INTRODUCING "LYNC LITE"

Lync is…

Microsoft's Unified/Universal Communication

Skype for Business

Infrastructure components supported by IST's Technology Integrated Services (TIS) and client applications and hardware supported by local IT and IST Client Services.

Lync Lite is…

Lync accounts without Enterprise voice features (officially "PC-to-PC Only" accounts)

- » Cannot make or receive calls from non-Lync/non-Skype user (PBX/PSTN)
- » No Voicemail

Lync Lite requires

- » Local IT support
- » Connect account
- » Modest computing requirements for client software (Windows, Mac but no *nix flavours yet)

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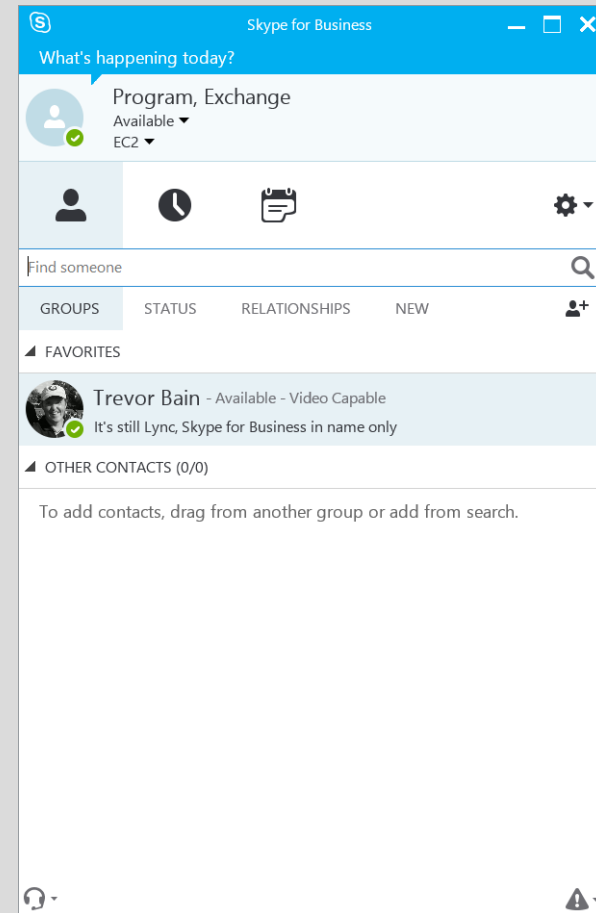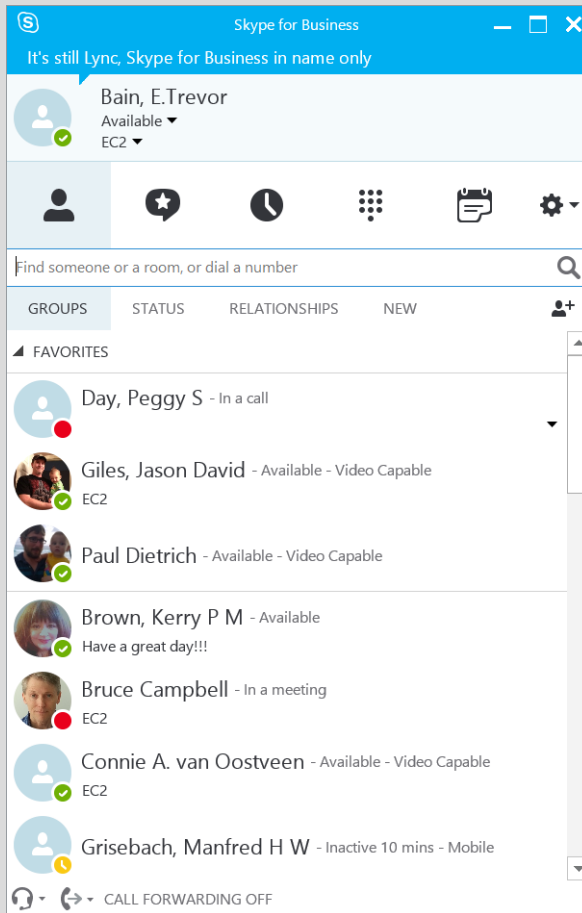
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Requirements for IST Support

User
This service is available to all faculty, staff and graduate students who actively use email accounts in the Microsoft Exchange environment known as Connect. Active accounts used for both email and calendar functions are important since some Lync features are highly integrated with Exchange.

Department/Group
Local/Department Computing Support staff must be familiar with supporting Lync and Microsoft Office (2013 for Windows or 2011 for Mac). Lync support knowledge is usually acquired through active testing and use by local IT prior to deployment to clients they support. IST reserves the right to refuse service where local computing support are not active users of Lync.

Computer
Please refer to the Lync Technical Requirements page on the IST website. For Windows, IST will only support Lync 2013/Skype for Business client

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Requirements for IST Support

Audio devices
A list of IST supported devices is available on the IST website. Devices listed on this page can be ordered through IST and sample devices are available for inspection before ordering.

Mobile Apps
Because of the variances in hardware, and connectivity, IST and local computing representatives can only support the Lync mobile apps and voice and video components of Lync on a best-efforts basis. While you may use it at your discretion, and IST will exercise all support options available, IST cannot guarantee that we will be able to resolve any issues as a result of using these features.

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Requirements for IST Support

Who provides support for Lync?

- Local department/group IT support - end user training and client installation and configuration issues, including troubleshooting audio issues
- IST Client Services - end user training and escalated support for client installation and configuration and frontline support for Academic Support units.
- IST Infrastructure Communications (TIS) - Lync account creation/updates/maintenance; client support issues escalated by IST Client Services. Maintain Lync Support Community website.

Timelines for support Requests

- All requests should be submitted through the IST Request Tracker system (rt.uwaterloo.ca). Individual Lync account creation requests will be processed within 3 working days. Bulk account requests could take longer.

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When is it available?

Rolling out to IQC as test (end of May)

- Desire to replacing current IM solution
- IT group using Lync
- Gathering list of users (some interested, others not so much)
- Review of experience/processes

Want to know more?

Visit: https://sharepoint.uwaterloo.ca/help/lync

Contact: Trevor Bain or Paul Dietrich (IST)

Sign up IT support to test drive

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