

Microsoft Lync 2010

Basics

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1 hour

Microsoft Lync is an instant messaging tool. Computer basics or equivalent experience suggested. Not all aspects of Lync are available to everyone.

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Getting Started with Lync 2010

Setting Up and Signing In

If you have signed in to the computer with your username and password Lync should automatically configure itself. If it did, then skip to the next section. If it does not then you will have to enter just a few pieces of information to get started.

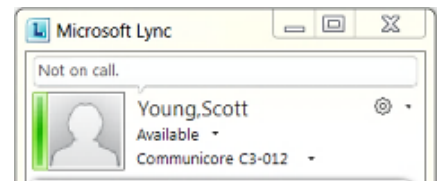
1. Enter your Exchange email address (ex. Username@ufl.edu or Username@shands.ufl.edu)
2. Click Sign In.

Lync 2010 Application Window

The top portion of the application window is where you can see and adjust your status. You can add a personal note, see your avatar picture, your availability status, and your location.

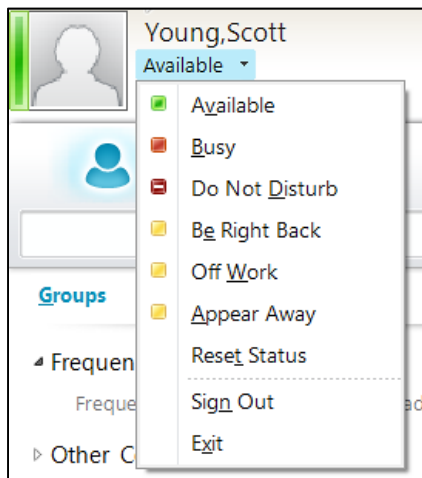
Me Area

The top portion of the application window is where you see and edit your information that other Lync users can see. In this area you can manually set your status, add avatar picture, set your location, and type a personal note.



Availability

By default your availability is automatically set by Lync based on your Outlook Calendar. However, you have the option to set your availability manually by selecting from the dropdown list.

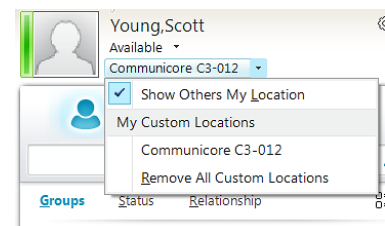


PRESENCE STATUS	DESCRIPTION
Available	You're online and available to contact.
Busy	You're busy and don't want to be interrupted.
Do not disturb	You don't want to be disturbed and will see conversation notifications only if sent by someone in your Workgroup.
Be Right Back	You're stepping away from the computer for a few moments.
Inactive/Away	You're logged on but your computer has been idle, or you've been away from your computer for a specified (set by you) period of time.
Off Work	You're not working and not available to be contacted.
Offline	You're not signed in. You'll appear as Offline to people whom you've blocked from seeing your presence.
Unknown	Your presence isn't known.

Table1: Descriptions of Availability Status

Location

By default your location is automatically set by Lync based on the address in the global address book. You have the option to set your location manually by typing it in or by selecting a recent custom location from the dropdown list.



Lync Ribbon

The Lync ribbon is made up of three icons, Contacts, Activity Feed, and Conversations.

Contacts

The search box can be used to find people. People can also be found in the Contact list if you added them or have contacted them, on Lync, recently. Lync automatically adds the ten people you contact most the Frequent Contacts.

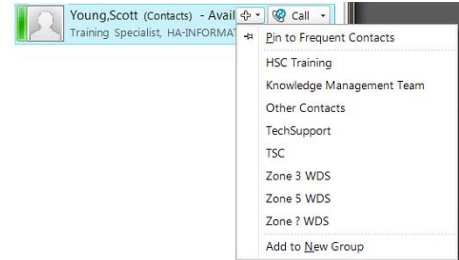


Set Up A New Contact Group

1. Right-Click on Frequent Contact (or any other group name)
2. Choose Create New Group

Add a Contact

1. Start typing the name of the person
2. When you find the contact click on the Plus sign that appears to the right of the name
3. Choose a group or to Add to a New Group



Activity Feed

Activity Feed lets you display recent personal notes, changes your picture, to your title, or office location.



Conversations

Your 100 most recent incoming and outgoing messages will show up in chronological order. For a complete list open Outlook > Inbox > Conversation History.



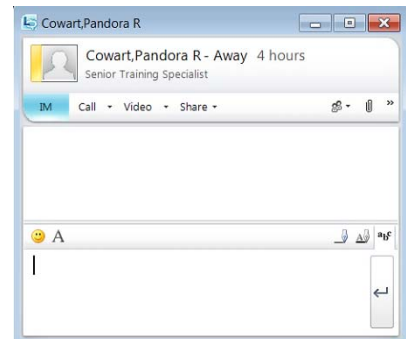
Create and Send Instant Messages

You can have instant messaging (IM) conversations with one or more contacts in Lync. You can also carry one more than one conversation at a time. You can also paste text and tables that you copied from other Microsoft Office programs, such as Word and Excel. You can escalate the conversation quickly into a Video call by clicking the Video button. You can attach a file by clicking the paper clip icon.

Send an Instant Message

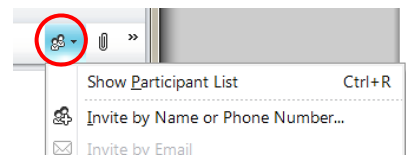
To send an instant message to one person:

1. In the Lync program window, in your Contacts list or search results, double-click the person you want to get in touch with.
2. In the message input area, type a message, and then press Enter. You can tell when the other person is responding when an icon appears above the message input area showing that the person is typing a message.



To send separate instant messages to different people (at the same time):

1. Start an instant message conversation using steps 1-2 above.
2. Without closing the existing conversation, start a completely new conversation with another contact, number, or group.



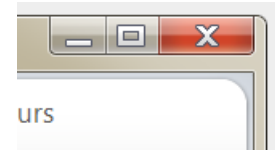
Format an Instant Message

You can bold, italicize, underline, or change the font type, color, or size of a selection of text in the message input area of a current IM. You can also set options for all future instant messages.



End a Conversation

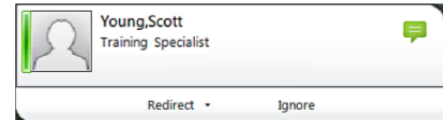
When you are done with an IM conversation, click the Close button (X) in the upper-right corner of the conversation window.



Receive an Instant Message

When someone sends you an IM, an alert window appears in the lower-right corner of your computer screen. Do one of the following:

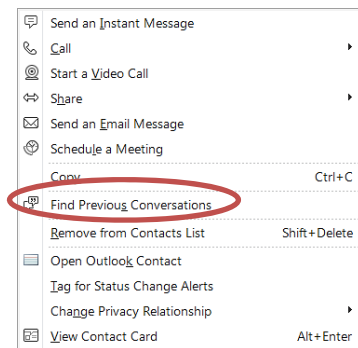
- Accept the invitation: click the alert
- Redirect the invitation: click Redirect
- Decline the invitation: click Ignore



Find a previous Instant Message conversation

Find a previous conversation with a specific contact by doing the following.

1. In your Contacts list, right-click the contact whose previous conversation you want to View.
2. Click Find Previous Conversations.



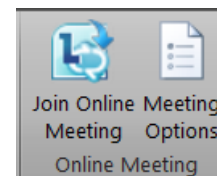
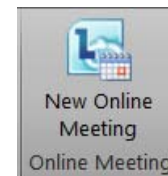
Outlook opens and displays that contact's conversations in the Conversation History folder.

Online Meetings

Meetings can be setup ahead of time or initiated unscheduled.

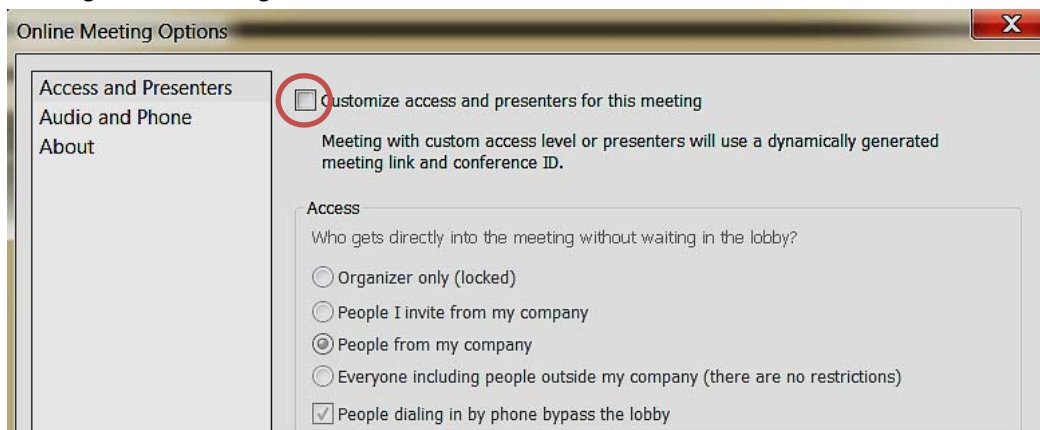
Schedule an Online Meeting

1. Open MS Outlook and navigate to the Calendar
2. On the Home tab click New Online Meeting
3. Click on Meeting Options



Meeting Options

Meeting Access Settings



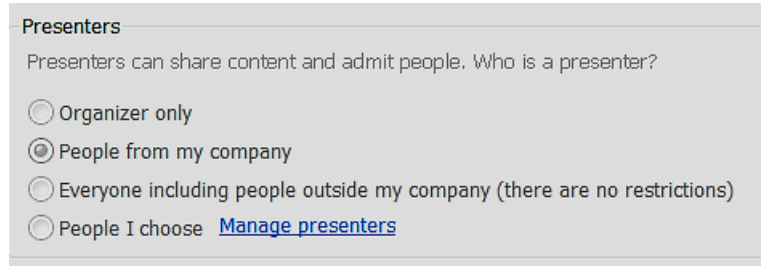
Access options control which participants must wait in the lobby before being admitted by a presenter.

ACCESS OPTION	WHO WAITS IN THE LOBBY	WHEN TO CHOOSE THIS OPTION
Organizer only (locked)	Everyone	You don't want people viewing your handouts or Microsoft PowerPoint slides before the meeting
People I invite from my company	People who don't have an account on your network, and people who weren't invited	You are discussing something sensitive or confidential
People from my company	People who don't have an account on your network	All the participants have an account on your organization's network
Everyone including people outside my company (there are no restrictions)	No one	You are inviting outside participants

Table 2: Access Options

Presenter Settings

Presenter options control which participants are automatically given presenter privileges when you schedule the meeting. The following table describes each of these options in detail.



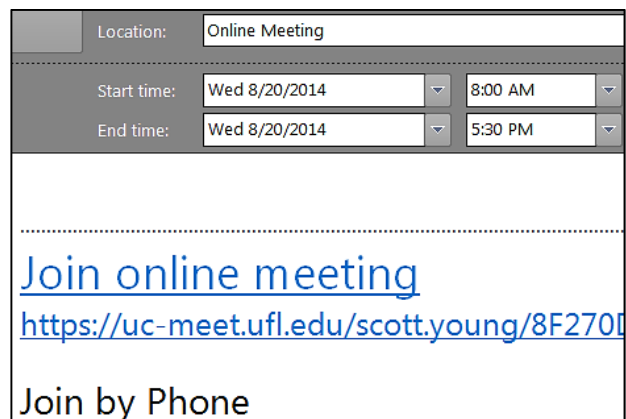
PRESENTER OPTION	WHO IS A PRESENTER	WHEN TO CHOOSE THIS OPTION
Organizer only	Only the person who schedules the meetings	For presentations where the participants don't have to interact with the meeting content. (You can designate additional presenters during the meeting.)
People from my company	Everyone you invite who has an account on your network	For group work sessions, where all participants work at your organization and can share and modify meeting content
Everyone including people outside my company (there are no restrictions)	Everyone you invite	For group work sessions with people who don't have an account on your network
People I choose	You and the participants you choose	For presentations with more than one presenter

Table 3: Presenter Control

Join an Online Meeting

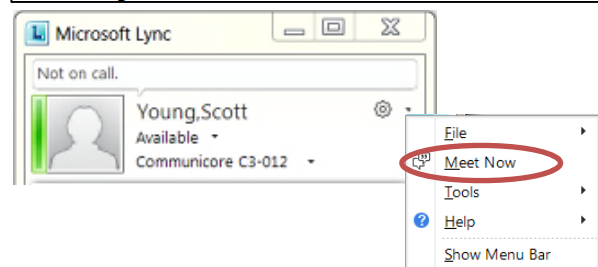
The recipients will receive an email, and it will be placed on their calendar, with a link that will connect them to the meeting.

1. Open your appointment in Outlook Calendar or the associated email
2. Click on the **Join online meeting** link
or
3. Call the **Join By Phone** number



Initiate An Unscheduled Meeting

1. In Lync, click on the gear icon
2. Click on Meet Now

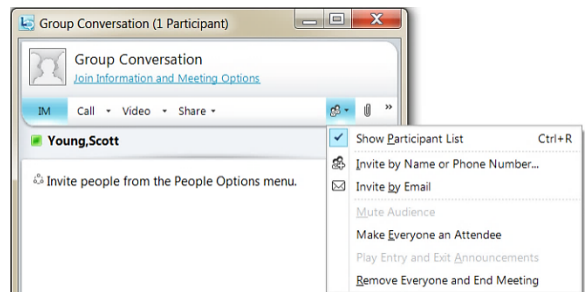


3. Choose Audio Options
(If you have a web cam and a microphone you can Use Lync integrated audio and video otherwise choose Do not join audio)



4. Choose one or more of the following methods for inviting people to participate

- Invite by Name – people in your organization
- Invite by Email – people outside of your organization
- If you already have the people you want to add in your contact list you can drag their contacts and drop them into the Group Conversation window



Sharing Within A Meeting

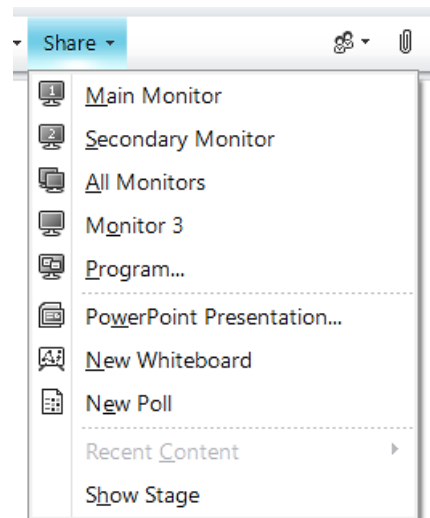
Within Lync you have the option to share and even give control to:

- Any or all monitors connected to your computer
- Any application you are currently running^T
- A PowerPoint presentation^T
- A whiteboard
- An interactive audience poll

^T The participants do not need to have the shared application installed

Share Your...

1. Start a conversation in Lync
2. Click the Share drop down menu
3. Choose what to share such as a screen or an application



Start Video Call

To start a video call to one person:

1. In the Lync program window, in your Contacts list or search results, double-click the person you want to get in touch with.
2. Click the Video drop down menu
3. Choose Start a Video Call

