# 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: [        ].
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 screensaver 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 Reference Guide

Nathan Winters,Keith Hanna

**Microsoft Lync 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     <u>A Complete Guide to Portals and User Experience Platforms</u> Shailesh Kumar Shivakumar,2015-09-25 Build a Next Generation Enterprise Digital Platform with Portals and UXPA Complete Guide to Portals and User Experience Platforms provides in depth coverage of portal technologies and user experience platforms UXPs which form the key pillars of a modern digital platform Drawing on his experience in various roles in numerous portal engagements     **Hacking Exposed Unified Communications & VoIP Security Secrets & Solutions, Second Edition** Mark Collier,David Endler,2013-12-20 The latest techniques for averting UC disaster Establish a holistic security stance by learning to view your unified communications infrastructure through the eyes of the nefarious cyber criminal Hacking Exposed Unified Communications VoIP Second Edition offers thoroughly expanded coverage of today s rampant threats alongside ready to deploy countermeasures Find out how to block TDoS toll fraud voice SPAM voice social engineering and phishing eavesdropping and man in the middle exploits This comprehensive guide features all new chapters case studies and examples See how hackers target vulnerable UC devices and entire networks Defend against TDoS toll fraud and service abuse Block calling number hacks and calling number spoofing Thwart voice social engineering and phishing exploits Employ voice spam mitigation products and filters Fortify Cisco Unified Communications Manager Use encryption to prevent eavesdropping and MITM attacks Avoid injection of malicious audio video and media files Use fuzzers to test and buttress your VoIP applications Learn about emerging technologies such as Microsoft Lync OTT UC other forms of UC and cloud and WebRTC     **SharePoint 2010 For Dummies** Vanessa L. Williams,2012-06-13 Here s the bestselling guide on SharePoint 2010 updated to cover Office 365 SharePoint Portal Server is an essential part of the enterprise infrastructure for many businesses The Office 365 version includes significantly enhanced cloud capabilities This second edition of the bestselling guide to SharePoint covers getting a SharePoint site up and running branded populated with content and more It explains ongoing site management and offers plenty of advice for administrators who want to leverage SharePoint and Office 365 in various ways Many businesses today rely on SharePoint Portal Server to aggregate SharePoint sites information and applications into a single portal This updated edition covers the enhanced cloud capacities of Office 365 and Microsoft SharePoint Online Shows how to use SharePoint to leverage data centers and collaborate with both internal and external customers including partners and clients Covers getting a site up and running populating it with content branding it and

managing the site long term Administrators and small business website managers will find SharePoint 2010 For Dummies 2nd Edition gives them the information they need to make the most of this technology **iPad Pro: The 2020 Ultimate User Guide For all iPad Mini, iPad Air, iPad Pro and iOS 13 Owners The Simplified Manual for Kids and Adult (3rd Edition)** Dale Brave,2019-12-14 This book is a perfect guide for all of model of iPad Tablets such as iPad 2 iPad 6th generation iPad 7th generation iPad 4th generation iPad Air iPad Air 2 iPad Pro 12 9 inch iPad Pro 9 7 inch iPad Pro 10 5 inch iPad Pro 11 inch iPad Air 3rd generation iPad mini and many more model to be made with exclusive features This book is regularly updated and it includes the basic setup wizard information and several other tips and tricks to maximize your iPad devices In this book you will find Step by step instructions including how to fix common iPad Pro and other model problems in simple and clear terms The information presented in this book is targeted at kids teens adolescents and adults who are probably a beginner or dummies seniors or experts with the use of iPad tablets in a more easy to understand steps This 3rd edition of The Simplified Manual for Kids and Adult by Dale Brave book is suitable for kids teens adolescents and adults **Mastering Microsoft Lync Server 2010** Nathan Winters,Keith Hanna,2012-01-10 An in depth guide on the leading Unified Communications platform Microsoft Lync Server 2010 maximizes communication capabilities in the workplace like no other Unified Communications UC solution Written by experts who know Lync Server inside and out this comprehensive guide shows you step by step how to administer the newest and most robust version of Lync Server Along with clear and detailed instructions learning is aided by exercise problems and real world examples of established Lync Server environments You ll gain the skills you need to effectively deploy Lync Server 2010 and be on your way to gaining all the benefits UC has to offer Gets you up and running with Lync Server whether you are migrating from Office Communications Server or new to Lync Server Walks you through all of the essential stages for deploying Lync Server Shows integration with Microsoft Exchange Server and Microsoft SharePoint Server Demonstrates how to monitor diagnose and troubleshoot problems more efficiently Mastering Lync Server 2010 is a must have resource for anyone looking to manage all the various forms of communication from one user interface *The Electric Mailbox* Steve Davis,1986 User's Guide ,1985 **Mastering Microsoft Lync Server 2013** Keith Hanna,Nathan Winters,2013-05-15 Everything you need to know to get Lync 2013 up and running smoothly As a Unified Communications UC technology Lync allows you to keep track of your contacts availability so you can communicate with anyone anywhere and at any time With this hands on book you will learn how to administer the newest and most robust version of Lync Server in order to send an IM start or join an audio video or web conference or make a phone call through a familiar interface Packed with real world exercises throughout this unique resource encourages you to learn from the best practices and deployments of others so that you can benefit from their experiences Walks you through designing and managing enterprise instant messaging and conferencing solutions Details how to configure voicemail enterprise voice dual forking and VoIP Teaches you how to automate management tasks Shares

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**Microsoft Lync Reference Guide** Book Review: Unveiling the Power of Words

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**Table of Contents Microsoft Lync Reference Guide**

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