



Sprout Companion

User Guide

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1 Requirements and installation

Before you can install Sprout Companion, one of the following programs must already be installed on your Sprout by HP computer:

- Lync® 2013 or Lync 2013 SP1



NOTE: To download this service pack, go to <https://support.microsoft.com/en-us/kb/2817430>.

- Skype® for Business 2015
- Skype for Business 2016 version 16.0.6528.1017 or earlier



NOTE: Versions 16.0.6528.1018 and later are not supported.

To install Sprout Companion:

- ▲ Download the app from Sprout Marketplace.

2 Using Sprout Companion

Sprout Companion starts automatically with Windows. When Sprout Companion is running, the following occurs:

- A notification icon is added to the Windows notification area.



NOTE: To exit Sprout Companion, right-click the notification icon and select **Exit**.

- Newly created Lync or Skype for Business conversations are docked inside a Companion window. This includes conversations started by you or incoming conversations from another user. The Companion window provides you with additional Sprout functions during a conversation.


The following table describes the additional functions provided by the Companion window.

| Button | Function | Description |
|---|------------------------|--|
| A blue square icon with a white camera lens and a gear, representing video device settings. | Change video device | This feature allows you to change the video device during a video call without dropping the audio or ending the call. Select this button to display a list of available video devices, which include built-in cameras and external webcams. NOTE: This button is enabled only when a video conversation has been started. |
| A blue square icon with a white camera lens, representing a capture function. | Capture | Select this button to perform a 2D capture of objects on the touch mat and upload the scanned objects as attachments to the conversation. Multiple objects may be placed on the mat for capture at the same time. After the scan is complete, the program displays a list of options for processing the scan. WARNING! This process has been identified as a potential trigger for seizures in people with photosensitive epilepsy. User discretion is advised. 2D capture images are saved in the <code>\Pictures\Captured Images</code> folder for your user account. To manually add 2D capture images as an attachment to a conversation, select Present , and then select Manage Content . |
| A blue square icon with a white monitor and a touch mat, representing screen switching. | Switch between screens | Select this button to move the Companion window between the monitor and touch mat. |

3 Troubleshooting

If you encounter issues such as Sprout Companion not starting, new conversations not docking in a Companion window, or an unresponsive notification icon, perform the following steps:

1. Verify that the Sprout service is running.
 - a. Open **Task Manager**.
 - b. Select the **Services** tab.
 - c. Verify the status of **SproutService**.
2. Verify that a supported version of Lync/Skype is running (see [Requirements and installation on page 1](#)).

 **TIP:** Verify that the Lync/Skype notification icon appears in the notification area.

3. If all prerequisites are met, restart the Sprout service and Lync/Skype.
4. If the problem still occurs, restart the computer.