

Demo Guide

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Table of Contents

[Setup Instructions 1](#_Toc328952599)

[Virtual Machine Setup 1](#_Toc328952600)

[Host machine hardware requirements: 2](#_Toc328952601)

[Demo VM names, roles, memory, and IP information. 3](#_Toc328952602)

[Virtual Machine Activation 10](#_Toc328952603)

[Laptop Setup 12](#_Toc328952604)

[Wireless Setup 13](#_Toc328952605)

[Content in the Demo VMs 14](#_Toc328952606)

[Demo 1: Lync 2013 Overview 15](#_Toc328952607)

[Introduction and Vision 17](#_Toc328952608)

[Refreshed Client UI; “single” client 17](#_Toc328952609)

[Presence 18](#_Toc328952610)

[Contacts 18](#_Toc328952611)

[Skype Federation; Social and PIC 19](#_Toc328952612)

[Contact Card 19](#_Toc328952613)

[Instant Messaging 20](#_Toc328952614)

[Persistent Chat 20](#_Toc328952615)

[Tabbed chat 20](#_Toc328952616)

[Ego Filter 20](#_Toc328952617)

[Seamlessly escalate conversations 21](#_Toc328952618)

[Personal Preview 21](#_Toc328952619)

[Lync Meetings 21](#_Toc328952620)

[Ad-hoc conferencing 21](#_Toc328952621)

[Video Gallery 21](#_Toc328952622)

[Video Spotlight 22](#_Toc328952623)

[H.264 SVC 22](#_Toc328952624)

[Presenter Controls & “Peek” UI controls 22](#_Toc328952625)

[Meeting View 23](#_Toc328952626)

[OneNote Share 23](#_Toc328952627)

[Meeting Join 23](#_Toc328952628)

[Lync Web App 24](#_Toc328952629)

[Embedded Media in PowerPoint 24](#_Toc328952630)

[Lync Mobile Clients 24](#_Toc328952631)

[Discuss Lync Mobile Client Capabilities 24](#_Toc328952632)

[Lync Metro Style app 25](#_Toc328952633)

[Introduction 25](#_Toc328952634)

[Connected Standby 25](#_Toc328952635)

[Meetings 26](#_Toc328952636)

[Snap View 26](#_Toc328952637)

[Demo 2: Lync for Metro Style 27](#_Toc328952638)

[Lync for Metro style Home Screen “home canvas” 29](#_Toc328952639)

[Canvases are scrollable – one surface 29](#_Toc328952640)

[“Me” area 30](#_Toc328952641)

[People-centric & easy to navigate contacts 31](#_Toc328952642)

[Nav Bar/App Bar & Windows 8 navigation/ search UI 31](#_Toc328952643)

[IM escalation to voice and video 32](#_Toc328952644)

[One touch/click join 34](#_Toc328952645)

[Snap View 34](#_Toc328952646)

[Demo 3: Lync Basic and Advanced Voice 35](#_Toc328952647)

[Peer to Peer Calling 37](#_Toc328952648)

[People in my company 37](#_Toc328952649)

[Federated Networks 37](#_Toc328952650)

[Public Networks – Windows Live Messenger / Skype 38](#_Toc328952651)

[Extension Camp-on 38](#_Toc328952652)

[PSTN Calling 38](#_Toc328952653)

[Click to dial any number from contact 38](#_Toc328952654)

[Contact list PSTN numbers 39](#_Toc328952655)

[Extension Dialing 39](#_Toc328952656)

[Number normalization 39](#_Toc328952657)

[Dialing from Internet Explorer 39](#_Toc328952658)

[Emergency Calling with Location 40](#_Toc328952659)

[Malicious call tracing 40](#_Toc328952660)

[Integrated Dial-pad 41](#_Toc328952661)

[Unified Messaging 41](#_Toc328952662)

[Voice Mail Messages 41](#_Toc328952663)

[Conversation Window 42](#_Toc328952664)

[Music on Hold 42](#_Toc328952665)

[Superior A/V Experience 42](#_Toc328952666)

[Conversation History 42](#_Toc328952667)

[Call Records 42](#_Toc328952668)

[Managing my Calls 43](#_Toc328952669)

[Managing calls of Others 44](#_Toc328952670)

[Call Recording 45](#_Toc328952671)

[IP Phones 45](#_Toc328952672)

[Pin-based auth 45](#_Toc328952673)

[Integrated Calendar 45](#_Toc328952674)

[Directory 45](#_Toc328952675)

[Demo 4: Lync Meetings 46](#_Toc328952676)

[Lync Meetings 48](#_Toc328952677)

[Escalation from IM to 1:1 video 48](#_Toc328952678)

[Spontaneous, ad hoc meetings 49](#_Toc328952679)

[Scheduled Meeting 49](#_Toc328952680)

[Meeting Join 50](#_Toc328952681)

[Peeks 50](#_Toc328952682)

[Great shared content experience 50](#_Toc328952683)

[Minimized Controls 52](#_Toc328952684)

[Structured meeting 52](#_Toc328952685)

[People and Content Views 52](#_Toc328952686)

[Video within PowerPoint 52](#_Toc328952687)

[OneNote Sharing 53](#_Toc328952688)

[Demo 5: Lync Administration and Manageability 54](#_Toc328952689)

[Planning and Deployment 56](#_Toc328952690)

[Planning Tool 56](#_Toc328952691)

[Topology Builder 60](#_Toc328952692)

[Management and Migration 62](#_Toc328952693)

[Exchange Archiving On-premises and e-Discovery Using SharePoint 66](#_Toc328952694)

[Unified Contact Store 66](#_Toc328952695)

[Monitoring and Troubleshooting 68](#_Toc328952696)

[Easy Site Recovery / High Availability 69](#_Toc328952697)

[Hybrid 71](#_Toc328952698)

[Lync Online Administration Center 71](#_Toc328952699)

[Lync Online Reporting 71](#_Toc328952700)

[Demo 6: Lync Instant Messaging, Presence, and Persistent Chat 72](#_Toc328952701)

[Lync Client 74](#_Toc328952702)

[IM and Presence, Persistent Chat (Core CAL) 74](#_Toc328952703)

[Open chat rooms 74](#_Toc328952704)

[Search for a chat room 75](#_Toc328952705)

[Participating in a chat room 75](#_Toc328952706)

[Topic Feeds and Notifications 76](#_Toc328952707)

[Broadcast message 77](#_Toc328952708)

[Search Chat Room history 77](#_Toc328952709)

[Chat room options 77](#_Toc328952710)

# Setup Instructions

## Virtual Machine Setup

For this demo, you must use Microsoft® Windows Server® 2008 R2 SP1 with the Hyper-V® role installed. The following is a high-level overview of the virtual machine (VM) environment:



## Host machine hardware requirements:

|  |  |
| --- | --- |
| Host | Requirement |
| Operating system | **Windows Server 2008 R2 with SP1** (Standard Edition or Enterprise) with Hyper-V role installed |
| CPU | 2.40+ gigahertz (GHz) Dual or Quad core processor |
| Hard drive | At least 7200 RPM with 250 gigabytes (GB) free space |
| Memory | 16 GB (minimum required), 24 GB if all 10 VMs are deployed |
| Networking | Enable virtual networking using the instructions in this document. |

NOTE: As the virtual machines are running and as you create snapshots, the amount of storage spaced used will increase. A significant amount of storage space is ideal to allow for the best performance and recoverability.

During development, with all VMs running and two snapshots on each VM, drive space usage was seen as high as 320 GB, and memory use was seen as high as 27 GB.

## Demo VM names, roles, memory, and IP information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Hyper-V  VM name | NetBIOS name | Operating system, features,  and software | RAM | IP address |
| W15-DC | W15-DC | Windows Server 2008 R2 SP1 domain controller and global catalog Dynamic Host Configuration Protocol (DHCP)  Domain Name System (DNS)  Certificate authority (CA) | 1524 MB | 192.168.0.150/24 |
| W15-EXCH | W15-EXCH | Exchange Server 15 | 2560 MB | 192.168.0.160/24 |
| W15-LYNC-SE1 | W15-LYNC-SE1 | Microsoft Lync Server 15 Standard Edition  Lync 15 (client software) | 2304 MB | 192.168.0.170/24 |
| W15-LYNC-SE2 | W15-LYNC-SE2 | Lync Server 15 Standard Edition  Lync 15 (client software) | 2304 MB | 192.168.0.171/24 |
| W15-PCHAT | W15-PCHAT | Lync Server 15 Persistent Chat | 2048 MB | 192.168.0.177/24 |
| W15-LYNC-Edge | W15-LYNC-Edge | Lync Server 15 Edge | 1536 MB | 192.168.0.176/24 |
| W15-SP | W15-SP | Microsoft SharePoint 2010 Server | 2536 MB | 192.168.0.180/24 |
| W15-TS | W15-TS | Terminal Server | 2024 MB | 192.168.0.190/24 |
| W15-WAC | W15-WAC | Office Web Application Companion (WAC) Server | 2048 MB | 192.168.0.175/24 |
| W15-LYNC-MGT | W15-LYNC-MGT | Lync Management | 3048 MB | 192.168.0.179/24 |

**Extracting the VM files to the local computer**

The self-extracting program allows the VMs to be extracted to a chosen disk location.   
For the purpose of this setup guide, the C:\ drive will be used to reference VM file locations.

**IMPORTANT: If you do not have an .exe file for self-extraction, please skip to the section below to manually copy the VMs.**

1. Double-click the **W15-DC.exe** file to begin the self-extraction.  
   The self-extraction program will extract the VM files to the location specified – for example, C:\LyncDemos – unless otherwise specified. For the purpose of this document, the C:\LyncDemos location will be used to refer to the VM location.
2. Continue to Create a Virtual Network below while the files are being extracted.
3. Repeat for the other remaining \*.exe file to extract the other VMs.

**Manually copy the VM files to the local computer (NOT REQUIRED if the VMs have already been self-extracted)**

1. Create a new folder on your C:\ drive (or other chosen drive) named **LyncDemos**.
2. Copy and paste all of the VM files to this location. Note that this may take some time.

Wait for all of the content to copy before moving to the Import Virtual Machines section below.

**Create a virtual network**

1. On the host computer, click **Start**, click **Administrative Tools**, and then click **Hyper-V Manager**.
2. In Hyper-V Manager, in the Actions pane, click **Virtual Network Manager.**
3. In the Virtual Network Manager wizard, under **What type of virtual network do you want to create?**, click **External** and then click **Add**.
4. Under **New Virtual Network**, in the **Name** field, type **LyncDemoLAN**
5. If you have multiple network interfaces, choose an appropriate one. The list shown here will be the **Device** **Name** in the Network Connections window, Details view.
6. When ready, click **Apply**.
7. In the Apply Network Changes window, click **Yes**.
8. Click **OK** to close the window.
9. Click **New virtual network**, repeat these steps and then create another **External** network named **LyncDemoInternet**. Associate this virtual switch with a network interface that has Internet connectivity.
10. When complete, click **OK** to exit the Virtual Network Manager.

Wait for the virtual machine files to finish being extracted, or finish the manual copy, before continuing.

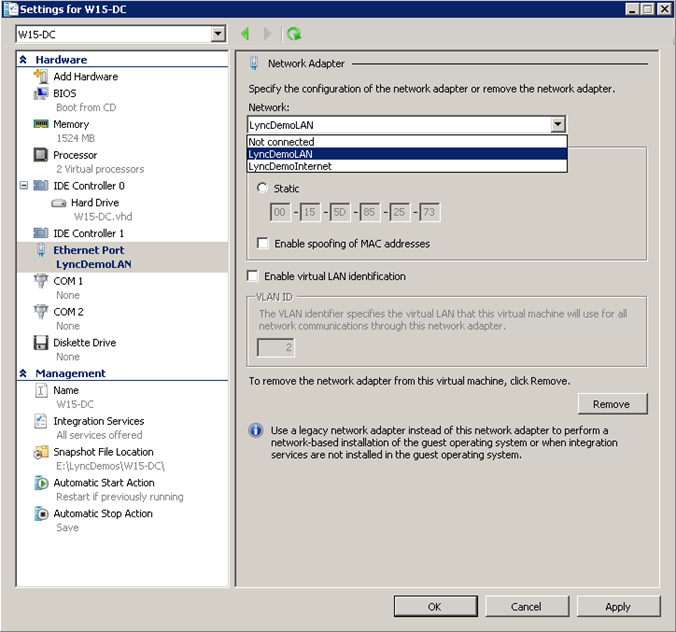
**Import the VMs necessary to complete the task**

1. In Hyper-V Manager, in the Actions pane, click **Import Virtual Machine**.
2. On the Import Virtual Machine page, leave the Import settings at their defaults and then click **Browse**.
3. On the Select Folder page, navigate to the location of the extracted VMs (e.g., C:\LyncDemos), click the **W15**-**DC** folder,and then click **Select Folder**.
4. On the Import Virtual Machine page, click **Import**.
5. An ‘Import Completed with warnings’ dialog box should appear. The warning can be ignored at this time. The VM settings will be verified later in this setup guide.
6. Repeat step a. for the remaining VM.

**Verify the VM settings**

1. On the host computer, in Hyper-V Manager, right-click **W15-DC** and then click **Settings**.
2. On the Settings for W15-DC page, verify the VM settings according to the following table.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| VM Name | Memory | Processor(s) | IDE Controller 0 | IDE Controller 1 | Ethernet Port |
| W15-DC | 1524 MB | 2 | W15-DC.vhd | n/a | LyncDemoLAN |



1. If needed, select the **LyncDemoLAN** network adaptor.

If you have more resources to dedicate to the VMs, such as additional processors or memory, you can make those adjustments here.

1. When the desired changes are set, click **OK**.
2. If no changes were made, click **Cancel** to close the window.
3. Repeat step a. for the remaining VMs in this package.

IMPORTANT: If you have additional resources on the Hyper-V host computer that will be used for these VMs, you should increase the memory and the number of processors. Doing so will greatly improve the performance of the VMs.

If you have the minimum amount of memory required, you will either need to choose which VMs are started at any given time, limiting the functionality of the demos, OR you can scale back the amount of memory for each VM to fit your server hardware. It is possible to spread all of these over more than one server, but that it not covered in this document.

**Start and log on to the VM**

1. On the host computer, in Hyper-V Manager, under **Virtual Machines**, right-click **W15**-**DC** and then click **Start**.
2. Right-click **W15**-**DC** and click **Connect**. The virtual machine will be in the process of booting up. If prompted for credentials, enter those that you used to log on to the Hyper-V host machine. You can elect to remember these credentials to prevent the logon screen from coming up again.
3. Once completely started, the virtual machine is designed to log on automatically as Contoso\Administrator. If it does not, press Ctrl+Alt+End or click the **Ctrl-Alt-Delete** button  on the toolbar.
4. If required, log on as **Contoso\Administrator** with a password of **pass@word1.** Again, that account will likely be set to login automatically.
5. If presented with a prompt to restart, choose **Restart** **Later**.
6. On W15-DC, click **Start**, click **Administrative** **Tools**, and then click **Services**.
7. In the Services console, verify that all services set to start **Automatically** have started.
8. Repeat step a. for the remaining virtual machines in this package.

Keep in mind that starting all of the remaining machines at once will place a very heavy load on your server. Starting two or three at a time, and allowing those to boot all the way before moving on to the next set, is ideal. The Lync 2013 servers will take several minutes to start completely.

The demos in this document assume that you have enough resources to be able to run all of the VMs in this set, and thus each machine will be up and running for each demo. If you do not have enough resources to run all of them, you might need to skip certain steps within each demo.

Most critical for the purposes of showing Lync 2013 are the following servers:

* W15-DC
* W15-EXCH
* W15-LYNC-SE1
* W15-PCHAT

None of the above servers should ever be left out; the demos will not function without them, whereas the demos will function for the most part if other servers have had to be left out for the sake of saving server resources, i.e., drive space and memory. Please run through and thoroughly test if you have not imported certain servers, so that you can be certain what steps must be discussed only, rather than needing to be discussed AND performed.

|  |  |
| --- | --- |
| **Important**: | Services on these VMs may take several minutes to start. It is also possible that services may fail to start. Prior to beginning any demonstration, complete the following procedure to ensure that the environment is functional before the demonstration begins.   1. On W15-LYNC-SE1, click **Start**, click **Administrative Tools**, and then click **Services**. 2. In the Services management console, verify that the **SQL Server (RTC) & (RTCLOCAL)** services are started, and then verify that the **Lync Server Front-End** service is started.   For any service that is not started, right-click the service and then click **Start**.   1. Verify that all services set to start **Automatically** have a status of **Started**. The **Windows Licensing Monitoring** service is the only service that is not required to have a status of Started.   For any service that is not started, right-click the service and then click **Start**.   1. Verify that all services set to **Automatic (Delayed Start)** have a status of Started. You might need to refresh the console to see the current status. The **Microsoft** .**NET** **Framework** **NGEN** services and the **Software Protection** service are the only services that are not required to have a status of Started   For any service that does not start within 5 minutes, right-click the service and then click **Start**.   1. Close the Services management console. 2. Repeat this process for every VM. |

## Virtual Machine Activation

This VM requires activation within 10 days of initial use. This 180-day evaluation version of Windows Server 2008 R2 will require the VM to have Internet access for activation. Use the following procedure as an example for configuring the VM in Hyper-V for Internet access.

If you have already configured a virtual network that connects to the physical network adapter for external access, skip steps 5 and 6.

NOTE: It is highly recommended that you stop the DHCP service on W15-DC prior to connecting to the external network, in order to prevent a DHCP conflict on your network. The virtual network IP scheme for Contoso.com is 192.168.0.x/24.

1. In Hyper-V Manager, right click **W15-DC** and then click **Shut** **Down**.
2. At the **Shut Down Machine** prompt, click **Shut** **Down**.
3. After the VM has been successfully shut down, in the Hyper-V Management Console, in the Actions pane, click **Virtual** **Network** **Manager**.
4. In the Virtual Network Manager window, under **Create virtual network**, ensure that **External** is selected and then click **Add**.
5. Under **New Virtual Network**, in the **Name** field, type **LyncDemoInternet**
6. Under **Connection type**, verify that **External** is selected and that it is connected to the physical network adapter attached to the Hyper-V host, and then click **OK**.
7. In the Hyper-V Management console, click **W15-DC**.
8. In the Actions pane, click **Settings**.
9. In the W15-DC Settings window, under **Add Hardware**, click **Network Adapter** and then click **Add**.
10. In the Navigation pane, click the new network adapter that is listed as **Not Connected**.
11. In the results pane, click the **Network** drop down list and then select **External**.
12. Click **OK** to close the Settings window.
13. Start the W15-DC VM.
14. Right-click **W15-DC** and then click **Connect**  
    If necessary, log on to W15-DC as **Contoso\Administrator** with a password of **pass@word1**.

Wait for the VM to install the new hardware and for assignment of a DHCP address from your network. If you are not using dynamically assigned IP addresses, you must consult your network administrator and be assigned a static IP address that can be manually configured in the VM.

1. Click **Start**, right-click **Computer**, and then click **Properties**.
2. In the System properties window, in the **Windows Activation** section, click **Activate**.
3. Activate the VM over the Internet to start the 180-day evaluation.
4. Once activated, click **Start** and then click **Shut Down**.
5. In the Hyper-V Management console, click **W15-DC**.
6. In the Actions pane, click **Settings**.
7. In the W15-DC Settings window, in the Navigation pane, click the **LyncDemoInternet** network adapter connected to the external network.
8. In the Results pane, click **Remove**.
9. In the Settings window, click **OK**.
10. In the Hyper-V Management console, right-click **W15-DC** and then click **Snapshot**.
11. This will be the new snapshot you will use, which represents the activated 180-day evaluation version of VM.
12. Go back to step 5 and repeat for the remaining VMs (e.g., W15-LYNC-SE1, W15-EXCH, etc.).

## Laptop Setup

For the majority of the demos in this guide, you will need at least one, ideally two, laptop clients connected to this virtual environment. Here are the steps to get those configured and connected.

1. Install the Microsoft Windows 8 Release Preview operating system if not already installed. Windows 7 Pro or better clients could be used as well, but Lync Metro Style will not work on Windows 7.
2. Make sure that these laptops are network attached to the Contoso.com domain.  
   DHCP from W15-DC will assign IP addresses to these units, as long as the network connection is connected properly.
3. Verify that you can ping **192.168.0.150**. This is the IP of the W15-DC Domain Controller VM.  
   Lync Clients and Outlook Clients will function better if these laptops are also domain joined to Contoso.com.
4. To avoid any permissions issues, it is ideal to add the **Domain** **Users** group to the **Local** **Administrators** group on these client computers.  
   An Internet connection is not required for these demos.
5. Install Office 15 Technical Preview or later if not already installed.  
   When starting Microsoft Office programs, you may receive a message regarding compatibility issues. You can choose to run the program without getting help.
6. Log on to these laptops with your chosen demo personas; i.e., Buddy1 and Buddy2.
7. Create Outlook profiles for these users.
8. Log in to Lync 15 as these users.

## Wireless Setup

You may also wish to connect wireless devices to this virtual environment. The following are the steps necessary to connect a wireless access point device.

1. Assign an IP address to the access point of **192.168.0.250**
2. Assign a subnet mask to the device of **255.255.255.0**

A default gateway is not required as this environment does not connect to the Internet.

1. If you are using an access point that also functions as a router\gateway, be certain to disable DHCP on it so that there is not a conflict with the Contoso W15-DC DHCP server.
2. Set the Service Set Identifier (SSID) and wireless security to any method of your choosing. Record this setting so that you may attach devices to this wireless network later.
3. Physically attach this device to a network switch that has access to Contoso domain and the 192.168.0.X subnet.
4. Verify that you can ping this access point’s IP address from the W15-DC virtual server, and also from any attached laptops or clients.
5. Connect to this wireless network with the desired tablet device or mobile device.

## Content in the Demo VMs

At present there is no pre-existing content regarding email history, scheduled meetings, IM conversations, or Persistent Chat room conversations. Many of the existing Lync users do have contacts.

For the purposes of your demo, you will need to create content for each of these. Select or create a user or users within the Contoso Organization, and use these as your demo personas. In this document, Buddy1 refers to the speaker in the front of a room giving the demo. Buddy2 refers to the person helping that presenter from another room, network-connected to the same Contoso virtual machine environment. Whichever users you choose for your demo, add them as contacts for each other and add them all to the same Distribution Group.

An example scenario for the theme of the demos is as follows:

Contoso is a leading designer and distributor of performance outerwear, and has experienced higher than normal customer call volume regarding the durability of its most popular products – its moisture-wicking hoodie sweatshirt. Based on the volume of the customer complaints, Contoso management has decided to immediately identify and correct any deficiencies. Using the power of Lync, Contoso can quickly and easily find the right people – both inside their organization and in their supplier partner organization – and collaborate on the best solution.

Email discussion, IM discussions, and Persistent Chat rooms can be created to follow along with this scenario. Any other scenario of your choosing may be used. If giving a demo to an industry-specific audience, content can be created to match that audience. Think of content currently as a blank slate.

Be certain to generate conversation history in the Persistent Chat rooms that can later be searched out and shown.

# Demo 1: Lync 2013 Overview

Scenario

In the demonstration, you will see an overview of the Lync 2013 features.

Before you begin

This demo references a Microsoft Office PowerPoint slideshow that does not exist within the preconfigured Contoso environment.

A .pptx should be created and placed in Buddy1’s Documents folder for use during this presentation.

Login credentials

Usernames:

Administrator Contoso\Administrator

Buddy1 Contoso\Buddy1

Buddy2 Contoso\Buddy2

All passwords are **pass@word 1**

General

This demo can be run by one person, but ideally you will have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections, and the presenter can control both Buddy1 and Buddy2.

Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that all VMs are running and that all services are started.

They will be logged in automatically as Contoso\Administrator.

1. Ensure that W15-DC is running.
2. Ensure that W15-EXCH is running.
3. Ensure that W15-LYNC-SE1 is running.
4. Ensure that W15-LYNC-SE2 is running.
5. Ensure that W15-PCHAT is running.
6. Ensure that W15-LYNC-MGT is running.
7. Ensure that W15-LYNC-Edge is running.
8. Ensure that W15-SP is running.
9. Ensure that W15-TS is running.
10. Ensure that W15-WAC is running.

|  |  |
| --- | --- |
| Talking Points | Click Track |
| Introduction and Vision Microsoft Lync 2013 delivers an experience that is differentiated from any other Unified Communications solution in the industry. Lync 2013 delivers the best single client experience across devices – integrated with all the applications people use, and available anywhere with Internet access. Lync 2013 allows users to focus less on how to use the tools and direct their energy to meeting the needs of their business. |  |
| Refreshed Client UI; “single” client Lync 2013 provides a single, unified client for real-time communications, including voice and video calls, Lync Meetings, presence, instant messaging, and persistent chat. Having a single UC client application instead of multiple applications simplifies deployment, adoption, and support.  The Lync 2013 client UI was redesigned to be intuitive and touch friendly, building upon Lync 2010 – with familiar pictures, presence, and cascading groups of contacts – though aligned to the new Microsoft Office look and feel with minimal chrome. New features include:   * Improved touch, use of common Office design objects * Pictures – higher definition via the Microsoft Exchange contact store * Enhanced contact cards – consistent throughout Office | Touch/click to show the new client UI.   1. Touch-friendly selection buttons when you move the pointer over/touch:  * Contacts, other users * Chat Rooms * Conversations * Phone |
| Presence Employees can be present with presence, even when telecommuting. Presence shows your colleagues’ availability and willingness to communicate, using information based on the user’s manual presence input, device activity, integrated calendar, mobile status, and call or Lync Meeting status.  Lync users can optionally share location data, set automatically by company network elements mapped to a physical address or manually entered, in order to keep colleagues and federated contacts informed. When privacy or confidentiality is a concern, users can modify settings to show presence updates only to contacts in the buddy list.  New presence states include: ***Presenter*** (while connected to a projector) and ***Working Elsewhere*** (to indicate that the contact is physically out of the office yet working). | 1. Show various presence states of contacts; including “–mobile” tags, inactivity times, Do Not Disturb, Presenter, etc. 2. Status drop-down list. 3. Location drop-down list.   **You might need to be connected to a projector, or be using a live environment and be connected from the outside, to see these new states.** |
| Contacts Simplify contact management by enabling users to search and find contacts from the corporate address book, and add federated contacts to a single contact list to connect with customers and partners. Skype Federation; Social and PIC With federation – including federation with the hundreds of millions of Skype users around the globe – and connectivity to other public networks, Lync allows you to reach nearly anyone.  Federation between enterprises using Lync Server, Lync Online, Microsoft Office Communication Server, or consumers using Skype, Windows Live Messenger, AOL, Yahoo!, and Google Talk – all using Internet-based communications - enables rich Unified Communications to customers, suppliers, and partners. Contact Card Bring together information from internal and external networks (for example: Microsoft SharePoint, LinkedIn, and Facebook) into a single card for each person in the contact list.  A dynamic card displays a contact’s high-resolution photo, their presence, status note, location, and organizational details and is consistent across Microsoft Office applications.  Users can initiate an instant message, email, or video or voice call directly from the contact card. Based on rich presence information, I can choose the best way to reach out to them – if they’re mobile, I can call directly to their mobile device; if they have video capability, I can start a video call directly. | 1. Show the contact list and search for a contact.  * Click **Groups**, **Status**, **Relationships**, and **Invites**.  1. Open the external contacts list, show federated PIC contacts.   **Does not work in demo environment, need real external access to show.**  Open a contact card and show rich contact information, organizational view, and “What’s New.”   * Move the pointer over the picture, slide right to the View Card icon, click, see the Contact Card. |
| Instant MessagingPersistent Chat Lync 2013 now brings Persistent Chat into the main Lync client UI. Persistent Chat enables users to organize or participate in topic-based virtual rooms where workgroups or designated colleagues meet and collaborate in real time. Discussions are searchable and persist over time, enabling efficient information sharing. Tabbed chat Lync 2013 provides tabbed chat windows to simplify management of multiple instant messages, persistent chat rooms, peer-to-peer calls, or Lync Meetings.  Users can quickly monitor and move between conversations; notifications provide visual alerts in a tab, and in the taskbar allowing at-a-glance indication of incoming messages and missed connections. Ego Filter Ego Filter is a filter that is about you *and* for you, and is individually defined by you to quickly identify and capture the discussions that are most relevant to you at a given time. For example: I am on a project; the team has agreed to use @<*name*> when an item needs my attention, so I set a filter on @<*name*> and read those discussions first. | **Persistent Chat not available in Lync Online.**   1. Show the Persistent Chat UI and Chat Rooms.  * Click the Chat Rooms icon, F:\Chat Rooms.PNGand then click **Followed**, **Member of**, and **New**. Right-click a room and then click **Follow**. Open a Persistent Chat room, look at the content, and then add a message. Leave the room open for tabbed chat (next).  1. Initiate IM(s) via contact card from Office applications, Outlook email, or the Lync client.  * Have a demo buddy send IM(s) to show tabbed chat and visual alerts. The demo buddy should send from at least two other Lync users. Thumb through the two IMs and the Persistent Chat room on the left. Close one and show the others still open.  1. In Persistent Chat, right-click **Ego Filter** and then click **Change Notification Settings**. 2. Click **Filter Options** and then click **Notifications**. 3. Close **Filter Options** when done. |
| Seamlessly escalate conversations With Lync, Information workers use a single unified client to manage all communications, including voice and video calling, multimedia conferencing, and instant messaging. A simple instant message can be escalated to a Lync Meeting with video conferencing at any time, from the single unified client. Personal Preview Personal Preview provides a peek at or preview of one’s own video, allowing users to adjust their camera settings or personal appearance prior to anyone else seeing your video, so that you can connect with confidence. | 1. Have Buddy1 start an IM conversation with Buddy2. 2. Have Buddy1 click the **Call** button to add voice. 3. Have Buddy2 answer the call. 4. On Buddy1, move the pointer over the camera icon to preview Buddy2’s video, and then click **Turn On My Camera**. 5. Have Buddy2 accept the video call.  * Leave the conversation active. |
| Lync MeetingsAd-hoc conferencing Previously known as "online meeting," Lync Meetings provide capabilities to interact with people through high-definition video, audio, instant messaging, and content sharing – for both scheduled and spontaneous collaboration. Video Gallery The Video Gallery provides a continuous view of multiple high-definition video streams or high-resolution contact card photos displayed in a gallery format. Photos replace active speaker video when video is unavailable. Gallery controls enable participants to select one or more video streams of interest, see participants’ names, and identify active speakers.  The gallery shows the most relevant people in the meeting at all times by bringing the dominant speaker’s video “into focus” to the standing row, and displaying the photo of less active participants in the sitting rows. Video Spotlight Video Spotlight allows users to select and lock video of a participant in the meeting as the focus for everyone in the meeting. H.264 SVC Lync uses open standards including H.264 SVC to enable high-definition video conferencing across a range of devices. | 1. Have Buddy1 add Buddy3 to the current conversation. 2. Have Buddy3 accept the invite and join the conversation.      1. Verify that video is working on all three Buddy clients. 2. At the bottom-right corner, click **Pick a Layout** and then switch between **Gallery**, **Speaker**, and **Presentation** views. 3. In Speaker view, Show that the active speaker shows.      1. On Buddy1, move the pointer over Buddy2’s video, and then click the pin in the upper-right corner to keep Buddy2 visible. |
| Presenter Controls & “Peek” UI controls A collection of Lync Meeting host and presenter controls are designed to optimize for the type of meeting, size of audience, and content and/or video sources available to participants. Meeting View Meeting View options are designed to bring content and people together while optimizing the Lync Meeting experience for every individual participant’s needs. The Meeting View is selected by the participant. OneNote Share OneNote Share allows users in to create and share Microsoft OneNote digital meeting notes within a Lync meeting, reducing errors caused by later transcription and simplifying communication and follow-up. | Show presenter controls, modify Lync Meeting views – including peeks, full screen, and “pop out” of Video Gallery.   1. In the conversation, in Speaker or Gallery view, move the pointer over any of the videos and then in the upper-right corner, click the **Pop out people** region. Show full screen mode, and merge it back. 2. On Buddy1, click the IM icon to hide IM. 3. On Buddy2, type **Hello** in the IM window. 4. On Buddy1, show the Peek.      1. Click the **Share content and lead meeting activities** icon, and then click **OneNote**. There are two options, Shared and My Notes. |
| Meeting Join Joining a Lync meeting requires only a single click or touch, whether from an Outlook meeting reminder on a Windows PC or from the calendar or meeting pane on Windows Phone, iOS, and Android devices. People at work and on the go no longer need to write down or remember dial-in numbers and passcodes. Lync Web App The Lync Web App allows PC and Mac users to join a Lync meeting from within an HTML5–capable browser, and delivers a full Lync meeting experience, including HD video, voice over IP, instant messaging, and desktop, application, and Microsoft Office PowerPoint sharing. Embedded Media in PowerPoint Lync Meetings now include support for Embedded Media in PowerPoint, allowing for rich A/V presentation content to be played to the meeting participants. | 1. As Buddy1, create an Online Meeting with Buddy2 and Buddy3. 2. To show joining via the Lync client: In the Outlook reminder, or in the Outlook meeting invitation, click or tap **Join Lync Meeting**. 3. To show joining via the Lync Web App: Start Microsoft Internet Explorer, copy the Meeting URL to the **Address** bar, and then at the end of the bar, type **?sl=1** and press Enter.   Join from Lync Web App, or show the alternative (demo buddy) machine using Lync Web App to join a Lync Meeting.  *To force use of LWA, append “?sl=1” to end of meeting URL, as per below*  <https://meetdf.microsoft.com/brcrum/HH8RHKK8?sl=1>  Show PPT sharing with embedded media.   1. In the meeting, have Buddy1 share the **DemoPPTWithVideo.pptx** presentation. Click the play button on the slide. |
| Lync Mobile ClientsDiscuss Lync Mobile Client Capabilities Our Lync 2010 mobile clients enable you to join Lync Meetings with a single touch from your Windows Phone, iPhone, iPad, Nokia Symbian, or Android smartphone. And more than just Lync Meetings – these clients allow you to stay connected to your network and communicate on the go, whether by IM, email, or a call-via-work, all on a Lync client that has been designed with a look and feel consistent with the underlying platform-specific design elements and gesture interactions.  With our Lync 2013 mobile clients, we’ll add voice and video over IP, as well as more immersive Lync Meeting collaboration capabilities. | As time permits, show the Lync 2010 mobile client UI, and show Lync 2010 for iPad “1.5” joined to the Lync Meeting, including viewing an uploaded PPT presentation.   1. Have Buddy1 start Lync Metro and sign in. 2. In Lync, touch **Contacts**. 3. In **Meetings**, attend the Online Meeting. |
| Lync Metro Style app The Lync Metro style app is Lync reimagined and specifically optimized for touch on Microsoft Windows 8 (both x86-based Windows 8 devices and Windows RT). Introduction The Lync Metro style app takes advantage of Windows 8 "touch first" capabilities to provide fast, natural, hands-on control of communications across a variety of devices and architectures. The Lync Metro style app benefits from the end-to-end security and strong power-management features in Windows 8, and provides lock-screen updates to ensure that no important communications are missed. Connected Standby The Lync Metro style app notification enhancements provide glance-and-go indicators and alerts for incoming and missed connections, enabling connectivity while reducing resource consumption. | Show the Lync Metro style app main UI, application controls (swipe from top/bottom); Windows 8 search integration (swipe from right).  Show the Lync Metro style app running behind a lock screen; have demo buddy send an incoming IM. |
| Meetings The Lync Metro style app provides for dynamic and engaging collaboration capabilities within a Metro-style, full-screen, immersive application. Easily escalate conversations, and move within conversations, while taking advantage of common Windows 8 metro-style navigation gestures and search capabilities. Snap View The Lync Metro style app leverages the snapped view experience, providing engaging and rich multitasking on Windows 8, and allowing you to stay connected on your terms. | Send IM, answer with video; demo buddy initiates sharing.  Show Lync Meeting / ad-hoc collaboration views. Swipe left and right for IM, multiparty video, and content. views.     Show fast app-switching capabilities of Windows 8, and show snapped/fill view capabilities.  As time permits, have the various connected Lync clients and buddies interact within a Lync Meeting to demonstrate the variety of supported devices types, and the rich collaboration experiences provided in Lync 2013. |

# Demo 2: Lync for Metro Style

Scenario

The goal of this demo is to show the Lync Metro style app and its features.

Login credentials

Usernames:

Administrator Contoso\Administrator

Buddy1 Contoso\Buddy1

Buddy2 Contoso\Buddy2

All passwords are **pass@word1**

General

This demo can be run by one person, but ideally you will have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections, and the presenter can control both Buddy1 and Buddy2.

Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that all VMs are running and that all services are started.

They will be logged in automatically as Contoso\Administrator.

1. Ensure that W15-DC is running.
2. Ensure that W15-EXCH is running.
3. Ensure that W15-LYNC-SE1 is running.
4. Ensure that W15-LYNC-SE2 is running.
5. Ensure that W15-PCHAT is running.
6. Ensure that W15-LYNC-MGT is running.
7. Ensure that W15-LYNC-Edge is running.
8. Ensure that W15-SP is running.
9. Ensure that W15-TS is running.
10. Ensure that W15-WAC is running.
11. On a laptop or Tablet, log in to Lync for Metro style as Contoso\Buddy1 with a password of **pass@word1**

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| Talking Points | Click Track |
| **Lync Metro style app home screen** The Lync Metro style app is Lync reimagined for Microsoft Windows 8: providing fast, natural, hands-on control of communications across the entire range of Windows 8 devices and architectures.  The Lync Metro style app benefits from the end-to-end security and strong power-management features in Windows 8, and provides lock-screen updates to ensure that no important communications are missed.  The Lync Metro style app works beautifully on a variety of Windows 8 devices – whether I'm using touch or a mouse and keyboard. Its Metro style tiles provide glance-and-go updates and notifications, so that I can see my contact's status notes, or view missed conversations quickly and intuitively.  Although Lync for metro-style is optimized for touch, it is equally easy to use with a mouse and keyboard.  You’ll also find many similarities to desktop client – familiar contacts, VM, Conversation history. | On Buddy1, start Lync Metro.   1. On the Lync Metro style app home screen, view the UI and the tiles and show how the tile updates. 2. Press the Windows key and L simultaneously to lock the computer. 3. Show that the tile will still update. Additionally you can show the Picture Password for login, to demonstrate the many ways you can login to Windows 8. |
| Canvases are scrollable – one surface Favorites – users can manage their contact list, gain easy access to the people you communicate with most.  The Lync Metro style app brings pictures to the forefront – people-centric. And, Live dynamic tiles animate with people’s notes – feel connected. | 1. Show that you can manage your contacts by adding a contact, moving a contact to a contact group, or removing a contact or contact group. |
| “Me” area In the top right corner, you’ll find the “me” area, which provides a view of how others see you and your presence.   You’ll find your picture, presence, and status note – which you can quickly update as needed. | 1. On Buddy1, in Lync, add a note and change the status to **Do Not Disturb**. 2. Verify that the users’ photo displays properly. 3. On Buddy2, start Lync. 4. Show the note you just added. 5. Show the contact’s photo. 6. Show the changed status. |
| People-centric & easy to navigate contacts Go to Contacts.  Look at groups- drill in.  Semantic zoom out.  Filter by group, then name; semantic zoom out.  Navigate in a fluid and touch-friendly manner.  Manage groups.  Can add to favorites.  Add a star for confirmation – will show up on home canvas.  Can also initiate communication with a single tap.  View contact card – same elements as desktop card. | 1. On Buddy1, in Lync, go to Contacts. 2. Expand each contact group. 3. Close each contact group. 4. Along the top of the Contacts area, click **Group**. 5. Close each contact group again. 6. In the first contact group, add a contact, remove a contact, and then move a user to another contact group. 7. Add a contact group as a Favorite. 8. Add a star for confirmation. Show that this shows up on the home canvas. 9. Tap a contact to initiate an IM Session. 10. Open the contact card of a user and the see the same contact information and organizational view as seen from the desktop contact card. |
| Nav Bar/App Bar & Windows 8 navigation/ search UI Swipe top is nav bar/navigation bar.  Allows user to navigate anywhere within Lync.  Go back to Lync Home Screen.  Go to Conversation History.  Go to Voice Mail History.  Contextual depending on what you’re doing.  When in conversation, I’ll show how it helps you manage your modalities.  Let’s talk about integrating with Windows search charm, swipe in from right edge.  Let’s go search for Buddy2.  At first run, users may not realize that you have to bring in Windows charm to search within our app.  We opted to go this Windows route – 1) adopt the platform 2) more importantly, the user can search for a contact from anywhere within Windows.  The beauty of this is that Lync is elevated as a search target even when Lync isn’t in the foreground. | 1. In Lync, swipe along the top. Show that this is the navigation bar, from which you can go anywhere within Lync 2. Click **Back** to go to the Home Screen. 3. Click **Conversation History**. 4. Click **Voice Mail History**. Show that this is contextual depending on what you are doing. 5. In Windows, perform a search for one of the contacts. Show that Windows search uses the same navigation and search functionality as Lync. |
| IM escalation to voice and video You’ll again notice the heavy use of pictures.  Bring up the app bar contextual controls for conversations display, add others, and escalate modalities. Add participants.  Mute myself.  Add video – start my video.  See my video preview at the lower right (so I can always see what I’m broadcasting).  Can go to full-screen video, can swap picture in picture.  You can also do things like turn the camera around.  Say we’re talking and Scott wants to show me something on his desktop.  He starts desktop sharing.  I’ll accept that.  As that connects, you’ll see Scott’s desktop appear.  You still see video streams and can always see the active speaker and my preview.  Three views of the conversation canvas optimized for immersive view, focusing on the right thing at the right time. | 1. In Lync, initiate conversation with Buddy2. 2. Bring up the App Bar and show that the contextual controls for conversations display. 3. Add another user to the conversation. 4. Add audio to the conversation. 5. Mute yourself. 6. Click **Start My video** to add video to the session. 7. Show your video preview at the lower right. 8. Click **Full Screen video**. 9. Swap picture in picture. 10. Turn the camera around. 11. On Buddy2’s Lync, click **Share Desktop**. 12. On Buddy1, accept the share. 13. Show that you can still see the video streams and can always see the active speaker and your preview. |

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| One touch/click join Added ability to join meetings.  Simplify meeting join experience.  No longer need to go to Outlook.  See your upcoming meeting.  Click **Join** and you’ll join from within Lync. | 1. On Buddy1, in Outlook, create and send a Lync Online Meeting that starts within 15 minutes. 2. Close Outlook.      1. In Lync, Show the invitation that arrives. 2. Join the meeting. |
| Snap View **TALKING POINTS NEEDED** | 1. On Buddy1, in Lync, click **Show Snap View**. |

# Demo 3: Lync Basic and Advanced Voice

Scenario

The goal of this demo is to show both basic and advanced Lync voice features. Some of the more advanced features such as external calling and federation cannot be shown in the Contoso demo environment.

Login credentials

Usernames:

Administrator Contoso\Administrator

Buddy1 Contoso\Buddy1

Buddy2 Contoso\Buddy2

All passwords are **pass@word1**

General

This demo can be run by one person, but ideally you will have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections, and the presenter can control both Buddy1 and Buddy2.

Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that all VMs are running and that all services are started.

They will be logged in automatically as Contoso\Administrator.

1. Ensure that W15-DC is running.
2. Ensure that W15-EXCH is running.
3. Ensure that W15-LYNC-SE1 is running.
4. Ensure that W15-LYNC-SE2 is running.
5. Ensure that W15-PCHAT is running.
6. Ensure that W15-LYNC-MGT is running.
7. Ensure that W15-LYNC-Edge is running.
8. Ensure that W15-SP is running.
9. Ensure that W15-TS is running.
10. Ensure that W15-WAC is running.

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| Talking Points | Click Track |
| Peer to Peer CallingPeople in my company From the contact list, I can easily select someone’s name and have the ability to call them with a single click.   By default, Lync will remember the last contact used to call that individual. This will be the default calling action for that user. | 1. On Buddy1, in Lync, move the pointer over Buddy2’s photo and then click **Lync Call**. 2. Answer the call on Buddy2. 3. Have a brief conversation and then disconnect the call. 4. Move the pointer over Buddy2’s photo again and explain that Lync will remember the last calling method you used to contact this user. |
| Federated Networks Just as I can call someone inside my company, I also have the ability to call individuals who are using Lync in federated companies.  In the contact list, I can see that that the contact is from a federated company because the company name is appended to the contact name, or because it is stated that the contact is on an “External Network.” | Play the demo or walk through the slides to explain the ease and similarity of federated partner calling. |
| *Public Networks – Windows Live Messenger / Skype* **(placeholder)**  This great calling capability extends to public networks as well.  With Microsoft Windows Live Messenger contacts, I can make audio and video calls directly from the contact list just as I can with a local or federated contact. | Play the demo or walk through the slides to explain the ease and similarity of public network calling. |
| Extension Camp-on If I need to communicate with a contact who is currently unavailable, I can right-click the user name and “tag” that contact in the contact list.  This allows for a notification of any presence status change of that user – such as “away” to “available,” or “in a call” to “busy” – to be sent to my desktop alerting me to the new change.  This “camp-on” type feature can be performed with any contact whose presence is displayed in the contact list, including contacts inside, outside, and federated with my company. | 1. Set Buddy2’s status to **Do Not Disturb**. 2. Have Buddy1 notice Buddy2’s presence. 3. Right-click **Buddy2** and then click **Tag for Status Change Alerts**. 4. Change Buddy2’s presence to **Available**. 5. Show the prompt regarding Buddy2’s status change. 6. Right-click **Buddy2** and then click **Untag**. |
| PSTN CallingClick to dial any number from contact I can also click the drop-down list to access all the contact paths I have stored for this person, so if I have alternate work, mobile, or home numbers here, I can call them directly as well. All of this comes from the integrated directory for Lync, along with any personal contact information I add into Outlook. Contact list PSTN numbers Phone numbers that you dial frequently can be added either to your Outlook and Exchange contacts or directly to your Lync contact list for quick calling. | 1. Mouse-over Buddy2’s photo and then click the drop-down list next to **Call**. 2. Show the different phone numbers available to call, such as Mobile and Work.      1. In Outlook, click **People**. 2. Find Buddy2 and add a Home phone number. 3. Return to Lync and click the **Call** drop-down list to view the new phone number. |
| Extension Dialing This works with extensions to preserve local calling conditions. Number normalization PSTN dialing works with your local calling conditions.  For example, if I dial (425) 555-1212, is the number will be normalized with +1. | 1. On Buddy1, in Lync, click the **Phones** tab. 2. Dial 4001 and watch as the number is identified and normalized as an extension. 3. Clear the number. 4. Dial 4255551212. 5. Watch as the number is normalized to +1 (425) 555-1212. |
| Dialing from Internet Explorer Any time a phone number is displayed on a web page, a plug-in will automatically turn that number into a clickable link.  This link directly brings up Lync and prepares a conversation window in which to dial the number. | Show a PPTX slide of a screenshot showing the Internet Explorer dialing functionality. |
| Emergency Calling with Location The top section of the user interface shows the location of the caller if known, or provides an interface where the end user can enter their location. This location is used when dialing emergency services from the Lync rich client.  For automatically acquired locations, the call goes straight through to PSAP. For incomplete or custom addresses entered by the user, the call is triaged by a contact center to validate the address. | 1. On Buddy1, Show the location of Buddy1, Redmond. 2. On Buddy2, notice the same location. 3. On Buddy1, dial **911** and then click **Call**. 4. Show that Lync recognizes this as an emergency call. 5. Show the prompt showing the location on Buddy2. The contact is configured as the manager and will receive these notifications.   This portion requires a connection to the SE1 server. You can show that via Hyper-V on the VM host, or you can use Remote Desktop to reach W15-LYNC-SE1, or you can browse to <https://admin.contoso.com/cscp>. Credential is administrator and password is pass@word1  Silverlight 5 is required to display via the browser |
| Malicious call tracing Any call can be flagged as a malicious call.  This is configured on the Voice Policies.  Once this is enabled, the users will be able to flag calls as malicious. | 1. On W15-LYNC-SE1, open the Lync Server Control Panel. 2. In the Lync Server Control Panel, click **Voice Routing** and then click **Voice Policy**. 3. Go to the properties of the Global Policy. 4. Under **Calling Features**, select E**nable malicious call tracing** and then click **OK**. |
| Integrated Dial-pad The last tab on the user interface is the Phone tab.  Here you can use a standard dial-pad interface to enter phone numbers, or you can type the number into the contact search field as we did earlier. | 1. On Buddy1, in Lync, click the **Phone** tab. 2. Show the always-present integrated dial pad. 3. Click **123** and Show that the number gets auto-typed. 4. Press **456** on the keyboard and Show the same result. |
| Unified MessagingVoice Mail Messages Voice mail messages are automatically shown in the Lync client, including the identity of the person calling if they are in the directory or listed among your personal Outlook contacts.  Moving the pointer over the record will provide an interface where you can play the voice mail message directly from the Lync window.  Right-clicking the voice mail record opens in Outlook and shows the voice mail preview in all the languages supported by Exchange Unified Messaging. | 1. On Buddy2, in Lync, click **Buddy1** and then click **Call Voice Mail**. 2. Leave Buddy1 a 10-15 second–long voice mail message. 3. On Buddy1, start Outlook. 4. In Lync, on the **Phones** tab, wait for the voice mail message to appear. 5. Show the information provided, such as the time and sender of the voice mail. 6. Move the pointer over the voice mail message and Show the play button. 7. Right-click the voice mail message and then click **Open item in Outlook**. 8. Show that the Outlook item appears and that you can preview the UM-transcribed voice mail message. |
| Conversation WindowMusic on Hold When a call is placed on hold, music is played to the caller.  The enterprise can control this feature via policy configuration. | 1. On Buddy2, in Lync, call Buddy1. 2. On Buddy1, accept the incoming call. 3. In the phone call, move the pointer over the microphone icon and then click **Hold Call**. 4. On Buddy2, listen as music is played. 5. Disconnect the call. |
| Superior A/V Experience Optimized media – WB audio/HD Video  Network health indicator  USB Device switching  Call quality application & real-time quality indicator | 1. On Buddy1, make a video call to Buddy2. 2. Accept the invitation and start the video on Buddy2. 3. Show the Network Health indicator. 4. Show the HD video. 5. Move the pointer over the microphone icon and Show that you can switch between USB devices. (For this portion you will need to have more than one USB device connected) 6. Disconnect the call. |
| Conversation HistoryCall Records Call records in Lync enable you to easily redial the last call made.  Call records also allow you to easily find, redial, or restart that user’s previous calls and conversations. | 1. On Buddy1, click the **Conversations** tab. 2. Show the previous calls and conversations. You can also sort by Missed Calls. |
| Managing my Calls The Call Park feature in Lync allows a call to be placed on hold and then picked up by another Lync user. In an active call, you do this by clicking **Park Call**. Lync then gives you a Call Park number that can be used to pick up the call.  Another user then dials this Call Park number and the call is connected. | 1. Have Buddy2 call Buddy1. 2. Click **Parking Lot**, click **Park Call**, and then show the given Call Park number. 3. Have Buddy3 dial the Call Park number and show that the call gets connected. This orbit number can be used from another station in order to retrieve the call. |
| The simultaneous ring feature allow calls to simultaneously ring another chosen phone number, contact, and delegate, or Team Call group members. | 1. Show that user can set simultaneous ring to any PSTN number. Calls can also be forwarded to any PSTN number or extension, or to another user. |
| Personal call handling with Exchange Unified Messaging allows you to use the Exchange Control Panel to configure personal call-answering rules. This determines how your calls are handled when you don’t answer the phone. Calls will be answered with a system-generated greeting or a greeting you record. You can let callers leave a voice message, transfer the call, or try to find you at a number you can specify in ECP. | 1. Have Buddy1 sign in to <https://mail.contoso.com/ecp>. Use Contoso\Buddy1 and pass@word1 2. Click **Phones**. 3. Under **Call Answering Rules**, click the plus sign for **New Rule**. 4. In the New Rule window, name the rule, click the drop down under **\*When the message arrives, and:** click **The caller is**, select the **In my Contacts** **folder** checkbox, and then click **OK**. 5. Next to “Do the following” click **Select** **Options** 6. Click **Find Me** and then in the first **Call** box, type **4255551212** and click **OK** andthen **Save**.. |
| The Enterprise Calendar Call Routing feature allows you to set your call-answering rules to only simultaneously ring during your configured working hours set in Outlook. | 1. On the New Rule page, add another condition by clicking **If the call is during work hours**. 2. Click **Save**. |
| Managing calls of Others Team Calling and shared lines give you the ability to set up Team Calling groups. These groups can then be configured to simultaneously ring when you receive phone calls. When a call is made to you, it will also ring the Team Calling group. Group members can also answer the call.  You can also set different types of rings for different types of calls, such as Team Calling calls, delegate calls, Response Group calls, or any other calls.  This lets you know when the call rings what type of call it is even before seeing who is calling. It also can allow users working in cubicles or in close proximity to have unique ringtones to more easily determine whose phone is ringing. | 1. For Buddy1, click **Call Forwarding Options** and then click **Call Forwarding Settings**. 2. Click **Edit my team call group members**. 3. Add Buddy3 to the team call group and then click **OK**. 4. Select **Simultaneously ring** and then select **My Team Group**. 5. Make a call to Buddy1 and show the other users ringing as well. 6. For Buddy2, click **Lync Options** and then click **Ringtones and Sounds**. Select a different ringtone for **My work phones**. 7. Have Buddy1 call Buddy2 and hear the different ringtone. |
| Delegation allows you to configure other users to be able to make and answer calls on your behalf, as well as schedule online meetings.  You can set a distinctive ringtone for delegate calls as well.  Then, when a call comes to you, your delegate can answer the call and you will see how the call was handled. | 1. For Buddy1, click **Lync Options** and then click **Call Forwarding**. 2. Click **Edit my delegate members**. 3. Add Buddy3 as a delegate. 4. Select **Simultaneously Ring** and then select **My delegates**. 5. Click **Ringtones and Sounds** and note that you can set a distinctive ring for delegate calls. Click **OK**. 6. Have Buddy2 call Buddy1. 7. Show that the call goes to Buddy1 and Buddy3, and then answer the call on Buddy3. show that Buddy1 sees that Buddy3 answered the call.   A delegate can also simultaneously ring their mobile device without having the call land in their voice mail. |
| Call Recording Call Recording | 1. Have Buddy2 call Buddy1. 2. Have Buddy1 click **More Options**. 3. Click **Start Recording**. 4. Show that Buddy2 receives a notification that the call is being recorded. |
| IP Phones Equivalent experiences |  |
| Pin-based auth |  |
| Integrated Calendar |  |
| Directory |  |

# Demo 4: Lync Meetings

Scenario

In this demo you will show the new capabilities of Lync Meetings, previously referred to as Conferencing.

Login credentials

Usernames:

Administrator Contoso\Administrator

Buddy1 Contoso\Buddy1

Buddy2 Contoso\Buddy2

All passwords are **pass@word1**

General

This demo can be run by one person, but ideally you will have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections, and the presenter can control both Buddy1 and Buddy2.

Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that all VMs are running and that all services are started.

They will be logged in automatically as Contoso\Administrator.

1. Ensure that W15-DC is running.
2. Ensure that W15-EXCH is running.
3. Ensure that W15-LYNC-SE1 is running.
4. Ensure that W15-LYNC-SE2 is running.
5. Ensure that W15-PCHAT is running.
6. Ensure that W15-LYNC-MGT is running.
7. Ensure that W15-LYNC-Edge is running.
8. Ensure that W15-SP is running.
9. Ensure that W15-TS is running.
10. Ensure that W15-WAC is running.

NOTE: For the Lync Meetings demo, you will need to have several participants in a meeting to show the full experience. There is a server in the virtual environment called W15-TS that can be used for Remote Desktop Connections.

Simply use Remote Desktop on the Buddy1 or Buddy2 laptop, and connect as any other persona in the Contoso environment. The full Office 2013 Suite is available there and the Terminal Server role is installed with 180 day eval.

Set the Remote Desktop options, in the Local Resources\Remote Audio\Settings tab, to Play sounds on this computer and Record from this computer. This way the Lync 2013 Client on W15-TS will have full audio functionality. Video will not function however unless you deploy the new VDI plugin on the laptop. At the time of development VDI will not coexist with Office 2013 without very specific configuration.

|  |  |
| --- | --- |
| Talking Points | Click Track |
| Lync MeetingsEscalation from IM to 1:1 video For Lync 2013 there is now a single client for all communications with single click escalation.  We can start in an IM session and see the incoming toast. We can start a video call as well from that toast.  Now we can use the **Pop Out People** option, which is particularly useful for people who use multiple monitors. You can see the person or people you a meeting with in a separate window.  The sharing features are easily accessible with the **Manage Presentable Content** arrow. By clicking this, we can see all of the types of content that can be shared. | 1. Buddy2, in Lync, initiate an IM session with Buddy1. 2. On Buddy1, notice the incoming toast. 3. Click the toast to accept the conversation. 4. On Buddy1, IM back. 5. Click **Start** **my Video** to start a video call. 6. On Buddy2, click to accept video call and start video on Buddy2. 7. On Buddy1, in the upper-middle right corner of the video area, click the arrow icon to open the video area in a separate window. Move that window around. 8. End the call. 9. Initiate another IM conversation with Buddy2. 10. Click the **Share Content** button and add a Whiteboard to the conversation. 11. On Buddy2, accept the Sharing Request. Buddy1 and Buddy2 draw on the Whiteboard and show other Whiteboard features. |
| Spontaneous, ad hoc meetings Multi-party meetings aren’t always planned and prescheduled, so to help with this, Lync supports spontaneous collaboration.  For Lync 2013, we have a great multi-party video experience, all done by Lync.  In a meeting, up to 5 people will be shown live. In bigger meetings, the participant can pick who they want to see.  Or, as a host – I can put the spotlight on a single video source for all participants to see for a more structured meeting scenario.  We can see the speaker indicator in the gallery, and names are visible.  Lync 2013 uses standards-based, modern video technology: H.264 SVC.  This enables video across many device types with efficient MCUs. | NOTE: For sections in this demo that require six or more participants, use a real environment and have Demo buddies help, OR refer the notes above for Remote Desktop connections to create more meeting participants       1. On Buddy1, in Lync, search for the **Finance Team** distribution list and add it. 2. Right-click the **Finance Team** distribution list click **Start a Conference Call**, and then click **Lync Call**. 3. Click **Start My Video** to add video. 4. Accept the Video on Buddy 1, and then add Video to other clients. 5. Drag and drop to add others from your contact list. 6. To show how to add another contact, click the **Invite** (person with the plus sign) menu and add another contact. 7. See participants join the conversation. 8. Notice that the contacts that do not start video will display a photo. 9. Pin a participant from the pool of people using video. 10. Select a speaker to put in the Spotlight. |
| Scheduled Meeting In Outlook, we’ll schedule a Lync Meeting by clicking **New Online Meeting**.  And then after clicking **Meeting Options**, we can see the presenter meeting options that can be set. Who gets directly in? Who’s a presenter? We’ll send a request to Buddy2. | 1. On Buddy1, start Outlook. 2. Schedule a Lync Online Meeting 3. Call out new options: Show **Who gets directly in?** **Who’s a presenter?** Describe that this is the lobby function 4. Send the invitation. |
| Meeting Join Lync 2013 is integrated with calendar and time management tools.  The same client is used for ad hoc and scheduled meetings.  This provides a consistent experience between the rich client, Lync Web App, and mobile. | 1. On Buddy1, on the Meeting Reminder, click **Join Meeting Online**. 2. Show how this is the same Meeting experience as with an Ad Hoc meeting shown previously. |
| Peeks Peeks automatically adjusts to use the available screen and saves space by hiding elements.  Peeks shows a roster, and you can pin people from it that you want to keep visible.  This is another area where we’ll use consistent visuals, icons, and prompts. | 1. On Buddy1, in Lync, show IM in peek. 2. Send an IM in the meeting from one client, notice the IM box on another. If you are not showing the IM box, the peek toast will show. If you are showing the IM box, you will see the conversation there. 3. While the IM box is off, hover over the **Messages** icon to see IMs. 4. Click the Messages icon to “pin” the conversation 5. Hover over roster in peek to see the participants. 6. Pin the roster and then minimize. |
| Great shared content experience For Lync 2013, we now have improved content sharing options.  This includes rich Lync 2010 options – app, screen, upload.  We can add content directly from PowerPoint, and show a presentation online. | 1. On Buddy1, in Lync, click **Share** and then click **PowerPoint Presentation**. 2. Browse to C:\LabFiles and click **LyncDemo.pptx**. 3. Explore the layout of the shared content. 4. Click **Share** and then click **Poll**. 5. Write up a Poll with a few answers. 6. On Buddy2, answer the poll for all of the other users. 7. Explore how this appears on the other clients. 8. In a sharing session, notice the Speaker View |
| Minimized Controls Screen real estate is now optimized for people, not icons and lists.  We can pin participants or let Lync choose what is in the foreground for us. Structured meeting Now the Speaker can focus more on what matters, with far less “noise”. | 1. On Buddy1, in the active sharing session, point out the clean, optimized look of the sharing session. 2. Show that there are fewer Icons and lists. 3. Add video to the session, if it is not still there. 4. Right-click a particular participant and then click **Pin**. 5. Notice they will stay pinned whether they are active or not. 6. Also show that the Presenter stays within the camera view by moving side to side, using the wider frame, not mechanized. |
| People and Content Views Presentation and people are front and center with more options to customize.  I can break out video if I have two screens.  There are multiple view options now – content only, active talking, and content together  With these options, participants can focus more on what matters to them. | 1. In the active video session, click the **Pop** **Out** **People** **Region** button. 2. Notice you can have the video stream separated from the rest of the conference. This is handy when you have multiple monitors. |
| Video within PowerPoint Meetings can be a great experience with PowerPoint sharing and embedded media | 1. In Lync, switch back to the shared PowerPoint presentation. 2. Advance to slide 3. 3. On Slide 3, click **Play** to play a short video. 4. Show controls to start and stop. |
| OneNote Sharing With OneNote sharing, we get a great note taking experience, accessible within the client.  OneNote notes can be personal or shared with SkyDrive or SharePoint. | 1. In the active session, click the **Shared Notes** button. 2. Notice it can be personal or shared, on a SkyDrive or on a SharePoint site. 3. Browse to the SharePoint portal site with the shared OneNote notebook. 4. On the other client, notice the shared OneNote. 5. Type in some notes on the first notebook. 6. Show on the other client you can see the new notes. |

# Demo 5: Lync Administration and Manageability

Scenario

In this demo you will explore the new features of Lync Administration and Manageability.

Login credentials

Usernames:

Administrator Contoso\Administrator

Buddy1 Contoso\Buddy1

Buddy2 Contoso\Buddy2

All passwords are **pass@word1**

General

1. This demo can be run by one person, but ideally you have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections and the presenter can control both Buddy1 and Buddy2.
2. Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that All VMs are running and that all services are started.
2. They will be logged in automatically as Contoso\Administrator.
3. Ensure that W15-DC is running.
4. Ensure that W15-EXCH is running.
5. Ensure that W15-LYNC-SE1 is running.
6. Ensure that W15-LYNC-SE2 is running.
7. Ensure that W15-PCHAT is running.
8. Ensure that W15-LYNC-MGT is running.
9. Ensure that W15-LYNC-Edge is running.
10. Ensure that W15-SP is running.
11. Ensure that W15-TS is running.
12. Ensure that W15-WAC is running.

|  |  |
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| Talking Points | Click Track |
| Planning and DeploymentPlanning Tool The Planning Tool is an easy-to-use wizard-based tool that helps you scope out and plan your Lync topology.  You can define the various Lync features and functionalities you want to deploy, and the Planning Tool will make recommendations and help you build your topology.  You proceed through each step of the Planning Tool, selecting the features according to your needs, such as:   * A\V Conferencing * Dial-in Conferencing * Web Conferencing * Enterprise Voice   When all of the features have been selected, you click **Design Site**.  Next, you can see the designed site with all of the features you selected for your topology. Any changes and adjustments can be made here.  Give the site a name and provide the number of users you plan to enable.  On the next page, you can select all of your SIP domains.  You then proceed through the rest of the wizard, answering questions about each of the features you selected.  Next, you add any additional sites or branches.  Explore the designed site topology, including the four tabs along the bottom showing information about Lync Edge Server needs and reports, as well as a Site Summary.  In the Edge network diagram, you can double-click each proposed server and edit the FQDN and IP information.  You can then export this topology from the Planning Tool as an XML file, or export it to Microsoft Excel or Visio. | IMPORTANT – in Hyper-V Manager, you should take a snapshot of all the VMs in their current state prior to making any changes during this Manageability demo. This will make it easier to return to a working state. Do this prior to starting the demo.  From the main demo laptop you can connect to any of the virtual servers via Remote Desktop, or you can use the Hyper-V console on the server hosting the virtual machines.  For the Planning Tool portion, you might need to download and install LyncPlanningTool.msi for the existing Lync 2013 deployment.  For the Add Users portion in Lync Control Panel, you may need to manually add users in Active Directory Users and Computers or Exchange 15 so that there are several to be enabled for Lync.   1. On W15-LYNC-SE1, start the Planning Tool. 2. In the Planning Tool, click **Get Started**, follow the Planning Tool steps, and fill out the wizards to select the desired features to match the target audience.   Note areas of interest for target audience, conferencing and remote access needs, voice, archiving, etc.   1. When all desired features have been selected, click **Design Sites**. 2. Review the Central Sites page. Enter the number of users for the organization, name the site, and then click **Next**.      1. Add the desired SIP domain(s). 2. Continue through the wizard, answering the questions about features you selected. 3. Show that you can add a branch site or another central site. 4. When the tool is finished, click **Draw**. 5. Double click at least the primary site and show the recommended site topology.      1. Click each tab and view all information provided by the tool. 2. In the Edge network diagram, double-click each proposed server and show the ability to edit the FQDN and IP information. 3. Click **File**, click **Export**, and then save the file as an XML file. Note the location where the file is saved. |
| Topology Builder Next we will look at the Topology Builder. This tool will be the primary building block of your site topology.  In a greenfield environment, you would run the New Front End Wizard and then fill out the server names, IP addresses, URLs, etc. to complete your topology. You would publish this complete topology, and as in Lync 2010, it would create the Central Management store.  Next, you would run Setup on a server and it would make a local copy of the Central Management store and deploy the necessary server roles. You will not be able to publish this topology in this environment.  For example, let’s say we’d like to remove the Collocation feature of the Mediation Service from the main Standard Edition Front End server.  We’ll now edit and then publish the topology.  Now we’ll run the Deployment Wizard on LYNC-SE1 to show the change in the Central Management store.  With the changed topology, the absence of a green check mark, means we can run and make a change.  This demonstrates how easy it is to change server configurations or add new servers and roles with Lync 2013. | 1. Start Topology Builder, name the downloaded topology **AdminDemo**.**tbxml**, leave the default location, and then click **Save**. 2. Explore the topology by expanding each node and looking at the various server roles and their settings. 3. Right-click **Lync Server 15 (Technical Preview)** and then select **Edit Properties**. 4. Show the existing components of the current deployment. 5. Explain that there is already a published topology, but that you would perform this step next and then run Setup on each of the servers in the topology. 6. Drill down to Contoso.com\Lync 2013\Standard Edition FEs\W15-LYNC-SE1. 7. Right-click that server and then select **Edit Properties**. 8. Click **Mediation Server**, clear the **Collocated Mediation Server enabled** check box, and then click **OK**. 9. Right-click Lync Server 2013 at the top, and then click **Publish Topology**, click **Next**, and then click **Finish**. 10. Run the Lync 2013 Deployment Wizard. 11. Show the missing green check mark next to **Install or Update Lync Server System**, and then click **Install or Update**. 12. Click **Run** next to **Setup or Remove**, and then click **Next**. 13. Wait for setup to complete, and then click **Exit**. |
| Management and Migration Now let’s take a look at the Lync Server Control Panel and Lync Server Management Shell.  Admins are always looking for ways to more easily manage and administer their users. The Lync Server Control Panel and Lync Server Management Shell offer many features that facilitate administration.  Here is the Lync Server 2013 Control Panel. Notice that you can perform most everyday administrative tasks on individual users or multiple users. For example, we can click **Users** and then click **Find** to see all of the enabled users. Or, you can double-click a user to view their settings. For instance, in Buddy1’s settings, we can see that there is no dial plan assigned.  Let’s enable existing users in the organization for Lync.  We can enable multiple users at once or one at a time.    In the Voice Routing section, we can see the dial plans that are already configured.  In the Topology section, we can see that there is an Edge server for this environment. We can also see that in the Federation and External Access section, none of the External Access Policy and Access Edge Configuration settings are enabled.  Now we’ll go into the Lync Server Management Shell, where many of the same and many additional administrative tasks can be performed.  We’ll assign Buddy1 the Redmond dial plan using a PowerShell command. We add the **-Verbose** command to see the actions of the command in more detail.  Now we’ll configure the Global Access Policy to allow Federation Access, Public Cloud Access, and Outside Access.  Finally, we’ll set the Outside Access Edge Configuration to allow Anonymous users, Outside users, and Federated users. In addition, we will enable partner discovery as well as enable DNS SRV Routing Return to the Lync Server Control Panel, and then verify the changes for Buddy1 and changes to the Federation and External access section.  TIP: Remember to use the up and down arrows to recall previously run commands to help with typing. Also remember the autocomplete function of the tab key. You can also use Lync Server Management Shell to assign a setting to multiple users at once. You can be very broad with your command and change configurations for all users, or select specific OUs or users with certain Active Directory attributes. You can be as specific or broad as you like. If you want to find all of the users in a certain OU, you would run a command like this.  If you want to only display certain fields, you can add the select-object parameter and tell it what fields to show. This displays the information in a more readable form. You can see all of the users in that OU, along with their city and department.  If you now want to only display the users in that OU that are in a specific department and city, you run a command like this.  Now you want to check what dial plan and pool have been assigned to these users. To do so, run a command like this.    If you wanted to then apply a policy to these users, you would run a command like this. It takes the attributes specified in the previous command and then grants the West Coast Dial Plan to these users.  The **–Verbose** command will show the results of the command as they are happening.  Here is one more example if you want to show how policies can be applied more broadly.  This command grants the Redmond Dial Plan to all users that have their city as Redmond in Active Directory. | 1. On W15-LYNC-SE1, start the Lync Server 2013 Control Panel. 2. Click **Users** and then click **Find**. This will show all of the enabled users. 3. Double-click **Buddy1** and show that this user does not have a dial plan assigned to him. Click **Cancel**. 4. Click **Users**, click **Enable Users**, click **Add**, click **Find**, highlight **Buddy1** through **BuddyN**, and then click **OK**. (Or, select users by pressing Ctrl+Click if there are no sequential users to add.) 5. In the **Pool** drop-down list, select **W15-LYNC-SE1**. 6. In the **Telephony** drop-down list, select **Enterprise Voice** and then show other options for enabling multiple users at a time. 7. Click **Enable**. 8. Click **Voice Routing** and show the dial plans listed. 9. Click **Topology** and show that this lists all of the servers in this topology, including an Edge server. 10. Click **Federation and External Access**. Show in the **External Access Policy** and **Access Edge Configuration** tabs that they are not configured because there are no check marks for **Global settings**. 11. Explore any other sections pertinent to your audience. 12. Start the Lync Server Management Shell. 13. Run the following command to assign Buddy1 to the Redmond Dial Plan:   **Grant-CSDialPlan –Identity Buddy1 –PolicyName Redmond -Verbose**   1. Run the following command to configure the Global External Access Policy:   **Set-CsExternalAccessPolicy –Identity Global –EnableFederationAccess 1 –EnablePublicCloudAccess 1 –EnableOutsideAccess 1**   1. Run the following command to set the Global Access Edge Configuration:   **Set-CsAccessEdgeConfiguration -AllowAnonymousUsers 1 -AllowOutsideUsers 1 -AllowFederatedUsers 1 -EnablePartnerDiscovery 1 -UseDnsSrvRouting -Verbose**   1. In Lync Server Control Panel, click Users and Find, Buddy1, Dial Plan Policy. 2. Under **Federation and External Access**, show the check marks for the newly enabled settings. 3. Run the following command:   **Get-CsAdUser -OU "ou=msusers,dc=contoso,dc=com"**   1. Run the following command:   **Get-CsAdUser -OU "ou=msusers,dc=contoso,dc=com" | Select-Object DisplayName, City, Department**   1. Run the following command:   **Get-CsAdUser -OU "ou=msusers,dc=contoso,dc=com" | Where-Object {$\_.Department –eq "Sales & Marketing"} | Where-Object {$\_.City –eq "Portland"} | Select-Object DisplayName, City, Department**   1. Run the following command:   **Get-CsAdUser -OU "ou=msusers,dc=contoso,dc=com" | Where-Object {$\_.Department –eq "Sales & Marketing"} | Where-Object {$\_.City –eq "Portland"} | Get-CsUser | Select-Object DisplayName, DialPlan, RegistrarPool**   1. Run the following command:   **Get-CsAdUser -OU "ou=msusers,dc=contoso,dc=com" | Where-Object {$\_.Department –eq "Sales & Marketing"} | Where-Object {$\_.City –eq "Portland"} | Grant-CsDialPlan -PolicyName WestCoast -Verbose**   1. Run the following command:   **Get-CsUser -LDAPFilter "l=Redmond" | Grant-CsDialPlan -PolicyName Redmond** |
| Exchange Archiving On-premises and e-Discovery Using SharePoint **DEV IN PROCESS**  With Lync 15 and Exchange 15, the Archiving store can now be stored on the Exchange server.  You can perform e-Discovery by using SharePoint. | In Lync Server Control Panel, notice that the Exchange 15 server shows as a server in the topology. This is the store for Archiving.  In the Exchange Management Shell…  In SharePoint, perform the following steps to perform e-Discovery searches.  **PLACEHOLDER** |
| Unified Contact Store **New abilities,** We can edit a contact card across the board, in Lync, Outlook, and SharePoint  Configuring a Unified Contact Store with Exchange 15 is enabled by default, and can be configured at the site and user level as well.  You can manage your Unified Contact Store using Outlook 15, Lync 15, or Outlook Web App.  When you edit Contacts in one location, it edits them in all others as well. Centrally stored contacts.  The Unified Contact Store allows a higher-resolution picture to be used for contact photos.  Editing a contact in Outlook Web App or Outlook will generate that contact in Lync.  Notice the contact card and that the edits show here as well.  Lync grabs the higher-resolution photo from Exchange for contacts. | 1. Start Lync Server Management Shell and run the **Get-CsUserServicesPolicy** command. 2. Show that **UcsAllowed** is set to True. The Unified Contact Store is enabled by default globally.   Note that you can also use these commands to enable/disable on a site or user basis.   1. Run the New Site policy command:   **New-CsUserServicesPolicy –Identity site:Redmond –UcsAllowed $True**   1. Run the New User Policy command:   **New-CsUserServicesPolicy –Identity "<policy name>" –UcsAllowed $True**   1. On any machine, start Microsoft Internet Explorer and browse to https://mail.contoso.com/owa 2. Log in as **Buddy1**. 3. Go to **People**, create a new contact, and enter an email address and IM SIP address. 4. Start Outlook and go to **People**. Show the newly created contact and make edits, such as adding a phone number. 5. In Lync, search for that new contact. The contact should resolve from the Unified Contact Store. 6. Bring up the contact card, make more edits, and then verify those changes in Outlook Web App. |
| Monitoring and Troubleshooting System Center Operations Manager (SCOM) can be used for advanced monitoring and troubleshooting of Lync Server 2013.  We can look at the Health status of the Lync 2013 servers and pools. Here we would see a problem and be able to address it before a user even notices an issue.  And we can run Synthetic Transactions against the Lync 2013 deployment to see what we may need to troubleshoot and configure properly. | 1. On the SCOM server, W15-LYNC-MGT, in the Monitoring section, click on Microsoft Lync Server 2013 Health 2. Click on each of the items here in Monitoring and discuss.   **PLACEHOLDER**   1. Perform the following synthetic transactions to simulate various tasks and events.   **PLACEHOLDER**   1. Show various Synthetic Transactions that can be run against the Lync Server 2013 environment  * Availability reporting (scenario and pool availability) * Active Monitoring (edge E2E communication watchers) |
| Easy Site Recovery / High Availability Lync 2013 gives you high availability and easy site recovery. This includes site or pool failover, back end database failover, and individual Front End server failover.  If a pool goes down, a conference hosted by that pool will remain active in limited functionality mode. By using a simple Lync PowerShell command, you can restore full functionality by failing the pool over to its backup Registrar pool.  We’ll start a conversation between two users, adding audio and video and a whiteboard.  You can tell which pool a user is connected to by a pressing Ctrl while right-clicking the Lync icon in the system tray. You will then see the Configuration Information option. Here we can see that each user is connected to their specified Front End server.  We will now simulate a pool failure by stopping the Front End service. Then we will be able to see what is still available in the conference, such as IM, audio, video, whiteboard, etc.  Now we can demonstrate the ability to run a simple failover command to restore full functionality.  The client will eventually log back in, and their contacts and full functionality will be restored.  You can check the configuration again to show that the user is now located in the new pool.  Next, we will restore the SE1 Front End service and run the failback command. | 1. Have Buddy1, who is homed on SE1, start a conversation with Buddy2, who is homed on SE2. 2. Add audio, video, desktop sharing, IM, whiteboard, etc. 3. Show the Config info for each user. 4. Stop the Front End service on SE1.   A limited functionality message will display for Buddy1.   1. Show the services still available in the conference, such as, IM, audio, video, whiteboard, etc. 2. On W15-LYNC-SE2, open the Lync Server Management Shell and run the following command:   **Invoke-CsPoolFailover -PoolFqdn W15-LYNC-SE1.contoso.com -DisasterMode -Verbose**  ***NOTE: As of build 8132, seeing an error when running this command, conference remains in limited functionality.***   1. Wait as all features are restored. 2. Check the configuration information to show the connected pool. 3. Start the SE1 FE service. 4. Run the **Fail Back** command:   **Invoke–CsPoolFailback -SourcePoolFqdn W15-LYNC-SE1.contoso.com –Verbose** |
| Hybrid Moving users to the cloud will need to be ppt or Video  Get a Tenant account and show audience the Portal  <https://portal.microsoftonline.com/> | Play the video or step through a slide show. |
| Lync Online Administration Center | Professional SKU  Enterprise SKU  Remote PowerShell, postponed |
| Lync Online Reporting This will need to be a demo, or a .pptx slide. |  |

# Demo 6: Lync Instant Messaging, Presence, and Persistent Chat

Scenario

In the demonstration, you will show the IM and presence features of Lync 2013, as well as the new Persistent Chat features.

Login credentials

Usernames:  
Administrator Contoso\Administrator  
Buddy1 Contoso\Buddy1  
Buddy2 Contoso\Buddy2

All passwords are **pass@word1**

General

This demo can be run by one person, but ideally you have a demo buddy in another room or location connected to the same environment. The W15-TS server can be used to make remote desktop connections and the presenter can control both Buddy1 and Buddy2.

Be aware of feedback problems if using one laptop to connect calls to a remote session.

Scenario setup – before starting the demo

1. Ensure that all VMs are running and that all services are started.

They will be logged in automatically as Contoso\Administrator.

1. Ensure that W15-DC is running.
2. Ensure that W15-EXCH is running.
3. Ensure that W15-LYNC-SE1 is running.
4. Ensure that W15-LYNC-SE2 is running.
5. Ensure that W15-PCHAT is running.
6. Ensure that W15-LYNC-MGT is running.
7. Ensure that W15-LYNC-Edge is running.
8. Ensure that W15-SP is running.
9. Ensure that W15-TS is running.
10. Ensure that W15-WAC is running.

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| Talking Points | Click Track |
| Lync ClientIM and Presence, Persistent Chat (Core CAL) Lync now has a new, clean interface, less busy, with people sorted out.  Contacts:  Groups  Status  Relationships  Invites    Chat Rooms  Conversations  Phone | 1. On Buddy1, show the new interface. 2. Under **Contacts**, show **Groups**, **Status**, **Relationships**, and **Invites**. 3. Show the Relationships where Contacts can be sorted. 4. Under **Contacts**, show **External** and **Blocked**. 5. Under Invites, show that this is where people who have added you as a Contact will be visible. 6. Show that Persistent Chat is now integrated into Lync Client; there is no need for additional client software. 7. Show Conversation and call history. 8. Show the Dial Pad. |
| Open chat rooms New Unified Client: with single install and sign in  We can now search for chat rooms.  We can choose from rooms you have chosen to follow, rooms you are a member of, and New rooms.  We can view notifications and topic feeds. We can broadcast a message to multiple rooms at once.  In terms of Add-ins, we can link a website or SharePoint site to a room. | 1. On Buddy1, in Lync, Show the new **Persistent Chat** icon. 2. Click the **Persistent Chat** icon, and Show the available Chat rooms. 3. See the notifications of the new Chat room. 4. Open the “Sample” Persistent Chat room. 5. Switch between **Followed**, **Member Of**, and **New**. 6. Click **+** to Expand. Discuss controls. |
| Search for a chat room We can keyword searching for a chat room.  Then, we can open or follow the chat room. | 1. On Buddy1, in Persistent Chat, click the **Search** icon. 2. In the search box, type **Project X**. (or whatever content you have populated the room with). 3. In the search results, click **Project X** and click **Open**. 4. Set yourself as a member of this room. |
| Participating in a chat room View Participants  Search chat room history  Persistent chat  Tabbed conversations | 1. On Buddy1, in Persistent Chat, in the open Project X room, type a message to post to the room. 2. Show any other participants in the room. 3. Do a search for any previous entries that have the word **Fabrikam** (or whatever content you have populated the room with). 4. Review the chat room history results. 5. Show the integrated and familiar contact card associated with the participants. Hover over the pictures in the upper left. 6. Show the Chat Room Add-in and the displayed web page. 7. Start an IM session with the user on Buddy2. 8. Show the conversations are tabbed and retain the same feel as a regular IM. |
| Topic Feeds and Notifications Ego Filter  Create a topic feed  Set the notifications for a topic feed | 1. On Buddy1, in Persistent Chat, click **Ego**. 2. Show the different items that were posted by or about the logged in User. 3. Create a topic feed. 4. Post a message with keywords. 5. Show topic feed. 6. Right-click **Ego Filter**, click **Change Notification Settings**, and then show the Filter Options and Notifications. |
| Broadcast message Select the chat rooms  Broadcast a message  List of chat rooms | 1. On Buddy1, in Lync, in Persistent Chat, highlight two Chat Rooms. 2. Send a broadcast message to both rooms. 3. Open the rooms, show tabbed chat, and verify the message made it to both rooms. |
| Search Chat Room history We can search for keywords.  We can adjust the scope of the search (such as **my rooms** or **all**).  We can adjust the dates to find out when something was posted…  …and the people that posted them. | 1. On Buddy1, in Persistent Chat, perform a keyword search for **Fabrikam** for **My Rooms**. 2. Show the search results. 3. Perform the same search for **All Rooms**. 4. Show the results from multiple rooms. 5. Add a filter for all posts done by **User1**. 6. Review the results. |
| Chat room options You can set options for how chat room messages, topic feeds and high priority settings show in the Lync client. | 1. On Buddy1, click the **+** icon and click **Room Options**. 2. Set options for Alerts regarding new and high priority messages.  ***NOTE: Inconsistent behavior with current client build, 3919.1011*** |