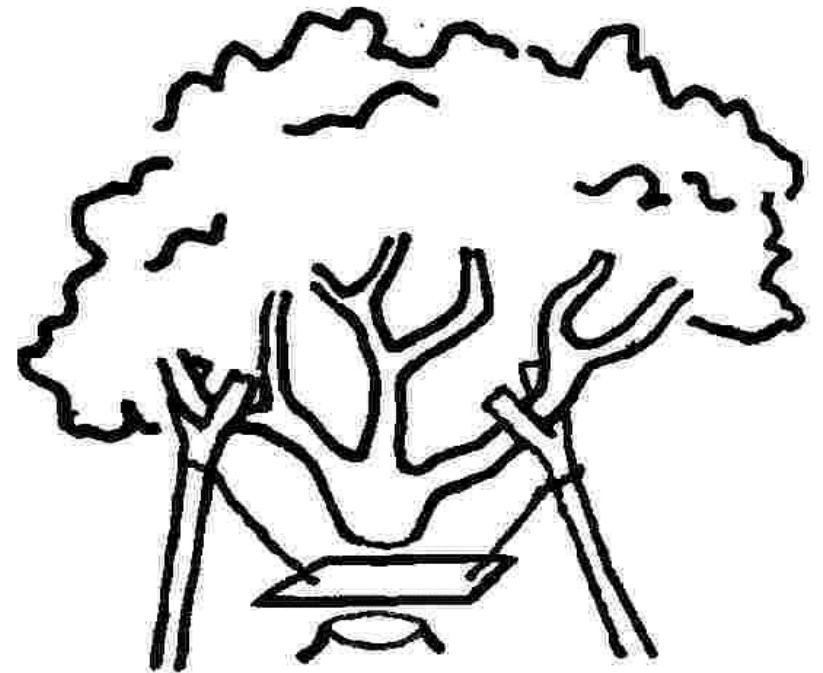
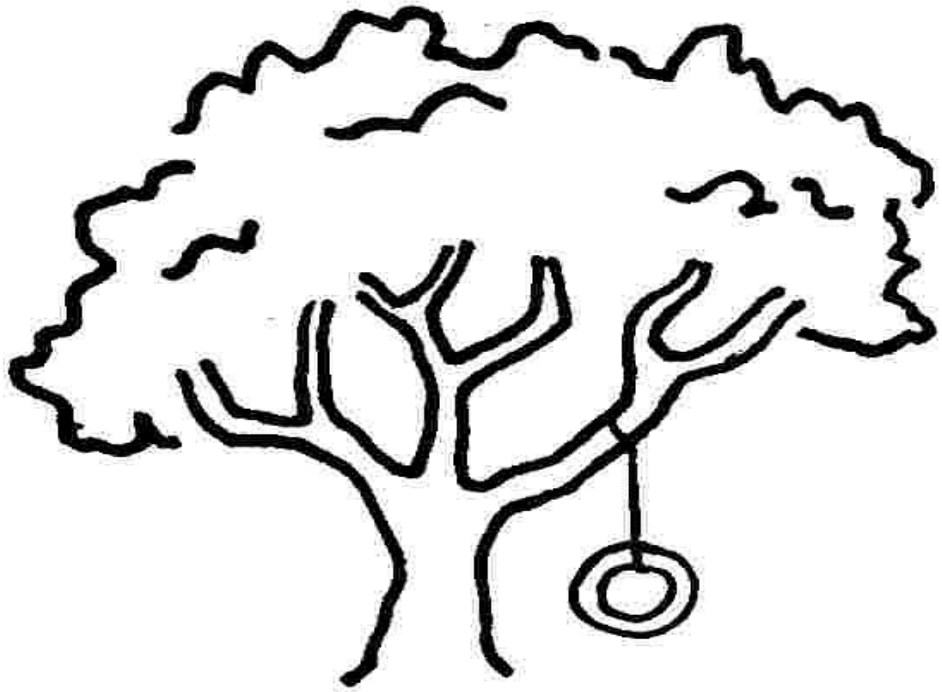


Share Ideas

Lync: click to call and collaborate

Pawel Grzywaczewski IT/OIS
October 2014



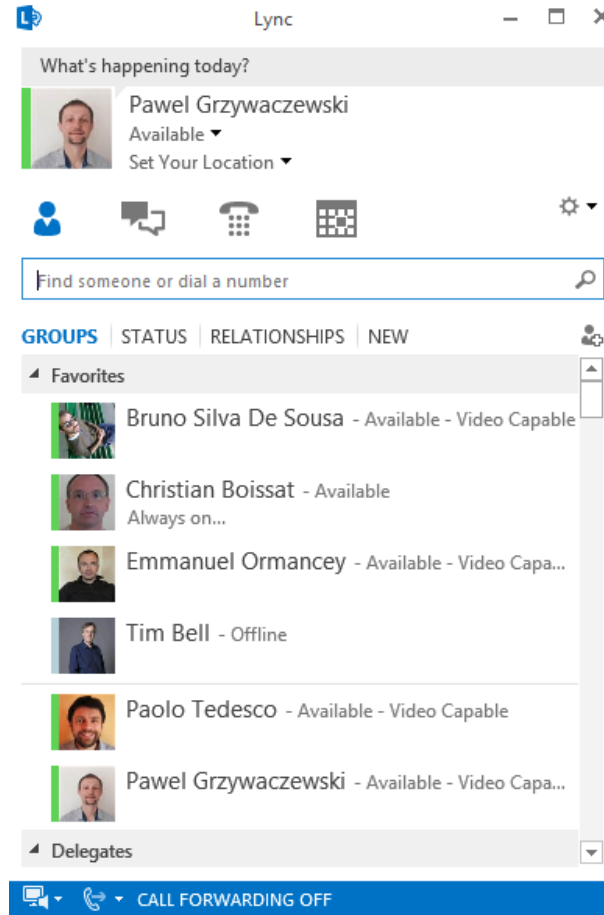
Copyright: Alan Chapman, <http://www.businessballs.com>

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

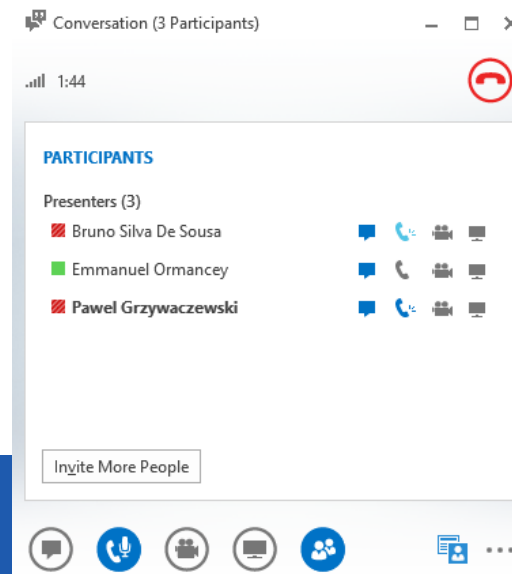
Phone calls from
abroad (no roaming
charges)



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**



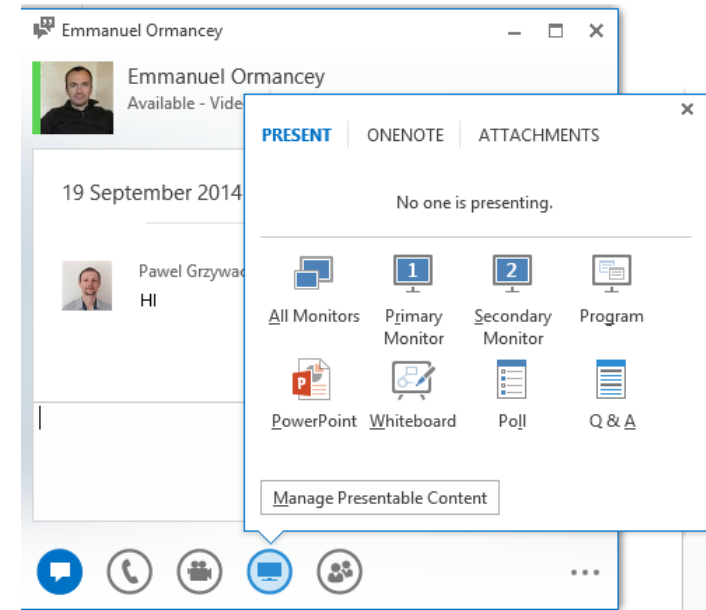
Integration: Outlook

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

The screenshot displays the Outlook interface. On the left, a 'Current Folder' dropdown is set to 'Newest', showing a message from 15:07. The main pane shows an email from Emmanuel Ormancey, dated Fri 19/09/2014 15:07, with the subject 'Meeting'. The email is addressed to Pawel Grzywaczewski and includes an attachment 'Emmanuel Ormancey.vcf (9 KB)'. Below the email, a contact card for Emmanuel Ormancey is visible. The contact card shows his profile picture, name, and status 'Available - Video Capable'. It includes navigation tabs for 'CONTACT', 'NOTES', 'ORGANIZATION', 'WHAT'S NEW', and 'MEMBERSHIP'. The 'CONTACT' tab is active, displaying a calendar view with 'Free until 17:30' and a 'Schedule a meeting' link. Other contact information includes 'Send Email' (Emmanuel.Ormancey@cern.ch), 'Call Work' (+41227671057), 'Call Mobile' (+41764870821), 'Current Time Zone' (15:12, W. Europe Daylight Time), 'View Source' (Outlook (Contacts)), 'Link Contacts...', 'Office' (31 R-019), and 'Company' (CERN).

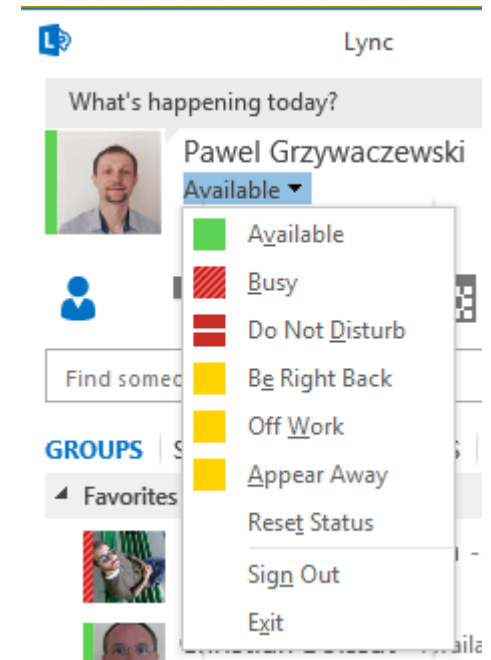
Sharing information

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



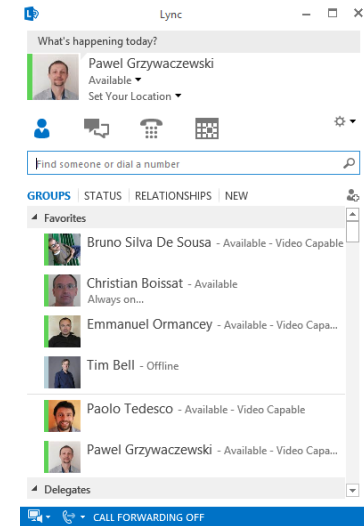
Manage presence in Lync

- 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

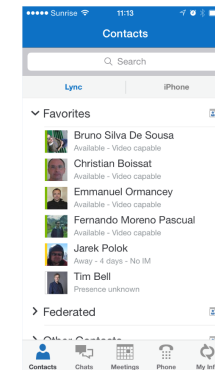
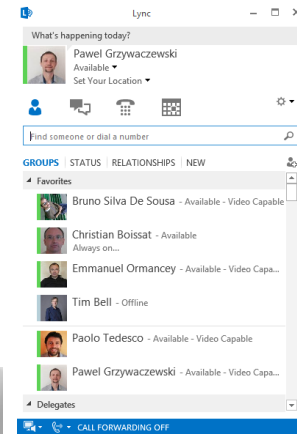
- Supports the collaboration
- Efficient
- Productive
 - Manage your time (based on your presence)
 - One tool for different actions



Demo


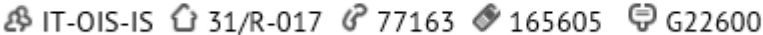




Lync clients

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



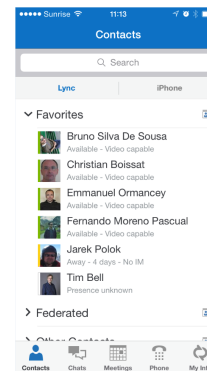
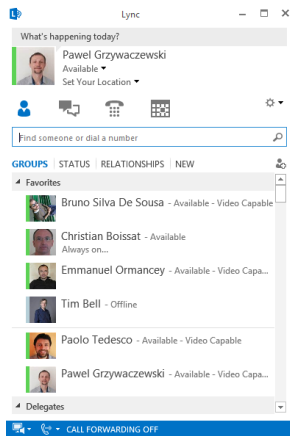
Lync Phone system



- 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

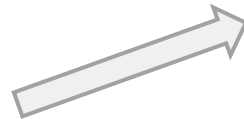
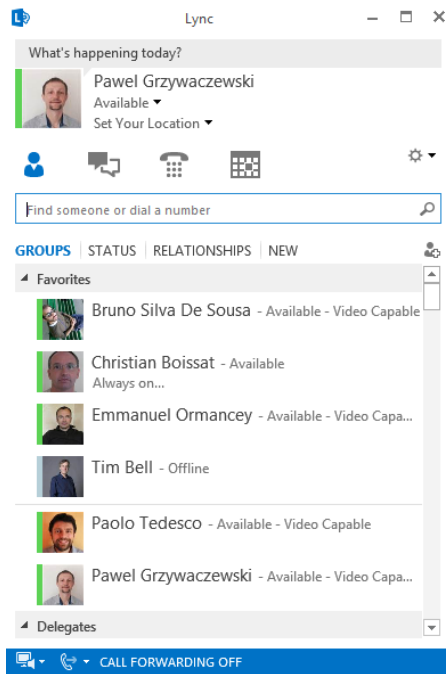
Activation on Lync Phone system

- Submit a “Phone request” on edh.cern.ch
- 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**”.



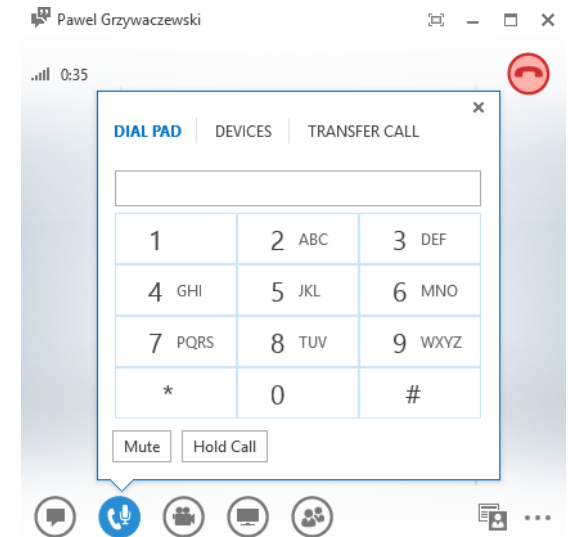
You can easily:

Put on hold (“pause” icon)

Forward to another number

Initiate a new call


Change the device (headset, etc.)



Forwarding calls

▷ Favorites

◀ Delegates

 Emmanuel Ormancey - Available - Video Capable


▷ Other Contacts (19/76)


▷ Federated (1/1)


CALL FORWARDING OFF

Call Forwarding is Off

Incoming Calls


 Turn Off Call Forwarding


 Forward Calls To ▶


 Simultaneously Ring ▶


Call Forwarding Settings

Forward Calls To


 Work +41227677163

 Mobile +41764875605

 Other 77163

 Voice Mail

My Delegates

 New Number or Contact

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...)

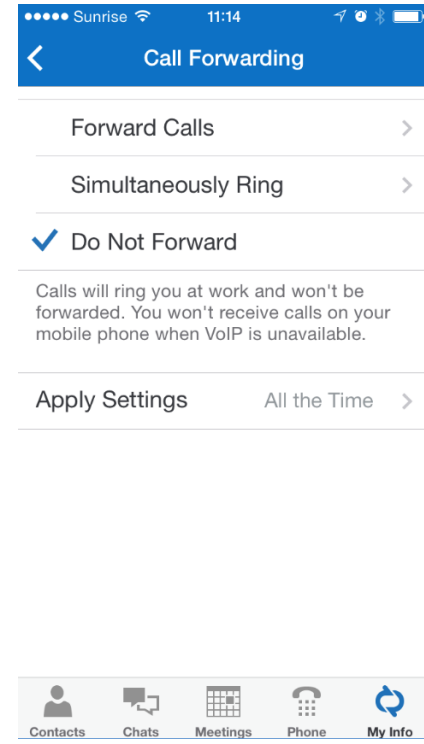
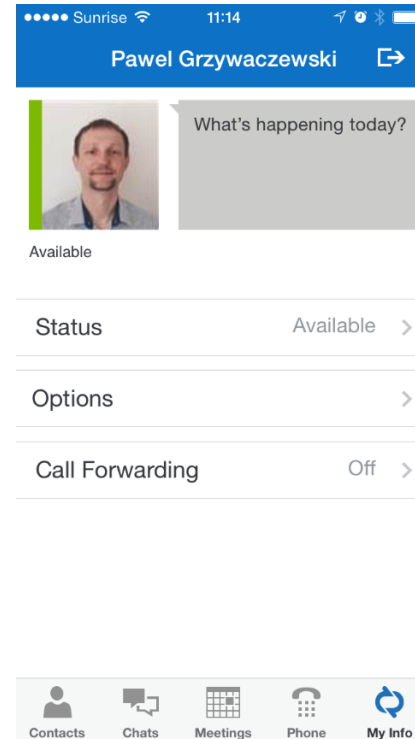
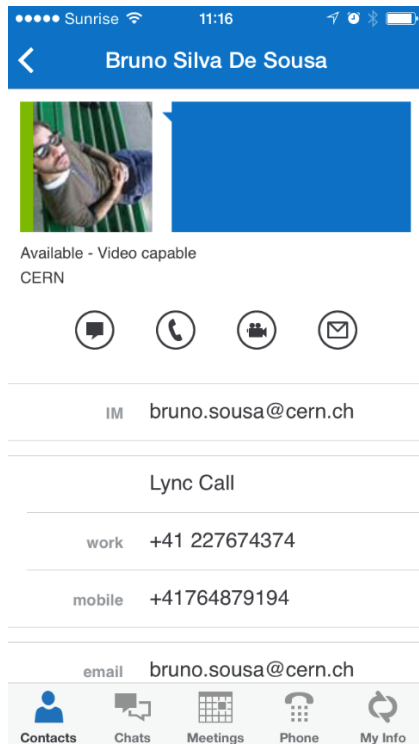
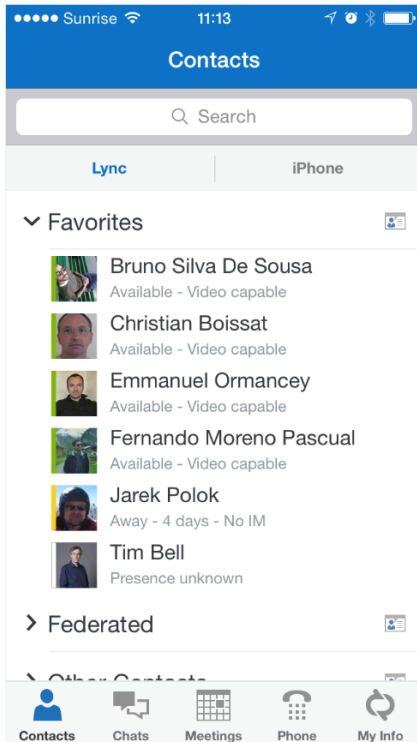
- Notifications to your inbox about missed calls.

The screenshot shows the Outlook interface with a missed call notification. The notification is titled "Missed call from Bruno Silva De Sousa" and is from Pawel Grzywaczewski. The notification text reads: "You missed a call from Bruno Silva De Sousa at bruno.sousa@cern.ch". The contact information for Bruno Silva De Sousa is listed below: Caller-Id: bruno.sousa@cern.ch, Company: CERN, Work: +41227674374, Mobile: +41764879194, E-mail: bruno.sousa@cern.ch, IM Address: bruno.sousa@cern.ch. The email address bruno.sousa@cern.ch is circled in red.

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>

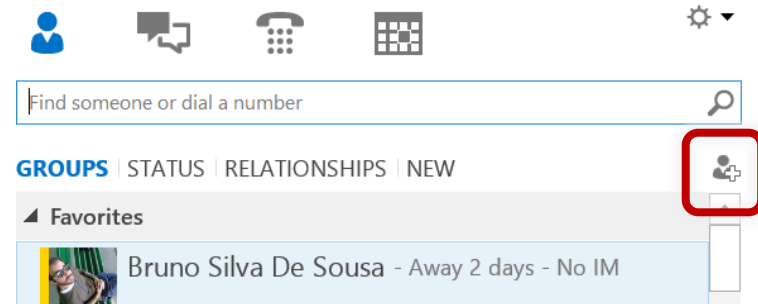
- Lync Phone
 - Save costs on roaming
 - Collaborate from any place around the world

- 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

Thank you for your attention



Questions?