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# NHSmail Skype for Business Service Configuration Guide

Version 2.1

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# 1 Introduction

This document provides an outline of the Skype for Business instant messaging and presence (IM&P) configuration for NHSmial. Other service configuration guides will be available for other services at the point of release.

Skype for Business IM&P enables users to send instant messages to other users of NHSmial. Presence management provides users with information on the availability of other users (e.g. Available, busy, away); allowing them to determine an appropriate time to send an instant message. IM&P is primarily targeted as a tool for short conversations between users to complement other communications means such as email and telephone.

This document is intended for the following audiences:

- End Users
- Training and Business Change Managers
- Local Administrators (LAs)**
- IT Managers**

## 2 Access & Client Support

Users can access instant messaging (IM) via a desktop client or mobile application. This section outlines the supported clients and the specific requirements for installing desktop clients. For guidance on installing clients, you should refer to the [Microsoft Office deployment guides](#).

Microsoft recommends using the latest 3 versions of client software for optimum performance and user experience where possible. At the point of release of this document (September 2016) these versions are Skype for Business 2016, Skype for Business 2015 and Lync 2013.

### 2.1 Skype for Business 2016 Full / Basic Client

Instant messaging and presence can be accessed via the Skype for Business desktop client. The desktop client provides a richer user experience and additional features that are outlined in Section 3.

Microsoft offer a 'Full' and 'Basic' Skype for Business Desktop client. For IM&P, there are no differences in the functionality offered. There are some additional features offered by the 'Full' client for audio and video conferencing that will be outlined in a configuration guide prior to the release of audio and video conferencing. The 'Basic' client is license-free and the installation files can be found on the [Microsoft website](#).

The installation requirements are the same for both clients and are outlined below:

Component	Version
Windows Client Operating Systems	Windows 10
	Windows 8.1
	Windows 8
	Windows 7
Internet Browsers	Microsoft Edge
	Internet Explorer 11
	Internet Explorer 10
	Internet Explorer 9
Microsoft Office	Mozilla Firefox Web Browser
	Outlook 2016
	Outlook 2013
	Outlook 2010

## 2.2 Skype for Business 2015, Lync 2013 Full / Basic Client

The installation requirements for 'Full' and 'Basic' versions of Skype for Business 2015 and Lync 2013 are outlined below:

Component	Version
Windows Client Operating Systems	Windows 10 Windows 8.1 Windows 8 Windows 7
Internet Browsers	Microsoft Edge Internet Explorer 11 Internet Explorer 10 Internet Explorer 9 Mozilla Firefox Web Browser
Microsoft Office	Outlook 2013 Outlook 2010

## 2.3 Mobile Clients

Skype for Business is supported on the following mobile platforms

- Windows Phone (Requires versions upwards of 8.1)
- iOS (Requires versions upwards of iOS 8.1)
- Android (Requires versions upwards of 4.0)
- Lync 2010 available for users of legacy mobile device operating systems

## 2.4 Macintosh Clients

Microsoft Lync for Mac 2011 is available on Apple Mac workstations. The following is currently supported:

- Mac OS 10.5.8 or equivalent latest service pack/release

Please note, Mac OS 10.9 is currently not supported.



## 3 Instant Messaging and Presence Desktop Features

This section describes the features relating to IM&P that are available on the NHSmail Service for desktop clients.

### 3.1 Feature Support with Microsoft Office

Feature	Microsoft Office 2010	Microsoft Office 2013	Microsoft Office 2016
Customize Outlook meeting invitations	No	Yes	Yes
Unified Contact Store for managing Contacts lists across Office and Lync	No	Yes	Yes
High-resolution pictures	No	Yes	Yes
Lync 2013 setup integrated into the Office setup program	No	Yes	Yes
Presence status in the Microsoft Outlook 'To' and 'Cc' fields	Yes	Yes	Yes
Reply with IM, or call from the toolbar or ribbon in a received email message	Yes	Yes	Yes
Presence status in the Outlook 'From' field	Yes	Yes	Yes
Reply with IM or voice from availability menu	Yes (from the contact card)	Yes (from the contact card)	Yes (from the contact card)
IM and presence in Microsoft Word and Microsoft Excel files (smart tags enabled)	Microsoft Word only	Microsoft Word only	Microsoft Word only
IM and presence in Microsoft SharePoint sites (Outlook must be installed)	Yes	Yes	Yes

The following features are available only with Office 2010, Office 2013, or Office 2016:

- Contact card with expanded options, such as video call and desktop sharing
- Quick search from the Find a Contact field in Outlook
- Reply with an IM or call from the Outlook Home ribbon in the Mail, Calendar, Contacts, and Tasks folders
- Skype for Business Contacts list in Outlook To-Do Bar
- Office Backstage (File tab) presence status, program sharing, and file transfer
- Presence menu extensibility

### 3.2 Instant Messaging Support

Feature / Capability	Skype for Business 2016 Full Client / Basic Client	Skype for Business 2015 Full Client / Basic Client	Lync 2013 Full Client / Basic Client	Lync for Mac 2011
Initiate IM with a contact	✓	✓	✓	✓
Navigate among multiple IM conversations/Track multiple conversations in a single tabbed window	✓	✓	✓	✓
Log IM conversations in Outlook	✓	✓	✓	Saved in Lync for Mac
Initiate an email to a contact	✓	✓	✓	✓
Check spelling				✓
Skill search (with SharePoint Server 2013 integration)	✓	✓ (*) Full Client Only	✓ (*) Full Client Only	
Inline pictures of sender and receiver in IM window	✓	✓	✓	
Receive ink messages	✓ (*) Full Client Only	✓	✓	

### 3.3 Presence and Contacts Support

Feature / Capability	Skype for Business 2016 Full Client / Basic Client	Skype for Business 2015 Full Client / Basic Client	Lync 2013 Full Client / Basic Client	Lync for Mac 2011
Publish and view status	✓	✓	✓	✓
View status based on calendar free/busy information	✓	✓	✓	✓
View status notes and Out of Office messages	✓	✓	✓	✓
Add a custom location	✓	✓	✓	
Add a custom note	✓	✓	✓	✓
Use a photo from any public site for My Picture	✓	✓	✓	



<b>Pre-populated Contacts list</b>	✓	✓		
<b>View Contacts list</b>	✓	✓	✓	✓
<b>Modify Contacts list</b>	✓	✓	✓	✓
<b>Tag contacts for status change alerts</b>	✓	✓	✓	
<b>Control privacy relationships</b>	✓	✓	✓	
<b>Search the corporate address book</b>	✓	✓	✓	✓
<b>Search Microsoft Outlook contacts</b>	✓	✓	✓	✓
<b>Manage contact groups</b>	✓	✓	✓	✓
<b>Display recent contacts group</b>	✓	✓	✓	
<b>Display current conversations group</b>	✓	✓	✓	
<b>Display alternate contact views (for example, tile)</b>			✓	✓
<b>Sort contacts by Group, Relationship, or New</b>	✓	✓	✓	
<b>Sort contacts by Status</b>	✓	✓	✓	✓

## 4 Desktop Client Access Requirements

This section describes the requirements for clients to be able to access the NHSmail Skype for Business service. The following should be completed and confirmed as successful in order to validate connectivity at a site. At sites where a wireless network is configured, the following should be completed for both wired and wireless networks. Local Administrators or IT Managers should decide the level of checks for the following as these tests are not required on a per uses basis.

### 4.1 Name Resolution while using N3 Network

This section is relevant to locations which are connected to the Skype for Business service using N3. Using NSLOOKUP, or a similar name resolution tool, validate the following names are being resolved via the N3 network using N3 DNS Servers:

- lyncdiscoverinternal.nhs.net

#### 4.1.1 Firewall Ports / Rules while using N3 Network

This section is relevant to locations which are connected to the Skype for Business service using the N3. The following access should be allowed to use the service. Please note these ports may be blocked by different devices / software (e.g. Perimeter firewall, Windows Firewall or 3<sup>rd</sup> party firewalls running on client desktops):

Source	Destination	Destination Port (TCP)	Modality
N3 Location	155.231.208.0 / 24	5060-5069	IM&P
N3 Location	155.231.208.0 / 24	443	IM&P
N3 Location	155.231.208.0 / 24	49152 – 65535	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	8057	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	448	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	3478 (UDP)	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	5060-5069	IM&P
N3 Location	155.231.209.0 / 24	443	IM&P
N3 Location	155.231.209.0 / 24	49152 – 65535	Audio/Video & Conferencing

Source	Destination	Destination Port (TCP)	Modality
N3 Location	155.231.209.0 / 24	8057	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	448	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	3478 (UDP)	Audio/Video & Conferencing

## 4.2 Name Resolution while using Internet

This section is relevant to locations which are connected to the Skype for Business service using the internet. Using NSLOOKUP, or a similar name resolution tool, validate the following names are being resolved via the N3 network using N3 DNS Servers:

- lyncdiscover.nhs.net
- sip.nhs.net

### 4.2.1 Firewall Ports / Rules while using Internet

This section is relevant to locations which are connected to the Skype for Business service using the internet. The following access should be allowed to use the services which are being hosted on the subnets specified in the destination field:

Source	Destination	Destination Port (TCP)	Modality
N3 Location	Internet	443	All
N3 Location	Internet	3478 (UDP)	All
N3 Location	Internet	5061	All

## 4.3 Certificate Requirements

NHSmail uses Public Certificates issued by GlobalSign. GlobalSign Certificate Authority Root Certificate is present in Windows operating systems. Please refer to [GlobalSign Certificate Authority Root](#) support pages for further information.

## 4.4 Desktop Client Software and Versions

The following section lists the minimum supported software versions for the clients that will connect to the NHSmial Skype for Business service. You can confirm which version of your Skype for Business / Lync Client you are using by selecting the "About" option from the help menu.

Client Software	Minimum Version Supported (*)	Required Patch	More Information
Lync 2010	4.0.7577.4103	June 2012 (CU7)	<a href="http://support.microsoft.com/kb/2701664">http://support.microsoft.com/kb/2701664</a>
Skype for Business / Lync 2013	15.0.4454.1506	February, 2013 (CU1)	<a href="http://support.microsoft.com/kb/2812461">http://support.microsoft.com/kb/2812461</a>
Skype for Business 2016	16.0		
Lync 2011 for Mac	14.0.8	April 2014	<a href="http://support.microsoft.com/kb/2952672">http://support.microsoft.com/kb/2952672</a>
Skype for Business "iPhone/iPad"	4.1.6554.*		
Lync for Windows Phone	4.0.7791.*		
Lync for Android	4.*.*.*		