Lync 2010 comprehensive FAQs
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Purpose

This document is designed to assist and answer the most frequently asked questions by users with regards to the Lync application.

Document Support Boundaries

This document is written to support the following mail clients on a Windows Operating System;

- Microsoft Lync 2010

What is Lync?

Microsoft Lync 2010 is a unified communication client with instant messaging, instant calendaring, and voice over ip and video conferencing. With an updated user interface, Lync 2010 brings together communication tools that work the way you are used to using them. The client features a dashboard that makes it easy to find and use common functions such as the dial pad, visual voicemail, the contact list, and the list of active conversations.

Note: The information outlined above has been sourced from Microsoft (http://office.microsoft.com/en-au/lync/top-10-reasons-to-try-lync-2010-HA101961663.aspx)
What are the features of Lync?

- Instant messaging.
- Interfaces with Microsoft Outlook to show your availability by linking your status to your Outlook Calendar.
- Share desktop information and applications.
- Allows voice and video conferencing (If your computer has all the necessary components).

Is it compulsory to use Lync?

No it is not compulsory to use, you can simply close the application if desired.

How do I get rid of the Out of Office reply in Lync?

If your Lync account is synced via the Microsoft Exchange Server to your Outlook calendar, an Out of Office message appears in Lync after you turn on the Out of Office reply in Microsoft Outlook. To get rid of the Out of Office message display in Lync, you need to turn off the Out of Office reply in Outlook. To do this:

- Click the File tab in Outlook, and then click the Turn off button in the Automatic Replies panel.

Note: The Out of Office reply can take up to thirty minutes to disappear from the Lync display after it has been turned off in Outlook.

Why can’t I set my presence status to Appear Away?

Some organisations remove the appear away status because it can interfere with presence predictability. For example, if a lot of people use this status, the value of presence in Lync will be greatly reduced. Keep in mind that you can use privacy relationships as a way of avoiding interruptions. For example, if you don’t want to be disturbed by most people, you can set your status as Do Not Disturb and then grant certain people permission to interrupt you by adding them to your Workgroup.
How do I set my presence status options?

You can specify the number of minutes of idle activity that elapses before your presence status changes to Inactive and Away, if you don’t want to use the default settings.

To set your presence status options:

1. In the Lync main window, select the Options button, and then select Status.
2. Select the up and down arrows to specify the number of minutes before your presence status changes to Inactive.
3. Select the up and down arrows to specify the number of minutes before your presence status changes to Away.
4. Select the down arrow next to your current status to control your availability (override default settings or accept them), and then select OK.

Can I create a custom presence status?

No. The presence states in Lync are pre-set and can’t be added to. You can write a personal note at the top of the Lync main window to provide details about where you are and what you’re doing. To do this, click the note display area, and then type over the note that is currently displayed.

Where are the menus?

Many of the menus in Lync appear when you select a small down arrow (such as the one beside the Options button in the main window). You can also open the main menu by doing any of the following:

- To see the menu in the Lync main window, press Alt, or select the Show Menu arrow next to the Options button.
- To see the menu in a conversation window, press Alt.
- To permanently display the menu bar in the main window, press Alt, and then select Show Menu Bar.
To permanently display the menu bar in a conversation window, press Alt, select View, and then select Show Menu Bar.

You can also see menus for doing frequent tasks relating to contacts, groups, and other items by right clicking on the items.

How do I add an internal contact to my contacts list?

To add an internal contact to your Contacts list:

1. Search for the person by using a name, email alias, or a phone number. After you’ve completed your search, a list of people whose names match the search is displayed.

2. Scroll through the returned search list until you find the person you want to add to your Contacts list. Right click on the person’s contact card, and then select Add to Contacts List. Or, select the down arrow on the Add button.

3. If you’ve set up groups or categories of contacts, a list of those groups is displayed. Select a contact group in which to place the contact.

4. If you haven’t set up any groups but would like to, click Add to New Group, and then type the name of the group you want to create.

How do I add federated contacts to my contacts list?

Because Lync 2010 and Microsoft Lync Server 2010 communications software support the ability to federate (connect) with other organisations, you can add contacts from those organisations to your Contacts list and communicate with them by using any of the communication modes that are supported by both organisations. Check with your support team to determine if a person’s organization is federated with your organisation.

To add a federated contact:

1. In the Lync main window, in the search field, type the email address of the contact.

2. Hover your mouse cursor over the search result, and then:
a. select the **Add to Contact List** button (+) to add the contact.

Or

b. Right click the search result, and then select **Add to Contact List**.

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**Which communication modes are supported with public instant message contacts?**

With Lync, you can send and receive instant messages (IM) from people who have accounts on the MSN network of Internet services; the Windows Live network of Internet services; AOL, and Yahoo!. Communication with public IM contacts is limited to IM. File transfer, Lync (Voice over IP, or VoIP) calls, video calls, and audio/video meetings might not work correctly.

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**How do I find contacts within my organisation?**

You can find contacts in one of two ways:

1. Search by name or number.
2. Search by keyword.

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**How do I block contacts from reaching me via Lync?**

While your name and email address are still displayed to blocked contacts, they can’t reach you through Lync. To block a contact in Lync:

1. Right click the contact you want to block.
2. Select **Change Privacy Relationship**, and then select **Blocked Contacts**.
How do I delete contacts from my contacts list?

To delete a contact from your Contacts list:

1. Right click the contact you want to delete.
2. Select Remove from Contacts List.

How do I get added to or removed from a delegates list?

To be added to or removed from a delegate list, you need to ask the owner of the list to make the change. Delegate lists are created and maintained by each Lync user.

To create or revise your own delegate list:

1. Select the Options button on the Lync Main window.
2. Select Call Forwarding, and then click the Edit my delegate members link at bottom of the window.
3. A dialog box will open where you can add, remove and/or change the permissions of delegates.

Can I organise my contacts by location or other criteria?

Yes, you can do this by creating a new group based on the category you need. For instance, you might create a group called headquarters staff and add contacts to that group.
How do I create a group?

To create a group:

1. Open Lync, and in your Contacts list, right click on any group name (for example, Frequent Contacts). Select Create New Group and then give the group a name.

To add people to the new group you can do one of the following:

1. Search for a contact, point to the contact’s name in the search results, and then select the + button.
2. Right click the contact in the search results, select Add to Contacts List, and then select the group name.

What does the red star next to a contact’s status mean?

The red star or asterisk next to a contact’s status indicates that he or she has turned on the Out of Office reply in Outlook.

How can I make the IM alerts more prominent so I don’t miss incoming IM requests?

Unless you have set notifications so alerts will not display when you are in Do not Disturb mode, Lync will by default always send you a visual alert (in the lower right corner of your display) and a sound alert whenever someone tries to reach you via IM. You may occasionally fail to notice an IM request if you are using multiple screens or your alert volume is too low or off.

To help ensure that your IM alerts are noticeable, try the following:

1. Set your display so Lync is always in the foreground when it starts. To do this, select the Options button, then select Tools, and then select Always on Top.
2. If you use multiple screens, make a practice of moving your Lync main window onto the display monitor you are working on.
3. Confirm that the volume is turned up on your computer speakers and other audio device(s).

4. Confirm that Lync is set to send audible alerts. To do this:
   1. Select the Options button, click Ringtones and Sounds, select Play sounds in Lync (including ringtones for incoming calls and IM alerts), and confirm that the other check boxes in the panel are not selected.

   Consider choosing a more distinctive or more prominent alert sound than the default to notify you of an incoming message.

To change the alert sound for an incoming message

1. Select the Options button, select Ringtones and Sounds, select the Sounds Settings button, and then select the Sounds tab.

2. Drag the slider on the Program Events display panel down to the Microsoft Lync 2010 listings.

3. Click Incoming Instant Message. The Sounds display at the bottom of the window should read COMMUNICATOR_iminvite.

4. Now select the drop down arrow next to it and sample some of the other sounds on the list.

5. Once you find a sound you want to use for incoming IM alerts, select Apply. (The Program Events display panel should now read Incoming Instant Message and the Sounds panel should display the name of the .wav file you’ve selected.)

6. Select OK. (You can also record your own .wav file for this purpose, and then browse to that file to select it as your IM alert.)
How to find previous IM conversations, missed IM requests or records of Lync calls?

By default, Microsoft Lync 2010 communications software saves all incoming and outgoing conversations in a Microsoft Outlook Conversation History folder, so you can review previous conversations.

To see the most recent one hundred Lync interactions added to this folder:

1. On the Lync main window, select the Conversations button above the Search input area.

   To see the entire folder:

2. Select the View More in Outlook link at the bottom of the window.

If your conversations are not being saved in this Outlook archive, and you want to set up an archive for future conversations, follow these steps:

1. Verify that you are using Microsoft Office Outlook 2007 or Microsoft Outlook 2010.

2. In the Lync main window, select the Options button, and then select Personal.

3. Select the Save instant message conversations in my email Conversation History folder button, and then select OK.
What type of information can I copy and paste into an IM?

You can copy and paste text, tables, and links from other Microsoft Office products directly into a Lync IM. You can't paste images (for example screenshots or photos) directly into an IM, but you can paste them onto a whiteboard and display them to others. To do this:

1. In the IM conversation window select **Share**.
2. Select **New Whiteboard**.
3. Select the **Insert Image** button at bottom of the Whiteboard, and then browse to and double click the image you want to display.

Can I use spellchecking in my Lync IMs?

In keeping with its intended use as a quick and informal communications method, Lync doesn't have built-in spellchecking. If it is essential that you ensure correct spelling in a particular IM conversation, you can copy and paste text into your IM from a spell-checked Microsoft Word document.

How do I set an alert to notify me as soon as a particular contact becomes available?

In your Contacts list in the Lync main window, right-click a **contact**, and then select **Tag for Status Change Alerts**.
**How do I change fonts in my IMs?**

To change the font, style, size or colour for a specific IM you are writing:

1. Type your message and then highlight the text you want to change.
2. Select the **Font** button in the IM composing area, and then make your selections in the Font window.

To change the default font details for all your IMs:

1. From the Lync main window, select the **Options** button and then select **General**.
2. Select **Change Font**, and then select a default font, font style, font size, and font colour. These selections will apply only to IM messages you send, not to those you receive.

**How do I disable IM alert sounds?**

You can instruct Lync not to play your audible IM and/or phone alerts whenever your presence says Do not Disturb, and you can further instruct Lync to notify you only if the person trying to contact you is a member of your workgroup with that privacy relationship.

To view and adjust these settings:

1. Select the **Options** button in the Lync main window, and then select **Alerts**.

To turn the audible alerts off altogether:

1. Select the **Options** button in the Lync main window, select **Ringtones and Sounds**, and then clear the **Play sounds in Lync 2010 (including ringtones for incoming alerts and IM alerts)** check box.

**Note:** The instruction outlined above have been sourced from Microsoft:

Finding a contact in Lync

You can find contacts who are already in your contacts list, in addition to people who work in your organisation that you’ve not added to the contacts list.

Search by name or number or keyword

1. Open Lync, and, in your contacts list, type a contact’s name, email alias, email address, phone number, or even an extension. As you type, the search results adjust to display the most likely contacts.

If you don’t find the name or number that you’re looking for in the search results, you may be able to refine the results by searching for keywords such as skill or area of expertise. If your organisation has enabled this feature, Microsoft Lync 2010 communications software searches for these words or phrases in the Microsoft SharePoint profiles of the users.

1. Below the search box, select the Skill button. You can use the current search or type something else.

Add a new contact

You can use the search box to add a new contact even if the person does not work at your organisation or is in an organisation that is recognised or joined (federated) to your organisation’s network.

1. Open Lync, and, in the search field, type a name, email address, or phone number. As you type, the search results adjust to display the most likely contacts.

2. In the search results, point to the contact that you want to add, and then select the Add to Contacts button (+) to add the person to your contacts list.

The modes of communication you can use to contact the person depend on whether they are in an organisation that is federated to your organisation.
Dial a number

You can place a call by typing the number in the search box, and then selecting the Call button in the search results. Consider the following items:

1. No hyphens, parentheses, or spaces are required. If Lync won’t accept a phone number, contact your support team.

2. For calls within your organisation, dial the phone number. If you are asked for an extension, you can use the dial pad in the conversation window.

3. For local calls, dial the phone number. You may have to first dial a number, such as 9, to go outside your organisation.

4. For long-distance calls, use the E.164 standard (country code, such as 1 for the United States, plus area code and subscriber number).

5. You can also enter 1-800 numbers and numbers with alphabetical characters in the search box. The alphabetical characters are converted to numbers to place the call.

Search for additional participants

When you are in a conversation or meeting, you can add contacts to it in several ways. One way to do this is to select the People Options icon in the conversation window, and then click Invite by Name or Phone number. This opens the Invite by Name or Phone Number dialog box, which contains a search box and contacts list where you can type contact names and numbers.

Another way to add contacts to a conversation or meeting is to drag them from your Contacts list, and drop them to the conversation window.