

## Service Call Centre



- Provide a one-stop shop and service outlet of ITO services for the University community
- Multiple contact channels over telephone hotline, email, Telepresence, and manned help desk
- Support walk-in enquiries, print quota top-up, WiFi set up, IT service consultancy and troubleshooting

 3411 7899  
[hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk)



### Office of Information Technology

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## Express Station

@ OEE 702, RRS 302,  
AAB Learning Commons,  
WLB and CVA Printing Area

- Quick restart time tailored for users performing simple jobs, e.g. printing of lecture notes
- Support simple web browsing, document editing and printing with fast system response
- For user's convenience, short usage/occupancy time is encouraged



# Newsletter

August 2014



## IT Help Desk

@ AAB Learning Commons



## Live Video Broadcasting

(using multicast on campus network)



**Microsoft LYNC**  
is now available for free  
for BU Staff



## Service Call Centre



## Express Station

Microsoft LYNC is a cloud-based service which supports instant messaging, voice/video conference with multiple parties via the Internet

## Microsoft LYNC is now available for free for BU Staff



run on PC (Windows/Mac) and mobile (iOS/Android/Windows)

support PC desktop sharing

support meeting with non-BU Lync account, or guest without a Lync account

Please visit the webpage "[link.hkbu.edu.hk](http://link.hkbu.edu.hk)" for detailed instructions

For assistance, please contact ITO Service Call Centre at ext.7899 or email to [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk)



## IT Help Desk @ AAB Learning Commons

- Provide IT help desk and consultation services at BUR Campus (in addition to RRS 3/F)
- Manned service counter and technical support during term time
- Ensure a quick response to incidents affecting the high demand PC and printing services



## Live Video Broadcasting (using multicast on campus network)



Realtime video of event (e.g. the Commencement held in AC Hall) can be transmitted on the network, reaching any desktop and the Video Wall displays in the campus.

