An Introduction to Microsoft Lync

Microsoft Lync is a communication tool that allows users to collaborate in real-time via text chat, audio/video chat, and desktop sharing. Microsoft Lync talks with Exchange 2010 and Unified Messaging and allows users to see when others are available to collaborate.

Lync is available to faculty and staff and can be downloaded for free from the UIS WebStore (https://webstore.illinois.edu/Shop/product.aspx?zpid=2321)

New Lync Features in 2013

Microsoft Lync 2013 comes with several new features improving usability and function!

- Cleaner look with a “Quick Lync” menu providing different options for communication with each contact.
- New “Favorites” group feature.
- New contact list display options (IE: by group, status, relationship, new, etc.)
- Tabbed conversations keep Lync more organized.
- New video features including one-click video calling, gallery view (shows attendee simultaneously).
- Join meetings with one click, whether from a computer or mobile device.
- Use shared OneNote files to collaborate during meetings.
- Lync Web App now delivers full Lync experience, and works on both Mac and Windows computers.
- Meetings can be recorded and uploaded to Kaltura to share with others.
The Microsoft Lync Interface

At the top, there are various options that are related to your phone and voicemail.

- Enter a status, or update your availability and location
- Type a name in the toolbar to search for a display an individual contact or group
- Roll your cursor over a contact to display contact options
- Send emails, instant messages, or directly call your contacts
- Click the wheel for more options
- The icon will indicate when you have a voicemail message. Simply click it to hear/see the messages
- Click here to view phone chat history
- Click this option to change options
Chat

1. To chat with a user, roll your mouse over their contact information, and choose to **send an instant message**.

2. Enter your message in the blank box, and **enter** to send the message. In the text box, click the “**A**” to edit your text, and the **smiley face icon** to add emoticons.

3. If a message is sent to you and missed, an email will be sent to your account with the missed conversation.
Using Video

To use the video feature, it is necessary to have a webcam. If you do not have a webcam, they are available for checkout in the Media Lab in Brookens 180. To include video in your meeting,

1. To use the video feature, choose the **video icon**.

2. Students also have the option to add video. Whoever is actively speaking will show up in the large video window.

Share Applications

A feature of Microsoft Lync is the ability to share different information with other users. When chatting with an individual or group of people, users can share attachments, desktops, other programs, PowerPoint presentations, a whiteboard, or even polls to their collaborators.

To share,

1. Choose **monitor icon**, and choose from the options along the top what you would like to share with other collaborators.
Desktop

To share a monitor screen,

1. Choose the monitor, select the **Desktop** option under the **Present tab**.
2. Your entire desktop will then be shared. To stop sharing your screen, click **Stop Presenting** in the upper right corner.

*PowerPoint*

To share a PowerPoint Presentation,

1. Click the **Monitor icon**, and choose **PowerPoint**. Browse through your files to locate the presentation and click **Open**.
2. The presentation will now appear on the stage for other users to view as well. Use the tools at the bottom of the screen to navigate through the presentation. At the top right corner, select the edit icon to make edits and annotations to the presentation.

3. Participants can also request to take over as a presenter by selecting the option at the top of the screen. They can then utilize the annotation tools and navigate the presentation as they would as the original presenter!

Programs

To share a program with other users, the program must be opened on your desktop. To share a program,
1. Select the **Monitor icon** and choose **Programs**. A box will appear with all the open programs on your desktop. Roll the cursor over each program you would like to share to check the box. Click **Present**.

2. Other users will now be viewing each program you designated to share. To stop sharing, click **Stop Presenting**.
**Whiteboard**

The Whiteboard allows users to collaborate on a blank document by adding text, images, shapes, stamps, and drawings. To share a whiteboard,

1. Under **Monitor icon**, choose **Whiteboard**.
2. Use the tools at the bottom of the whiteboard to add text, images, etc. To save the whiteboard, under the **More icon (three dots)**, select **Save As**.
OneNote

To share OneNote notes with others, click the **Monitor icon**, select the **OneNote tab**, and choose **My Notes**. You can then select the notes you would like to share.

Attachments

The sharing attachments feature has relocated. It is now located within the rest of the sharing options. Select the **Monitor icon**, choose the **Attachments tab**, and then select **Add Attachment**. The attachment will then be shared.
Switch presenters

Users have the option of switching which user has control of the screen. When a program is being presented on the screen, those who do not have control have the option to request control of the screen. To request control,

1. Click **Take Over as Presenter** above the item being shared.

2. The user currently in control must approve the user requesting control. When they do, the screen will then become in control of the other user. For PowerPoint presentations, that user will now be able to control the pace of the presentation. For other programs such as Word or Excel, that user will now be able to edit the shared document live.

Polling

Users can create polls to share with other participants in the conversation. To share a poll,

1. Under the **Monitor icon**, under **Present**, choose **Poll**.

2. Enter the **Poll name**, the **Question**, and the **Choices** for response. Click **OK**.
3. The polls will now be shown on the stage and responses will be displayed as they are received. The poll presenter also has additional options on the toolbar at the bottom, including closing polling, showing the results, or editing the question.

Integration with Office 2013

After installing Microsoft Lync on your computer, the add-in will appear in other Office programs. Under the Review tab will appear Share options. With Microsoft Lync open, users are able to share documents in other Office programs directly to other users while they are in the Office applications.

1. Choose how you would like to share the document.

2. Choosing Share Now will prompt Microsoft Lync to appear. Users can then select a contact(s) to share with, and the screen will be shared with those contacts.
3. By choosing **Send by IM**, the file will be sent as an attachment for the specified user(s) to view.

Adding a Picture to your Lync Account:

To change your picture you must have a personal picture on a public picture site, such as the Windows Live network of Internet services, Facebook, LinkedIn, or Flickr. When the picture is on a public site, the album containing the photo must be public, for everyone to view.

To add a picture to your Lync account,

1. Go to the site where you wish to utilize your picture from. **Right click** the photo, and select **Properties**.

2. **Copy** the Location link.
3. Sign into your Lync account, and click on the photo icon at the top left.

4. Click **Show a picture from a web address**, and paste the link into the box. Click **Connect to Picture**.
Using Lync Web Scheduler

To use Lync Web Scheduler while on campus, go to: https://uislync2013.uisad.uis.edu/scheduler/

To use Lync Web Scheduler while off campus, go to: https://uislync2013.uis.edu/scheduler/

To sign in to the Schedule, enter UISAD\NetID for your username.

To create a meeting with Lync Scheduler,

1. After signing into Lync Scheduler, click Create New Meeting.
2. Fill out the information then click **Save**.

Using Lync from Other Locations

Users are still able to join meetings and conference calls if they do not have Lync 2013 installed on their computer through using the Lync Web App.

- After clicking the link to the meeting, users can select to use the **Web App**.
• Enter your name and select **Join the meeting**.
• Follow the simple installation instructions, and the user will be able to join the meeting from anywhere!

Additional Information

For more information (including training videos and additional resources), please visit the Lync webpage at [http://www.uis.edu/informationtechnologyservices/iss/mslync.html](http://www.uis.edu/informationtechnologyservices/iss/mslync.html)