

Lync 2013 Tip Sheet



New to Lync 2013? This document gives the answers to common Lync 2013 questions

Lync 2013 Tip Sheet

What is Lync?

Lync gives you the ability to send instant messages with individuals or groups, place audio and video calls, have online meetings or video conferences, and even share your monitor or desktop with others.

Where is the Lync Directory or Phone Book?

There isn't one. To locate someone, enter the name, email address or phone number in the Search Field.

I want to save someone as a Contact.

Search for the person, point to their picture (or the picture display if no picture is displayed) and then click the ellipsis for More Options. Click Add to Contact List and arrow to the placeholder you want the contact to show.

How do I delete a Contact?

Right click the contact and click Remove from Contacts List.

How do I create a Group?

On the main window of the Contacts List, right click a group name and click Create New Group. Type over the words New Group and name your group.

How do I send an Instant Message?

Easy. Find the person and either:

1. double click anyplace on their contact list to bring up the IM window or
2. right-click their listing and click Send an IM or
3. hover over their picture and click the IM link to the right of the photo.

Type your message and hit Enter.

How do I make a call on Lync?

Hover over the person's photo and then click the Phone link to the right.

How do I answer a call?

When someone is calling you on Lync, an alert will pop up on your screen. Click anywhere in the photo area to answer.

Do I need a headset with microphone to make or answer a call?

Yes if your device is not equipped with a build-in microphone.

What happens if I click Ignore?

The call goes to Voice Mail.

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What is sharing a desktop or program on Lync?

Share a Desktop when you need to work on documents from different programs, like a Word document and Excel spreadsheet.

Share a Program when you want to present documents from a specific program and don't want your audience to see what's on your desktop.

How do I share a desktop or program?

Hover over the Monitor button to bring up the presentation screen. Double click the Desktop icon so share your desktop. ~ OR ~ Click Program to select a specific program or document.

Can I copy and paste items into Lync?

Yes. You can copy and paste text, tables, screenshots, photos and links into Lync IM.