

Evolved Office: Skype Communicator V22.2 Upgrade

When is the Upgrade? Friday March 16th @10 PM EST

What do you need to do to prepare for the upgrade?

All businesses using the Skype Communicator application should alert their users of the upgrade taking place for desktop applications.

Supply your users with the guides below – the user interface is changing.

We request that users log out of the application when they are not using the application during that weekend. Users will get a notification on their next login to accept an update. Instruct your users to accept the application update, download the new version, run the installer to launch the new app and also remove the old app during the installer process.

User **MUST HAVE ADMINISTRATIVE RIGHTS** to their machine to perform the upgrade. Businesses that wish to manage the upgrade themselves are encouraged to use the MSI and EXE files which our Support team is happy to provide. To meet high availability standards, Evolve IP has multiple platforms. Simply open a ticket with Support to be provided the correct files for which platform your account is built.

New Features in Version 22

- Completely New Interface with maximized view
- Presence sync with native Skype for Business application and Outlook
- Additional call flow settings
 - Incoming: Call Waiting, Anonymous Call Rejection, Automatic Call Back
 - Outgoing: Highlight Click to Call
- Voicemail management settings
- Auto-Answer for call center users
- Hover over contacts for communications options

User Guides:

[Skype-Communicator_User-Guide_V22.2_UPDATE.pdf](#)

For questions, or to gain access to the MSI installer, please contact support@evolveip.net and open a ticket or call 877.459.4347 option 2.