Lync service – phone calls and collaboration

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Agenda

• Lync overview
• Lync phone functionality
• Summary
Lync – Skype for businesses

- Microsoft product
- Mature and reliable
- Used by many companies world-wide
- Set of features for collaboration
## Advantages of using Lync

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Contact</td>
<td>Yes, Address Book, quick phone calls</td>
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<tr>
<td>Presence</td>
<td>Yes, presence indicator</td>
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<tr>
<td>Clear message</td>
<td>Yes, instant messaging</td>
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<tr>
<td>Instant access to information outside the office</td>
<td>Yes, Voice mail -&gt; mailbox</td>
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<tr>
<td>Access from abroad (no roaming charges)</td>
<td>Yes, Wifi</td>
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Lync – two modes

• Standard mode
  • All CERN accounts activated on Lync
    • Instant messaging
    • Availability
    • CERN address book
    • Desktop sharing

• Phone mode on Lync
  • A CERN number is migrated to Lync phone system
  • A CERN number is assigned to a primary account
  • Person can make/receive calls on CERN phone number registered on Lync
• My CERN phone number is on Lync
• People call my CERN number “77163”
• Lync will ring on all Lync clients:
  • Lync application on Windows/Mac and/or
  • Lync IP Phone and/or
  • Lync application on smartphone
Scenario: person working 50% at CERN

- Request a CERN phone number on Lync
- Install Lync application on Windows or Mac computer
  - Or install application on a smartphone
- While being at the home institute:
  - Place and receive calls on CERN number
  - See availability of other people
  - Send Instant messages and use other features of Lync
- While being at CERN
  - Can place and receive calls on CERN number
  - Use other Lync features
Lync phone system

• Advantages
  • Reduce costs
    • Roaming charges
    • Phone calls
  • You can call CERN numbers for free
  • It’s possible to call any number world wide
    • You need to be granted rights to call local area or world wide

• How to place calls?
  • Lync IP Phone (standalone device)
  • Lync application on Windows and Mac (headset)
  • Smartphones: Android, iPhone, Windows Phone
Practical information

• Lync available to install from CMF or Mac repository
• Lync IP Phone is available in CERN Stores
• Numbers activated on Lync can’t use Alcatel/analog phones
• One number = one person
• Lync federation with other institutes possible
  • Communicate for free: iter.org, epfl.ch etc.
Summary

Saving costs with Lync!

Set of collaboration features available:

- **Mobility**: CERN phone number with you
- Presence/Availability
- Instant messaging

Lync, [https://cern.ch/lync](https://cern.ch/lync)
To ask questions: [https://cern.ch/lync-community](https://cern.ch/lync-community)

- Support: contact service-desk@cern.ch