


Lync® 2013 Introduction

Signing In

1. Fill in the **SIGN-IN ADDRESS**, then **PASSWORD** if required. To auto-populate the password, [Click] **SAVE MY PASSWORD**.
2. To set your Presence status during sign-in, change  to **Available**.
3. [Click] **SIGN IN**.

Signing Out

[Click] the Presence drop-down arrow below your name, then select **SIGN OUT** or, to sign out and exit Lync, select **EXIT**.

Show/Hide the Menu Bar

[Click] the drop-down arrow  then **SHOW MENU BAR**.















Using Presence Status

The Presence status indicates a person's availability. Presence status appears below your name and as part of your photo.



Your presence is also indicated in the Windows Notification Area, and on some Lync phones by the color of the notification icon:     

Status Indicators

-  **AVAILABLE:** Online and can be contacted.
-  **BUSY:** Please do not interrupt.
-  **IN A CALL:** Please do not interrupt while on a phone call.
-  **IN A CONFERENCE CALL:** Please do not interrupt while in a conference conversation.
-  **IN A MEETING:** Please do not interrupt while in a meeting.
-  **DO NOT DISTURB:** Refuses conversation requests, except from Workgroup contacts.
-  **PRESENTING:** Refuses all conversation requests.
-  **BE RIGHT BACK:** Temporarily away, but will return soon.
-  **OFF WORK:** Not at work and not available for contact.
-  **OUT OF OFFICE:** Indicated by asterisk, set automatically by the Outlook calendar status.
-  **INACTIVE:** Away from workstation.
-  **APPEAR AWAY:** Away from workstation.
-  **OFFLINE:** Not signed in.
-  **PRESENCE UNKNOWN:** Presence status is not known.

Contacts see different amounts of Presence information dependent on your privacy relationship. See **Controlling Presence Privacy**.

Status is updated automatically as follows:

- According to your Microsoft Outlook Calendar and when using Outlook's Automatic Replies.
- **AVAILABLE** when active on your workstation unless manually set to **BUSY**, **DO NOT DISTURB**, **BE RIGHT BACK**, **OFF WORK** or **APPEAR AWAY**.
- **INACTIVE** when you haven't used your workstation for 5 minutes.
- **AWAY** when you haven't used your workstation for 10 minutes, your screen/saver engages, or you lock your workstation.
- **PRESENTING** when you share your screen or duplicate your display for projection.

To change how your status is automatically determined:

1. [Click] .
2. [Click] **STATUS** then change the settings. [Click] **OK**.

Changing Status Manually



- [Click] the Presence drop-down arrow below your name, then select a status.
- [Right Click] the Lync icon in the Windows Notification area, select **MY STATUS**  then select a status.
- Using Windows 7 or 8, [Hover] your mouse pointer over the Lync icon on the Windows Taskbar, then [Click] a status: .

Using Location Status

Lync automatically updates your location

when signing in from different networks and displays this information to your contacts as part of your Presence status.



- To create a location so that your contacts know where you are, [Click] **SET YOUR LOCATION** below your Presence status, type your location, then press <Enter>.
- To reset your location list, [Click]  then select **REMOVE ALL CUSTOM LOCATIONS**.
- To hide your location status, [Click]  then uncheck **SHOW OTHERS MY LOCATION**.



Adding a Note to Your Status

- To display a note as part of your Presence status, [Click] **WHAT'S HAPPENING TODAY** above your name, type your note, then press <Enter>.
- To update or clear your status note, [Click] then select the text, type your new note or press <Delete>, then press <Enter>.



Viewing Other Users' Notes

If a contact in your list has a status note, the note will be included with their Presence status and will be displayed below their name.

Adding Contacts

If necessary, [Click] **CONTACTS**  [Click]  then **ADD A CONTACT IN MY ORGANIZATION** or **ADD A CONTACT NOT IN MY ORGANIZATION**. Follow the subsequent steps.

To search and add a contact:

1. In the **FIND SOMEONE...** box, type a name, email address, distribution group, alias, or phone number.
 - To close the search results and return to your contact list, [Click] .
 2. [Hover] over a contact's picture, [Click]  then select **ADD TO FAVORITES** or **ADD TO CONTACTS LIST**, then desired list.
- Or, on a Lync phone:
1. Select **CALL LOGS**, then press **OK**.
 2. Select a recent call, press <MENU>, select **ADD TO <CONTACTS>** then **OK**.
 3. Select one of the **CONTACT GROUPS**, then **ADD**.

Deleting Contacts

Select a contact, then press <Delete>, then [Click] **YES**. Or, [Right Click] a contact, then select **REMOVE FROM CONTACTS LIST**. [Click] **YES**.

Emailing a Contact



[Right Click] a contact, then select **SEND AN EMAIL MESSAGE**. Compose and send the email as usual.

Using the Favorites Group

By default, the contacts you communicate with most are shown in the **FAVORITES** group at the top of your contact list. You can also manually add contacts to this list. To add a contact to the **FAVORITES** group, [Right Click] the person, choose **ADD TO FAVORITES**. To remove a contact, [Right Click] the person, then select **REMOVE FROM FAVORITES**.

Viewing Contact Cards

Contact cards provide quick access for connecting with your contacts and can display information about your contacts depending on your privacy relationship.

- To view a contact card for one of your contacts, [Hover] over the contact's status icon then [Click] . Or, [Right Click] the contact, then choose **SEE CONTACT CARD**.
- To keep a contact card visible [Click] .
- To move, [Drag] the card to a new position.

Monitoring a Contact's Status

To receive an alert whenever a contact's Presence status changes to **AVAILABLE**, [Right Click] a person from your contacts, then select **TAG FOR STATUS-CHANGE ALERTS**. An alert box will display in the Windows Notification Area when the tagged contact becomes available. [Click] the alert to begin a conversation.

To stop receiving alerts, [Right Click] the contact, then deselect **TAG FOR STATUS-CHANGE ALERTS**.

Controlling Presence Privacy

When you add a contact, their default Presence Privacy relationship is **Colleagues**.

To change the privacy relationship assigned to one of your contacts, [Right Click] the contact and select **CHANGE PRIVACY RELATIONSHIP**, then select a privacy relationship.

- **FRIENDS AND FAMILY** see all published contact information except meeting details.
- **WORKGROUP** contacts see all published contact information except home and other phone numbers. Contact can interrupt **DO NOT DISTURB** status.
- **COLLEAGUES** see all published contact information except home, other and mobile phone numbers and meeting details.
- **EXTERNAL CONTACTS** see only name, title, e-mail address, company and picture.
- **BLOCKED CONTACTS** see only name and e-mail address. The contact cannot make contact with you via Lync.

Keyboard Shortcuts

Global	
Open main Lync window	 Y
Accept invitation	 A
Decline invitation	 Esc
Main Window	
Go to Contacts list tab	Ctrl-1
Go to Persistent Chat tab	Ctrl-2
Go to Conversation list tab	Ctrl-3
Go to Phone tab	Ctrl-4
Open File menu	Alt-F
Open Tools menu	Alt-T
Open Help menu	Alt-H
Conversation window	
Close conversation window	Alt-F4
Save As box for received file	Alt-S
Show/Hide IM area	Ctrl-W
Show/Hide participant list	Ctrl-R
Change to compact view	Ctrl-Shift-P
Call controls	
End call	Alt-Q
Put call on hold	Ctrl-Shift-H
IM (Conversation window)	
Save IM conversation	F12
Open a received file	Alt-P
Decline a sent file	Alt-D
Conversation or meeting stage	
View conversation/meeting in full screen	F5
Take back control when screen sharing	Ctrl-Alt-Spacebar
Stop sharing	Alt-T or Ctrl-Shift-S
Show/Hide sharing stage	Ctrl-Shift-Y
Change to speaker view	Ctrl-Shift-J
Change to gallery view	Ctrl-Shift-I

Microsoft Lync Quick Reference Guide

Camilla Rothe

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

Microsoft Lync Quick Reference Guide:

Microsoft Lync 2013 Introduction Quick Reference Guide (Cheat Sheet of Instructions, Tips and Shortcuts - Laminated Card) Beezix,2013-07-08 Laminated quick reference card showing step by step instructions and shortcuts for how to use Microsoft Lync 2013 This guide is suitable as a training handout or simply an easy to use reference guide for any type of user The following topics are included Signing In Out Show Hide the Menu Bar Using Presence Status Status Indicators Changing Status Manually Using Location Status Adding a Note to Your Status Viewing Other User s Notes Adding Contacts Deleting Contacts Emailing a Contact Using the Favorites Group Viewing Contact Cards Monitoring a Contact s Status Controlling Presence Privacy Creating and Using Groups Starting a Conversation Sending an Instant Message Inviting Additional Participants to Your Conversation Sending a File Receiving a File Working with Multiple Conversations Conversation Window On Top Sharing Your Desktop or a Program Sharing PowerPoint Whiteboard or Polls Scheduling an Online Meeting Joining an Online Meeting Using Meet Now Ending an Online Meeting Viewing Presence Information in Outlook Responding to an Email with an Instant Message Responding to an Email with a Call Also includes a list of keyboard shortcuts **Microsoft Lync 2010 Introduction Quick Reference Guide (Cheat Sheet of Instructions, Tips and Shortcuts - Laminated Card)** Beezix, Inc Staff,2011-07-01 Laminated quick reference card showing step by step instructions and shortcuts for how to use Microsoft Lync 2010 This guide is suitable as a training handout or simply an easy to use reference guide for any type of user The following topics are included Signing In Out Using Presence Status Status Indicators Changing Status Manually Using Location Status Adding Contacts Deleting Contacts Using the Frequent Contacts Group Viewing Contact Cards Monitoring a Contact s Status Adding a Note to Your Status Updating or Clearing a Status Note Viewing Other Users Notes Creating and Using Groups Starting a Conversation Sending an Instant Message Marking Conversation as High Importance Changing Conversation Subject Hiding the Instant Message Area Show Hide the Conversation Window Menu Bar Inviting Additional Participants to Your Conversation Sending a File Receiving a File Changing Where your Received Files are Saved E Mailing a Contact Scheduling a Meeting Sharing Your Desktop or a Program Sharing PowerPoint Whiteboard or Polls Switching Between Shared Content Controlling Presence Privacy Viewing Presence Information in Outlook Responding to an E mail with an Instant Message Responding to an Email with a Call Also includes a list of keyboard shortcuts Microsoft Lync 2010 Telecommunications and Conferencing Quick Reference Guide (Cheat Sheet of Instructions, Tips and Shortcuts - Lam Beezix, Inc Staff,2011-08-01 Laminated quick reference card showing step by step instructions and shortcuts for how to use Telecommunications and Conferencing features of Microsoft Lync 2010 This guide is suitable as a training handout or simply an easy to use reference guide for any type of user The following topics are included Integrated Voice Features Beginning a Voice Call Beginning a Video Call Handling an Incoming Call Returning a Missed Call Sending DTMF Tones e g Press 1 for English Transferring a Call Placing a Call on Hold Redialing Leaving a Voice Mail Without Ringing Recipient

Ending a Call Adding or Changing Your Phone Numbers Setting a Primary Audio Device Setting a Secondary Ringer Setting Ringtones and Sounds Voice Mail Listening to Voice Mail Deleting Voice Mail Retrieving Deleted Messages Managing Calls Adding a Team Call Group or Delegates Forwarding a Call Using Simultaneous Ring Changing How Unanswered Calls are Handled Time and Location Conference Calling Scheduling an Online Meeting Joining an Online Meeting Using Meet Now Adding Attendees to in Progress Meetings Ending an Online Meeting Also includes a list of voice mail commands This guide is one of two titles available for Lync 2010 Lync 2010 Introduction Lync 2010 Telecommunications Conferencing **Lync Server Cookbook** Fabrizio Volpe,Alessio Giombini,Lasse Nordvik Wedø,António Vargas,2015-01-27 If you work with Lync on a daily basis or if you have to use a specific feature of Lync for a project this is the book for you For solutions architects technical consultants and administrators if you have a Lync deployment and you want to upgrade integrate secure or extend it to the cloud you can get valuable information from the recipes in this book CCIE Collaboration Quick Reference Akhil Behl,2014 CCIE Collaboration Quick Reference provides you with detailed information highlighting the key topics on the latest CCIE Collaboration v1 0 exam This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of important concepts With this book as your guide you will review and reinforce your knowledge of and experience with collaboration solutions integration and operation configuration and troubleshooting in complex networks You will also review the challenges of video mobility and presence as the foundation for workplace collaboration solutions Topics covered include Cisco collaboration infrastructure telephony standards and protocols Cisco Unified Communications Manager CUCM Cisco IOS UC applications and features Quality of Service and Security in Cisco collaboration solutions Cisco Unity Connection Cisco Unified Contact Center Express and Cisco Unified IM and Presence This book provides a comprehensive final review for candidates taking the CCIE Collaboration v1 0 exam It steps through exam objectives one by one providing concise and accurate review for all topics Using this book exam candidates will be able to easily and effectively review test objectives without having to wade through numerous books and documents for relevant content for final review Microsoft Lync Server 2010 Unleashed Alex Lewis,Andrew Abbate,Tom Pacyk,2011-03-30 This is the industry s most comprehensive realistic and useful guide to Microsoft Lync Server 2010 It brings together in the trenches guidance for all facets of planning integration deployment and administration from expert consultants who ve spent years implementing Microsoft Unified Communications solutions The authors first introduce Microsoft Lync Server 2010 and show how it represents a powerful leap beyond earlier unified communications platforms They systematically cover every form of communication Lync Server can manage including IP voice instant messaging audio video conferencing web conferencing and more You ll find expert guidance on planning infrastructure managing day to day operations enforcing security troubleshooting problems and many other crucial topics Drawing on their extensive experience the authors combine theory step by step configuration instructions and best practices

from real enterprise environments They identify common mistakes and present proven solutions and workarounds Simply put this book tells you what works and shows you how to make it work Plan and manage server roles including Front End Edge Monitoring Archiving and Director roles Understand Lync Server integration with Active Directory DNS certificates and SQL Server Manage Lync Server through the Lync Server management shell and Microsoft Systems Center Operations Manager Migrate smoothly from OCS 2007 2007 R2 or Live Communications Server Utilize Lync Server s new enterprise voice and audio conferencing features Use Lync Server with your PBX as a PBX replacement or in your call center Integrate presence into SharePoint pages or Exchange Outlook web applications Build custom solutions with the new Unified Communications Managed API Deploy new Lync Server client software including Mac mobile and browser Silverlight clients Integrate headsets handsets webcams and conference room phones Use the new virtualization policy to simplify deployment

Office 365 Walkthrough Companion Guide Steven Mann, 2011-07-25 This guide was created to visually step you through Office 365 using the Professionals and Small Businesses edition of the service The purpose is to show you exactly what to do and how to do it Following the book from cover to cover will provide you the proper sequence of steps to perform in order to setup and configure Office 365 as well as quickly ramp up on the features and functionality available

Microsoft Lync Server 2013 Unleashed Alex Lewis, Tom Pacyk, Randy Wintle, 2013 The most comprehensive realistic and useful guide to Microsoft Lync Server 2013 today s leading Unified Communications system Four expert Lync consultants and implementers bring together in the trenches guidance for all facets of planning integration deployment and administration The authors introduce Microsoft Lync Server 2013 outline what it can do and review the key improvements Microsoft has made in this version They cover every form of communication Lync Server can manage including IP voice instant messaging audio video conferencing web conferencing and more You ll find expert guidance on planning infrastructure managing day to day operations server roles multi platform clients security troubleshooting and much more Microsoft Lync Server 2013 Unleashed contains a new section on Office 365 and Lync Online a chapter covering coexistence between on premise and Office 365 Lync deployments and another introducing Lync online configuration and administration Throughout the authors combine theory step by step configuration instructions and best practices from real enterprise environments They identify common mistakes and present proven solutions and workarounds Simply put they tell you what works and show how it s done Detailed information on how to Plan for any type of deployment from simple to highly complex including virtualized environments Walk step by step through installation and understand important new changes in the installation process Overcome obstacles to successful migration from older versions of Lync or Microsoft Office Communications Server Manage server roles including Front End Edge Monitoring Archiving and Director roles Efficiently administer Lync Server 2013 through the Lync Server Management Shell Leverage Lync Server 2013 s significantly improved capabilities as a PBX replacement and videoconferencing solution Integrate Lync with third party video platforms voice video gateways and cloud

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