ETH

Eidgenössische Technische Hochschule Zürich
Swiss Federal Institute of Technology Zurich

Unified Communications - Lync

General Description

The future trend in communication is called "unified communications" (UC). To increase accessibility and collaboration, real-time communication services integrate with non-real-time communication services.

Currently we offer Microsoft Lync, new Skype for Business, a powerful UC implementation.

Lync essentially promotes communication and teamwork amongst ETH members as well as with outsiders. It is similar to familiar apps like "WhatsApp" and "Skype" but has its own platform. ETH employees can use Lync at the office, on the computer, as well as on the go, using a smart phone or tablet.

Exchange Integration: An exclusive feature of Lync is Exchange integration. Lync contacts are saved together with email contacts in your own mailbox. Archived chats are always available in the mailbox folder provided for this purpose.

Voice, Video, Sharing: By enabling voice and video as well as the exchange of business documents, Lync offers a full range of functions which goes beyond written communication.

Lync beyond ETH boundaries: Besides Lync-enabled ETH employees, you can now easily contact other Lync-enabled users worldwide (other universities, the Swiss Confederation, etc.) as well as Skype users (with MS Live accounts). Users that have whether Lync not Skype will be able to participate in Lync meetings using a web browser or simply a telephone.

Service Availability

The UC system is built with high availability (redundant, two locations). Regular maintenance work is scheduled as needed, weekdays 6:30 to 7:30 o'clock, and should only cause brief interruptions. Generally no maintenance work is carried out during core time (weekdays 9 am - 4 pm). We will inform you in advance of any interruptions in this time window. Transmitted data is not centrally archived. User profiles, including saved contacts are backed up daily and saved 30 days. Data traffic is partially unencrypted.

Support

Support is initially provided by the ITS Service Desk. If required, complex problems are escalated to the corresponding specialists.

IT Services

Specifications

The Lync service is available to all employees of ETH Zurich. Employees can activate Lync themselves. Just logon to nethz Admin-Tool and apply for the service. You can also apply for the service via the Service Desk or your own local support.

Responsible

ITS User Services, Messaging

Lync Functions

Instant Messaging

Instant messaging (IM) is a communication method of real-time text transmission via private network and/or the Internet. With Lync two or more participants can chat together via text messages.

IM chat takes place in real time. This is of great importance; in this way IM differs from other communication technologies such as email (perceived communication synchronicity by end users).

More information in the flyer "lync-im-presence-status-quick-reference.pdf ".

Status Information

You can show your presence information using the Lync "status" option. In this way, Lync provides an immediate, visual representation of your availability status. This can be done automatically, by synchronizing status information from your personal exchange calendar, or you can set it manually. Both options do not exclude each other. Information entered manually overwrites calendar information.

In addition, you can control how much of your presence information others see. You can restrict user access only to contacts included in your personal Lync Address Book. And you can use the *s*tatus information field to instantly share important presence information with your contacts.

Read more on the flyer "lync-im-presence-status-quick-reference.pdf".

Meetings

A Lync meeting is an exchange involving more than two parties. It makes no difference whether communication is by IM, voice or video. The P2P communication (point to point) which connects two partners directly, shifts to a Lync server, which then serves as a hub for the communication process.

Meetings and conferences can be scheduled or non-scheduled. A non-scheduled conference often takes place when two parties in a meeting decide to invite a third participant. The option "Meet Now" in the Lync menu can used to initiate a conference ad-hoc.

Scheduled meetings are mostly organized through the Exchange calendar as "online meeting" on the MS Outlook client.

People from within and outside the ETH organization can join in a conference using Lync, Skype or simply by phone.

More information on this topic can be found in the flyer "lync-meetings-quick-reference.pdf ".

Voice and Video

Voice and video communications are an integral part of Lync. Both can be used for "P2P (point to point) communication" as well as for conferences and virtual meetings.

You will need a webcam for video and a headset for audio, to use this features. MS regularly publishes lists of devices that have been tested and approved for use with MS Lync.

For information on configuring, testing, and using these functions, see the flyers "lync-audio-quick-reference.pdf" "lync-video-quick-reference.pdf".

Sharing and Collaboration

Collaboration via Lync includes sharing files, presentations or your own desktop with other Lync partners.

Power Point presentations can be edited by the participants in a conference and files quickly made available by drag and drop.

Using the whiteboard, you can better communicate your thoughts through writing and drawing.

For more information the flyer "lync-collab-quick-reference.pdf ".

Collaboration outside the ETH

ETH Lync is part of the MS Lync Federation. That allows for direct communication with Lync users hosted in a different federated Lync domain over a secure connection.

For the communication with Lync users in non-federated domains both domains have to trust the other one previously. If you find yourself with such a case, the configuration of the Lync server can be requested via ticket tool.

It is also possible to communicate via Lync with Skype users using chat, audio and video. This sosrt of communication has one important restriction: Skype users must be signed in with a Microsoft Windows Live ID account or with a Skype-account that has been merged with a MS Windows LiveID account. The reason is that Skype works with a proprietary protocol instead of the general availability SIP protocol used in the telephone-world as the standard protocol for "VoIP"(Voice over IP).

Microsoft provides detailed information about setting up communication between Lync and Skype in the document "Provisioning Guide for Lync-Skype Connectivity.pdf".

Clients

Mobile Devices: Smart Phones & Tablets

Windows Phone & Windows 8.x

- Support for Windows Phone since Version 7.x.

- Lync 2013 app can be downloaded directly from the Microsoft Store.

iPhone & iPad

Supports the following devices from Apple iOS7 on:

- iPhone, since version 4

- iPad, since version2

- iPad mini

Lync 2013 app can be downloaded directly from the iTunes store.

Android

Support from Android Version 4.0 on.

Lync 2013 app can be downloaded directly from Android Market.

Workstations

Windows

Microsoft Lync client versions 2010 und 2013 on MS Windows 7 and up.

We recommend using the Lync 2013 client (version number 15.0.4551.1007).

- Available from our client delivery system for managed clients

- Lync -Basic client 2013 can be downloaded directly from the Internet

Installation guides: "lync-install-windows.pdf" & "lync-install-basic-client-windows.pdf".

Mac OSX

Lync for Mac is supported ab iOS version 10.5.8

The client software is included in the Microsoft Office 2011/2016 packages. If you werde to install the Lync Client 2011 version, you will have to u*pdate the client to version 14.0.6 since* previous versions have no auto discovery capabilities and therefore are not able to automatically login to the server.

Installation guide: "lync-install-mac.pdf".

Linux

There are no native Lync clients for Linux computers. Most of the Linux SIP Clients to be found in the market can be configured to access our Lync services. We have tested the following products:

Pidgin-Messenger with OCS Plug-in. This client is gratis. It provides connection to the Lync servers and chat functions.

Installation guide: "lync-install-linux.pdf".

FISIL is a full functional client for SUSE/RedHat/Ubuntu. It has been tested and adapted by the producer for the ETH network. The program is subject to charge. A test version can be downloaded from http://fisil.com.

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