WNYRIC Unified Communications Overview

How do I Use Instant Messaging/Chat?

Use Instant Messaging/Chat from your email client, UC client, web browser, or mobile device. For the basic operation of instant messaging, you select a contact, type a message in the chat window and click the Send button. Whatever you typed appears on your partner's screen instantly. You will also see a message such as "Mary is typing" at the bottom of the chat window when your partner is replying. You can also invite another person to the conversation, send a screenshot or file, or add emoticons. Messages are time stamped and automatic spell checking is available.

What are Contact Lists?

A contact list is a group of people you wish to stay in touch with for quick access. You can create your own contact lists with as many or as few colleagues as you wish or use built in public groups set up by the administrator. You can also send instant messages to users not in your contact list.

What is a Business Card?

Every contact has a business card, which displays the person's name and status message and may also display location, telephone number, title, or photograph.

What are Announcements?

Announcements are a type of instant message appropriate for notifying people of a newsflash. Announcements usually appear in the lower-right corner of the screen and automatically disappear after a few seconds. They are not interactive.

What is the Presence Status?

The presence status is the symbol appearing next to a user's name. There are four statuses to choose from: Available, Away, In a Meeting, or Do Not Disturb, and you can customize the wording of your status message. You can even determine whether the person is on a mobile device by the icon displayed.

How do I Use Web Conferencing?

Use your email client, Unified Communications client, web browser, or mobile device for an instant meeting or a persistent meeting room that can be set up once and used indefinitely. Documents, links, etc. can be loaded into the meeting library for sharing or downloading. Screen sharing, group discussion, polls, and meeting reports are also included.

Usually, attending a Web conference means clicking a URL in a meeting invitation, in the body of an e-mail message or sent in an instant message. If the Web conference's URL was not supplied to you, open the Meeting Center, and search for your meeting by name or meeting owner. Users can login or use guest access.

What features does client access include that are not in web browsers?

Presence/Contact List:

• Auto status update of presence based on calendar

• Favorite or frequent contact views

• Utility to remove infrequently used contacts

• Alert when contact status changes

• Notification preferences

• Privacy list preferences

Instant messaging

• Annotate screen capture

• Transcript disable, print or send as email

• Customize emoticons

• Prevent accidentally starting large multi-party chats

Meetings

• Open panels in separate windows

• Load file into library by drag and drop

• Invite others to join meeting by drag and drop

• View slide thumbnails during presentation

• Use emoticons in meeting discussions

What server names or urls do I use where?

1. Instant Messaging/Chat from the Lotus Notes or Sametime Connect Client Host Name in Preferences> Sametime> Server Communities

   uc.wnyric.org

2. Instant Messaging/Chat from a web browser or mobile device

   http://ucweb.wnyric.org

3. Web Conferencing/Meetings from the Lotus Notes or Sametime Connect Client Host Server in Preferences> Sametime Meeting Rooms

   conference.wnyric.org

4. Web Conferencing/Meetings from a web browser or mobile device

   http://conference.wnyric.org