the UMP 365 Web Admin
- ACS-ReadOnly – allows the administrator view only capabilities with no ability to set any changes.


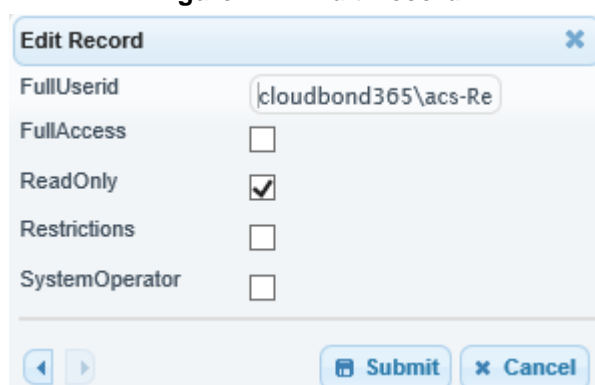
To edit a user's authorization, select the user (group) and then click the Pencil icon  in the Status bar at the bottom of the screen. A popup allows you to select the appropriate level of access:

Figure 4-21: Edit Record



When the **Restrictions** check box is selected, another selection box is displayed, where you can limit the administration based on sipDomains or RegistrarPools.

When selecting the **SystemOperator** check box, access is only given to the **System Configuration** pages by default.

4.10 Skype for Business Control Panel (Quick Access)

The Skype for Business Control Panel is one of the many administration and configuration tools provided by Microsoft to manage the Skype for Business environment. The Skype for Business Control Panel is based on Silverlight, so is best run from Internet Explorer.

A quick link to the Control Panel is available within UMP 365, should you need to perform some detailed or advanced configuration.



Note: The Skype for Business Control Panel is available from each FE server in your CloudBond 365 system. Choose an FE Server from the drop down list.

Figure 4-22: Select a FE Server for Skype for Business Control Panel

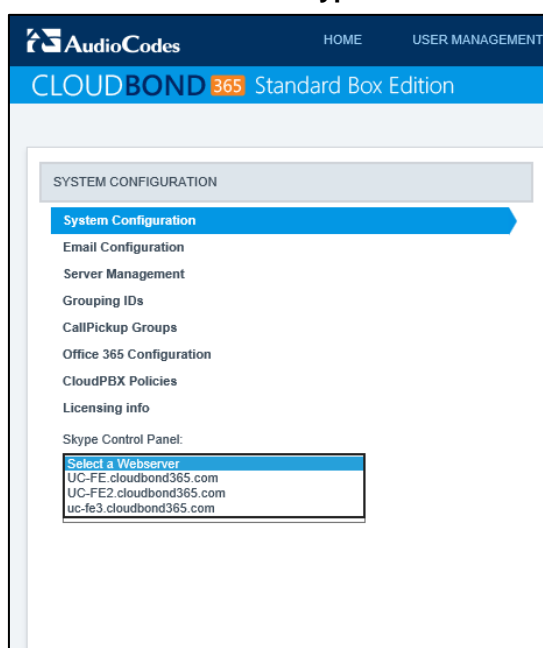
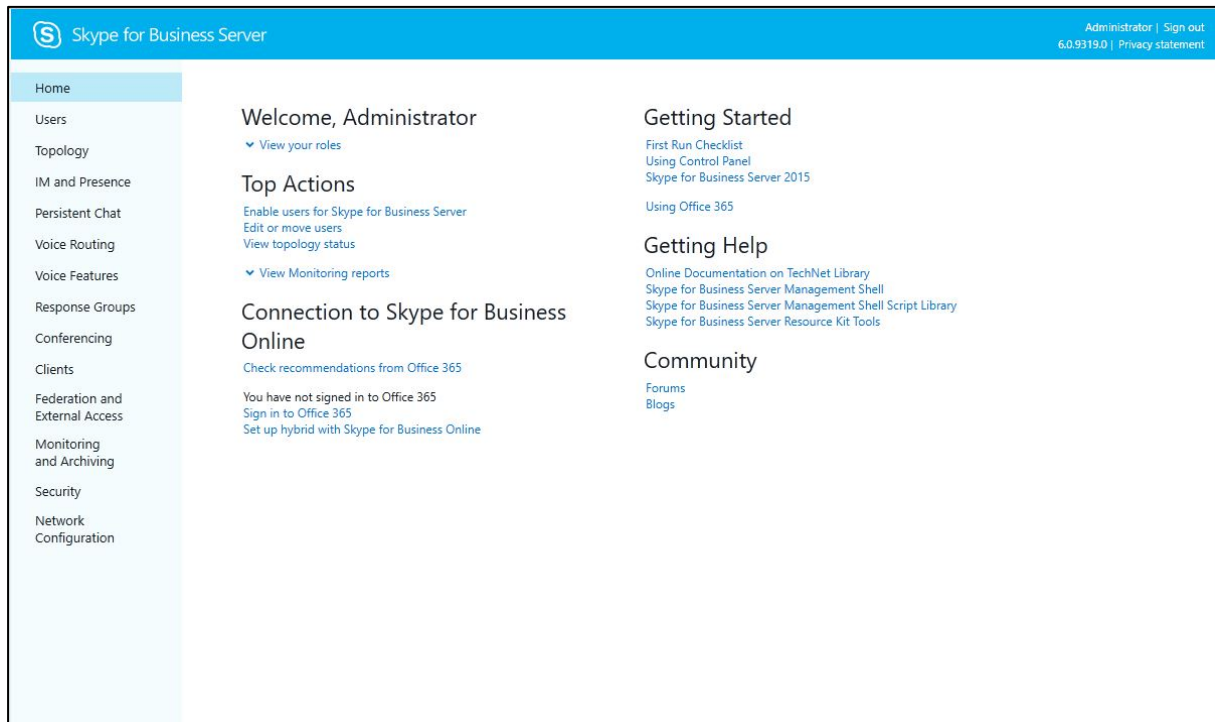
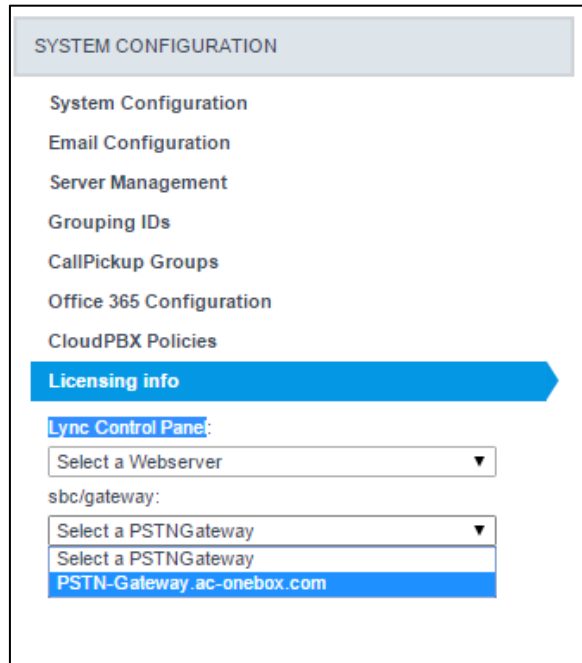


Figure 4-23: Skype for Business Control Panel


4.11 SBC / Gateway Administration Panel (Quick Access)

The SBC / Gateway Administration Panel allows you to set and manage the AudioCodes SBC/GW configuration for setting PSTN or SIP trunk connectivity. A quick link to the Administration Panel is available within UMP 365, should you need to perform some detailed or advanced configuration. Choose the SBC/GW Server from the drop-down list.

Figure 4-24: Select an SBC/GW Server for SBC/GW



The screenshot displays the 'SYSTEM CONFIGURATION' panel. It features a list of configuration categories on the left: System Configuration, Email Configuration, Server Management, Grouping IDs, CallPickup Groups, Office 365 Configuration, and CloudPBX Policies. The 'Licensing info' section is highlighted with a blue arrow. Below this, the 'Lync Control Panel:' section contains a 'Select a Webserver' dropdown menu. The 'sbc/gateway:' section includes a 'Select a PSTNGateway' dropdown menu, which is currently open, showing two options: 'Select a PSTNGateway' and 'PSTN-Gateway.ac-onebox.com'. The latter option is highlighted in blue.

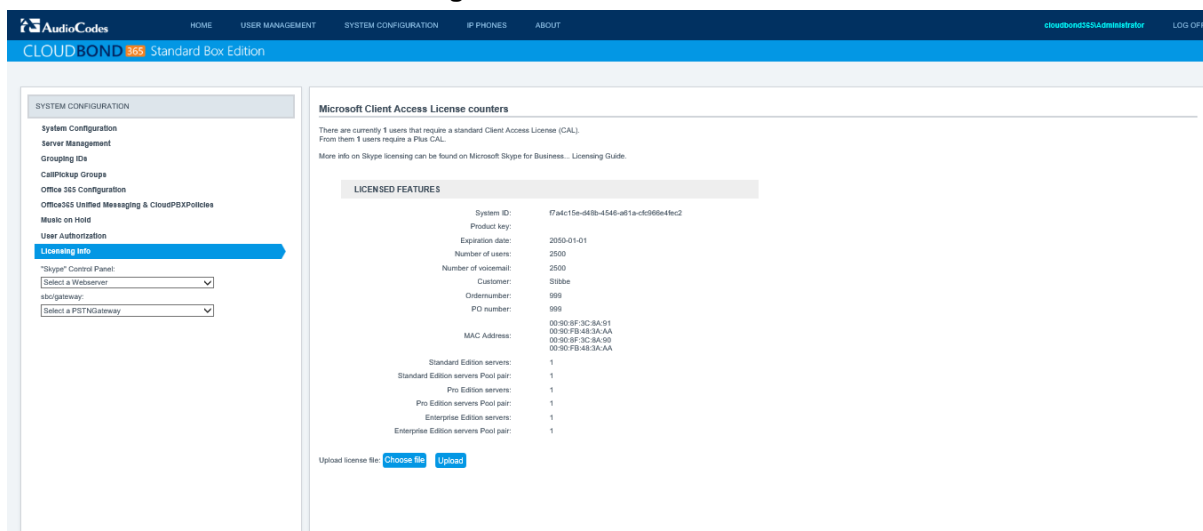
4.12 Licensing Information

The Licensing Information page displays information about your system license, including:

- Number of users
- Number of servers
- When the license will expire

This page also allows the installation of a new license, by simply browsing to the new license file, then clicking **Upload**. A system without a license file installed will not operate. UMP 365 will cease to operate once the license date expires.

Figure 4-25: UMP 365 License



The screenshot shows the AudioCodes CloudBond 365 Standard Box Edition web interface. The top navigation bar includes links for HOME, USER MANAGEMENT, SYSTEM CONFIGURATION, IP PHONES, and ABOUT. The user is logged in as cloudbond265Administrator. The left sidebar shows the SYSTEM CONFIGURATION menu with options like System Configuration, Server Management, Grouping IDs, Call Pickup Groups, Office 365 Configuration, Music on Hold, User Authorization, and Licensing info (highlighted). The main content area displays the Microsoft Client Access License counters, indicating 1 user requiring a standard Client Access License (CAL) and 1 user requiring a Plus CAL. Below this, the LICENSED FEATURES table lists system details and server counts.

| LICENSED FEATURES | |
|---------------------------------------|----------------------------------------------------------------------------------|
| System ID: | 77ak15e-d48b-4546-a81a-c8366a44ec2 |
| Product key: | |
| Expiration date: | 2050-01-01 |
| Number of users: | 2500 |
| Number of voicemail: | 2500 |
| Customer: | Stable |
| Order number: | 999 |
| PO number: | 999 |
| MAC Address: | 00:90:8F:3C:8A:91 00:90:FB:4B:3A:AA 00:90:8F:3C:8A:90 00:90:FB:4B:3A:AA |
| Standard Edition servers: | 1 |
| Standard Edition servers Pool pair: | 1 |
| Pro Edition servers: | 1 |
| Pro Edition servers Pool pair: | 1 |
| Enterprise Edition servers: | 1 |
| Enterprise Edition servers Pool pair: | 1 |

At the bottom of the page, there is an "Upload license file" section with a "Choose file" button and an "Upload" button.

5 IP Phones

The UMP 365 contains several IP Phones Configuration pages which allows the system administrator to monitor and manage AudioCodes Skype for Business IP Phones. The IP Phone manager is very useful for managing IP Phones and as well as diagnosing any faults.

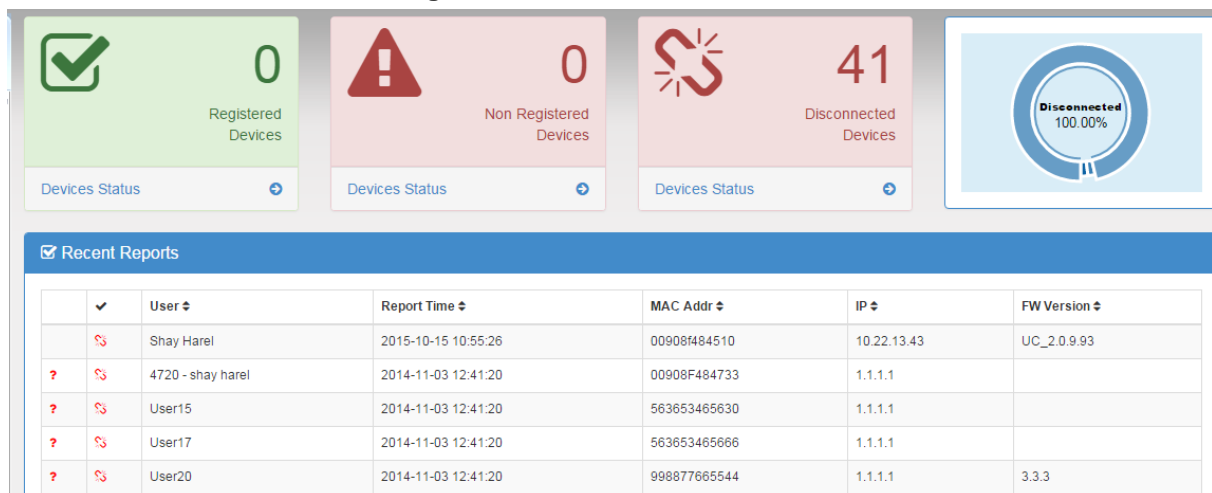
5.1 Dashboard

The Dashboard page lets you quickly identify the following:

- Which phones in the network are registered
- Which phones in the network are non-registered
- The number of registered and non-registered phones (in terms of SIP registration)
- The percentage of registered phones
- The MAC and IP address of each phone
- The time the information was reported
- The firmware version

See the AudioCodes *CloudBond 365 IP Phone Management Administrator's Manual* for more information.

Figure 5-1: IP Phones Dashboard

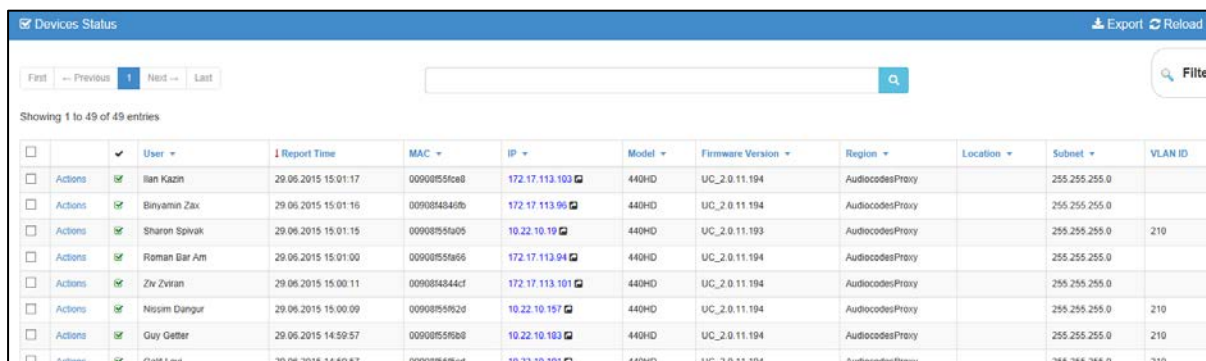


5.2 Status

The Devices Status page lets you check a phone's status.

Refer to the *AudioCodes CloudBond 365 IP Phone Management Administrator's Manual* for more information.

Figure 5-2: IP Phones Status



| Devices Status | | | | | | | | | | | |
|-------------------------------------------------------------|---------|---------------|---------------------|-------------|----------------|-------|------------------|-----------------|----------|---------------|---------|
| <div>First ← Previous 1 Next → Last</div> <div>Filter</div> | | | | | | | | | | | |
| Showing 1 to 49 of 49 entries | | | | | | | | | | | |
| | | User | Report Time | MAC | IP | Model | Firmware Version | Region | Location | Subnet | VLAN ID |
| <input type="checkbox"/> | Actions | Ilan Kazin | 29.06.2015 15:01:17 | 00908551c08 | 172.17.113.103 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | |
| <input type="checkbox"/> | Actions | Binyamin Zax | 29.06.2015 15:01:16 | 009084840b | 172.17.113.90 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | |
| <input type="checkbox"/> | Actions | Sharon Spivak | 29.06.2015 15:01:15 | 00908551a05 | 10.22.10.19 | 440HD | UC_2.0.11.193 | AudiocodesProxy | | 255.255.255.0 | 210 |
| <input type="checkbox"/> | Actions | Roman Bar Am | 29.06.2015 15:01:00 | 00908551a06 | 172.17.113.94 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | |
| <input type="checkbox"/> | Actions | Ziv Zviran | 29.06.2015 15:00:11 | 009084844cd | 172.17.113.101 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | |
| <input type="checkbox"/> | Actions | Nossem Dangur | 29.06.2015 15:00:09 | 00908551a2d | 10.22.10.157 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | 210 |
| <input type="checkbox"/> | Actions | Guy Getter | 29.06.2015 14:59:57 | 00908551a08 | 10.22.10.103 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | 210 |
| <input type="checkbox"/> | Actions | Galit Levi | 29.06.2015 14:59:57 | 00908551c0d | 10.22.10.191 | 440HD | UC_2.0.11.194 | AudiocodesProxy | | 255.255.255.0 | 210 |

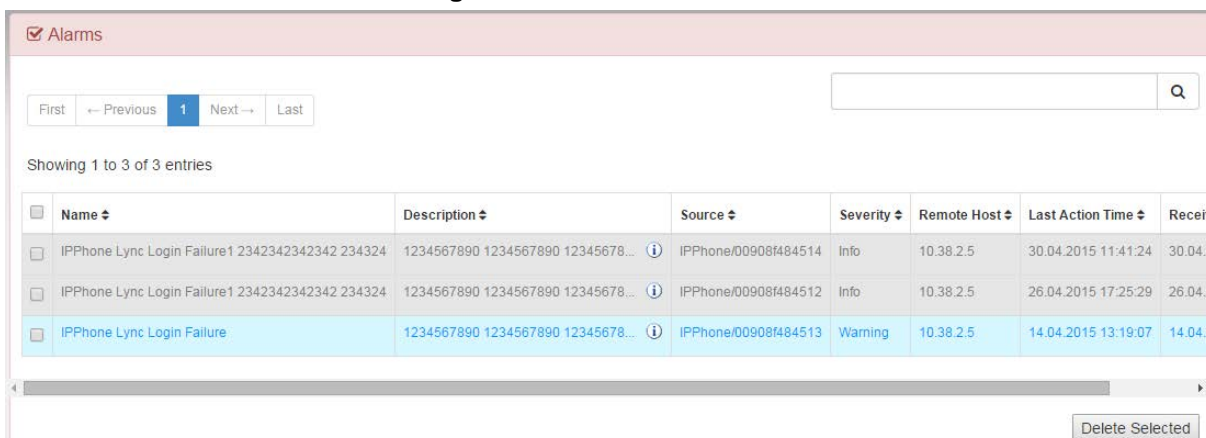
5.3 Alarms

The Alarms page displays the following information:

- Each phone alarm in the network
- A description of each alarm
- The MAC address of the phone (source)
- The alarm severity
- The IP address of the phone
- The last action time
- The date and time of receipt of the alarm

Refer to the *AudioCodes CloudBond 365 IP Phone Management Administrator's Manual* for more information.

Figure 5-3: IP Phones Alarms



| Alarms | | | | | | | |
|-------------------------------------------------------------|--------------------------------------------------|-----------------------------------|----------------------|----------|-------------|---------------------|------------|
| <div>First ← Previous 1 Next → Last</div> <div>Filter</div> | | | | | | | |
| Showing 1 to 3 of 3 entries | | | | | | | |
| | Name | Description | Source | Severity | Remote Host | Last Action Time | Receive |
| <input type="checkbox"/> | IPPhone Lync Login Failure1 2342342342342 234324 | 1234567890 1234567890 12345678... | IPPhone/00908f484514 | Info | 10.38.2.5 | 30.04.2015 11:41:24 | 30.04.2... |
| <input type="checkbox"/> | IPPhone Lync Login Failure1 2342342342342 234324 | 1234567890 1234567890 12345678... | IPPhone/00908f484512 | Info | 10.38.2.5 | 26.04.2015 17:25:29 | 26.04.2... |
| <input checked="" type="checkbox"/> | IPPhone Lync Login Failure | 1234567890 1234567890 12345678... | IPPhone/00908f484513 | Warning | 10.38.2.5 | 14.04.2015 13:19:07 | 14.04.2... |

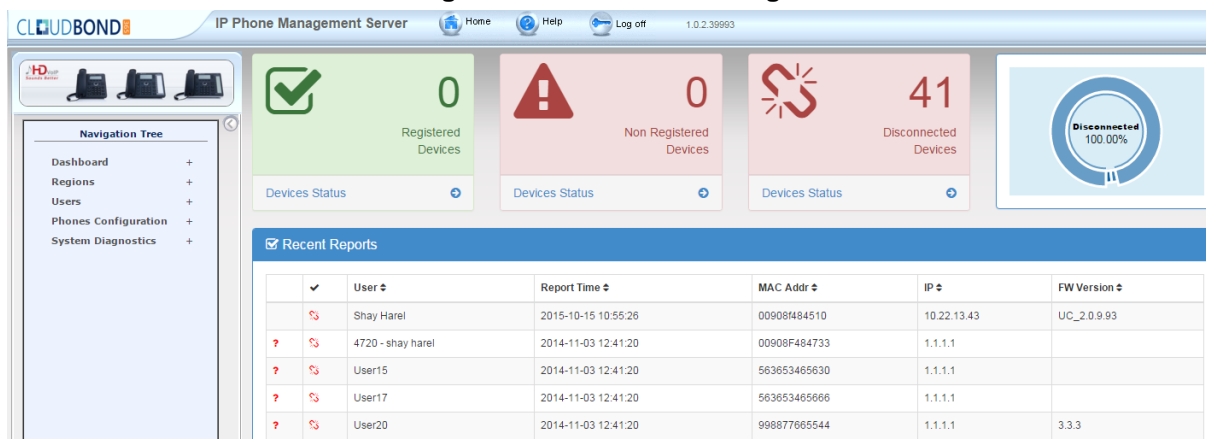
Delete Selected

5.4 IP Phone Management Server

The IPP Manger opens in a new browser tab the entire IPP Manger admin with all advances features and capabilities.

Refer to the *AudioCodes CloudBond 365 IP Phone Management Administrator's Manual* for more information.

Figure 5-4: IP Phones Manager

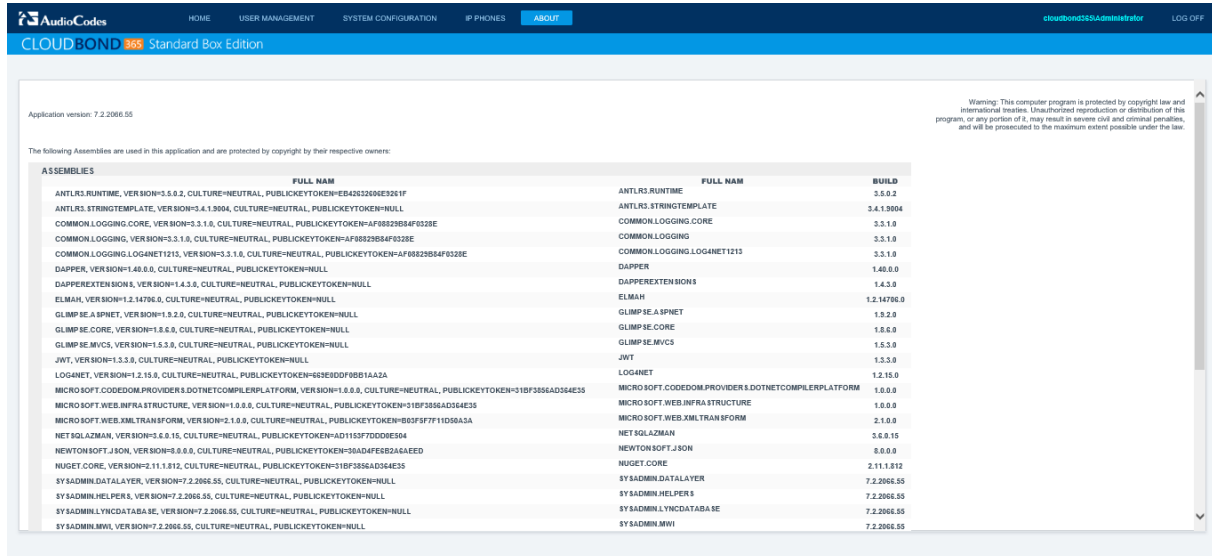


This page is intentionally left blank.

6 About

The UMP 365 About page supplies debug information about various UMP 365 / CloudBond 365 components and their build numbers.

Figure 6-1: About Page



The screenshot displays the 'About' page of the CloudBond 365 application. The page header includes the AudioCodes logo and navigation links: HOME, USER MANAGEMENT, SYSTEM CONFIGURATION, IP PHONES, and ABOUT (highlighted). The user is logged in as 'cloudbond365Administrator' with a 'LOG OFF' option.

The main content area shows the application version '7.2.2066.55' and a warning about copyright. Below this, it lists the assemblies used in the application, organized into two columns. Each entry includes the assembly name, version, culture, and public key token, along with a 'BUILD' number.

| ASSEMBLIES | FULL NAME | FULL NAME | BUILD |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------|-------------|
| ANTLR3.RUNTIME, VERSION=3.5.0.2, CULTURE=NEUTRAL, PUBLICKEYTOKEN=FB425226E32E1F | ANTLR3.RUNTIME | | 3.5.0.2 |
| ANTLR3.STRINGTEMPLATE, VERSION=3.4.1.9004, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | ANTLR3.STRINGTEMPLATE | | 3.4.1.9004 |
| COMMON.LOGGING.CORE, VERSION=3.5.1.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=AF6822954F0328E | COMMON.LOGGING.CORE | | 3.5.1.0 |
| COMMON.LOGGING, VERSION=3.5.1.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=AF6822954F0328E | COMMON.LOGGING | | 3.5.1.0 |
| COMMON.LOGGING.LOG4NET1215, VERSION=3.5.1.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=AF6822954F0328E | COMMON.LOGGING.LOG4NET1215 | | 3.5.1.0 |
| DAPPER, VERSION=1.48.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | DAPPER | | 1.48.0.0 |
| DAPPER.EXTENSION, VERSION=1.4.3.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | DAPPER.EXTENSION | | 1.4.3.0 |
| ELMAH, VERSION=1.2.14796.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | ELMAH | | 1.2.14796.0 |
| GLIMPSE.ASPNET, VERSION=1.9.2.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | GLIMPSE.ASPNET | | 1.9.2.0 |
| GLIMPSE.CORE, VERSION=1.8.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | GLIMPSE.CORE | | 1.8.0.0 |
| GLIMPSE.MVC5, VERSION=1.5.3.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | GLIMPSE.MVC5 | | 1.5.3.0 |
| JWT, VERSION=1.5.3.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | JWT | | 1.5.3.0 |
| LOG4NET, VERSION=1.2.15.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=663E6D0F8B81AA2A | LOG4NET | | 1.2.15.0 |
| MICROSOFT.CODEDOM.PROVIDER3.DOTNET.COMPILE.PLATFORM, VERSION=1.8.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=31BF3565A0364E35 | MICROSOFT.CODEDOM.PROVIDER3.DOTNET.COMPILE.PLATFORM | | 1.8.0.0 |
| MICROSOFT.WEB-INFRASTRUCTURE, VERSION=1.0.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=31BF3565A0364E35 | MICROSOFT.WEB-INFRASTRUCTURE | | 1.0.0.0 |
| MICROSOFT.WEB.XML.TRANSFORM, VERSION=2.1.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=859F977F1D56A3A | MICROSOFT.WEB.XML.TRANSFORM | | 2.1.0.0 |
| NETSQLAZMAN, VERSION=5.0.0.15, CULTURE=NEUTRAL, PUBLICKEYTOKEN=AD1153F70D06594 | NETSQLAZMAN | | 5.0.0.15 |
| NEWTONSOFT.JSON, VERSION=9.0.0.0, CULTURE=NEUTRAL, PUBLICKEYTOKEN=90ADF6E6246AEED | NEWTONSOFT.JSON | | 9.0.0.0 |
| NUGET.CORE, VERSION=2.11.1.812, CULTURE=NEUTRAL, PUBLICKEYTOKEN=31BF3565A0364E35 | NUGET.CORE | | 2.11.1.812 |
| SYSADMIN.DATALAYER, VERSION=7.2.2066.55, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | SYSADMIN.DATALAYER | | 7.2.2066.55 |
| SYSADMIN.HELPERS, VERSION=7.2.2066.55, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | SYSADMIN.HELPERS | | 7.2.2066.55 |
| SYSADMIN.LYNC.DATABASE, VERSION=7.2.2066.55, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | SYSADMIN.LYNC.DATABASE | | 7.2.2066.55 |
| SYSADMIN.MWI, VERSION=7.2.2066.55, CULTURE=NEUTRAL, PUBLICKEYTOKEN=NULL | SYSADMIN.MWI | | 7.2.2066.55 |



Note: When placing a support call, you must supply the Application Version number of your system. e.g., CloudBond 365 v5.5.1626.585.

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