

# FREQUENTLY ASKED QUESTIONS



## KuandoBOX

### Which headsets and telephones do KuandoBOX support?

KuandoBOX works with corded and wireless headsets, as well as all brands of desk phone. Bluetooth headsets, mobile phones, and softphones are not supported.

### Can I connect both my handset and my headset to the KuandoBOX?

The KuandoBOX only allows you to connect either your headset or your handset.

### Can I connect KuandoBOX to my mobile phone?

No, sorry.

### Can I use Bluetooth?

No, sorry. KuandoBOX supports corded and wireless headsets with a base, but not Bluetooth.

### My KuandoBOX makes my presence status change once in a while when I don't use my deskphone.

Adjust sensitivity.

### What are the system requirements?

- Windows XP SP3, Windows Vista, Windows 7 or Windows 8
- Microsoft Lync 2010/2013 or Skype for Business
- .NET 3.5 framework

### Is KuandoBOX compatible with Mac?

No, Busylight is not compatible with Mac.

### 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.

### Is KuandoBOX compatible with Skype for Business?

Yes, KuandoBOX is compatible with Skype for Business, but not the free version of Skype (for consumers).

### Can I have the software as .exe instead of .msi?

Yes, you can. Download .exe version of the current software [here](#).

### What are the command lines for unattended installations?

.MSI file:

- Command line for unattended install: Setup-Busylight.msi /quiet CMDLINE="SILENT=TRUE"
- Command line for unattended uninstall: msiexec /i Setup-Busylight.msi CMDLINE="MODIFY=FALSE REMOVE=TRUE SILENT=TRUE" /quiet

.EXE file:

- Command line for unattended install: Setup-Busylight.exe /s SILENT=TRUE
- Command line for unattended uninstall: Setup-Busylight.exe /s MODIFY=FALSE REMOVE=TRUE SILENT=TRUE
- Command line for unattended repair: Setup-Busylight.exe /s MODIFY=TRUE REMOVE=FALSE SILENT=TRUE

### Will KuandoBOX work with Citrix or VMware?

Please see [Troubleshooting](#).

**NEED SUPPORT?**

800.641.6416 *or*  
CHAT ONLINE

