Lync – Making Conference Calls Simple

More often than ever meetings have attendees that can’t be present and need to be calling in over the phone or via video. In the past this has typically meant navigating complex and cumbersome teleconferencing systems. A new IT service, WyoLync, based on Microsoft Lync Software, is now making it easy to connect for a conference call or video conference with individuals in another building, another state, or another country.

No need for any special set up; create a conference call with a single click in Outlook. Simply create an Outlook calendar meeting and click the Online Meeting button at the top of the meeting request. This will add information about how to call into the meeting, including a phone number and a conference ID, directly into the meeting request. Each UW faculty and staff member is assigned a unique conference ID of their own. If you are connecting to individuals who are outside the University of Wyoming or not using Outlook, you can copy this information into an email to them and they can connect using the same number.

When the time comes for the meeting to start, as the meeting leader you will click the join online meeting link in the calendar meeting request. This will open a WyoLync window on your computer that will have your options for leading the meeting, such as muting the audience, having entry and exit announcements play, and removing all attendees to end the meeting. You will need a microphone for your computer, so that your guests can hear you during the call. Your guests can call in using the phone and conference number and, as the leader, you see their names appear as each enters the meeting. Simple!

Join online meeting
https://meet.uwyo.edu/exchange/02H78HN7

Join by Phone
(307) 766-1200
Find a local number

Conference ID: 9568895
Forgot your dial-in PIN? | First online meeting?
Video conferencing is just as easy as a conference call with WyoLync. Create and join a meeting the same way a conference call is created, only this time, also click the video button. Now the attendees will be able to see you in addition to hear you. You can have multiple presenters and the video will show whoever is currently speaking in the meeting. This makes it much easier to follow a meeting with several presenters without everyone needing to announce themselves before speaking. You can also share a program, such as a PowerPoint presentation, with your attendees, making it easy for them to follow along with the discussion.

WyoLync also has an option to record the conference call or video conference, making it easy for someone who could not attend the meeting to review the meeting at a later date. Recording the session is also helpful for webinars or video interviews. To start recording, look for the start recording option under more options.

Meeting attendees will be informed that the session is being recorded by the note at the bottom of the Lync window.

If you are sharing video or a program as part of your meeting, that will be recorded as well. The video of the presenter that is speaking will show and the program that is being shared. To see an example video of a recorded WyoLync meeting or find instructions on installing WyoLync, please visit the IT WyoLync website.

The recording feature is not available for WyoLync calls that are not meetings, so that users do not need to worry about being recorded without their knowledge while making a call with WyoLync.

WyoLync makes it easy to connect with colleagues without having to be an expert in the area of video conferencing.
IT – Helping You Stretch Your Dollar

IT has several services that can help departments save money. Here are a few to keep in mind.

PC Sales and Maintenance

IT has special pricing on Dell computers, Dell and HP printers. IT can also help facilitate purchases from other vendors. IT can help departments to analyze their needs and select the best product to meet those needs, whether it is for a new computer, printer, or other technology devices.

IT is certified for Apple and Dell repair, which means IT can quickly handle both warranty and non-warranty support. IT can also facilitate repairs of most other manufacturers’ computers and printers.

For information on computer sales or computer maintenance please see our websites.

Software Sales

IT has volume pricing on both Adobe and Microsoft products that allow us to offer prices far below retail on many products. The most commonly purchased products can be downloaded and installed from the UW network or checked out from the Information Technology Center. IT now accepts P-card payments for software purchases, making it easy to purchase software and install it on your computer quickly.

Another IT cost saving service is Microsoft's Work At Home program. Work at Home can potentially save you hundreds of dollars for Microsoft Office and Windows media to use at home on personally owned computers.

To view prices or place an order, please visit our software ordering website.

Training

IT offers training workshops on software from the basics of Adobe InDesign to advanced topics of Microsoft Access. These classes are available on campus for a fraction of the cost of training programs offered elsewhere. Not only will these classes save money on registration and travel costs, they are also geared towards how these programs are used in the UW setting.

Training allows faculty, staff, and students to be more effective in whatever they need to do on campus, since they know how to use the software needed to complete work proficiently.

For descriptions of classes and a schedule of classes, please see our training website.

Windows Operating Systems Update

Windows XP Phase Out Continues

As Windows XP has passed its 10 year old birthday, IT has been moving campus users to Windows 7. IT will end support of Windows XP by September 2013. Windows 7 has numerous advantages, including:

- New powerful "Search" capabilities, which can substantially improve productivity.
- Utilizes memory (RAM) better than Windows XP, meaning Windows 7 will better perform on your existing computer hardware.
- Enhanced security and customizable firewall
- If your hardware is 64-bit capable, Windows 7 64-bit can enhance performance even further.

IT user consultants will continue to assist departments with this conversion. If you have questions about how to move to Windows 7, please contact the IT Help Desk at 766-HELP (4357), option 1, or userhelp@uwyo.edu.

Windows 8 Released

Windows 8 was released last October. There are still several programs that are not supported by Windows 8, so Information Technology recommends not yet upgrading to Windows 8. IT will provide further announcements when Windows 8 is more fully supported. For more information on IT's evaluation of Windows 8, please see our Windows 8 Enterprise at UW web page.
Avoiding Phishing by Recognizing the Bait

Phishing emails are on the rise and the consequences of just one phishing email can be devastating. They can cause data loss, financial loss, identity theft, or trouble for the whole UW network, and the rates of phishing emails doubled during a five month period last year. Avoid phishing emails with these defensive techniques:

1. Be careful and skeptical with giving out personal information. Companies and organizations won’t ask you through an email for your username and password.
2. Do not open attachments or click on links from emails that look questionable.
3. Hover over links before following them. This will show you the address where a link will take you. If it doesn’t match where you would expect to be taken, don’t click on it.
4. Change your passwords often. Every three months is a good habit.
5. Make sure your computer has anti-virus installed and it is up to date. If you think you may have picked up a virus, turn off your computer and contact the IT Help Desk right away at 766-HELP (4357).

If you have questions or want to learn more about computer security? View the Wyocast of our CSI: UW Computer Security Seminar.

Top 4 Reasons to Use UWyo Wireless vs. UW Guest

Anyone with a UW login can connect to and use UWyo or UWresnet wireless. There are many good reasons to connect to one of these networks instead of connecting to the UW Guest wireless network. Here are the top 4:

1. The configuration needed to connect a device to UWyo or UWresnet only needs to be done once. Once the configuration is complete, the device can connect to the wireless network automatically without having to again enter login information or open a web browser. UW Guest access will always require configuration each time the device is connected.
2. Connections to UWyo or UWresnet will not timeout. Guest access will require users to periodically log back in.
3. Connecting through UWyo or UWresnet means you are behind the UW firewall and can access areas that must be accessed from behind the firewall, such as file shares or remote desktop. Connecting through UW Guest will only allow access to public facing materials and the internet, similar to what can be accessed through a VPN connection from a home computer.
4. UWGuest is a slower speed connection. Uwyo and UWresnet are much faster connections.

Microsoft Updates

On the third Tuesday of every month any available Microsoft Updates will be automatically distributed to computers across campus. You will know that there are updates to install on your computer when you see the update icon, below, at the bottom left corner of your screen. You can install the updates using these instructions (www.uwyo.edu/askit/displaydoc.asp?id=5001).

If updates have not been installed by the second Tuesday of the following month your computer will automatically install them and may automatically restart. The dates for the automatic installation of updates and possible restarts for the rest of spring 2013 are listed below. Any open work could be lost if your computer automatically restarts. IT will no longer be sending out monthly reminders about these updates.

- February 12th
- March 12th
- April 9th

If you have questions about Microsoft updates, please check the WSUS FAQ (www.uwyo.edu/askit/displaydoc.asp?id=487) or contact the IT Help Desk at 766-HELP.