

# *Getting Started With Lync Online 2013*

*By*

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## What is Lync Online?

Lync Online is a component of Microsoft Office 365 and is a hosted version of Lync Server 2013 in Microsoft datacenters. It is accessed across the Internet typically using software that is installed on your device. Software is available for PCs, MAC's, iPad, Windows Phone and most mobile platforms.

Lync is a Microsoft product that is available either on site or from the 'cloud'. It is an integrated solution for instant messaging, presence, conferencing and voice. It also provides direct integration into other Microsoft products like Outlook, SharePoint and Office applications such as Word and Excel which permit you to communicate with team members without leaving what you are doing. With Lync you can share desktops, whiteboards, presentations, online polls and more.

With Lync's presence feature you can see the status of other members in your team; are they available, busy or away? Lync also allows you to control how your own status is presented. When you collaborate with others, you can do so using integrated video to make communication more personal.

You can use Lync with others who don't have the Lync client installed, via the web conferencing facility that is available using the free Lync client attendee software or directly from a browser. This allows them to join a meeting or a presentation simply with nothing but a browser.

## What does this document contain?

This document will examine the basic operation of Lync Online for Office 365. It is not designed to be a deep dive into all the product features or administration, it is simply designed to get someone who is unfamiliar with Lync up and running quickly.

Lync Online is also available for most Office 365 plans, however, some of the features may be slightly different depending on what plan you have. For more information about the capabilities of your Lync plan visit the Office 365 web site (details in the **Links** section at the end of the document).

Basic operations for Lync Online:

1. Installing the Lync client on a PC.
2. Signing into Lync.
3. Using Lync client.
4. Making Lync calls.
5. Sharing information via Lync meetings.

This document will take you step by step through the above operations showing you each item in detail, including screen shots. If you have access to [Lync Online](#) with [Office 365](#) you are encouraged to follow along with the tutorials to get a better feel for the power of [Lync](#).

You will also find a number of common [Lync](#) terms underlined throughout the guide. A summary of these terms can be found in the ***Glossary*** at the end.

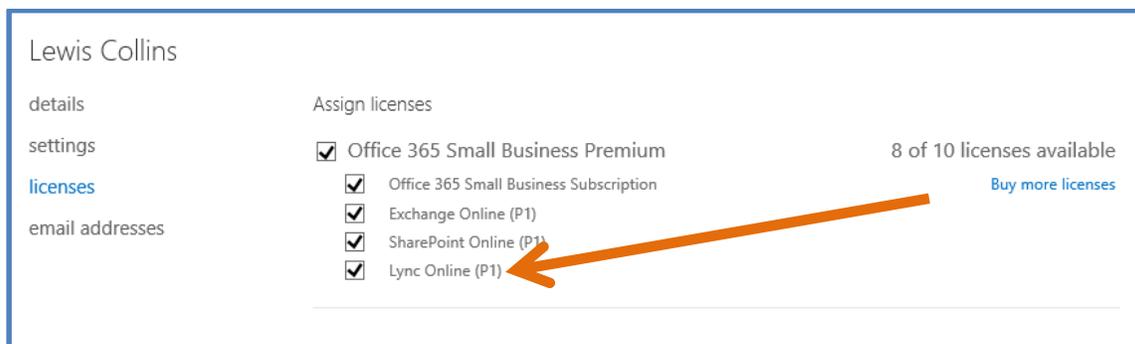
Also at the end of the document you will find a list of resources to help improve and extend your understanding of [Lync](#).

Every effort has been made with this book to ensure that it contains the most current and up to date information. However, [Office 365](#) is a constantly evolving and improving product and it is likely that as time progresses some of the information here will become outdated. Every effort will be made to create updates to this publication that incorporate these changes. Information about updated publications will be released at <http://blog.ciaops.com>.

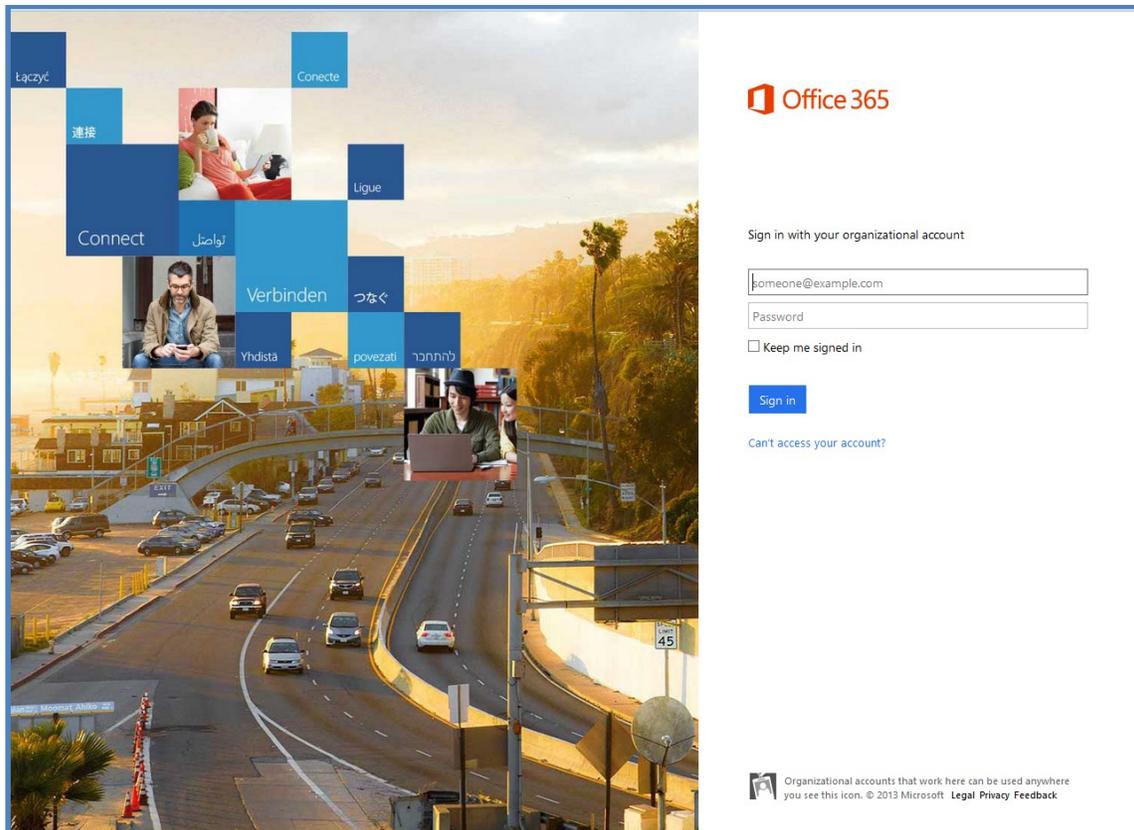
## How can I use Lync Online?

[Lync Online](#) is normally accessed by firstly installing client software. This can be done on most devices; however, this guide will only show you how to do this on a Windows PC. For information about installing [Lync](#) clients on other devices please refer to the ***Where to go from here?*** section at the end.

You will need to have [Lync](#) enabled by your [Office 365](#) administrator to be able to use it. Your [Office 365](#) administrator will need to ensure they have checked the option for [Lync](#) in the *User Licenses* in the administration section as shown below.

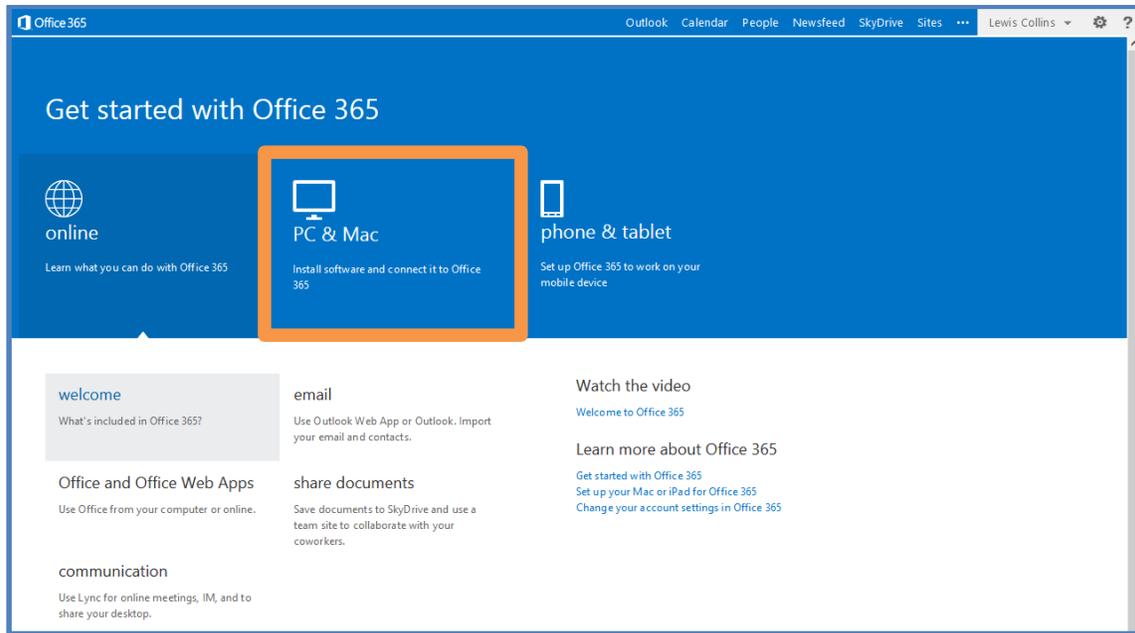


Each user then simply opens a browser on any machine connected to the Internet and enters the [Office 365](#) portal URL by typing <https://login.microsoftonline.com> into the address line. After doing so you should now see the following screen displayed:

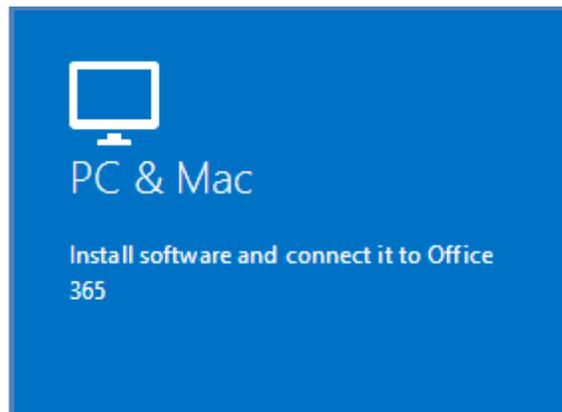


You can use just about any browser to access the [Office 365](#) portal, however, you get the most functionality when you use Microsoft's Internet Explorer and for that reason, this is what we will consider here. If you choose another browser, some of the options and displays may be different from what is covered here.

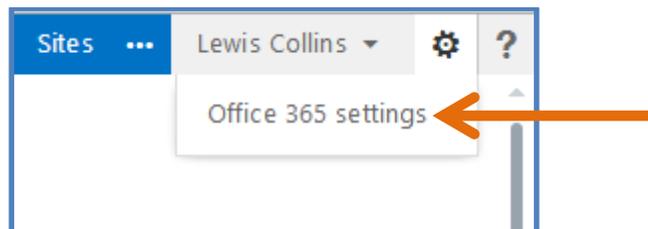
Once you enter your [Office 365 User ID](#) and *Password* and press the **Sign in** button you will be taken to the [Office 365](#) portal which should look something like:



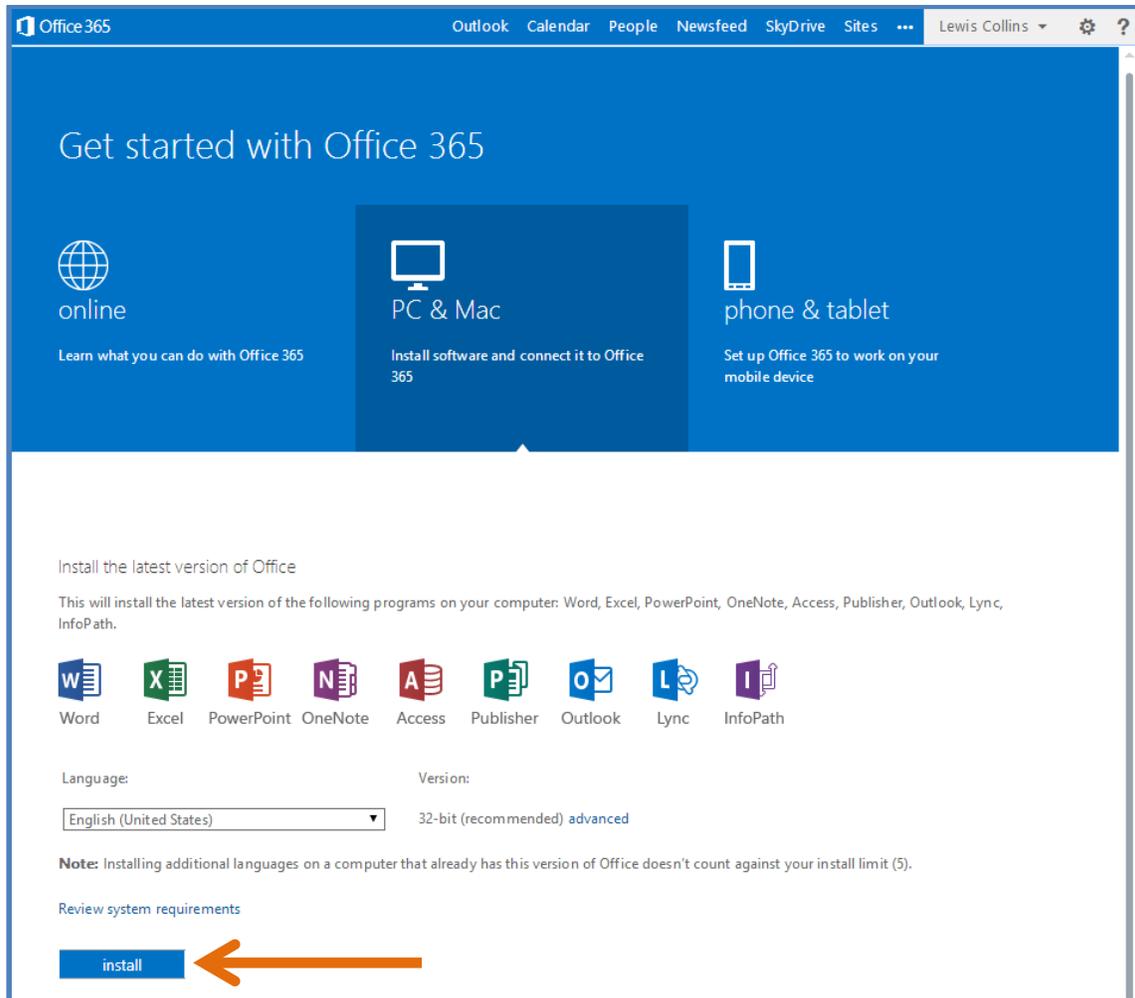
From this screen select the **Install software and connect it to Office 365** in the centre of the screen.



If for some reason the *Get started* screen is not displayed select the **cog** in the top right hand corner of the screen.



Doing so should reveal a menu as shown above. From this menu select **Office 365 settings**. At the next screen select **software**.



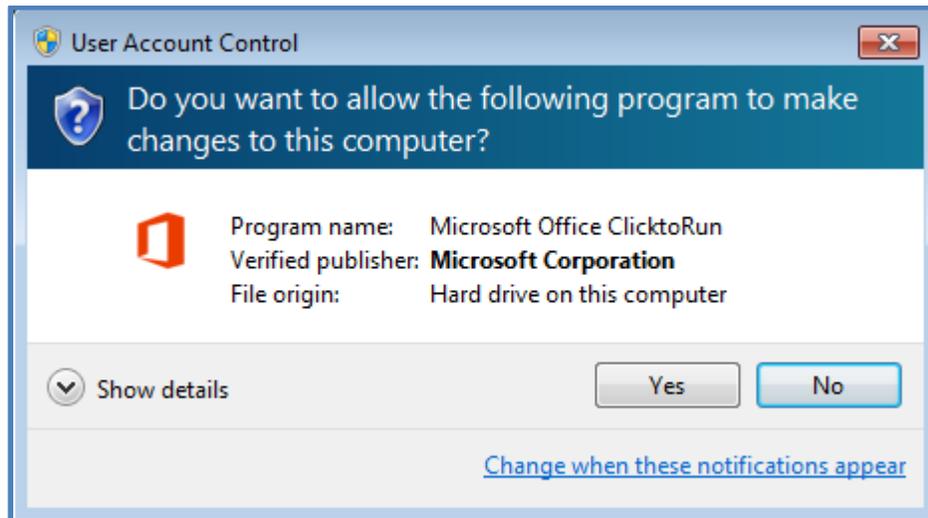
The software that you have access to varies with the different Office 365 plan you are using. If your Office 365 license includes Lync you will either find the Lync client software as part of Office 2013 or as a stand-alone application.

Thus, if you install the complete Office 2013 package on your machine the Lync 2013 desktop client will also be installed.

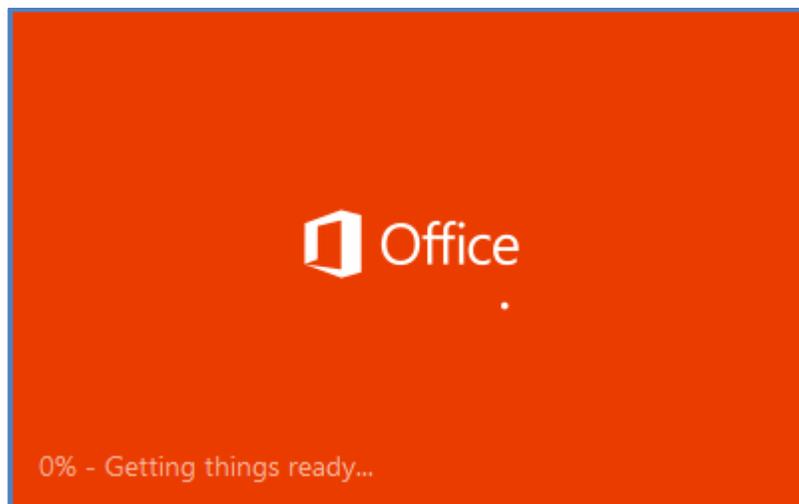
Click the **Install button** in the middle of the page. Simply select your language and version, either 32 or 64 bit and click the *Install* button.

## Installing Lync Client on a PC

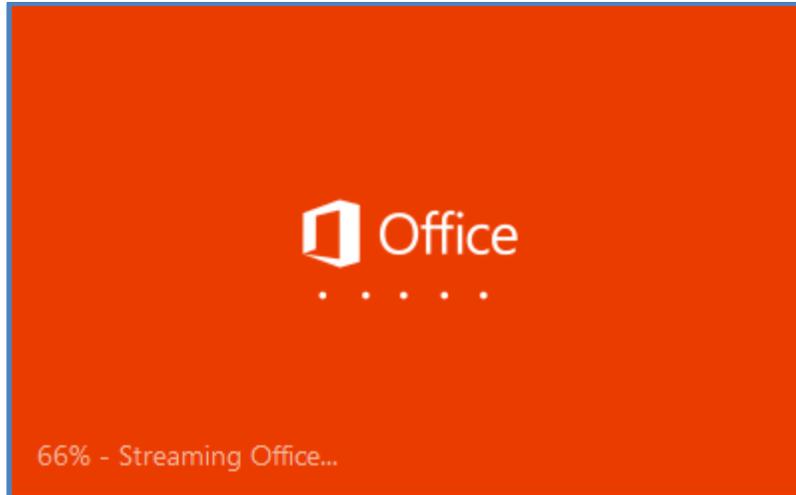
In most cases, Lync will be installed on a desktop as part of the installation of Office 2013, however the following section will step you through the process of installing just the stand alone application.



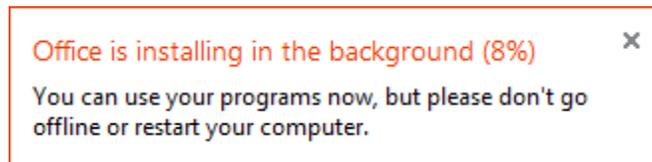
Double click on the installation file to commence the installation. Press the **Yes** button when the *User Access Account* control dialog is shown to continue with the installation.



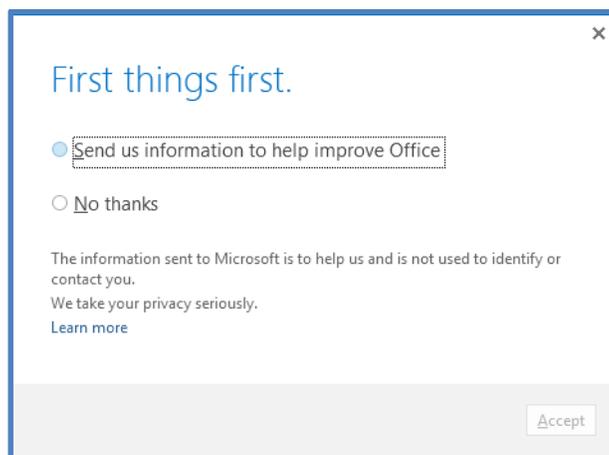
Most Office 2013 software from Office 365 is now using 'click-to-run' technology which means that the full software package needs to be streamed down from the Internet.



So a few moments after the Office splash screen appears you should see, in the lower left of this dialog, that the remaining files are being 'streamed' down to the desktop.



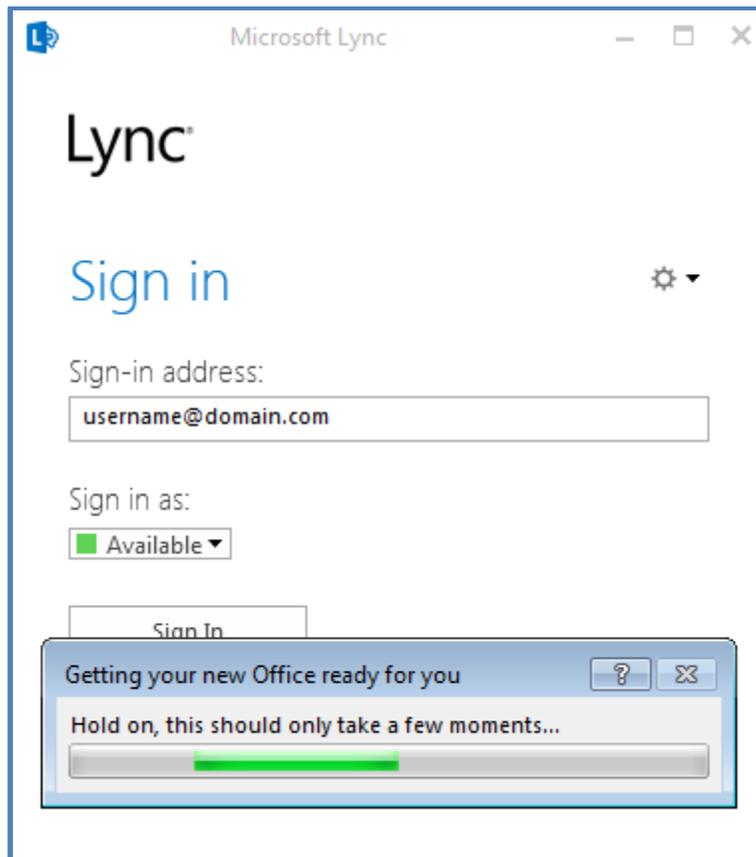
Once the complete package has been downloaded to the desktop it will commence installing in the background. You should receive a notification in the lower right of the desktop as shown above indicating its progress. This process should only take a minute or two.



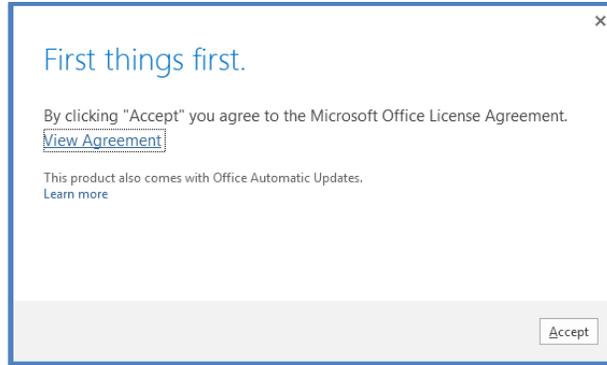
You may be prompted to opt into the customer experience program to report usage and error information back to Microsoft anonymously to help improve the product. Make your selection and press the **Accept** button in the lower right hand corner of this dialog to continue.



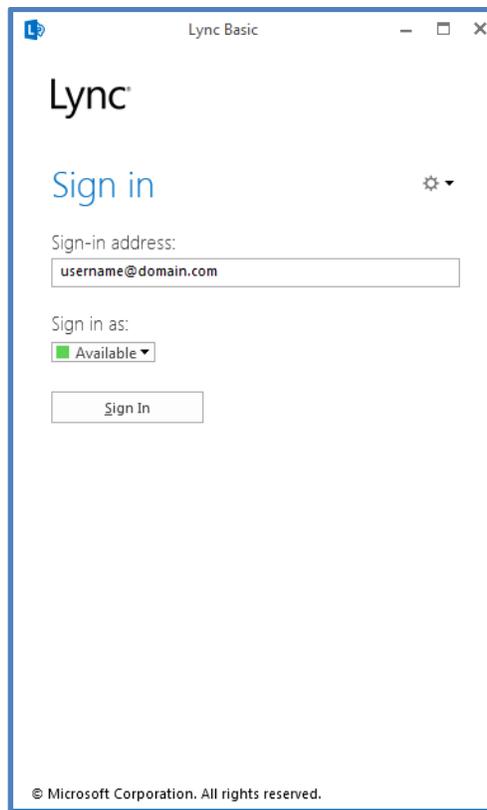
You should then see the Lync program launch on your desktop.



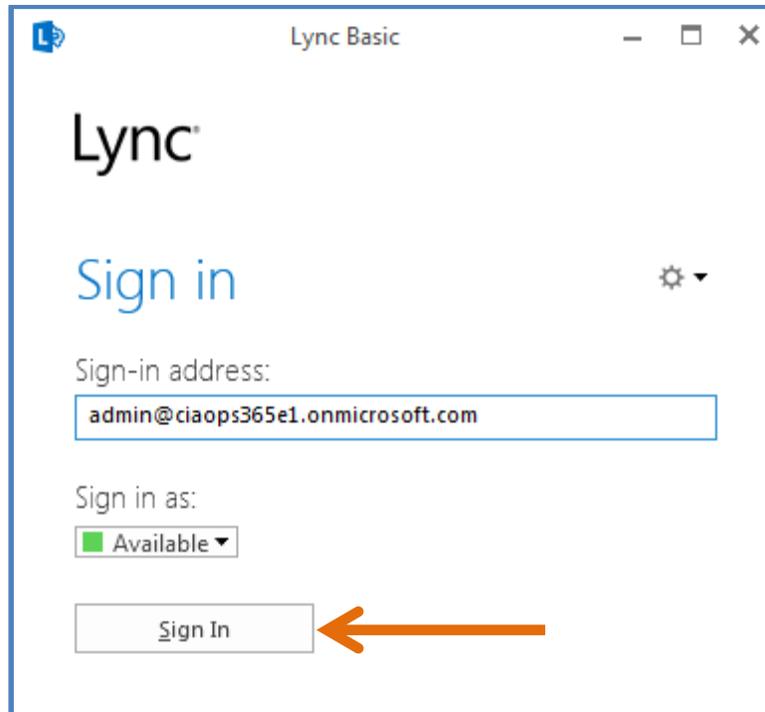
Once the Lync program has launched you may have to wait a few moments while any final setup is completed.



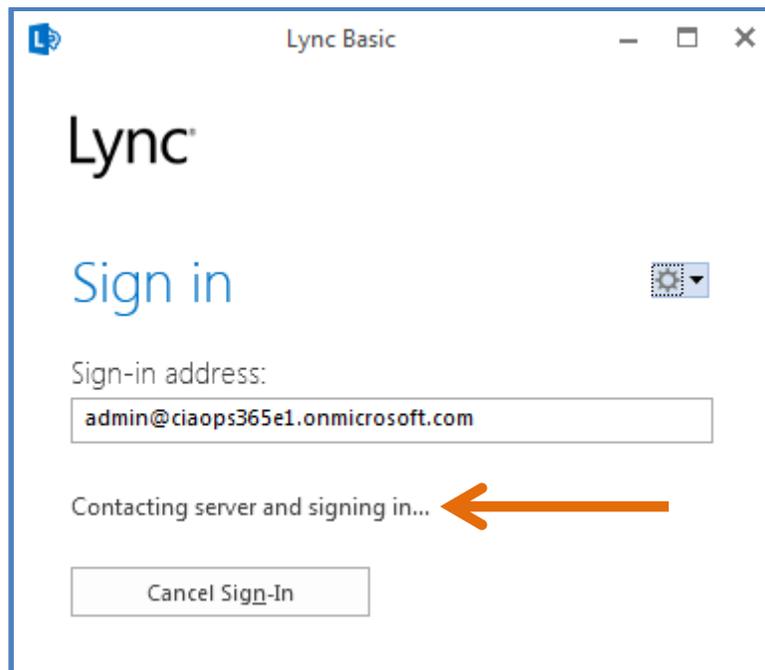
You will then be prompted to accept the Microsoft Office License Agreement. Simply press the **Accept** button in the lower right corner of this dialog to continue.



You should now see the Lync program on your desktop as shown above. You will now need to login to the Office 365 Lync service with this client.



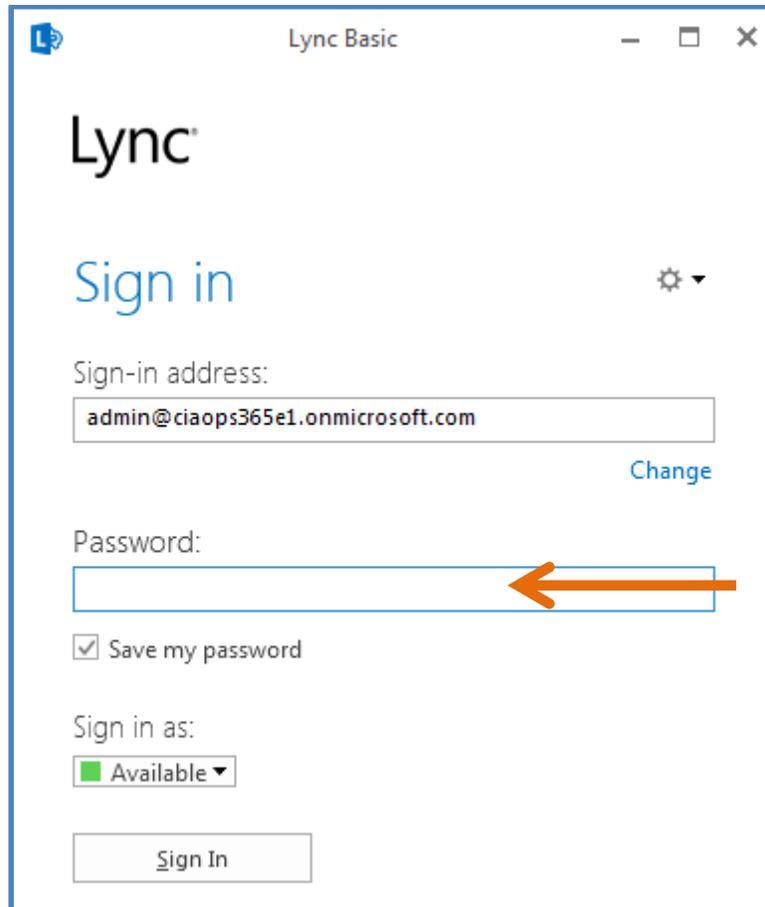
In the *Sign-in address* field enter your Office 365 login and select the **Sign In** button below.



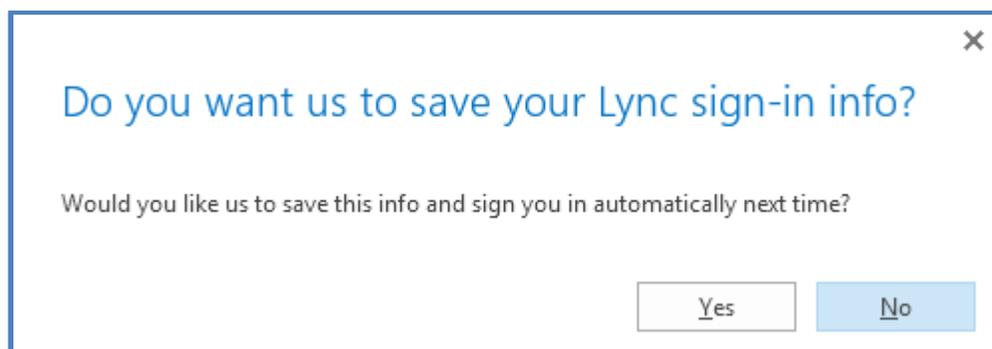
You will now see the Lync client connecting to the Office 365 Lync server and signing in. You need to have an Office 365 license that includes Lync and for this to be enabled before a successful connection will be made.

Even after ensuring that Lync has a valid license, if you still have issues connecting to the server use the following Microsoft support article:

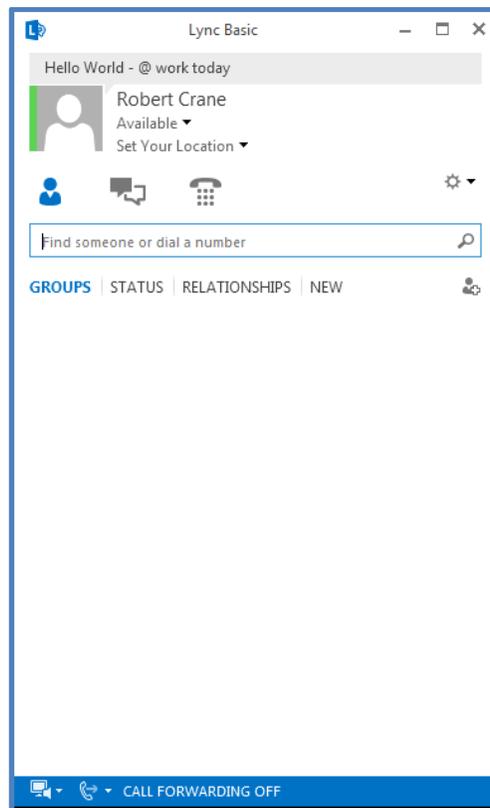
<https://support.microsoft.com/kb/2541980/en-us>



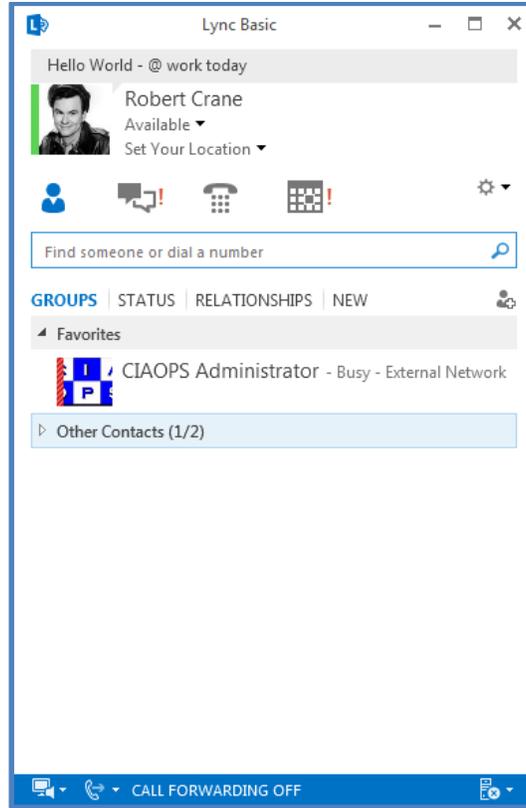
Once the connection to the server has been established you will be prompted for your Office 365 login password as shown above. Enter this and press the **Sign In** button to complete the process.



After successfully logging in you'll be asked whether you wish to save your login information so you can be automatically logged into Lync next time it is launched.



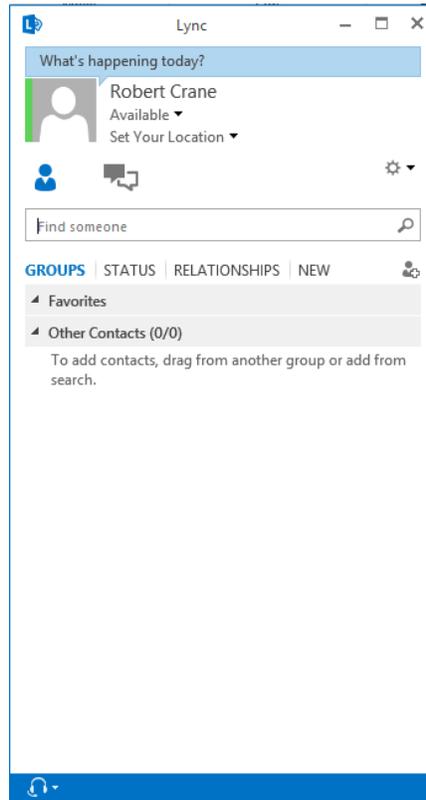
In a few moments, the login process should complete and you will see you Lync client connected to the Lync server in Office 365.



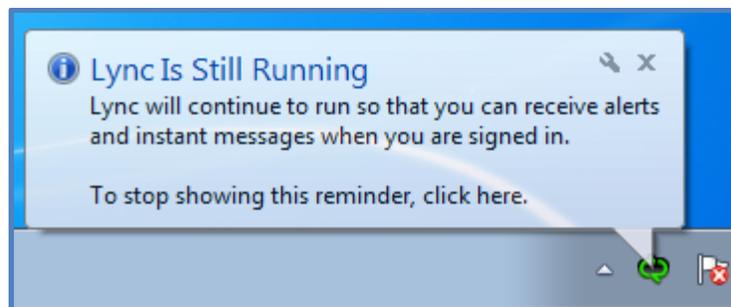
Of course, if you have already configured your Lync client with contacts and a photo then these will be displayed momentarily as shown above. Lync should automatically integrate with all other Microsoft applications on your desktop.

You are now ready to start using Lync.

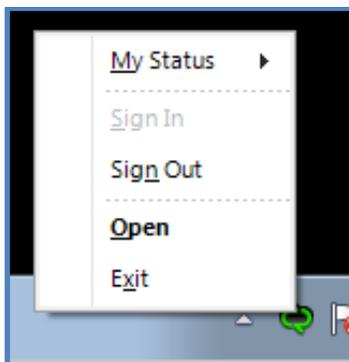
## Using the Lync client



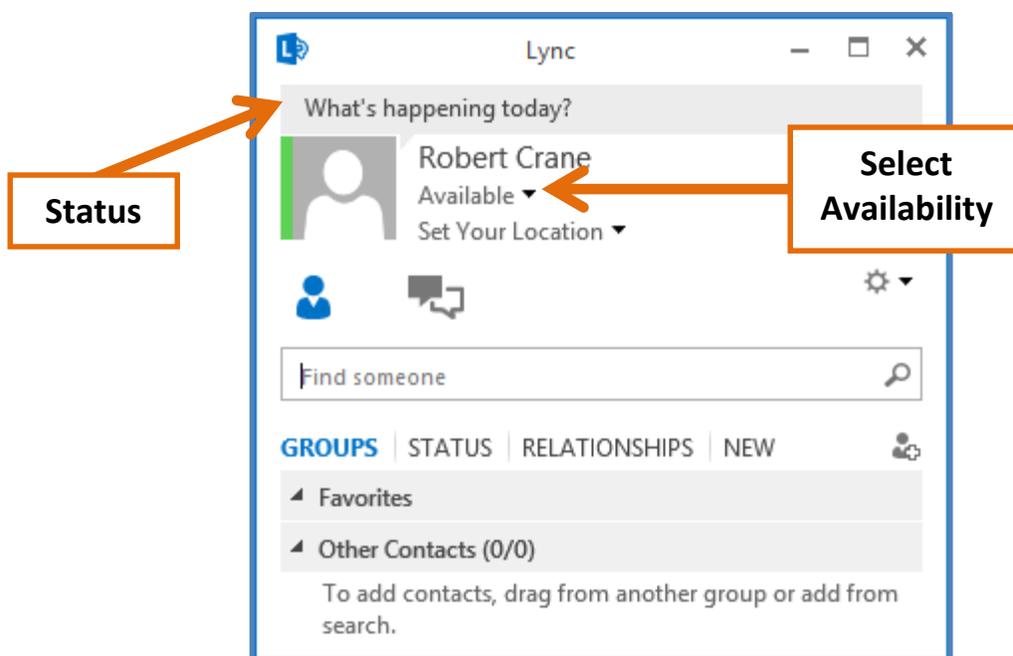
When the Lync client is logged into the Lync servers you should now see the above Lync window. If you close this window by clicking the cross (X) in the top right, Lync will be minimized to your *Windows System Tray* in the lower right of your screen.



As you can see, Lync continues to run in the background. To stop the pop-up reminders **click** on the above reminder box.

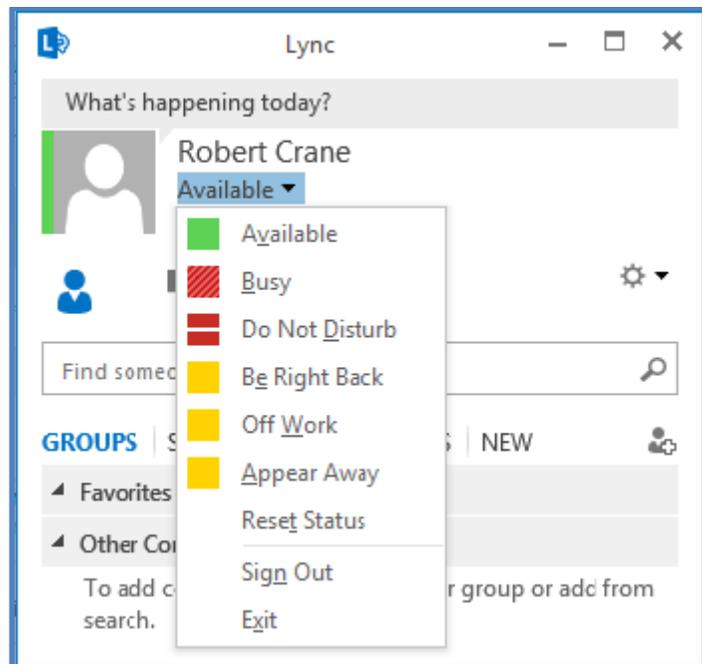


If you click on the Lync icon in the *System Tray*, a menu will open. By selecting **Open** from this menu the Lync client will be maximized again.



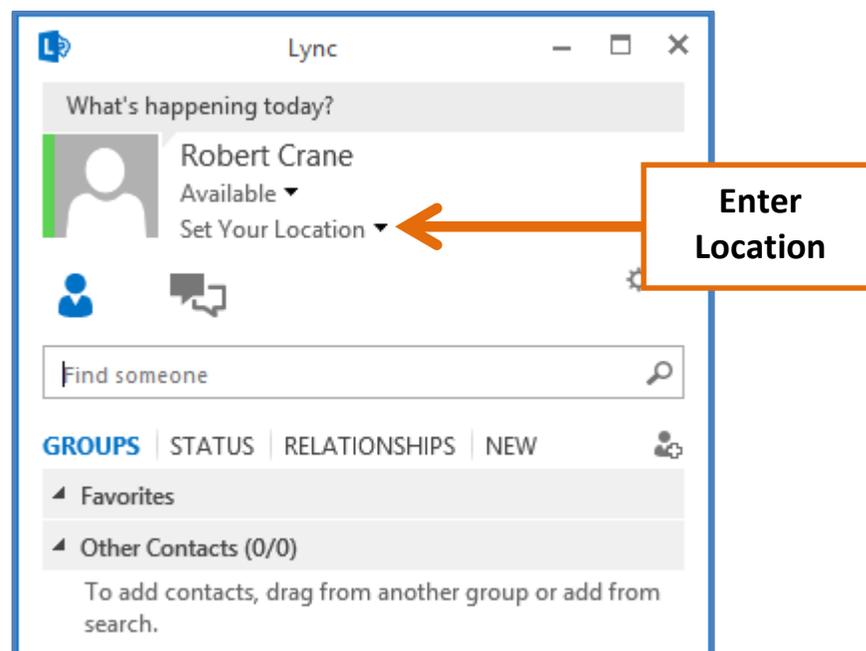
At the top of the Lync window is a *Status* line. You can add information you wish people to see when looking at your contact card here.

Below the *Status* line you will see your name and below that you will see your availability. When you click on the down arrow to the right of *Available* you will find you have a number of different options to select.



You can select any of these to communicate your presence to others. The *Availability* field will automatically update at times to *Busy*, for example, when you are in a Lync meeting and *Away* when there is no activity on the desktop.

However, you can always set this manually if desired.



Below the *Available* field is the *Set Your Location* field. You can edit this to let people know where you are currently connected from. To do this simply click into this field and type your location in there if you wish to use this.

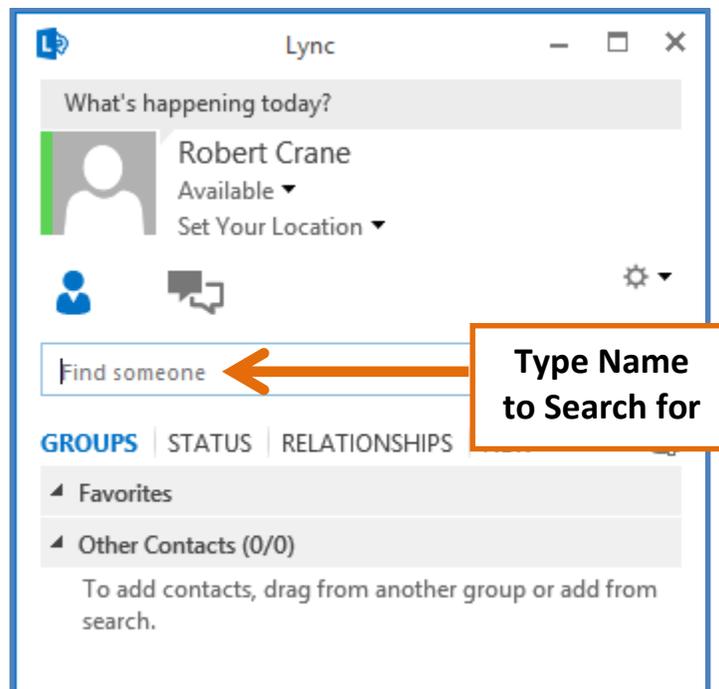
Directly below the *Set Your Location* field are at least two icons *Contacts* and *Conversations*.



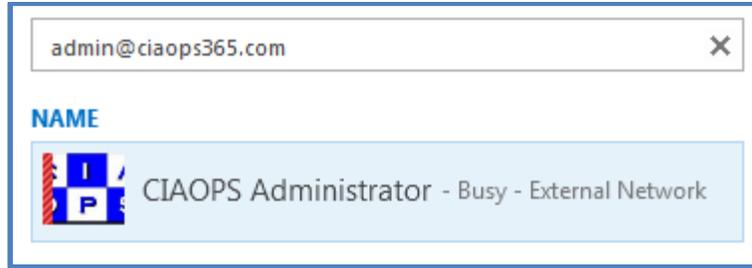
*Contacts* – (person icon) displays the people you are linked to. You can view their status as well as launch quick conversations.

*Conversations* – (speech callout icon) shows you previous Lync conversations, including ones you may have missed.

Directly under those buttons you'll find a *Search box* into which you can type the name or email address of a contact you wish to add to your Lync.

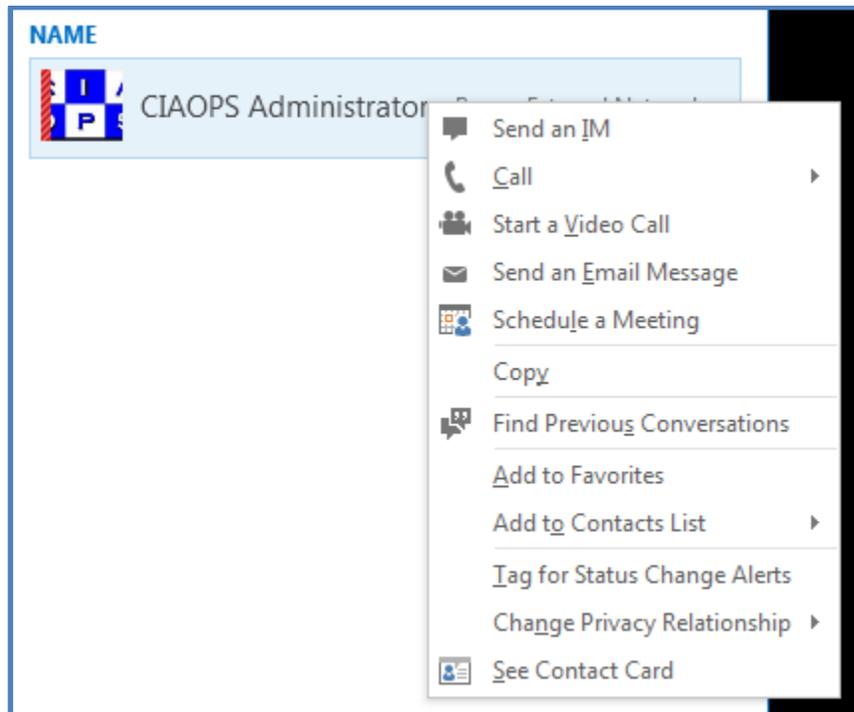


To add another Lync contact, click into the *Find someone* search box. Type either the name or the email address of the person you wish to contact.

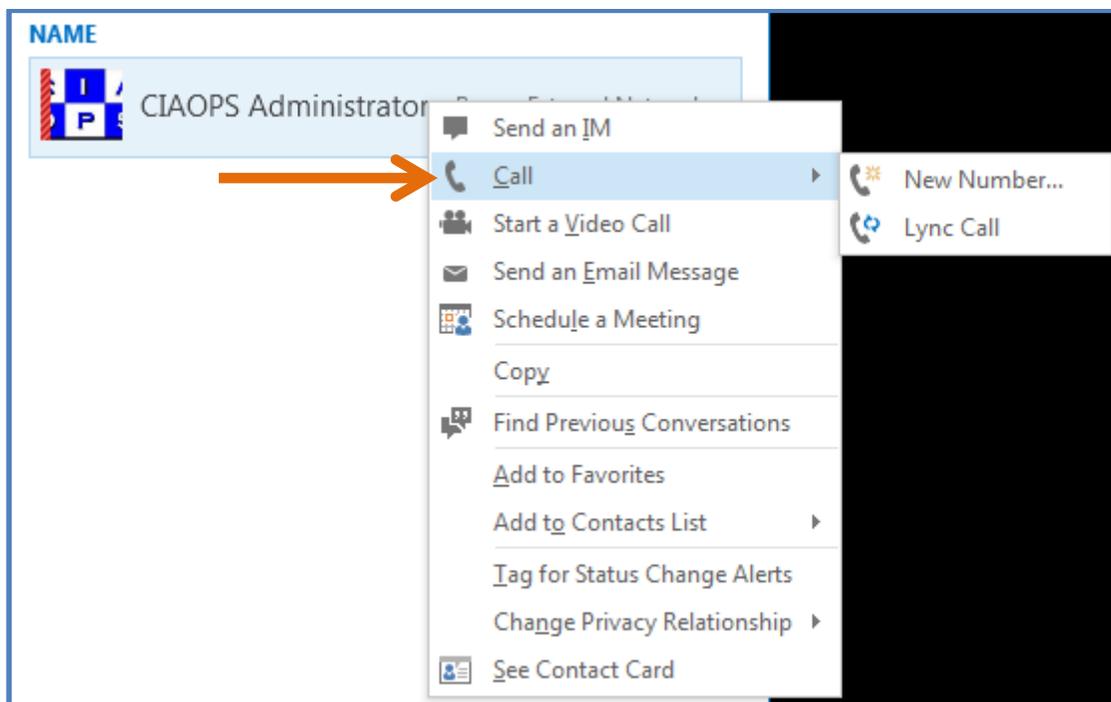


Here we have entered the email address *admin@ciaops365.com*.

If you have the correct information for the Lync contact you should see their details appear as shown above. You can ensure that it is the correct user because their status is busy and their display graphic is shown. There are cases where a person's Lync address maybe different from their normal email address, so ensure you get the right one for your Lync contacts.

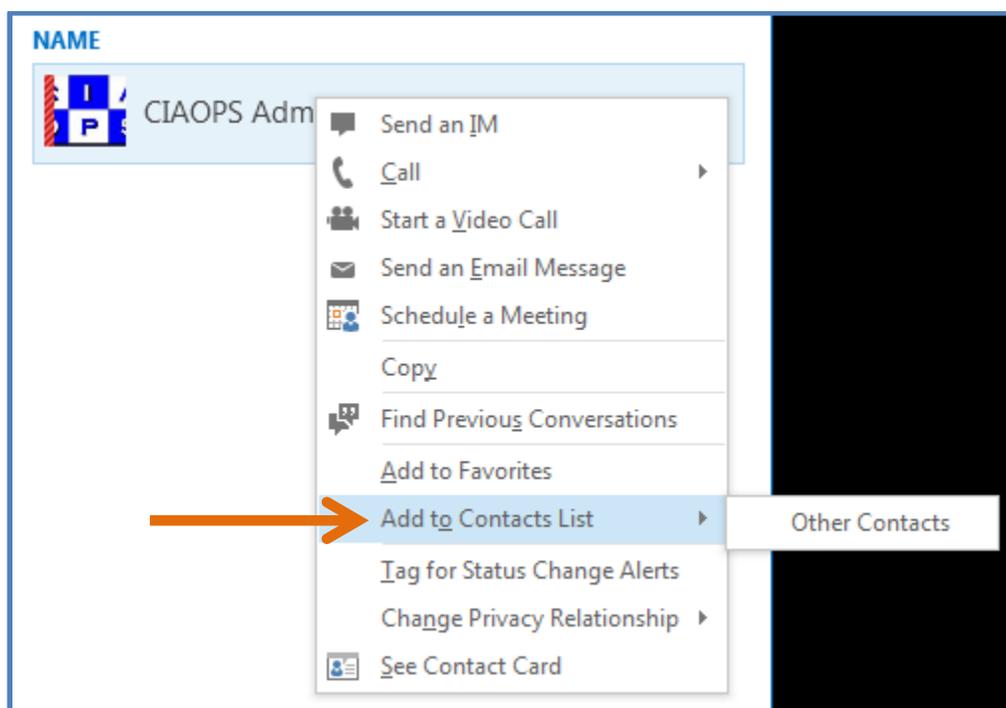


If you **right mouse click** on the contact a menu will appear as shown above.

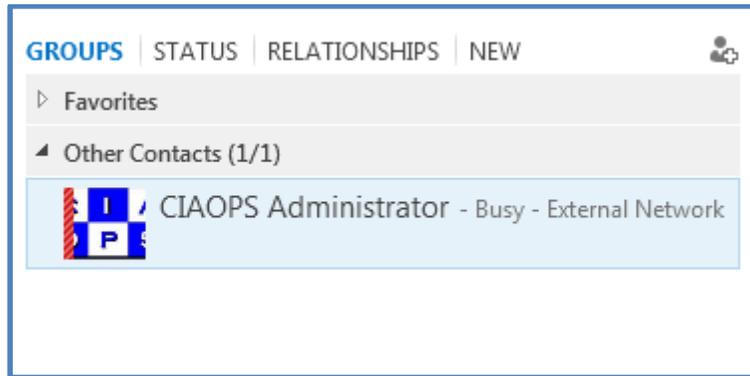


The *Call* option allows you to initiate a Lync call to that contact.

If there is connectivity to land lines and mobiles, placing a Lync call via these methods is also possible for that person provided you have an Office 365 plan that allows that feature. Thus, depending on the Office 365 plan you have and if Lync is configured appropriately, it is possible to make a call directly from Lync to any landline or mobile number.

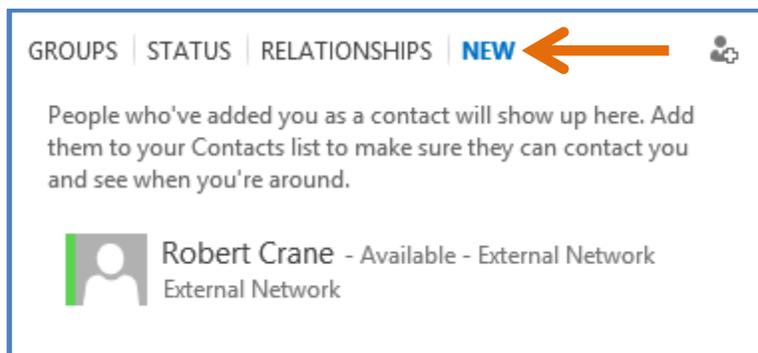


If you select the option **Add to Contacts List** you can select to add them to any existing group you have in Lync.

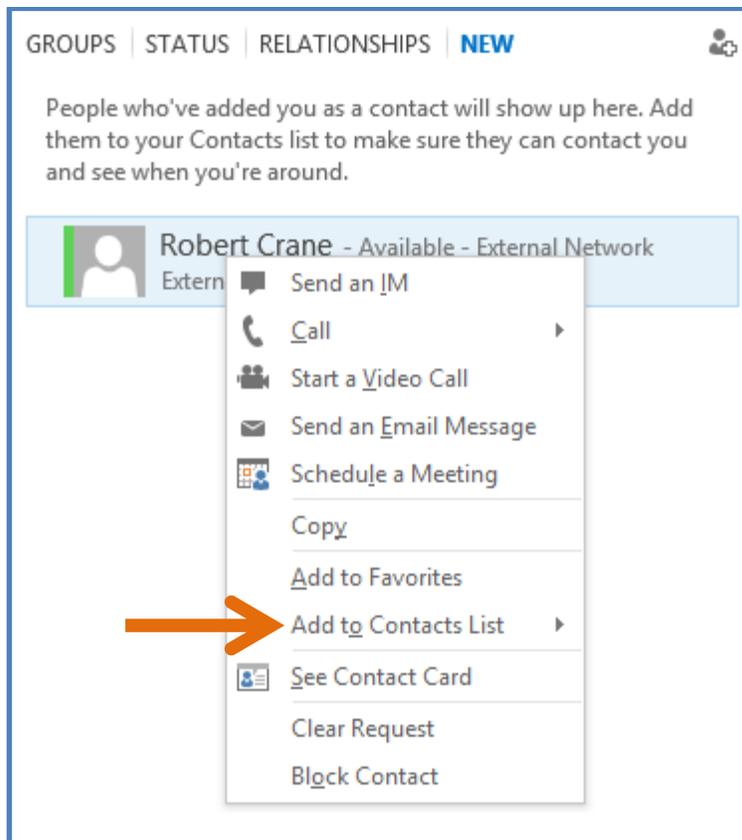


If you elect to add a contact to your Lync list they will now appear in the *Contacts* area of your Lync window as shown.

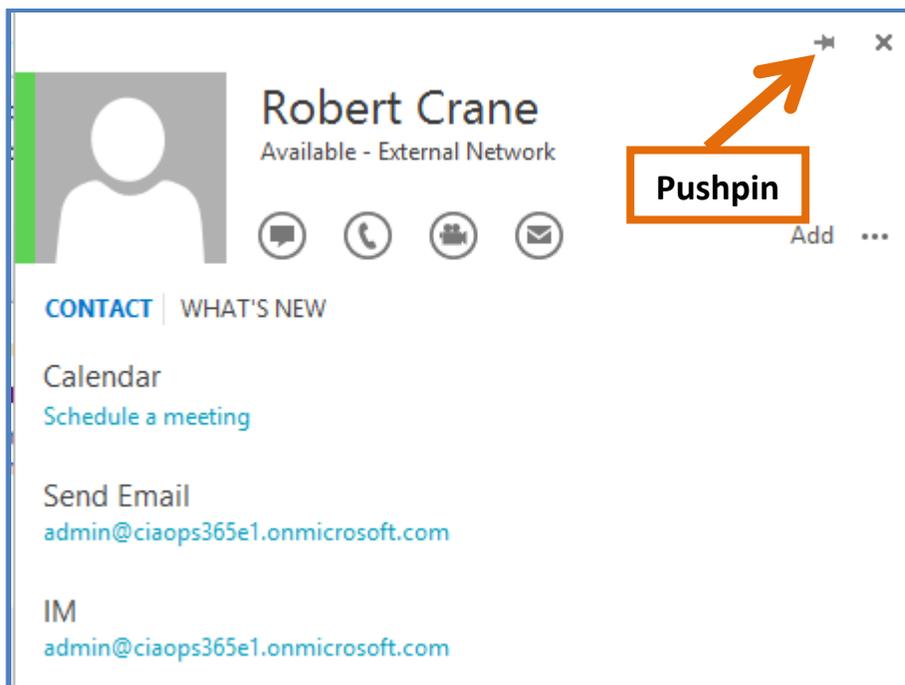
When you add someone to your Lync contacts, that person will see a message in their *New* menu item like so:



They can elect to add your contact details to their list and also select which group you should reside in and what the relationship is by **right mouse clicking** on the contact.



And then selecting **Add to Contacts List** as detailed previously.

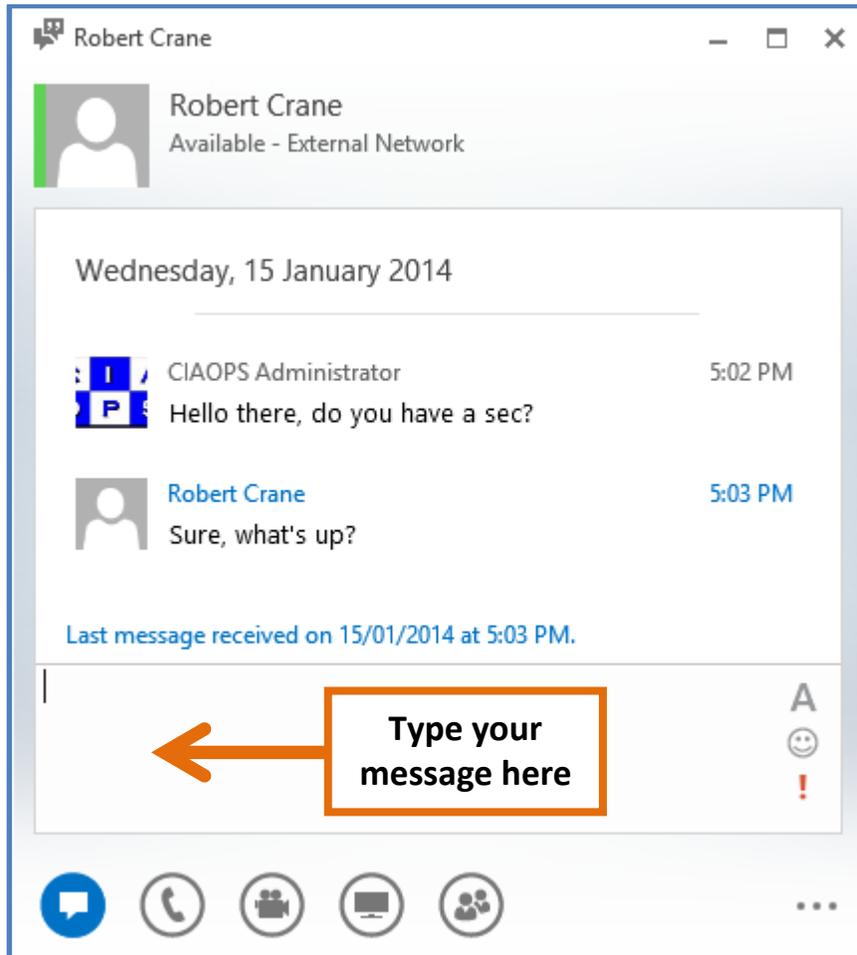


If you however select the option to **See Contact Card** you will be shown a dialog box like that shown above with all the details of that contact.

If you select the **pushpin** in the top right corner of the contact card, the contact card will continue to display even when the mouse is moved away.

The contact card displays the name (in this case *Robert Crane*) as well as their status (in this case *Available*). You will also notice that the contact is on an *External Network*. This means that the contact is not part of your company Office 365 tenant. Directly below this you will see a number of buttons. From left to right:

-  *Send an instant message* – This will display a chat window into which you can type messages for the contact. Remember to press the **Enter** key after each message to send it.



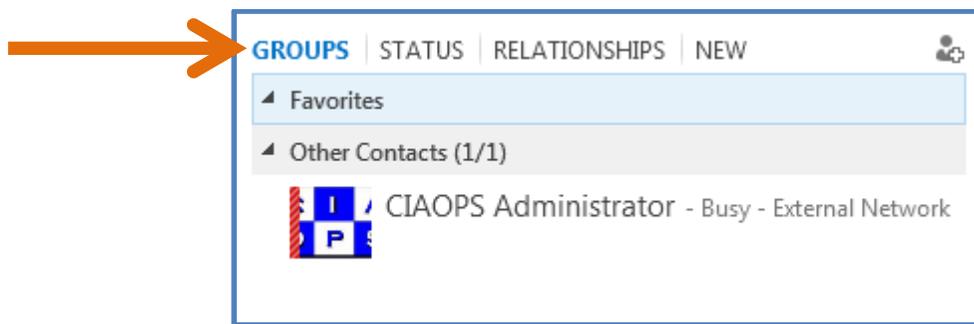
-  *Lync call* – Make a Lync to Lync or Lync to phone (if available) call.

 *Start Video call* – This is the same as a Lync call but includes content from webcam if present on your desktop.

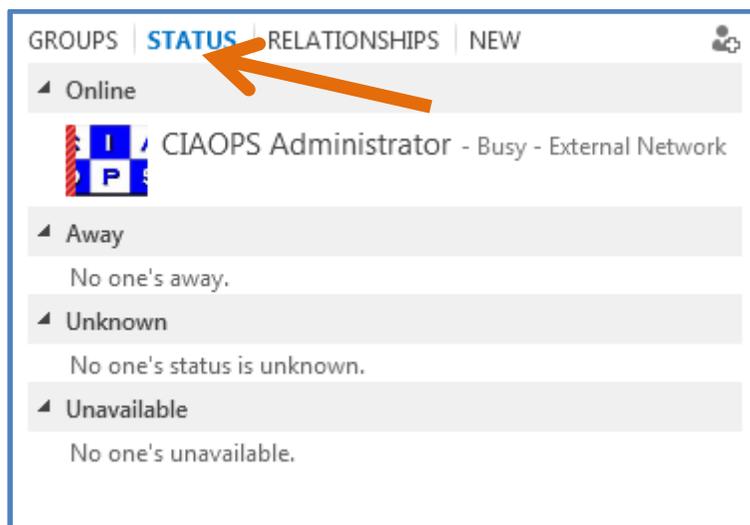
 *Send an email* – This will launch Outlook and address an email to the contact.

... *More options* – Display a list of other ways to communicate including, *Manage recording*.

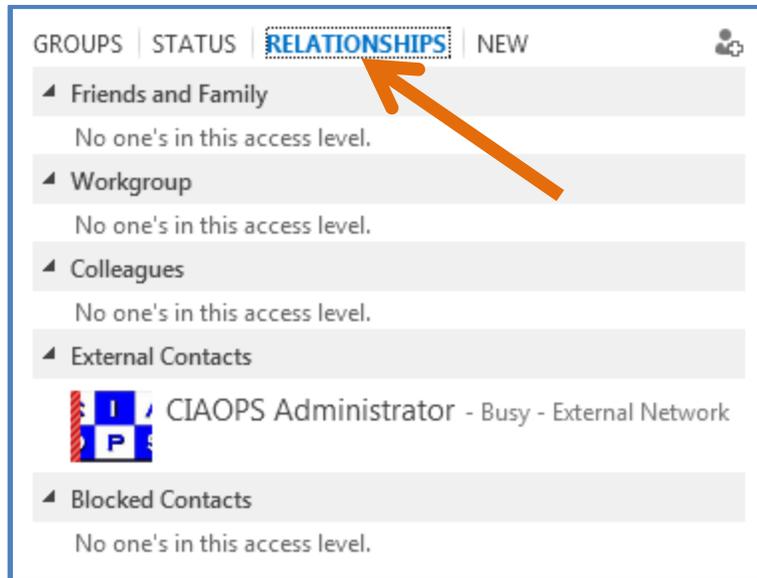
Close the contact card and return to the Lync client now.



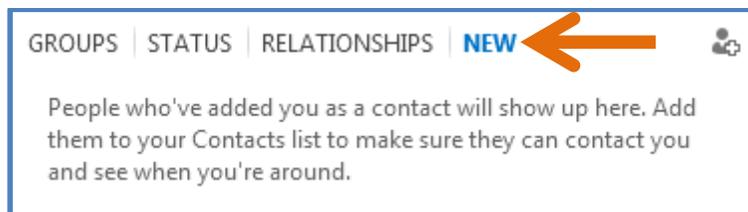
At the top of the list of contacts you will see the following hyperlinks: *Groups*, *Status*, *Relationships* and *New*. You can select any of these to change the way that contacts are displayed in your Lync client. You can display contacts by *Groups* (as shown above).



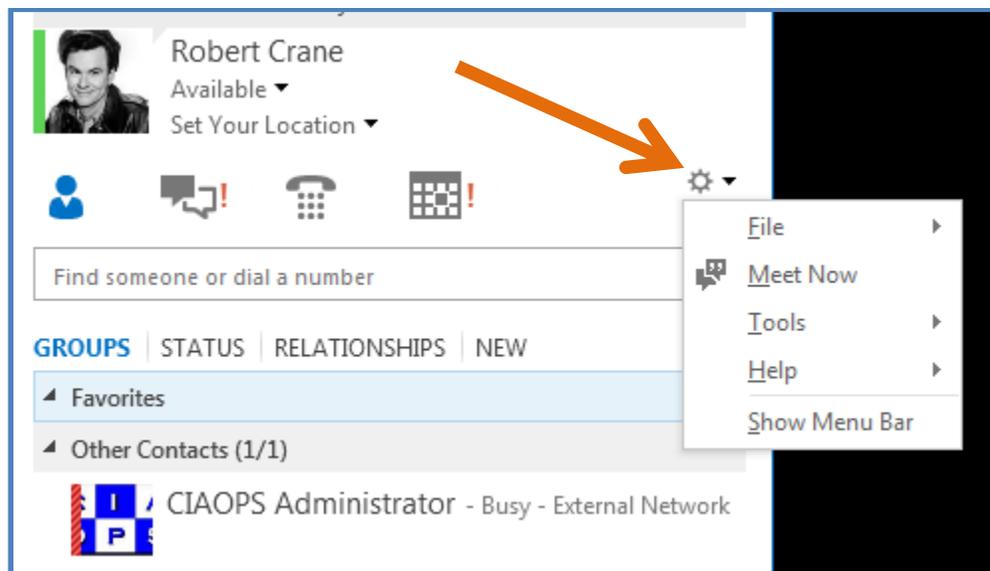
Or *Status* (shown above),



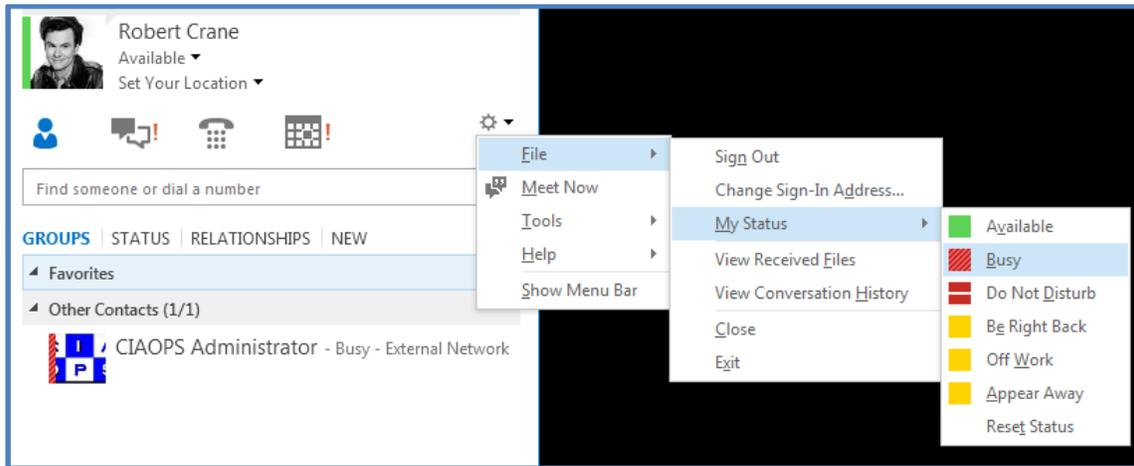
Or by *Relationship* (shown above).



As mentioned previously, there is also the option to display any *New* contacts who have added you to their Lync.



In the top right of the Lync window you will find a *cog* icon that allows you to adjust the Lync settings. If you select this a series of menus will be displayed.



The *File* menu allows you to do things such as:

*Sign Out* – Log the current user out of the Lync client but leave the client software running.

*Change Sign-In Address* – Change which user automatically signs into Lync when it starts.

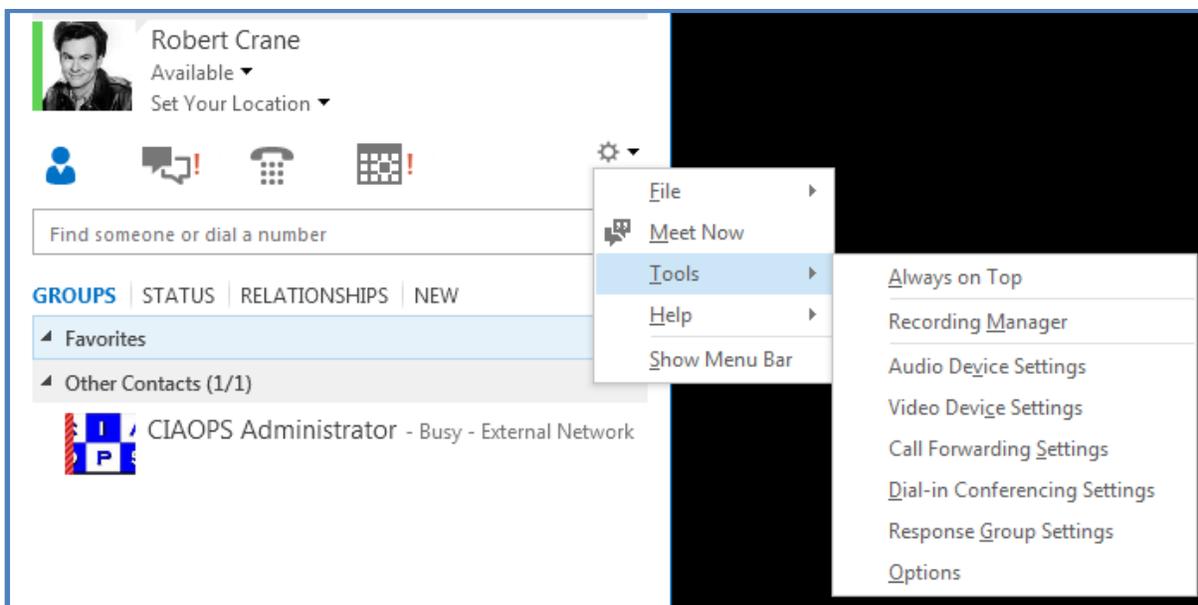
*My Status* – Change how others see your presence.

*View Received Files* – View files others have sent you directly via Lync.

*Close* – Minimize the Lync windows but keep Lync running in the background.

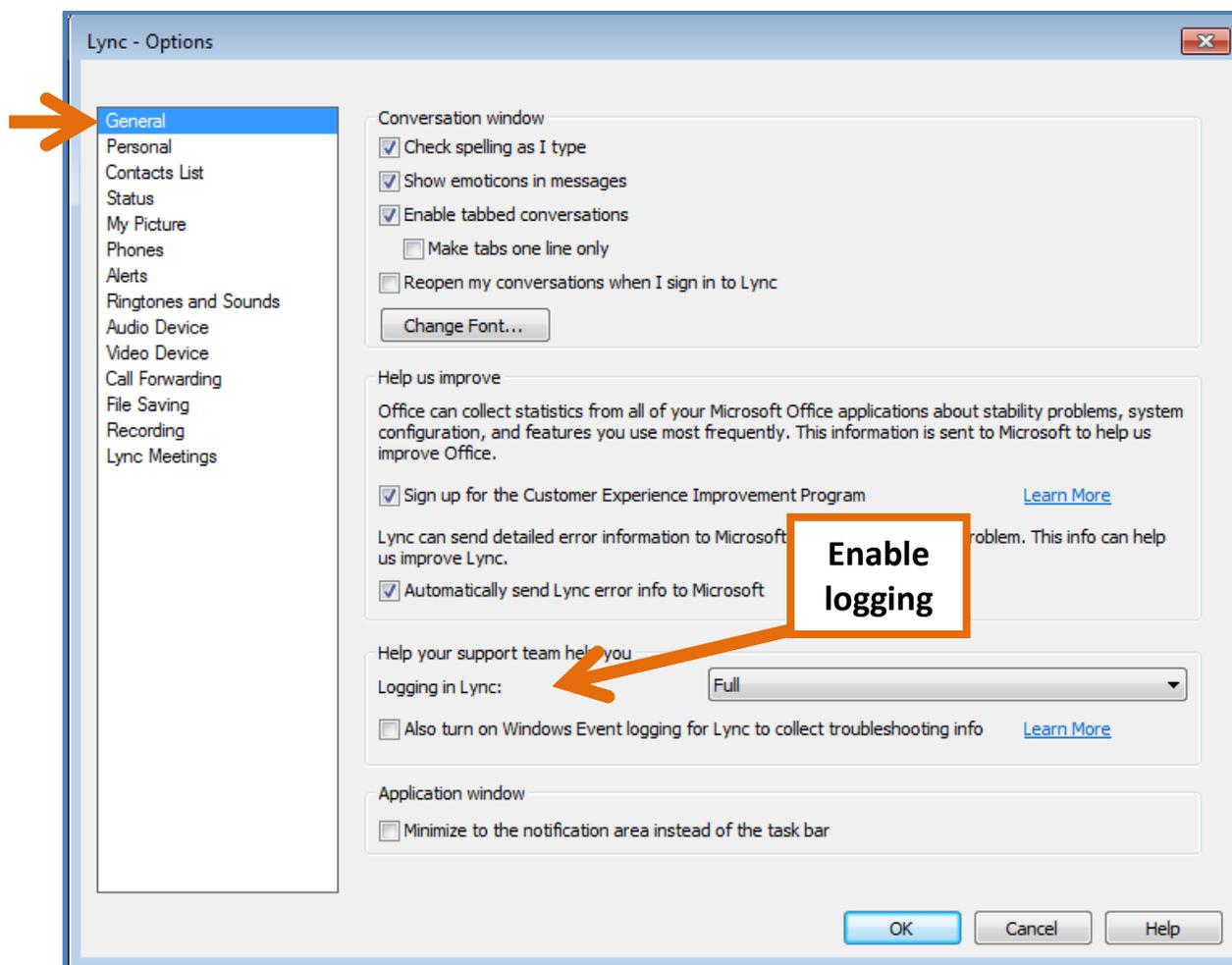
*Exit* – Sign out of Lync and close the client program.

The *Meet Now* option will start a Lync conference call with only you in it. You can then invite others to participate in this meeting.

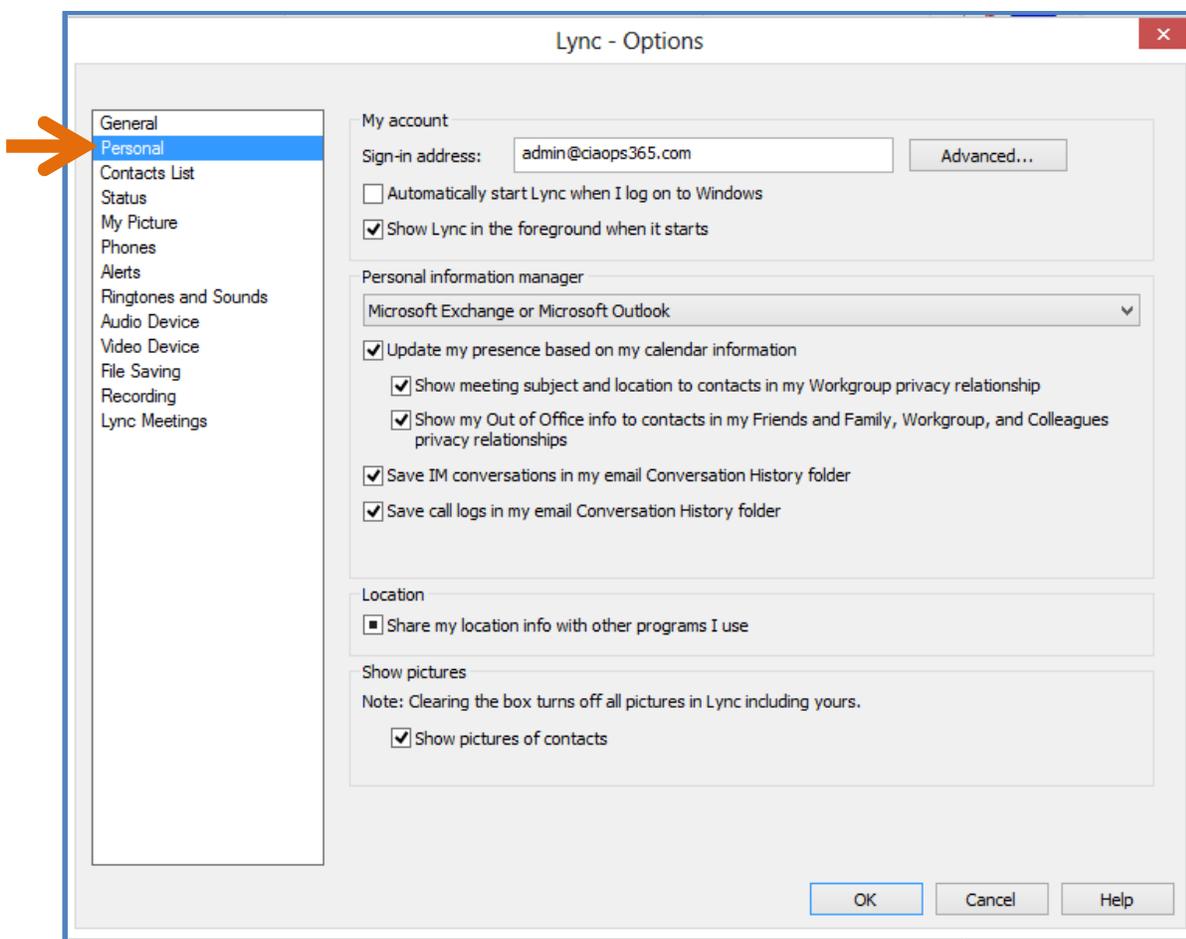


The *Tools* menu provides you access to the *Recording Manager* (detailed later), Audio and Video settings as well as *Call forwarding*, *Dial-in Conferencing* and *Response Group* settings if available.

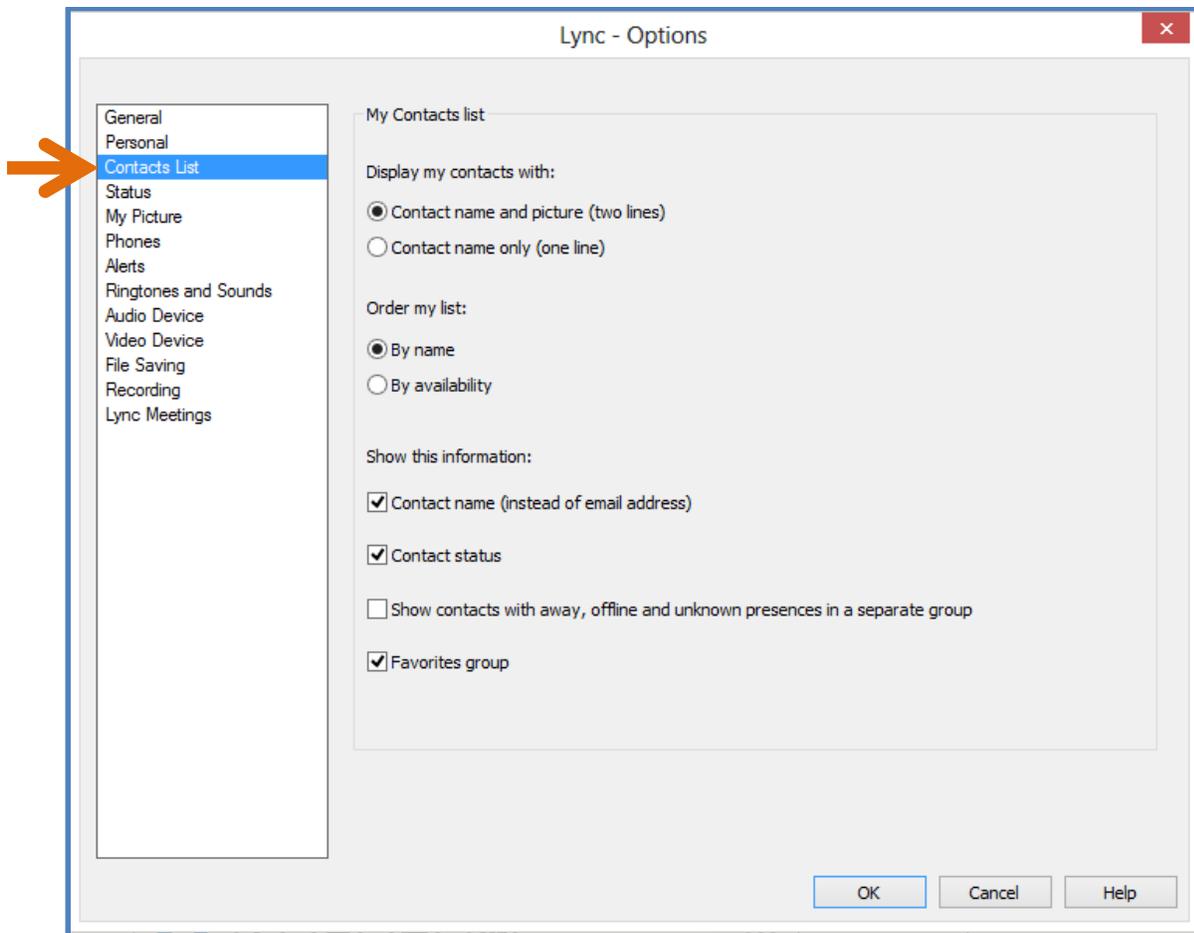
The Lync Options area provides a number of different settings for Lync as shown below:



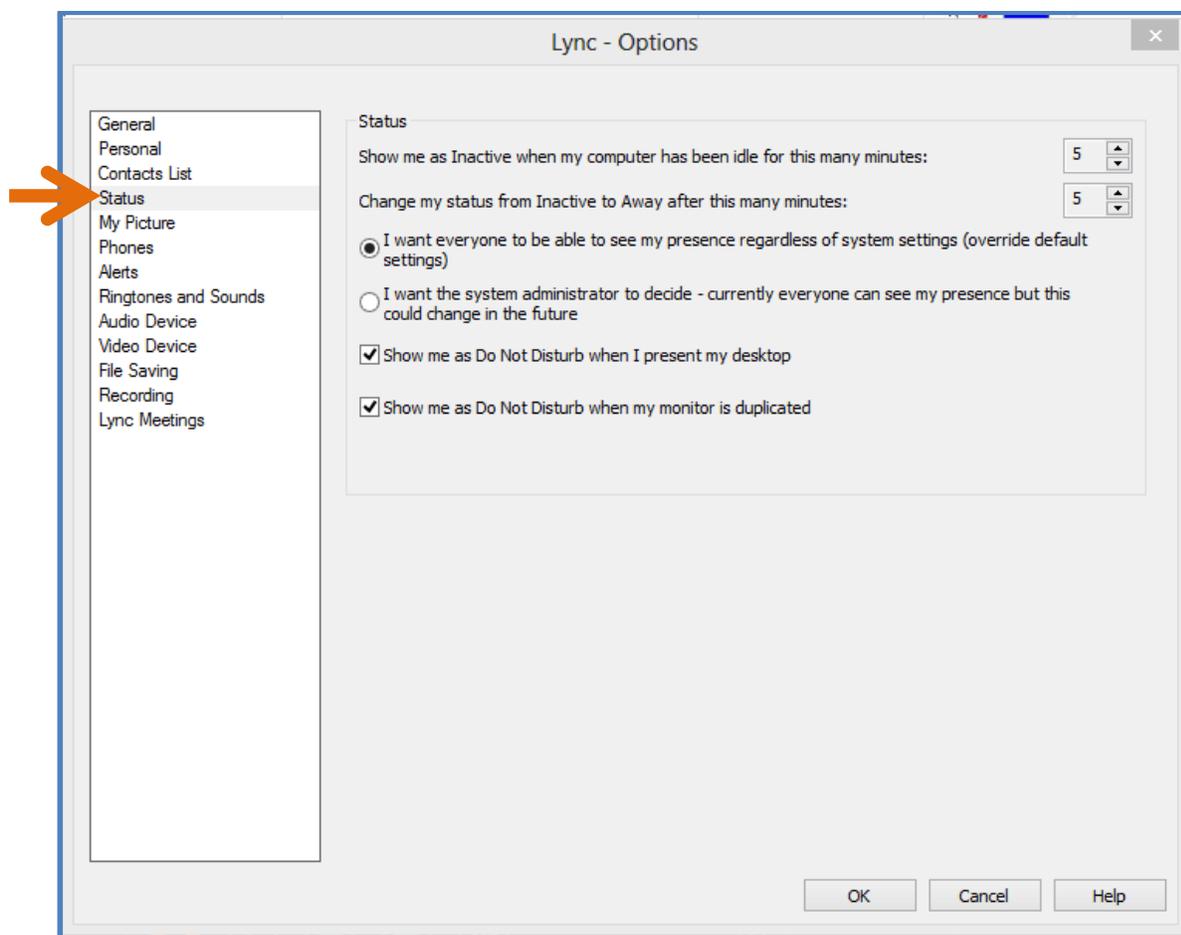
You will also notice there is an option on this front page (*General*) to turn on logging in Lync for troubleshooting and diagnostics if required.



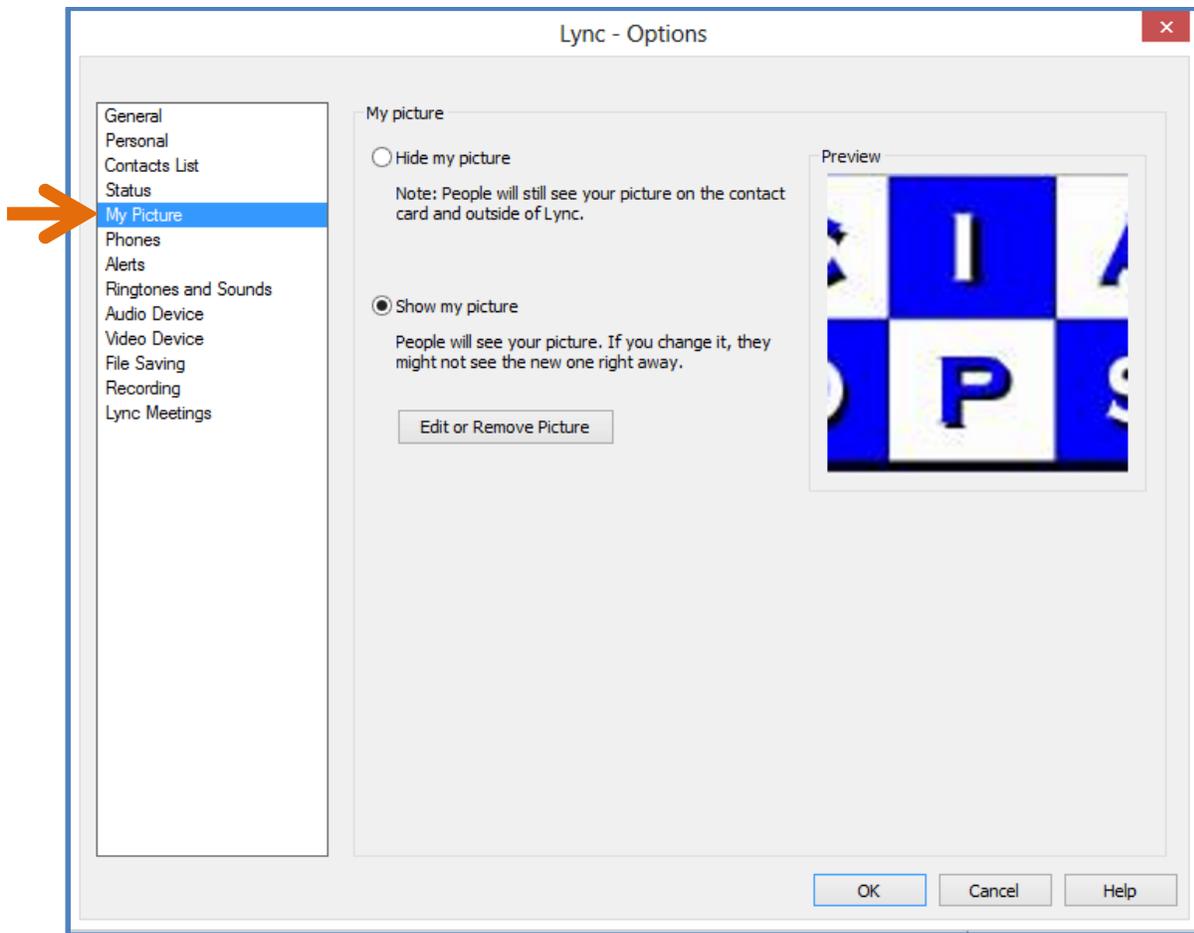
In the *Personal* tab you can set the sign-in account and whether Lync will automatically start when you log into windows (which is the default). You will also see that automatic presence settings are enabled and linked to Microsoft Outlook by default.



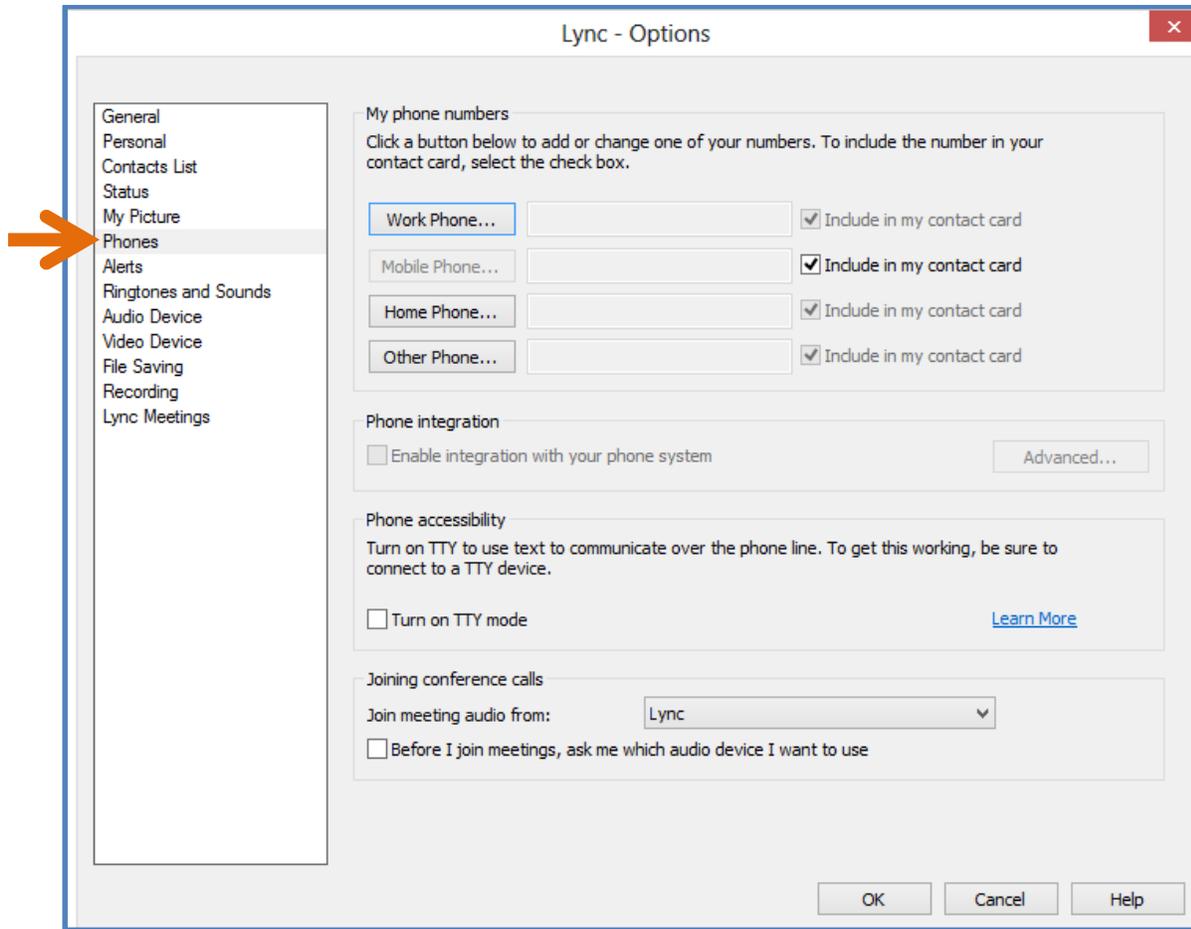
The *Contacts list* allows you to modify how your contacts will be displayed in Lync.



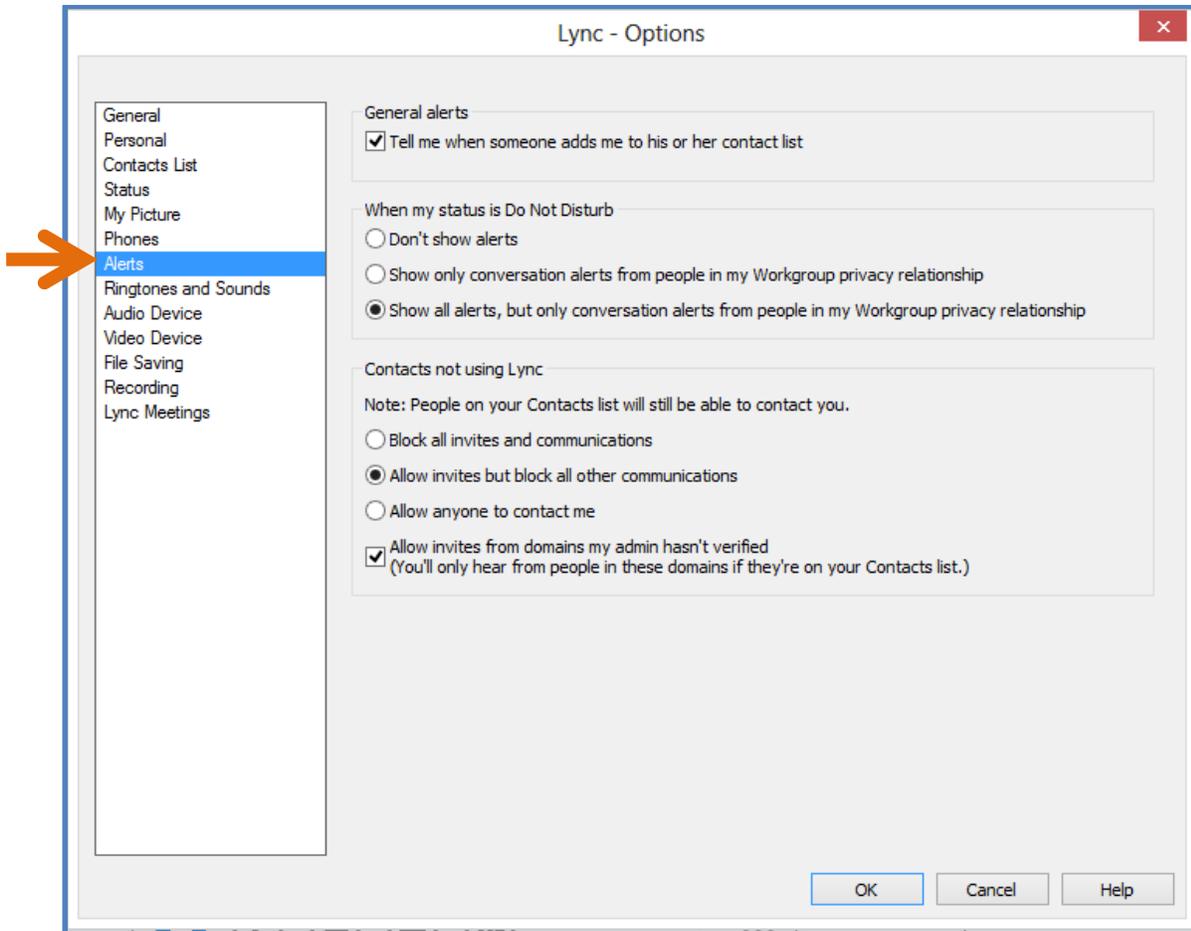
The *Status* tab allows you to determine how your Lync status is displayed including the delay before automatically setting your status to idle.



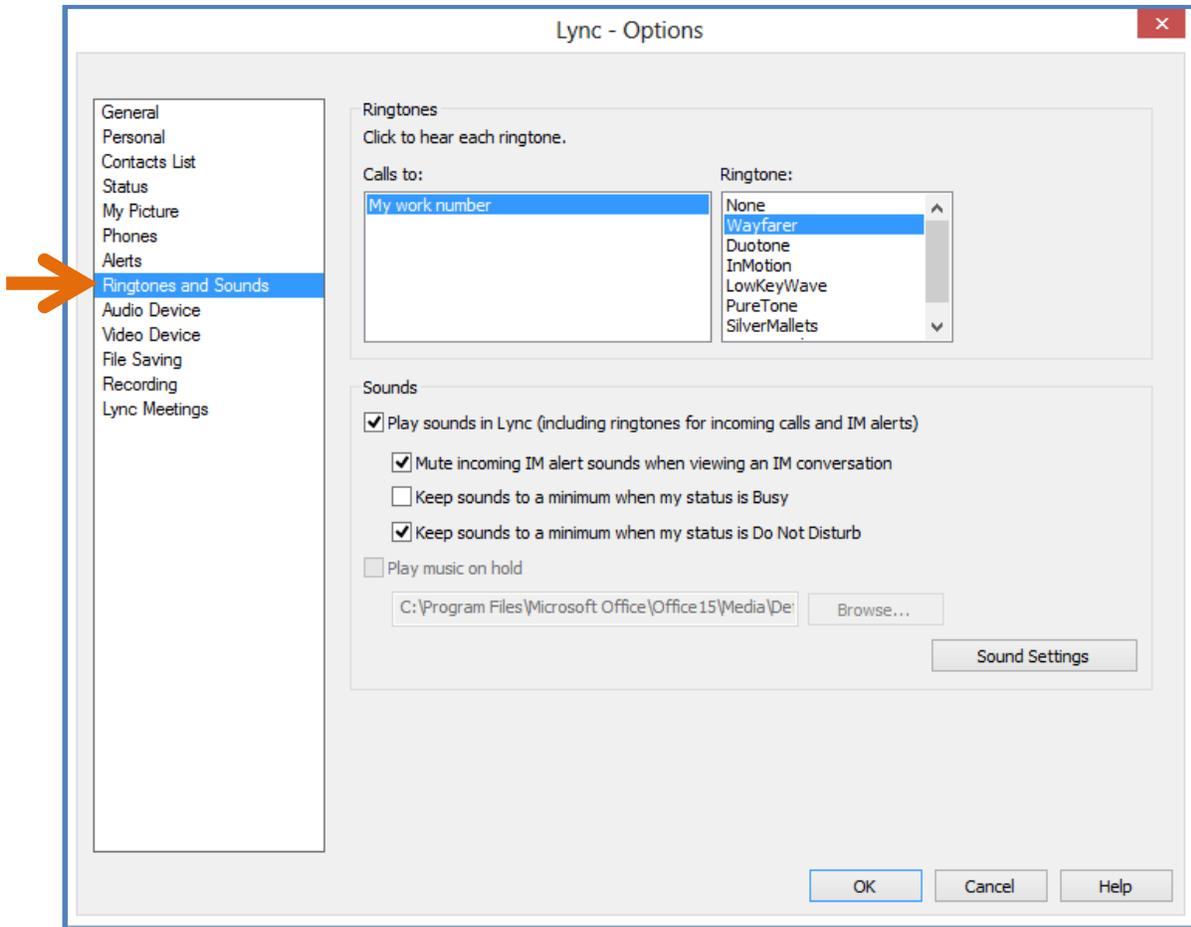
The *My Picture* tab allows you to select which image you wish Lync to display.



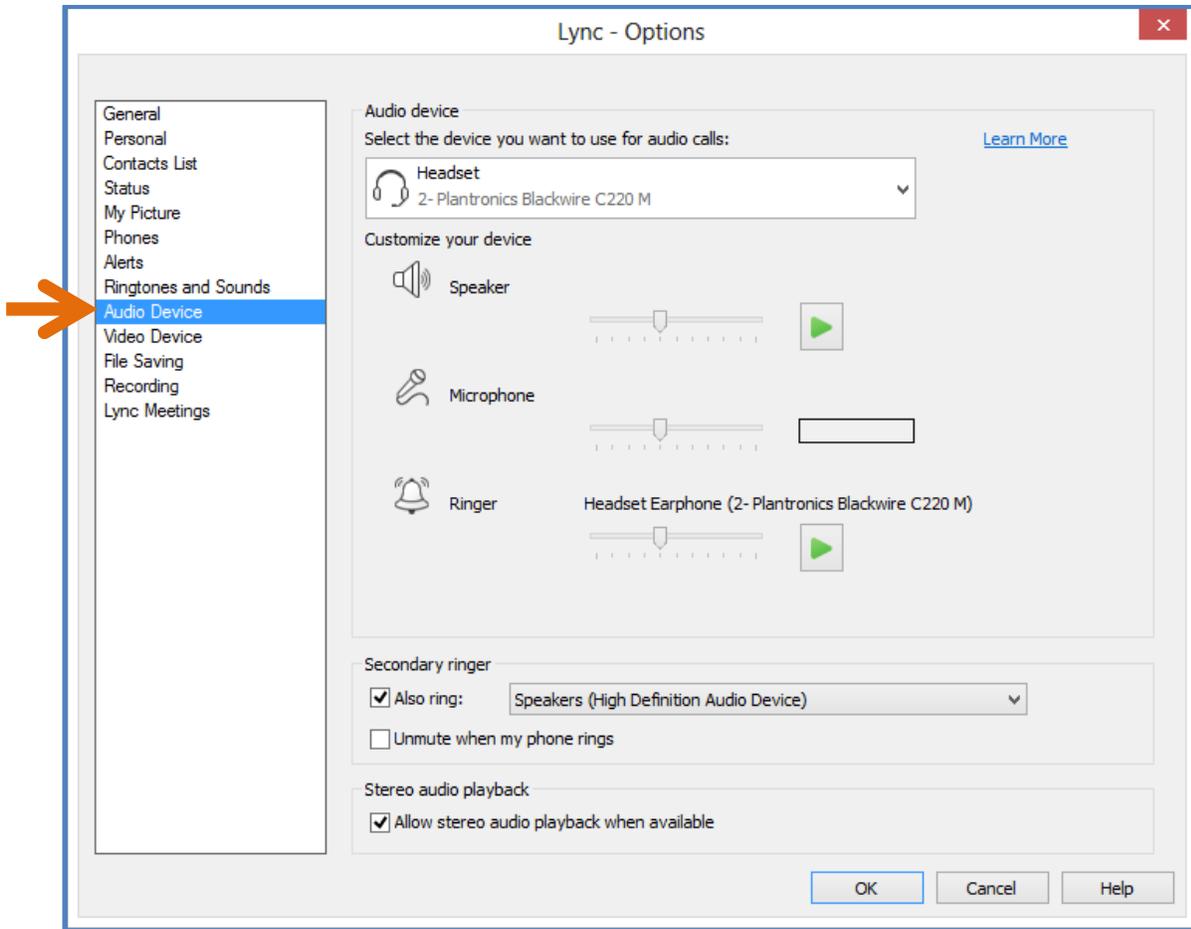
The *Phones* tab allows you to set the contact numbers you have. Depending on which Office 365 plan you have, some of these numbers may be able to be integrated with Lync.



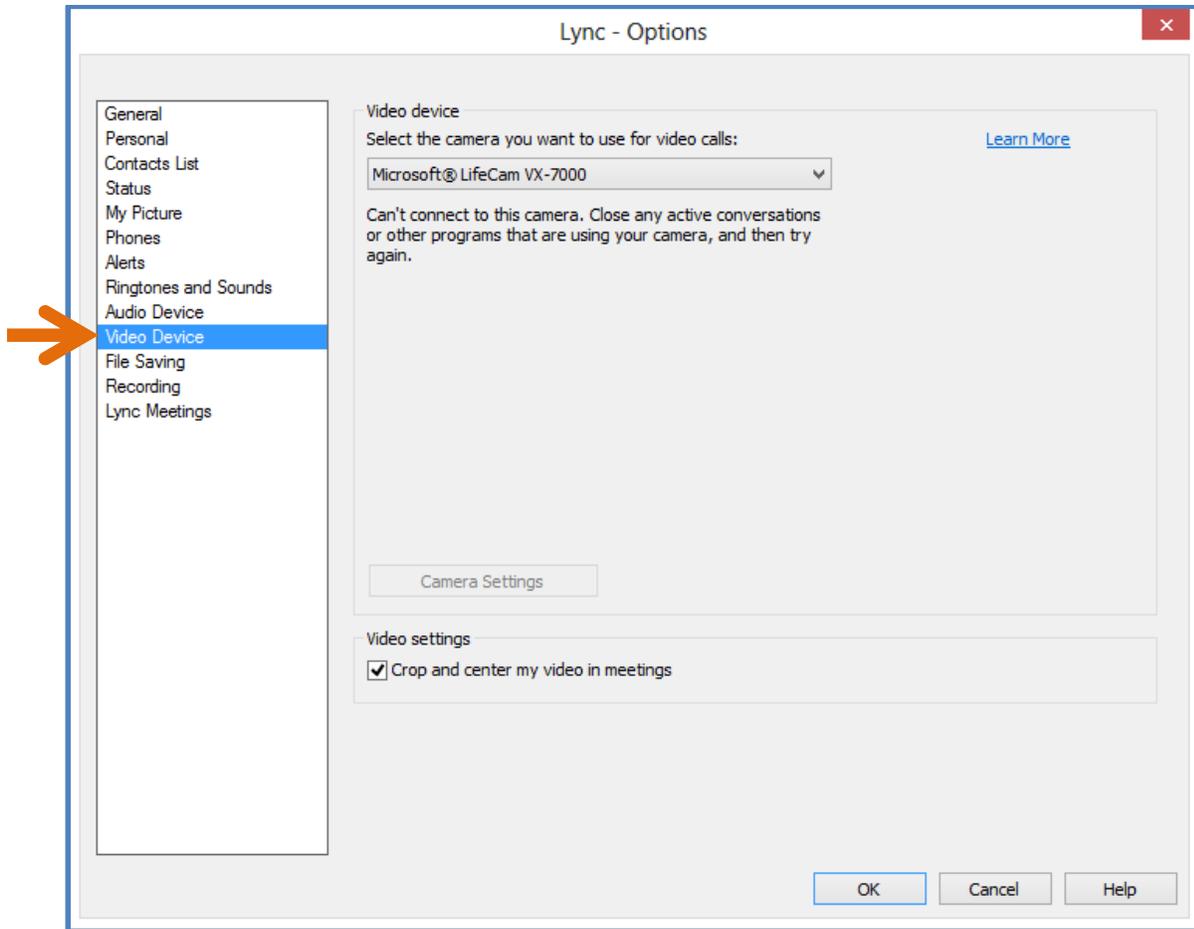
The *Alerts* tab allows you to control how general alerts are handled and what actions to take when your status is set to *Do Not Disturb*.



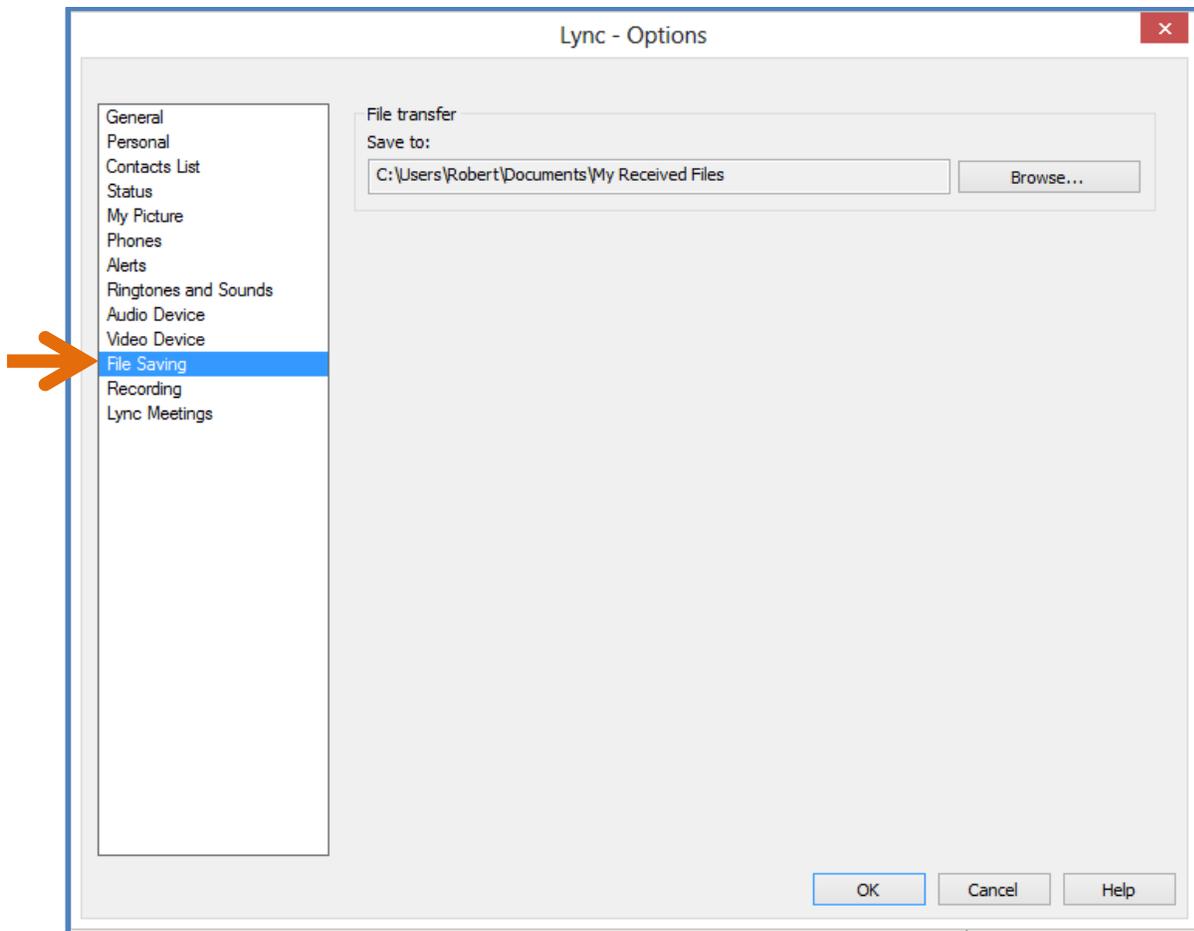
The *Ringtones and Sounds* tab allows you to control which sounds to use for call and how sounds are played in Lync.



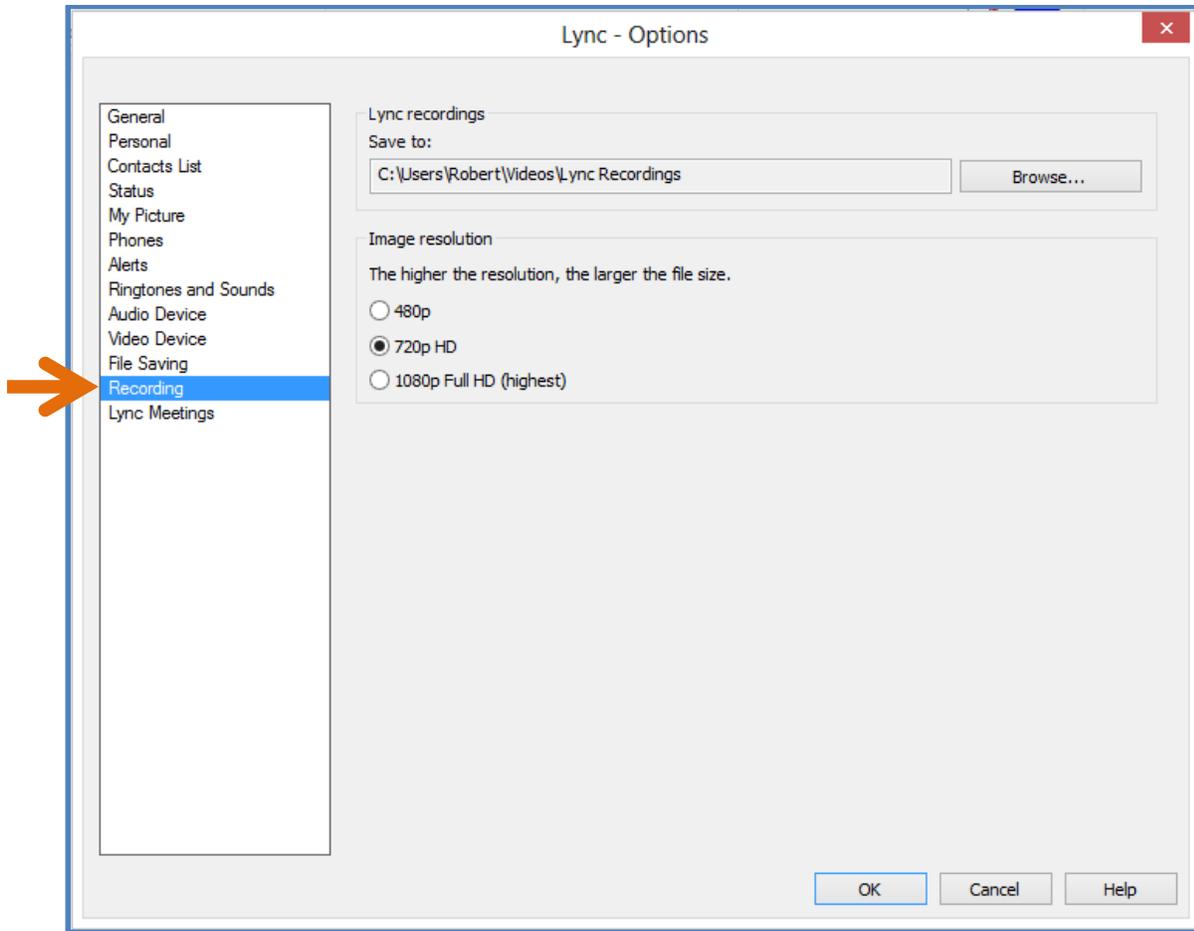
The *Audio Device* tab allows you to configure which devices are used for audio on your desktop. You can select from the range of devices that are normally installed on your machine: this may include desktop speakers or headset devices. You can also adjust the volume on each of these devices.



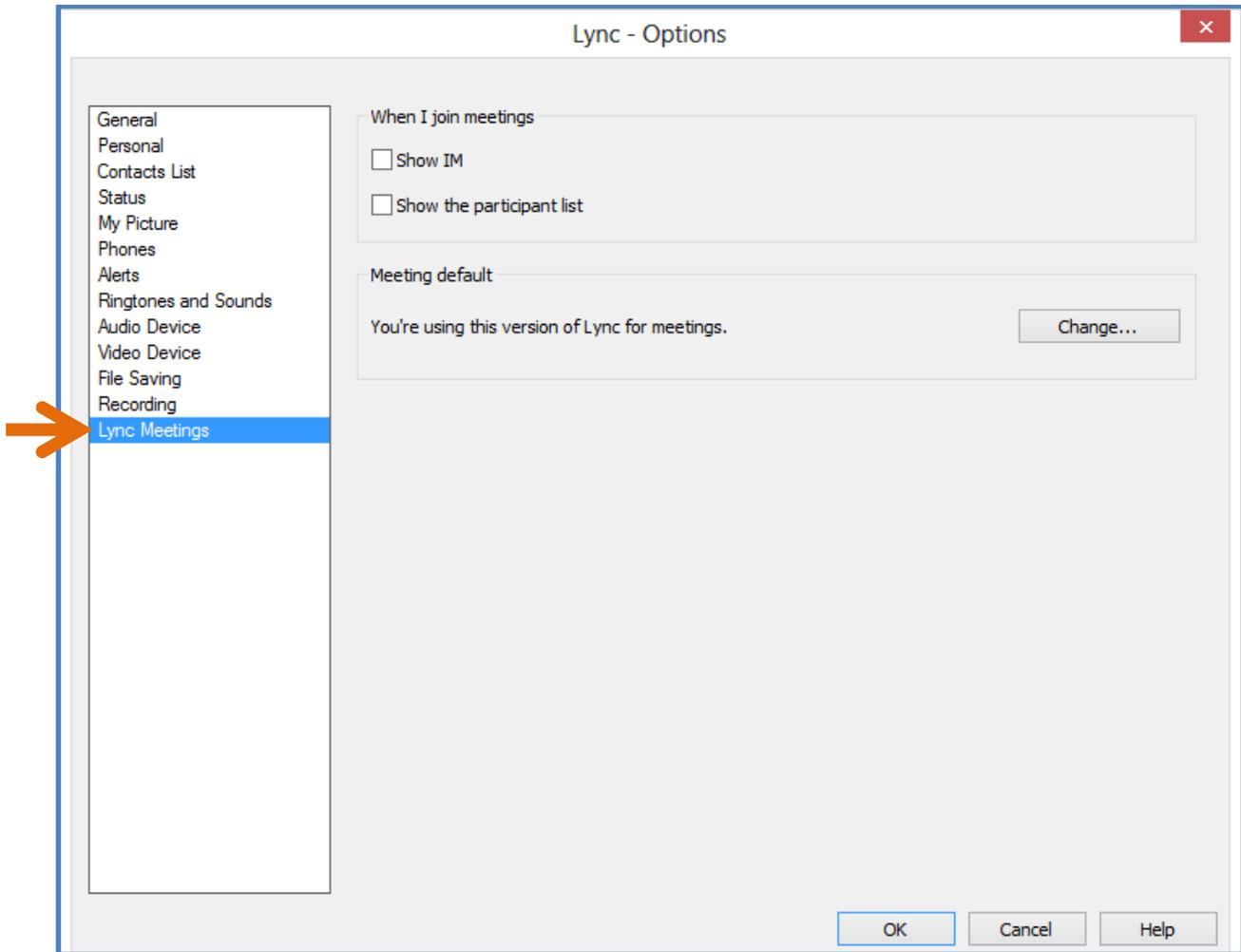
The *Video Device* tab allows you to control the settings for a webcam if it is connected to your system. If no device is connected or detected, you will see a message. Lync uses webcam devices that are available in the operating system. The recommendation is that you configure these first and then add them to Lync.



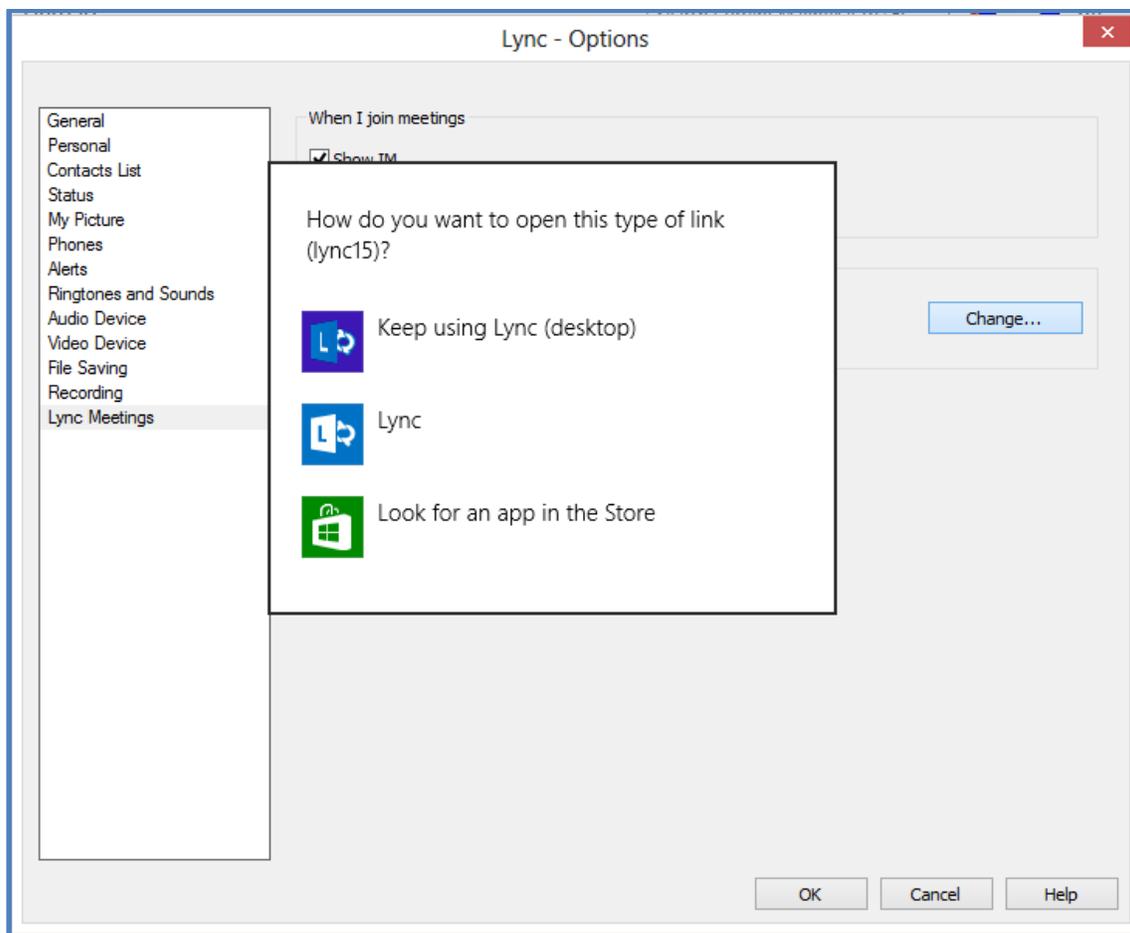
The *File Saving* tab allows you to determine where files which have been transferred to you are saved.



The *Recording* tab allows you to specify where recordings of Lync meetings will be saved locally and at what resolution they will be recorded.



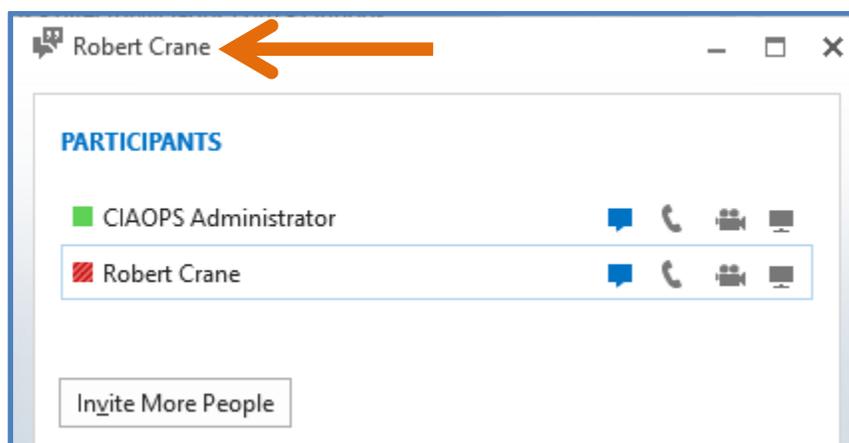
The *Lync Meetings* option allows you to set the ability to automatically display the *Instant Message* window as well as the *Participants List* when you join a meeting.



The *Meeting Default* option allows you to set which version of Lync you wish to use as the default on your system. You may wish to change this on systems that support multiple versions of Lync such as Windows 8.

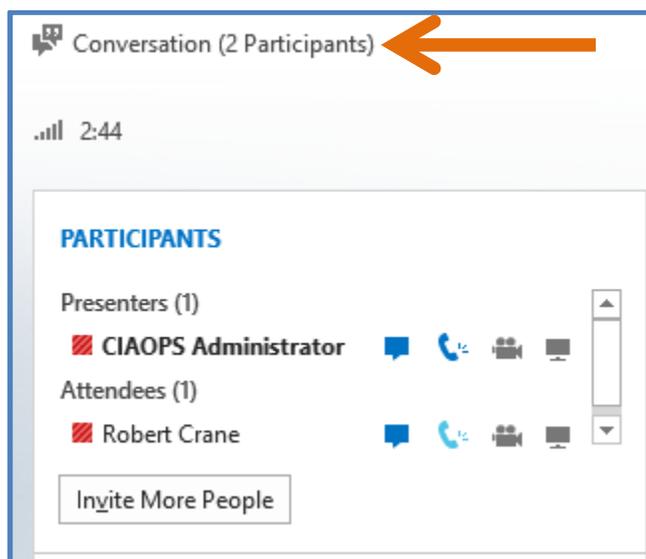
## Types of meetings and members

There are broadly two types of Lync connections that you can participate in.



The first is a simple Lync meeting. In this situation you normally just engage with one person from your Lync contacts. You can however invite additional people to attend if desired. In this option you will see the heading of the Lync window as the name of person you are connected to.

When you use Lync in this manner not all the Lync options, such as recordings, are available to you. Also here there is no concept of Presenter or Attendee. Think of these meeting situations as simply ad hoc conversation using the power of Lync.



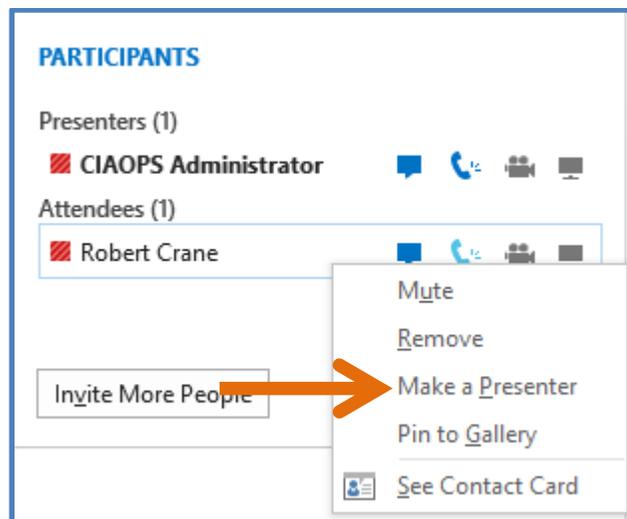
The second way you can connect to others using Lync is via a conference. You will see when this is the case because the Lync window will have the heading *Conversation* as shown above. In this mode all the Lync functions are available, including meeting recordings and you can have both

Presenters and Attendees and is designed typically like a ‘normal’ meeting that includes multiple people presenting content to each other.

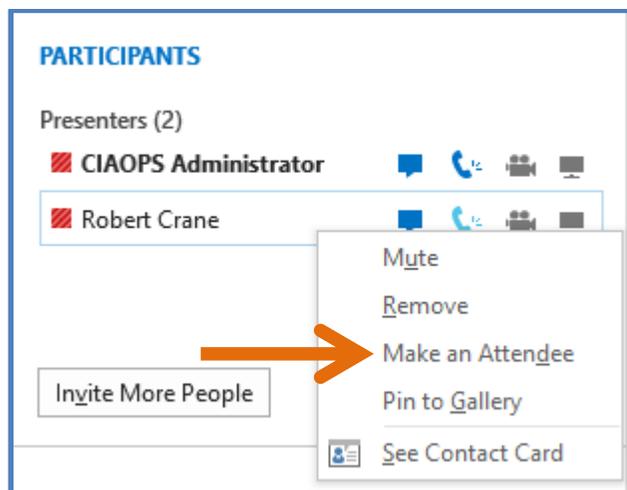
*Conversations* in Lync happen when you schedule Lync meetings via the calendar or you use the *Meet Now* function in the Lync client. Think of these situations as scheduled Lync meetings.

In a scheduled Lync meeting there are different types of meeting members, unlike an adhoc Lync meeting where everyone is similar. The lowest level member within a scheduled Lync meeting is known as an Attendee. Normally, an Attendee simply connects to a meeting and listens and views the content that is being presented. They normally don’t contribute, although they can be allowed to do so.

The other member in a scheduled Lync meeting is what is known as a Presenter. A Presenter controls who has access to a meeting, what they see on their screen as well as their ability to broadcast video and audio. A Presenter also has the ability to promote an Attendee to being a Presenter as well as the ability to demote a Presenter back to being an Attendee.



To do this as a Presenter simply **right mouse clicks** on the participant in a scheduled meeting and selects **Make a Presenter** from the menu that appears.

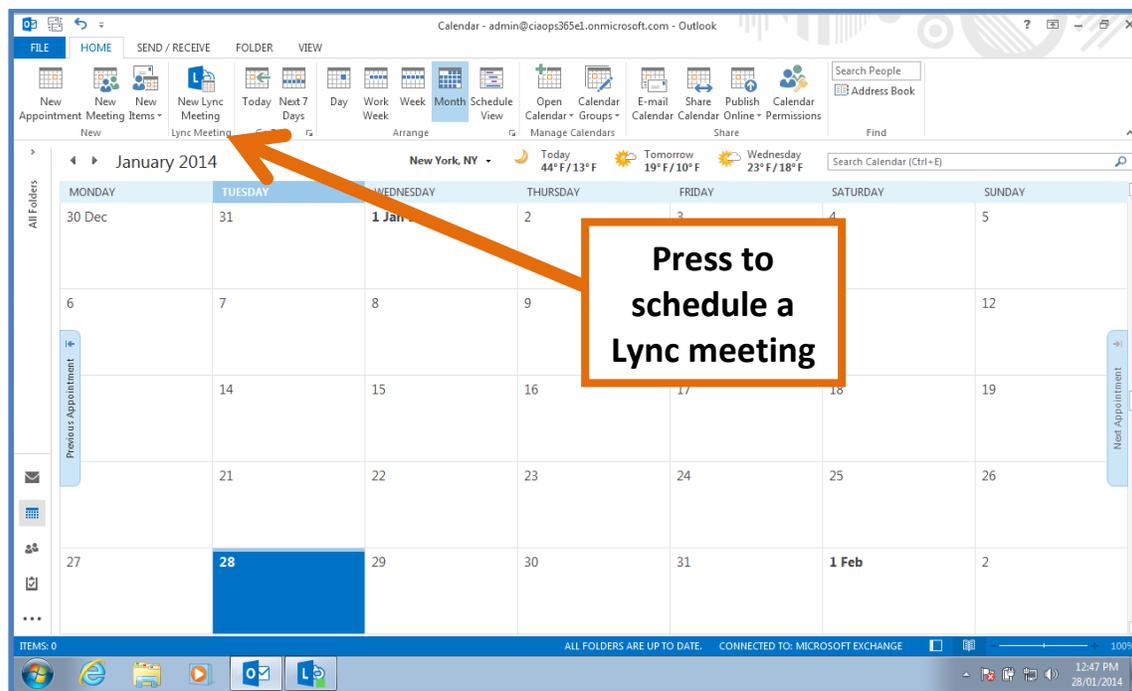


Likewise, to demote a Presenter simply **right mouse clicks** on their name and selects **Make an Attendee** from the menu that appears.

A scheduled Lync meeting can have multiple Attendees and multiple Presenters but it must have at least one Presenter.

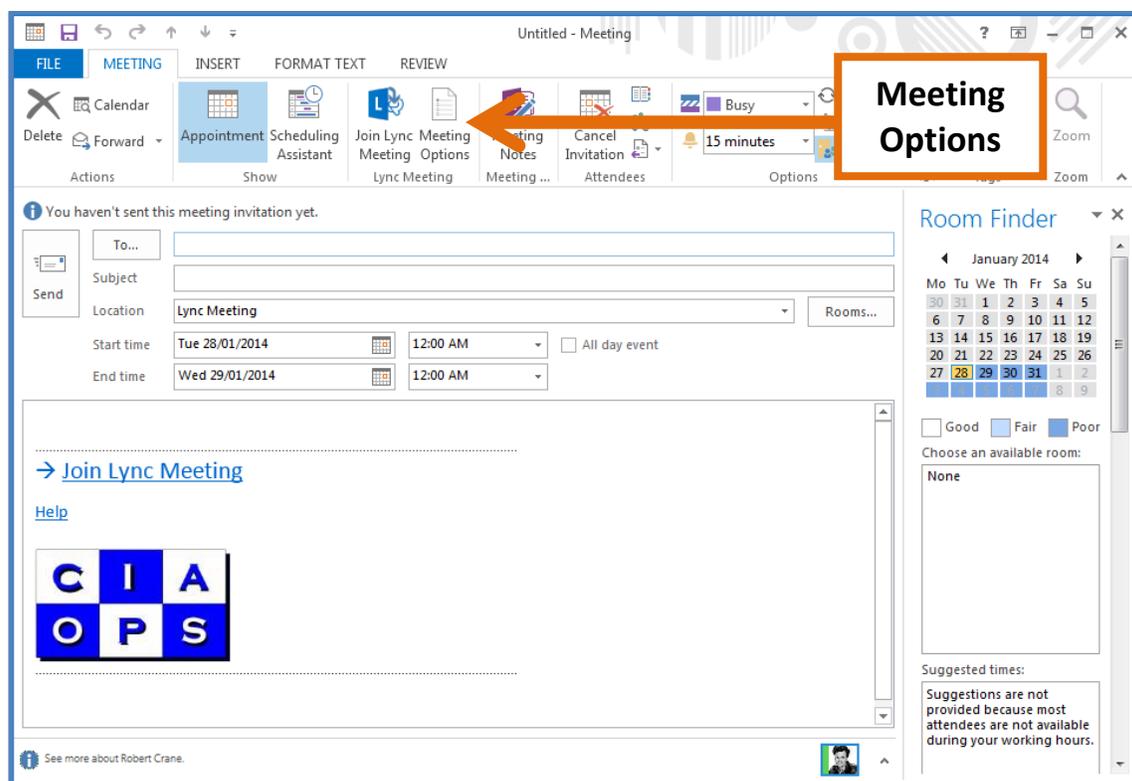
## Scheduling a Lync Meeting with Outlook

Once Lync has been installed on your system it will integrate with Outlook to allow you to schedule meetings directly from your calendar.

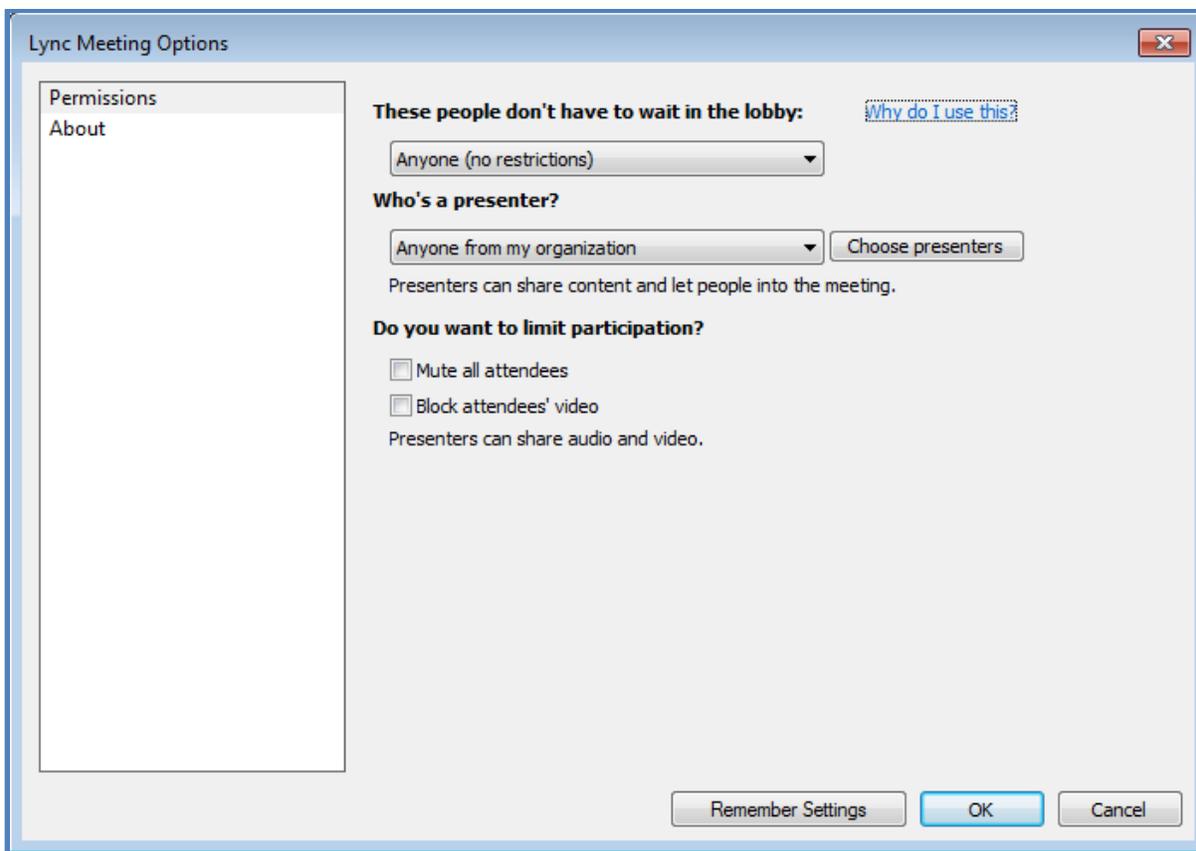


When you open your Outlook calendar you should see the Lync button on the ribbon in the *Home* tab.

Simply press this **New Lync Meeting** button to schedule a meeting.

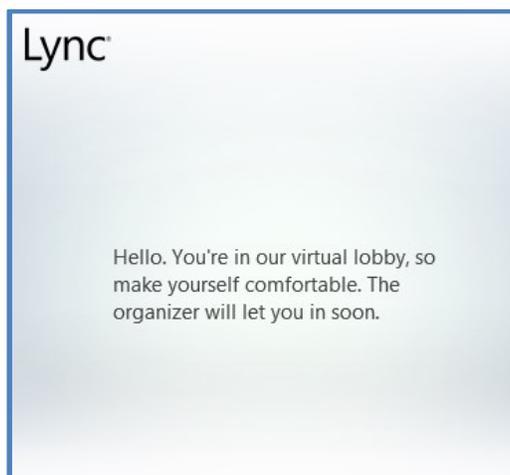


You should then see a standard calendar appointment item open, as shown above, in which you can complete all the details of your meeting, i.e. attendees, time, date, etc. You will also see that Lync has populated the body of the meeting with hyperlinks and information on how to join. Your attendees will receive this when you send the invitation and can click on the links to join the meeting directly from their own Inbox. You can add additional information to this invite if you want.

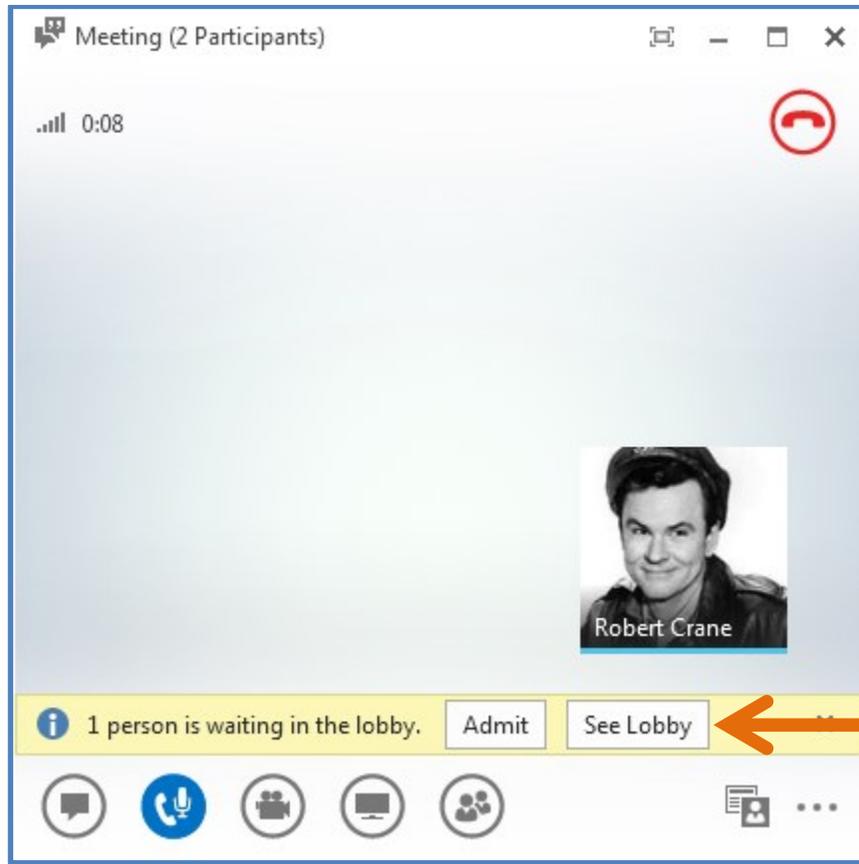


When you press the **Meeting Options** button in the ribbon you will see the options allowing you, as the creator of the meeting, to customize the permissions.

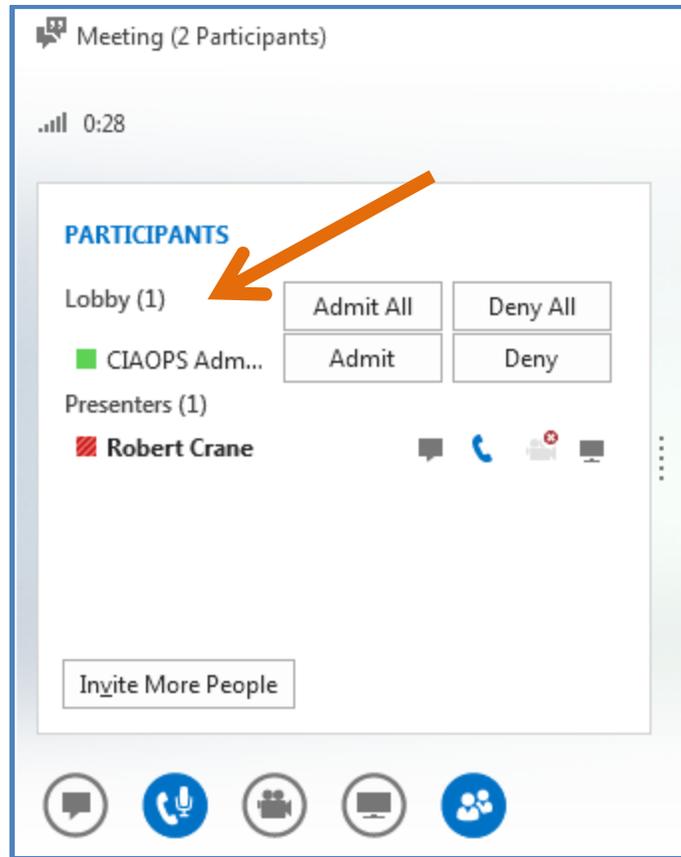
Here you have the option to implement the Lync meeting lobby. Users who have this enabled will not immediately join the meeting when they connect. They will instead be shown a lobby dialog like so;



These users will remain in the lobby until they are granted entry by a Presenter.

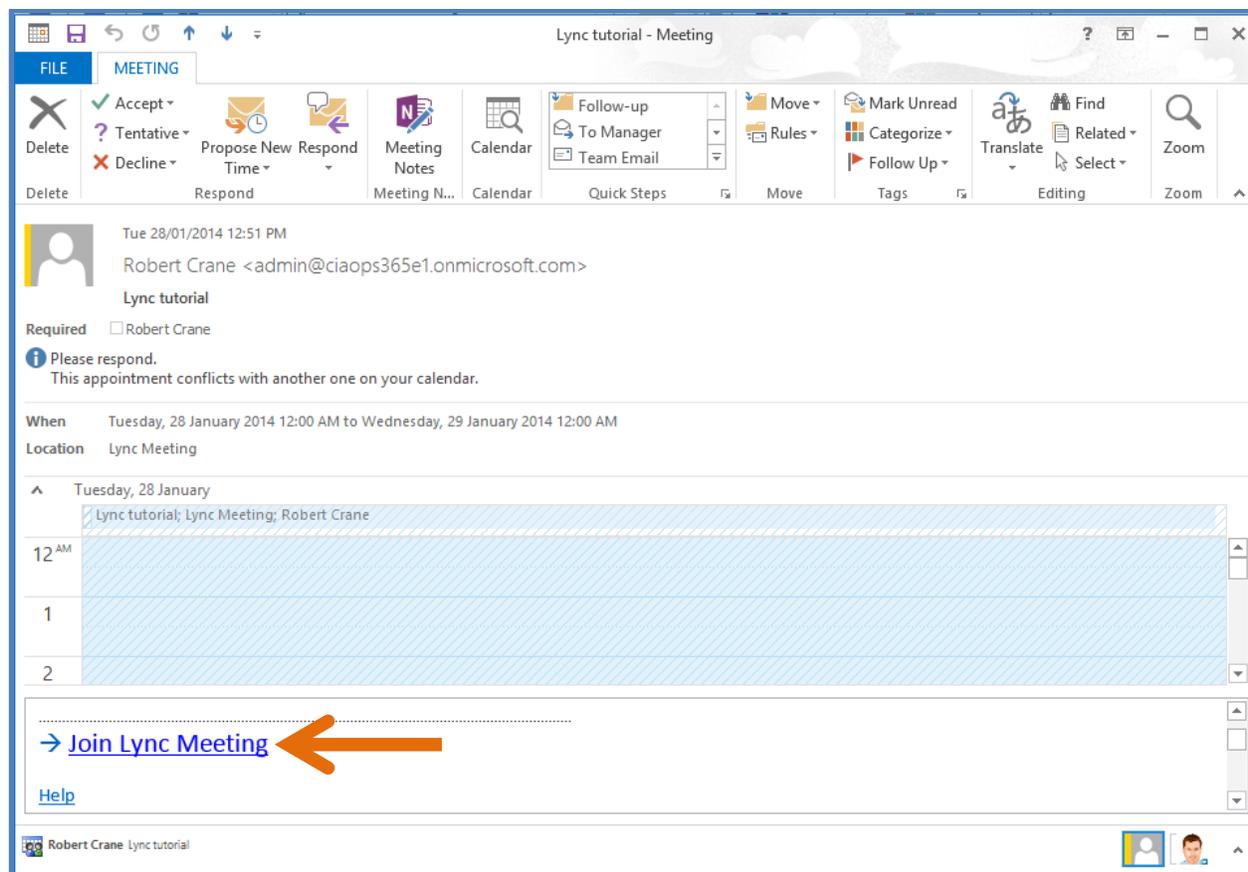


The Presenter will see users who are waiting the lobby as shown above. They simply need to press the **Admit** button to access for that user or the **See Lobby** button to view all the participants waiting to join the meeting like so:



By default, people you invite from your organization will be Presenters in the meeting (i.e. have the ability to make changes and upload content to the meeting); others will join as Attendees with view and limited interaction rights. As the creator of the meeting you will always be a Presenter. You will note that you can change these default options by selecting alternate options and clicking the **Remember settings** box in the lower left of the *Lync Meetings Options* window.

Once you have completed and configured the meeting invitation press the **Send** button.



Your invitees will receive an appointment email as above listing the proposed time for the Lync meeting. They will see the hyperlinks for the meeting along with any additional details you have added. Once they accept the meeting it will appear in their calendar.

When the meeting occurs they click on one of the appointment hyperlinks. What happens from here depends if they have the Lync client installed on their system or not.

It is possible to attend a Lync meeting without a Lync account by using the free Lync Attendee desktop software. This can be downloaded from:

<http://www.microsoft.com/en-au/download/details.aspx?id=15755>

It is recommended that the Lync Attendee software be installed prior to any meeting as this provides the best Lync meeting experience for an Attendee. Information about installing and using the Lync Attendee software is not covered in this Guide; however, it is very similar to the full Lync client already covered here.

You can also elect to attend a Lync meeting using a compatible browser as well as on a Macintosh computer. Information about this is not covered specifically in this book. Further

information about using a browser or a Macintosh to attend Lync meetings can be found in the **Links** section at the end of this guide.

Not all of the functionality is available using the Lync Attendee software, browser or a Macintosh. A detailed comparison of exactly what functionality is in each Lync client is available at:

<http://technet.microsoft.com/en-us/library/gg425836.aspx>

You can also attend a Lync meeting on many mobile devices, although again, the experience will vary between devices. More information about what these experiences will be and what functions are supported on what platforms can be found at:

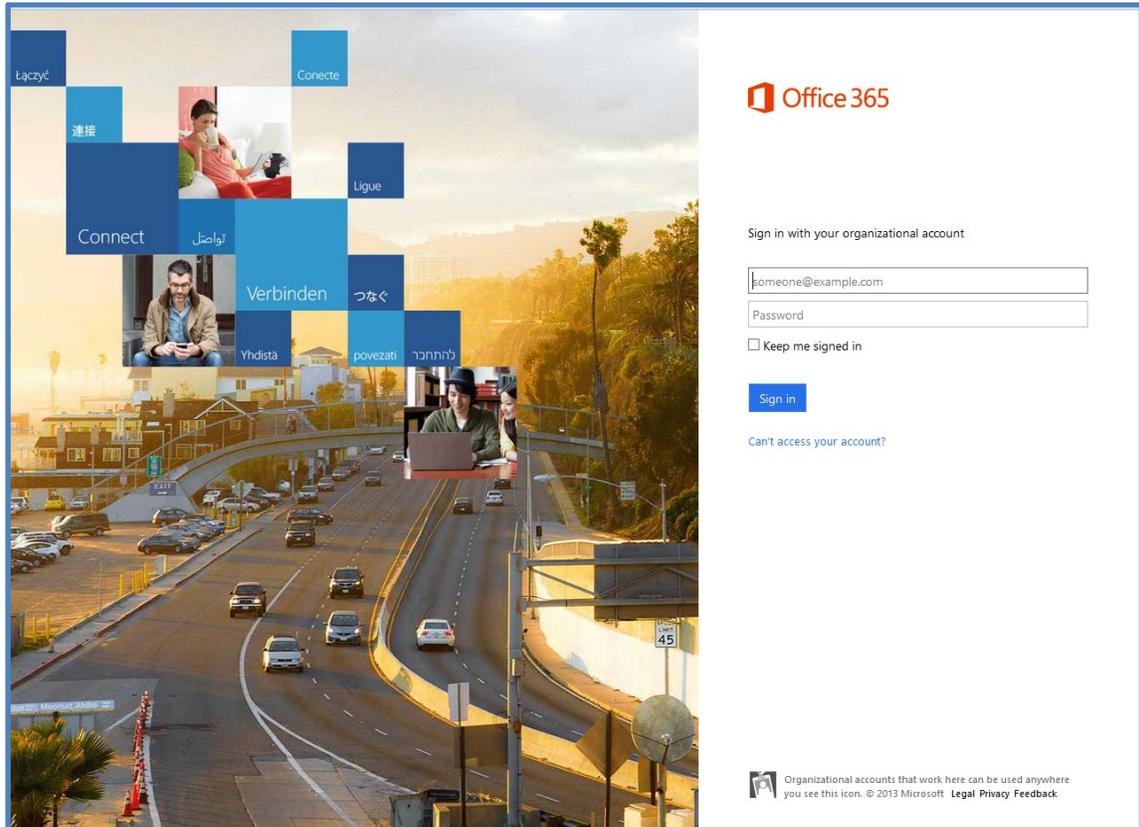
<http://technet.microsoft.com/en-us/library/hh691004.aspx>

The main point to remember is that the Lync client software is available on a wide variety of platforms and in most cases the ability to attend Lync meetings is free on these platforms.

## Scheduling a Lync Meeting using the Web

Office 365 and Lync Online allows you to schedule a meeting using the Lync Web Scheduler which can be found at:

<http://sched.lync.com>



You will be prompted to login using your Office 365 credentials.

The screenshot shows the Lync Web Scheduler interface. At the top left, it says "Lync Web Scheduler". At the top right, it says "Robert Crane" with links for "Help" and "Sign Out". Below this, there are tabs for "MY MEETINGS" and "CREATE NEW MEETING". A message says "Please fill out the meeting details and click Save." The "General" section has fields for "Subject:" (empty), "Location:" (set to "Lync Meeting"), and "Message:" (empty text area with "340 characters left" below it). The "Meeting Time" section has "Time Zone:" (set to "(UTC+10:00) Brisbane"), "Start Time:" (set to "02-04-2014 17:00"), and "End Time:" (set to "02-04-2014 18:00"). The "Access and Presenters" section has "Who will bypass the lobby:" (set to "Everyone including people outside my company").

After successfully logging in you should be presented with the Lync Web Scheduler screen as shown above.

To schedule a meeting simply complete the details for each section and scroll down the screen.

This close-up screenshot shows the "Access and Presenters" section. It includes a dropdown menu for "Who will bypass the lobby:" set to "Everyone including people outside my company", a checked checkbox for "People dialing in by phone will bypass the lobby", and another dropdown menu for "Who is a presenter:" set to "People from my company".

If you scroll down to the *Access and Presenters* section you will find you have a number of options for *Who will bypass the lobby* much like to have when scheduling via Outlook:

- Everyone including people outside my company
- People I invite from my company
- People from my company
- Organizer only

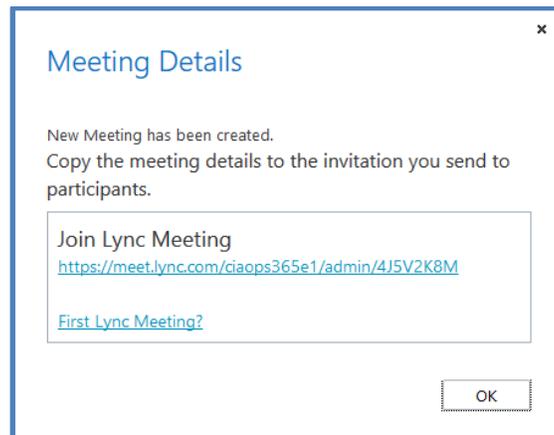
The Lync meeting lobby, as previously mentioned, is an area that scheduled meeting Attendees can be held until a Presenter allows them access to the meeting. Using these options you can control who will have to wait in the lobby and who will enter the meeting directly.

Also, in the *Who is a presenter* section you have the following options:

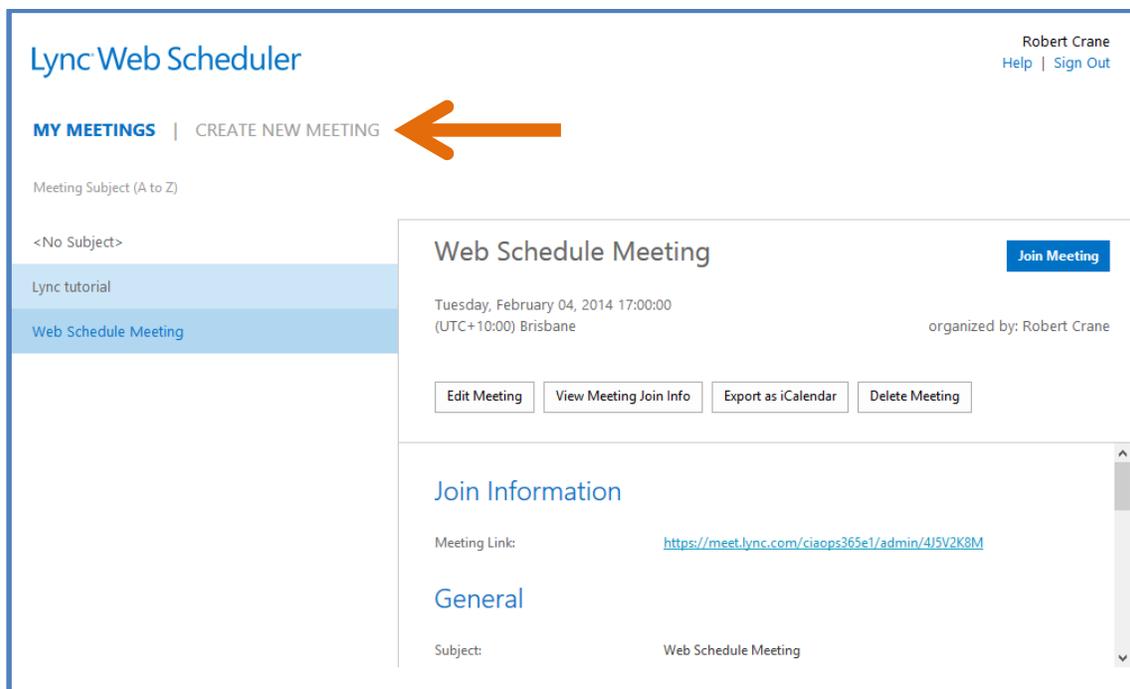
- Organizer only
- People I choose
- People from my company
- Everyone including people outside my company

Setting these options will determine the rights invited people have to your scheduled meeting.

Once you have completed all the fields scroll down to the bottom of the page and press the **Save** button to continue.

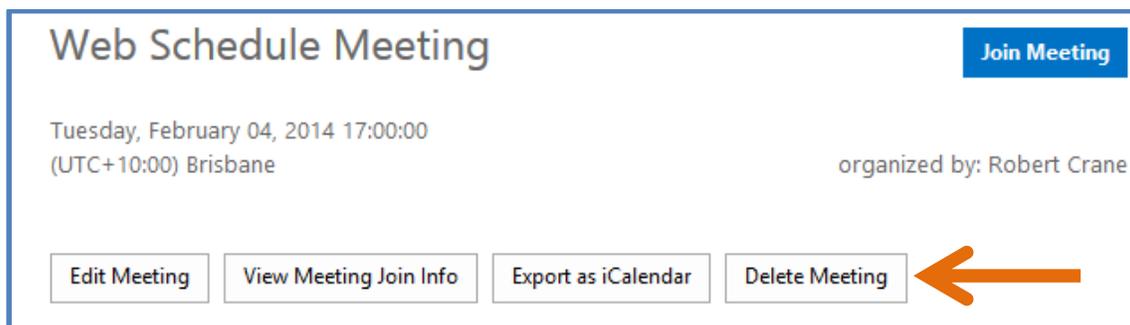


You will now see a dialog window with your meeting details. You can copy and paste these to send to others.



You will now be taken to the *My Meetings* section of the web scheduler. You can return to the *Create New Meeting* area by selecting that option at the top of the screen as shown above.

You now see the meeting you just created as well as any other Lync meetings you have scheduled, including those you have scheduled using Outlook. The Lync Web Scheduler only allows you to edit meetings that you have created using the Web Scheduler.



On the top right you will notice four buttons:

- *Edit meeting*: allows you to make changes to the meeting details.
- *View Meeting Join Info*: shows you a dialog screen with meeting details you can copy and paste. This is an identical window to the one displayed just after creating the meeting using the Web Scheduler.
- *Export as iCalendar*: download an iCalendar file containing information about the meeting that can be attached to an email and sent to others.

- *Delete Meeting*: erase meeting from schedule.

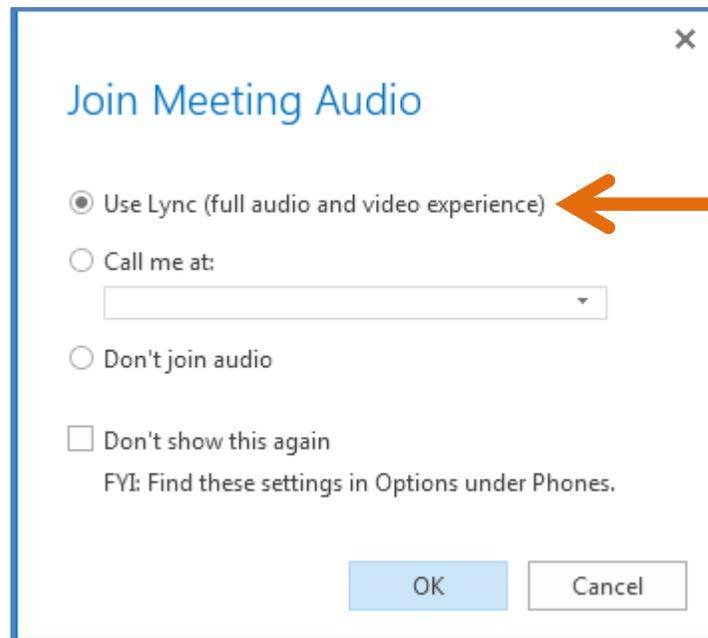
There is really not a lot more to the Lync Web Scheduler but if you need more information you can find it here:

<http://office.microsoft.com/en-au/lync-help/lync-web-scheduler-HA103466460.aspx>

## Attending a meeting if Lync is installed

Attending a Lync meeting is a very similar experience on most devices, however here we will restrict our consideration to a current Windows PC.

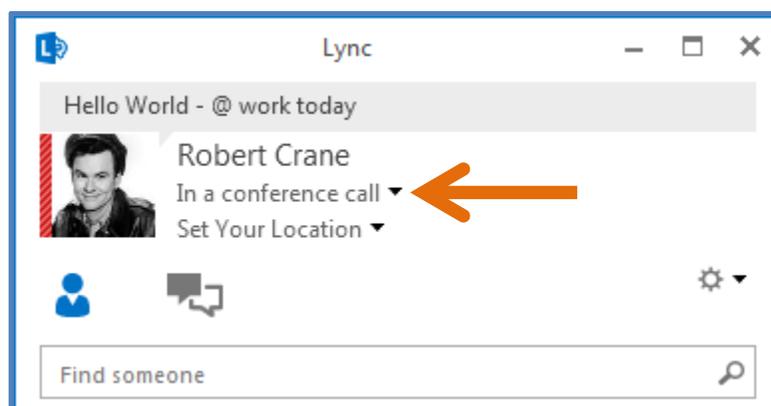
If this is the first Lync meeting you are participating in after receiving an invite, you will be asked to confirm your *Meeting Audio*.



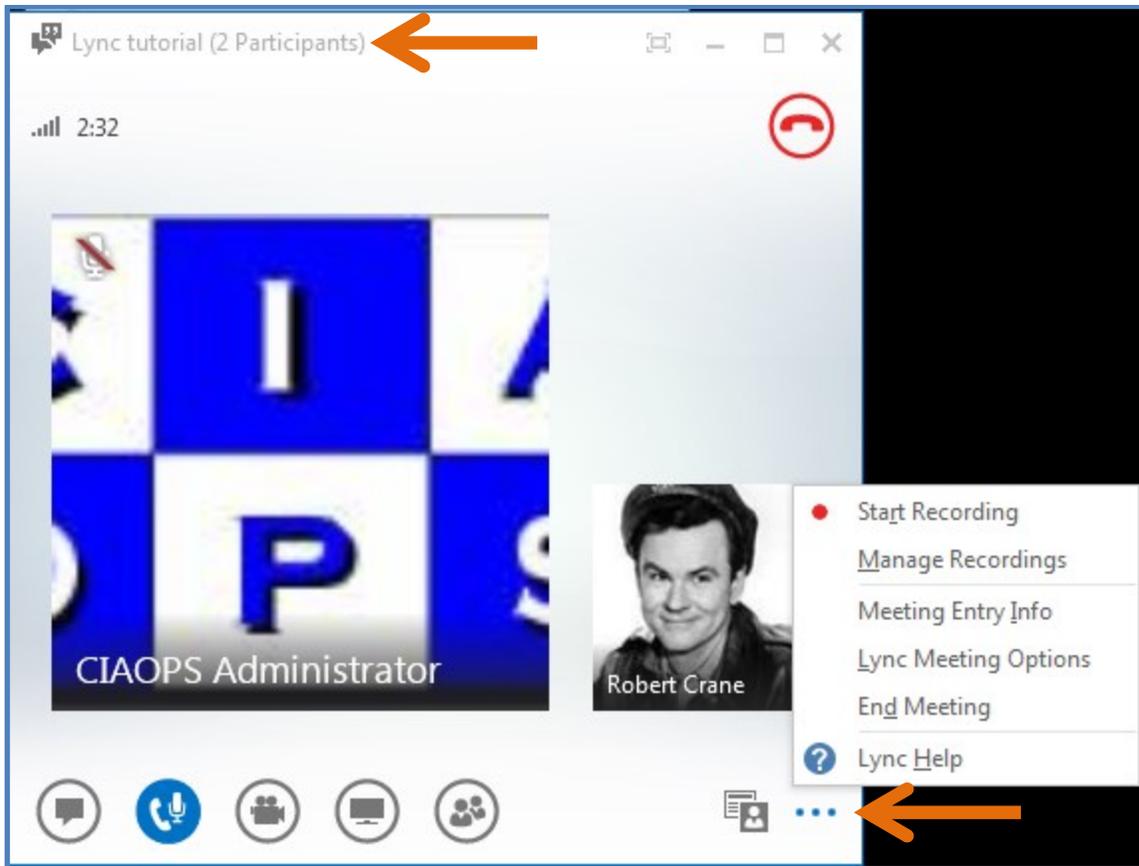
In most cases you will select the option **Use Lync (full audio and video experience)** and then select the **Don't show this again** option. Once complete, press the **OK** button to continue.



The meeting will then be launched and you should see any other meeting participants as shown above.

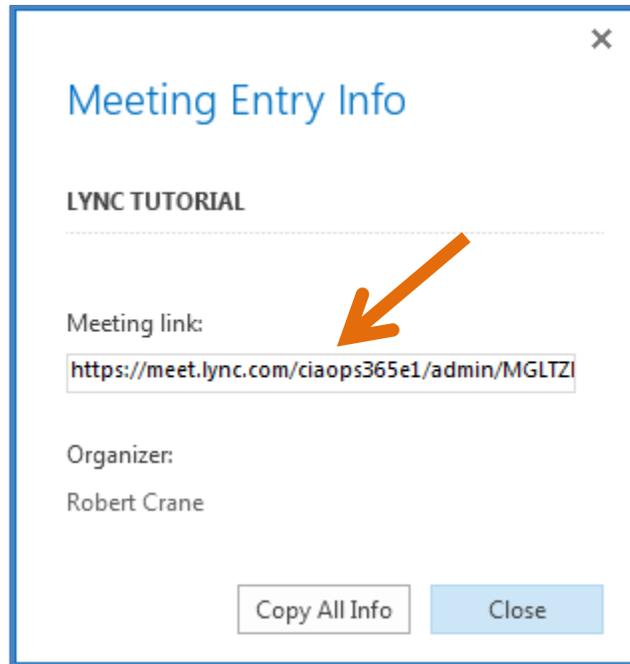


You will notice that your account will have a status set to *In a conference call* (i.e. busy). This is automatically done by Lync when you enter a meeting.

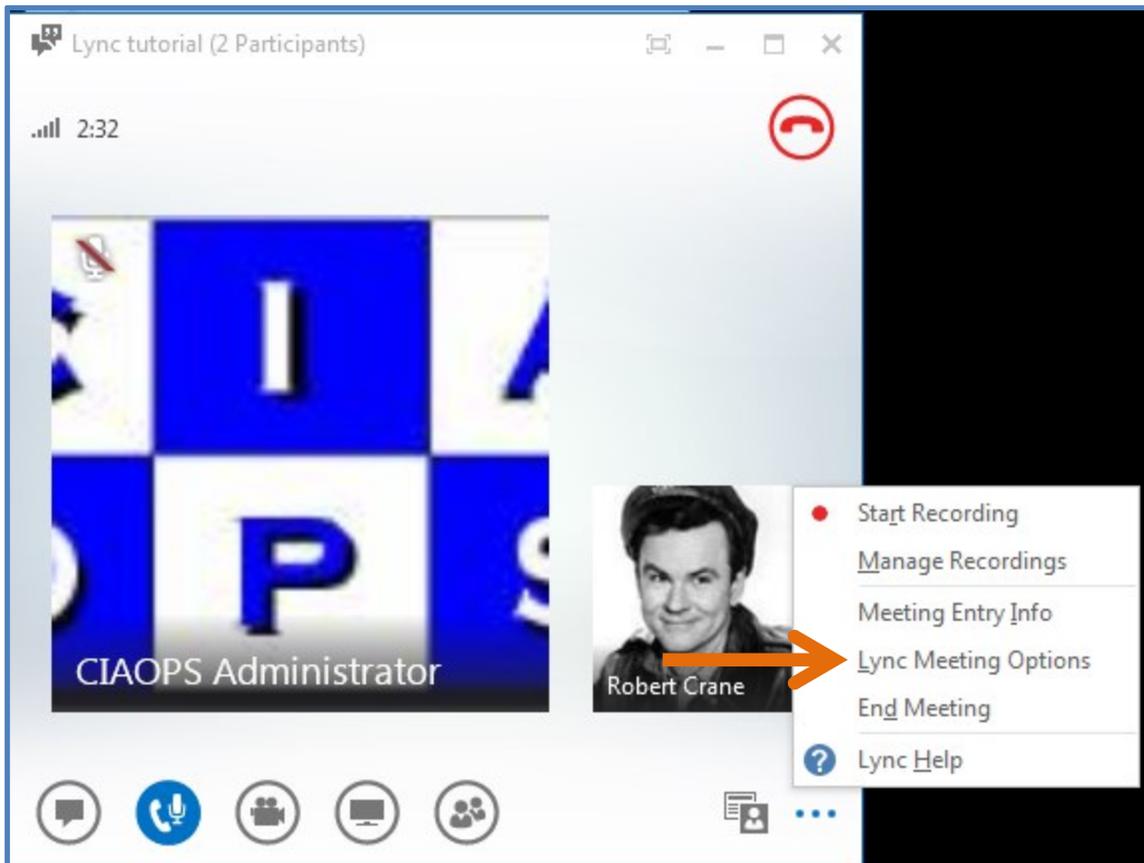


Once the meeting has commenced you will see the meeting heading at the top of the window, in this case *Lync Tutorial* with the number of participants listed.

If you select the **ellipise** (three dots) in the lower right hand corner, you will see a menu appear. From this menu if you select **Meeting Entry Info** you will be greeted with:



The dialog box will contain the required *Meeting link* which you can copy and send to others via email.



If you instead select the **Lync Meeting Options** from the menu you should see:

**Lync Meeting Options**

**LYNC TUTORIAL**

These people don't have to wait in the lobby:

Anyone (no restrictions) [Why do I use this?](#)

Announce when people enter or leave

Who's a presenter?

Anyone from my organization

Presenters can share content and let people into the meeting.

Who can annotate PowerPoint presentations?

Presenters only

Who can look at content on their own?

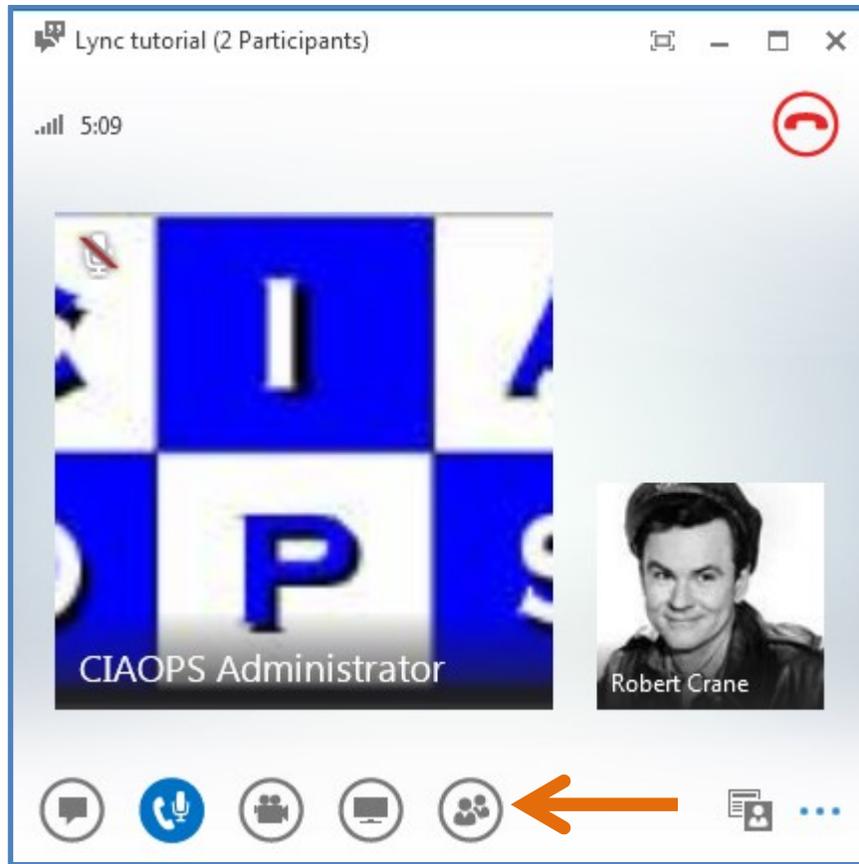
Presenters only [When is a good time to use this?](#)

This lets people browse a separate copy of what's being presented without affecting what everyone else is seeing.

OK Cancel

Here you can control *Meeting access, Presenters and Privileges*.

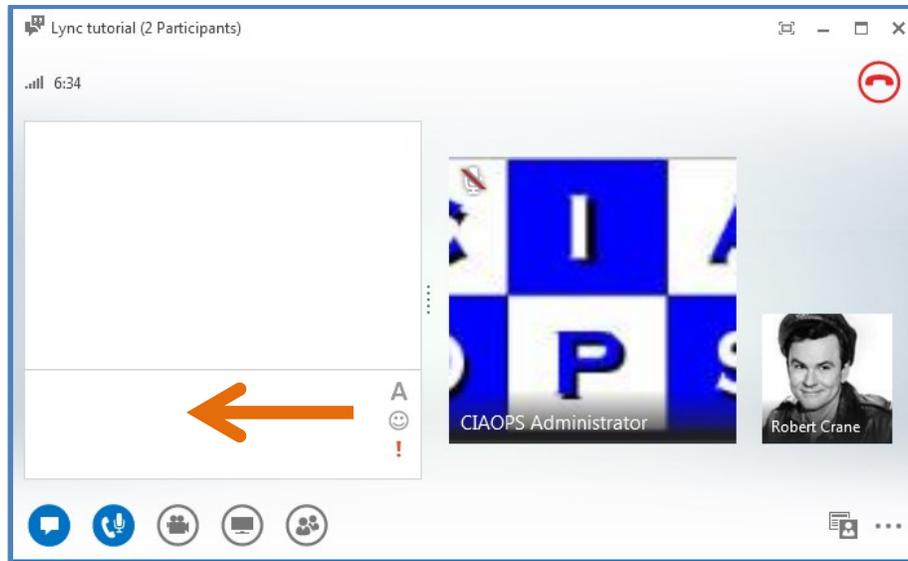
Press the **OK** button to save and close.



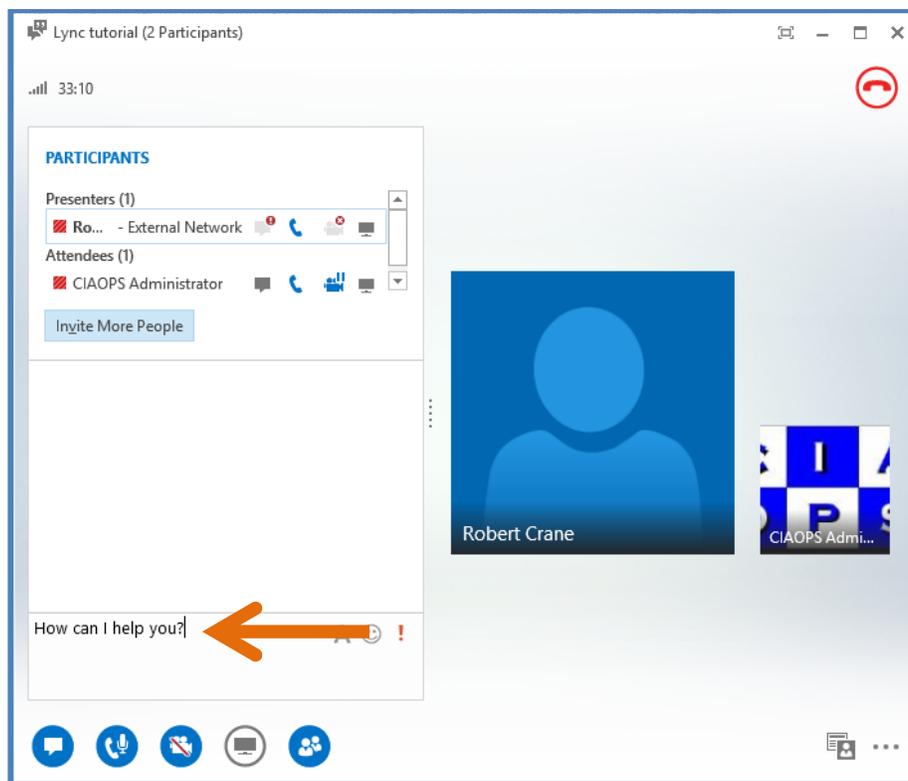
Once the meeting has commenced you will see a dialog with all the other participants and their pictures as shown above. The bottom row contains a number of control buttons (from left to right):



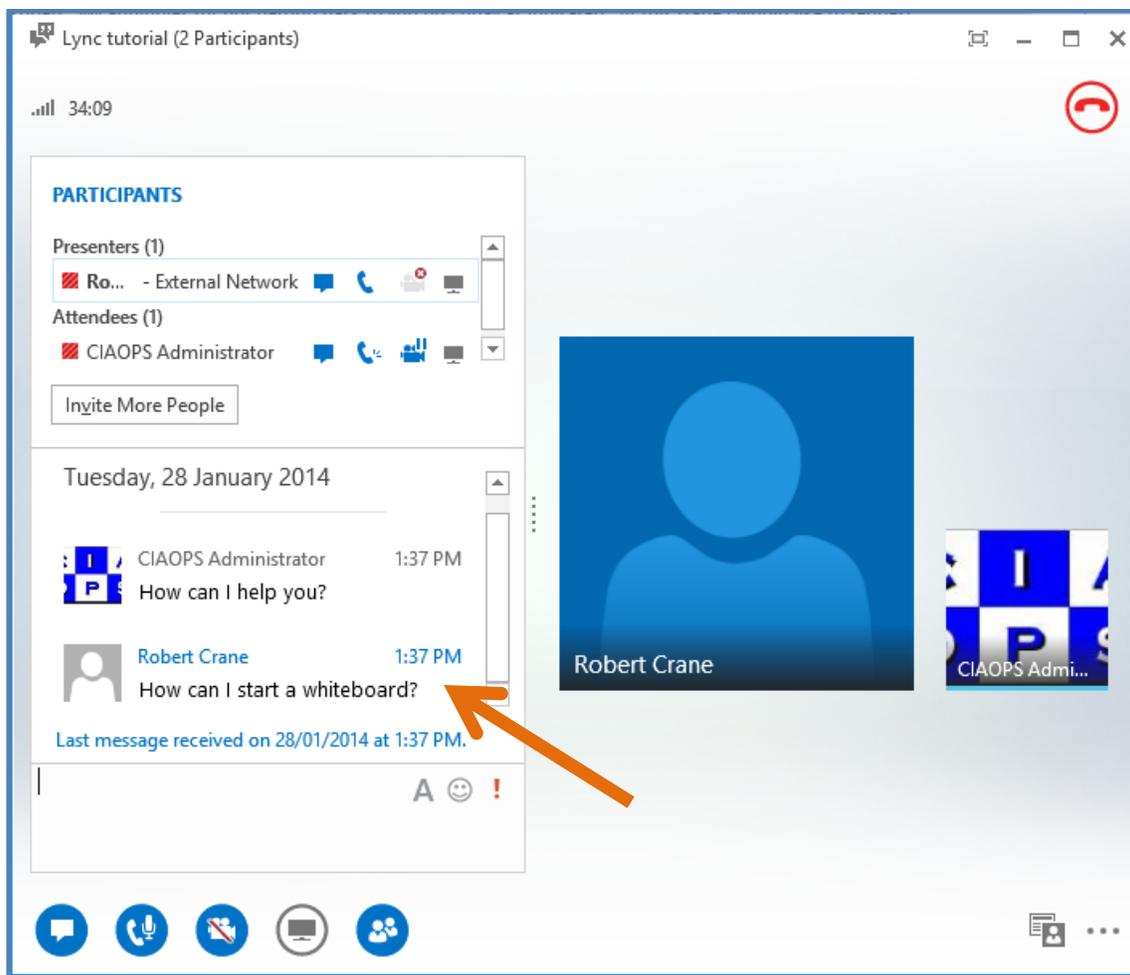
*Instant Message* – This will display the chat to the left of the window like so:



You can now enter any text into the bottom part of the pane and press **Enter**.



That will display that text to all meeting participants. Likewise you will see any entered text from other participants in the above chat panel as shown below:



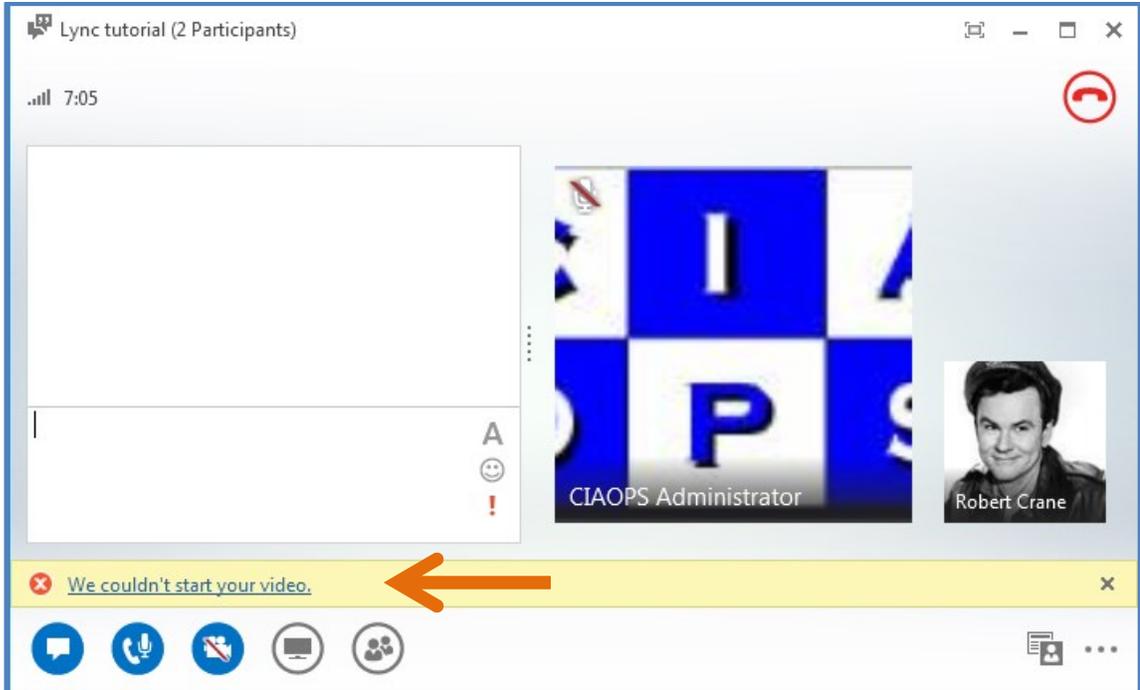
*Audio* - Pressing this icon allows you to mute and unmute your audio input to the meeting. When your microphone is muted it will show with a red circle and line through the microphone like:



A meeting Presenter may elect to automatically mute all meeting Attendees and not allow them to change that during the course of a meeting.

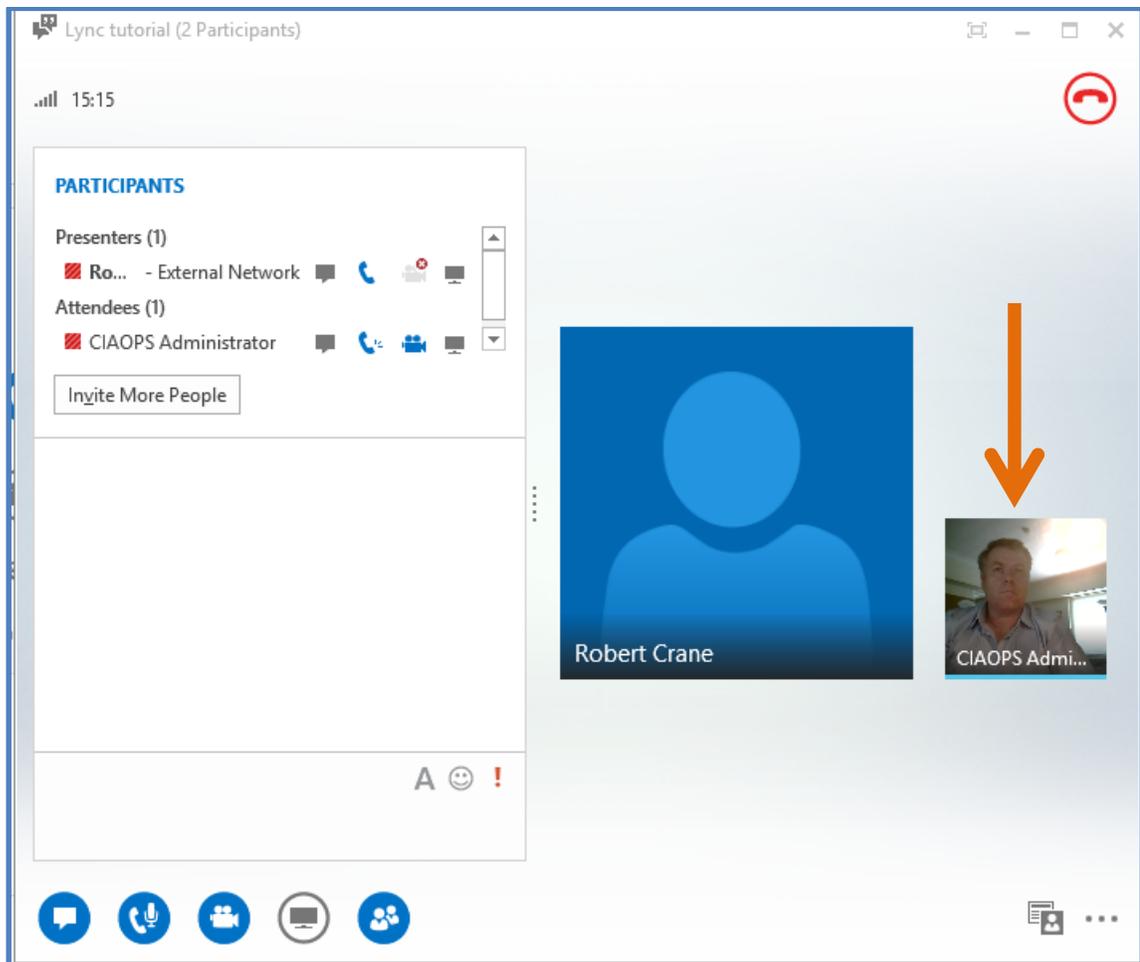


*Video* - Pressing this icon will display video to all participants provided you have a suitable video device (i.e. webcam) already configured and enabled on your local machine.



If you select this *Video* button and you do not have a video device, like a webcam configured on your workstation, you will receive an error as shown above indicating that video could not be started.

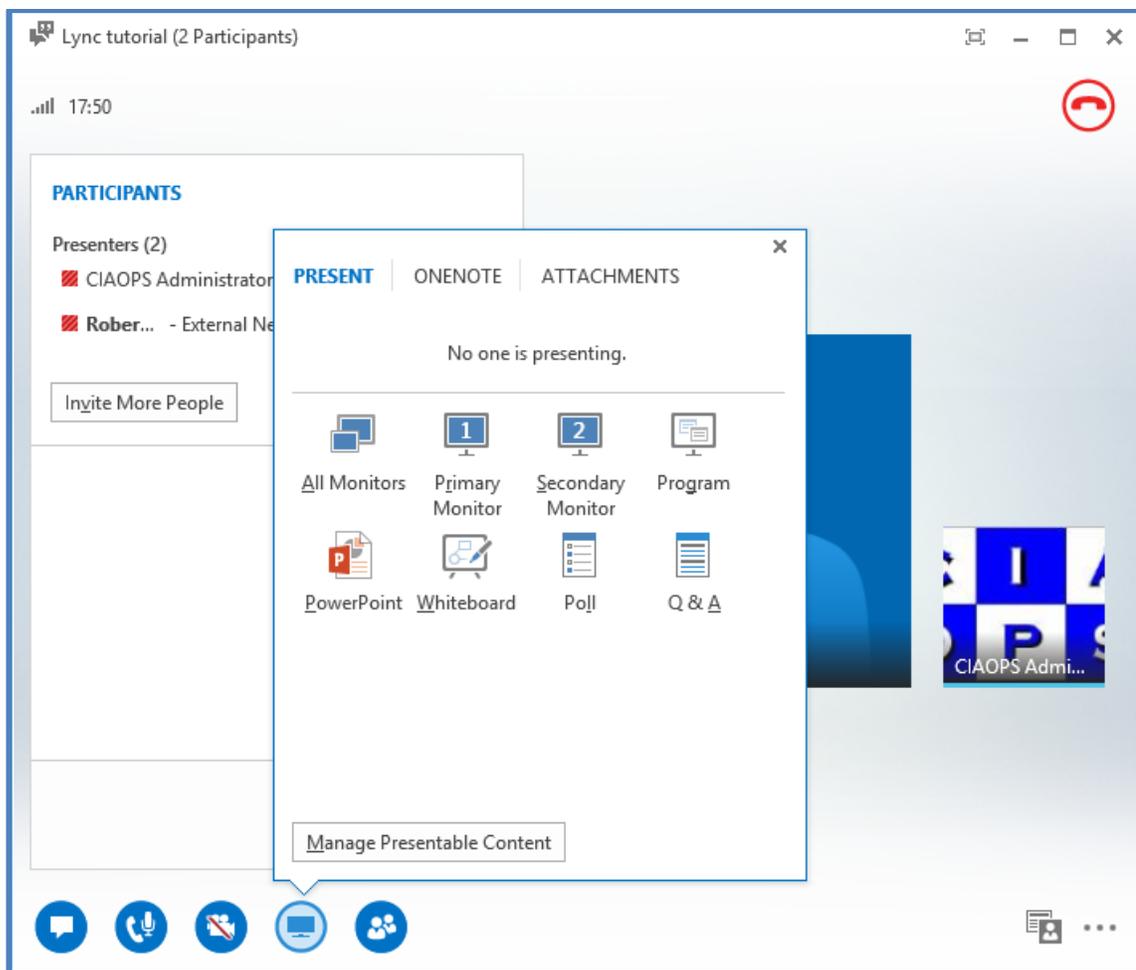
If you do not have video available on your system the button will appear with a red line through the video camera.



If you have a video device already configured, once you press the **Video** button your video will appear in the meeting replacing your Lync picture image as shown above.



*Presentable content* – During a Lync meeting you can share a number of other resources apart from voice, chat and video.

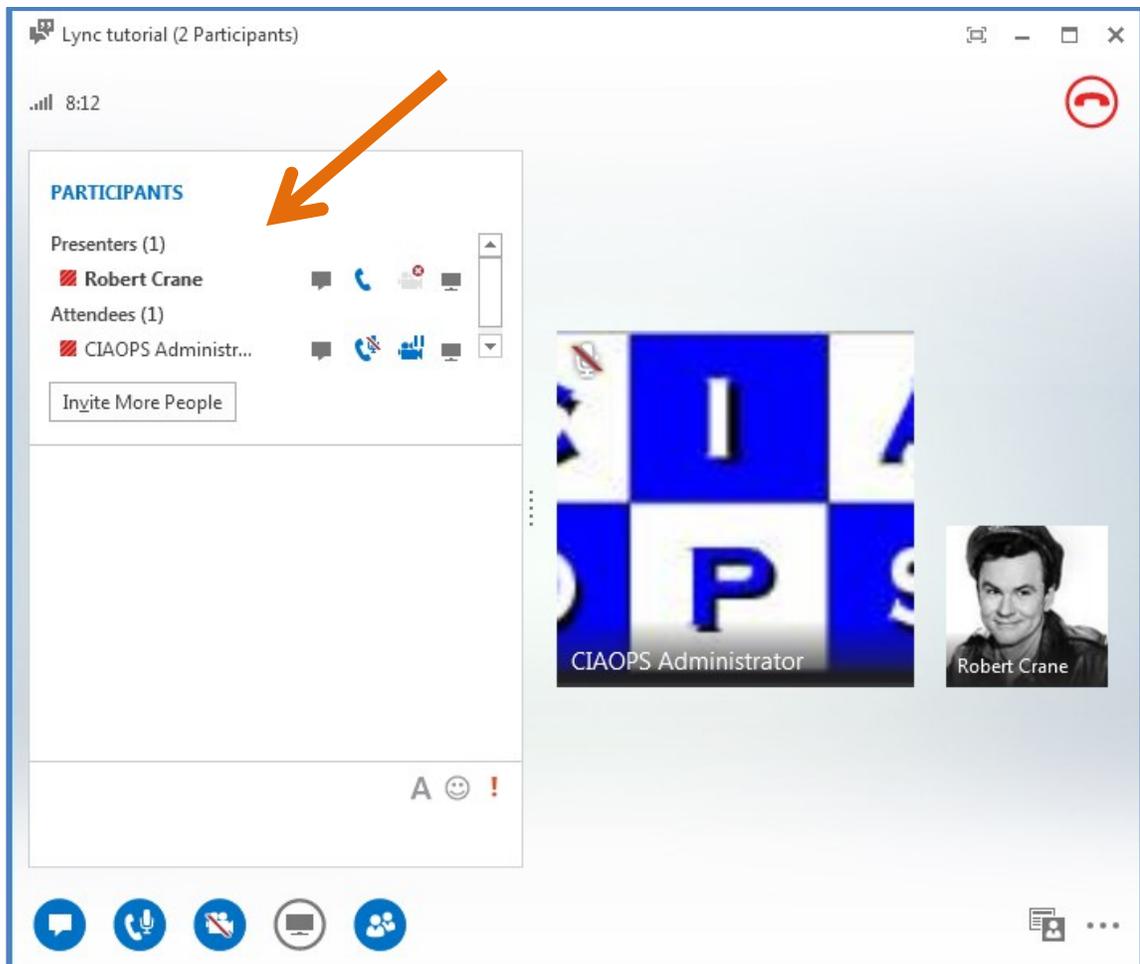


When you mouse over this button you will see all the options that are available including, Monitors, a specific program running on your desktop, a PowerPoint presentation, Whiteboard, Poll and Q & A. Simply select any of these options to commence presenting.

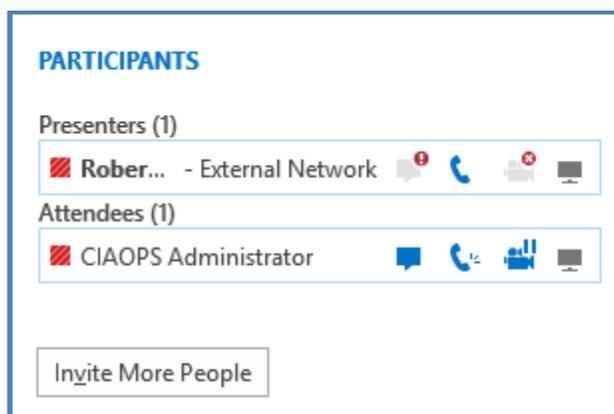
More details on these options will be covered later.



*Participants* – This button will display the pane in the top left of the meeting window that allows you to see all those currently attending the Lync meeting.



You will notice that each participant has a number of icons to the right of their name as well as being grouped as either Presenters or Attendees.



Some of these icons may be greyed out. However, from left to right these icons are:



- Indicates whether the participants have *Instant Messaging* (i.e. chat) enabled.



- Indicates whether participants have the audio input (microphone) enabled for the meeting. If there are lines coming from the mouthpiece of the receiver icon then this indicates that the participant is currently broadcasting audio. If not, their icon will be clear like so:



If the participant is muted you will see a microphone with a red line through this icon like so:



- Indicates whether the participant has the ability to broadcast video. If this has not been enabled or configured it will appear greyed out with a red cross next to it like so:



If the participant has video capability on the machine but has decided to not enable it for the meeting the icon will appear as simply grey rather than blue:



If the participant has enabled their video for the meeting but is currently not displaying it a pause icon will appear next to the video like so:



- Indicates participating in content sharing. Any participant that is broadcasting content will have a light blue icon with lines coming from top right like:

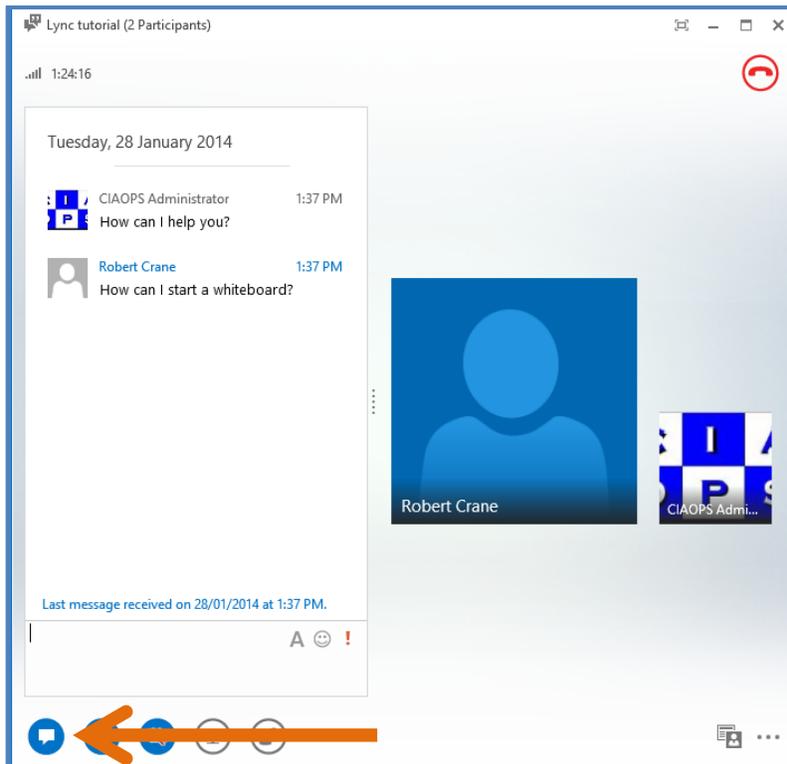


When no content is being shared in the meeting participants icons will appear greyed out like:



We will now consider some of the additional features of a Lync meeting by examining the buttons in the lower left of the Lync screen in more detail.

## Instant Messaging



When you press the **Instant Message** button on the menu, you will open a chat pane in which you can send and receive messages from all participants.

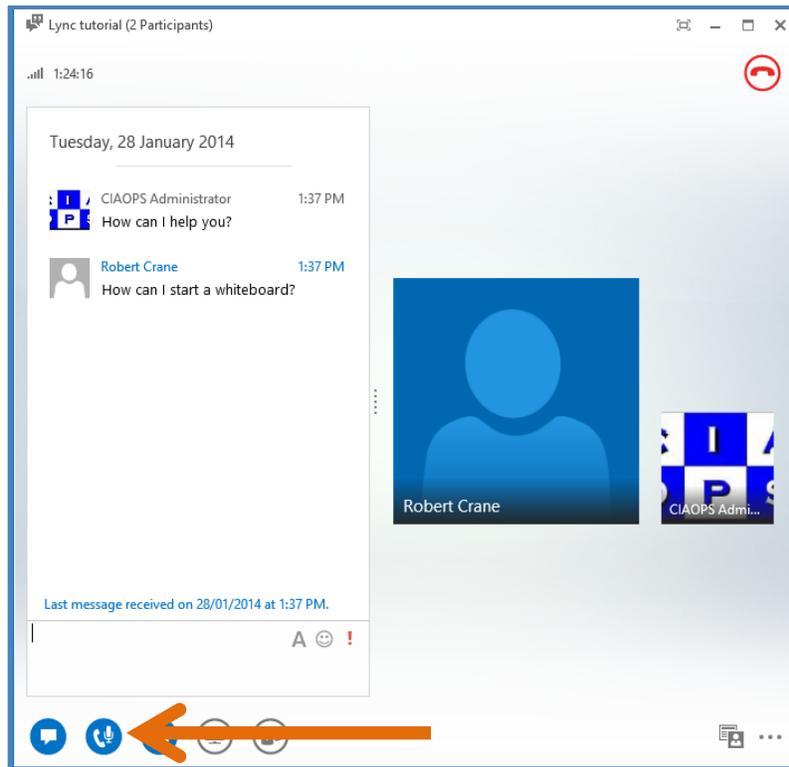
To converse, type your message into the lower pane and press **Enter**. This will then show up on the chat stream for all participants. You will also notice over on the right of the entry box, three icons (an A, smiley face and importance)



These allow you to change the font of your message, which can help when you have a lot of meeting participants, as well as include emoticons (i.e. smiley face) that can be included in your messages.

In many cases it is easier to use chat with a contact rather than send them an email or call them, especially if all that is required is a brief reply. The other advantage with chat is that all conversations are saved into your Office 365 inbox for later reference.

## Phone



Normally, this button will display as:



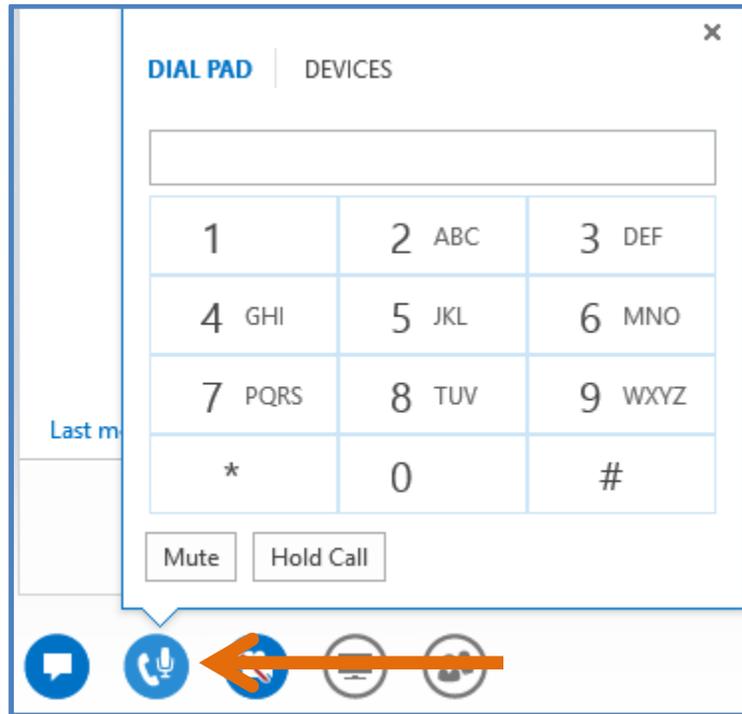
Which indicates that all participants can hear you when you speak. If you click this phone button once it will change to show:



This indicates that you are muted and other participants will not be able to hear what you say, however you will generally still be able to hear others. To unmute, simply click the *Phone* button again.

Note that many modern audio devices and headsets are also directly integrated with Lync which means that you may be able to mute and unmute yourself directly from controls on these devices.

If you hover your mouse over the *Phone* button without clicking it you will see the following dialog displayed:



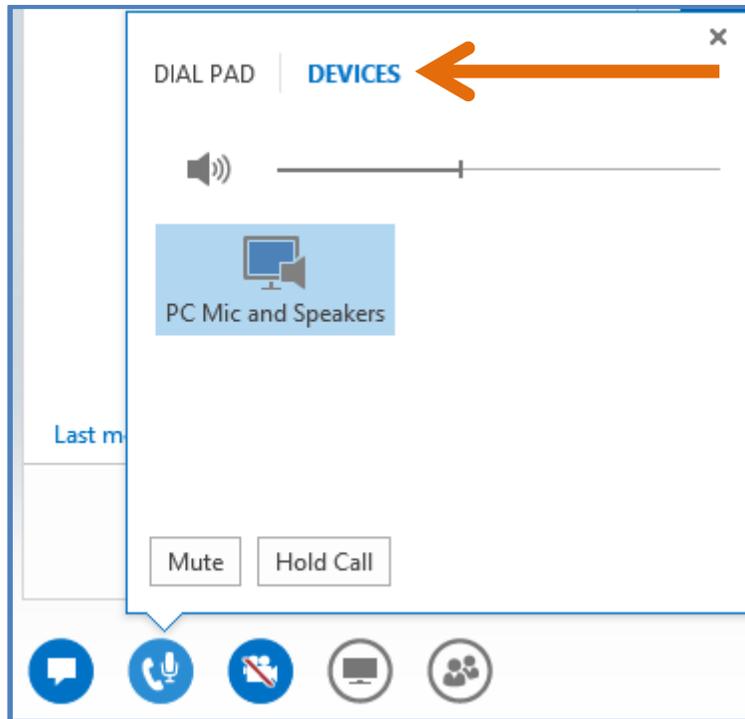
If your Lync configuration supports the ability to dial normal phone numbers you can either enter these in the top box or use the dial pad below.

Pressing the **Mute** button at the bottom will prevent others from hearing your microphone.



Pressing the **Hold Call** will prevent you hearing the audio from other participants as well as muting your microphone. You will continue to see chat and presented content but simply not receive or broadcast audio. When you place a meeting on hold a banner will appear just above the buttons as shown above to let you know that you have the call on hold.

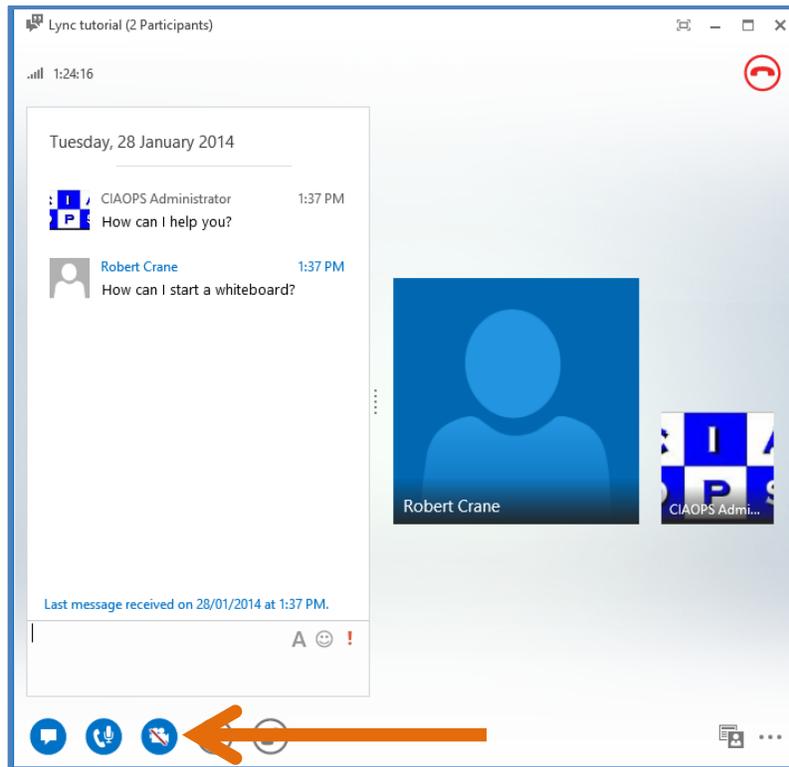
To return to the meeting audio simply press the **Resume Call** button on the banner.



At the top of the displayed dialog box, when you mouse over the *Phone* button, you can select the **Devices** option as shown to reveal more options here.

In this case you can control the volume of your Lync audio using the slider bar.

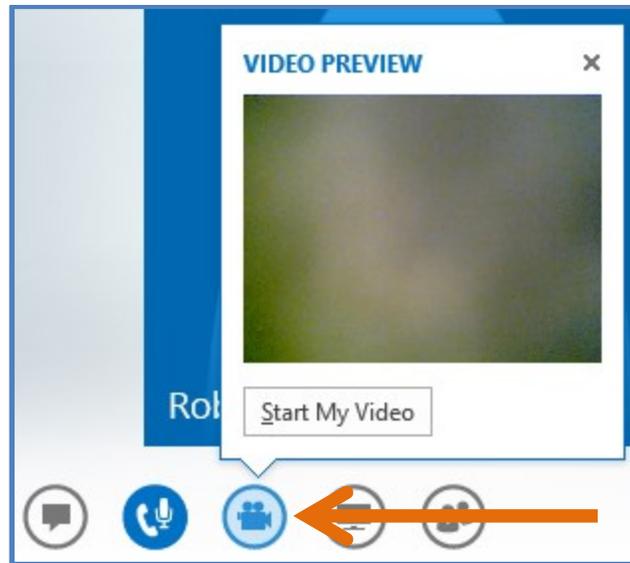
## Video



The next available button in the menu is *Video* which allows you to control any webcam that may be connected and configured on your system.

If you have not started your video the button will appear grayed out like:



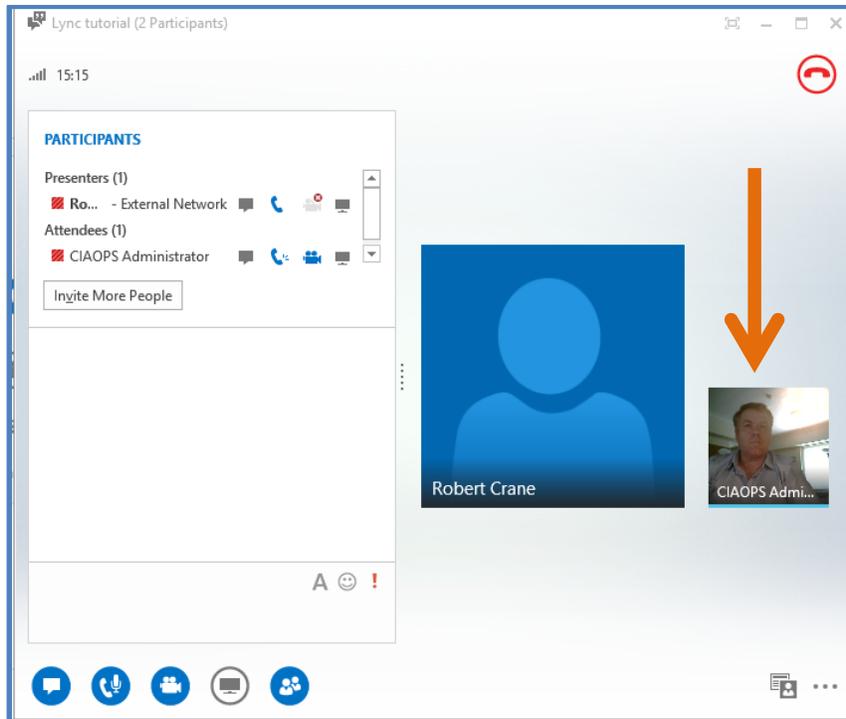


When you hover mouse over the *Video* button you will receive a preview of your configured video device as well as the option to **Start My Video**, which will make your video available to other in the meeting.

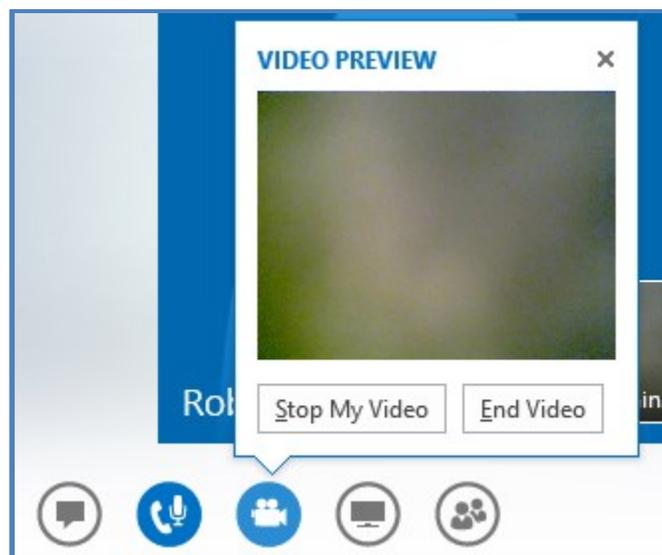
Once your video is broadcasting the *Video* button will change to look like:



And your video will appear to all participants.



If you again mouse over the *Video* button you will now see:

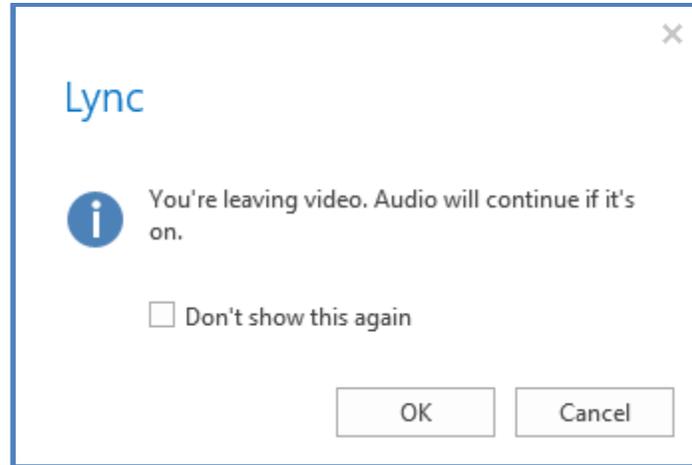


If you select the **Stop My Video** button your video will no longer be broadcast to other attendees and the *Video* button will change to display:



Indicating that your video is currently disabled. To enable it again simply click on the *Video* button to re-broadcast your video to participants.

If you instead select the **End Video** button you will be prompted with:

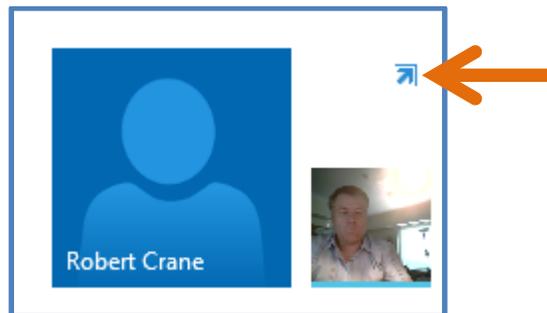


Press **OK** to continue and the *Video* button will return to:

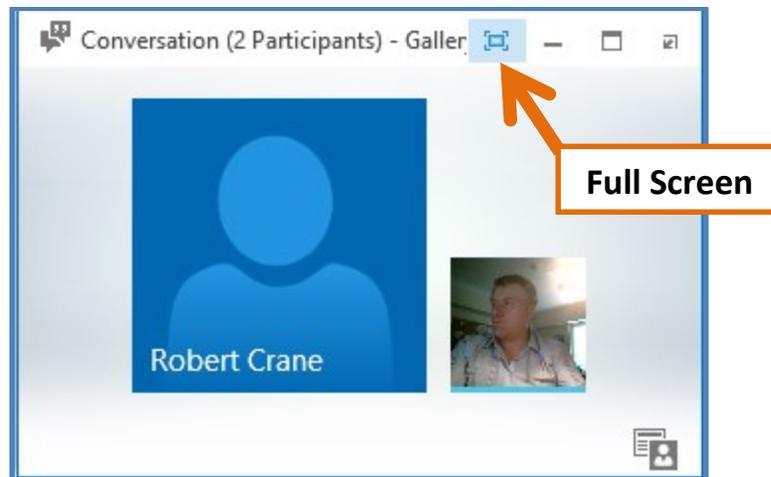


Indicating that you will need to again 'start' your video device if you wish to use it again in this Lync meeting.

When you enable your video the display from your webcam will be potentially broadcast to all meeting participants. As different participants speak, Lync will automatically swap to the video of that speaker (if they have video).



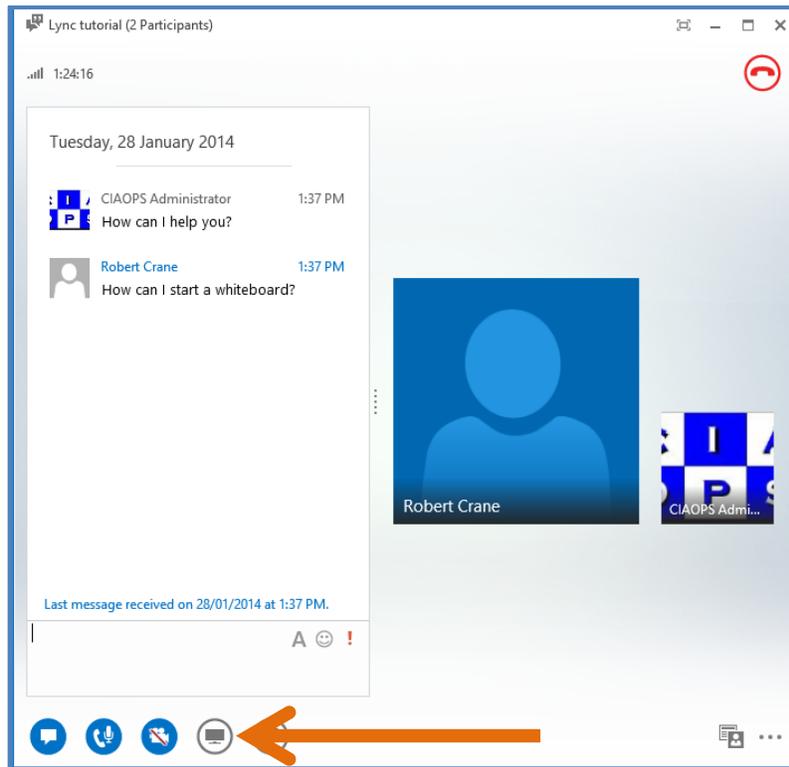
The *Pop Out Video* button allows you to 'pop' the video window as a separate floating window you can position where ever you like on your screen as well as make the video full screen.



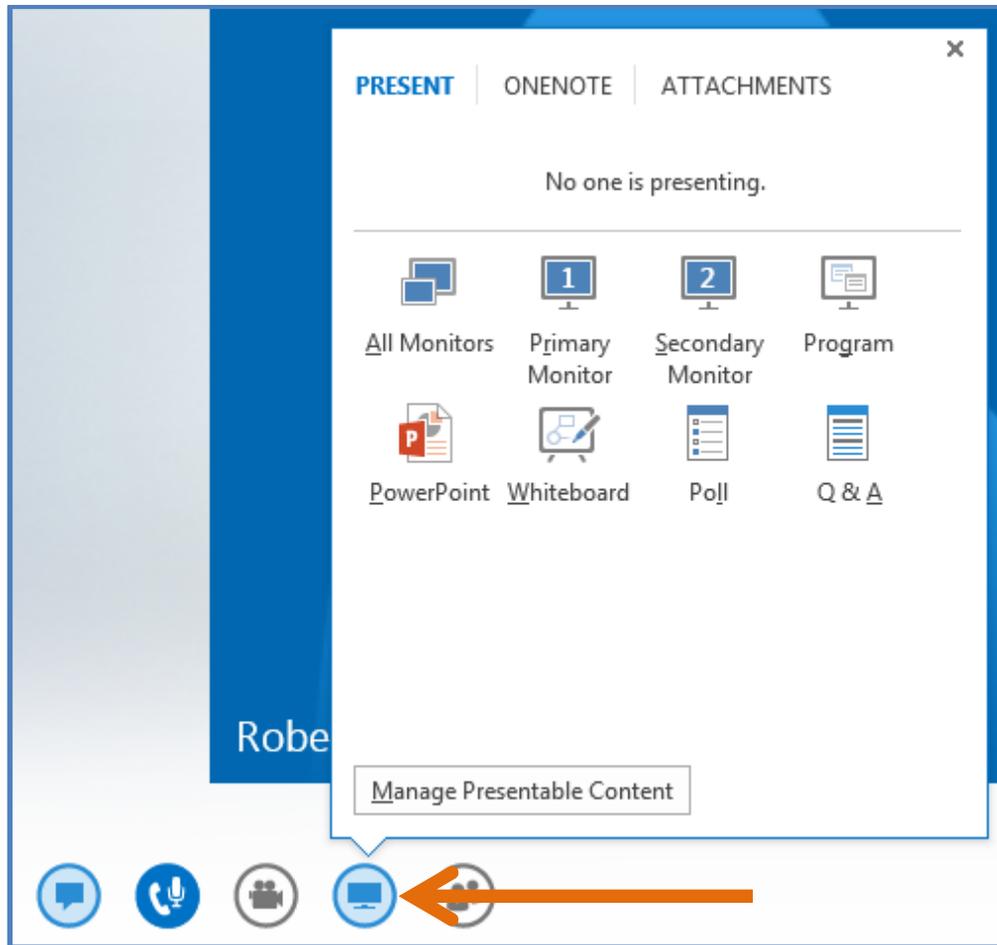
To enable the full screen option simply press that button on the menu bar was indicated above.

In general, remember that the video quality depends a lot on how much bandwidth a participant has as well as how good their webcam is.

## Sharing



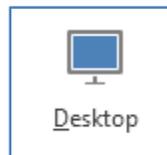
One of the most powerful components of Lync is the ability to share a number of local resources with meetings participants.



You can see all the available options by hovering the mouse over the *Sharing* button. This will reveal a dialog with the following options.

### Desktop

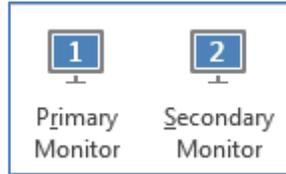
There are number of different options available in Lync to share the information that is currently displayed on a local machine desktop.



You will see the above **Desktop** button if you only have a single monitor on your local system.

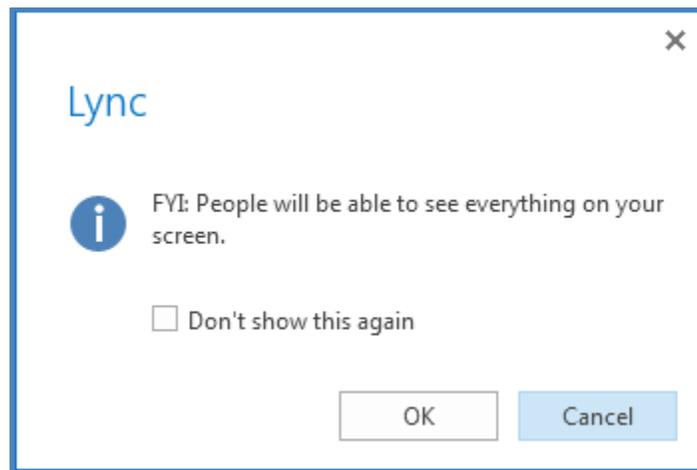


However, if you have multiple monitors you will see the **All Monitors** button instead.

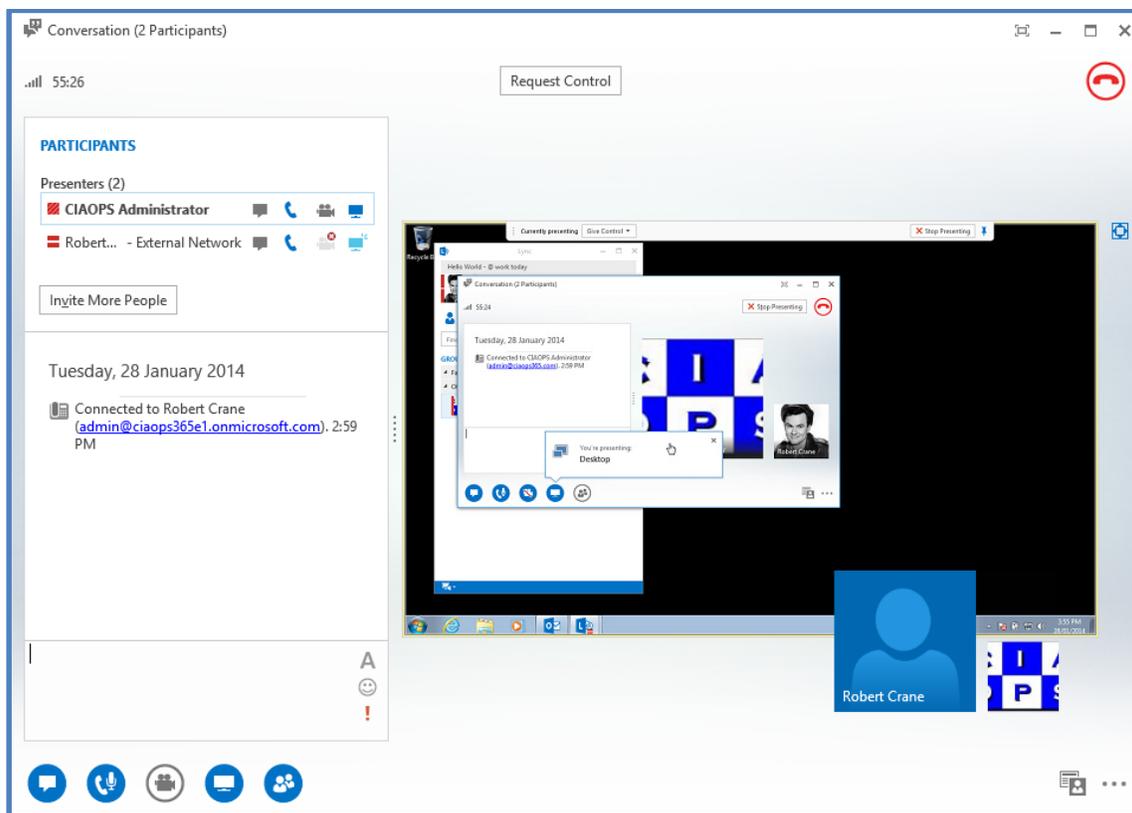


In the case of multiple monitors you will also see a button for each individual monitor (in this case **Primary Monitor** or **Secondary Monitor**), allowing you to select which of the screens you wish to share.

The option to share the desktop will broadcast everything appearing on the local workstation (or the monitor you select) to all meeting participants. If you wish to have information on your desktop remain private then you should not use this option.



When you share your desktop or monitor for the first time you will receive the above warning message. In most cases you should select the **Don't show this again** and press the **OK** button to continue.



However, sharing your desktop is the simplest way to let others see what is happening on your system as shown above.



When you do share your desktop you will notice a banner appear at the top of screen. In this bar you will see you have the option to **Give Control** to another presenter. This makes Lync an excellent tool for performing remote support.

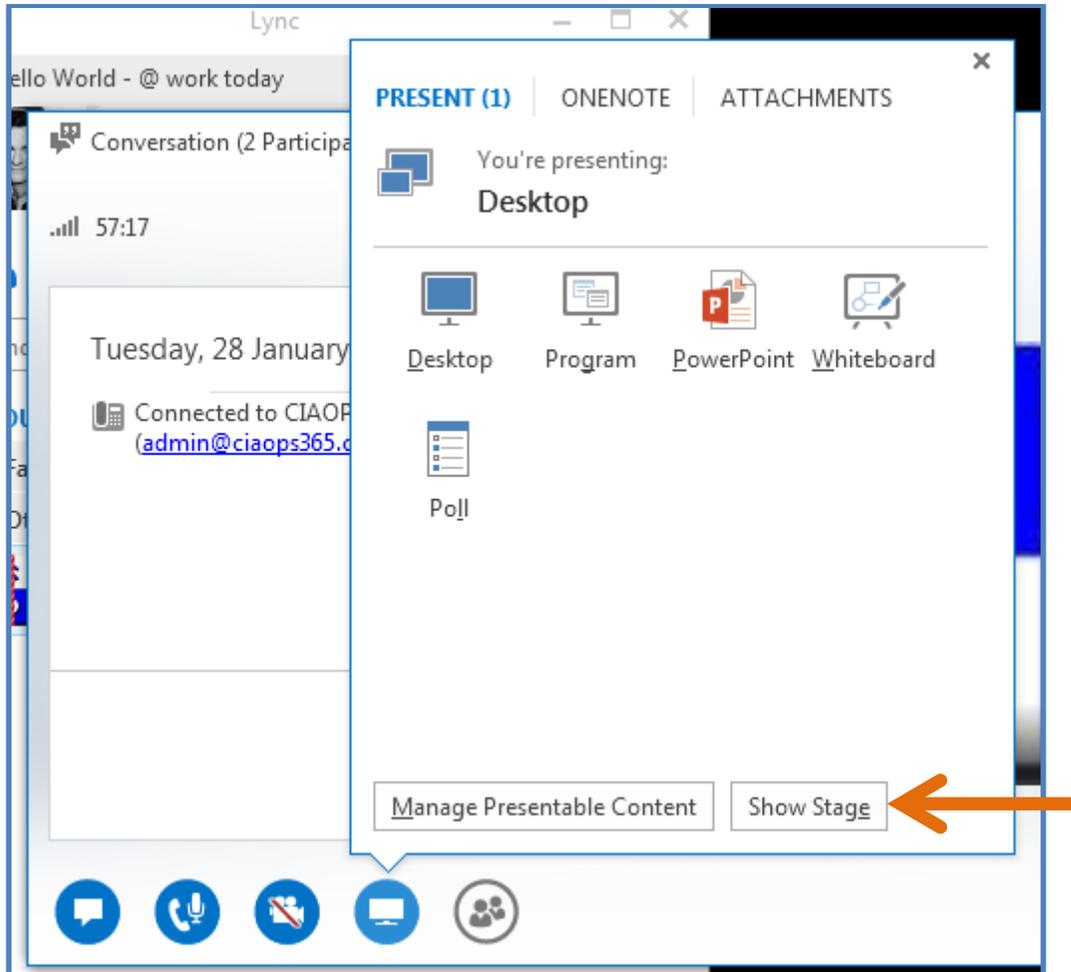
On the banner you will also find the option to **Stop Sharing** and **Pin** to auto hide this banner if desired.

To stop broadcasting your desktop to meeting attendees, press the **Stop Sharing** button on the banner.

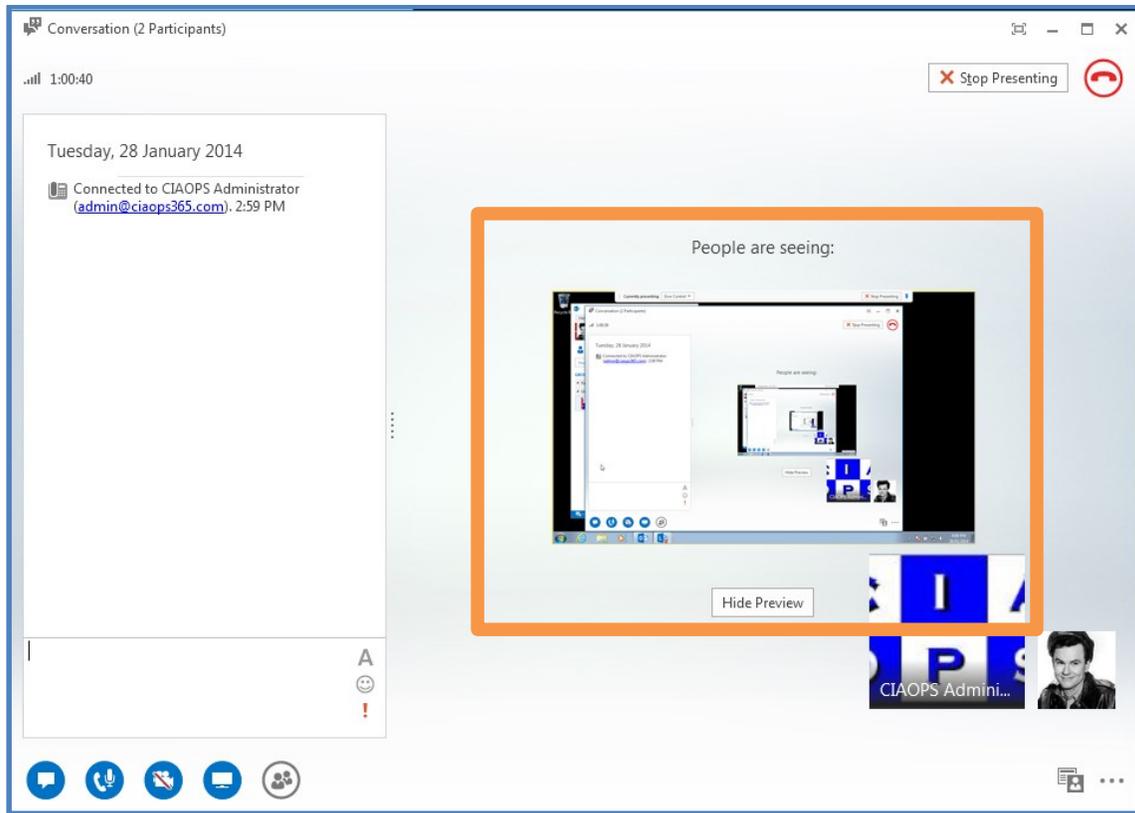
The best sharing results are normally obtained by utilizing a dual monitor machine and presenting the material on one screen while controlling Lync on the other. Don't overlook the fact that poor bandwidth capacity can impact the quality of any presented information as it can audio and video.

## Show Stage

You can display a 'Stage' in Lync once you are sharing resources to make navigation and control easier.



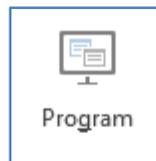
To do this, hover your mouse over the *Sharing* button to display the dialog above. If you are presenting content you will see a **Show Stage** button at the bottom. Select this.



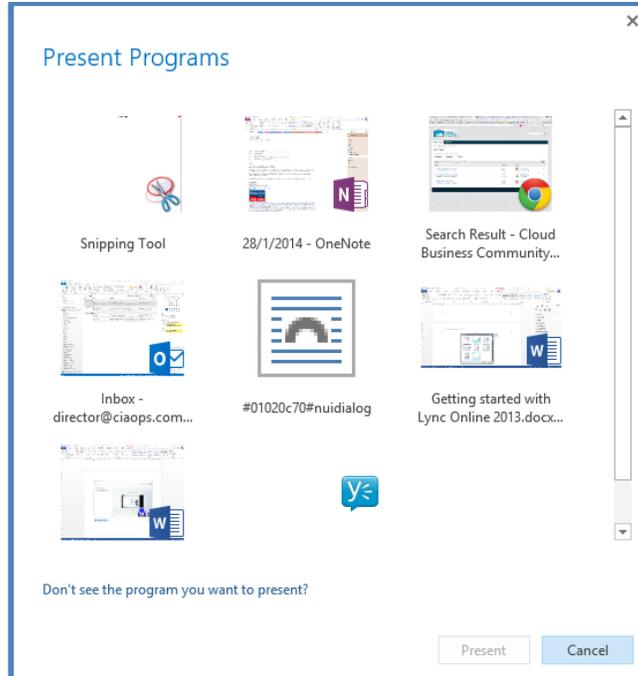
The *Show Stage* option will display the sharing (Stage) pane area to the right of the *Instant Messaging* window. In this pane you will see what information you are presenting to participants.

The *Stage View* work best when you are using multiple monitors with Lync. In that case you would have the *Stage View* on one screen and presentable content on the other. Using *Stage View* with a single monitor can make it hard for participants to see what is being presented.

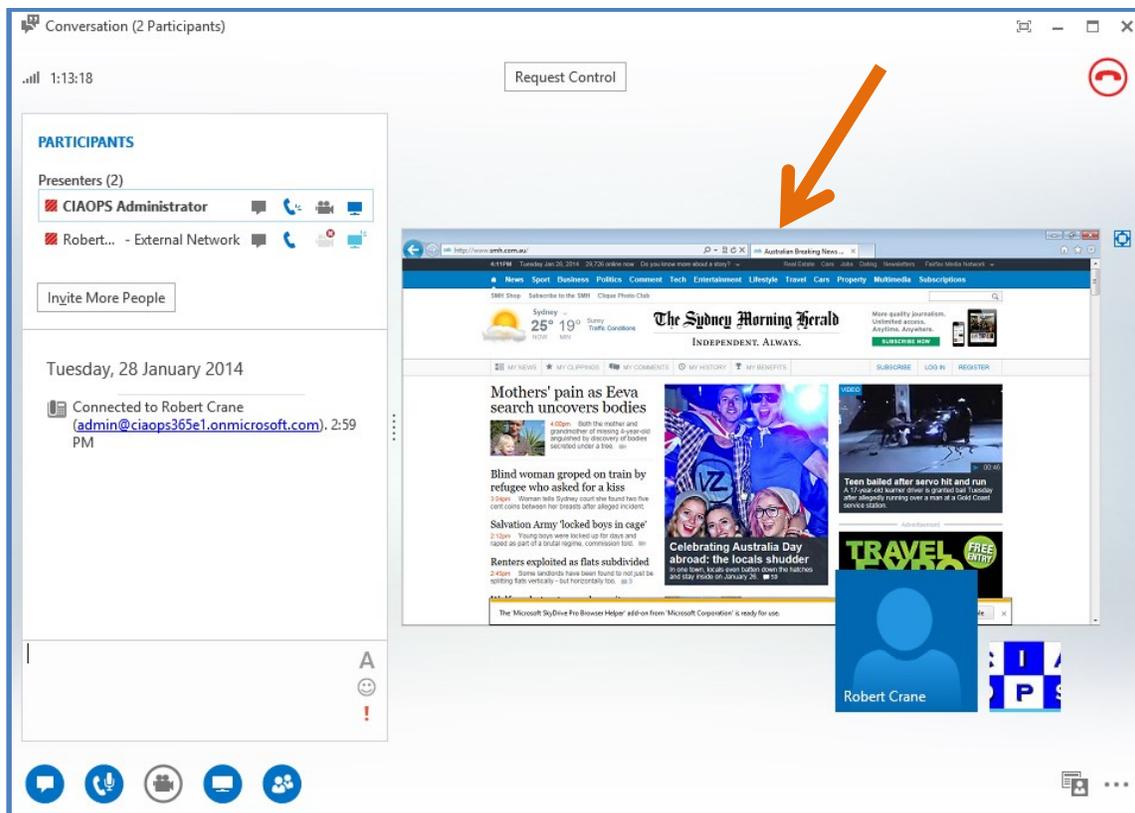
## Program



Rather than sharing your whole screen you can select to share one or more running programs via the **Program** menu option.



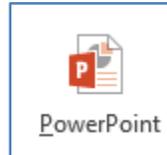
When you select this you will see a window (as above), asking you to nominate which of the currently running programs on your machine you wish to share. To select a program(s), place a check in the upper left of the program window as shown and press the **Present** button.



Once you share your program(s) other participants will be able to see this in the Stage part of Lync as shown above, on the right.

You are able to share multiple running programs from your desktop, however note that if a program that is not shared is overlaid a program that it is, participants will be prevented from seeing the shared program underneath. They will instead see a blacked out area of the screen.

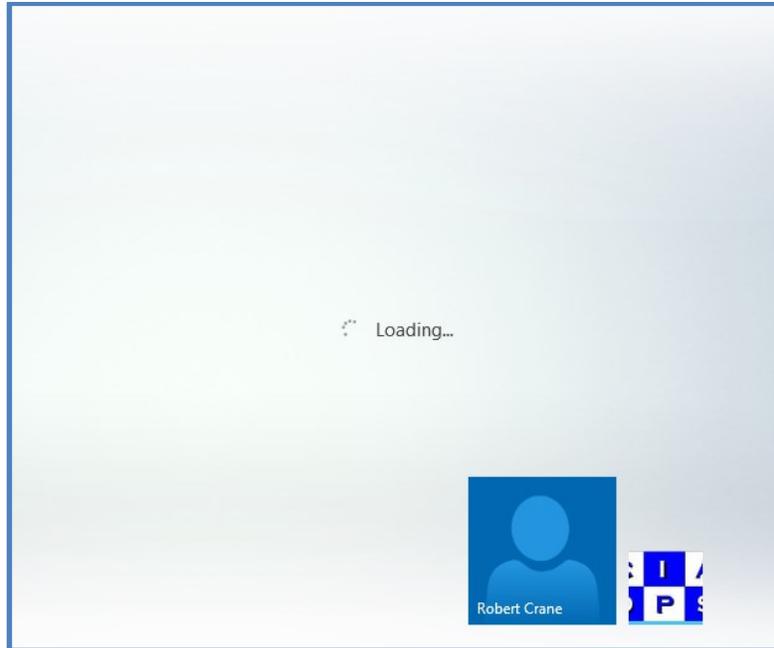
### PowerPoint Presentation



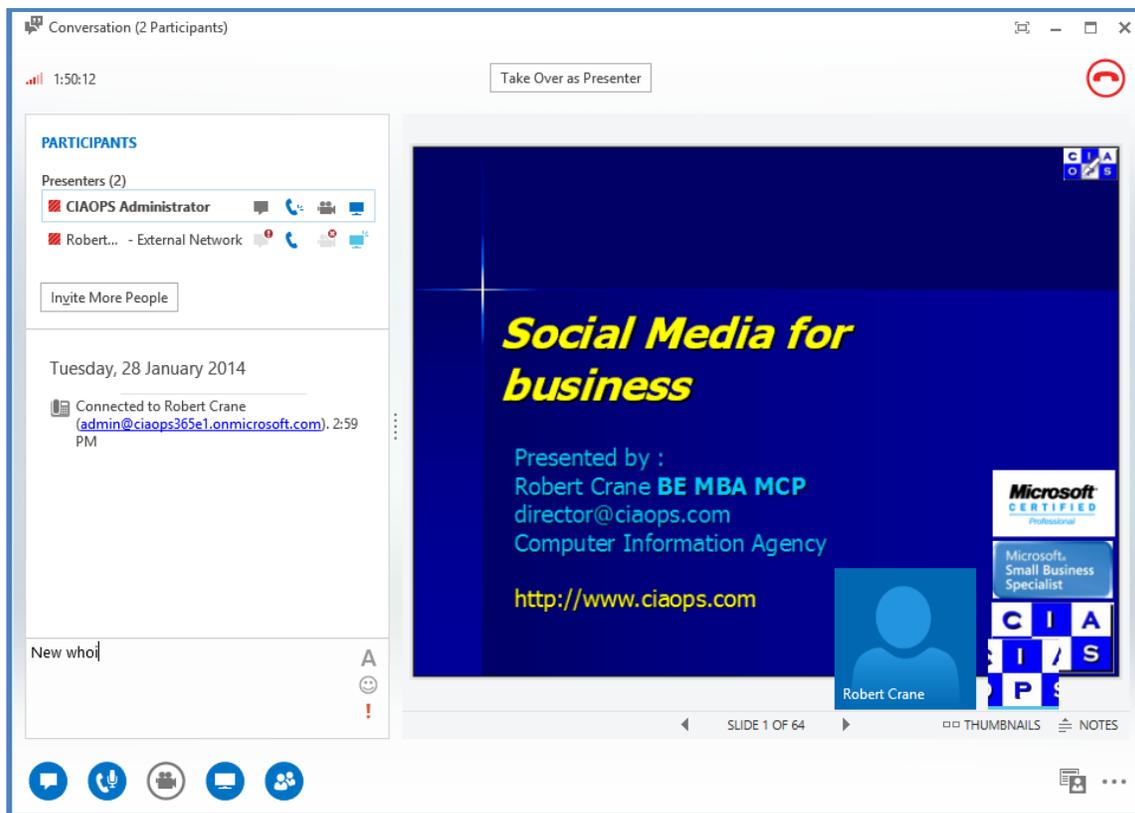
One way you can display a PowerPoint slideshow is to share your desktop or program as illustrated previously. The issue with this way is potentially how the PowerPoint renders on each participants screen; it can vary widely due to their screen resolutions and lead to a suboptimal result. The recommendation when it comes to slideshows is to upload the PowerPoint presentation to Lync beforehand as this ensures PowerPoint is displayed as optimally as possible for each participant (which Lync automatically takes care of). It also offers a greater range of annotation tools such as pens, markers, highlights and shapes.

Once you elect to share a PowerPoint presentation you will be prompted to select a file from your local machine. The selected file will now be uploaded to the Lync meeting. If you are already sharing content you maybe prompted as to whether you wish to make the uploaded PowerPoint presentation current and cease the current sharing.

As the file uploads you will typically be able to view the initial slide before the complete presentation has completely uploaded. The time taken to upload the presentation will depend on the size of the presentation and the Presenter's bandwidth.



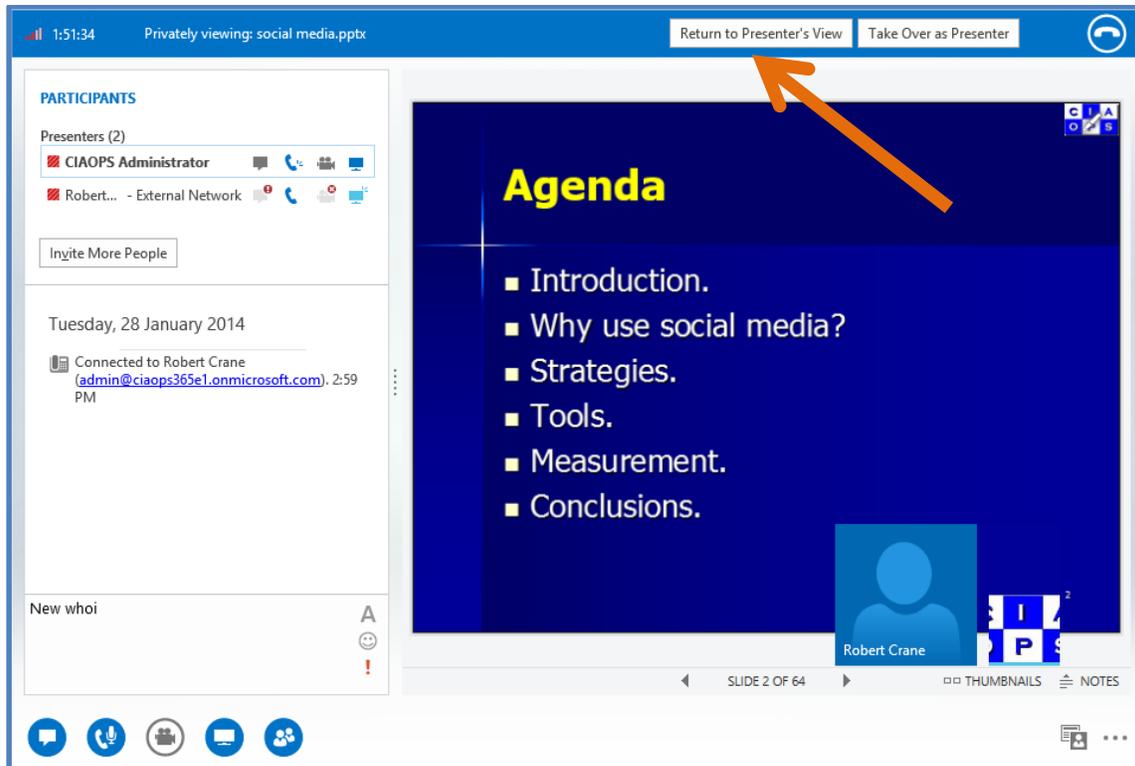
Once the PowerPoint file has been uploaded, participants will be able to view it once an optimized version is downloaded to their screens. During this process they will see the *Loading...* message as shown above.



Once downloaded, all participants will see the PowerPoint presentation in the Stage area on the right.

Presenters will also see a toolbar at the bottom of the screen containing many of the same commands from whiteboard sharing (covered below).

At the bottom are the controls for the PowerPoint slideshow that allow you to view and move through the presentation.



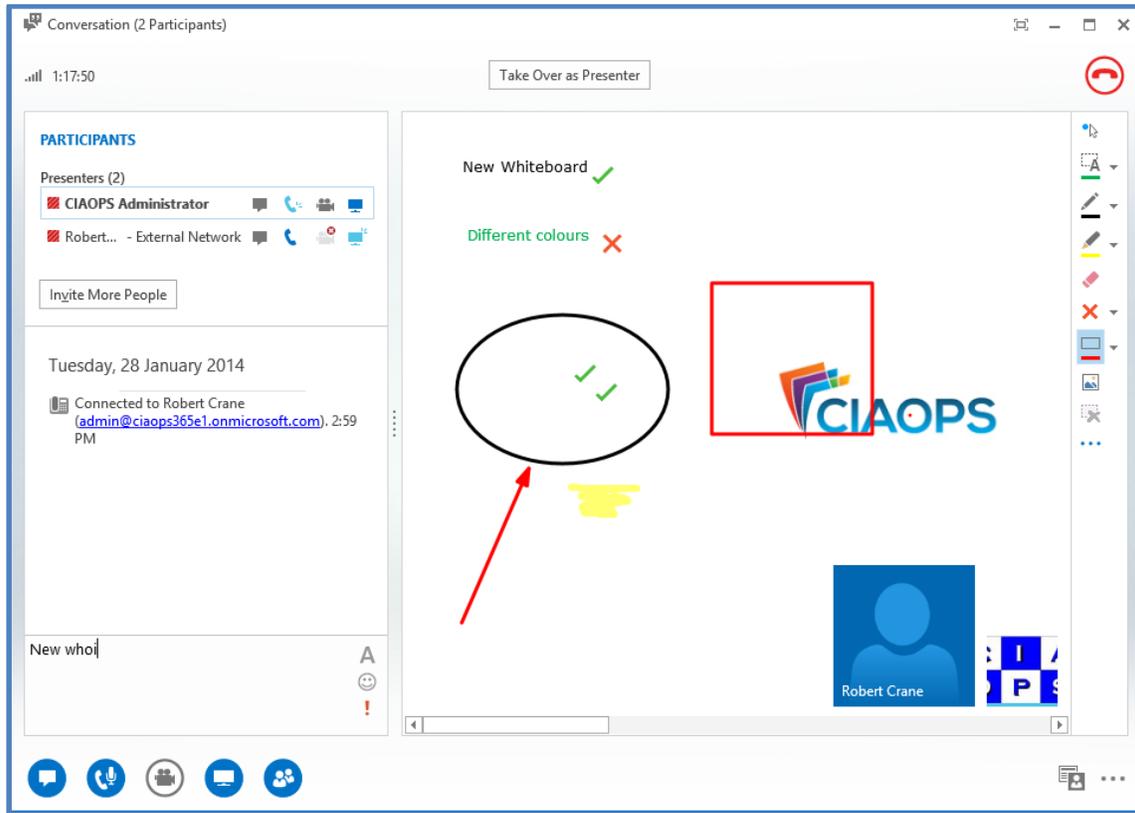
If you are not the Presenter, you can advance through the slides but doing so will put you into a private mode display as shown above. Here you will see a banner informing you of this at the top of your Lync window. You can continue to advance through the slides privately or **Return to Presenter's View**.

If you are a meeting Presenter then you also have the ability to take over the slideshow presentation from the current Presenter. If you are a meeting Attendee, you do not have this option.

## Whiteboard



You can also share a *Whiteboard*. A *Whiteboard* is an area that all presenters can add a variety of free form information to.



To add text, click on an area on the *Whiteboard* and start typing. You can grab and relocate that block of text if desired.



The menu bar at the right of the *Whiteboard* area provides a number of additional options.



- Provides you with a 'virtual' laser pointer. This allows you to click on information on the *Whiteboard* and for your name to be highlighted next to a coloured dot like so:



To display the laser pointer press and hold the left mouse button in the *Whiteboard* area.



- Allows you to type text on the *Whiteboard*. Press the button, click an area on the *Whiteboard* and start typing. To adjust the font and size of the text that you type, press the down arrow to the right of this button and set the default options you desire.



- Allows you to draw shapes on the *Whiteboard* including lines, single arrow lines, double arrow lines, ovals and rectangles. Press this button and draw the object on the *Whiteboard* which appears in the button, in this case a rectangle. To change the default object use the down arrow to the right of the button to display all the options.



- Allows you to select from a range of pens and highlighters. Click on the button to start using the pen displayed in the button. To change the default pen, select the arrow to the right of the button and select from the options that are available.



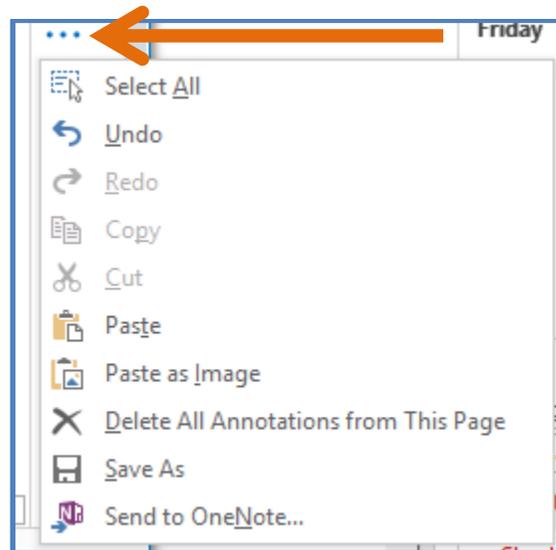
- Allows you to erase information from the *Whiteboard*.



- This is the stamping tool that allows you to place an arrow, check or cross stamp on the *Whiteboard*. Click on this button and then click anywhere on the *Whiteboard* to place the stamp. If you wish to change the default stamp, click on the arrow button to the right of the button and select a new default option.



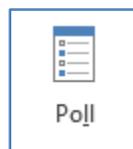
- Allows you to insert an image from your local machine onto the *Whiteboard*. Press this button and a browse window will appear prompting you for the location of the image on your local machine. Select the desired file and press **OK** to upload.



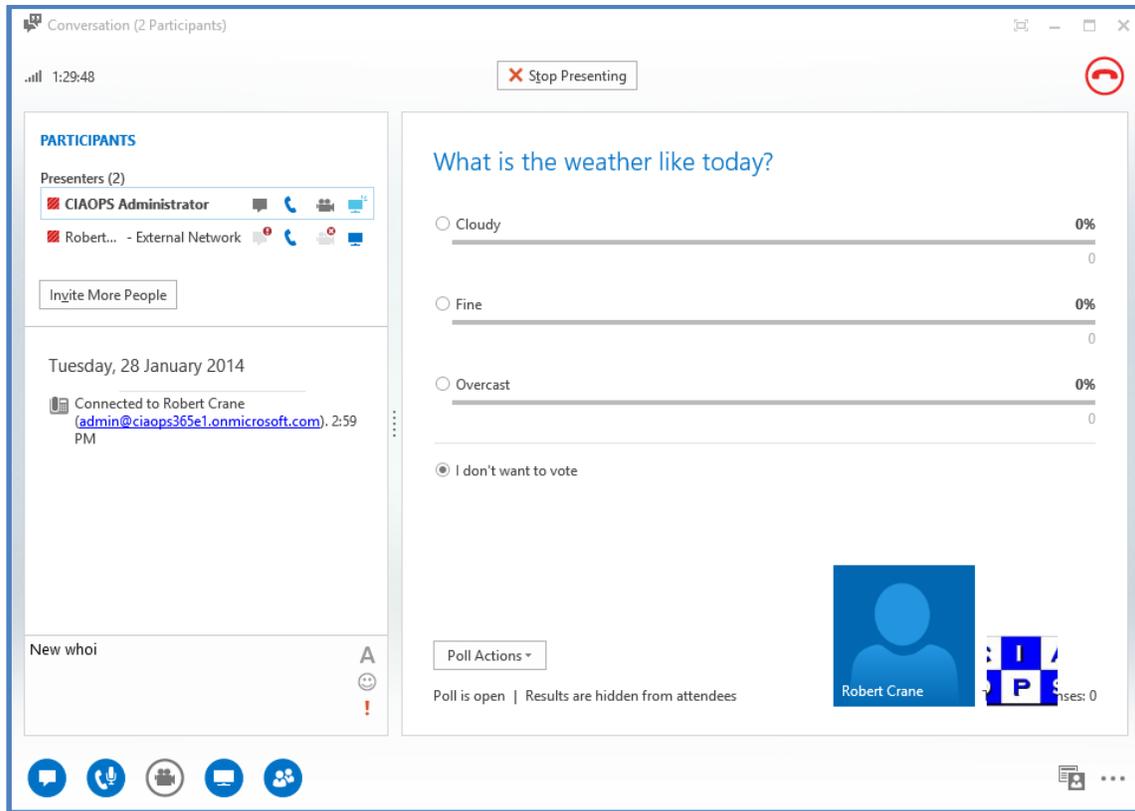
When you press the **ellipse** (i.e. three dots at the bottom of the list of items) a menu with additional options appears as shown above. You can see you are able to *Cut*, *Copy* and *Paste* to and from the *Whiteboard* as well as undo and redo changes. You can also delete all or selected annotations from the page.

The *Save As* option allows you save the *Whiteboard*, including the annotation to either a XPS or PNG file. Press the button and specify the file type and where you would like to save the file. You can also send the *Whiteboard* information to Microsoft OneNote so that you can make additional notes around it.

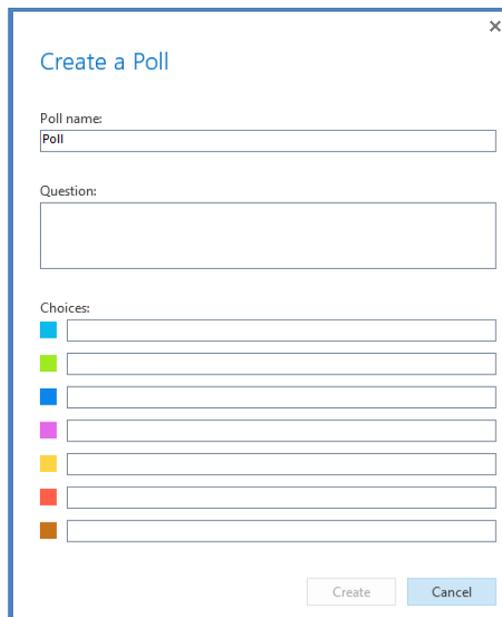
### *Poll*



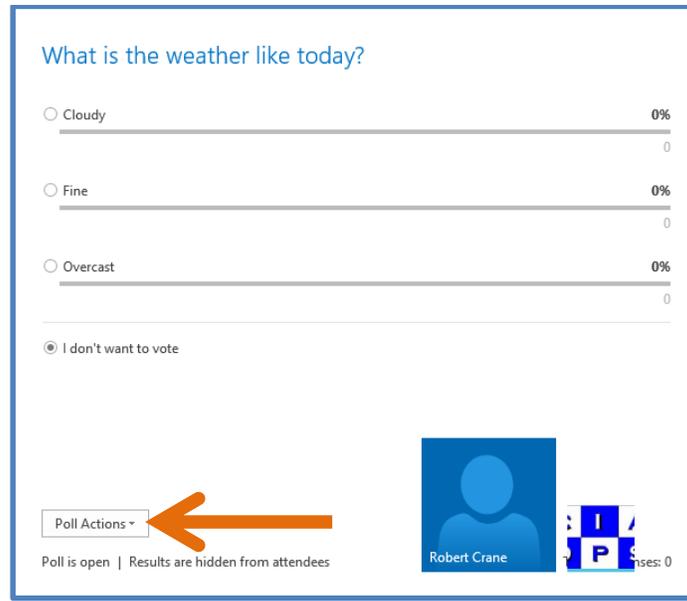
*Polls* allow you to ask a question and have attendees respond to the answers you propose as shown below.



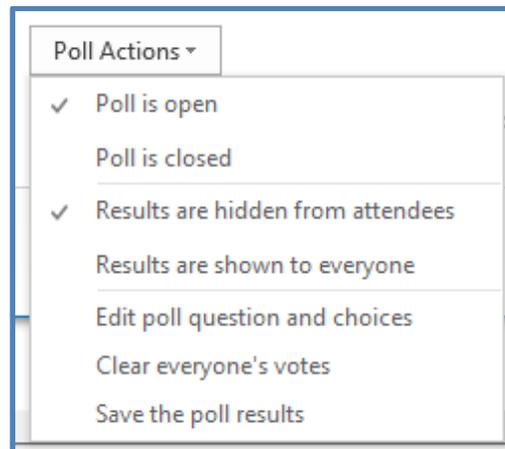
When you select **Poll** you will see the *Create a Poll* window as shown below.



Give the poll a name, enter the question and up to seven responses. When complete press the **OK** button.



If you are already sharing something on the *Stage*, you will be prompted that this sharing will be switched to the poll. Participants will now see the poll and be able to enter their responses to the question. By default, Attendees will not see all the results of the poll. This can be revealed by Presenters using the **Poll actions** menu at the bottom of the poll window.



When you select the **Poll Actions** menu you will reveal a menu with the following options:

*Poll is open* - This opens the poll so attendees can vote.

*Poll is closed* - This closes the poll so no more voting can take place.

*Results are hidden from attendees* - This hides the results from attendees (the default).

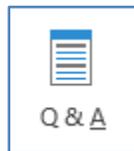
*Results are shown to everyone* - This shows the results of the poll to all attendees.

*Edit poll and choices* - This allows the editing of the poll including the question and responses.

*Clear everyone's votes* - This clears all the results from the poll.

*Save the poll results* - This allows you to save the results from the poll to either a PNG (image) or CSV file.

### Questions and Answers

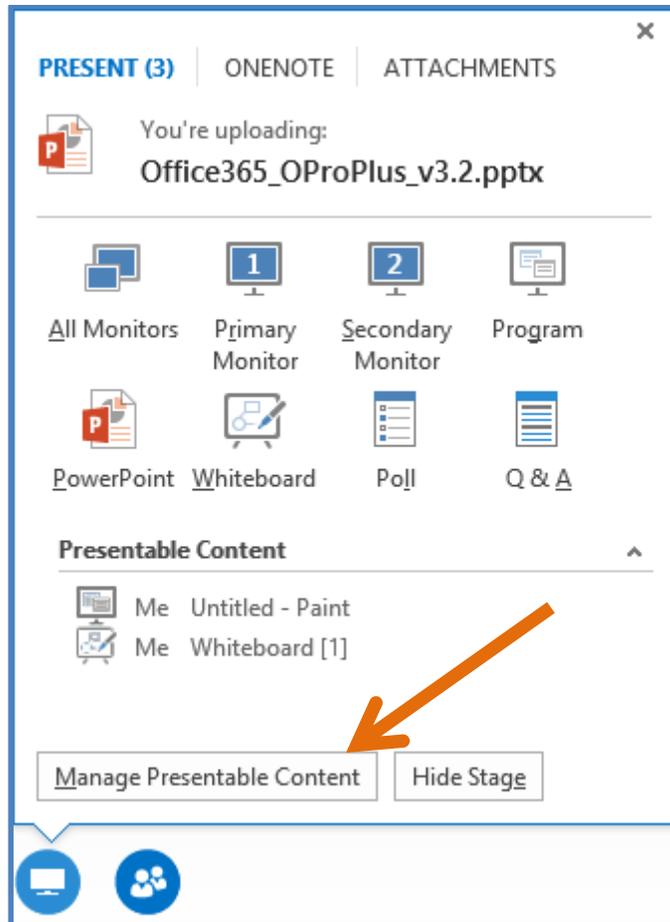


*Questions and Answers* allows a presenter to halt the *Instant Message* chat session and replace it with a linear chat session where questions can be asked and then answered one at a time. All attendees can see this Q & A session and can contribute but questions are only taken and answered one at a time.

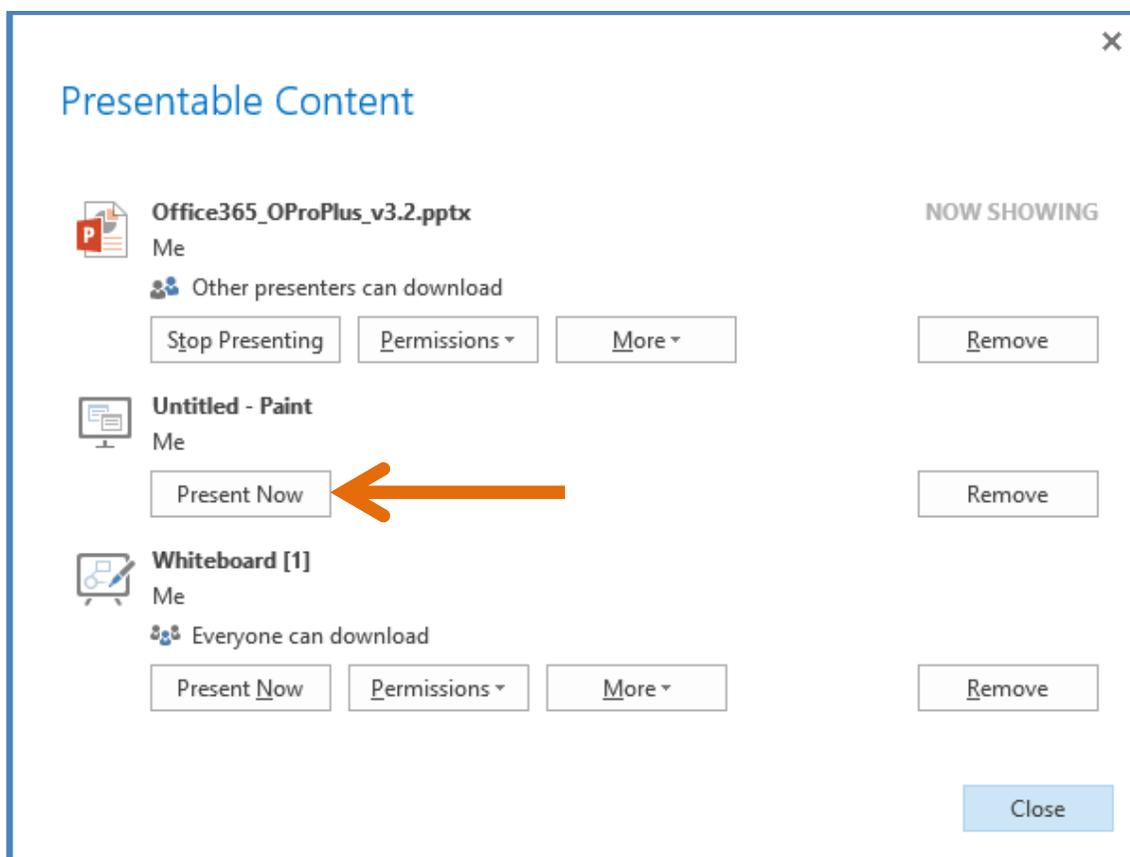
### Switching between content

Once you have begun using one sharing option you can include as many additional sharing items as you wish. For example, you could share a PowerPoint presentation, a *Poll* and a *Whiteboard* all at the same time. You of course can only display one item to attendees at any point in time.

To permit moving between shared content, hover your mouse over the *Share* button to display the dialog shown below:

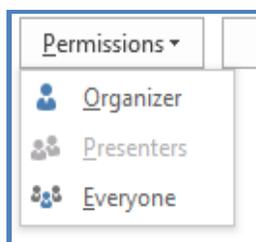


Select the **Manage Presentable Content** button at the bottom.

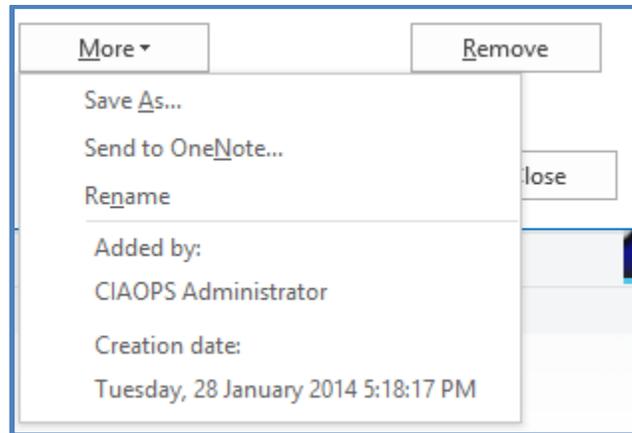


You can now broadcast any of these items to participants via the **Present Now** button associated with that content.

Depending on what content you are sharing you may also see a *Permissions* button.

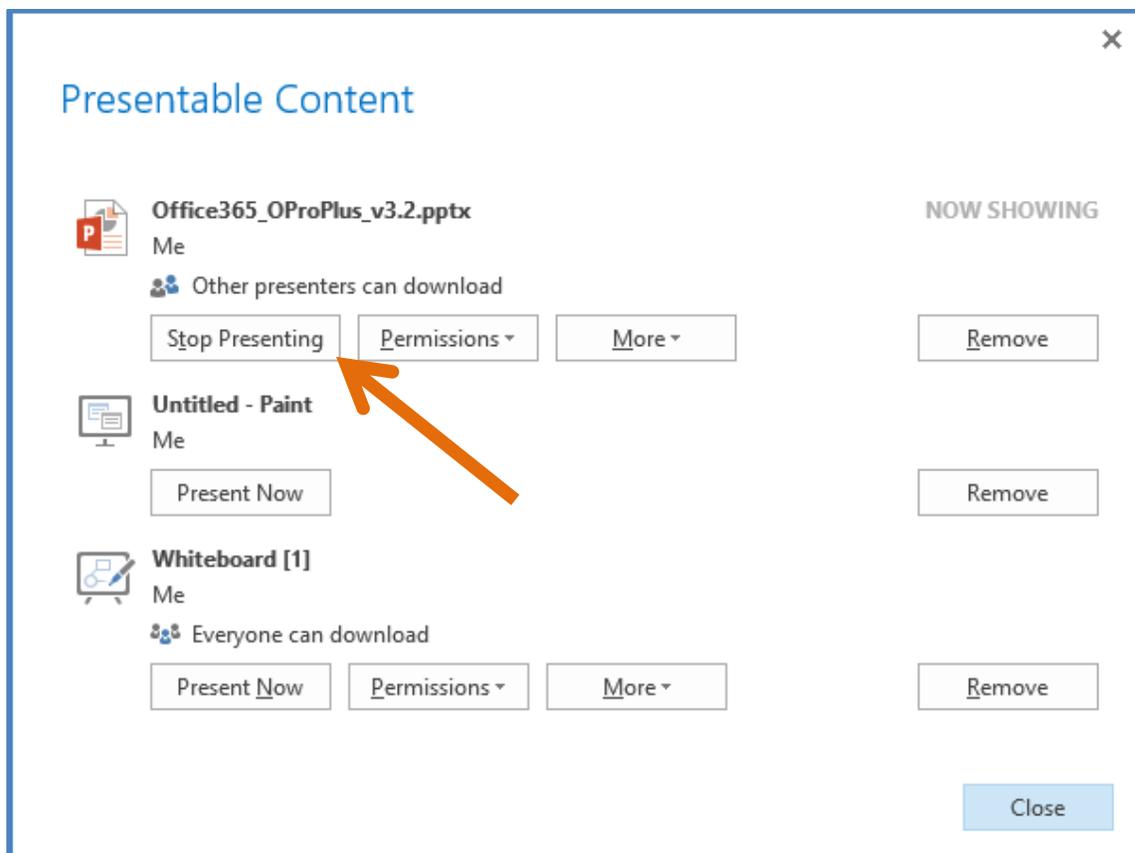


Selecting this allows you to control who has permissions to download the content you are presenting. You can select from only the *Organizer*, *Presenters* or *Everyone* (includes all Attendees).

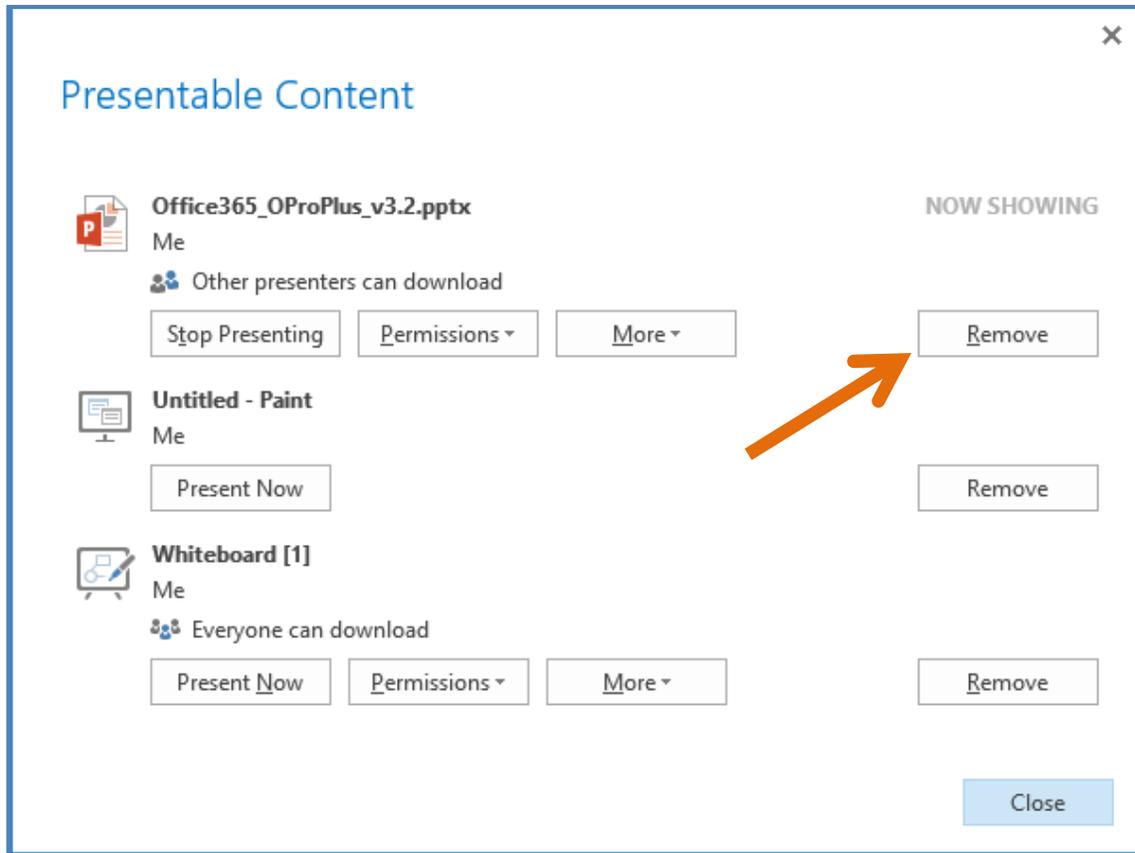


Some content also has the *More* button which, when selected, provides the options displayed above.

Sharing new content will temporarily halt sharing of the current item and switch to the new item.



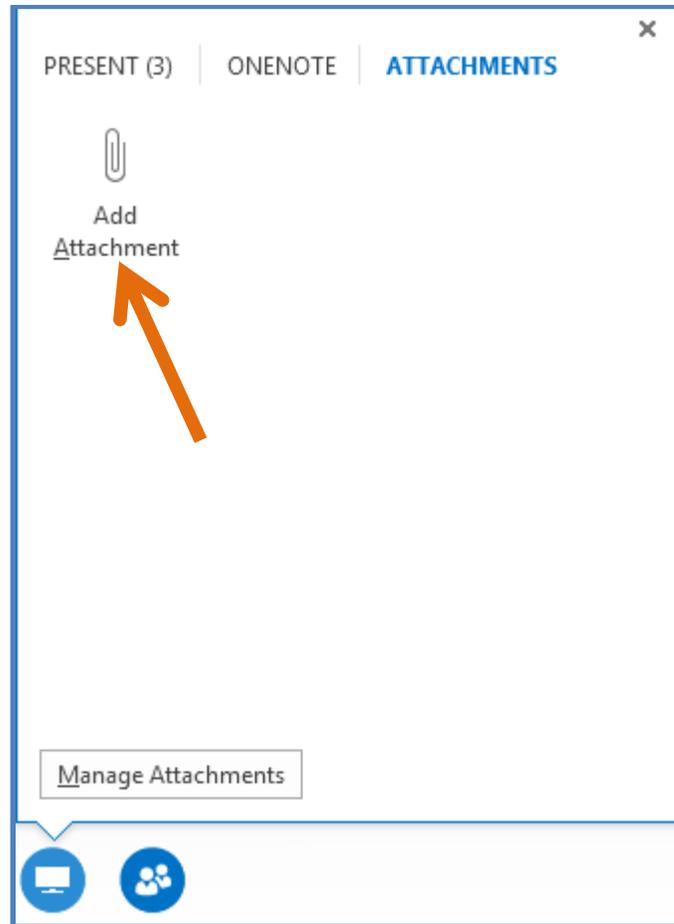
To cease displaying any content without displaying different content, select the **Stop Presenting** button on the active content.



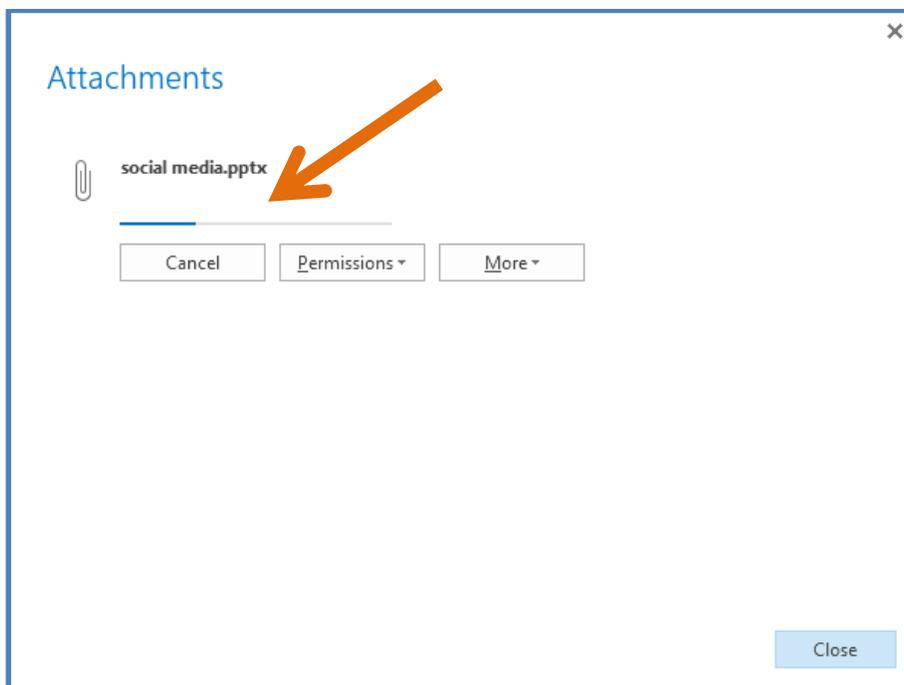
To remove the content from being available in the meeting simply press the **Remove** button to the right of the content you no longer wish to make available. Removing the contents makes it unavailable for attendees to also download locally.

### Upload files

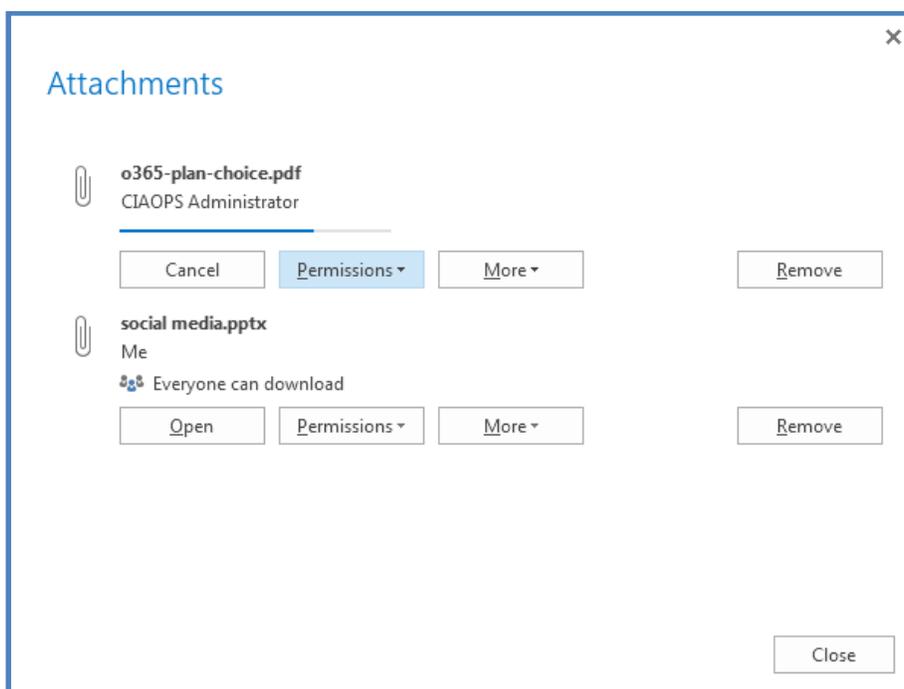
The next icon on the menu bar appears as a paperclip. Pressing this allows you to upload files as attachments to the meeting that can then be downloaded locally by participants. Attachments are not able to be displayed as part of the meeting; they are simply additional files that can be downloaded by attendees to their local system if desired.



To add an attachment to the meeting simply press the paperclip icon. You will then be prompted to upload files by clicking the **Add Attachment** button as shown above.

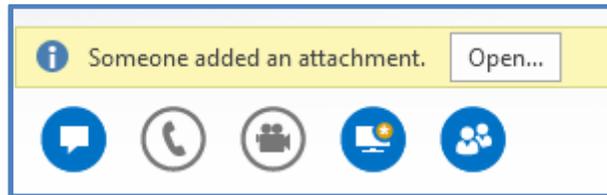


Once you have selected a file on your system you will see it being uploaded to the Lync meeting. If required, you can add additional file attachments during this process.

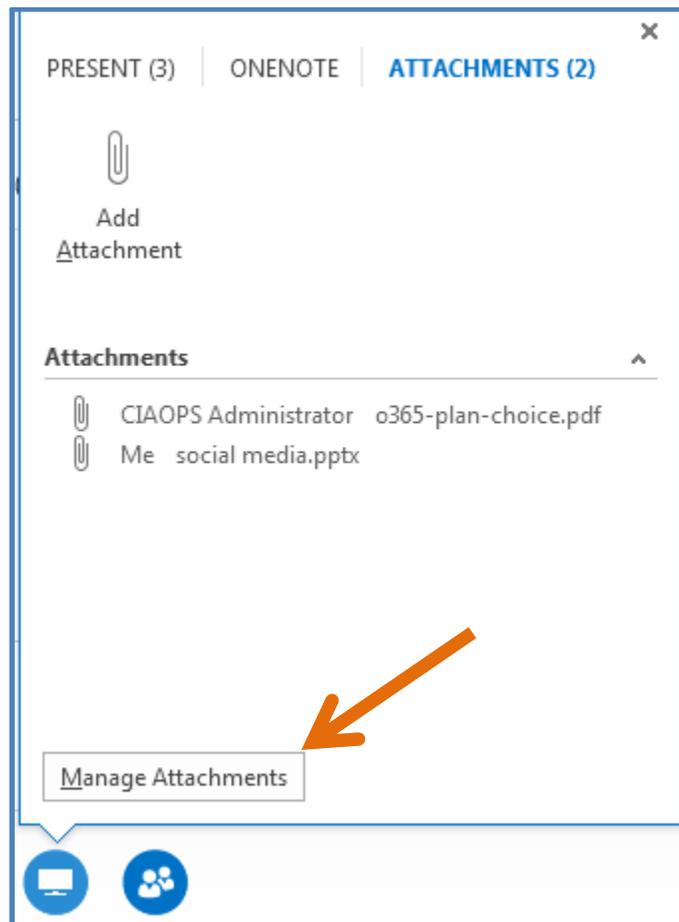


The time required to upload attachments to the meeting will vary depending on the speed of your Internet connection. It is recommended that you upload any attachments prior to the commencement of the meeting.

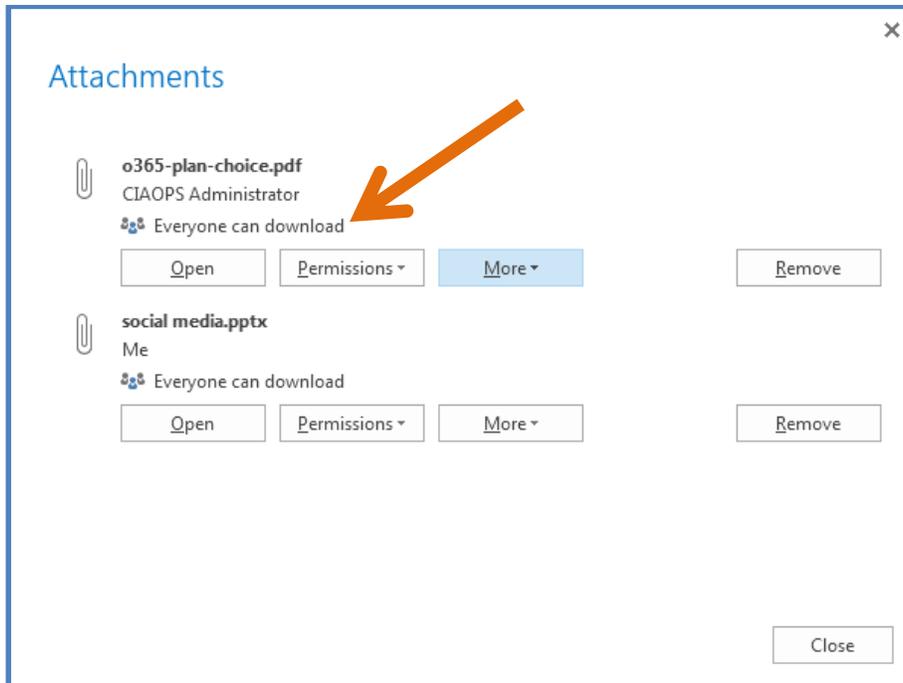
Once the attachments are uploaded your participants will receive a message in their Lync window like so:



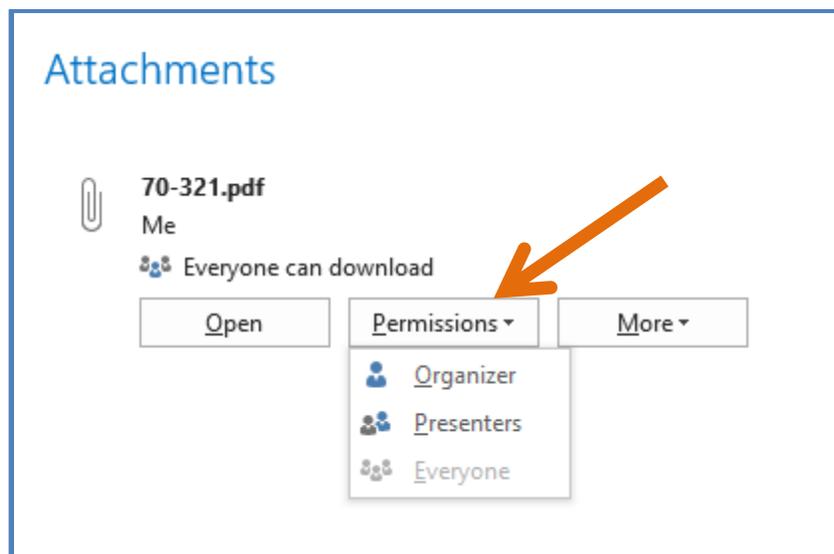
You can work with attachments at any time during a meeting by using the *Presentable Content* button and select the **Attachments** menu item at the top of the dialog box.



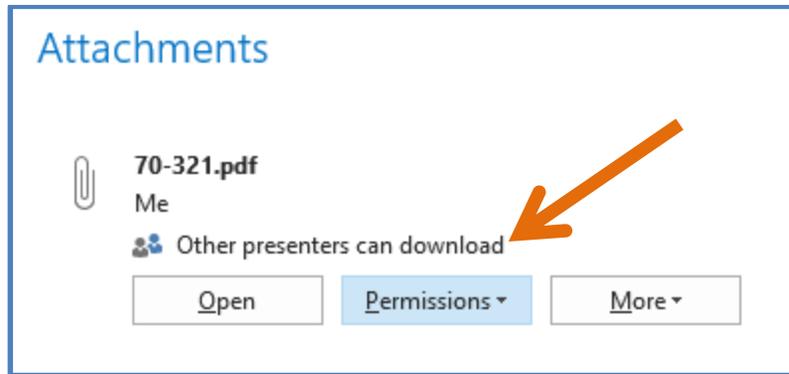
Then select the **Manage Attachment** button at the bottom of the dialog to show you each attachment and allow you to change the permissions associated with each.



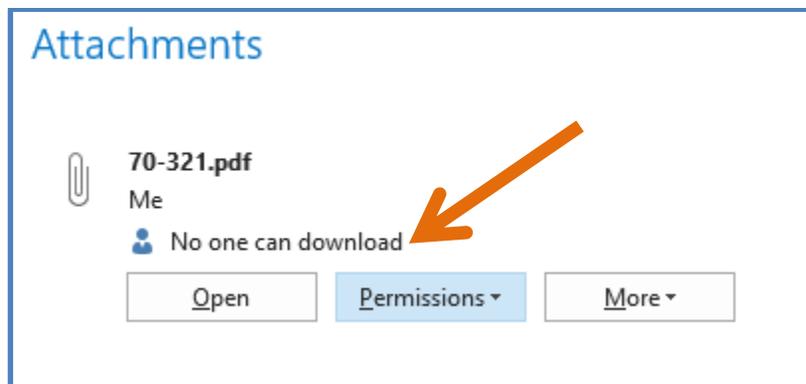
By default you will see a message indicating that uploaded attachments can be downloaded by all meeting participants.



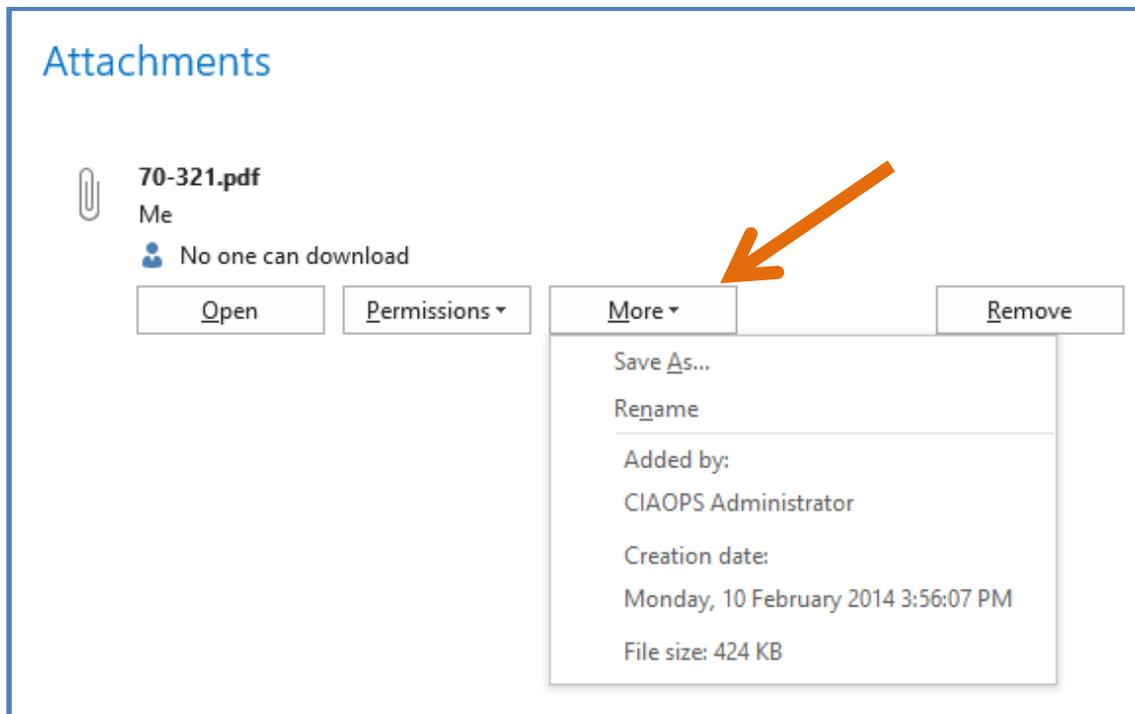
If you select the **Permissions** button you will see a number of options.



Selecting **Presenters** from the menu will change the availability of the attachment to *Other presenters can download*.



Selecting **Organizer** from the menu will change the availability of the attachment to *No one can download*.

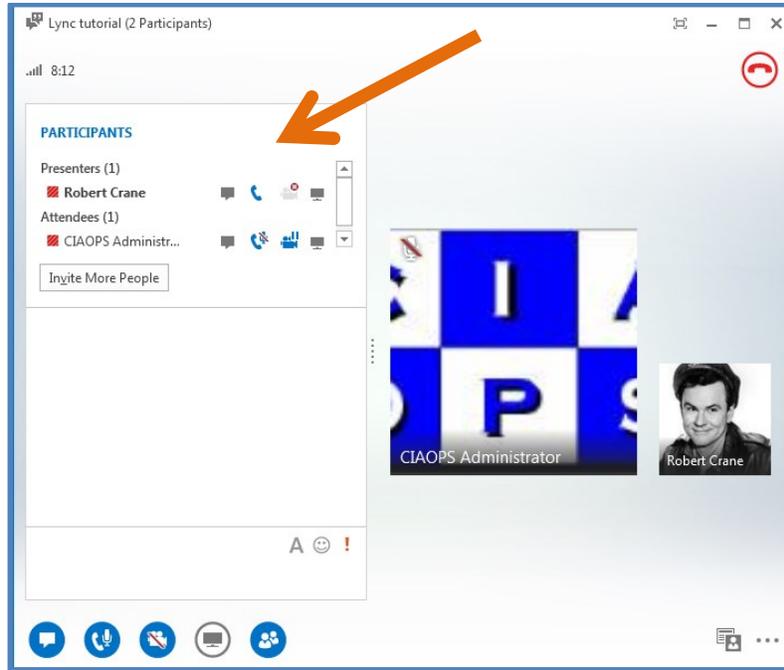


Selecting the **More** option reveals a menu that allows you to:

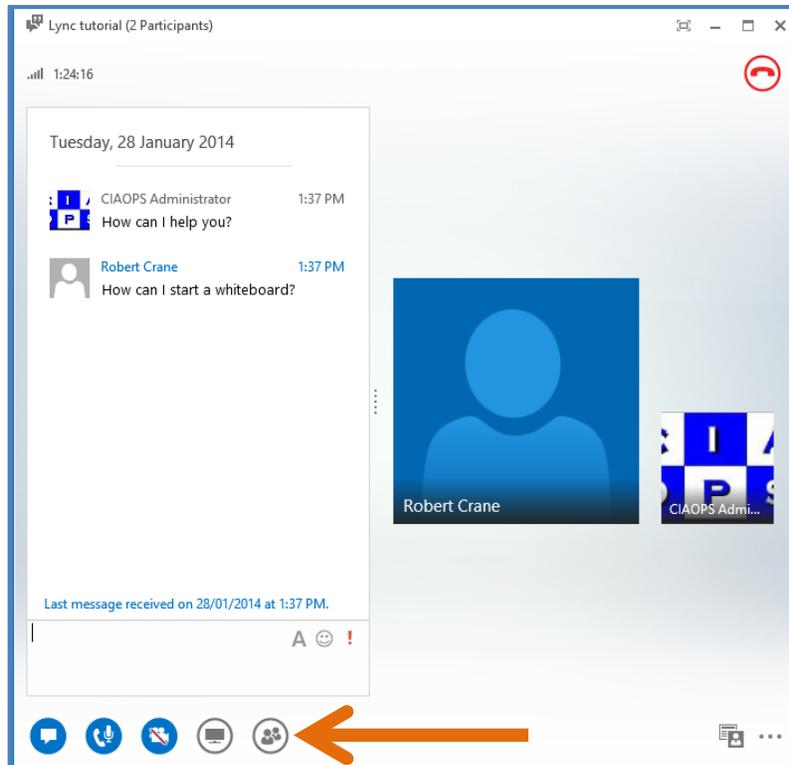
- *Save As:* to download a copy of the attachment to your system.
- *Rename* the uploaded attachment in the meeting.

## Participants

As mentioned previously, if you press this button a pane will appear in the top left of the meeting window allowing you to see all those currently attending the Lync meeting.

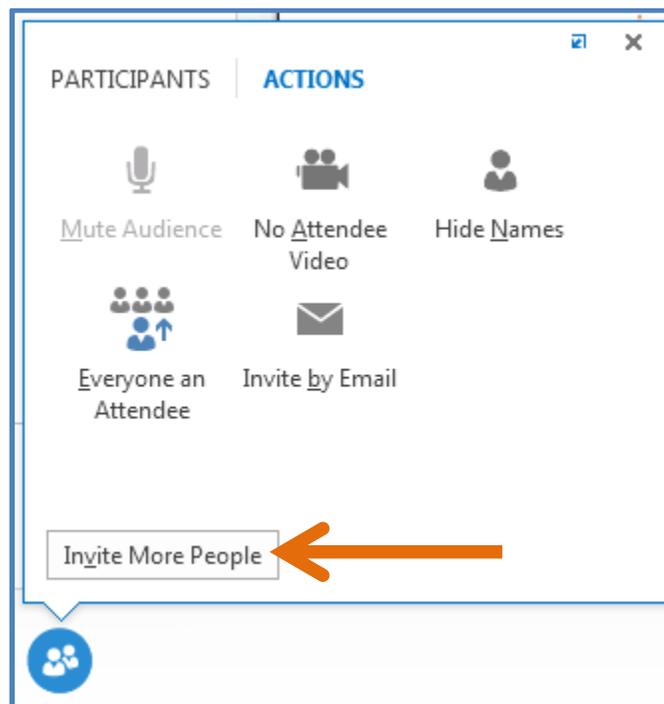


However, if you hover over the *Participants* button with your mouse you will see a menu displayed with a number of additional options.

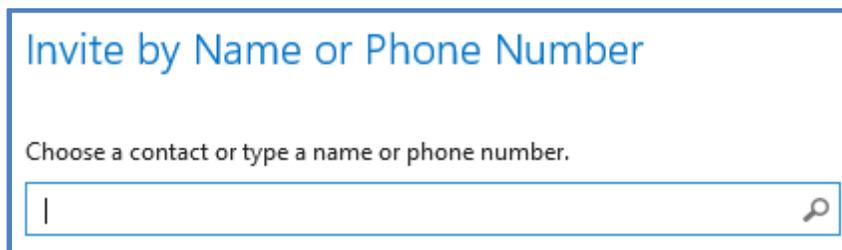


The options that you see depend on whether you are a Presenter or an Attendee of the meeting. In this case we will consider the options available as a Presenter.

Thus, if you hover your mouse over the button you will reveal all the available options like so:



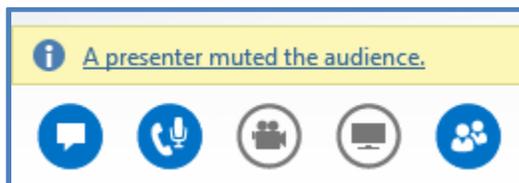
You can firstly elect to **Invite More People** to the meeting by pressing the button at the bottom of the window.



You can invite additional Attendees to the meeting via Name, Phone number (if supported) or email.



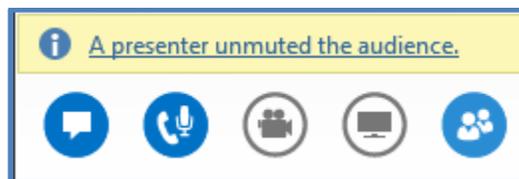
You can elect to prevent other participants from having their audio broadcast in the meeting by pressing the **Mute Audience** button.



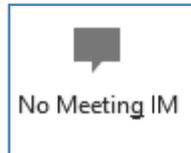
Doing so will display a message as shown above just above the buttons.



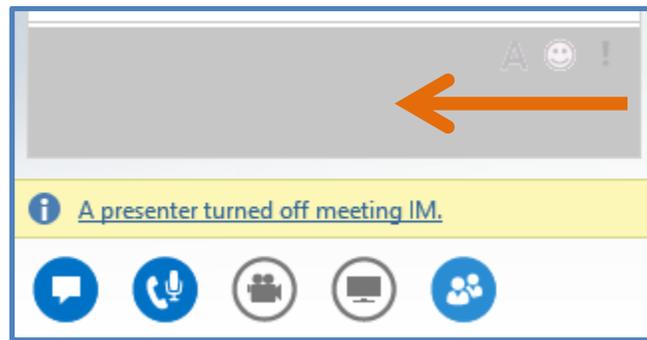
You can allow audience members to again broadcast audio by returning to the same location and then selecting **Unmute Audience**.



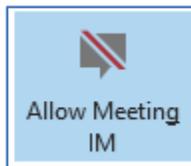
You will receive a confirmation message letting you know that audio can now be broadcast.



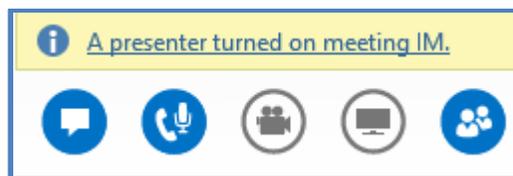
You also can elect to prevent other participants from using the *Instant Messaging* conference chat by pressing the **No Meeting IM** button.



Doing so will display a message just above the buttons as well as disable participants' chat pane as shown above.



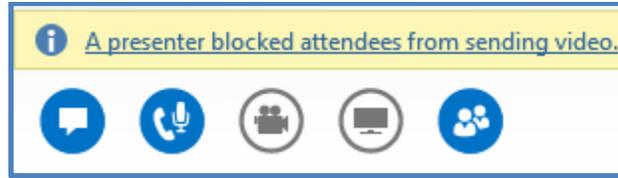
You can allow audience members to again use chat by returning to the same location and then selecting **Allow Meeting IM**.



You will receive a confirmation message letting you know that chat is now available again via a banner above the buttons.



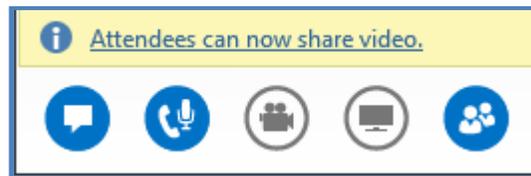
You can elect to prevent other participants from using video by pressing the **No Attendee Video** button.



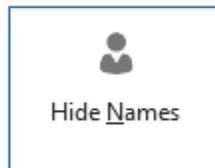
Doing so will display a banner message just above the buttons as well as disable participants' video as shown above.



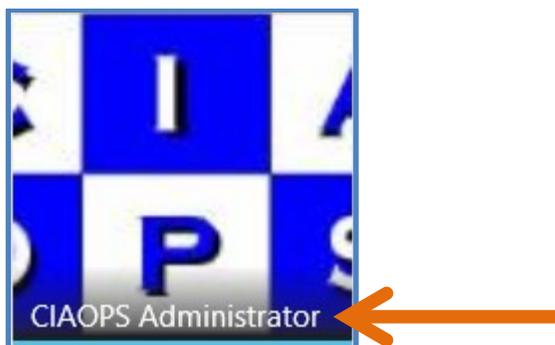
You can allow audience members to again use their webcams by returning to the same location and then selecting **Allow Attendee Video**.



You will receive a confirmation banner message letting you know that participants can again share video.



You can elect to prevent the names of participants being displayed on their pictures and video by pressing the **Hide Names** button.



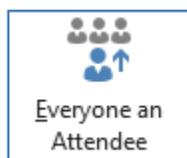
Normally, the attendees name will appear in the window with their picture or video as shown above.



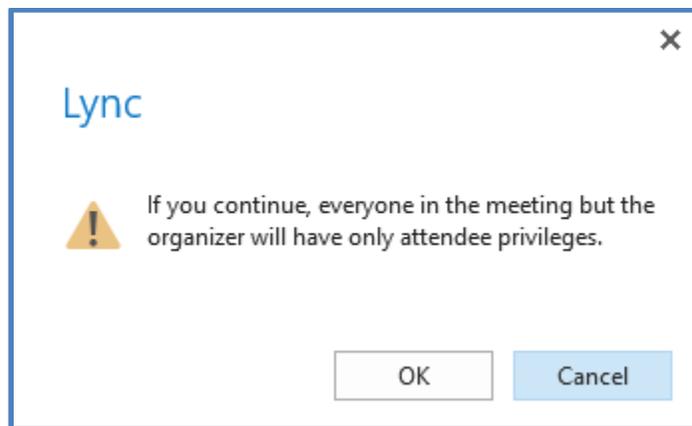
Once the **Hide Names** button is pressed their names will no longer be displayed as shown above.



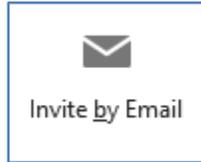
You can allow names again to appear for audience members by returning to the same location and then selecting **Show Names**.



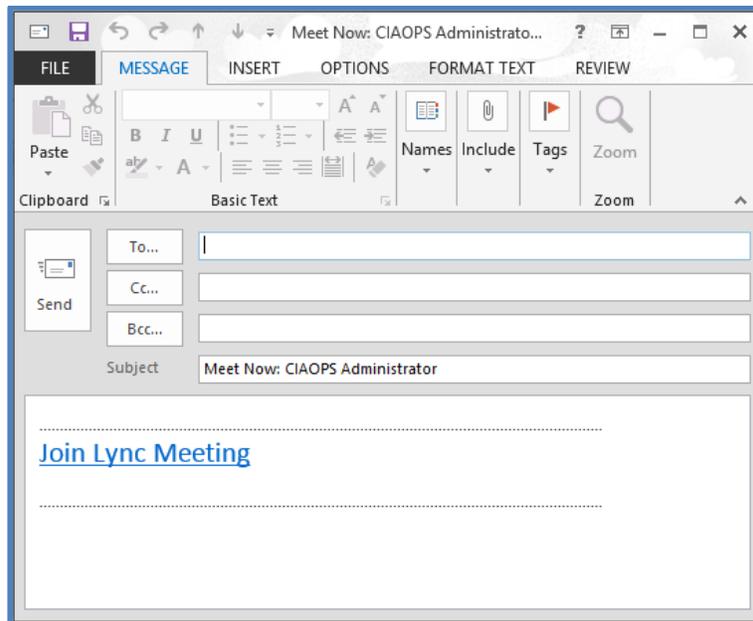
You can elect to make everyone except yourself a conference Attendee by pressing the **Everyone and Attendee** button.



You will be presented with the following warning. Press the **OK** button to continue.



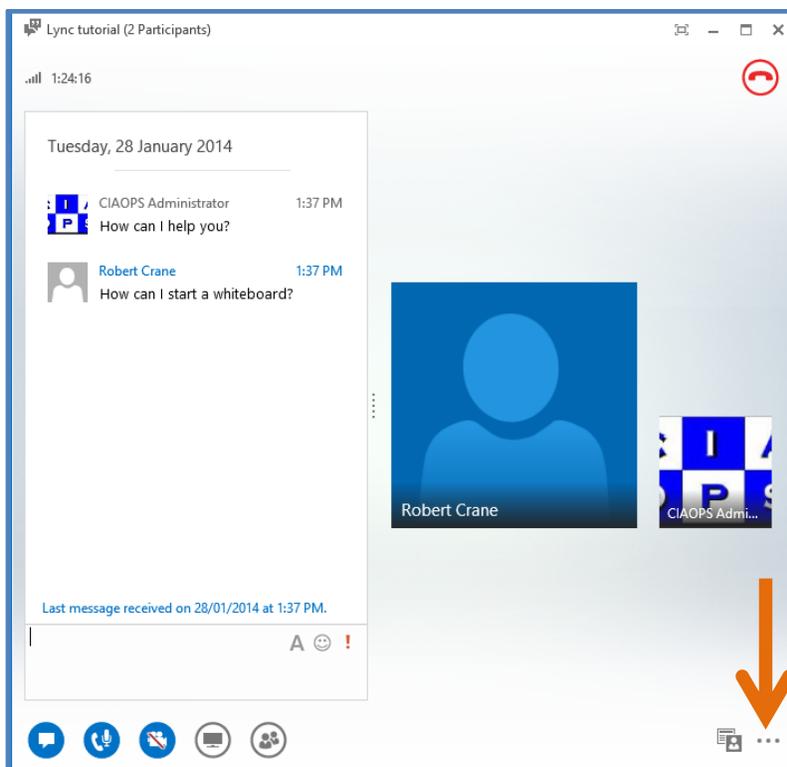
You can invite people to attend the conference meeting if they are not in your Lync contacts by press the **Invite by Email** button.



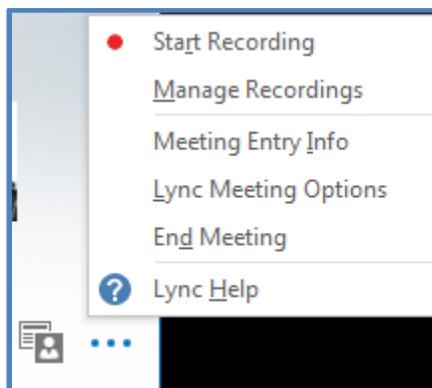
This will open Outlook and create a new email message whose contents are a hyperlink to the current Lync conference meeting. Just enter the appropriate email addresses and send the email. Recipients can then simply click on the contained hyperlink to automatically join the Lync conference meeting.

## More Options

In the bottom right of the conference meeting window you will find an **ellipse** (three dots).



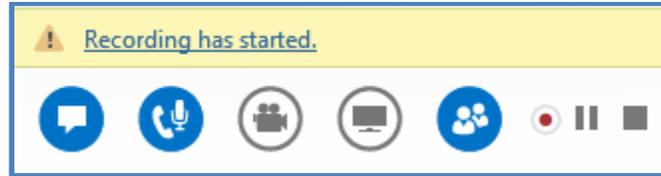
Pressing this will reveal a number of additional menu options.



Here you can select:

- *Start Recording*

As a meeting Presenter, Lync allows you record all the information presented during a Lync meeting including audio, video, chat and presented content.



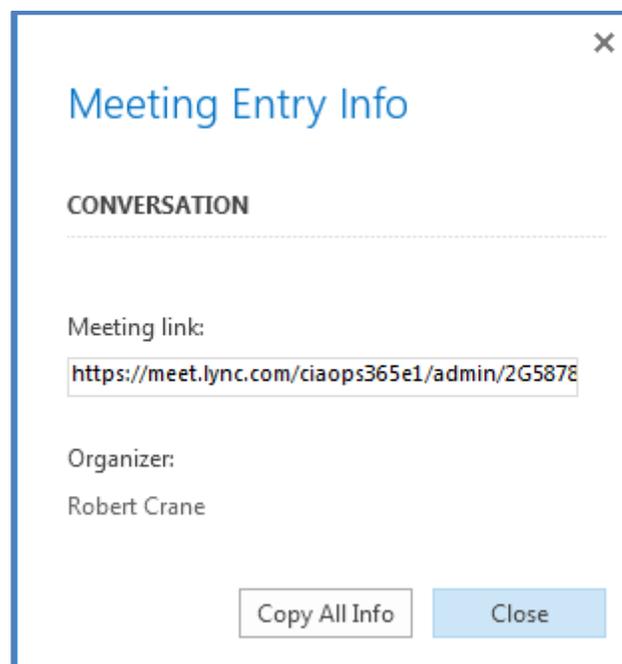
When you start a recording a message will be displayed above the buttons as shown and 3 additional recording buttons (*Record, Pause* and *Stop*) will appear to the right of these.

More detailed information about recording will be covered shortly.

- *Manage Recordings*

This will open the *Lync Recording Manager* on your desktop. More information about this will be covered shortly.

- *Meeting Entry Info*



This will display a window that contains a hyperlink to the current conference meeting. You can select the **Copy All Info** button to copy the information to the clipboard so it can be used in other applications or sent via email.

- *Lync Meeting Options*

Lync Meeting Options

**CONVERSATION**

These people don't have to wait in the lobby:

Anyone (no restrictions) Why do I use this?

Announce when people enter or leave

Who's a presenter?

Anyone (no restrictions)

Presenters can share content and let people into the meeting.

Who can annotate PowerPoint presentations?

Presenters only

Who can look at content on their own?

Presenters only When is a good time to use this?

This lets people browse a separate copy of what's being presented without affecting what everyone else is seeing.

OK Cancel

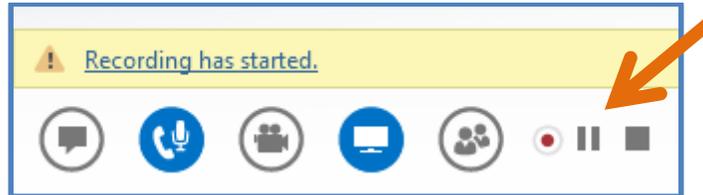
This will allow you to control the permissions for people entering the meeting and to the content presented.

- *End Meeting*

This will terminate the meeting for all participants. This is different from simply leaving the meeting which keeps the meeting running even though you may exit. The *End Meeting* option closes down the conference meeting and all the content, removes all Attendees from the meeting as well as ending any recordings that are currently active.

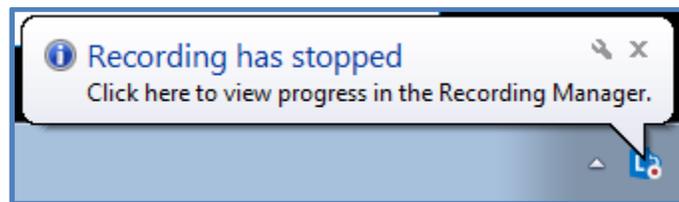
## Recordings

The option to record may not be available in all locations. This is due to country and regional restrictions. Once you commence a recording of the meeting, all participants will see the meeting is being recorded via an information banner just above their meeting buttons.

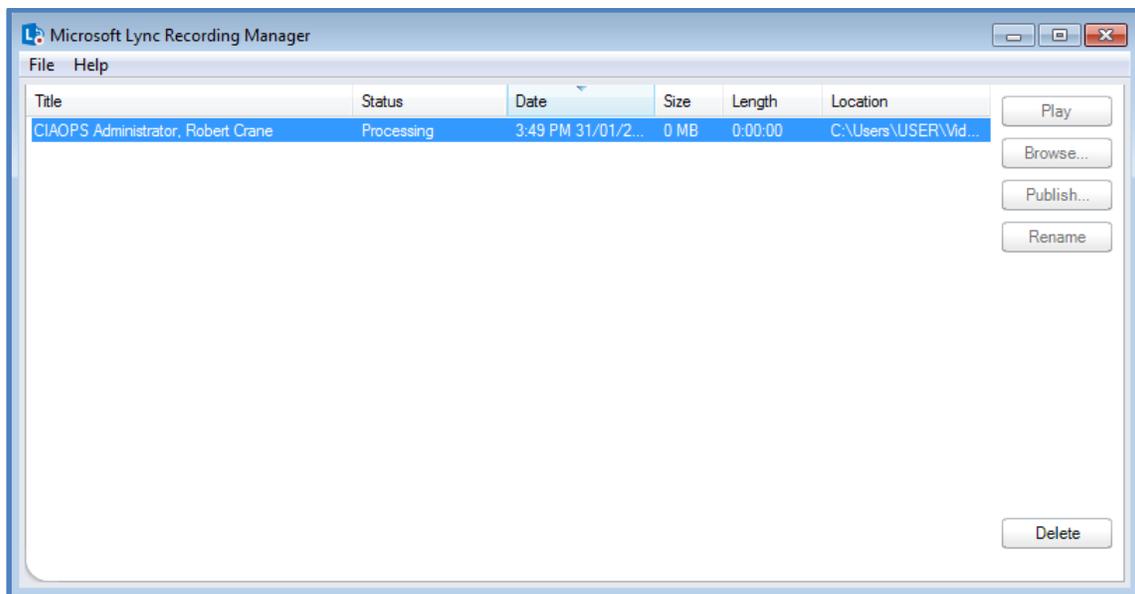


The Presenter who initiated the recording will also see the recording control buttons as shown, to the right of the normal meeting buttons.

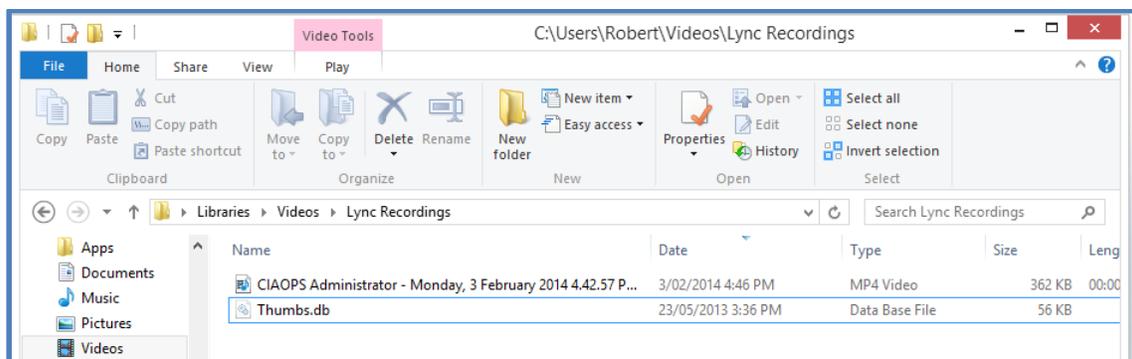
With this they can pause and end the recording.



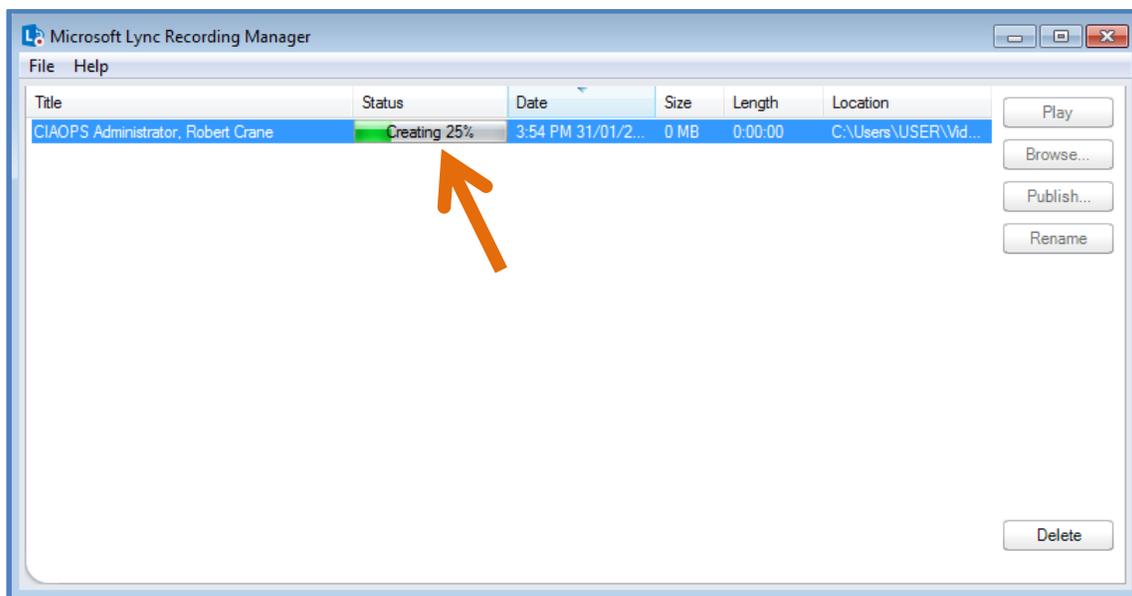
As a Presenter that initiated the recording, when you stop recording you will see a message displayed in the System Tray (in the lower right) indicating that the recording has stopped and that by clicking the notification you can open the *Lync Recording Manager*.



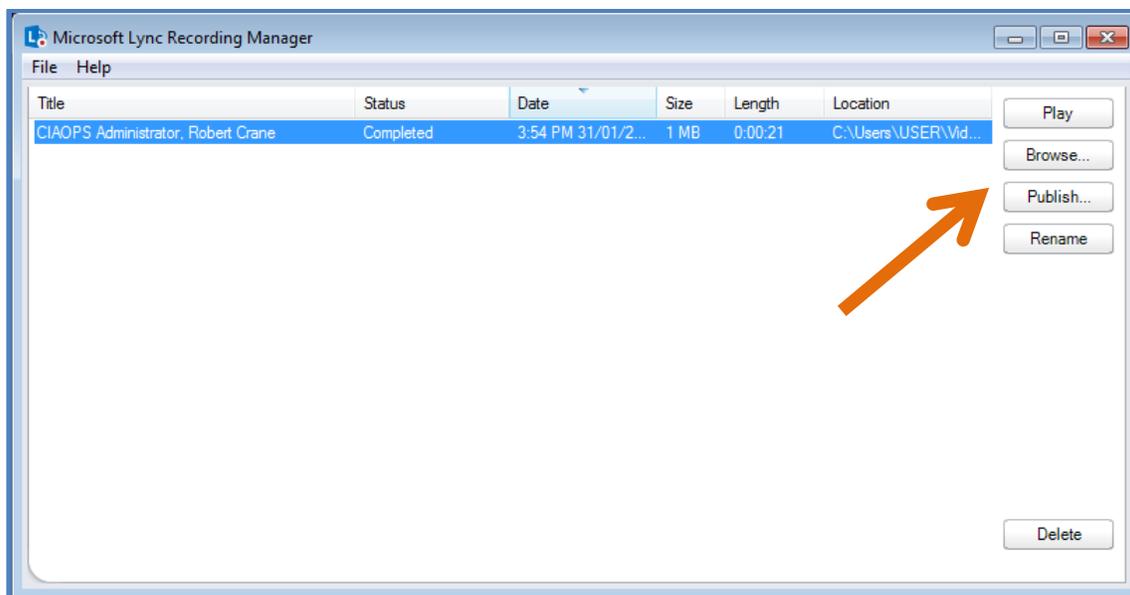
Once a meeting recording is stopped the *Lync Recording Manager* will automatically start processing that recording. What this means is that it is effectively compiling all the different streams of information into a single viewable video file.



You will generally find this compiled file as a single MP4 file in your `\users\\videos\Lync Recording` folder upon completion.



You should see the progress of this processing displayed in the *Recording Manager* as shown above.

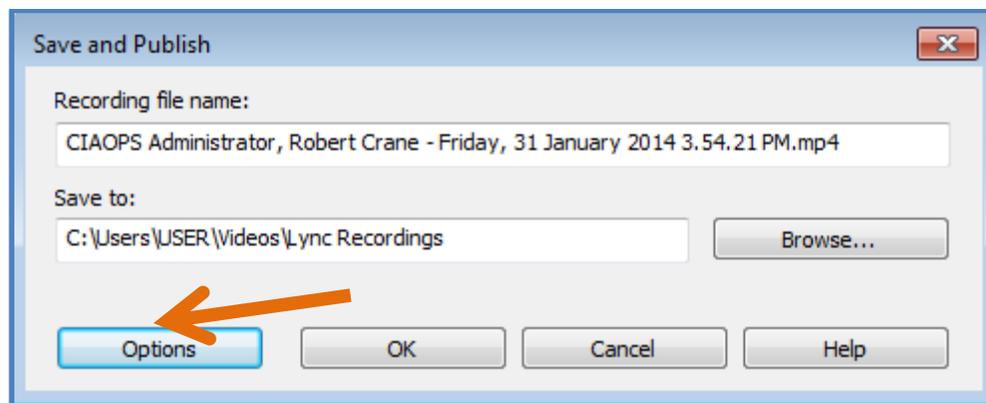


When the processing is complete you will see the size, length and location displayed. The buttons on the right will also be available.

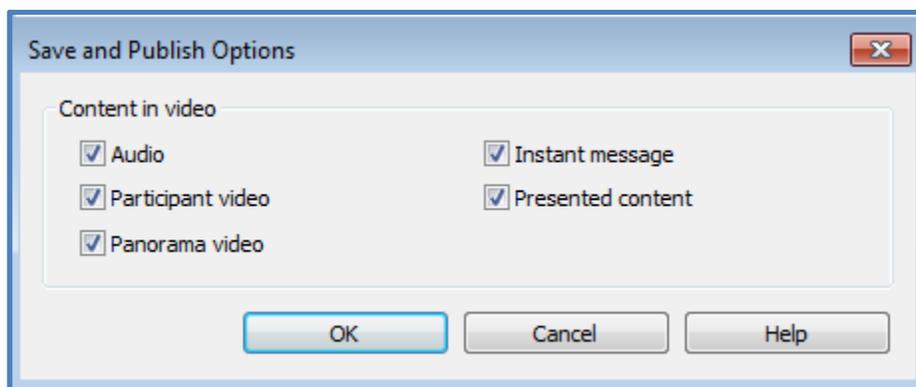
You can close the *Recording Manager* and access it anytime in the future just like any other desktop application. After launching, you should see a list of all the Lync recordings you have made and their details. You can select any of these and then select from the buttons at the right which include:

- *Play*. Show a Lync recording.
- *Browse*. Show the location where the Lync files are saved.
- *Publish*. Create a MP4 output file of the recording for sharing, however you are able to select what elements from the meeting recording will be included or excluded.
- *Rename*. Change the name of a recording.
- *Delete*. Remove the recording and associated files.

If you elect to *Publish* a recording you can change the recording title and where the recording is saved to.



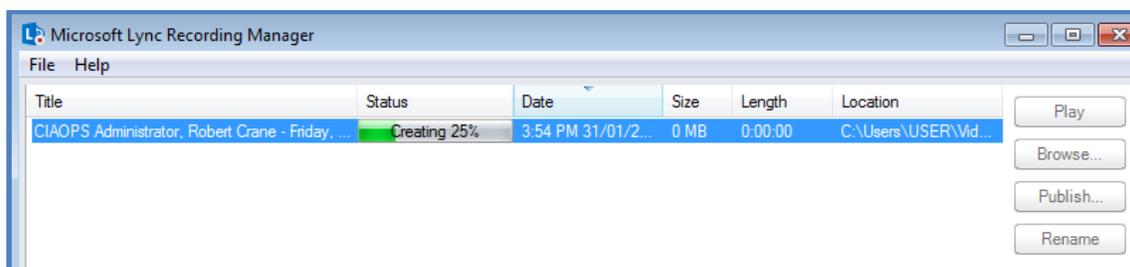
If you select the **Options** button you can then nominate which elements of the recording you wish to include during this publishing process.



Simply uncheck the items you do not wish to appear in the end results and press the **OK** button to save these choices.

This allows you to for example, exclude all *Participant Video* and instead just focus on the *Presented content* and the *Audio*. You still retain the original copy of the Lync recording with all the different streams and can thus republish again with different options at any time if desired.

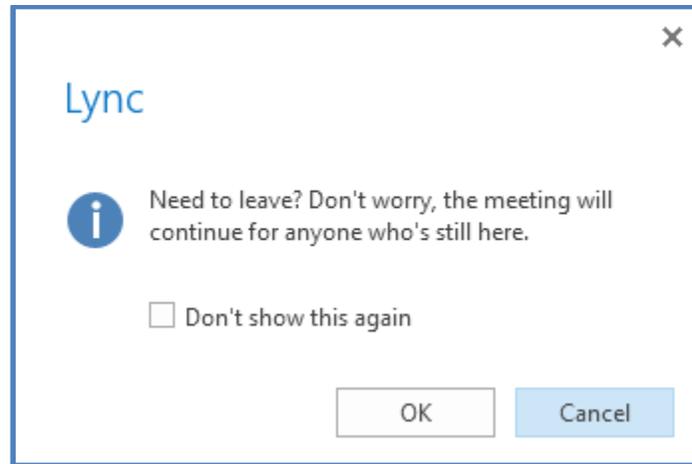
The published meeting recording will now be saved to the local directory selected during the above process in MP4 format.



When the published recording is available you should receive a message in your system tray. Simply click the message to open the *Recording Manager*.

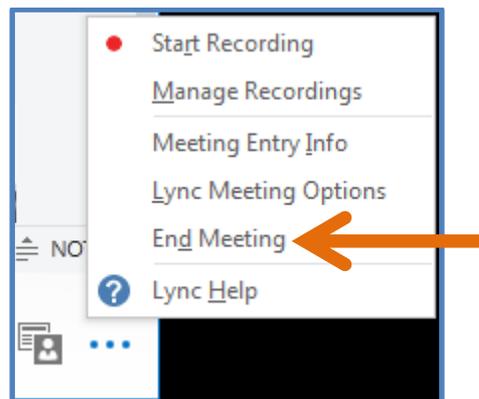
## Exiting a meeting

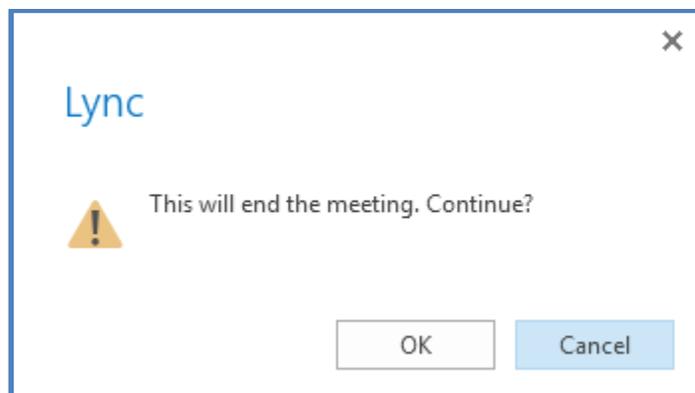
To exit a meeting, close the Lync client window. You will be prompted with the following message.



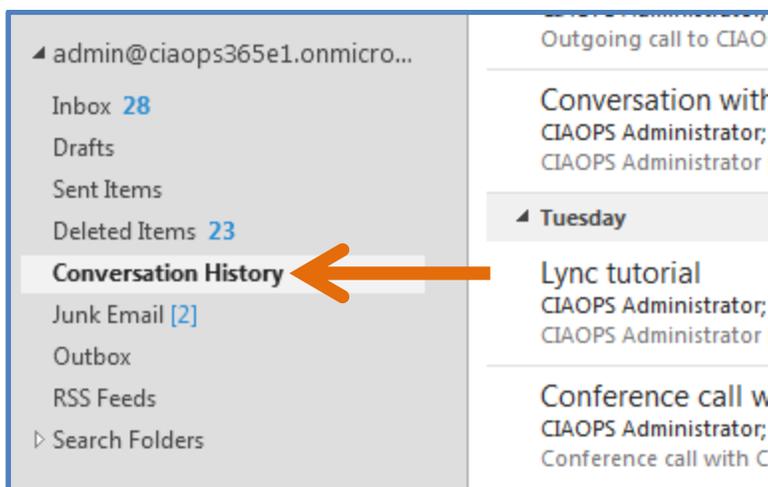
Select whether you wish to see the message again and press the **OK** button to close. If you leave the meeting this way you will only exit the meeting, any other participant will remain and the meeting will continue without you.

If you are a Presenter and you wish to end the meeting for all participants you can do so via the menu in Lync as shown previously:





If you exit a meeting any recording prior to that point will be stopped and saved. Press the **OK** button to end the meeting for all participants.



Lync will automatically save your chat history and call history in a folder called *Conversation History* in your Outlook. This will be located in your Office 365 Inbox as shown above.

## Conclusion

Lync is very powerful component of Microsoft Office 365. It provides a range of communication options from instant messaging to video calls and conferencing to multiple participants. Lync is integrated not only directly into Office 365 components such as SharePoint and Exchange, but it also integrates seamlessly with the latest Office desktop software such as Word, Excel, PowerPoint, etc. This allows you to have Lync conversations directly from any Office application.

This document has provided a very basic overview of some of the most common features available with Lync Online for Office 365 as well as taking you through a basic tutorial of these features. This document should make a great starting point for anyone wanting to come to grips with the basics of Lync Online on Office 365.

## Where to go from here?

What has been shown here is only the tip of the iceberg as to what can be accomplished with Lync Online. The first place to start, if you want more information, are the **Links** and **Video** section below. These will provide you with more information about Lync.

Further documents and information about utilizing the advanced features of Office 365 can be found at <http://www.ciaops.com>. If you are interested in receiving information about any upcoming documents about Office365 please send an email to [director@ciaops.com](mailto:director@ciaops.com) asking to be added to our regular newsletter.

If you have any feedback on the information provided here please contact [director@ciaops.com](mailto:director@ciaops.com).

**Computer Information Agency**

<http://www.ciaops.com>

## Glossary

**Attendee** – is a scheduled meeting participant that has limited rights within a meeting. Normally all attendees do is listen and view content, however a presenter can also provide them with the ability to participate via instant messaging and audio.

**Lync** - is a Microsoft product that is available either on site or from the 'cloud'. It is an integrated solution for instant messaging, presence, conferencing and voice. It also provides direct integration into other Microsoft products like Outlook, SharePoint and Office applications such as Word and Excel which permit you to communicate with team members without leaving what you are doing. You can share desktops, whiteboards, presentations and online polls using Lync.

**Lync Online** - is a component of Microsoft Office 365 and is a hosted version of Lync Server 2013 in Microsoft datacenters. It is accessed across the Internet typically using software that is installed on your device. Software is available for PCs, MAC's, iPad, Windows Phone and most mobile platforms.

**Office 365** – Is hosted versions of Microsoft Exchange, SharePoint and Lync. They can be purchased as a suite or individually. All of the servers live in Microsoft data centers but can be accessed anywhere an Internet connection is available.

**Presenter** – is a scheduled meeting participant who either organized the meeting or has been promoted by another presenter. A presenter has full control over the content as well as other participants in the meeting.

**Stage** – Location in the Lync client where shared items are displayed. This is generally to the right of the chat window. The Stage can only display one shared item at time whether that be a whiteboard, PowerPoint, desktop, etc.

## Links

- Join a Lync Meeting  
<http://office.microsoft.com/en-au/lync-help/join-a-lync-meeting-HA102809459.aspx>
- Lync Client Functionality comparison  
<http://technet.microsoft.com/en-us/library/gg425836.aspx>
- What's new in Lync  
<http://office.microsoft.com/en-us/whats-new-in-lync-HA103012831.aspx>
- How to troubleshoot recording online meetings with Lync  
<http://support.microsoft.com/kb/2433212/>
- Set up your network for Lync Online  
<http://onlinehelp.microsoft.com/en-us/office365-enterprises/hh416761.aspx>
- Help topics about Lync  
<http://office.microsoft.com/en-au/office365-lync-online-help/help-topics-about-lync-HA102991441.aspx>

## Videos

- What is Lync  
<http://www.youtube.com/watch?v=-ET8wnasqj4>
- Lync 2013 training  
[https://www.youtube.com/watch?v=IfmYzt0t92s&list=PLXPr7gfUMmKySvatb7oWr4dTJs5po\\_r-0](https://www.youtube.com/watch?v=IfmYzt0t92s&list=PLXPr7gfUMmKySvatb7oWr4dTJs5po_r-0)
- Join a meeting using Lync for iPad  
<http://www.youtube.com/watch?v=13L-g7MKk1A>
- Making a call using Microsoft Lync for iPad  
<http://www.youtube.com/watch?v=vcC0grn1Oml>
- Lionbridge keeps employees connected and productive with Lync 2010 for Windows Phone  
<http://www.youtube.com/watch?v=8TO6bNroGel>

## About

### *Author - Robert Crane BE MBA MCP*

Robert has a degree in Electrical Engineering as well as Masters of Business Administration. He is also a Small Business Specialist and Microsoft Certified SharePoint Professional. Robert has over 15 years of IT experience in a variety of fields and positions, including working on Wall St in New York. Since 2012 he was recognized with a Microsoft Most Valuable Professional (MVP) Award for his work with Office 365. He continues his involvement with information technology as the Principal of the Computer Information Agency. Apart from resolving client technical issues, Robert continues to present at seminars as well as write on a number of topics for the Computer Information Agency. Robert can be contacted via [director@ciaops.com](mailto:director@ciaops.com).

### *Company – Computer Information Agency ([www.ciaops.com](http://www.ciaops.com))*

Founded in 1995, the Computer Information Agency is a specialized technology consultancy in Sydney, Australia that focuses on assisting businesses and individuals improve their productivity using technology and smart business practices. The Computer Information Agency has high levels of experience in technologies such as Windows Servers, including Small Business Server, and desktop applications such as Outlook, Word, Excel and Onenote.

With special emphasis placed on the business benefits of technology the Computer Information Agency is unique in its ability to work with companies to improve and streamline their processes utilizing the technology they already have in place. The focus is on providing an improved end result for the business which in the long run leads to greater productivity and profitability. More information about the Computer Information Agency can be found at <http://www.ciaops.com>.