Create a group

You can set up a group for each team you work with so that you can see at a glance who is available at any given time or communicate with the entire team at once. To create a new group:

- In the Lync main window, click the Add a Contact button.
- In the drop-down menu, click Create a New Group.
- In the space that opens up at bottom of the window, type over the phrase New Group to give your group a name.

Add a contact

Your Contacts list lets you see presence and contact information for the people most important to you.

To add a contact:
- Using Lync search, locate the person you want to add. Right-click the person’s listing in the search returns.
- Click Add to Contact List.
- Click a group to add your new contact to.

Sending an IM

To send an IM, double click the contact and type your message. Click Enter key to send. To communicate with an entire group, hold the Control key down while clicking on each contact’s name.

Make a Voice Call (Caller and recipient require a microphone for this to work)

Tip: When making a call from within an IM, make sure to select the appropriate number.

Starting a Video Call (Requires microphone and web cam)

1. Pause on a contact’s picture and click the camera button.
2. An alert pops up on your contact’s screen to accept your call.
3. When you’re done, pause on the camera button and select an option:
   - Stop My Video: ends your video, but you can still see others’ videos.
   - End Video: ends all the videos for you, but you’ll still have audio.

Sharing your Desktop or a Program

1. Double-click a contact’s name to start an IM session.
2. Hover over monitor icon & select Desktop to show all the content of your desktop OR click Program, and double-click the program you want. A sharing toolbar appears at the top of the screen and you'll be notified that you’re sharing.
3. To add audio, click the Phone icon. To add video, click the Camera icon. To end the sharing session, click Stop Sharing on the toolbar.
To learn more, click a title below to go to that section of the tip sheet.

Make the switch to Lync 2013 (video tutorials)
- Find and Add Contacts in Lync 2013 (1:05)
- Make a Call using Lync 2013 (0:40)
- Check Someone’s Availability in Lync 2013 (1:06)
- Share Your Desktop in Lync 2013 (1:11)
- Change Your Picture in Lync 2013 (0:48)

Set up Lync 2013 (video tutorials)
- Sign in and get oriented in Lync 2013 (1:27)
- Change your picture in Lync 2013 (1:08)
- Set your conversation history in Lync 2013 (1:09)
- Set up your audio in Lync 2013 (1:27)
- Set up your video in Lync 2013 (0:54)

- Quick Lync Menu
- Favorites
- New Display Options
- Tabbed Conversations
- New Video Features
- Set Up a Lync Meeting (New Feature)
- Give and Take Control of a Sharing Session
- Enterprise Voice Telephony (New Feature)
- Call Forwarding
- Find a Previous IM Conversation
- Start a Group IM Conversation

FAQ's
- How do I keep my Lync conversation window on top of all the other windows on my computer, so I can see it while I work?
- How do I add a contact from outside of my company to my Contacts list?
- How do I set an alert to notify me as soon as a particular contact becomes available?

IMPORTANT:
- Please note only Lync federated contacts can be added to your contact list. External IM applications such as Yahoo and Hotmail are not supported.
- It is highly recommended that you purchase a Lync certified headset for audio conferencing when using your PC.
Lync 2013 Top Features

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Quick Lync Menu
The Quick Lync menu contains buttons that are revealed when you hover over a contact’s picture. You can start a chat, a call, a video call, or view a contact card with a single click. Hover over the three dots on the right side to see more options.

Favorites
Favorites replaces Lync’s 2010 Frequent Contacts. For quicker access, a new Favorites group lets you build a list of people you contact most often. Right-click a contact, and then click Add to Favorites in the drop-down list.

New Display Options
Click Groups to see your contacts organized by the groups you’ve defined. Click Status to see your contacts organized by availability (online, away, unavailable, or unknown). Click Relationships to see them grouped according to the privacy relationships you’ve defined for them, or click New to see a list of people who’ve asked to be included on your Contact list.

Tabbed Conversations
The new tabbed conversations feature allows you to keep all your calls and instant messages (IM) in one conversation window. The tabs along the left side of the conversation window let you navigate easily among all active conversations.

New Video Features
You can start a video call with a contact with just one click. Before you place or accept a video call, you can see a preview of your own video in the invitation.

With the new Gallery View, you automatically see everyone in the video conference. When video is not available, a speaker’s picture will appear. The gallery controls enable you to see participants’ names and identify active speakers. The gallery shows the most relevant people in the meeting at all times by bringing the dominant speaker’s video “into focus” to the standing row, and displaying the pictures of less active participants in the sitting rows.

When there are more than 5 participants in a video conference, the 5 most active participants’ video windows appear in the top row, and pictures of the other participants appear below.

Set Up a Lync Meeting (New feature)
Go to your calendar and click New Lync Meeting in the ribbon. The wizard will automatically add an assigned conference number with a unique conference ID.

Set Up the Meeting
- Group: All
- Subject: 2013 meeting
- Invite Attendees: 
  - Joined by 8094
- Start Date: Monday, June 25, 2012
- End Date: Monday, June 25, 2012
- Duration: 1 hour
- Time: 03:00 PM (Eastern Time)
- Location: Office
- Description: Test meeting

Click Join Lync Meeting.
Give and take control of a sharing session
If you want another meeting participant to help you present, or demonstrate something, you can grant them control. (This feature is only available internally at this time. You can share your desktop with an external client but you cannot grant them control of your workstation). You will both be in control of the sharing, and you can take back control anytime.

1. On the sharing toolbar, click Give Control.
2. Select the name of the person you want to give control to.
3. Lync sends a notification to that person to let them know you’re sharing control.
4. To take control back, click Give Control again, and then click Take Back Control.

Tip: Allow people to automatically take control of your sharing session at any time by clicking Give Control Automatically on the sharing toolbar. To take back automatic permission, click Give Control, and clear the Give Control Automatically check box.

Enterprise Voice Telephony (New Feature)
As an added enhancement, we have added the following Enterprise Voice features:

- Click-to-dial integrates the IP phone with the internet. This feature allows you to dial from a web page.
- 10-digit dialing

Call Forwarding
You can set up call forwarding and simultaneously ring so calls don’t get missed. At the bottom of your Lync messenger, click the down arrow next to the phone icon and make a selection.

Lync saves your IM conversation history. To view or continue a previous conversation:

- Click the Conversations tab (on the Lync main window above the Search box), then click All or Missed, depending on what you are looking for.
- An Outlook window will open displaying a list of your IM conversations. Double-click the conversation that you want to view or resume.

Start a group IM conversation
Start a group conversation by selecting multiple contacts or a contact group from your Contact List. You can also turn a single IM conversation into a group conversation.

- Hold down the Ctrl key, and click each contact that you want to invite.
- Right-click the selection, and then click Send an IM.
- Type your message and then press Enter.
- To add audio, click the Phone button.
- To add video, click the Camera button.

If you’re in a single IM session and want to add more people, pause on the People icon, and select Invite More People.

Self-paced tutorials are available on the Microsoft site.

- Compare Lync 2010 and 2013
- Conduct and Join Lync Meetings

FAQ’s (Click the arrow to the left to expand selection)

How do I keep my Lync conversation window or all the other windows on my computer, so I can see it while I work?

- Select the drop-down button next to the Options icon, select Tools, and then select Always on Top.
How do I add a contact from outside of my company to my Contacts list? (Please note only Lync Federated contacts can be added to your contact list.)

- In the Lync main window, click the Add a Contact button.
- From the dropdown menu, click Add a Contact Not in my Organization.
- On the second drop-down menu, click Messaging service (Lync)
- In the search field of the Add Lync Contact, type the email address of the contact.
- Select a group and a privacy relationship for your new contact, then click OK.

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

- In the Lync main window, in your Contacts list, right-click a contact, and then click Tag for Status Change Alerts.