



Quick Reference Guide 1

Lync for Mac 2011

Using Lync 2011 Client



Lync for Mac 2011 is the latest instant messaging (IM) client from Microsoft for the Macintosh platform and is the upgrade to Microsoft Office Communicator. Web conferencing services, currently provided by Cisco WebEx, are transitioning to Microsoft Lync Web Conferencing service. For information on Lync 2011 Web Conferencing, please refer to the Lync for Mac 2011 Quick Reference Guide 2 – Lync Web Conferencing.

Log Into Lync 2011

1. Launch Microsoft Lync 2011.
2. Enter your SIP address in the **Email Address** field. FYI ... Lync 2011 identifies you through your SIP address in the Outlook Global Address List (GAL).

To find your SIP address, open **Outlook** | Click **Contacts Search** | In the search field, type your last name, first name | Change the menu item from **All Folders** to **NASA Directory** | Select your name from the list and double click your picture | When the **Properties** window appears, click the **Details** tab and scroll down to **Proxy Addresses**. SIP address is listed there.

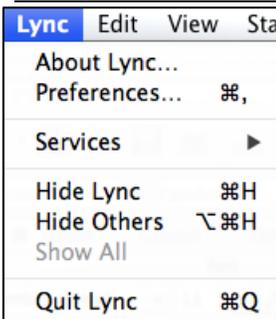
3. The **Sign in as** field is set to **Automatic** by default. Do not change.
4. Enter your **NDC network name** in the **User ID** field and your current **NDC network password** in the Password field.



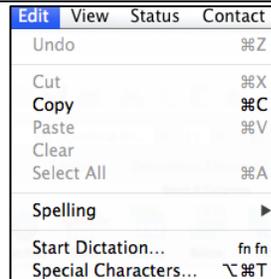
Click the checkbox to select **Remember My Password** to sign in without entering the password. Remember, you will be prompted to change your NDC password every 60 days. This will require you to log into Lync 2011 with the new NCD password as well.

5. Click **Sign In**. The Lync 2011 application screen displays.

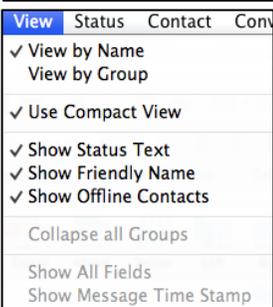
Lync 2011 Menu Bar



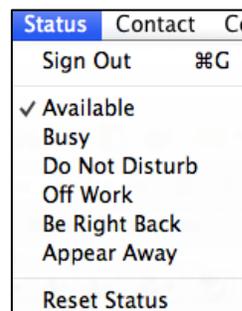
Lync menu: Includes options to access About Lync information, Lync Preference settings, and service information. Also includes options to Hide the Lync window, Hide other open windows, Show All windows, and Quit Lync.



Edit Menu: Includes tools to Undo changes, Cut, Copy, Paste, Clear and Select All. The menu also includes Spelling options and a tool to insert Special Characters.



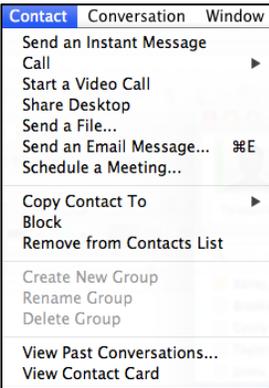
View menu: Includes options to display the application window by Name, by Group or in Compact View (screenshots of the views can be found on Page 3). Choose to show Status Text, Friendly Name and/or Show Offline Contacts.



Status menu: Includes Presence Status options Available, Busy, Do not Disturb, Off Work, Be Right Back, Appear Away, Reset Status, and Sign Out. See the table on page 2 for Presence Status definitions.

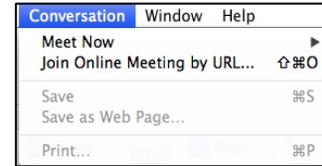


For software training, contact the Computer Training Center (CTC) at 358-1111 or visit the CTC Web site at <http://itcd.hq.nasa.gov/ctc>.



Contact menu: Includes options to send Instant Messages (IM), Call, Start a Video Call, Share Desktop, Send a File, Send an Email message or Schedule a Meeting. Also includes options when a contact is selected to copy the selected contact to a group, block the contact from sending you IMs, remove the contact from your Contacts List, view Past Conversations with the contact and view the full Contact Card.

Conversation menu: Includes options to create an ad hoc meeting using Meet Now or join a Lync online Meeting by URL. This menu also includes tools to save a conversation, save a web page or print a conversation.



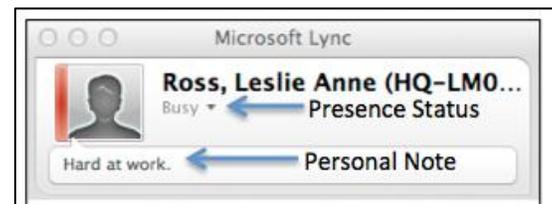
Me Area

At the top of the Lync 2011 application screen is the **Me Area** which displays information about you shared with others logged into Lync 2011.

Presence Status

Users indicate their current status as Available, Busy, Do Not Disturb, Be Right Back, Appear Away, Off Work, or Sign Out. From this menu you can also Reset your status. Refer to the table below for Status definitions.

- Click the **Status** drop-down arrow to display the options.
- Click to select the desired status. The color bar to the left of the photo frame changes based on your status.



The status in Lync 2011 adjusts to match your availability in Outlook. If you are in a meeting in your Outlook calendar, Lync 2011 adjusts your status to "Busy."

Personal Note

A user enters a personal message to be shared with others logged into Lync. If the *Automatic Reply* (Out of Office) message is enabled in Outlook, the content of the *Automatic Reply* will be displayed.

Icon	Status	Definition
	Available	Online, available to contact. Lync 2011 automatically sets status to Available when you are using your computer. You can set this status to let others know you are available even when your computer is idle.
	Busy	Do not want to be disturbed. Lync 2011 automatically sets status to Busy when you have an appointment on your Outlook Calendar or when you are in a Lync call. You can choose this status from the drop-down list.
	Do not disturb	You do not want to be disturbed and will see Lync 2011 notifications only if sent by someone in your Workgroup. This status displays when giving a presentation. You can choose this status from the drop-down list.
	Be Right Back	Stepped away from the computer for a few moments. You choose this status from the drop-down list.
	Appear Away	Computer idle for five minutes or you have been away for a specified period of time. Lync 2011 automatically sets status to " Away " when your status has been inactive for five minutes. You can choose this status from the drop-down list.
	Off Work	Not working and not available to be contacted. You choose this status from the drop-down list.
	Offline	Not signed in. Lync 2011 sets this status when you log off your computer. You will also appear Offline to people whom you blocked from seeing your presence.

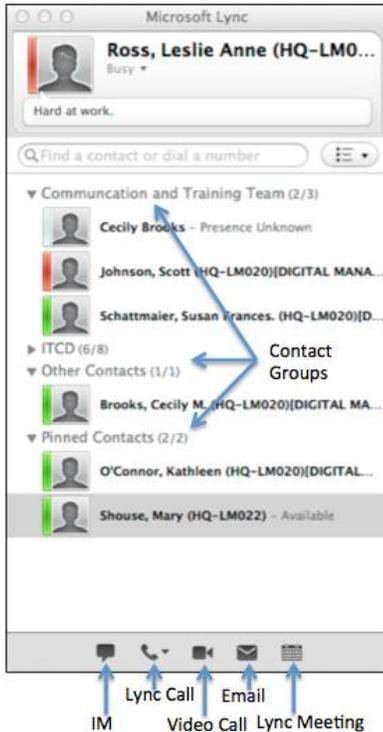
* Unknown Your presence is not known. This status may appear to contacts who are not using Lync as their instant messaging program.

Views

The Lync 2011 application screen displays in the **Groups** view by default (shown below). To change the view, click  the **View** drop-down arrow and select the desired view or click the **View** menu, which includes options to view contacts by Name, by Group, or use Compact View.

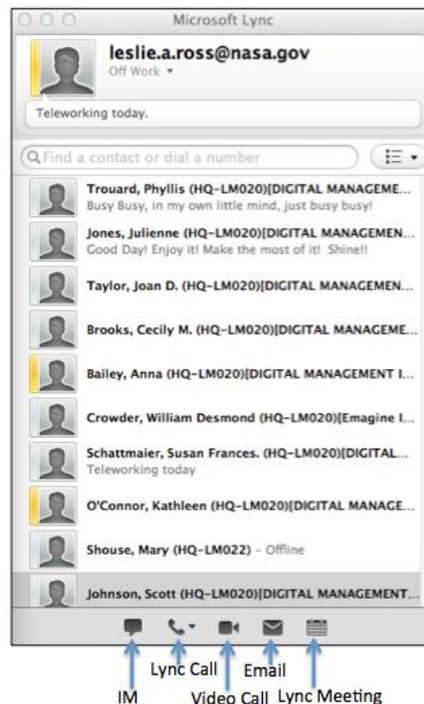
By Group View

The Group view displays contacts by group in a single line format.



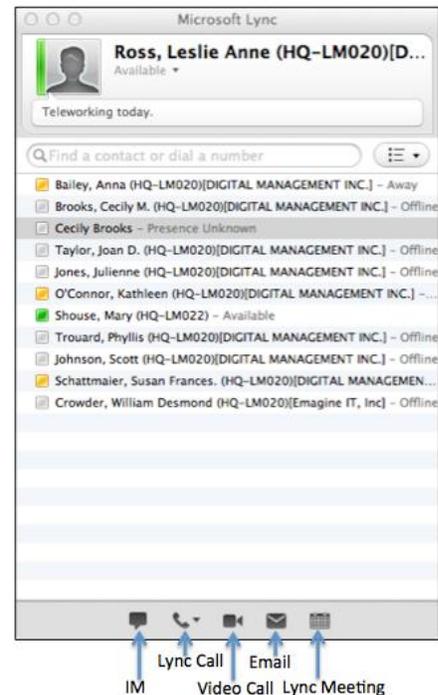
By Name View

The Name View displays the contacts with their Presence Status in a two-line format.



Use Compact View

The Compact View displays the By Name view in a single line format.



Lync Contacts

To locate a contact, enter a name in

 Find a contact or dial a number

the **Search** field and a search result displays automatically. Alternatively, you can organize your contacts into groups (see below). Lync Groups make finding someone as easy as a couple of clicks.

Work with Lync Groups

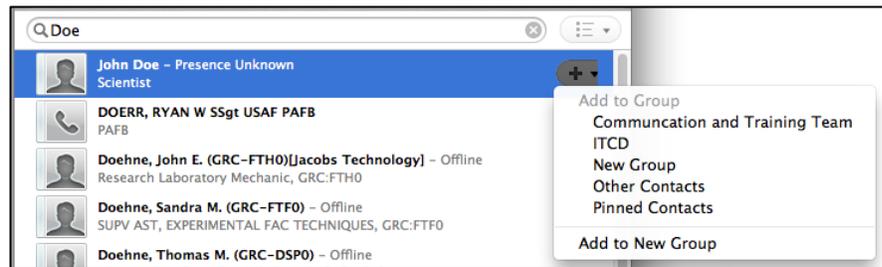
Create a Lync Group

1. From the Lync 2011 menu, click **Contact | Create New Group** or **Control + click** on an existing group name. A shortcut menu displays. Select **Create New Group**.
2. In the text box that appears, enter a unique group name and press ENTER. The new group name will display.



Add Contact to a Lync Group

1. Locate the appropriate contact by entering the search term in the **Search** field.
2. From a search result, click the **+** plus menu (shown right).
3. From the **+** plus menu, select the appropriate group name.



You can also click on one of your existing contacts and drag it to the group or **Ctrl + click** on an existing contact name and select **Copy Contact To** either an existing group or create a **New Group**.

Instant Messaging (“IM”)

IM with One Person

1. If you do not have the contact already saved in a group, click the **Search** field and type the first or last name of the individual you wish to IM.
 2. From the search result, double-click on the contact name. An *IM Chat* window will open (shown right).
 3. Type your message in the **Conversation** field and press **ENTER**. The IM is sent to the recipient.
- On the *Quick Lync* bar, click the icons for **IM**, **Lync Call**, **Video Call**, **Presentation** or **Transfer a File**.
 - Click **Show/Hide Participants** to display the Participants list.
 - Use the **Font** icon to change the font type, size and color in your message.
 - Use the **Emoticon** icon to add graphics to express your emotions.
 - Click  **More Options** to invite participants by name or phone number, send an email invite, remove everyone and end meeting, display Meeting Join Information, Meeting Options and save conversation. If on an audio call, use the options to mute audience, make everyone an Attendee, or play Entry and Exit Announcements.

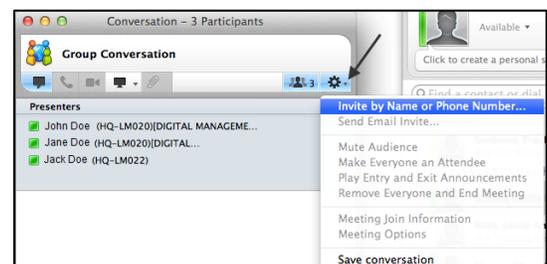


You can also **Control + click** on the contact name and then click to select *View Contact card*. Click the *IM* icon when the contact card appears. Finally, you can **Control + click** on a contact card and click to select *Send an Instant Message from the shortcut menu*.



IM with Multiple People

1. Initiate an **IM conversation** with the first participant and, then click  **More Options**. A shortcut menu will display (shown right).
2. Select **Invite by Name or Phone Number...** A search field displays with your contacts listed below.
3. Enter search criteria in the field provided. A search result displays automatically.
4. Click to select the contact you wish to add.
5. The participants' names appear under **Presenters**.



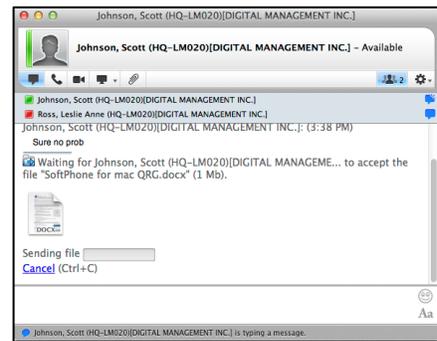
Click **Show/Hide Participants** to display or hide the participant list.

Transfer Files

Send a File

You can transfer files peer to peer using one of these methods:

- **Drag and drop** the file you want to share in the outgoing chat box.
- At the top of the **Conversation** field, click  **Send a file** and navigate to the file. Click to select the file and click **Send**.

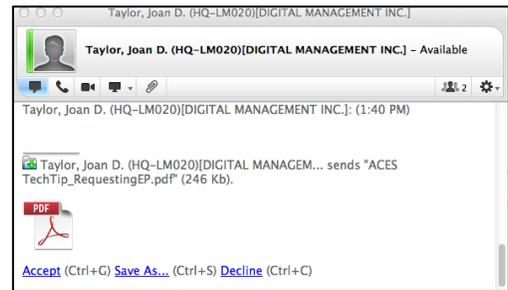


Receive a File

When a file is sent to you, you have the options to:

- **Accept** (Ctrl+G),
- **Save As** (Ctrl+S) onto your desktop (by default) or
- **Decline** (Ctrl+C).

If you Accept the file, it will be transferred into the Lync Conversation window and you will then be prompted to Open the file.

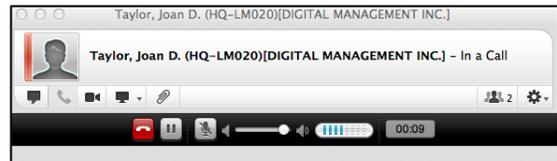


Lync Calls (Audio and Video)

You can place an audio or video call peer to peer using Lync 2011. It is highly recommended that you have a headset with microphone attached to your machine to ensure no one else can overhear your conversation.

Lync Audio Call

1. Control + click on a contact name and select **Call | Lync Call** OR click to select a contact and then click  **Call | Lync Call**. The audio call is placed to the participant.
2. To end your call, click  the red phone icon.

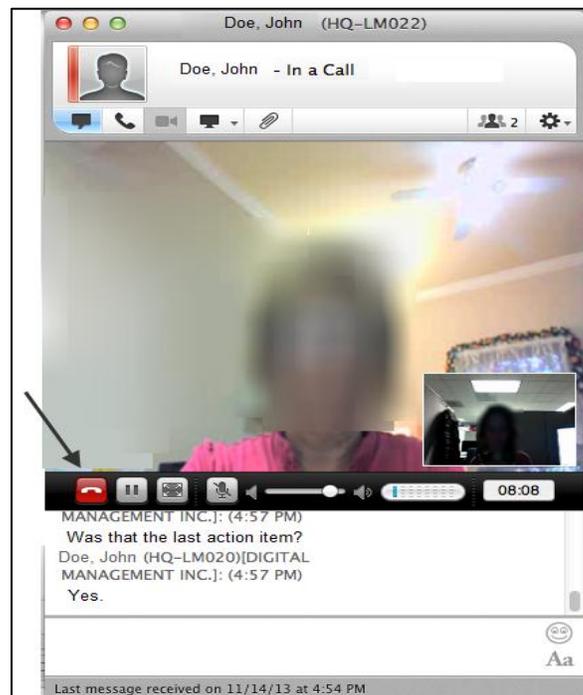


Lync Video Call

1. Control + click on a contact name and select **Start a Video Call** OR click to select a contact and then click  **Start a video Call**. The video call is placed to the participant.

If you can't see the other person, click the monitor icon  at the top of the screen.

2. To end your video call, click  the red phone icon.



Desktop Sharing

Use Lync to share your desktop within a conversation window with attendees. Lync can support up to 15 concurrent meeting attendees without a VTS seat. To schedule and host a Lync Web App Conference, you must have a VTS standard account seat. To request a seat, contact ESD or log into esd.nasa.gov | Service Order | Collaboration Services. With a VTS seat, you can include up to 199 participant. To include between 200-999, contact ESD no less than 24 hours before the meeting date and time.

Macintosh users cannot upload a PowerPoint file for sharing from the Lync Client. You can, however, open the PowerPoint on your desktop and share the desktop. Alternatively, you can join the meeting from the Lync Web App interface through the internet and share a PowerPoint presentation in the browser window.

You can participate in a meeting with a PowerPoint presentation that has been initiated from a Windows computer.

1. Click  **Share content** to begin Desktop sharing.
2. From the Share Content drop-down menu, select **Desktop**. A message displays asking if you want to share your desktop. The message dialog box also informs you that people will be able to see everything on your screen.



3. Click **OK** to continue. The *Meeting room* screen appears (shown below), which displays a staging area with your shared content.

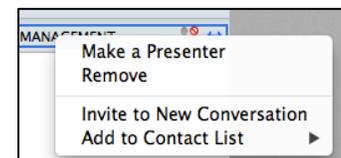
The image in the center right is what the attendees see in their meeting room window.

4. Move to the appropriate application on your desktop and begin collaboration.



5. To make someone else the presenter, right-click on their name in the Participants' list and select **Make a Presenter** from the shortcut menu.

From the shortcut menu you can also Remove the participant, Invite them to a new Conversation (IM), or Add them to Contact lists.



6. To stop sharing your desktop, click the drop-down arrow (circled below) to display a shortcut menu.
7. Select the desktop you would like to stop sharing and select **Stop Sharing**. The Content sharing area closes and you remain in an IM conversation window.



8. To leave the conversation and allow the meeting to continue in your absence, click the **Red X** in the upper left corner.
9. To leave the conversation and end the meeting, or click **Options | Remove Everyone and End Meeting**.