



Getting Started

In Microsoft® Lync® 2013, you can instantly communicate and collaborate with your coworkers—no matter where they are. Instant message (IM), voice call, and video call with a single click. Share desktops, programs, and files from within your conversation, and collaborate using whiteboards and Microsoft OneNote® to make sure you're understood precisely. You can even see your contacts' Lync status in other Microsoft Office® applications, so you can reach them when you need them.

Me Area:

Change availability status, displayed location, or your personal message. Click your picture to access Lync options.

View Tabs:

View Contacts, Chat Rooms, Conversations, the Phone dial pad, or Meetings.

Search Bar:

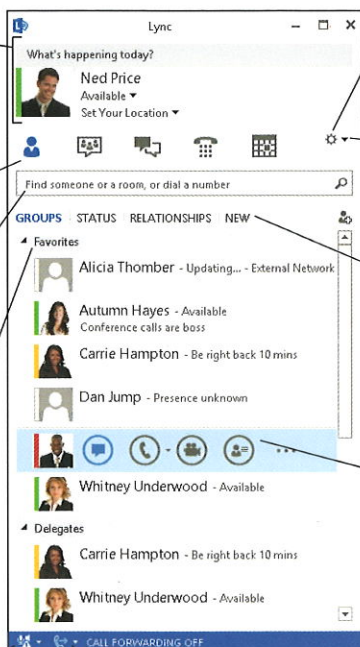
Search for contacts by name or email address.

Groups:

Organize your contacts into customizable groups. Click the arrow next to a group name to expand or collapse the group list.

Audio Device Menu:

Configure your audio device settings or check call quality.



Lync Options:

Open the Lync Options dialog box.

Show Menu Arrow:

Access commands like Meet Now, Tools, and Lync Help.

Contact Tabs:

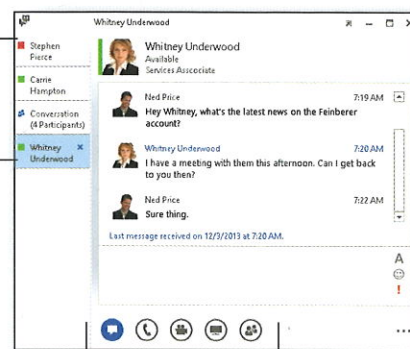
View your contacts by group, status, relationship, or how recently they added you.

Quick Lync Buttons:

Hover over a contact's picture to send an IM, call, video call, or see his contact card with a single click. After you start a conversation, you can give a presentation or invite more participants.

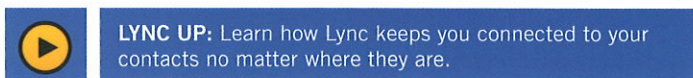
Tabs:

Keep track of multiple conversations in a single window with the new tabbed conversations view.



Message Tools:

Change font options, insert an emoticon, or mark a message as high priority by using these convenient tools.



Setting Your Availability Status

Let your coworkers know if you're available, busy, or simply away from your desk by setting your availability status. People who have added you as a contact will be able to see your status change instantly. The colored bar to the left of a contact's picture indicates his or her status.



Using Keyboard Shortcuts

Don't waste time looking for a button with the mouse—work faster by using these common keyboard shortcuts:

General Keyboard Shortcuts

Description	Shortcut Keys
Open Lync window	Windows + Y
Accept an incoming invitation	Windows + A
Decline an invitation	Windows + Esc
Mute or unmute your audio	Windows + F4
Set focus on application-sharing toolbar	Ctrl+Shift+Space
Regain control when sharing your screen	Ctrl+Alt+Space
Stop sharing your screen	Ctrl+Shift+S

Main Window Shortcuts

Description	Shortcut Keys
Go to Contacts tab	Ctrl+1
Go to Chat Rooms tab	Ctrl+2
Go to Conversations tab	Ctrl+3
Go to Phone tab	Ctrl+4
Go to Meetings tab	Ctrl+5
Open the File menu	Alt+F
Open the Tools menu	Alt+T

Conversation Window Shortcuts

Description	Shortcut Keys
Show or hide IM area	Ctrl+W
Show or hide participant list	Ctrl+R
Ignore chat and call invitations	Alt+I
Send a file	Ctrl+F
Take notes with OneNote	Ctrl+N
Show or hide sharing stage	Ctrl+Shift+Y
Switch to compact view	Ctrl+Shift+P

Signing In for the First Time

You need to sign in to Lync only once. After that, Lync signs you in automatically when your computer starts. To sign in to Lync:

1. Make sure you're connected to your organization's network.
2. Open Lync.
3. Type your sign-in address.
4. Select the availability status you want to use.
5. Click **Sign In**. In the future you will automatically be signed in to Lync when your computer starts.



Keeping Track of People

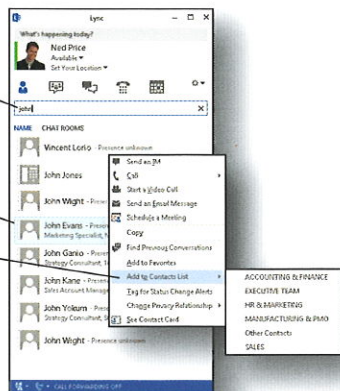
Make sure you never leave important people out of the loop again. Create customized contact groups to keep important people close and contact them all at once. You can even manage how your personal data is shared with others.

Building Your Contacts List

Adding a new contact is as easy as typing a name. You can add contacts from your organization's directory, or you can search for contacts outside your organization, so you can keep everyone within easy reach.

To add a new contact:

1. From the **Contacts** tab, in the search field, type the contact's name or email address.
2. In the search results list, right-click the person.
3. Click **Add to Contacts List** and select a group for the person, OR drag the name into your Contacts list. The person is notified that he has been added to your Contacts list.



Managing Groups

Need to send the same message to your whole team? Don't contact each team member individually. Arrange your team members into a contact group and call all of them at once. Once contacts are arranged into a group, you can right-click the group name and choose to start a group chat, conference call, video meeting, and more.

To create a new group:

1. Right-click an existing group name and select **Create New Group**.
2. In the text box, type the name of the group, and press **Enter**.
3. From existing groups or from search results, click and drag contacts into the new group.



Adding Someone to Favorites

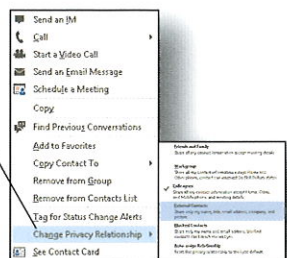
Keep your most frequent contacts in the most convenient place—the Favorites group. To add a contact to your Favorites, simply right-click that contact and select **Add to Favorites**.

Controlling Privacy Relationships

Some personal information, like your home phone number, you just don't want to share with everyone. You can control who can see your personal information by setting the privacy relationship of contacts.

To change a contact's relationship:

1. Right-click the contact's name.
2. Select **Change Privacy Relationship**.
3. Select the new relationship type for the contact.



Using Lync in the Office Suite

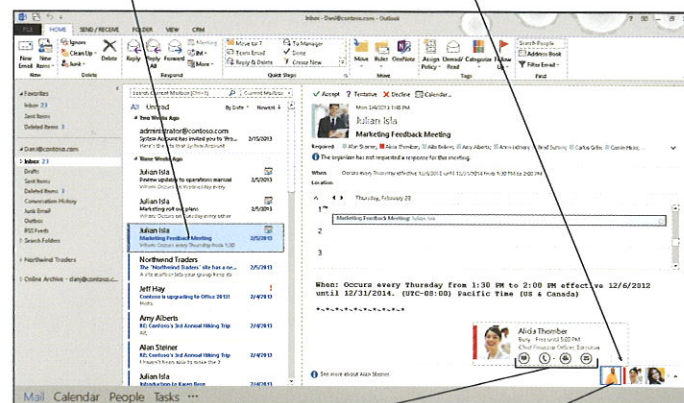
Don't bother keeping your Lync windows on top of the other programs you're working with. Lync is seamlessly integrated with the rest of Office 2013 and Office 365™, so you can start impromptu conversations from any Office program.

Using Lync and Outlook Together

You can see a person's availability and contact card in both Lync and Microsoft Outlook® 2013, so you don't have to switch between programs to contact her. If you have both programs installed, one will automatically open the other when you need it. For example, clicking the Email button in Lync 2013 will open a new message in Outlook, and clicking the Call button on a contact card in Outlook will start a new call in Lync.

Receive email messages containing missed call information or a transcription of voice mail messages.

Click to expand or collapse Lync contact information.



Click to send an IM, call, or video call your contact.

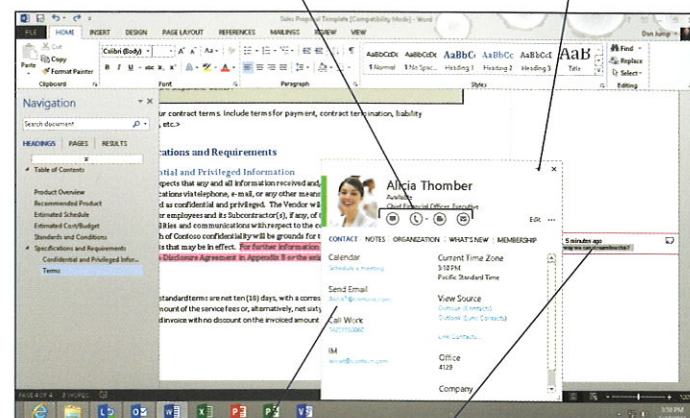
View the status and open the contact card of any person involved in a thread.

Communicating Through Other Office Programs

Have a question about why certain changes were made to a document? Now you can contact the author or the last person who modified a file right from the Microsoft Office Backstage® view of major Office suite applications. Simply hover over the person's name to open her contact card and choose the way you want to contact her.

Use the Quick Lync buttons to send an IM, call, video call, or email a contact.

Click the **Pin** button to keep the contact card open.



Start conversations, calls, or email messages by clicking the contact information on the card.

Open collaborators' contact cards directly from Track Changes comments in Microsoft Word.

Communicating Through Instant Messaging

Just need to ask a quick question? Send an instant message (IM), a fast, convenient way to contact coworkers. IM conversations in Lync 2013 are designed to evolve naturally—you can add more people to your conversation as the need arises. A spur-of-the-moment question can turn into a collaborative discussion without the formality of a scheduled meeting.

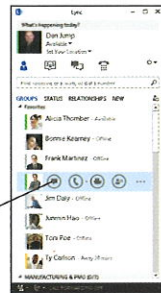
Sending an Instant Message

To send an IM:

1. Double-click the contact, or right-click the contact or group name, and then click **Send an IM**.

OR

1. Hover over a person's picture or a group name and click the **IM** Quick Lync button.
2. Type your message in the message pane and press **Enter**.



Responding to an Instant Message

You receive an invitation alert when someone sends you an IM. You can ignore the invitation, set your status to **Do Not Disturb**, or open the conversation window and respond.

Click the contact's picture to accept the invitation.

Click **Ignore** to ignore the invitation.

Click **Options** to see other options.

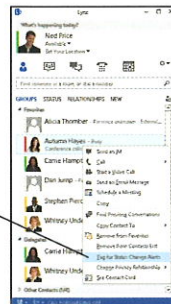


Tagging a Busy Contact

You need your supervisor's input on a project, but she's in a meeting and you don't know how long it will go. Don't interrupt your work to keep checking her status—simply tag her in Lync, and you will be notified when she becomes available.

To tag a contact:

1. Right-click a contact's name.
2. Click **Tag for Status Change Alerts**.
3. When the contact's status changes, you receive a notification at the bottom of your screen.



Inviting Others to Join a Conversation

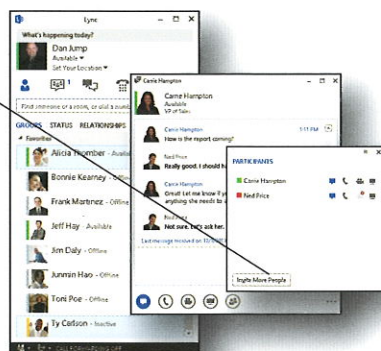
Have you ever been discussing a project with a coworker only to realize that you need the input of another team member to finish? Luckily, inviting others to join your conversation is easy.

To invite others to the conversation:

1. In the conversation window, hover over the **Participants** button.
2. Click **Invite More People**.
3. In the search bar, type the person's name, or select him from your Contacts list, and click **OK**.

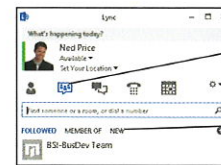
OR

Drag contacts or groups from the Contacts list into the conversation window.



Using Persistent Chat Rooms New

Don't limit your conversations to the people available at the moment. Use a persistent chat room to let participants comment at their convenience. Users can invite new participants as the need arises.



You can also quickly transform your chat room into an online meeting by clicking the **Call everyone in the room and start a meeting** button. A link for joining the meeting appears in the chat room, so anyone who missed the original invitation can join later.



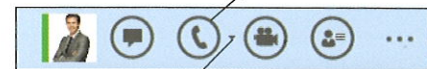
CHAT IT UP: See how persistent chat rooms can make planning and brainstorming easier.

Communicating Through Audio Calls

Is it easier said than typed? Use audio calls for complex conversations to add your voice to whatever you have to say.

Calling from Your Contacts List

Make a one-click call to your contact's default number by hovering over the contact's picture and clicking the **Audio Call** Quick Lync button.

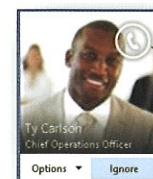


Click the **arrow** to see alternate numbers.

Using the Dial Pad

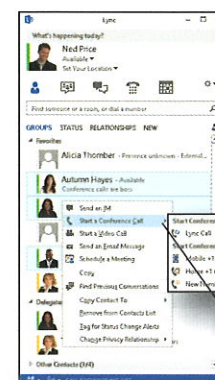
Need to call a contact who's not on your Contacts list? From the Lync main window, you can click the **Phone** tab and use the dial pad to key in a phone number just as you would on your desk phone.

Answering an Incoming Call



You can respond to incoming calls the same way that you respond to IM alerts: by accepting, ignoring, or using another option. The symbol in the corner indicates how your contact is trying to talk to you.

Starting a Conference Call



With Lync, all your conversations can be truly collaborative. You can start a spontaneous conference call with multiple contacts so that you can update everyone with one call.

To start a spontaneous conference call:

1. Select multiple people on your Contacts list by holding down the **CTRL** key while you click each contact.
2. Right-click a selected contact.
3. Click **Start a Conference Call**.
4. Select the number to use for the call.

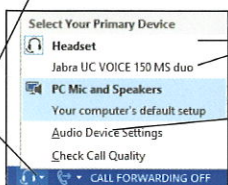
Making Your Phone Settings Work for You

Customizing Lync 2013 is as simple as 1, 2, 3! In just a few steps, you can select your personal audio settings.

Selecting Your Audio Device

Switching to your headset, handset, or computer speakers takes only a couple of clicks.

In the lower-left corner of the Lync main window, click the **Audio Device** arrow to change audio settings.



Select your primary audio device from the choices listed.

Adjust audio volume, check call quality, and set ringer options from **Audio Device Settings**.

Using Voicemail and Call Forwarding

Did you miss a call? With Phone view you can check your messages, change your greeting, and call a contact's voicemail without ever picking up your desk phone. And integration with Outlook means that voice mail messages are sent to you by email, so you can read or listen to your voicemail right in Outlook.

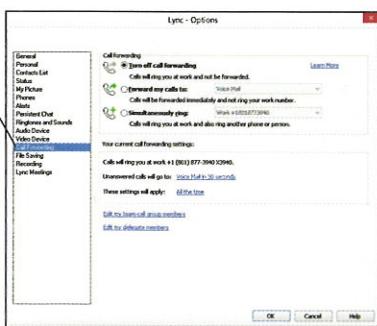
To check voicemail messages:

1. In the Lync main window, click the **Phone** tab.
 2. Click and hold the **1** button to call your voicemail.
- OR
- Right-click a message or click the contact's picture to play the message.



Set voicemail options.

You can't be at your desk at all times, but that doesn't stop the important calls from coming in. Click the **Call Forwarding** button to open Call Forwarding options. From here you can reroute callers to your voice mail, mobile phone, or any other number. You can even have your mobile phone ring simultaneously with your desk phone so that you catch your important calls.



Integrating Your Desk Phone

Instead of juggling between your headset and your desk phone, you can integrate your desk phone with Lync by connecting your phone to your computer with a USB cable. Lync calls will then connect to both your computer and your desk phone.

To integrate your desk phone with Lync:

1. In the Lync main window, click the **Options** button.
2. Click **Phones**.
3. Select the **Enable integration with your phone system** check box.

Note: This feature must be enabled by your network administrator. Using a phone certified for unified communications is recommended.

Talking Face to Face with Video Calls

Enjoy a full conversation experience by both hearing and seeing the people you talk with. Lync 2013 supports high-definition video, making your video calls more realistic than ever. You can easily add video to any Lync conversation to bring that personal touch to your communication.

Connecting a Webcam

No need to waste time fussing with camera-specific software. Simply plug in your webcam and make sure the necessary drivers are installed. Lync will automatically detect your device and use it for your next video call. You can even see a preview of your own video feed before you make or accept a video call.

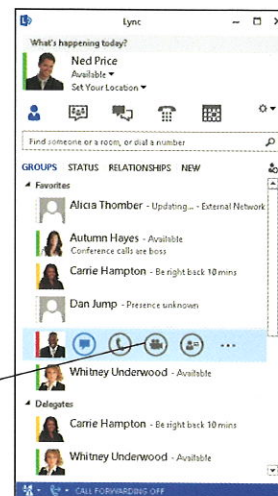
Making a Video Call

To make a video call:

1. From your Contacts list, select a contact or multiple contacts.
2. Right-click a selected contact and click **Start a Video Call**.

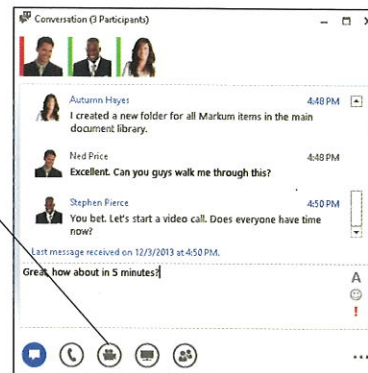
OR

From your Contacts list, hover over a contact's picture and click the **Video Call** Quick Lync button.



Adding Video to a Conversation

Sometimes it's just easier to communicate face to face. To add video to an existing phone call or IM conversation, simply click the **Video Call** button at the bottom of the conversation window. You can even make sure that you look presentable by hovering over this button to see a preview of your own video feed.



Using the Video Call Pane

When you add video to a conversation, the video call pane appears.



Click the **Full Screen** button for an immersive experience.

Click the **End Call** button when you finish.

Click the **Pop Out** arrow to show the video feed in a separate window.

See your video in this box, or click the arrow to minimize it.



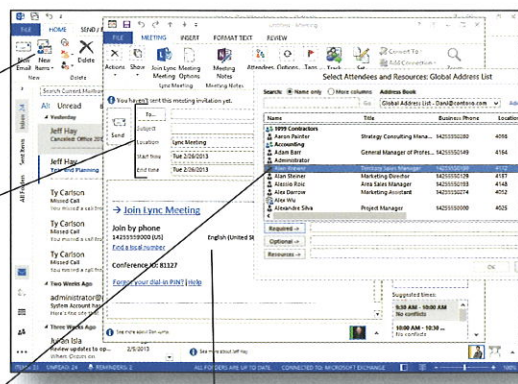
SEE EVERYONE: Learn how to see more than one video feed in the same meeting by using the new Gallery view.

Scheduling an Online Meeting

When you have an important meeting or conference call, don't just cross your fingers and hope that everyone is available. If you have Outlook 2010 or 2013, Lync automatically installs the Outlook Meeting Add-in to help you coordinate your contacts' calendars and schedule your next meeting.

To schedule an online meeting:

1. On the Outlook **HOME** tab, click **New Items** and then click **Lync Meeting**.
2. Enter meeting information.
3. In the **To** field, type contacts' names or email addresses. Click **To** for more options.
4. Click **Send**.



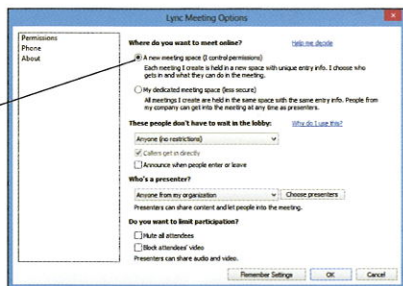
Participants can use the automatically generated email message to connect to the meeting from any phone or computer.

Changing Meeting Options

Make the meeting options match your meeting's needs. You can determine all the specifics of your meeting, like who should wait in the lobby before entering a secure meeting, who has access to the meeting, and who has presenter privileges during the meeting.

To adjust meeting options:

1. From a meeting request, on the **MEETING** tab, in the Lync Meeting group, click **Meeting Options**.
2. In the Lync Meeting Options dialog box, select **A new meeting space**.
3. Use the remaining options in the box to choose how people will participate, and click **OK**.

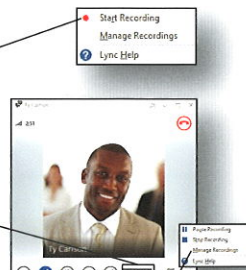


Recording a Meeting

Don't risk forgetting the content of an important meeting. You can record online meetings, calls, and conversations on your computer and then play them later from the Lync Recording Manager. What's more, you can make a recorded conversation available to others.

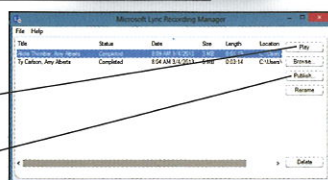
To record a meeting, conversation, or call:

1. In the conversation window, click **More Options** [...].
2. Click **Start Recording**.
3. When recording, you can stop or pause the recording by clicking the buttons that appear at the bottom of the conversation window.



To play or share a recording:

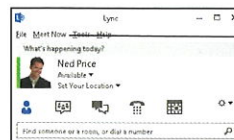
1. Click **More Options** [...].
 2. Click **Manage Recordings**.
 3. Select a recording.
 4. Click **Play** to hear it.
- OR
- Click **Publish** to share it.



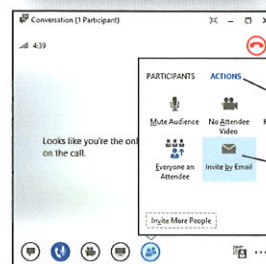
Starting an Unscheduled Meeting

When you experience a sudden stroke of genius and want your team's immediate input, don't waste precious time scheduling a meeting. Instead start an impromptu meeting with the **Meet Now** command—because sometimes the best meetings or conference calls are spontaneous ones.

To start an unscheduled meeting or conference call:



1. At the top of the contacts list, click **Meet Now**, OR click the **Show Menu** arrow and then click **Meet Now**.
 2. Hover over the **Participants** button.
 3. Click **Invite More People** to select participants from your Contacts list.
- OR
- Click the **ACTIONS** tab and click **Invite by Email** to use Outlook to invite outside contacts to join via Lync Web App.



Using Lync Web App

Just because a contact doesn't have Lync 2013 doesn't mean she can't participate in your next meeting or conference call. When she clicks Join Lync Meeting in your invitation, Lync Web App will automatically open in her default browser, giving her access to all the meeting tools of Lync 2013. With Lync Web App, you can keep your outside contacts in the loop.



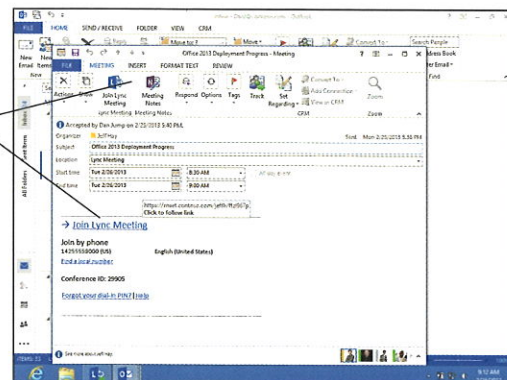
LINK UP WITHOUT LYNC: See how anyone can connect using Lync Web App.

Joining an Existing Online Meeting

You can easily join a meeting or conference call, whether it was scheduled in advance or started on the spur of the moment. Joining an unscheduled meeting or call is as simple as accepting the meeting notification.

To join a previously scheduled online meeting or conference call:

1. Open the meeting request in Outlook.
 2. Click **Join Lync Meeting**.
- OR
1. From the Outlook reminder, click **Join Lync Meeting**.




Taking a Poll During a Meeting

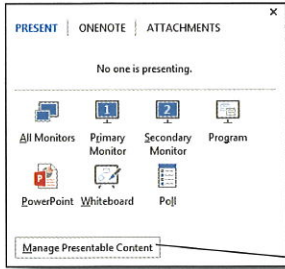
Why guess what your colleagues are thinking when you can ask? Take a real-time poll of attendees' opinions in any meeting or conversation.

To take a poll:

1. In the Meeting window, hover over the **Presentation** button.
2. Under the **PRESENT** tab, click **Poll**.
3. Fill out the **Create a Poll** form that opens, and click **Create**.

Presenting Through Lync

Distance is no longer an obstacle to collaboration. Share your desktop, files, or even individual programs with your faraway colleagues by using the presentation options in Lync 2013. To access the full range of presentation options, hover over the **Presentation** button  in a meeting or conversation. Most presentation options are located under **PRESENT**. If you're presenting via more than one method, you can switch between items you're presenting by clicking **Manage Presentable Content**.

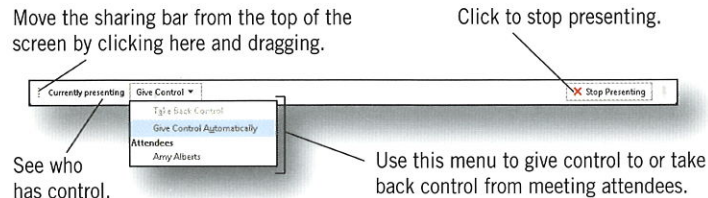


Sharing Your Desktop

Let others see what you see by sharing your desktop. To do so, under **PRESENT**, click **Desktop**, OR if you have multiple monitors, choose which monitor or monitors to share. The yellow border that appears around your screen indicates which monitor will be presented.

Giving Control to Others

Instead of listening to a coworker explain the steps of a procedure, have him show you how to do it on your own desktop. Once you share your desktop or a program with a contact, you can let him modify it. But don't worry, you didn't abdicate complete control of your computer: you can take it back at any time using **Ctrl+Alt+Space**.



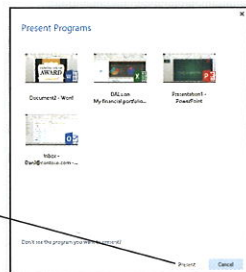
SHOW AND TELL: Don't just say what you mean, show it! Lync 2013 has more ways than ever to visually share your ideas.

Sharing a Program

Instead of sharing your entire desktop, share only the program that matters at the moment.

To share a program:

1. Under **PRESENT**, click **Program**. A new dialog box opens.
2. Select the program or programs you want to present, and click **Present**.
3. As you present the program, you can give control of it to others.



Showing a PowerPoint Presentation

Microsoft PowerPoint® presentations are made to be presented, not confined to your desktop. But there's no need to find a conference room with a projector just to give your audience the full presentation experience.

To share a PowerPoint presentation:


1. Under **PRESENT**, click **PowerPoint**.
2. Browse to the PowerPoint file you want, select it, and click **Open**.
3. Once the presentation has opened, you can change slides, view your notes, see a thumbnail of the next slide, and even let your viewers annotate the slides.

Attaching a File

Say good-bye to printed handouts—getting important files to coworkers is easier than ever with Lync 2013. And even after you share a file, you have complete control over who can download it.



To attach a file:

1. From a meeting, hover over the **Presentation** button .
2. Click the **ATTACHMENTS** tab.
3. Click **Add Attachment**.


OR

Drag a file from your computer to drop it in the message pane.

Using OneNote

Taking meeting notes has never been easier. When you open OneNote from within Lync, OneNote automatically records the meeting's date, time, and participant list.

To open OneNote from Lync:

1. From a meeting, hover over the **Presentation** button .
2. In the box that appears, click the **ONENOTE** tab.
3. Click **My Notes** to take personal notes, OR click **Shared Notes** to collaborate on notes.



Writing on a Whiteboard

Having a brainstorming session that needs to be laid out visually? Use a virtual whiteboard to scribble down ideas—and never worry about running out of dry-erase markers again.

To use a whiteboard:

1. On the **PRESENT** tab, click **Whiteboard**.
2. Use the tools on the sidebar to contribute to the whiteboard.



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