Lync Conferencing, Web Presentations and Enterprise Voice

Version 1 Updated 5/13/15

Index
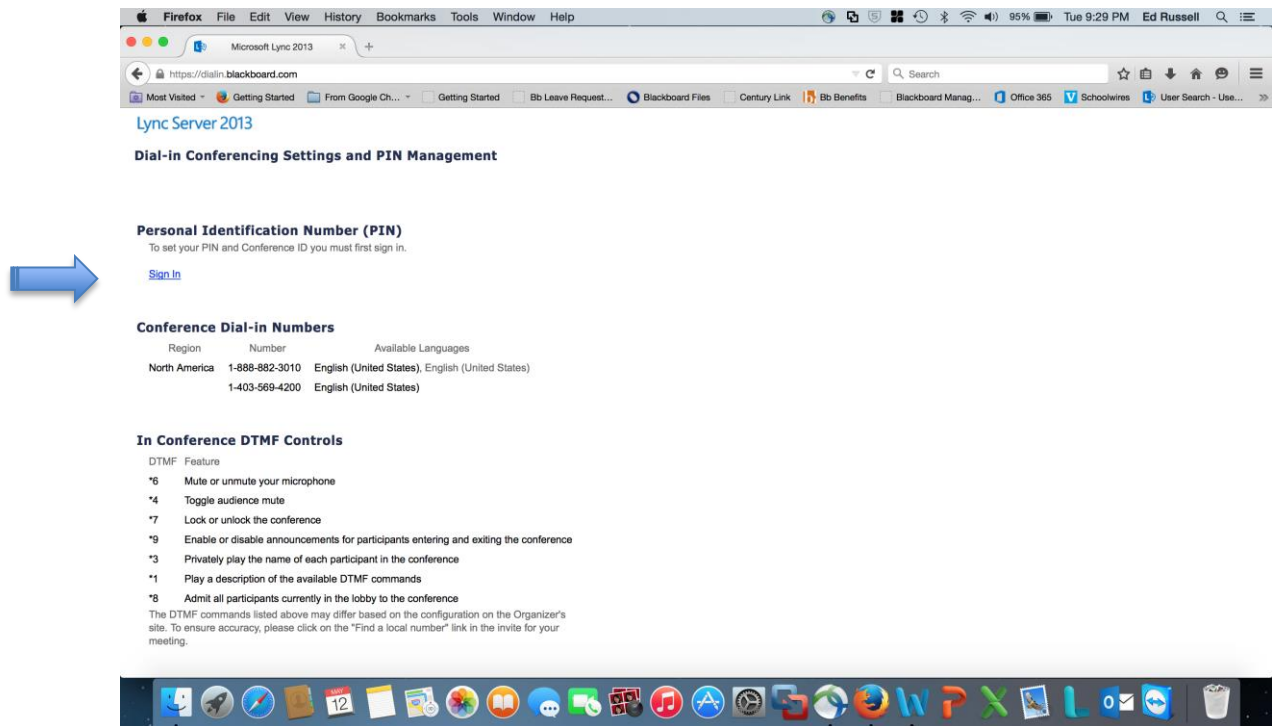
1. Lync Conferencing

Lync conferencing will replace Intercall and Avaya conference bridges at Blackboard starting on July 15, 2015. To set up your Lync Conferencing number you will need to do the following:

1. Go to Dialin.blackboard.com and click on the Sign In link.

2. Sign in using your Blackboard AD account (i.e. bbbb\erussell)

3. Once logged in click on the "Reset my Pin" link and create a Pin for your bridge. Next click on the "Reset my assigned conference information" link.

Lync Server 2013

Dial-in Conferencing Settings and PIN Management

Personal Identification Number (PIN)

Use your PIN when dialing in to conferences and meetings on your company network.

PIN Expiration: Never

Phone Number: 10383536900

Phone Extension: 386900

Forgot your PIN or need to change it?
Reset your PIN

Assigned Conference Information

Give your Assigned Conference information and the dial-in phone numbers to people you want to invite to your conference. When participants join the conference or meeting from their phone, they will be prompted to enter the following information.

Conference ID: 78017

Meeting URL: https://meet.blackboard.com/ed.russell/8PDQ0C1J

Reset my Assigned Conference information
Note: People with an account on your corporate network should use their PIN to join the conference.

Conference Dial-in Numbers

Region	Number	Available Languages
North America	1-888-882-3010	English (United States), English (United States)

4.   Your new conference details will then be displayed and you can begin using the system. From the example above you can see that my conference details are:

Call in number 888-882-3010
Conference ID is 78017
Password is hidden

Note: Local dial in numbers have been assigned for each of the Blackboard offices and IT is in the process of acquiring additional International dial in numbers. In the meantime, if a dial in does not exist in your area users may join the conference call via the Web using their PC speaker and microphones.

2. Enterprise Voice

For users who have an Avaya Extension, the Lync clients have been enabled for Enterprise Voice which will allow you to make and receive phone calls using a USB headset connected to your PC or via the built in Microphone on your laptop. This will allow you to work remote and still make and receive phone calls just as if you were sitting at your desk and using your Avaya phone.

While working in the office you will notice that your Lync client and Avaya phone will ring simultaneously. You may choose to answer via the Lync client or the Avaya phone. To answer by using the Lync client click accept in the pop up window:

Mac Lync Client

Note that you may also choose to decline the call or redirect the call to another number if you prefer. Use the appropriate button in the pop up window to accomplish this.

Windows Lync Client
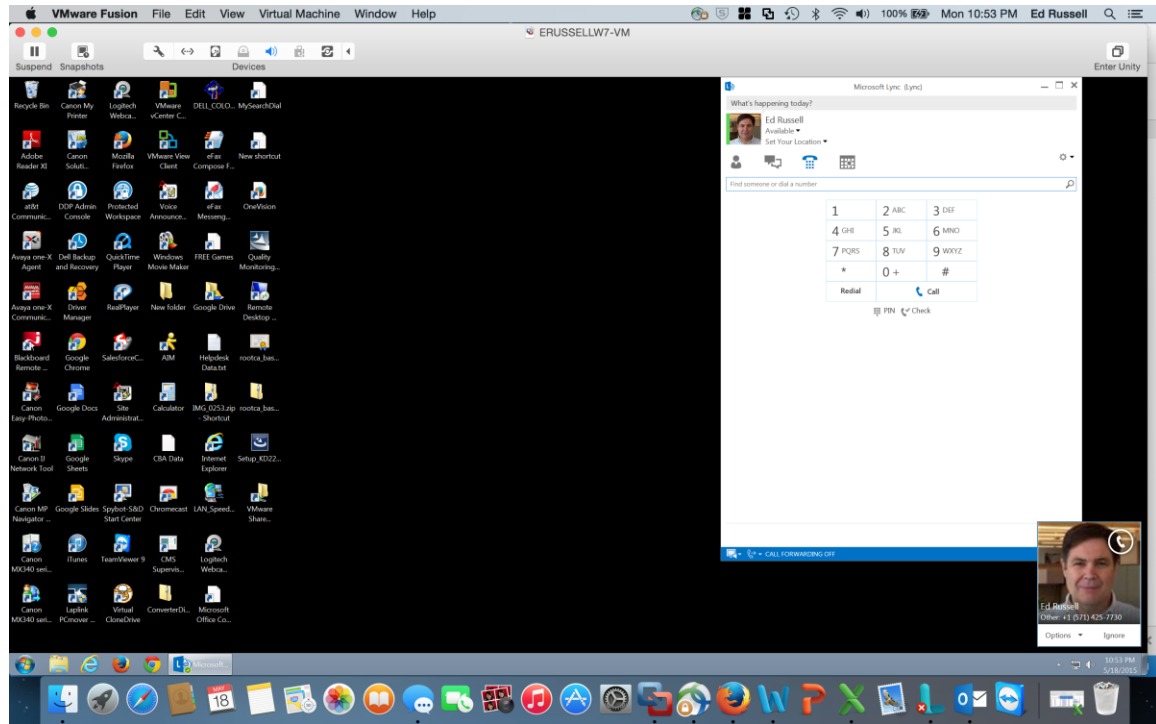
To answer the call on the Windows version of the client hover over the pop up window and click accept.

As stated earlier the Lync client may also be used to make outbound calls. These calls will appear as if they are coming from your Avaya phone because the Lync client has been integrated with your Avaya extension. To make an outbound call follow the instructions below for your particular type of device:

Mac Lync Client

1. Click on the tab labeled "Phone" and a telephone dial pad will be displayed for you.
2. Dial the 10 digit number you wish to call and click the call button and your call will be completed. There is no need to dial 9 when making a call from your Lync client as the system will format the call automatically for you. You may also make international calls by simply dialing the country code and number you are trying to reach.
3. If you miss a call and the caller leaves a voice mail you will see the voice mail info in the "Voicemail" section of the phone tab and you may play the message by clicking the play button.

NOTE: YOU SHOULD NOT USE YOU LYNC CLIENT TO DIAL 911 AS THE ADDRESS THAT APPEARS WILL BE YOUR OFFICE LOCATION AND EMERGENCY SERVICES WILL BE DISPATCHED TO THE INCORRECT LOCATION.

Windows Lync Client

1. Click on the picture of phone and a telephone dial pad will be displayed for you.
2. Dial the 10 digit number you wish to call and click the call button and your call will be completed. There is no need to dial 9 when making a call from your Lync client as the system will format the call automatically for you. You may also make international calls by simply dialing the country code and number you are trying to reach.

NOTE: YOU SHOULD NOT USE YOU LYNC CLIENT TO DIAL 911 AS THE ADDRESS THAT APPEARS WILL BE YOUR OFFICE LOCATION AND EMERGENCY SERVICES WILL BE DISPATCHED TO THE INCORRECT LOCATION.
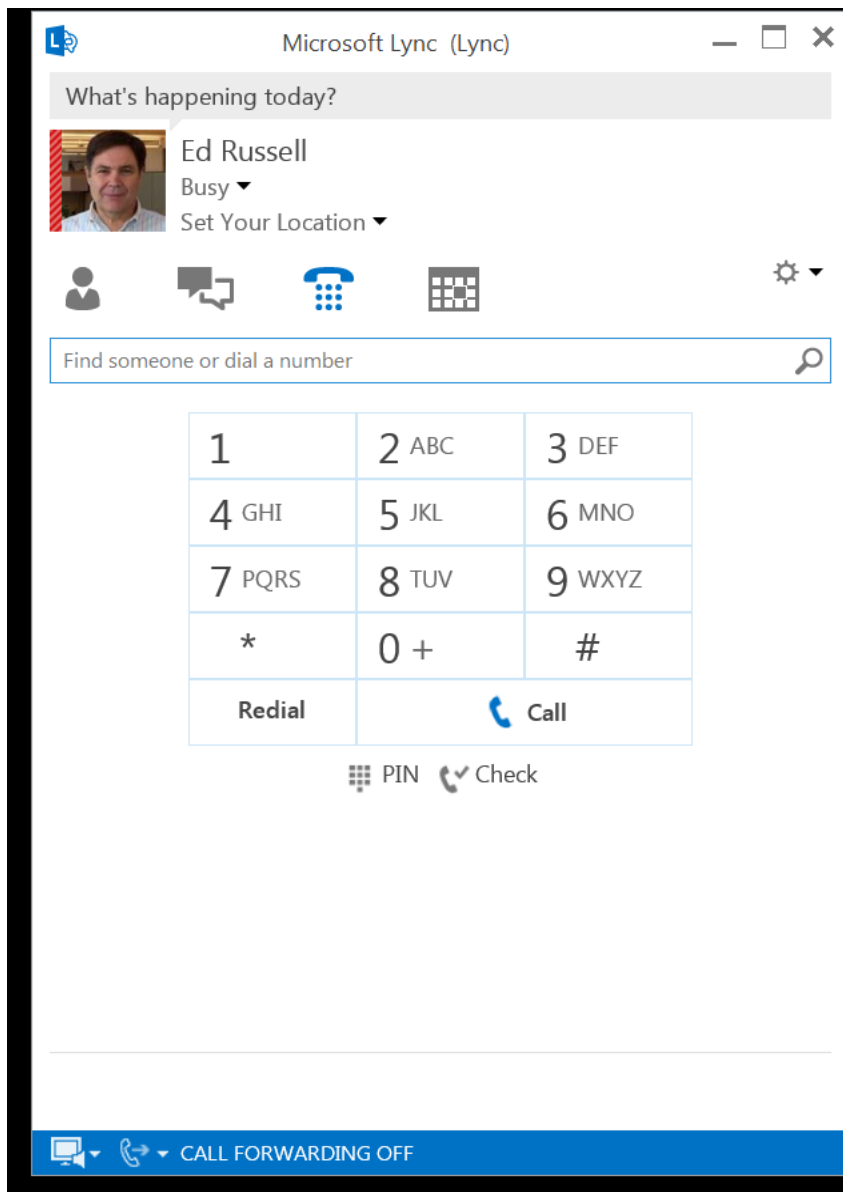
3. Scheduling Lync Meetings

In addition to audio conferencing Lync provides you with the ability to do WebEx type conferencing. Scheduling of the meetings is simple and requires just a few clicks. Follow the instructions below to schedule an online meeting.

1. Open Outlook, click new and from drop down select meeting
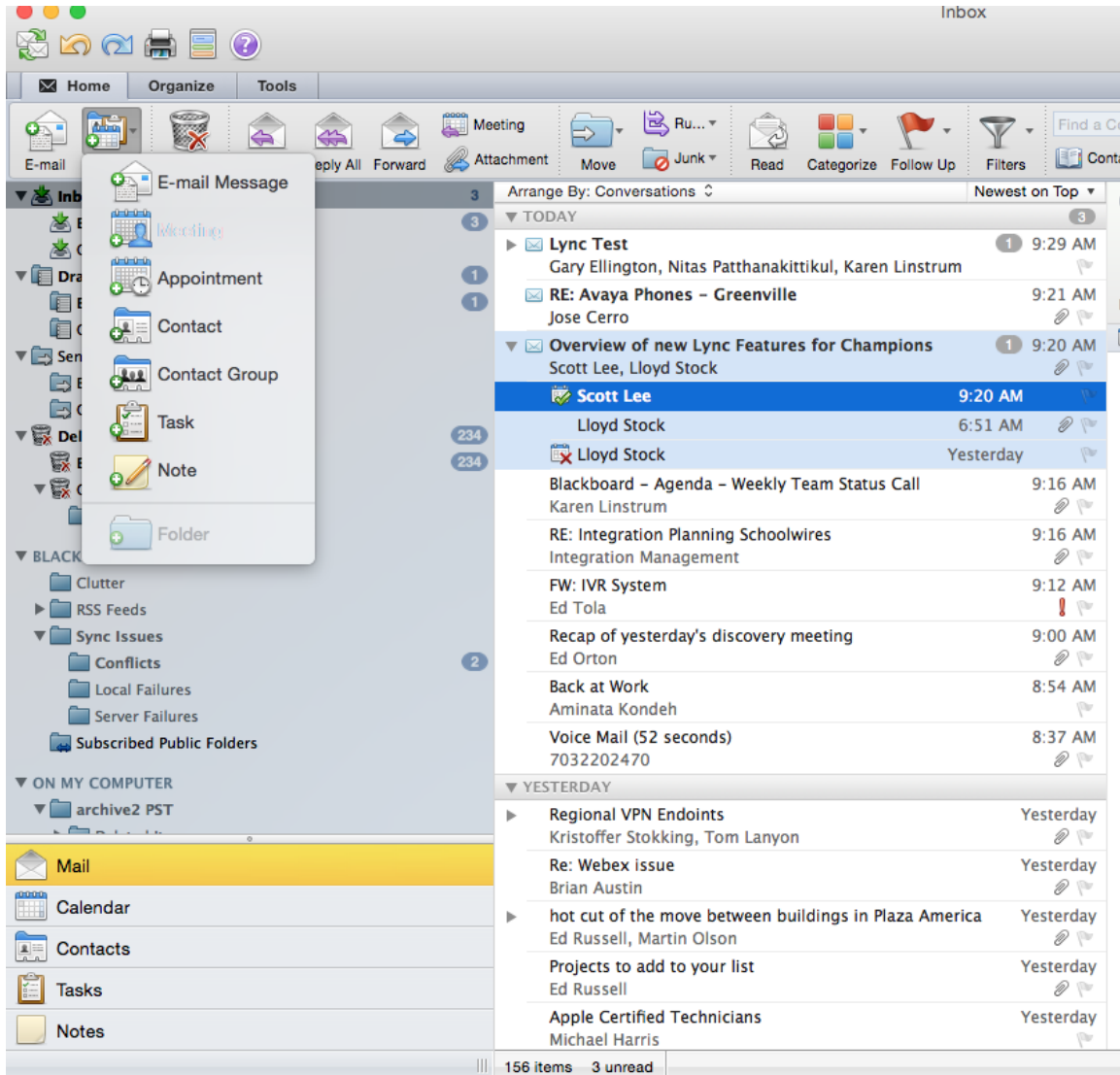
2. When meeting invite window opens click Online Meeting and from the drop down select Create online meeting
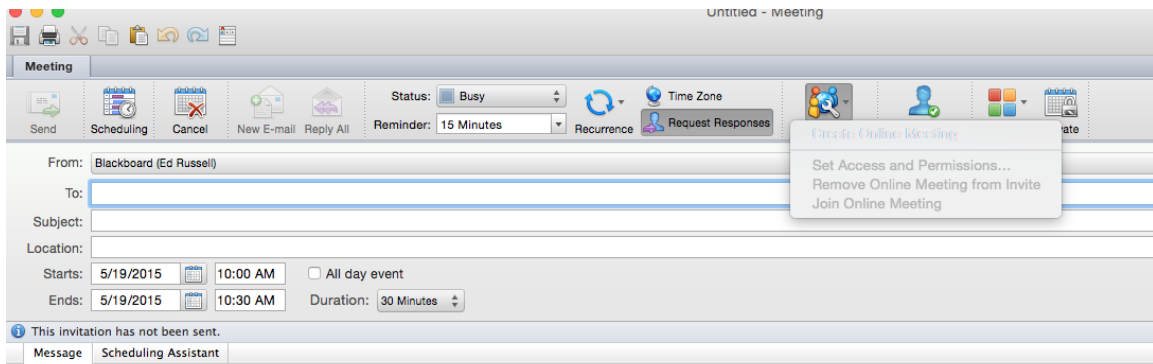
3. The online meeting will be added to your invite and you can now enter information in the To: field and add any notes you would like and send the invite. When the time arrives for the meeting to begin the attendees would simply click on the Join Online Meeting link. They can choose to use built in mic, camera and speakers or they may join the audio portion of the meeting by dialing the conference number. Note that the conference info in the invite is the same as the conference info you created previously.

Join online meeting
https://meet.blackboard.com/ed.russell/8PDQ0C1J
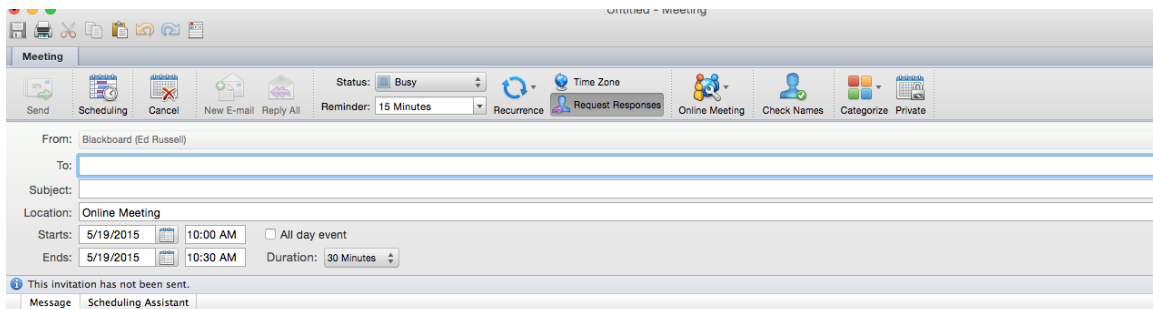
Join by Phone
1-888-882-3010
1-403-569-4200
Find a local number

Conference ID: 78017

Forgot your dial-in PIN? | First online meeting?

4. Lync Web Presentations

The videos at the link below will walk you through conducting a Lync Web Conference.

https://quickhelp-eup.brainstorminc.com/blackboard

After clicking the link you will be prompted to sign in with your Blackboard AD credentials (i.e. erussell). If you type in using Lync in the search bar you will be taken to a long list of Lync videos that are very helpful. Go to page two of the list and view the Presenting and Co-Presenting video.

5. Lync Mobile

O365 also provide you access to Lync Mobile for your iPhone and Android devices. The applications can be downloaded from the appropriate App Store.

Instructions for downloading and using the mobile client can be found at the following link:

https://support.office.com/en-ie/article/Microsoft-Lync-2013-for-Mobile-Clients-6eb97a69-d0dd-4dba-8598-28cf8535ed29