

## Lync 2013

### Get Started with Lync 2013 Client

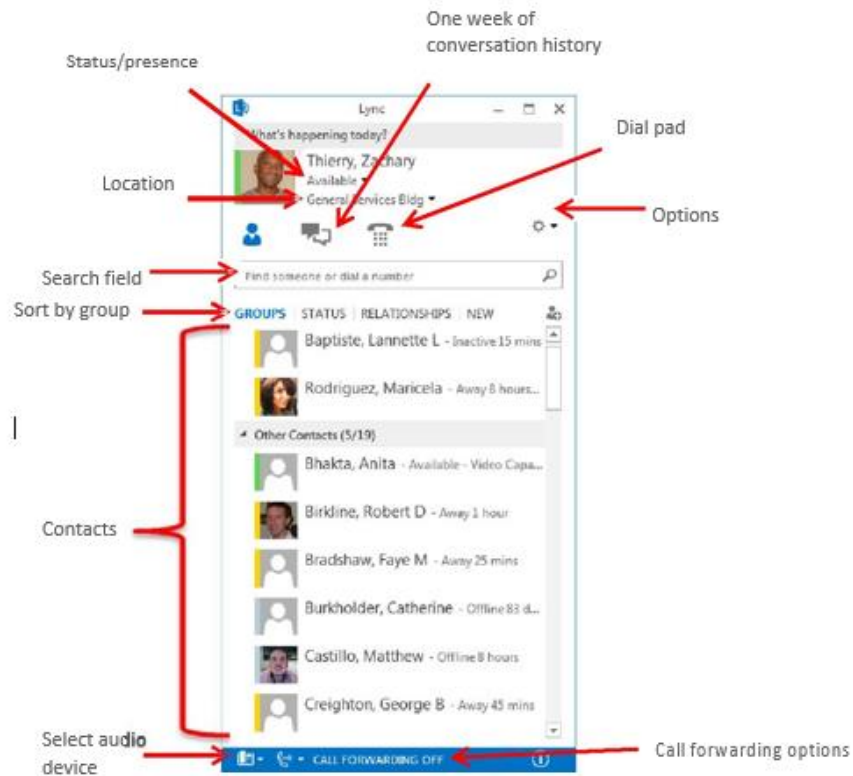
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Lync provides a consistent, single client experience for presence, instant messaging, voice, video and meetings. Lync allows users to communicate securely and stay connected with colleagues and customers, from virtually wherever they chose to work. Having a single UC client application instead of multiple applications simplifies deployment, adoption, and support. This article takes you through the Lync tasks to get you started.

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## The Lync Window

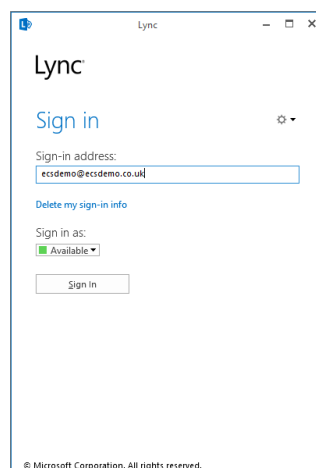
The Lync window is your gateway to all of the communication tools that are available.



## Sign In To Lync

**Type your full Exchange email address in the Sign-in Address field.**

1. Click Sign In and enter your email password.

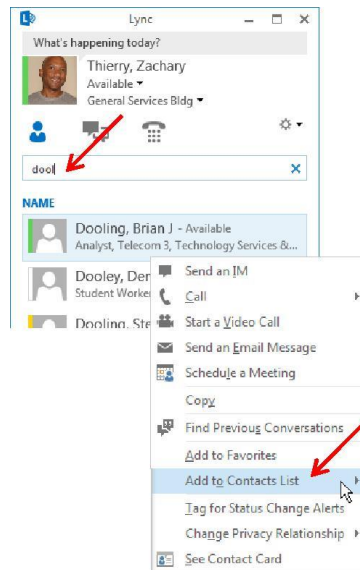


## Add a Contact

Create a Contact entry for people that you communicate with often; it makes communicating easy. For example, a call can be placed to a Contact with one click of a mouse.

### To add a Contact:

1. Type a name in the Search field.  
The person's contact information appears in the area below the Search field.
2. Right-click the name of the person you want to add as a Contact.
3. From the menu that appears, select Add to Contacts List.
4. Select the desired Contact group.

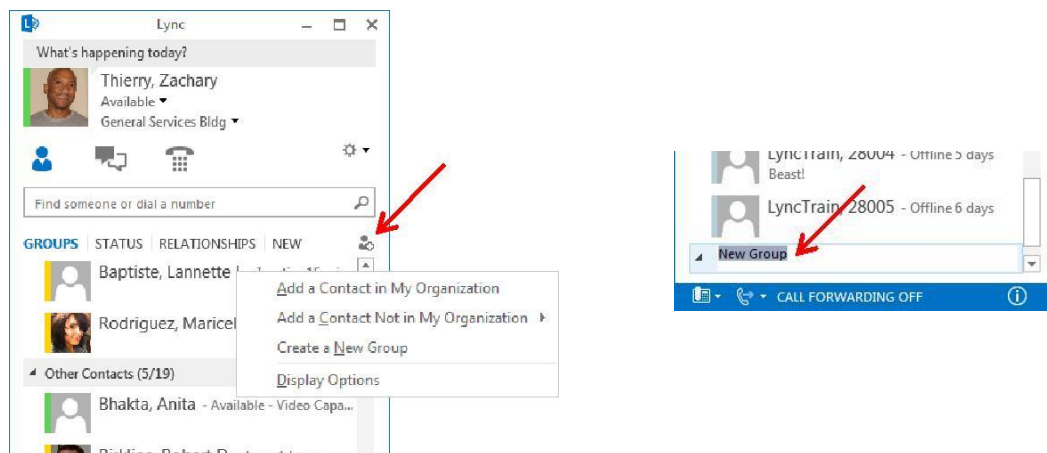


## Create a Contact Group

Create groups to help you organize your Contacts. Create as many groups as you need for college, department, project team, students, family or friends.

### To create a Contact Group:

1. Click the Add a Contact icon.  
From the menu that appears, select create a New Group.
2. A New Group heading appears at the bottom of the window.
3. Click on New Group then type the desired name for the group.



## One-Click Calling

1. Hover your mouse over a Contact's picture.
2. Click the Handset button that appears.

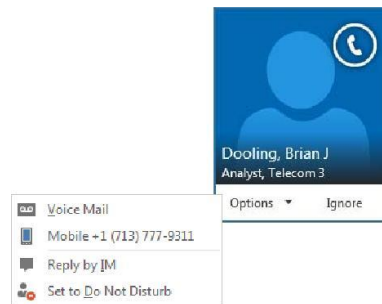


## Answer a Call

When you receive a phone call, a Call Invitation alert appears in the lower right corner of your screen.

### Choose an answering option:

1. Click anywhere on the alert.
2. Click Ignore to send the call to voice mail.
3. Click Options to:
  - A. Send the call to voice mail.
  - B. To your mobile phone.
  - C. Reply with instant message (IM).
  - D. Set status to Do Not Disturb.

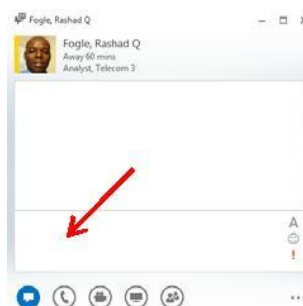


## Send an Instant Message (IM)

1. Hover your mouse over a Contact's picture.
2. Click the IM button that appears.
3. Enter the desired message in the message input area of the IM window.
4. Press <ENTER> to send the message.

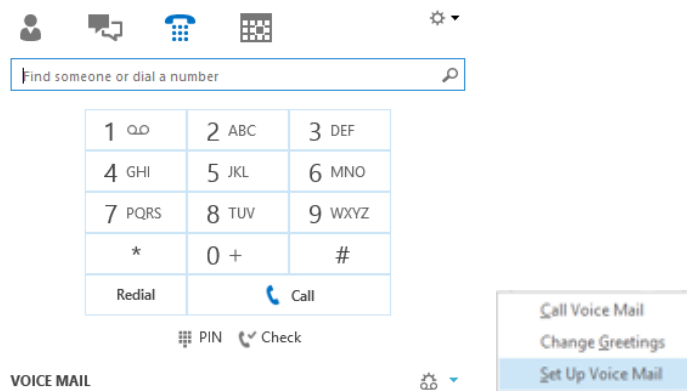


Click the 'A' in the message input area to change the font style, size or colour. Click the emoticon (smiley face) to choose from an array of emoticons that accurately conveys your emotional state.



## Set-up Voice Mail

1. Click the Keypad icon.
2. Click the Voice Mail options icon.
3. Select Set-Up Voice Mail from the menu that appears.

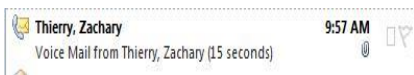


## Listen to Voice Mail in Outlook


When you receive a voice mail message, the message appears in your Outlook Inbox.

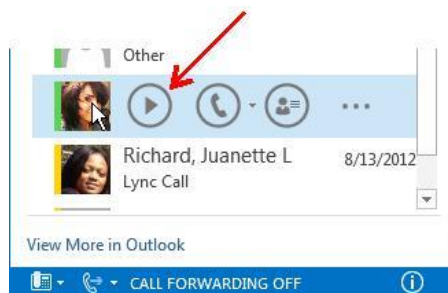
### To listen to your voice mail in Outlook:

1. Go to your Outlook Inbox.
2. Open any email with Voice Mail in the subject.
3. Click the blue play button to listen to a message.



## Listen to Voice Mail in Lync

1. Click  (Keypad option in Lync menu) and your voice mail appears at the bottom of the window. Hover your mouse over the picture of the person who recorded the message. Click the Play button.



## View Missed Calls in Outlook

When you have a missed call, a missed call notification appears in your Outlook Inbox.

### To view missed calls in Outlook:

1. Go to your Outlook Inbox.
2. Open any email with Missed Call in the subject.



You missed a call from Davis, Ivey S at [isdavis@central.uh.edu](mailto:isdavis@central.uh.edu)  
Caller-Id: [isdavis@central.uh.edu](mailto:isdavis@central.uh.edu)  
Job Title: Lead, User Services Spec  
Company: University of Houston  
Work: [713-743-1411](tel:713-743-1411)  
E-mail: [ISDavis@Central.UH.edu](mailto:ISDavis@Central.UH.edu)  
IM Address: [ISDavis@Central.UH.edu](mailto:ISDavis@Central.UH.edu)

## Schedule a Lync Meeting

A Lync add-on is installed in Outlook that allows you to invite others to a phone conference or Lync meeting. You can even invite people who are not a Lync user.

### To schedule a phone conference or Lync meeting in Outlook:

1. Open your Outlook Calendar.
2. Click New Lync Meeting on the toolbar.

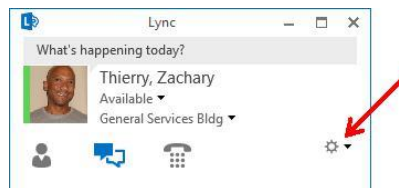


3. Set the meeting date and time.
4. Click Send.

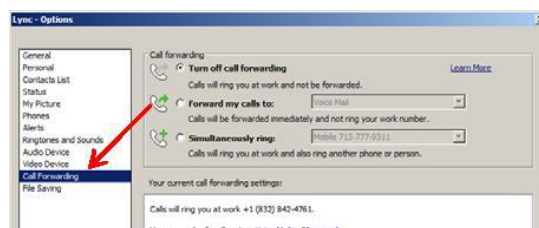
All attendees will receive a Lync Meeting link with which they can join a call. Non-Lync users can join meeting using Lync Web App.

## Call Forwarding

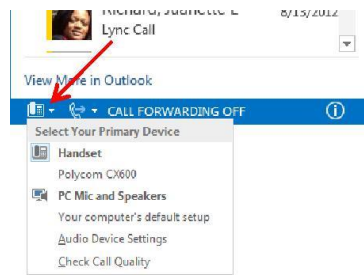
There are two call forwarding options. To access all the options, click the Options button then click Call Forwarding in the Options dialog box.



1. Forward my calls to – sends calls directly to voice mail, other number, a Contact, or a Delegate.
2. Simultaneously ring – calls will ring in Lync and your desk phone, while also ringing at another location that you set. Simultaneous ring must be selected to use the Lync Mobile App.

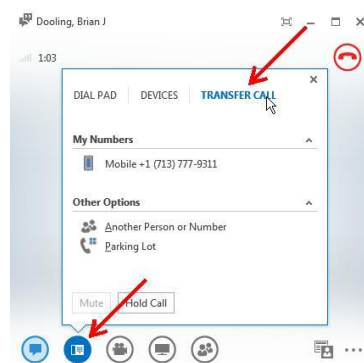


**Note:** All Call Forwarding options can be accessed by clicking the Call Forward button at the bottom of the Lync window. Select the desired option from the menu.



## Transfer a Call

1. In the Conversation Window, hover over the Call Options button.
2. Click Transfer Call.
3. Select Another Person or Number.

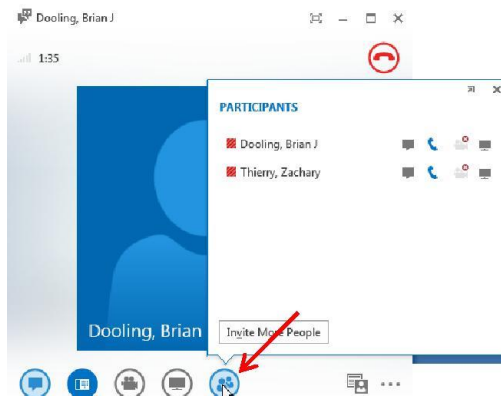


## Start a Conference Call

If you are on a call and you decide that you need to have a conference call that includes the person to whom you are speaking and additional participants, this can be done in the Conversation window of the current call.

### To escalate a call to a conference call:

1. During a call, in the Conversation window, click the People button.
2. In the box that appears, select Invite More People.
3. In the Invite by Name or Phone Number dialog box that appears, select a Contact or enter a phone number.
4. Click Ok.



Note: Drag and drop a Contact from the Lync window to the Conversation window is another way to create a conference call.

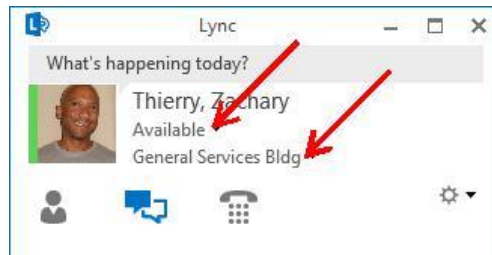
## Set Your Presence

### To change your status:

1. Click the Status field.
2. Select a Status from the menu.

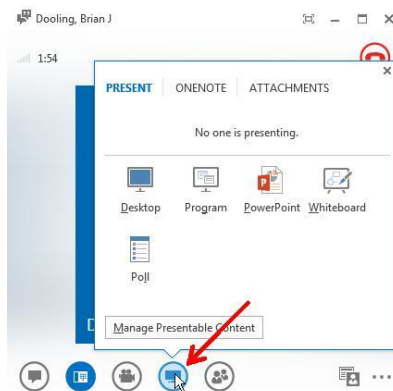
### To indicate your location:

1. Click the Location field.
2. Type your location.
3. Press Enter.



## Share Your Desktop or a Program

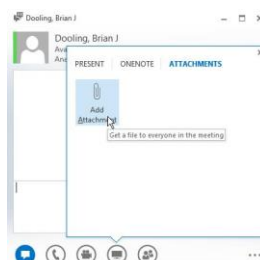
1. During a call or active IM window, in the Conversation window, hover over the Share button.
2. From the box that appears, select Desktop or Program.
3. When you are done sharing, click Stop Presenting.



## Transfer a File

To transfer a file, choose one of two options:

1. Using your mouse, drag and drop a file onto the Conversation window. The file is sent to everyone in the conversation.
2. In the Conversation window, hover over the Share button and in the box that appears click Attachments. Click the Paper Clip and select a file from your hard drive. Click Open. The file is sent to everyone in the conversation.





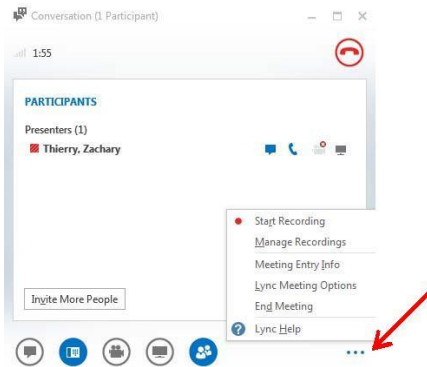
## Make a Recording of a Meeting

Recording a Lync Meeting captures audio, video, and everything that is shared. Any Presenter can record a meeting. The recording is saved to their computer.

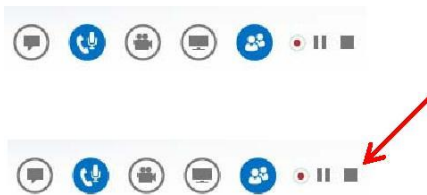
**Note: You must be a Presenter to a record meeting.**

### To start recording an active meeting:

1. Click More Options and select Start Recording from the menu.



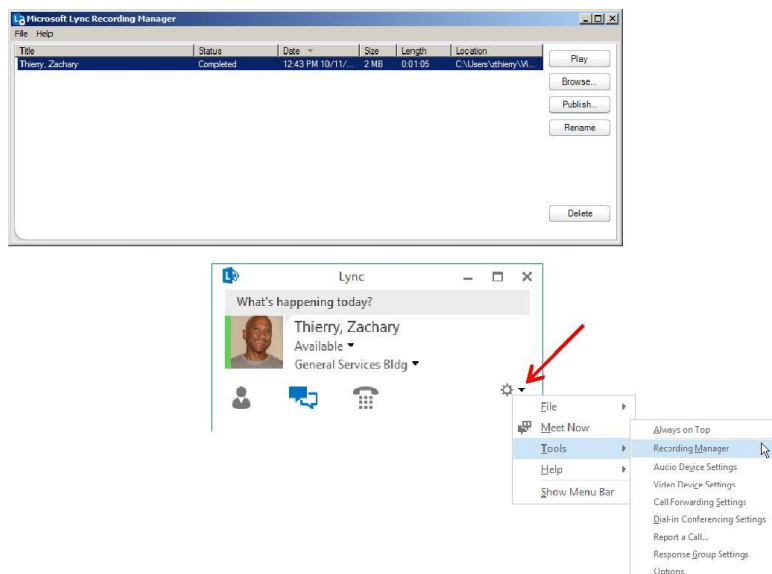
2. While recording, controls appear at the bottom of the window to pause, resume or stop recording.
3. Click the Stop button at the bottom of the window to end recording.



Lync Recording Manager appears after recording ends. Lync Recording Manager is used to play your Lync recordings or to publish recordings in MP4 format to share with others.

### To access the Lync Recording Manager at any time:

1. Click the arrow next to the Options button.
2. From the menu, select Tools  
Recording Manager.



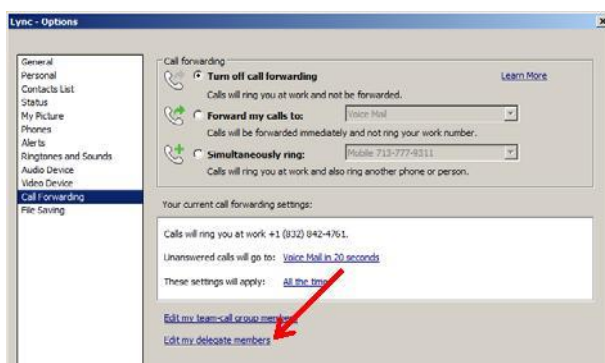
## Administrative Work Group

### Assign a Delegate:

A Delegate is a person with permission to receive calls on behalf of another. Deans, directors and department heads commonly use a Delegate, as well as department phones where a back-up person is needed to answer the phone. If a phone must be answered at all times, delegation provides a solution by routing incoming calls to multiple phones.

#### To set-up a Delegate:

1. In the Lync window, click the Options button.
2. In the Options dialog box, click Call Forwarding.
3. Click Edit my delegate members.
4. In the Delegates dialog box, click Add.
5. Select the person(s) you want to assign to be a Delegate.
6. Click Ok.



#### To rescind Delegate permission:

1. Use the steps listed above to access the Delegates dialog box.
2. Check the box next to the Delegate you no longer want to be a Delegate.
3. Click Remove.
4. Click Ok.

