

SETUP GUIDE - Busylight for Teams

Software Version: 2.4.16 and higher

5th of June 2026

Date	Ver.	Comment	Initials
02.02.2024	2.4	Documents created	AJK
07.02.2024	2.4.1	3.1 added information about how polling sequence is auto increase if MS limitations is reached	AJK
12.02.2024	2.4.1	Added Reg Key info	AJK
20.02.2024	2.4.2	Added admin consent info	PT
23.04.2024	2.4.5	General document enhancement	PT
23.04.2024	2.4.5	New Teams client-side operation available again	PT
26.06.2024	2.4.6	Added instructions for Custom Azure Entra ID App registration with the software	PT
29.04.2025	2.4.13	Added support for other Cloud instances	OH
06.05.2025	2.4.16	Added changed behavior for Context Menu	OH
08.05.2025	2.4.16	Layout and structure	AJK
13.05.2025	2.4.17	Support for Teams v25094.310.3616.953 Toast layout changes	PT
21.07.2025	2.4.18	Added configuration for suppressing notifications for Call and Meeting Alert	OH
23.07.2025	2.4.19	Improved Logging, fix for Menus	OH
24.04.2026	2.5.6	Added new settings Menu entry and regkeys for different client settings	PT
05.06.2026	2.5.8	Added in-a-call feature	AJK

Contents

Preface.....	3
1 OperationMode options.....	3
2 Setup: Client-side Teams	4
2.1 Configure Busylight for MS Teams.....	4
2.2 Awareness of the bit-versions	4
2.3 Looking up bitversions	5
3 Setup: Server-side Teams	6
3.1 Configure Busylight for MS Teams.....	6
3.2 How it works and limitations	7
3.3 Busylight Registry data.....	7

3.4	Custom Azure AD/Entra ID Application registration and configuration	8
3.4.1	Create an Entra ID App registration	8
3.4.2	Configuring Busylight for MS Teams.....	10
3.4.3	Additional features:	10
3.5	Connecting to Government Clouds.....	11
3.5.1	Authentication Endpoint	11
3.5.2	MS Graph service endpoint	11
4	Supported Registry Keys.....	12
5	Troubleshooting	15
5.1	Consent cannot be given.....	15
5.2	Azure admin consent	16
5.3	Forced clearing of the Token cache	16
5.4	Re-register Teams in Outlook	16
5.4.1	Issues to be aware of:	17
5.4.2	Workaround: Forcing the registry value of DefaultIMApp.....	17
6	Contact	18

Preface

This document was designed to give an overview of the possibilities when setting up the Busylight software and to assist with the most general issues related to getting the software up and running.

The software depends on a few factors in both Teams and Office when running in client-side mode, whereas running in server-side mode depends on the user's permissions in Entra/Azure.

1 OperationMode options

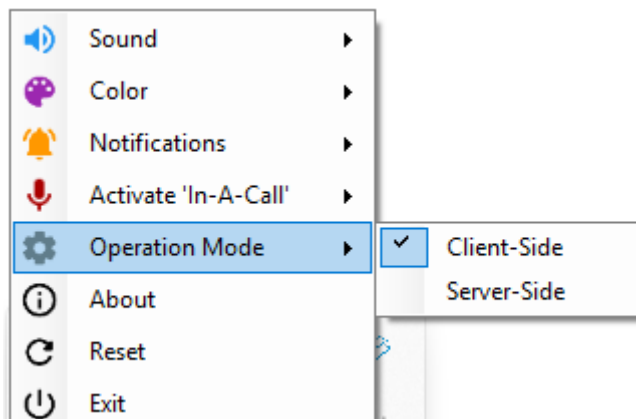
Client-side and Server-side operation mode are possible. Plenom strongly recommends using client-side operation mode. If selecting Server-side mode, then see section 3.2 for Limitations.

Default setting is Client-Side OperationMode

In client-side mode we always recommend running the 3 apps mentioned below in the **same** bit-version (32 bit or 64 bit):

- Teams
- Office
- Busylight for MS Teams

Operation Mode can be selected in the Busylight tray application but also can be configured via registry settings.



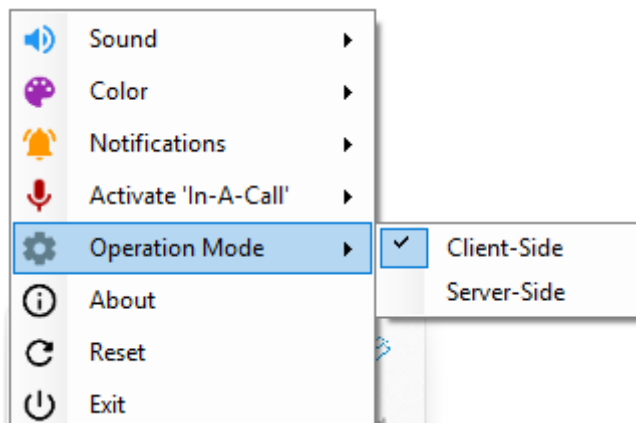
2 Setup: Client-side Teams

Client-side MS Teams presence status is identified via the UCOfficeIntegration API which is available on any PC running the MS office products.

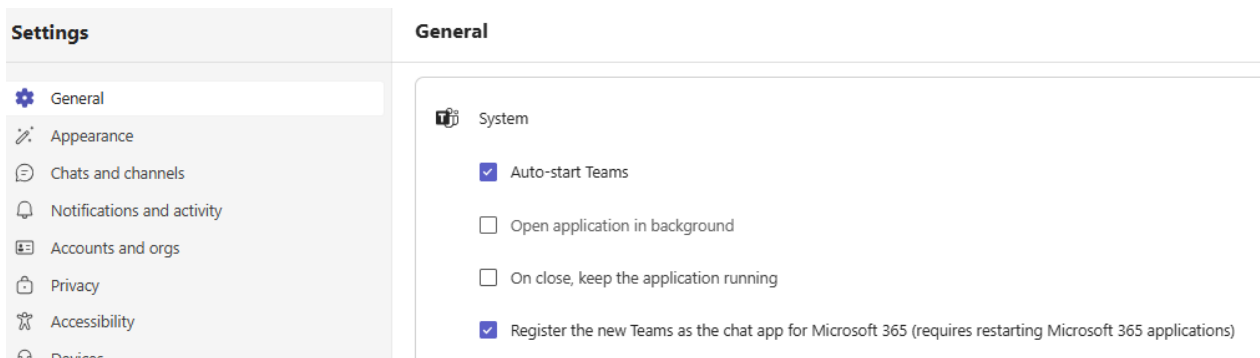
It is the same integration sending presence status from MS Teams to e.g. Outlook.

2.1 Configure Busylight for MS Teams

The **Operation Mode** is set to Client-Side in the Busylight Tray application for Client-side integration with Teams.



To **enable** the integration in Teams, you also need to check this box within the Teams Settings – General tab: **“Register the new Teams as the chat app for Microsoft 365”**



2.2 Awareness of the bit-versions

Note that we recommend running a clean setup using the same bit-version on the below applications since the Office COM is quite sensitive to mixing bit-version. Mixing the bit-versions on the apps would function initially but, at some point it tends to break. Therefore, the most stable user experience is found by using same bit-version (32 bit or 64 bit) on the following apps:

- Teams
- Office
- Busylight for MS Teams

2.3 Looking up bitversions

This is easily done through Task manager > Details > Add column „Platform“ or „Architecture“ >. From here locate the added column for the below apps that match your environment:

- for Busylight find Busylight4MSTeams.exe or Busylight4MSTeams64.exe
- for Office e.g. Start Outlook and find Outlook.exe.
- Teams find for ms-teams.exe.

We recommend running a clean environment of the 3 apps (Office, Teams, Busylight) since the Office COM is quite sensitive to mixing bit-version – so be sure all applications are running the **same** bit-version.

If they are all the same bit-version, please try the below steps:

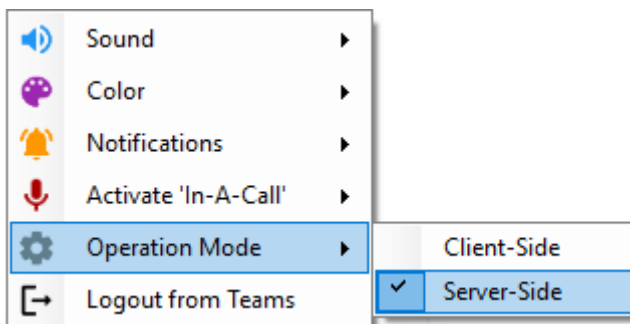
- Teams > General > (if ticked please untick) then tick “Register new Teams as the chat app of MS365” – now restart Teams (More details in section 6.4).
- If that did not work, please make sure MS Teams is terminated then run an **Online Repair** on O365/MS365 and restart the PC afterwards.

3 Setup: Server-side Teams

Server-side Teams presence status is identified using the MS Graph API connected to the Microsoft Azure infrastructure.

3.1 Configure Busylight for MS Teams

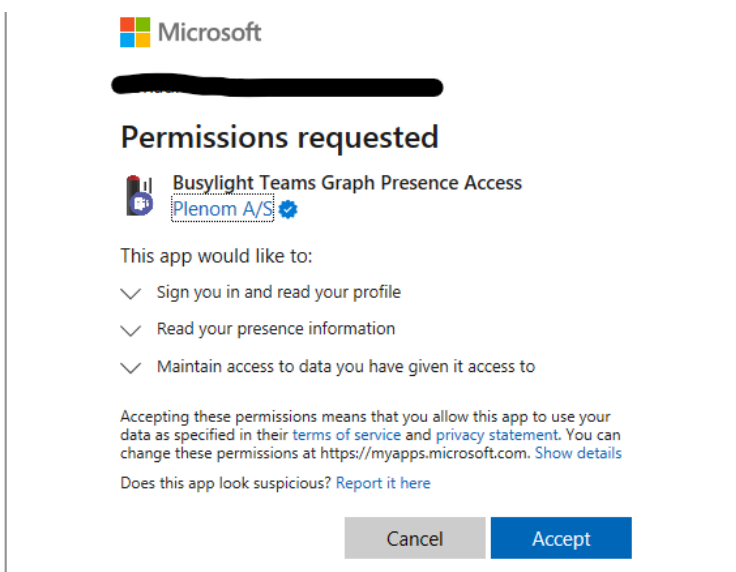
The OperationMode must be set to Server-Side in the Busylight Tray application for Server-side integration with Teams.



After logging in, a consent is asked to access the Presence information:

You will be asked to login to the Server-side of MS Teams, using your login credentials and password (Same as when login into Microsoft/Teams application).

After logging in, you must give consent to access Presence information.



In case User Consent is disabled, the MS Administrator can grant the consent for the entire tenant, please see the Troubleshooting section 6.

3.2 How it works and limitations

Via the Graph integration, the Busylight software asks the MS Teams Server for the current presence status. It does this every 3 second (default setting), so you might experience a short delay when Busylight changes color.

The 3 second default polling sequence is a tradeoff due to technical limitations in the Microsoft Graph API infrastructure. Graph API has a limitation of 1500 requests per 30 seconds, if we poll every 3 seconds the maximum number of active Busylight clients supported is 150.

- The software has an auto increase feature of the polling sequence. If the limit is reported by the Teams server, the polling will increase in the following steps.
 - 3 to 5 seconds (≈250 active Busylight clients)
 - 5-7 seconds (≈350 active Busylight clients)
 - 7-10 seconds (≈500 active Busylight clients)
 - 10-15 seconds (≈750 active Busylight clients)
 - 15-20 seconds (≈1000 active Busylight clients)
 - Notification message, contact support@plenom.com
- For continuous optimization the software will reset to the previous step every 1-2 hours (Timing is a randomized time between 60 and 120 minutes)
- It is possible to change the polling sequence in the registry settings for optimization. The registry key is HKCU\Software\Busylight\GraphPollSleeptime and contains the wait time in milliseconds. If the entry does not exist, just create a new DWORD value with this name. The default value is 3000 (3 seconds).
- The polling functionality will increase local network consumption, but we have not identified issues related to this on the typical unmetered connections.
If you have a metered connection (e.g., mobile network), you should check consumption.

At login, the software will store an access token for automatic authentication at the next start up. The token is valid for 1h (by default) but will automatically renew. The default lifetime for the corresponding refresh token is 90 days with a 14-day inactive sliding window. This is a normal Microsoft security protocol.

3.3 Busylight Registry data

The registration values when using the Graph API server-side are:

```
[HKEY_CURRENT_USER\Software\Busylight]
"UseMSGraph"=dword:00000001
"AzureADClientID"=reg_sz:"%YourClientID%"
"AzureADTenantType"= reg_sz:"organizations" (default, see Azure docs for options)
"GraphAPIEndpoint"= reg_sz:"https://graph.microsoft.com/v1.0/me/presence"
"GraphApiScopes"=reg_multi_sz:"user.read" "presence.read"
"CLOUD_INSTANCE"=reg_sz:"PUBLIC_CLOUD"
"CLOUD_AUTHORITY"=reg_sz:"PUBLIC_AUTHORITY"
```

For Domain deployment via GPO's, please refer to the Configuration Guide found below and especially pay attention to the section "Predefined settings via Group policy".

Busylight Configuration Guide

3.4 Custom Azure AD/Entra ID Application registration and configuration

It is possible to configure the Graph integration with a Custom application. This is done by creating a new Enterprise App registration in Entra ID.

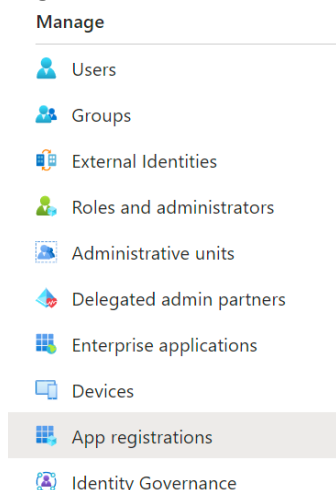
When created, Busylight for Teams software can be set up to use this app using registry keys. It is the preferred method to push them to the policy location, this is further described in the [Busylight configuration document](#), section “Predefined settings via Group policy”.

For larger customers who want better presence response time or customers that are too large to operate under the Graph Presence rate limit, using the Graph integration then, the only solution is to create multiple App registrations and delegate it to segments of users. This is because of the Microsoft rate limit of 3000 calls **Per app Per tenant**.

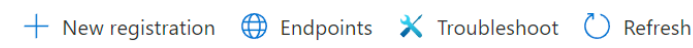
Alternatively use Busylight for MS Teams Client-Side Operation Mode instead.

3.4.1 Create an Entra ID App registration

1. Log into the Azure Portal and browse to Entra ID > App registrations



2. Click New registration



3. Fill in a name and set the Supported account types to Accounts in this organizational directory only

Register an application ...

*** Name**
The user-facing display name for this application (this can be changed later).

Custom Busylight App1 ✓

Supported account types
Who can use this application or access this API?

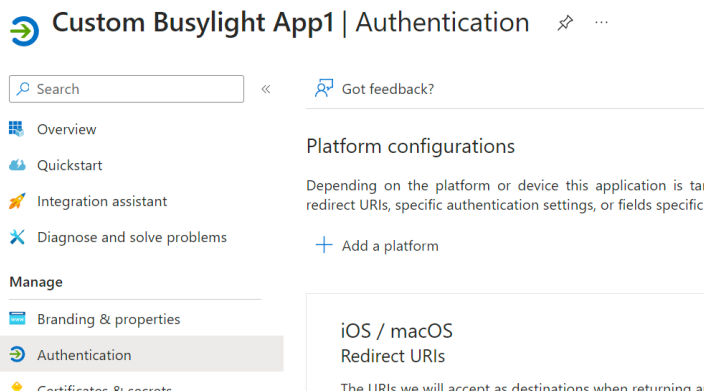
☒ Accounts in this organizational directory only (Single tenant)

☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)

☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

☐ Personal Microsoft accounts only

4. The App registration is now created and redirect URIs is next to setup.

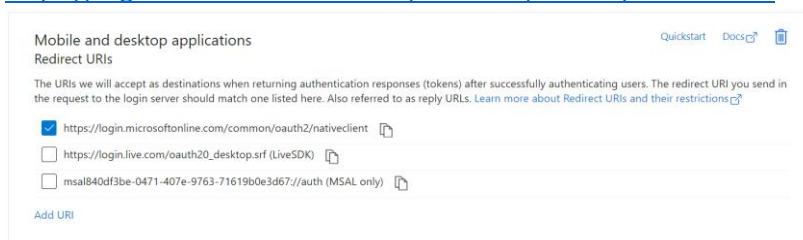


Locate Authentication > Platform Configuration > Add a Platform

Now add the following, depending on your environment, all URI's may not be required

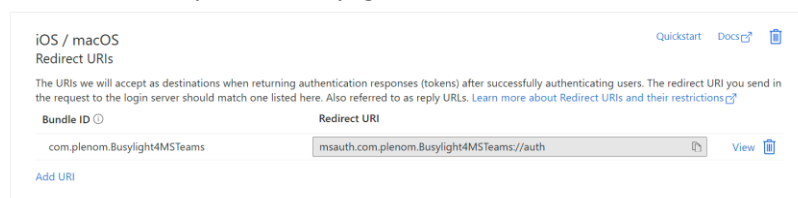
- Mobile and Desktop Applications - Use the Native client URI option

<https://login.microsoftonline.com/common/oauth2/nativeclient>



- MacOS – add the Bundle ID and accept default settings

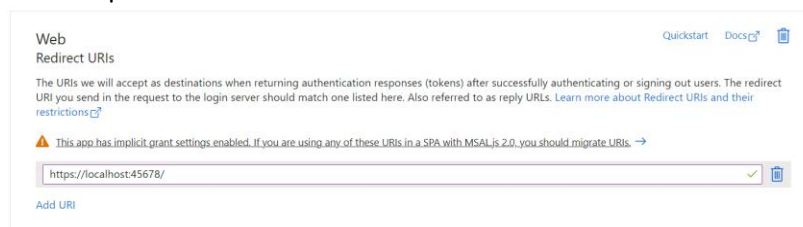
Bundle ID: com.plenom.Busylight4MSTeams



- WebBrowser – localhost using a hardcoded random port

URI eg.: <https://localhost:45678/>

Enable options for Access tokens and ID tokens



Implicit grant and hybrid flows

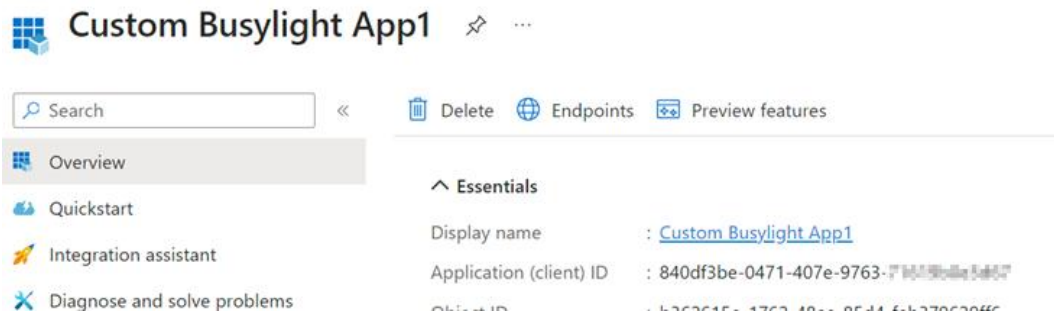
Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. [Learn more about tokens.](#)

Select the tokens you would like to be issued by the authorization endpoint:

- ☒ Access tokens (used for implicit flows)
- ☒ ID tokens (used for implicit and hybrid flows)

3.4.2 Configuring Busylight for MS Teams

1. Copy the Client ID of the new App registration to a safe place



2. Deploy the configuration by pushing a new reg string key with name AzureADClientID to one of the registry locations found in the Busylight configuration document
Other settings are available see section 4 Registry keys.
3. Start the Busylight for MS Teams application and log in.

3.4.3 Additional features:

Enabling SSO for domain joined Windows:

In App > Authentication > Advanced Settings > Allow public client flows > Set to Yes

Advanced settings

Allow public client flows ⓘ

Enable the following mobile and desktop flows:

☒ Yes ☐ No

- App collects plaintext password (Resource Owner Password Credential Flow) [Learn more](#)
- No keyboard (Device Code Flow) [Learn more](#)
- SSO for domain-joined Windows (Windows Integrated Auth Flow) [Learn more](#)

3.5 Connecting to Government Clouds

Connecting to Government or DoD clouds requires some changes in the Server-Side registry settings.

3.5.1 Authentication Endpoint

The CLOUD_INSTANCE and CLOUD_AUTHORITY registry keys switch the app configuration.

CLOUD_INSTANCE set to GOVERNMENT_CLOUD will switch the Application client ID to the preconfigured Client ID 17cf5178-643d-4a8d-a388-9da83a2eaf62.

If this client ID is not reachable in your environment, you need to create a custom Entra ID registration as described in the chapter before.

You can check reachability in Entra ID. Select Enterprise applications and search for the Client ID.

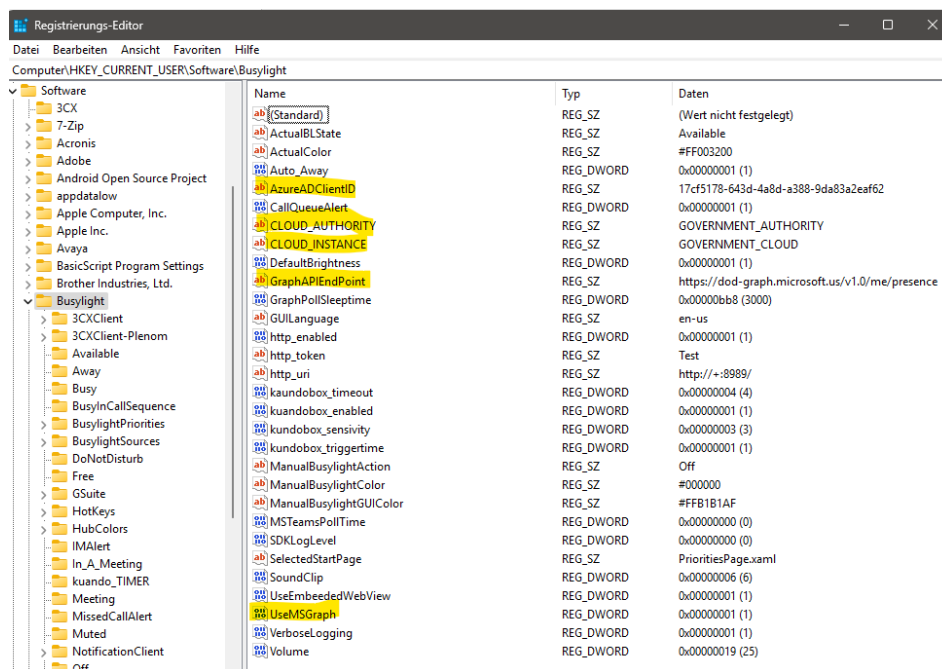
CLOUD_AUTHORITY set to GOVERNMENT_AUTHORITY will set the authorization endpoint to <https://login.microsoftonline.us>.

3.5.2 MS Graph service endpoint

You need to set the registry key **GraphAPIEndpoint** according to the cloud used:

Cloud	Endpoint
Microsoft Graph for US Government L4	https://graph.microsoft.us/v1.0/me/presence
Microsoft Graph for US Government L5 (DOD)	https://dod-graph.microsoft.us/v1.0/me/presence

An example is shown here:

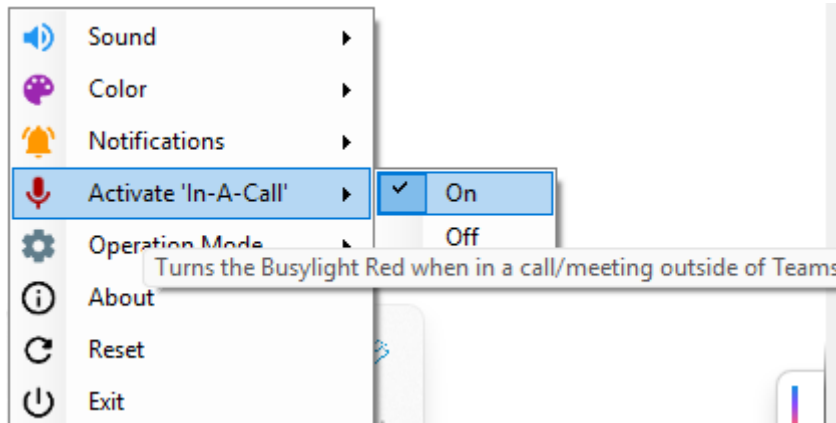


If an entry does not exist on your PC, you can easily just add it with the appropriate value

4 In-A-Call activation

By activating the In-A-Call function, the Busylight for Teams software automatically detects active calls from other platforms like Zoom, Webex and others and then overrides the Teams presence status using "in a call" mode. Detection is done via microphone activity on operating system level.

You can set the function to On or Off.



Showing an accurate presence status when in a call regardless of the Platform you're using helps to prevent unnecessary interruptions and avoids colleagues wasting time walking over when you're unavailable. Whether you're in a Teams meeting, a Zoom call, or a phone conversation, your

5 Supported Registry Keys

Besides the common Busylight registry Keys described in the [Busylight Configuration Guide](#), Busylight for MS Teams has some specific registry keys. The registry keys share the same location inside the Windows registry and the hierarchical evaluation as described in the configuration document.

Here is the table with all Keys:

Key	Data Type	Key kind	Description
IgnoreTeamsConfigIssue	DWord	Specific	Supress error message on wrong UCOfficeIntegration configuration.
UseMSGraph	DWord	Specific	1: Server-side, 0: Client-Side (Default)
AzureADClientID	SZ	Specific	See above
AzureADClientID	SZ	Specific	See above
CLOUD_INSTANCE	SZ	Specific	See above
CLOUD_AUTHORITY	SZ	Specific	See above
GraphAPIEndpoint	SZ	Specific	See above
GraphPollSleeptime	DWord	Specific	Milliseconds to wait between presence polling. Default: 3000 (Minimum 1000)
MSGraphLimitationToastShown	DWord	Specific	1: Hint was shown
UseTeamsGUIInfo	DWord	Specific	1: Collects presence from Teams GUI (experimental) 0: Only detects toast notification (Default)
TeamsUISleeptime	DWord	Specific	Milliseconds to wait between toast checks. Default: 2000 (Minimum 1000)
MicMonitorEnabled	DWord	Specific	1: Checks for active Mic sessions on the OS 0: Disabled (Default)
MicMonitorMenuVisible	DWord	Specific	1: menu is shown (Default)
OperationModeMenuVisible	DWord	Specific	1: menu is shown (Default)
NotificationsMenuVisible	DWord	Specific	1: menu is shown (Default)
SettingsMenuVisible	DWord	Specific	1: menu is shown (Default)
ColoursMenuVisible	DWord	Common	1: menu is shown (Default)
SoundMenuVisible	DWord	Common	1: menu is shown (Default)
KeepMenuOpen	DWord	Common	1: Menu kept open
DefaultBrightness	DWord	Common	High=2, Normal=1 (Default), Low=0
MuteOnAway	DWord	Common	0: Do not mute on Away (Default)
AwayOnLockedScreen	DWord	Common	1: Show Away on locked Screen (Default)
PulsingEnabled	DWord	Common	1: Pulsing enabled (Default)

Colors

Key	Data Type	Key kind	Description
MissedCallAlert	Key	Common	See configuration guide
Busy	Key	Common	See configuration guide
Free	Key	Common	See configuration guide
Ringing	Key	Common	See configuration guide
IMAlert	Key	Common	See configuration guide
MissedCallAlert	Key	Common	See configuration guide
Away	Key	Common	See configuration guide
DoNotDisturb	Key	Common	See configuration guide
BusyInCallSequence	Key	Common	See configuration guide
In_A_Meeting	Key	Common	See configuration guide
IMAlert	Key	Common	See configuration guide

Deprecated keys

Key	Data Type	Key kind	Description
MSGraphUseNewAppSearch	DWord	Specific	1: Use new search
UseTeamsIconInfo	DWord	Specific	1: Use GUI presence information (Classic Teams Only)

6 Troubleshooting

6.1 Consent cannot be given

Microsoft Entra ID (aka Azure AD) can be configured to block the user consent.

Consent and permissions | User consent settings ...

Microsoft Entra ID

« Save Discard Got feedback?

Manage

- User consent settings
- Admin consent settings
- Permission classifications

Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but can represent a risk in some situations if it's not monitored and controlled carefully.

User consent for applications
Configure whether users are allowed to consent for applications to access your organization's data. [Learn more](#)

☐ Do not allow user consent
An administrator will be required for all apps.

☐ Allow user consent for apps from verified publishers, for selected permissions (Recommended)
All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization.

☒ Allow user consent for apps
All users can consent for any app to access the organization's data.

⚠ With your current user settings, all users can allow applications to access your organization's data on their behalf. [Learn more about the risks](#)
Microsoft recommends allowing user consent only for verified app publishers or apps from your organization, for permissions you classify as "low impact". [Learn more](#)

⚠ In March 2024, Group owner consent settings will be removed and replaced with Team owner consent settings. [Learn more](#)

Group owner consent for apps accessing data (resource-specific consent for Team)
Configure whether group owners are allowed to consent for applications to access your organization's data for the groups they own. [Learn more](#)

☐ Do not allow group owner consent
Group owners cannot allow all applications to access data for the groups they own unless the group owners have been authorized in other ways. [Learn more](#) about the other ways that consent may be authorized.

☐ Allow group owner consent for selected group owners
Only selected group owners can allow applications to access data for the groups they own.

☒ Allow group owner consent for all group owners
All group owners can allow applications to access data for the groups they own.

The user consent needs to be allowed as shown above. If you select the second option above (Allow user consent for apps from verified publishers...), then you need to give consent and permissions as show below.

Consent and permissions | Permission classifications ...

Microsoft Entra ID

« Got feedback?

Manage

- User consent settings
- Admin consent settings
- Permission classifications

Classify permissions
Use permission classifications in consent policies to identify the set of permissions that users are allowed to consent to. [Learn more](#)

Low Medium (Preview) High (Preview)

Define low-risk permissions here. Only delegated permissions that don't require admin consent are supported.

[+ Add permissions](#)

API used	Permissions	Description	
Microsoft Graph	Presence.Read	Read user's presence information	
Microsoft Graph	User.Read	Sign in and read user profile	

6.2 Azure admin consent

In cases where the Azure admin does not allow the users to individually consent to the application, they can consent to the app on behalf of the entire tenant.

Please forward this link to the admin that contains the necessary tools to configure the consent link as well as the possibility to test if the presence can be obtained on the test site:

<https://busylightgraphhelper.azurewebsites.net>

6.3 Forced clearing of the Token cache

The token cache is stored in a file. While Busylight for MS teams is not running, you can clear the cache by deleting the file. The file is located here:

%APPDATA%\Busylight\

There are separate files for 32 and 64 Bit:

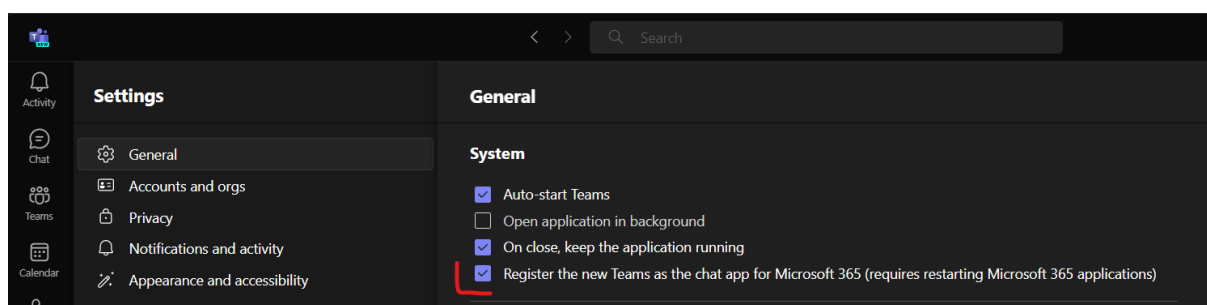
Busylight4MSTeams.msalcache.bin3

Busylight4MSTeams64.msalcache.bin3

6.4 Re-register Teams in Outlook

Teams should automatically connect with Outlook, but in rare circumstances we it can fail. The Teams client can be triggered manually by the user via the Teams Settings. Please note it is always worth a try before changing the registry values (see Workaround section 6.4.2).

Open Teams Settings > General > (if already ticked, untick) then tick "Register the new Teams as the chat app for Microsoft 365" – the tick should disappear/appear in no more than 3 seconds, if nothing happens, please go to the next section "Issues to be aware of".



The Busylight software should recover on its own now, though if they do not, then please restart the apps below in the following order:

- Outlook
- Teams
- Busylight for MS Teams

If it is still not solved, then a complete restart of the PC is advised.

6.4.1 Issues to be aware of:

When ticking the setting above you might face the following situations which will prevent you from solving the issue through Teams Settings since you cannot force Teams to reregister with Outlook.

- The administrator has locked the setting so you cannot toggle it on/off.
- The tick never disappears/appears (usually after 3 seconds after clicking) – This is an indication of the described bug in the preface.

If any of the above circumstances occur, please go to the Workaround section below.

6.4.2 Workaround: Forcing the registry value of DefaultIMApp

Note Changing the Registry values manually is not recommended for inexperienced users, but we have found that in most cases it can be resolved by making these changes. – **if you proceed, please be cautious.**

There are two approaches here, all manual, and semi manual – for inexperienced users we recommend the Semi-manual approach since you do not need to modify anything yourself!

The below workarounds aim to set Teams (value MsTeams) as the presence source.

6.4.2.1 Semi-manual workaround (inexperienced users)

We have included a file within the “DefaultIMApp Registry key” folder of this package that you will need to execute to set the registry key to the right value. The file, simply put, sets the value needed for Teams to function with Outlook correctly, like described further down in the manual approach.

1. Execute “Set_DefaultIMApp_as_MsTeams_fix.reg” file located in the “DefaultIMApp Registry key” folder.
2. Windows UAC will ask if you want to allow the app to make changes, select **Yes**.
3. Another window will pop up asking you to confirm to add the values of the file, select **Yes**.
4. A confirmation should show, telling you it was added successfully, select **OK**.
5. Busylight should now recover automatically from the change, however, it might be necessary to restart the apps below in the following order:
 - o Outlook
 - o Teams
 - o Busylight for MS Teams

If it is still not working, please try to restart the PC.

6.4.2.2 Registry file content:

Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\IM Providers]

“DefaultIMApp”=“MsTeams”

6.4.2.3 Manual workaround (experienced users)

You can set the DefaultIMApp key by following the below described steps, utilizing the RegEdit program included with Windows.

1. Open regedit
2. On the left side of the view browse to the path below:
Computer\HKEY_CURRENT_USER\Software\IM Providers
3. On the right side locate and open (double click) the key named "DefaultIMApp".
4. In Value data field write "MsTeams" – case sensitive and without quotes.
5. Busylight should now recover automatically from the change, but it might be necessary to restart the apps below in the following order:
 - Outlook
 - Teams
 - Busylight for MS Teams

7 Contact

If you have any further questions or the issue is not resolved by the steps above, please do not hesitate to contact support at:

support@plenom.com

Note in general when working with Teams client-side OperationMode the following details will be requested to ensure integrity with the Office COM interface, so you can speed up the process by submitting the information below when reaching out to us.

- Windows version (**10, 11**)

And most importantly, the **Bit-version** of the following 3 apps - please see section 2.3 on how to collect these details:

- Office (**32- or 64bit**)
- Teams (**32- or 64bit**)
- Busylight for Teams (**32- or 64bit**)