




Install and sign in

1. Open your app store, find and install the **Lync 2013 app**.
2. Accept the terms and conditions.
3. Use these details to sign in:
 - **Sign-in Address:** *username@ipt.uct.ac.za*
 - **Password:** *UCT password*
 - **User Name*:** *username@wf.uct.ac.za*

*You may need to tap *Advanced Options* to access the *User Name* field.
4. Tap **Sign In**.
5. Tap **Continue** when the security certificate is shown.
6. Enter your cell phone number using the international format (e.g. +27 83 123 4567).
7. Tap **Continue**.












Set up call forwarding

1. Tap the  **Status** tab.
2. In the **Call forwarding** section, select the current status (in blue).
3. Configure call forwarding as required:
 - **Do Not Forward:** No call forwarding
 - **Forward Calls To:** Forward calls to voicemail or your cell phone
 - **Simultaneously Ring:** Calls will ring on your office phone and your smart phone
4. In the **Apply settings** section, select when call forwarding should be active.




Contact someone

On your contact list	Not on your contact list	Group conversation
<ol style="list-style-type: none"> 1. Select the  Contact List tab. 2. Search or scroll to find the relevant contact. 3. Select the relevant icon to communicate with the person: <ul style="list-style-type: none"> •  Instant Messaging •  Voice Call •  Video Call* •  Email <p><small>*requires strong data connection</small></p> 	<p>Note: Only voice calls are available for someone who's not on your contact list.</p> <ol style="list-style-type: none"> 1. Tap the  Keypad icon. 2. Dial the person's number. 3. Tap  Call. 	<p>To start a group conversation:</p> <ol style="list-style-type: none"> 1. Start an  Instant Message conversation with one contact. 2. Tap  Options. 3. Select Invite. 4. Find and select another participant. 5. Repeat steps 3 and 4 for other participants. 6. To change the conversation to a voice or video call, tap the relevant icon in the footer bar.



Use mobile data when WiFi signal is weak or unavailable

1. Tap  **Options**.
2. Set **Require Wi-Fi for VoIP calls** to **Off** if it is turned on.
3. For video calls, set **Require WiFi for video calls** to **Off**.
4. Go back.
5. In your mobile device settings, turn mobile data **On***

*Note: When using this option, you will incur your service provider's data rates.



Ensure that the Lync 2013 app is running and that you are signed in if you want to receive and make Lync calls

LYNC 2013: TAKE YOUR OFFICE WITH YOU

OLD SCENARIO: BEFORE INSTALLING LYNC

You make a call from your phone to your colleague's phone. Charges depend on the types of phones used.

Colleague A		Colleague B
Analogue phone (home)	Local call	Home phone
IP phone (work)	UCT (VoIP) call	Work phone
Non smartphone	Cellphone call	Cellphone

NEW SCENARIO: NON SMARTPHONE

Your call will go from your phone to your colleague's work extension and will be routed to their Lync-enabled smart phone.

Colleague A		Colleague B
Analogue phone (home)	Local call	Home phone
IP phone (work)	UCT (VoIP) call	Work phone
Non smartphone	Cellphone call	Smart phone

LOADSHEDDING, EDUROAM WORKING

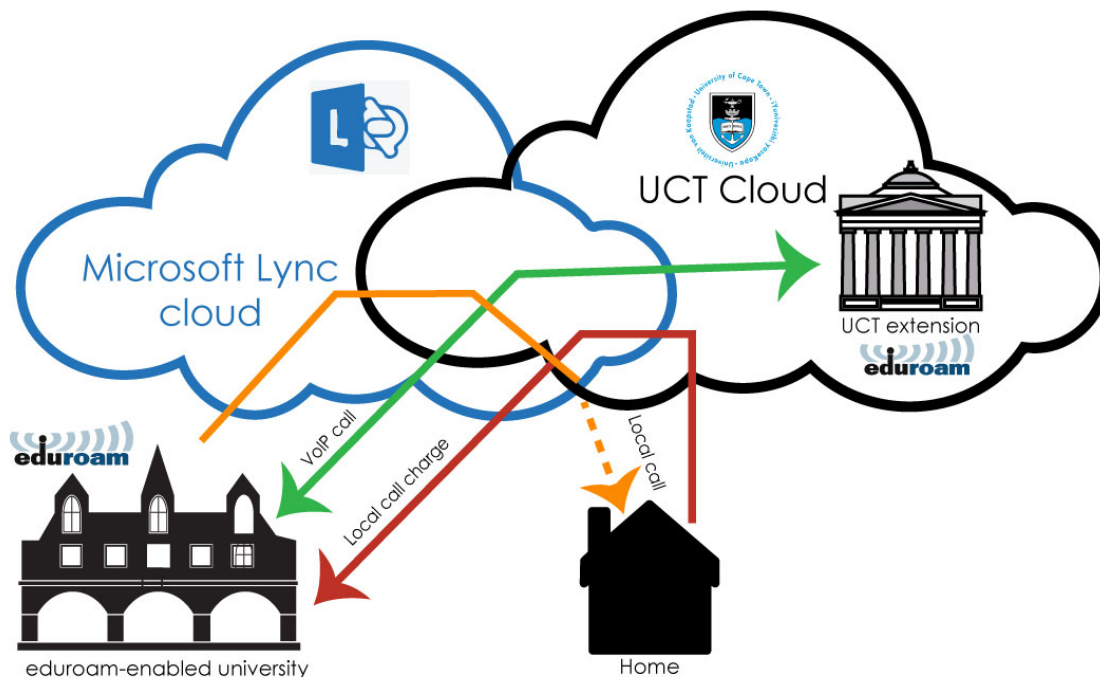
Calls will be routed to your colleague's Lync-enabled smart phone. Charges depend on the phones used and whether you have access to the eduroam network.

Colleague A		Colleague B
Analogue phone home	Local call	Home phone
IP phone (work) Won't work during loadshedding.		Work phone
Smart phone	UCT (VoIP) call	Smart phone

LOADSHEDDING, EDUROAM NOT WORKING

Calls will be routed to your colleague's Lync-enabled smart phone. If eduroam is not available, you will incur mobile data charges when using your smart phone.

Colleague A		Colleague B
Analogue phone home	Local call	Home phone
IP phone (work) Won't work during loadshedding.		Work phone
Smart phone	Mobile data	Smart phone



Travelling?

You can make free VoIP calls to any other eduroam-enabled university in the world using Lync 2013.

Your family and friends can also contact you for the price of a local phone call by dialing your office extension, which will reroute to your Lync-enabled smart phone.

Use Lync to call your friends and family. The call will be routed via your office and break out of the cloud for the cost of a local call.

Sign in



Sign in Address: staffnumber@ipt.uct.ac.za

Password: network password

User Name: staffnumber@wf.uct.ac.za

Sign In

Phone someone from your contacts list



OR



Phone someone if you don't have them as a contact



Instant message someone from your contacts list



OR

