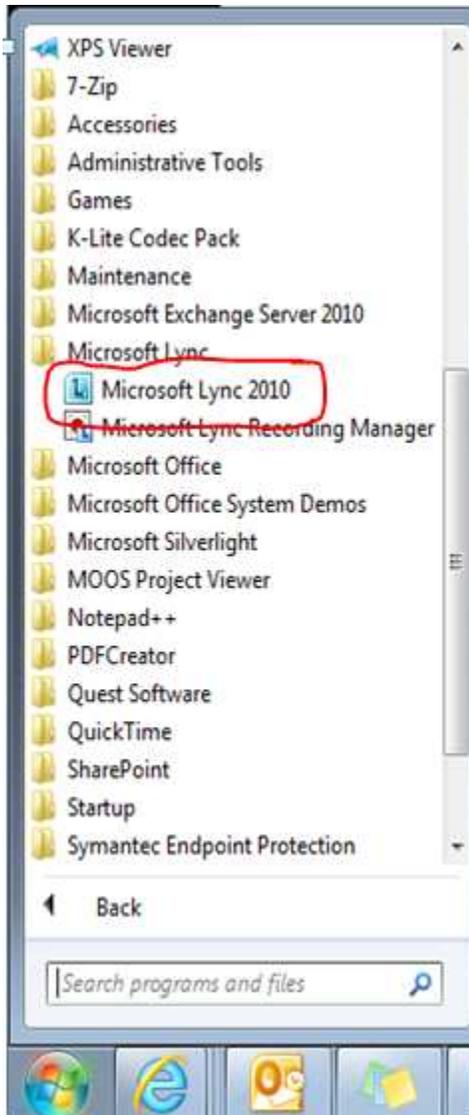


Lync Client User Guide

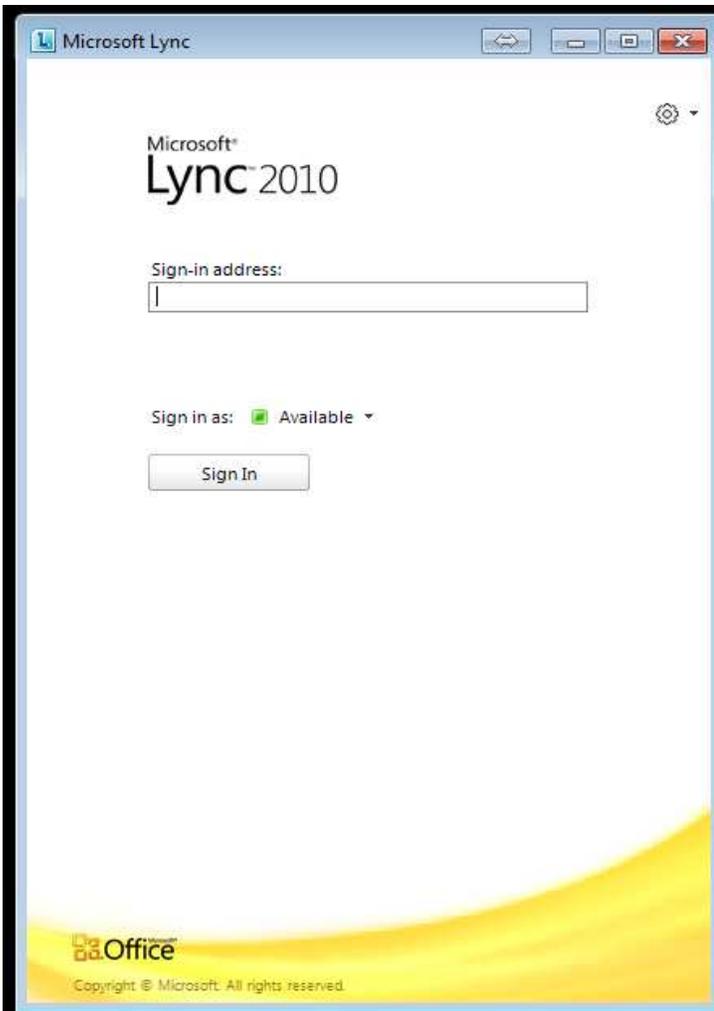
The Lync Client allows you to access the ID.OHIO .GOV Unified Communications Solution. Lync Provides real-time instant messaging (IM) Audio and Video calling, Desktop Sharing, File sharing, and also provides multiparty IM, Audio Video Conferencing and Collaboration.

Lync First Run

1. After the Lync Client is installed on your computer, Launch the program from the Start Menu.



2. Click on the Microsoft Lync->Microsoft Lync 2010 (circled in red Above).
3. Upon first Launch of the Lync Client, You will be presented with the Sign on Screen and prompted for a sign on Address.



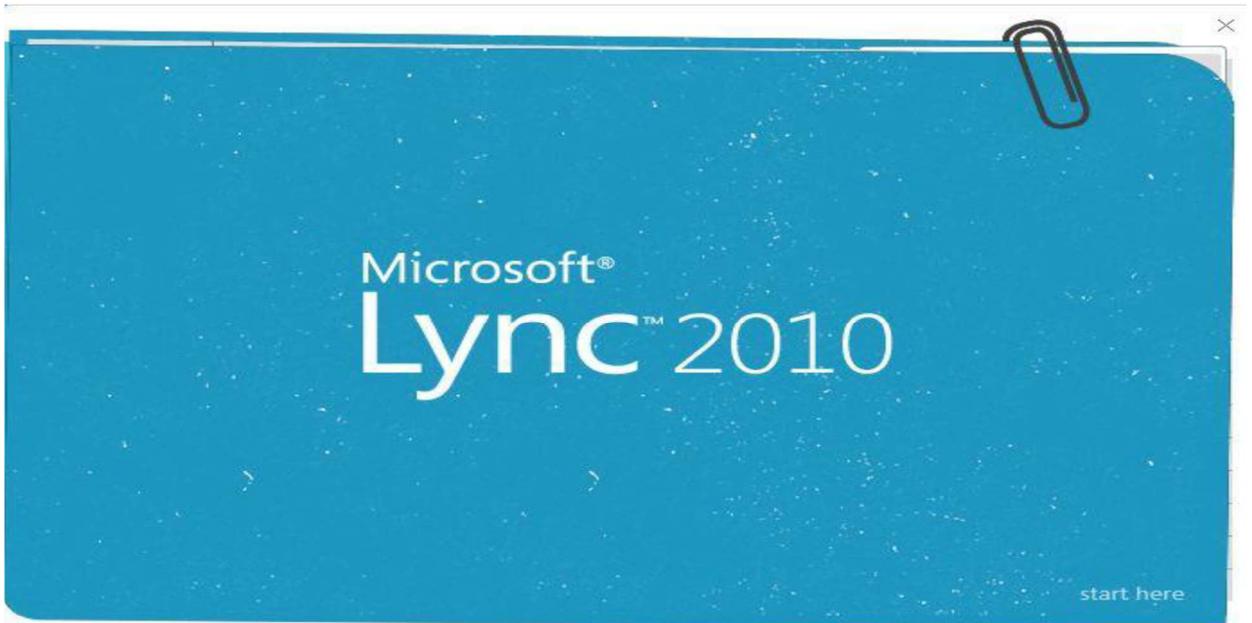
4. You sign in with your "stateuserid@im.ohio.gov" account (i.e., 08763241@im.ohio.gov)
5. Once you type in your Sign-in address and click Sign in, you will receive a "Sign-in didn't work" notification. This is normal Click the close button.

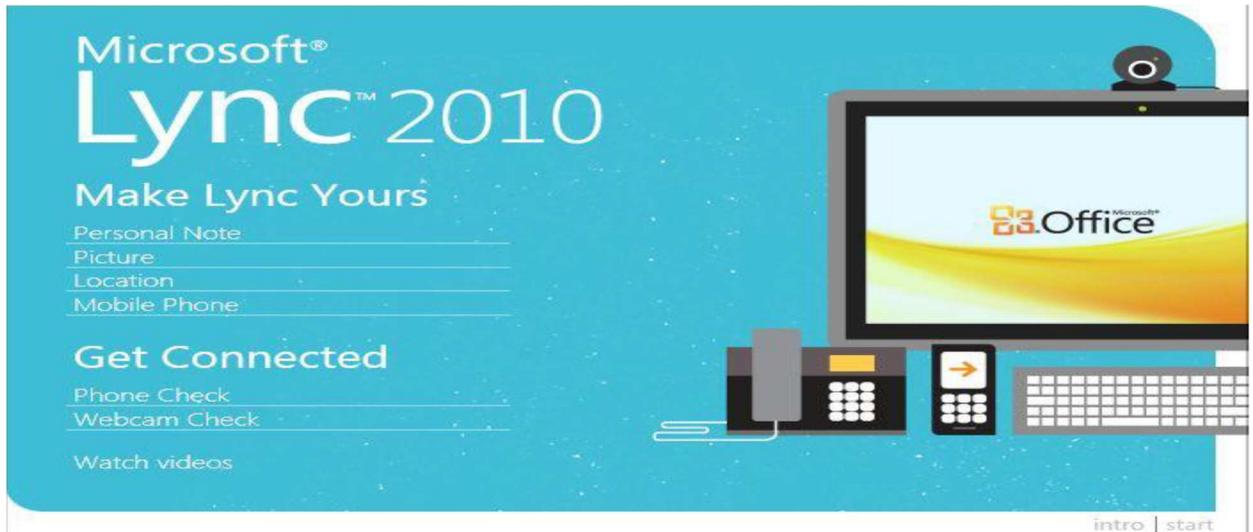


- You will once again be presented with the sign-on screen, this time there is a username and password entry box. Your username is your State User ID entered in this format Id\08763241 and enter your State User password and Click Sign in.

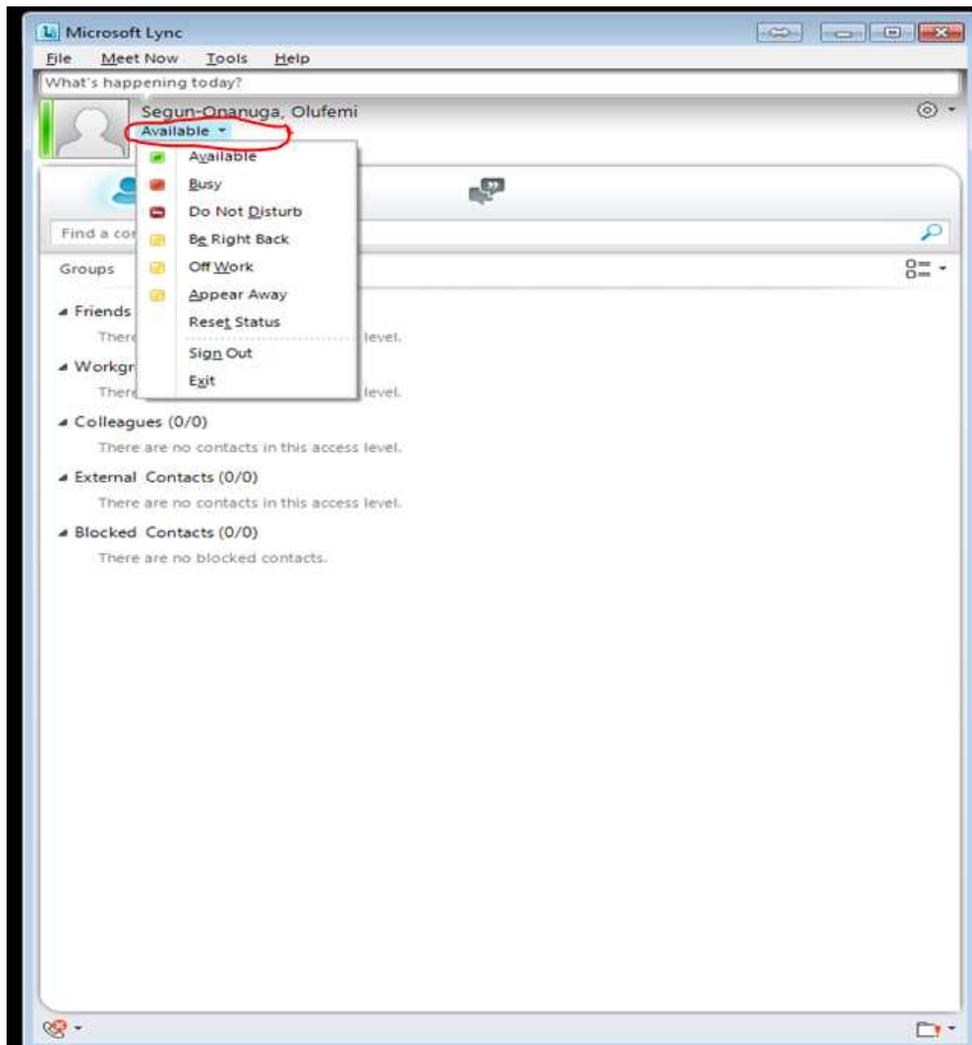


- You should now be signed in. If this is the initial logon, you will be presented with a "Start here" screen which can be used to view an introduction video and personalize your Lync experience.





- To Exit and sign out, click the Presence Menu (circled in red below) under your name and click exit. The Lync Client will Sign-off and close.

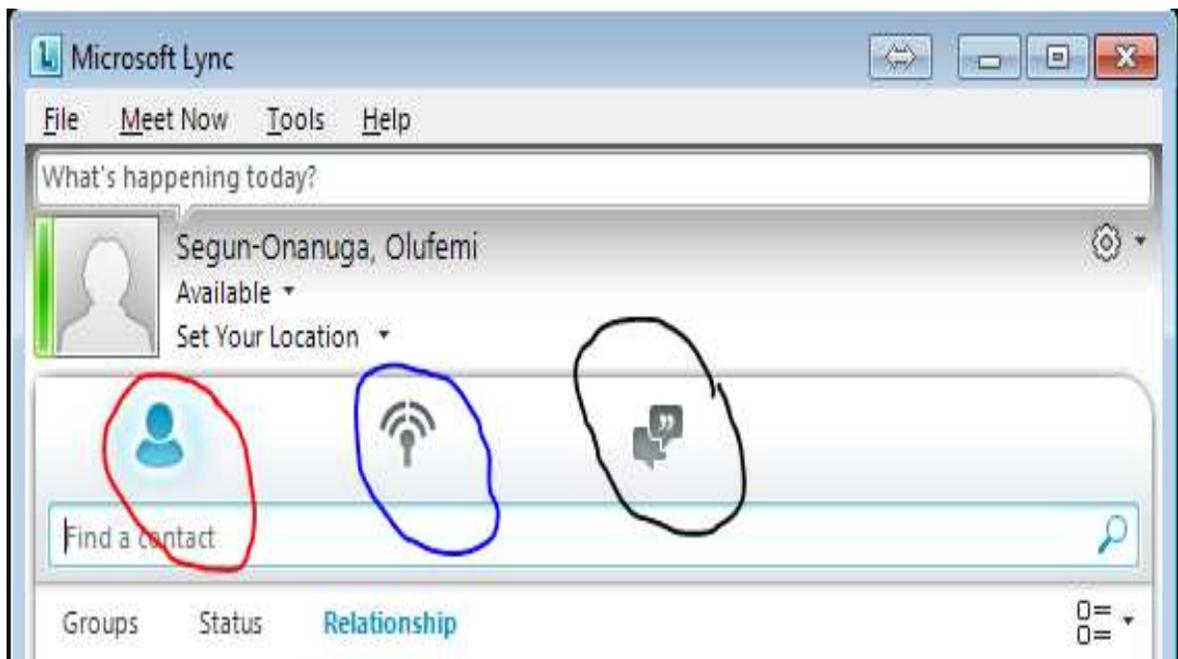


Lync is now configured and ready for use.

Lync Client Overview

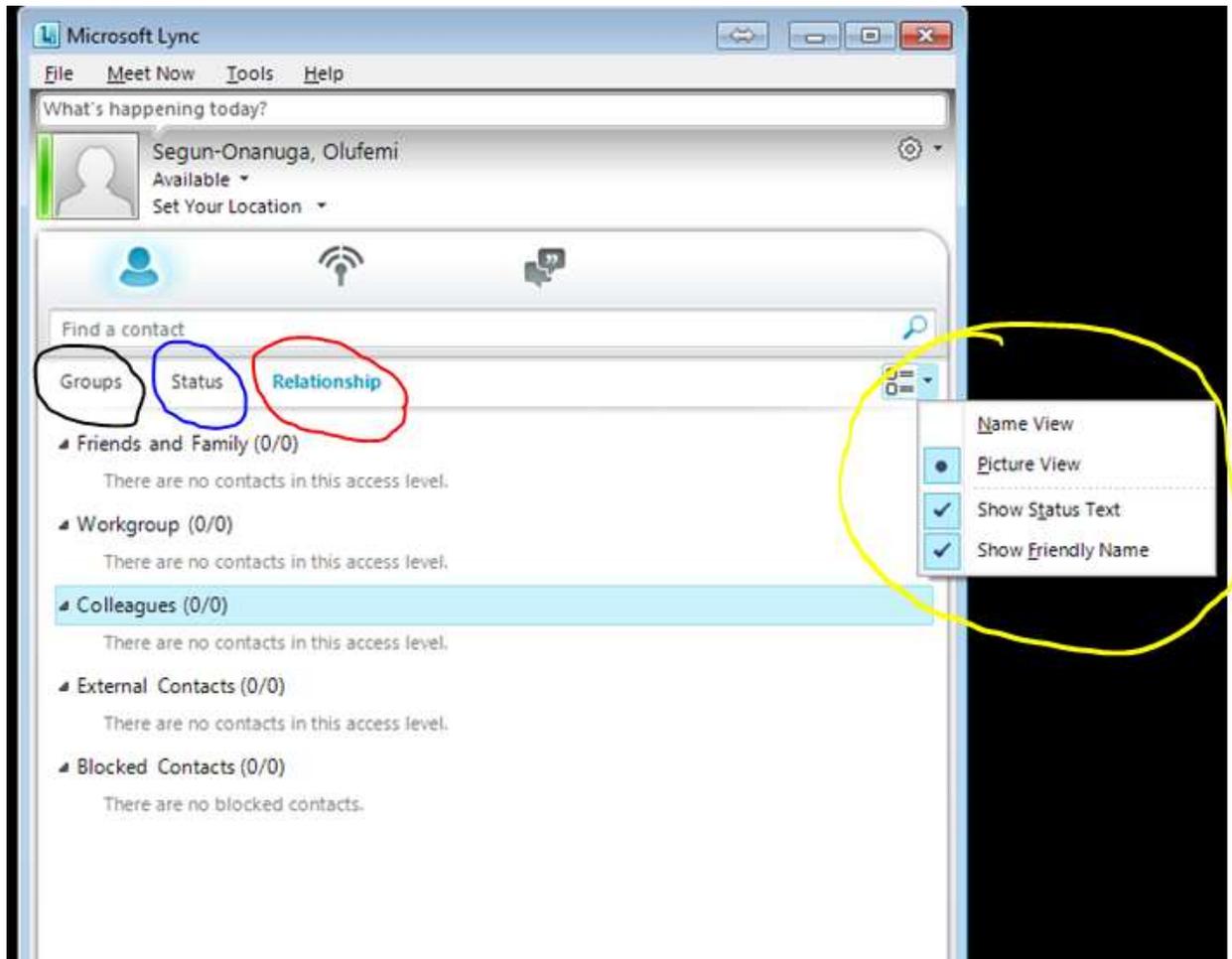
When you sign into Lync, you have three display options available:

1. **Contacts:** The contact list is displayed (circled in red).
Activity Feeds: Displays your contacts activity feeds, including out-of-office messages and personal notes (circled in blue).
2. **Conversations:** Conversation history, past conversations are viewable here (stored in Exchange) (circled in black).



Setting Display Options

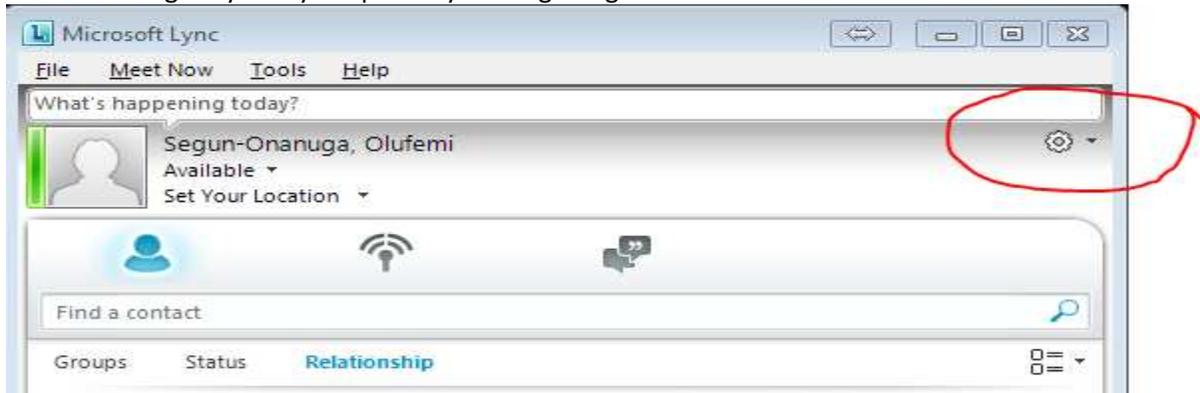
1. Just below the Contact List “search” magnifying glass you will see the Contacts list display options menu. Expand the menu and you will be able to change how your contacts are presented.



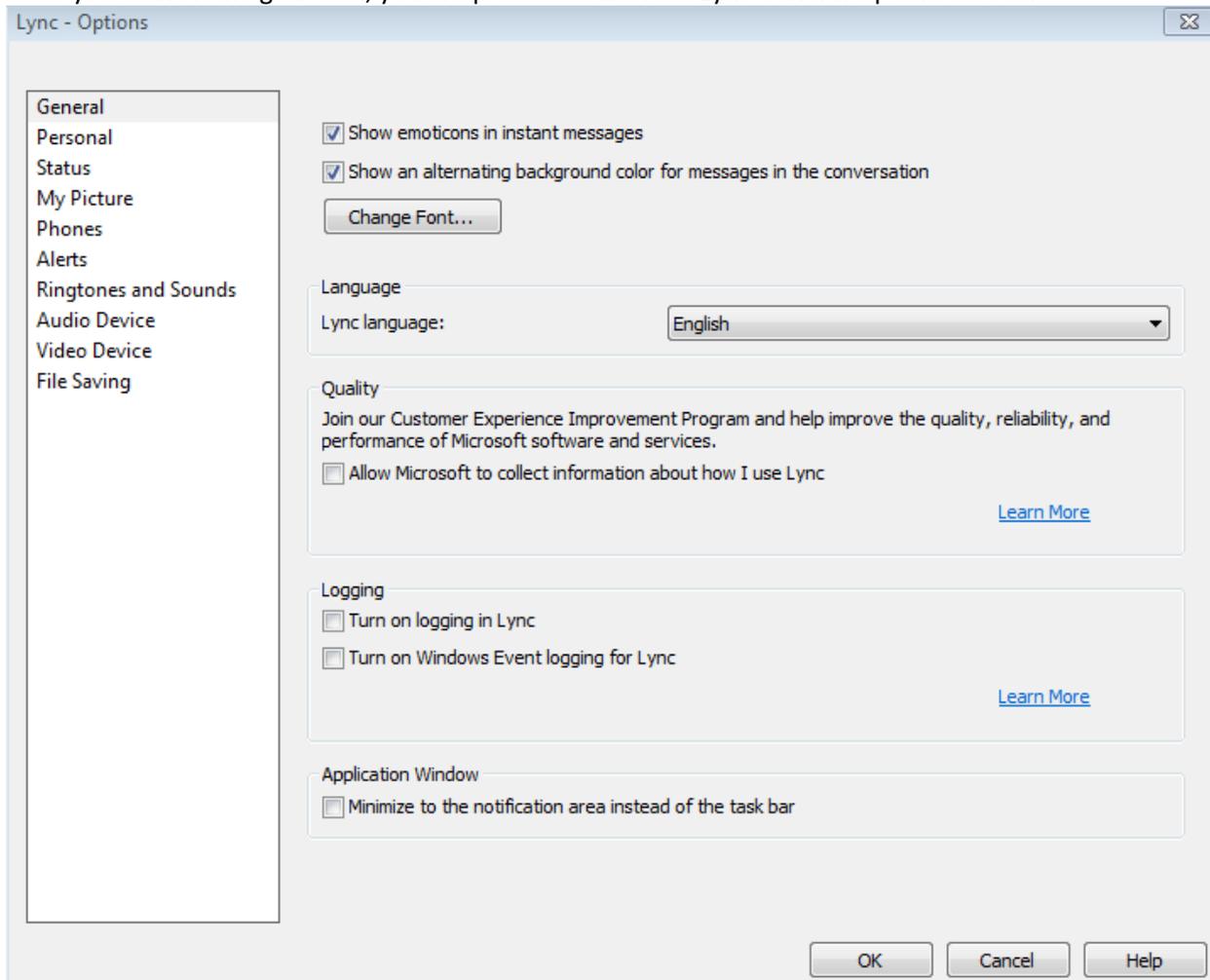
2. You can change how your contacts are sorted/displayed. By default “Groups” (circled in black above) sorting is selected, this means that your Contacts list is displayed by Group membership.
3. If you select “Relationship,” (circled in red above) your contact list is sorted based upon the Privacy Relationship you selected for each contact examples family, friends, external contact and colleague.
4. Just below the Contact List “search” magnifying glass, you will see the Contacts list display options menu. Expand the menu and you will be able change how contacts are presented (circled in yellow above).

Setting Lync General Options

You can configure your Lync option by clicking the gear icon circled in red below



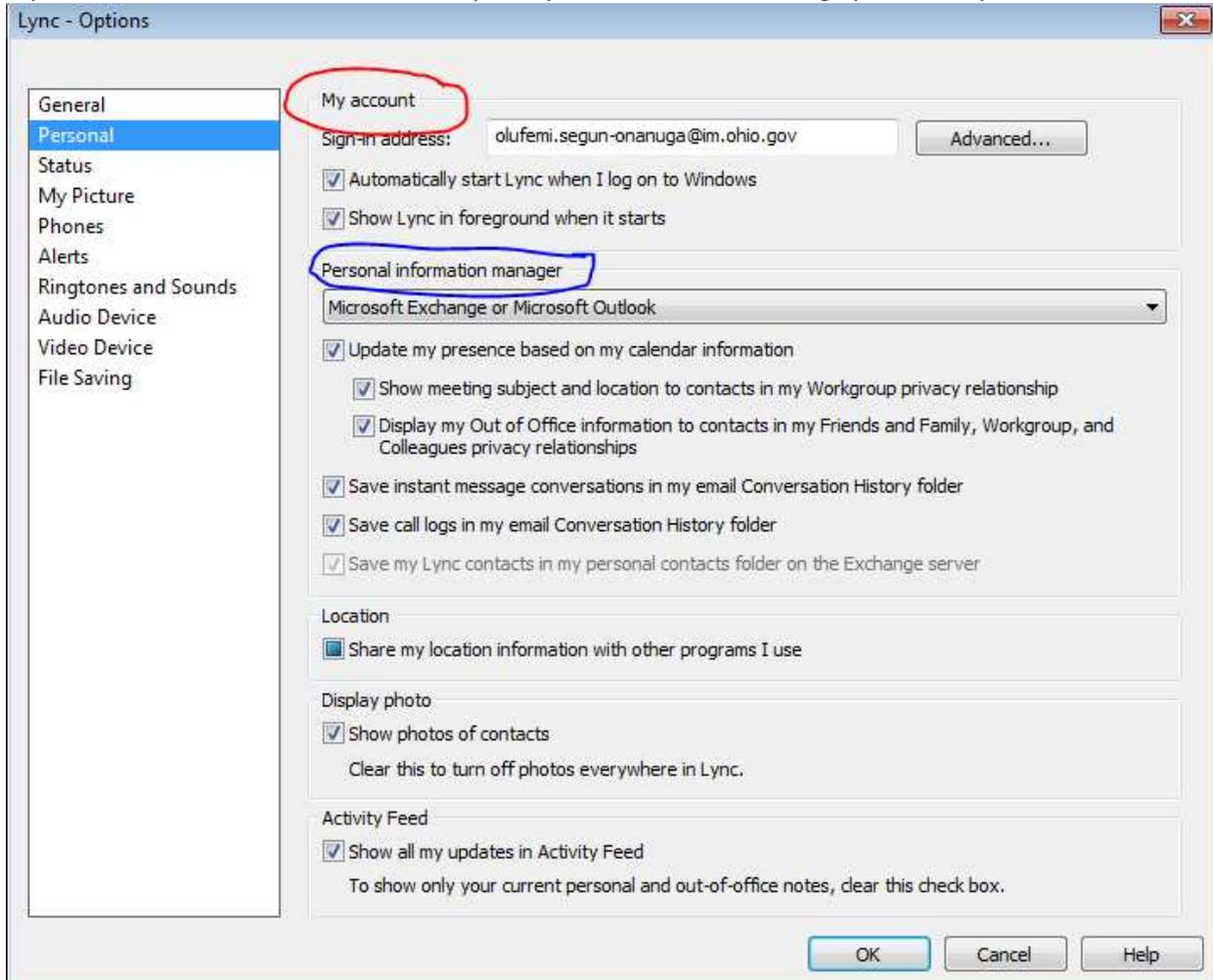
Once you click on the gear icon, you are presented with the Lync General Options screen:



The first option screen "**General**" allows you to set some basic options in Lync.

Setting Lync Personal Options

If you click on **Personal** on the left hand pane, you will be able to change personal Options.



My Account (circled in red above)

You can set Lync to launch and sign-on when you log on to Windows

Personal Information Manager (circled in blue above)

This setting should be configured as “Microsoft Exchange or Microsoft Outlook”

Update my presence based on Calendar information:

This setting will allow Lync to determine your presence state based upon your Exchange/Outlook calendar. The options below determine how much information will be shown.

Save instant message conversations in my email Conversation History folder:

This setting will allow Lync to store conversation history in your mail folders. You can also specify if you'd like call logs stored there as well.

Save my Lync contacts in my personal contacts folder on the Exchange Server:

This setting allows Lync contact information to be stored in Exchange. If you disable this, contacts are only stored in Lync.

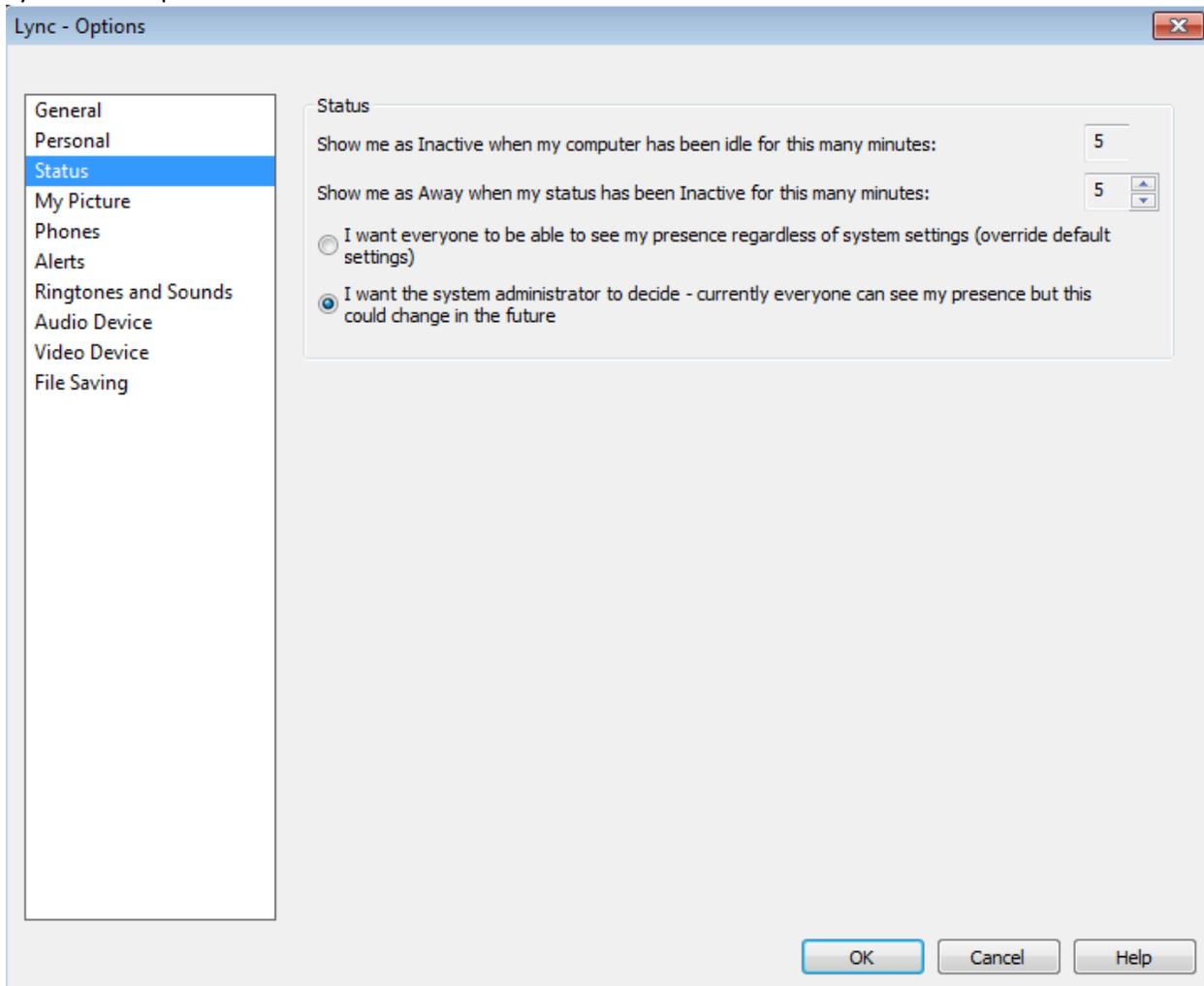
Setting Lync Status Options

If you click on Status on the left hand pane, you will be able to change your Status Options.

Under the Status options, you set Lync to change your status based upon system or Lync inactivity. You

can also set presence privacy options based upon personal preference or Agency/Department policy.

Lync Status Options:



Instant Messaging and Presence

Presence information enables you to approach colleagues at the right time with the right form of communication, to lead to a more productive work environment. Presence is a collection of information that includes availability, willingness to communicate, additional notes (such as location and status), and how you can be contacted.

Presence is enhanced in Lync 2010 with pictures, location information, and a default set of presence states that includes “Off Work,” “Do Not Disturb,” “Be Right Back,” “Available,” “Busy” and “In a Conference.”

You may set different levels of contacts, each of which can view different levels of presence information.

By simply looking at a Contacts list, users can find everything they need to know at a glance. Simple colored icons indicate other users’ presence status, and picture and location are also shown.

With Instant Messaging in Lync, you can quickly message your peers in timely fashion.

On the next page you will find a table which contains the Presence Status options available to you and how they are set.

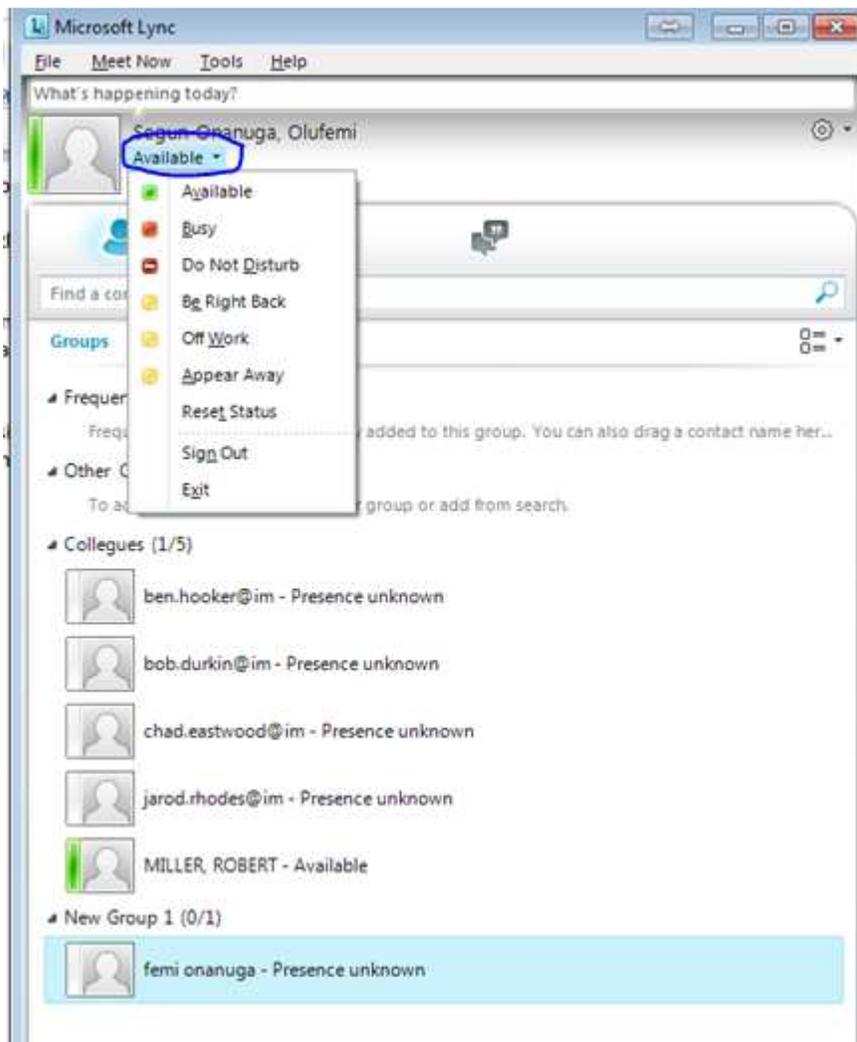
PRESENCE STATUS	DESCRIPTION	HOW THIS STATUS GETS SET
 Available	You're online and available to contact.	Lync sets this status when it detects you are using your computer. You can also set this status when you want others to know you're in your office even though your computer is idle.
 Busy	You're busy and don't want to be interrupted.	Lync sets this status when, according to your Outlook Calendar, you have an appointment. You can also select this status by clicking the drop-down arrow beside the current status.
 In a call	You're in a Lync call (a two-party audio call) and don't want to be disturbed.	Lync sets this status when it detects that you're participating in a Lync call.
 In a meeting	You're in a meeting and don't want to be disturbed.	Lync sets this status when it detects that you're participating in a Lync meeting or when, according to your Outlook Calendar, you are scheduled to be in a meeting.
 In a conference call	You're in a Lync conference call (a Lync meeting with audio) and don't want to be disturbed.	Lync sets this status when it detects that you're participating in a Lync conference call.
 Do not disturb	You don't want to be disturbed and will see conversation notifications only if they are sent by someone in your Workgroup.	You select this status by clicking the drop-down arrow.
 Be Right Back	You're stepping away from the computer for a few moments.	You select this status by clicking the drop-down arrow.
 Inactive/Away	You're logged on but your computer has been idle, or you've been away from your computer for a specified period of time.	Lync sets your status to "inactive" when your computer has been idle for five minutes, and "away" status when your status has been inactive for five minutes. (To change these default values, click the Options button  , click Status, and then click the arrows next to Show me as Inactive when my status has been idle for this many minutes and Show me as Away when my status has been Inactive for this many minutes.) You can also select this status by clicking the drop-down arrow.
 Off Work	You're not working and aren't available to contact.	You select this status by clicking the drop-down arrow.
 Offline	You're not signed in. You'll appear as Offline to people whom you've blocked from seeing your presence.	Lync sets this status when you log off your computer.
 Unknown	Your presence is not known.	This status might appear to contacts who aren't using Lync as their instant messaging program.

As indicated in the table, some presence states can be set by you manually, some are set automatically by Lync, and some can be set either way.

Keep in mind that any presence state you set manually will stay in place until you change it back to Available.

A red asterisk next to a contact's status indicates that he or she has set an Out of Office notification in Outlook/Exchange.

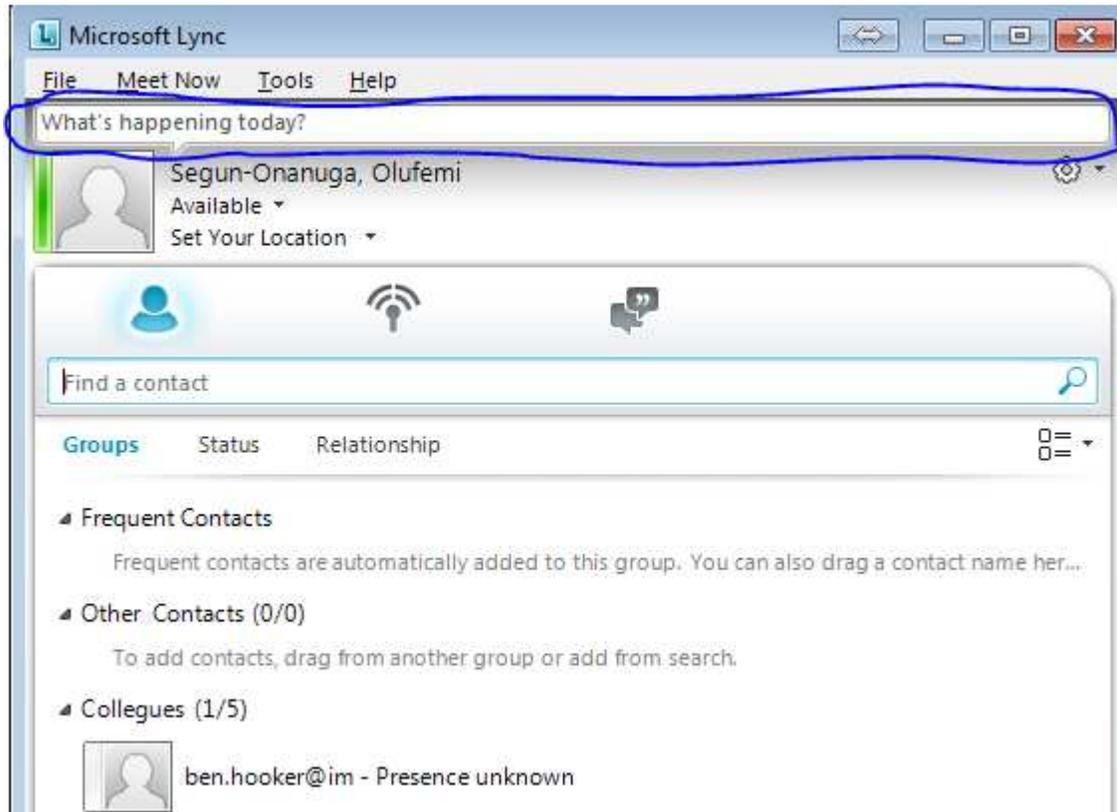
1. Once signed onto Lync, simply click the presence menu under your name and select the desired presence state.



Set a personal note

The presence states in Lync cannot be customized or added to. However you may want to provide additional details about where you are or what you are doing. This is accomplished by setting a “personal note”.

To set a personal note, click the note display area; this is the text balloon above your name (**circled in blue below**). Once you click on the text you can type over anything that is currently displayed



Setting Your Location

By default the Lync client will keep track of where you are, as you log on from different locations. The location name you specify corresponds to your current network connection. For example, you may be using Lync on your office workstation, once you sign off and connect from your home computer or mobile device, conference room etc. Lync will prompt you for your location and depending on policy, display your active location information to your contacts. Once you set a particular location name, Lync will remember it, so the next time it detects that you are on that network connection, the location name that is displayed with your presence will change to reflect it.

To set your location information, click the location menu box just below the presence menu

