Frequently asked questions - Busylight UC for Lync

I'm not an administrator on my PC. How do I install the driver?

If you don't have administrator rights on your PC, but want to install the driver anyway (perhaps for testing purposes), please download the driver listed under "Not an Administrator?". This can install the software locally on your user profile (Roaming folder). Ignore any prompts to "Run as Administrator".

What are the system requirements?

- Windows XP SP3, Windows Vista or Windows 7
- Microsoft Lync Server 2010 or Microsoft Lync 2010
- .NET 4.0 framework

Is Busylight UC compatible with Mac?

Not at the moment, but we have had requests for this and will try to develop this during 2013.

Is Busylight compatible wtih Lync Attendant Console?

Not at the moment.

Is Busylight compatible with Microsoft Office Communicator?

No, Busylight is not compatible with Office Communicator.

Will Busylight UC be compatible with upcoming versions of Lync and Windows?

Yes. The software for Busylight UC is developed by a Microsoft TAP partner, and they receive pre-release versions from Microsoft.

Will I receive updates for my software?

Yes. If you register your software, we will inform you of updates that you can download free of charge.

Does Busylight UC have an alert at Instant Messages (IM)?

No, but we have had requests for this and will try to integrate this in a future release of the driver software.

Will Busylight UC work in a Citrix environment?

Citrix users have been able to connect the Busylight by *enabling redirection of USB devices* in the Citrix settings. We still need more feedback from Citrix users, though, so please share your experiences with us regarding Busylight UC with Citrix, XEN etc. (support@busylight.com), so we can post it in the FAQ.