# aurenz
# Presence Hub

The aurenz Presence Hub is a SaaS solution that synchronizes users' presence status between Microsoft Teams and other communication platforms like RingCentral, Unify, Avaya or Cisco. This guide shows you as an administrator step by step what you need to do to enable the service for your company. With the aurenz Presence Hub, users in your organization:

- have one presence status that is valid for all communication platforms
- have a presence status with focus on the availability
- will not get any second call on their communication client when they are already in a conversation

## Deployment Guide for IT Admins

- Order the aurenz Presene Hub from the Microsoft AppSource. In the offer plan, you must define the user amount for which you want to order the service. The license is based on named user which you must define later in the Presence Hub admin portal.
- Check the "recurring billing" option in the plan, otherwise the subscription ends automatically after one month.
- After you have submitted the order, you will be redirected to the windows login window to start the onboarding process.
- Sign in with an account that has permissions to register an app in your Microsoft tenant and can grant it the necessary permissions to access the Graph API.
- In the Presence Hub admin portal, you have to
    - define a service user, that is used to register for Teams presence change notifications
    - setup a PBX Connector to connect to the PBX
    - define the users for which you want to enable the presence synchronization.

[Please refer to our aurenz wiki for more details](#)

## Users Guide

- Use your Teams client and phone clients like usual. The presence status will be synchronized automatically. There is no additional user interface.
- If you wand to change the presence status manually, do it in the Microsoft Teams client to overwrite session presence state from Outlook calendar.

**Architecture and line of business customization**

aurenz Presence Hub can be connected to several communication platforms. If your platform is not listed, please contact us and we provide a customized PBX Connector. It is also possible to customize the status mapping between the platforms. Please contact us also in this case.

**Trouble Shooting**

- Onboarding  error message after windows login.
- Presence Status doesn't change in Teams when user in a phone call.
- Long time delay until status updates

Please refer to our aurenz wiki article and how to solve this issues

**Technical Support Contact Information**

- Please email to support@aurenz.de