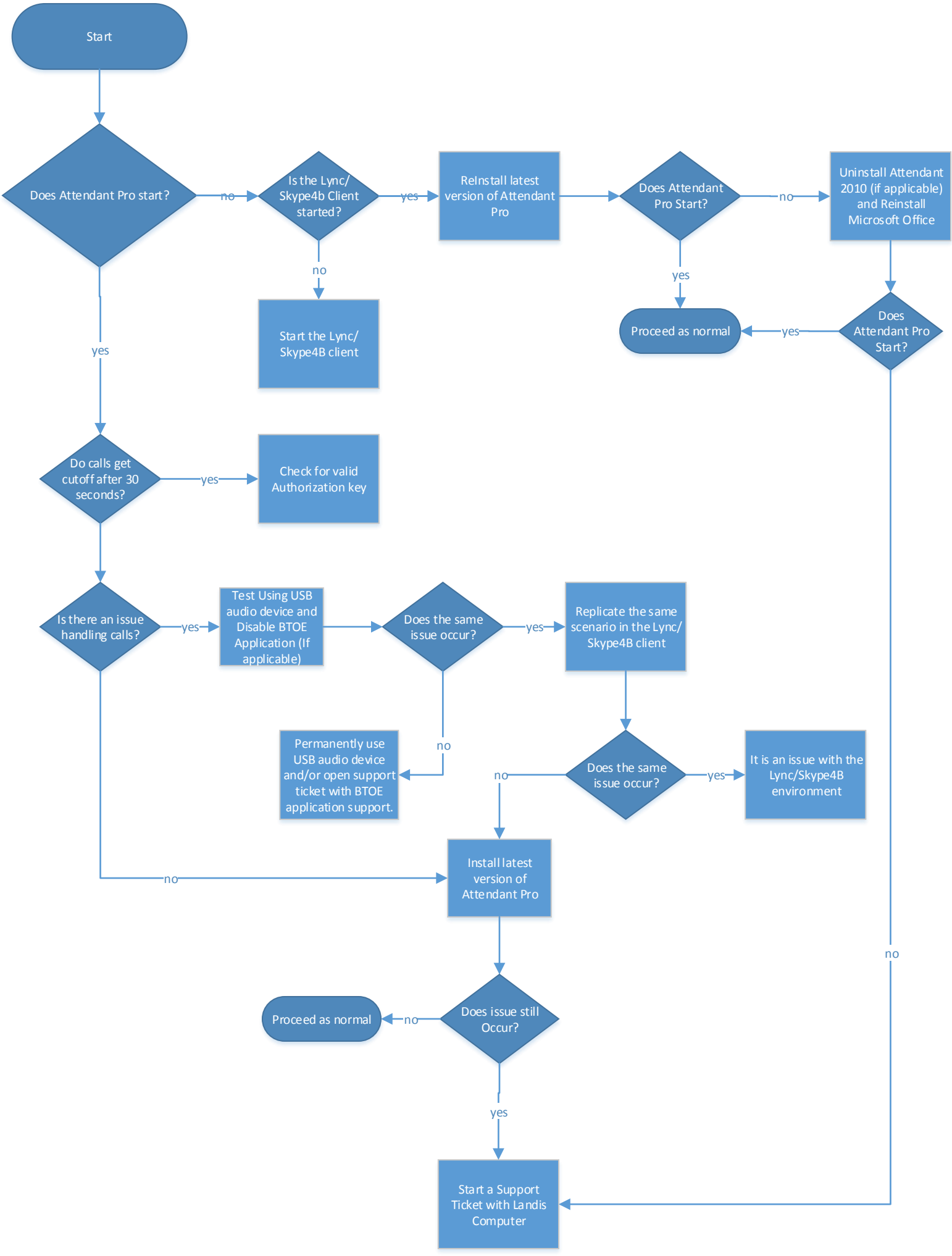
Start
Does Attendant Pro start?
no
Is the Lync/ Skype4b Client started?
yes
ReInstall latest version of Attendant Pro
Does Attendant Pro Start?
no
Uninstall Attendant 2010 (if applicable) and Reinstall Microsoft Office
yes
Start the Lync/ Skype4B client
Proceed as normal
yes
Does Attendant Pro Start?
yes
Do calls get cutoff after 30 seconds?
yes
Check for valid Authorization key
Is there an issue handling calls?
yes
Test Using USB audio device and Disable BTOE Application (If applicable)
Does the same issue occur?
yes
Replicate the same scenario in the Lync/ Skype4B client
no
Permanently use USB audio device and/or open support ticket with BTOE application support.
Does the same issue occur?
yes
It is an issue with the Lync/Skype4B environment
no
no
Install latest version of Attendant Pro
Proceed as normal
no
Does issue still Occur?
yes
Start a Support Ticket with Landis Computer
no