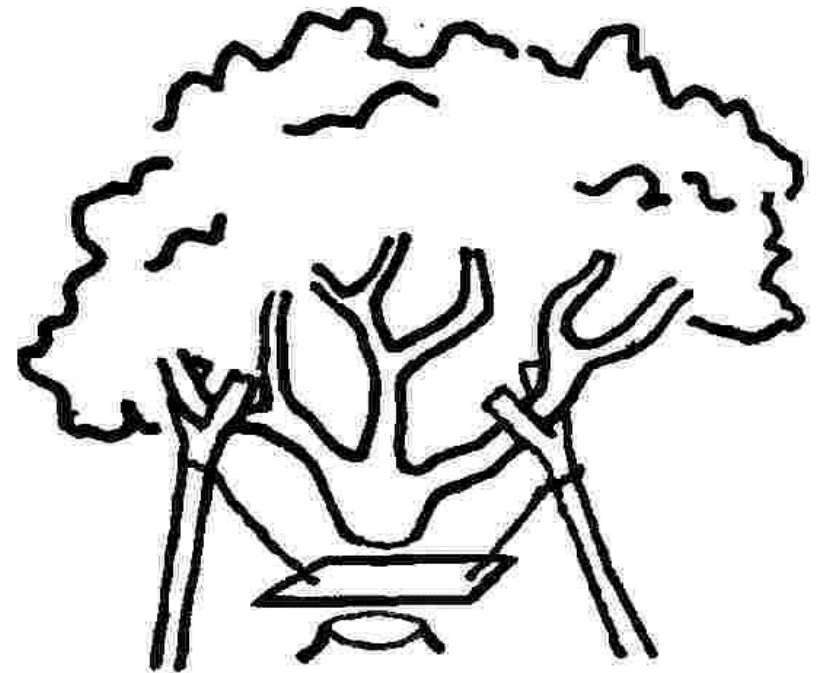
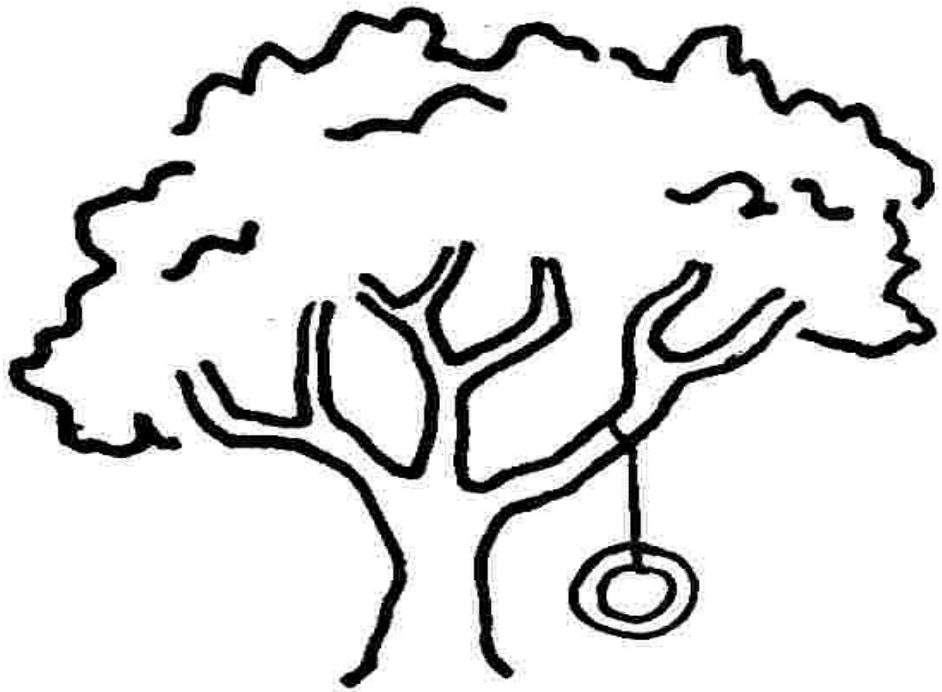


# *Share Ideas*

## Lync: click to call and collaborate

Pawel Grzywaczewski IT/OIS  
October 2014

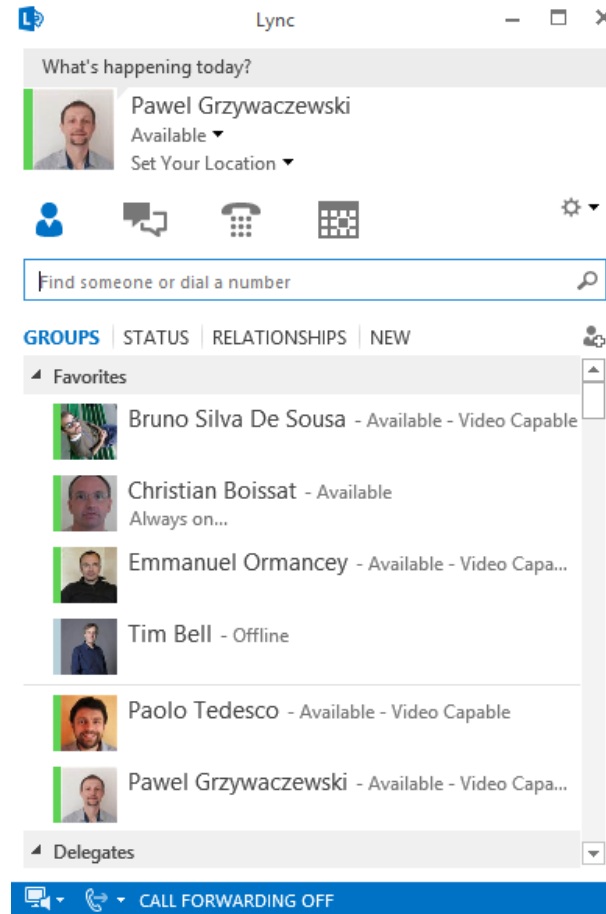


Copyright: Alan Chapman, <http://www.businessballs.com>

# Overview

- Lync general features
  - Strengthen the collaboration
- Demo
  
- Lync phone features
  - New ways of calling
- Demo

# Lync



# Collaboration - Advantages of using Lync

List of contacts



CERN Phone book,  
Contacts in  
Exchange

Presence



Presence indicator

Clear message



Instant messaging

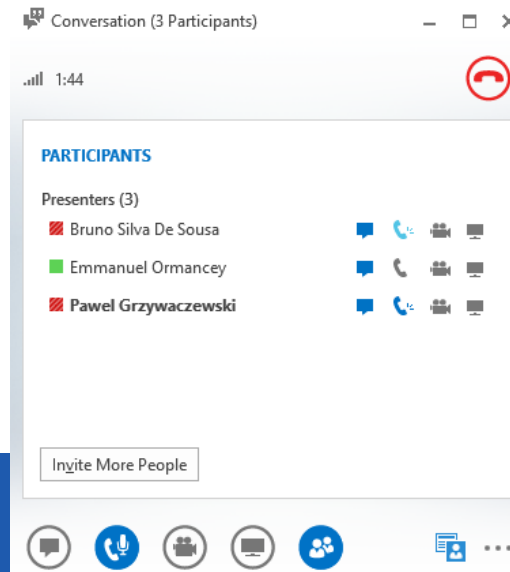
Phone calls from  
abroad (no roaming  
charges)



Wifi

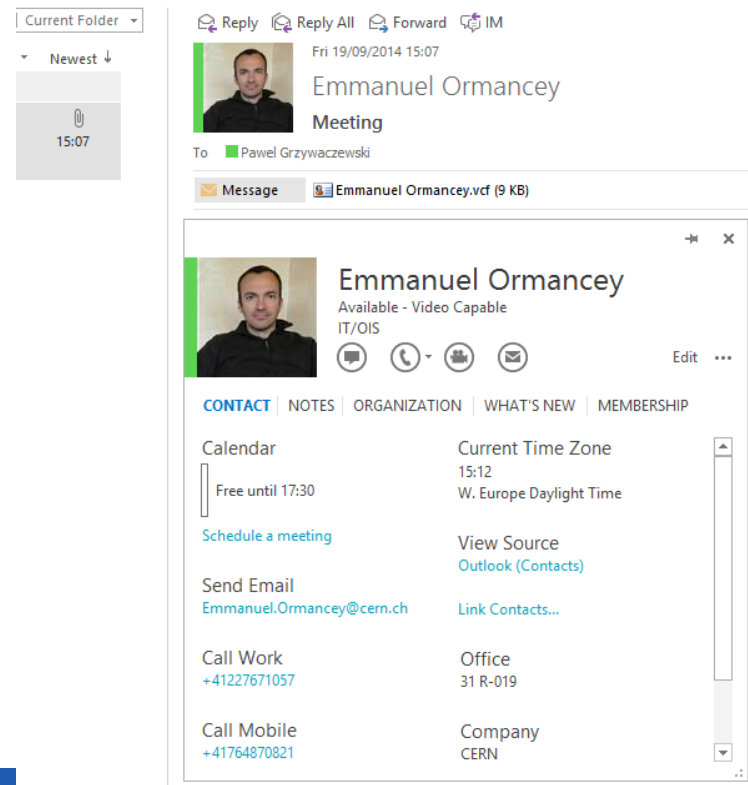
# Possible use case

- Start with E-mail (asynchronous communication)
- Presence -> Go for **instant communication**
- Add audio on Lync = **phone/audio calls**
- Lync + audio + sharing = **online meetings**



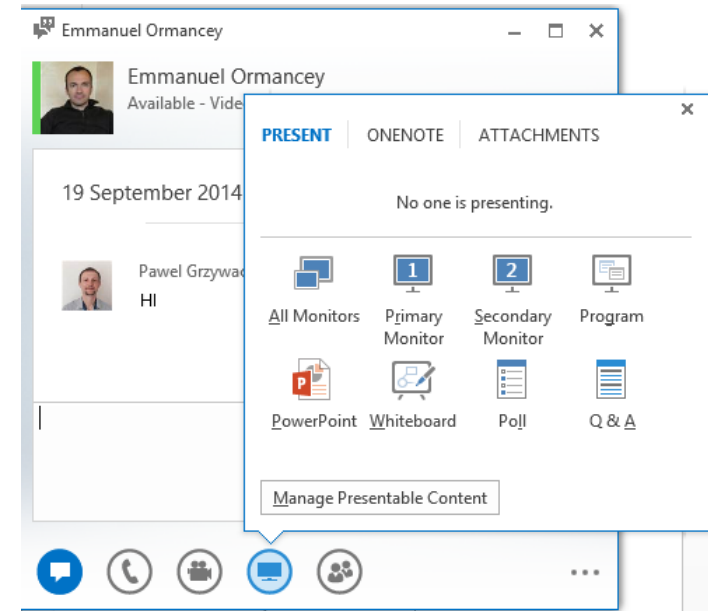
# Integration: Outlook

- Act from Outlook (phone, office, free/busy)
- Take an action – based on status of others



# Sharing information

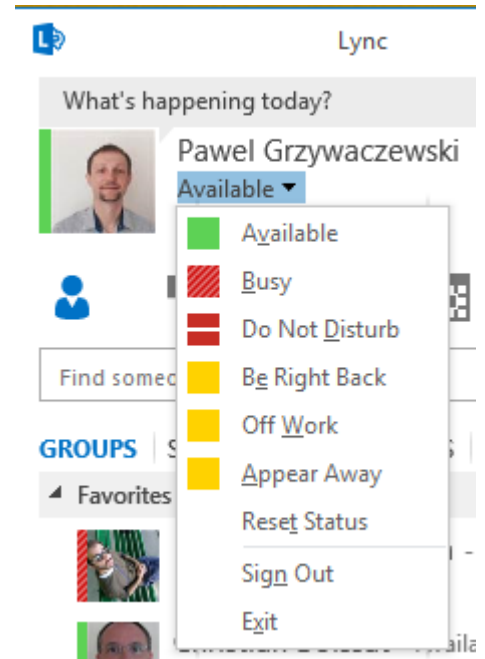
- Click “Share” icon
- Desktop.
- A program (Word, Excel, Internet Explorer...)
- Whiteboard
- Create a poll





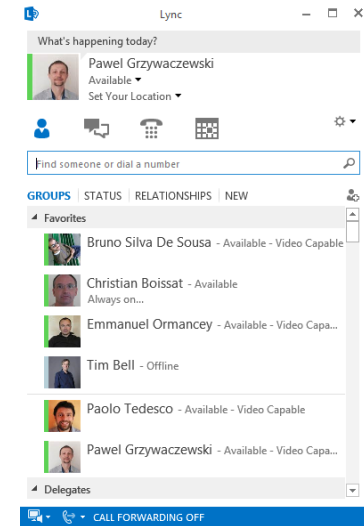
# Manage presence in Lync

- Available, Busy, Away, Do not disturb ...
- You **decide** who and what can see
- By default **people don't see your status**
  - **Add them to contacts** to show your status
- Status is **synchronized** with your **calendar**
  - Out of office, events etc.
  - Set your status manually
- Define “Relationship” of your contacts
  - “Workgroup” - will be able to bypass “Do not disturb” mode



# One tool – several characteristics

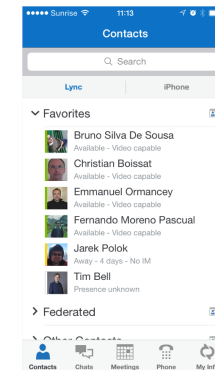
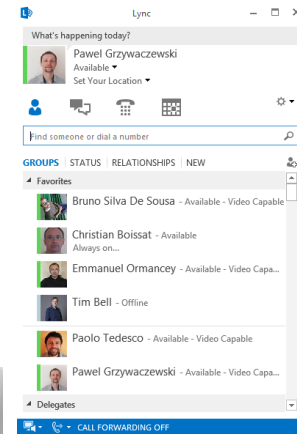
- Supports the collaboration
- Efficient
- Productive
  - Manage your time (based on your presence)
  - One tool for different actions



# Demo

# Lync clients

- Lync 2010/2013 on Windows
- Lync on MAC
- Lync on smartphones
- Lync IP Phone
- Pidgin (Linux client)



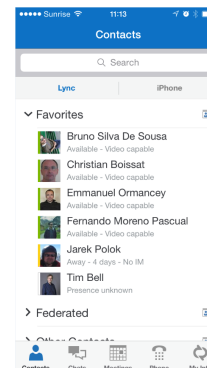
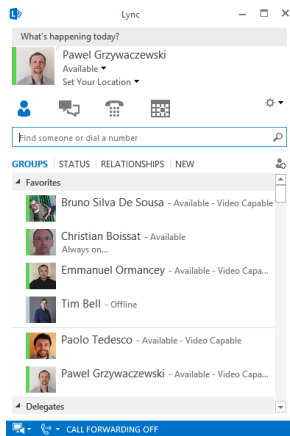
# Lync Phone system



- What does it mean?
  - CERN landline (fixed) number on Lync  
**Grzywaczewski, Pawel**  
IT-OIS-IS 31/R-017 77163 165605 G22600
- Somebody calls my CERN number: 77163
  - It will ring an Lync clients
    - Lync application (Windows/Mac, smartphones)
    - Lync IP Phone
- I use my CERN phone number to place calls
  - Lync application (Windows/Mac, smartphones)
  - Lync IP Phones

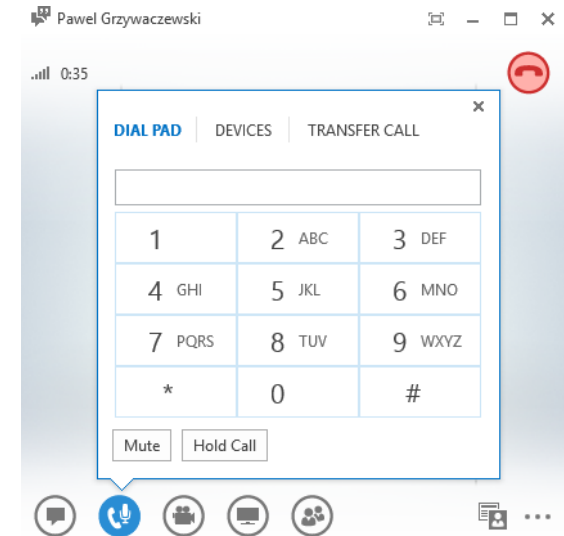
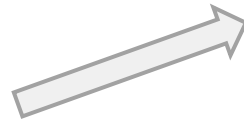
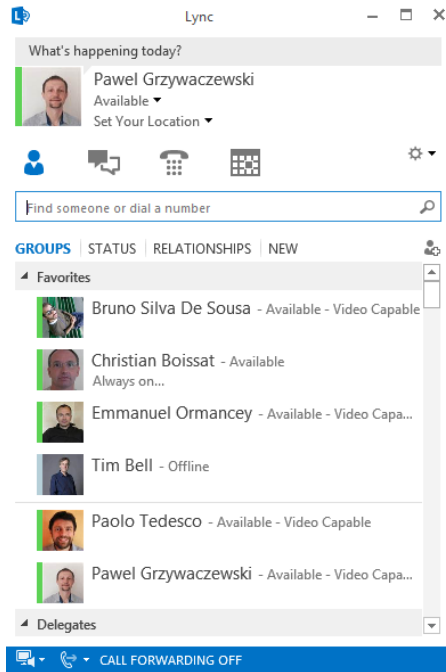
# Activation on Lync Phone system

- Submit a “Phone request” on [edh.cern.ch](http://edh.cern.ch)
- Your phone number will be migrated to Lync Phone system
- Use Lync clients to place phone calls
  - Not compatible with Alcatel IP Phones



# Lync application

- **Call** your contacts with a **single click**
- **Search** for CERN people (and your contacts)
- If you have an external number, just **paste it** and press “Call”.



**You can easily:**

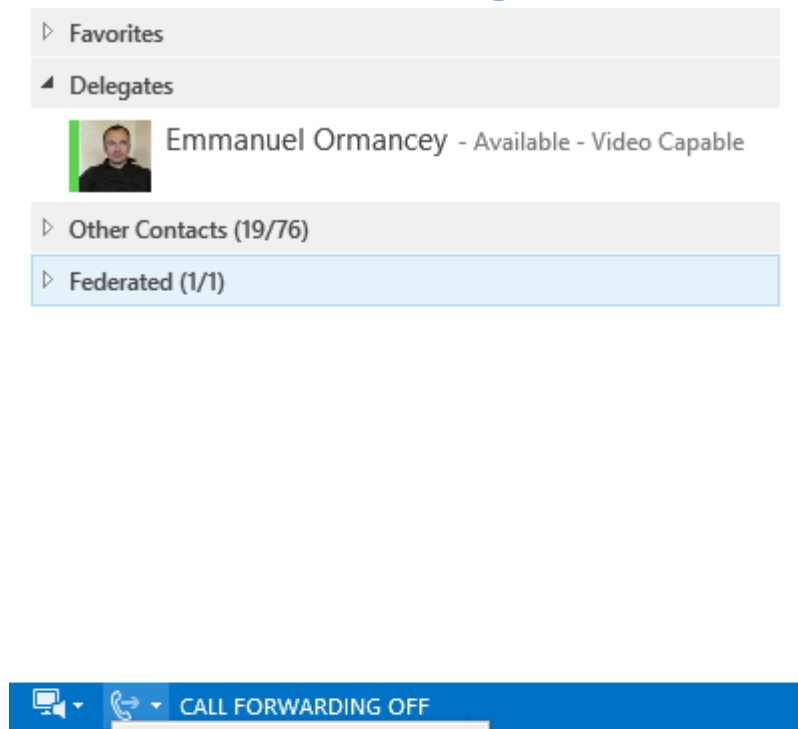
**Put on hold (“pause” icon)**

**Forward to another number**

**Initiate a new call**

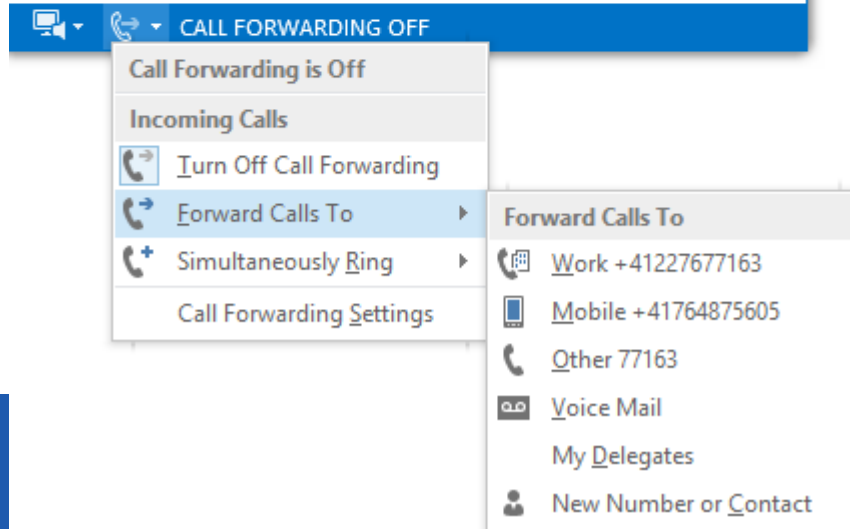
**Change the device (headset, etc.)**

# Forwarding calls



Other options are:

- Forwarding to the voice mail.
- To our delegates.
- To any CERN number





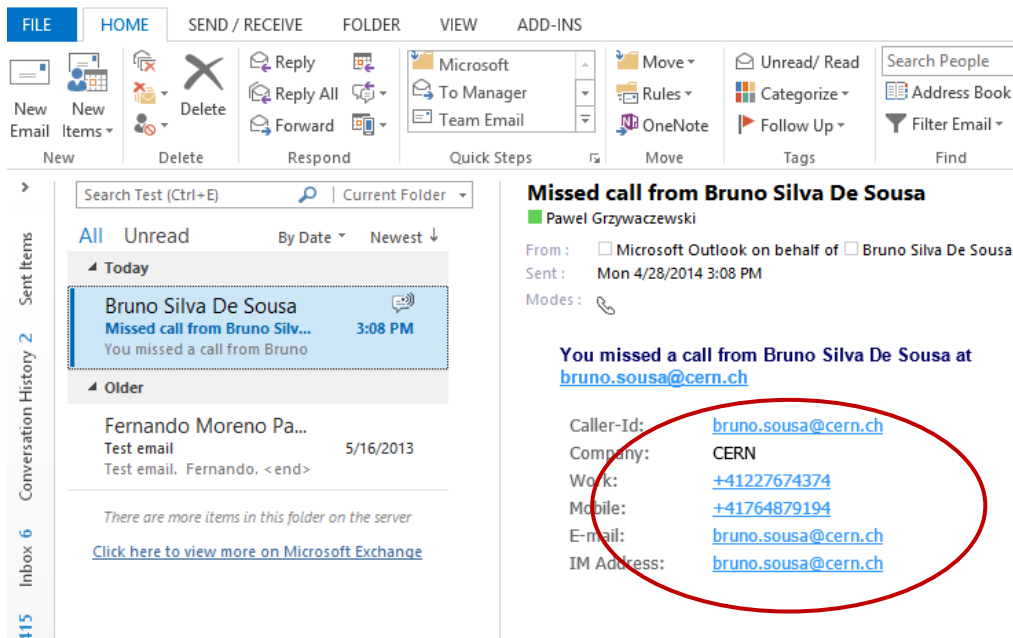
# Voice mailbox & missed-calls

Lync is not running, or a person left a message on your voice mailbox:

- Voice message forwarded to your inbox.

Missed incoming calls (busy, away, out of office...)

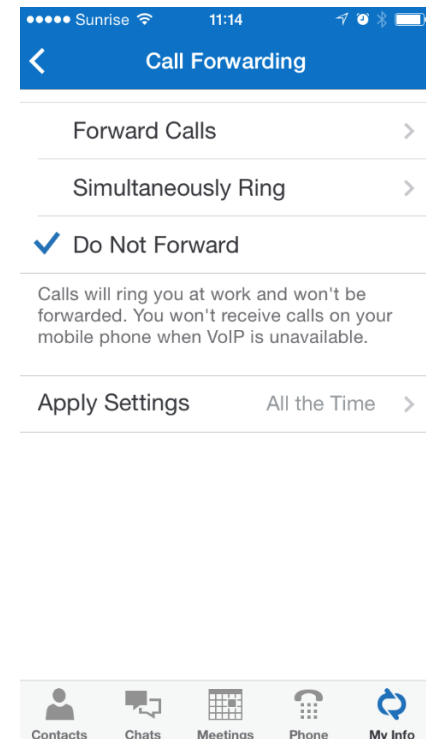
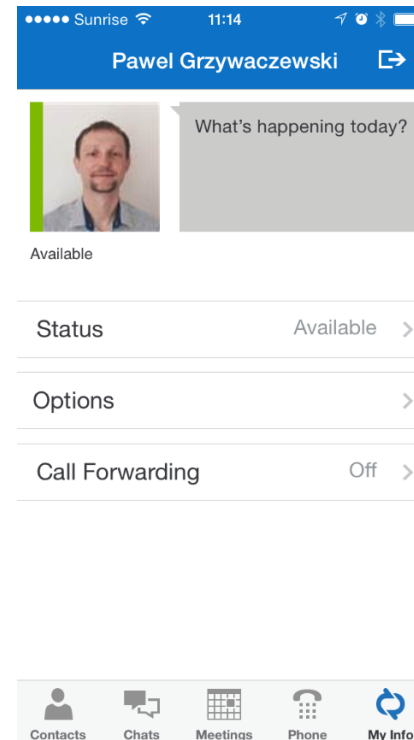
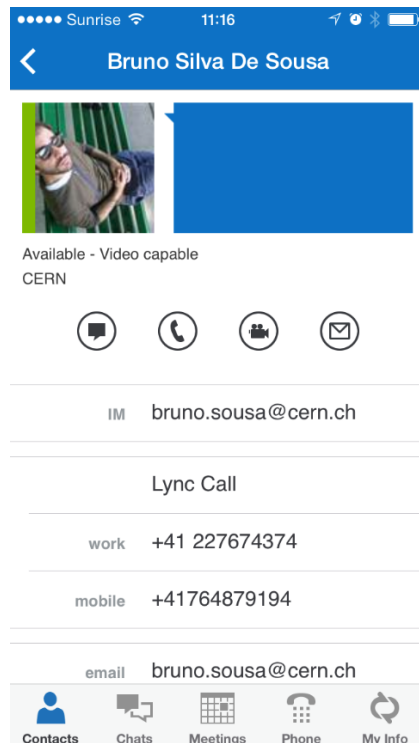
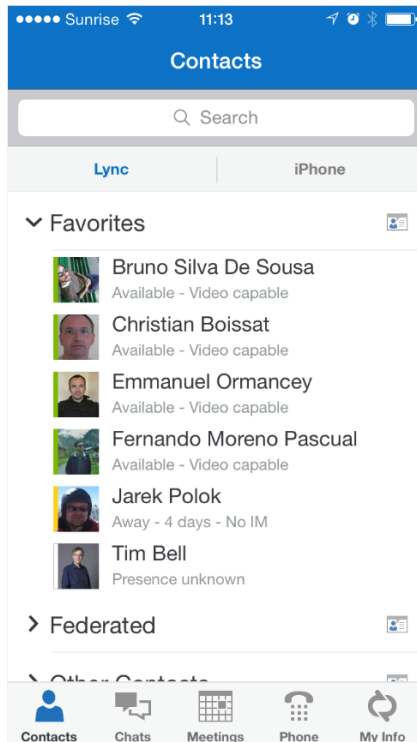
- Notifications to your inbox about missed calls.



In the missed call notification we have:

- All the information of the caller.
- The time when the call was made.

# Lync on smartphones



# Lync IP Phones



- Recommended for new installation
- Similar to current IP phones + advantages
  - Softphone features (on Mac and Windows)
    - Use your CERN phone number from anywhere (home, conference, hotel etc.)
  - **Easy management** of phone settings and forwarding
  - **Voice messages** received as an e-mail into Inbox
- Devices available in CERN Store

# Demo

# Start using it ...

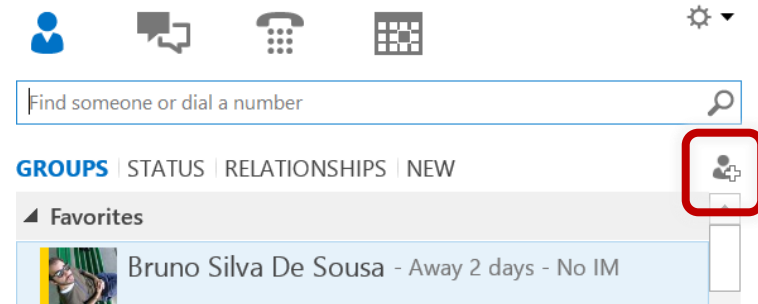


- All CERN people have Lync account
  - Instant Messaging, presence etc.
- Lync on Windows/Mac, and Pidgin in Linux
- Add photo to Lync/mail system on <http://social.cern.ch>
- Lync Phone
  - Save costs on roaming
  - Collaborate from any place around the world
- Communicate with external contacts
  - Other companies/institutes having Lync (federation needed)
  - **Gtalk**
  - Skype (Microsoft Live account needed)

# Lync to Skype



- Person on Skype logs in using “Microsoft Live ID”
- Person on Lync sends an invitation
  - Click Add Contact
  - Choose “Skype”
  - Provide sip address
    - login\_name@domain.com
- Person on Skype accepts the invitation
- Contact from Lync to Skype and vice versa
  - Instant messaging
  - Presence
  - Audio calls



# Summary

**Lync**, <https://cern.ch/lync>

- Find the best approach for your working environment
- Share your thoughts on social <https://cern.ch/lync-community>

## **Lync provides you:**

- Different ways to collaborate
- Easy way to make phone calls
- Easy way to configure forwarding
  - No roaming charges - Use your CERN number from anywhere (hotel, home etc.)
  - Voice mail on your e-mail client
- Support: contact [service-desk@cern.ch](mailto:service-desk@cern.ch)

Thank you for your attention



Questions?