Overview

UNSW has installed Microsoft Lync 2010 server that provides the following services:

- Instant Messaging (IM)
- Presence status
- Application and Desktop Sharing

Note: The following Lync 2010 clients are required for non SOE machines.*

- Lync 2010 for PC
- Lync 2011 for Mac

* Please contact the IT Service Centre to obtain the client.

Activation

Please contact the Service Desk to organise account activation and client installation.

Sign in and get started

By default, the client will start automatically when logging on to your computer.

Alternatively you can launch the Lync client as follows:

On the Windows Taskbar, click Start, All Programs, then click Microsoft Lync, and finally Microsoft Lync 2010

Note for Non SOE:
- use your UNSW email address for sign on address.
- use your ADUNSW\zid for username (applies to non-SOE)
- use your zPass for password

Presence status

The following table describes each of the presence status indicators.

<table>
<thead>
<tr>
<th>PRESENCE STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>You are online and available to contact.</td>
</tr>
<tr>
<td>Busy</td>
<td>You are in a Lync call, or, according to your Outlook Calendar, you are in a meeting, and you don't want to be interrupted.</td>
</tr>
<tr>
<td>Do not disturb</td>
<td>You don't want to be disturbed and will see conversation notifications only if they are sent by someone in your Workgroup.</td>
</tr>
<tr>
<td>Be Right Back</td>
<td>You are stepping away from the computer for a few moments.</td>
</tr>
<tr>
<td>Away</td>
<td>Your computer has been idle for a period of time (15 minutes by default).</td>
</tr>
<tr>
<td>Off Work</td>
<td>You are not working and are not available to contact.</td>
</tr>
<tr>
<td>Offline</td>
<td>You are not signed in. You'll appear Offline to individuals whom you have blocked from seeing your presence.</td>
</tr>
<tr>
<td>Unknown</td>
<td>Your presence is not known. Your presence might appear unknown to others who are not using Lync as their instant messaging (IM) program.</td>
</tr>
</tbody>
</table>
### Change your presence status
To change your presence status, do the following:
- At the top of the Lync client, click the status menu under your name
- From the drop-down list, click the appropriate status

Note: To revert from the status you set and have Lync 2010 automatically update your status, click Reset Status.

### Personalise your contact information
You can personalize your location, phone numbers, and presence information.
For example, you can add your mobile phone number and make it available only to close contacts.
- Using the Lync client, click on Tools, Options then Phones to enter ‘My phone numbers’

### Change your picture settings
You can change your own picture or decide not to show one. You can also decide whether you want to see your contact’s picture. E.g.
- Using the Lync client, click on Tools, Options then My Picture to select required option

Notes: 1. Default corporate picture is currently not populated
2. Show a picture from a web address cannot be bigger than 30 KB

### Build your contacts list
Add people to your Contacts list if you’ll be contacting them.

You can also create a group, click Add to New Group, and give the group a name. You can then add more contacts to this group.

### Contacting users by Instant Messaging
There are several ways to start an IM conversation with people or groups in your Contacts list.
From your Contacts list or from search results, do any of the following:
- Double-click the contact
  or
- Point to a person’s picture. When the contact card opens, click the IM button.

### Share your desktop with others
To share your desktop with others:

Open Lync, and, in your Contacts list, double-click a contact's name. When the conversation window opens, click the Share menu.

The following items can be shared:
- Monitor
- Program (if you do not wish to share the whole desktop)
- Powerpoint Presentation
- Whiteboard
- Conduct a Poll

### Share a program
In the conversation window, click the Share menu, and then click Program then double-click the program that you want to show.

### Share a PowerPoint Presentation
In the conversation window, click the Share menu, and then click PowerPoint Presentation then click the PowerPoint...
**PowerPoint presentation**

Presentation that you want to share. When the content is prepared for presentation and uploaded, the other participants will be able to see your presentation.

**Create a whiteboard**

In the conversation window, click the Share menu, and then click New Whiteboard then start writing or drawing on the whiteboard, use the annotation tools at the lower left of the whiteboard.

**Join the meeting**

At meeting time, open your Online Meeting email invitation, and then click Join online meeting in the email message.

**Using Lync with Outlook Web App**

The Outlook Web App interface provides access to the following Lync features:

- Sign In and Sign Out
- Presence
- Contact List and contact groups
- Instant Messaging

**Tips**

- While sharing your desktop, monitors, or a program, on the sharing bar, you can select to Give Control to everybody, or click the name of an individual under Attendees
- Further help is available under Help, Welcome to Lync or alternatively contact the IT Service Centre