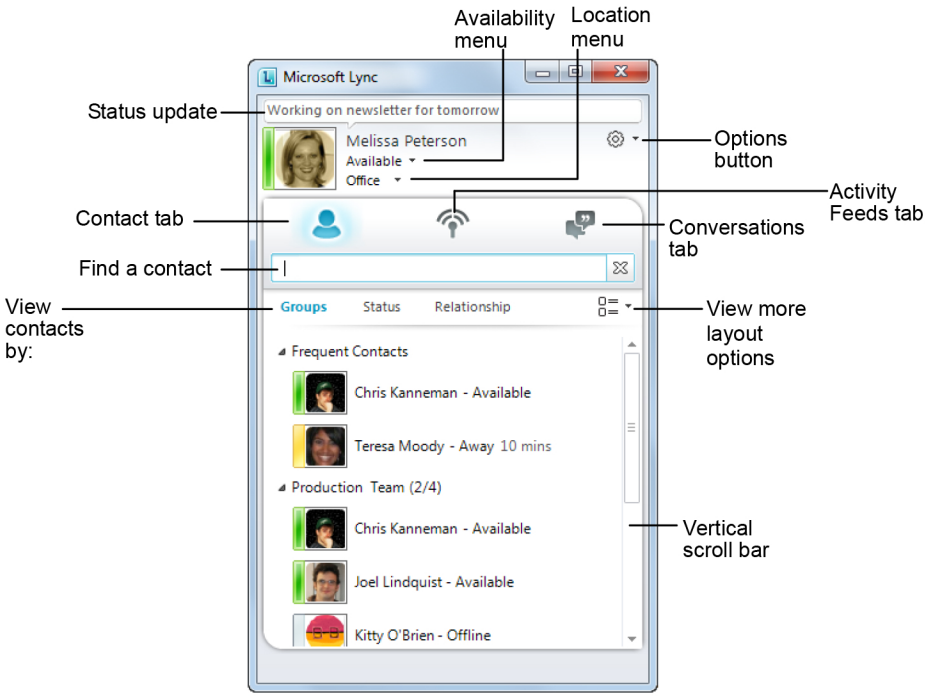
Microsoft®

Lync 2010

Enhanced Instant Messaging Reference Guide

The Lync 2010 Window



The Fundamentals

- **To Reset Your Presence Status**: Click the **Availability** menu and select your presence status. Or, select **Reset Status** to let sync set it according to your activity and Outlook calendar.
- **To Let People Know What's Happening In Your Day**: Click the note box above your name and type a note, such as "Meeting with a client on location," or "Working from home".
- **To Set Your Location**: Lync displays a location related to the network to which you're connected. Rename this location to make it more meaningful, such as "Work" or "Home".
- **To Add a Contacts**: Type the person's name or email address in the **Find a contact** search field. Right-click the person and select **Add to Contacts List** and select the group to which you want to add the contact.
- **To Add a Contact to a Group**: Click and drag a contact into the group. Or, right-click the contact and select **Add to Contacts List** and select the group to which you want to add the contact.
- **To Add a New Contact Group**: Right-click any group name and select **Create New Group** from the shortcut menu. Give the group a name.
- **To Pin a Contact to the Frequent Contacts List**: Right-click a contact and select **Pin to Frequent Contacts** from the contextual menu.
- **To Start an IM (Instant Messaging) Conversation**: Double-click the person you want to contact in the Contact list. Or, point at the contact and click the **IM** button on the contact card. Type a message and press **<Enter>**.
- **To Accept an Instant Message**: Click the alert that appears.
- **To Ignore an Instant Message**: Click the **Ignore** button in the alert. The contact will not receive an indication that you have declined the message, and will not get a response.
- **To Begin an Instant Message Conversation with a Group**: Point to a group in the Contacts list and click the **IM** button in the group contact card. Or, right-click the contact group in the Contacts tab and select **Send an Instant Message**. Type a message and press **<Enter>**.
- **To Begin an Instant Message with Several People**: Press and hold the **<Ctrl>** key as you click the contacts you wish to include in the IM.
- **To Invite Additional People to an Existing IM Conversation**: Click and drag a contact name from the Contact list into the conversation window. Or, click the **People Options** menu in the conversation window, and select **Invite by Name or Phone Number** from the menu.

Presence status

Available	Online and available to be contacted.
Busy	In a Lync call, or, according to your Outlook Calendar, in a meeting.
Do Not Disturb	Conversation alerts appear only when sent by a Workgroup contact.
Be Right Back	Stepping away from the computer for a moment.
Appear Away	Computer has been idle (15 minutes by default).
Off Work	Not working and not available to contact.
Offline	You are not signed in, or, you have blocked your presence from someone.
Unknown	Presence is not known.

General

Maximize Lync window	**<⊞> + <Q>**
Accept invitation	**<⊞> + <A>**
Decling invitation and set status to DND	**<⊞> + <X>**
Decling invitation	**<⊞> + <Esc>**
Take back control when sharing screen	**<Ctrl> + <Alt> <Spacebar>**
Stop sharing screen	**<Ctrl> + <Shift> + <S>**
Contact tab	**<Ctrl> + <1>**
Activity Feeds tab	**<Ctrl> + <2>**
Conversation tab	**<Ctrl> + <3>**
Close Lync	**<Alt> + <F4>**

IM Conversation Window

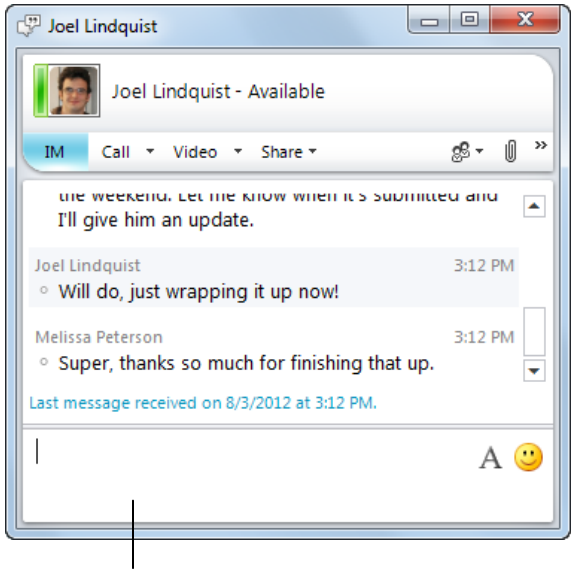
Invite contact to existing conversation	**<Alt> + <I>**
Send a file	**<Ctrl> + <F>**
Show or hide IM area	**<Ctrl> + <W>**
Show or hide participant list	**<Ctrl> + <R>**

Phone Call Controls

End a call	**<Alt> + <Q>**
Transfer a call	**<Ctrl> + <Shift> + <T>**
Put call on hold	**<Ctrl> + <Shift> + <H>**

IM Conversations

IM Conversation window



- **To Invite People Outside Your Organization to an IM Conversation**: Click the **People Options** menu and select **Invite by Email**. The contacts can then join the conversation by clicking a link, whether or not Lync is installed on their system.
- **To Set a Contact as a Workgroup Contact**: Right-click the contact and select **Change Privacy Relationship,** then select **Workgroup**. You will receive conversation notifications from these contacts, even when your status is Do Not Disturb.
- **To Block Instant Message Conversations**: Click the **Availability** menu and select **Do Not Disturb**. To turn off notifications from everyone when status is **Do Not Disturb**, click the **Options** button, select **Alerts**, and then select **Do not display alerts**.
- **To Share a File**: Click the **Add or view attachments** button in the Conversation window. Select the file you wish to share and select **Open**.
- **To End a Conversation**: Click the **Close** button in the Conversation window.
- **To View a Saved Conversation**: Click the **Conversations** tab in the main Lync window. Double-click a conversation to review it.
- **To View or Hide Participants**: Click the **People Options** menu and select **Show Participant List** from the menu. Or, press **<Ctrl>** + **<R>.**
- **To Disable Saving Conversations**: Select **Options** > **Personal** from the menu in the m ain Lync window. Clear the **Save instant message conversations in my email Conversation History folder** check box.
- **To Share an Image**: In an IM, images must be shared via the whiteboard. Select **Share** > **New Whiteboard** from the menu. Click the **Insert Image** button at the bottom of the whiteboard, then browse to and double-click the image you want to display.
- **To Change Font Type, Size or Color**: Click the **Font** button and select the color, font type, or size you wish to use.
- **To Change the Default Text Format for All IM Conversations** : Click the **Options** button. Click **General**. Click the **Change Font** button and select the font options you wish to choose. Then click **OK**.
- **To Insert an Emoticon:** Click the **Emoticon** button and select the emoticon you wish to use.

Calls and Video

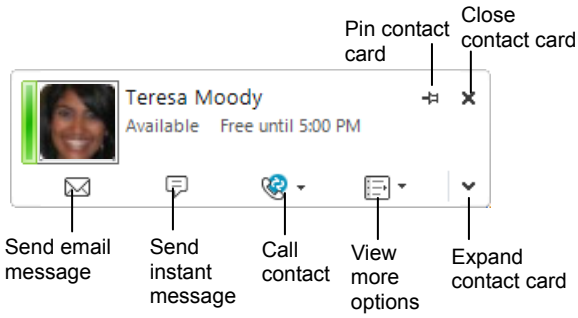
Computers with Voice-over-internet-protocol (VOIP) capability are ready to make Lync calls. To make video calls, you must also have a webcam. A webcam is not required to receive video calls.

- **To Make a Call**: Point to a contact and click the **Call** button that appears. To call a group, click the call button for that group.
- **To Make a Video Call**: Right-click a contact and select **Start a Video Call**. Or, open the contact's card and click **Start a Video Call**.
- To Accept a Video Call: Click anywhere inside the video call notification. The conversation window opens and shows the caller's video stream. To begin streaming for the other party, click **Start My Video**.
- **To Answer a Call**: Click anywhere inside the call notification. Or, if Lync is set up to use your desk phone, pick up the receiver.
- **To Answer a Call with an Instant Message**: Click **Redirect** in the incoming call alert and select **Reply with Instant Message**.
- **To End Call**: Click the **End Call** button.
- **To Add Video or a Call to an Existing Instant Messaging Conversation:** Click the **Call** or **Video** button in the conversation window.

Meetings

- **To Schedule a Meeting in Outlook**: Open the Calendar and click the **Online Meeting** button. Enter attendees in the To box, and a subject in the Subject box.
- **To Schedule a Meeting in Lync**: Select the contacts you want to invite in the Contacts list. Right-click and select **Schedule a Meeting**. Or, click the **Expand contact card** arrow in the lower right corner of a contact card to view his or her availability. Click the **View more options** menu and select **Schedule a meeting**.
- **To Start an Unscheduled Meeting**: In the main window, click the **Options** button list arrow and select **Meet Now**. Click the **People Options** menu and select **Invite by Name or Phone Number** and choose participants from your Contacts list. Or, select the contacts by holding down the <Ctrl> key. Right-click the contacts and select the type of meeting you wish to start.
- **To Start an Unscheduled Meeting for External Attendees**: In the main window, click the **Options** button list arrow and select **Meet Now**. Click the **People Options** menu and select **Invite by Email**.

Contact s



- **To View a Contact Card**: Point at a contact's image.
- **To Pin a Contact Card to Your Desktop**: Click the **Pin contact card** button in the upper right corner of the contact card.
- **To Unpin a Contact Card from the Desktop**: Click the **Pin contact card** button again. Or, click the Close contact card button to unpin and close it.
- **To View a Contact's Organizational Chart**: Click the person's contact card, and click the **Expand contact card** arrow in the lower right corner. Click the **Organization** tab.