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Plain & Simple

Microsoft Lync 2013



Darren Lloyd

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Microsoft Office/Microsoft Lync

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- Discover tabbed conversations and persistent chat
- Use Lync with other Microsoft Office programs

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- Jump in wherever you need answers
- Follow easy *steps* and *screenshots* to see exactly what to do
- Get handy *tips* for new techniques and shortcuts
- Use *Try This!* exercises to apply what you learn right away





Microsoft

Lync 2013 Plain & Simple

Darren Lloyd

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For Sharran.

What we have can only be described as "special."

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The journey to this point has been a long one, and indeed there are a number of individuals who have shown belief in me and offered good advice and encouragement throughout my career. You guys know who you are, and I thank you for the opportunities you have afforded me.

Finally, to my parents for giving me the determination and belief to succeed, and my wife, Sharran, for the encouragement and unwavering faith you have in me. I thank you all.

Using Lync as your phone

To achieve the best experience with your telephony environment and so that you can become more productive, Microsoft Lync 2013 provides you with a number of options related to the types of devices, ringtones, and sounds that you can configure within your personal settings. Furthermore, Microsoft has also made it possible for you to configure additional contact details, beyond the default settings, and the option to display these on your contact card when viewed by others.

Microsoft's approach to the configuration of your telephony environment has been to provide the user with as much flexibility as possible in determining how it functions, and in this section, I'll demonstrate how to set up your basic environment. You can find details on configuring the more advanced functions such as call forwarding and simultaneous ringing in Section 10, "Setting up your telephony environment."

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In this section:

- Adding or editing additional telephone numbers
- Setting your primary audio device
- Setting a secondary ringer
- Checking primary audio device call quality
- Setting ringtones and sounds

Adding or editing additional telephone numbers

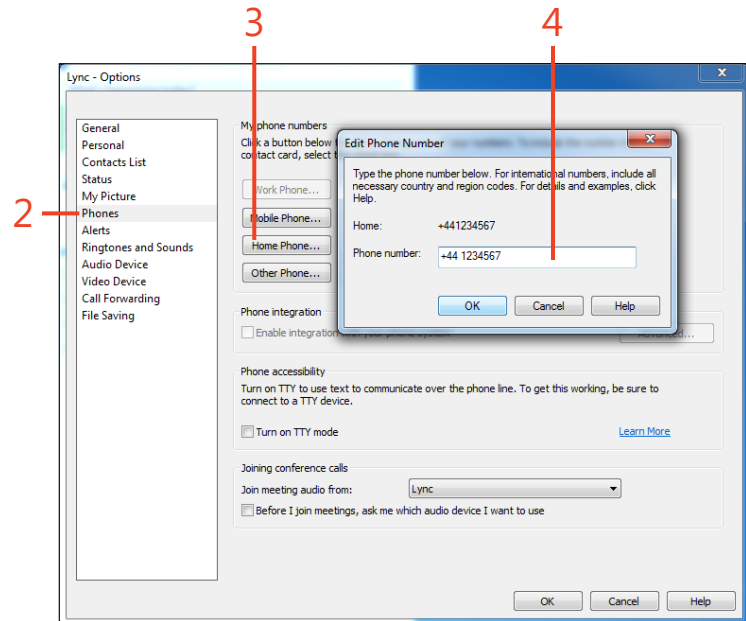
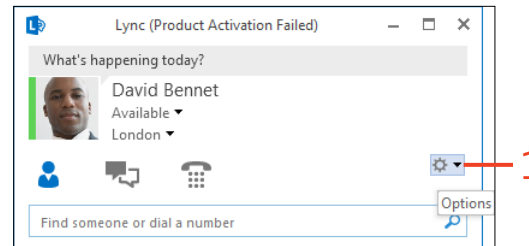
Lync 2013 draws the majority of your contact information from a central store that is managed and updated by your IT department. The type of information included consists of various telephone numbers; for example, your work and mobile numbers

as well as your email address. Sometimes, though, you might want to add an additional number at which your colleagues and coworkers can reach you.

Add or edit additional telephone numbers

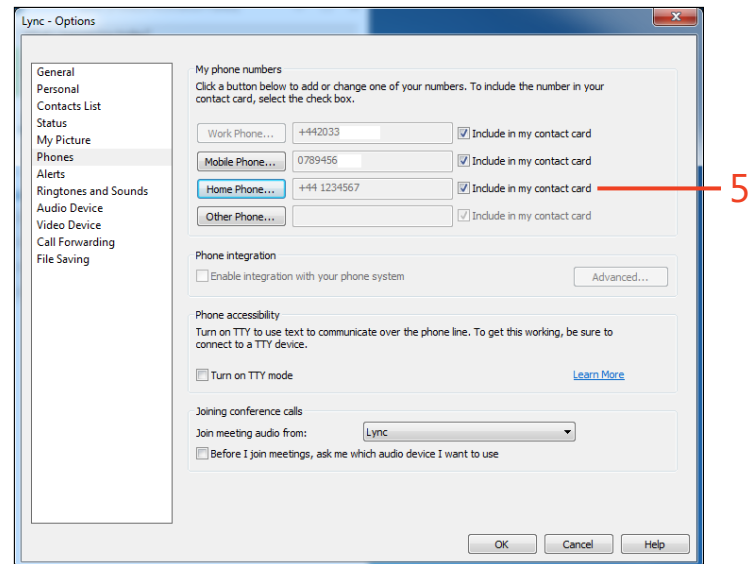
- 1 In the Lync client window, click the Settings icon (the small gear graphic).
- 2 In the Options dialog box, click the Phones tab.
- 3 Click Home Phone or Other Phone.
- 4 In the Edit Phone Number dialog box, type the new number in the text box and then click OK.

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Add or edit additional telephone numbers *(continued)*

5 Select the Include In My Contact Card check box.



Setting your primary audio device

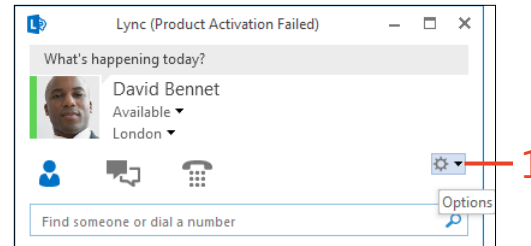
With Lync 2013, you can use a number of different telephony endpoints when making or receiving calls or, indeed, when participating in conference calls. The wide range of devices offers convenience and flexibility such that when you are working from home or a coffee shop, you might choose to use a headset; while working from the office, you might prefer to use a desk phone. Additionally, you have the option to use a speaker phone when attending a conference call.

Set your primary audio device

- 1 In the Lync client window, click the Settings icon (the small gear graphic).

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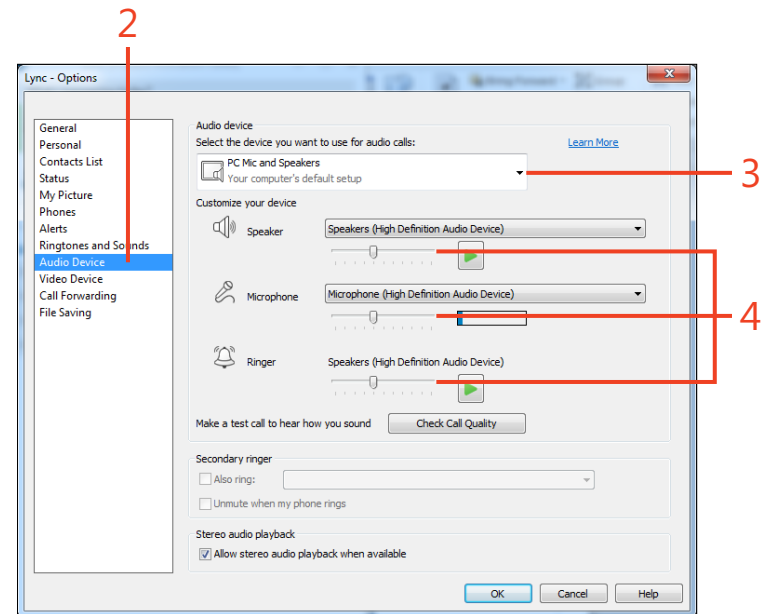
With the range of endpoints available, Lync has made it easy for you to switch between devices—even during a call—so that when you receive or make a call, you can choose to use the device that's most appropriate for your environment. In addition, you can also set the audio levels of the device you choose to use, including the speaker, microphone, and ringer levels.



TIP You can also select your primary audio device by clicking the device icon in the lower-left corner of your Lync 2013 client. Also, you can switch devices while in a call without the call disconnecting.

Set your primary audio device *(continued)*

- 2 In the Options dialog box, click the Audio Device tab.
- 3 In the Select The Device You Want To Use For Audio Calls list box, click a device.
- 4 Adjust the speaker, microphone, and ringer levels to suit your preference and click OK.



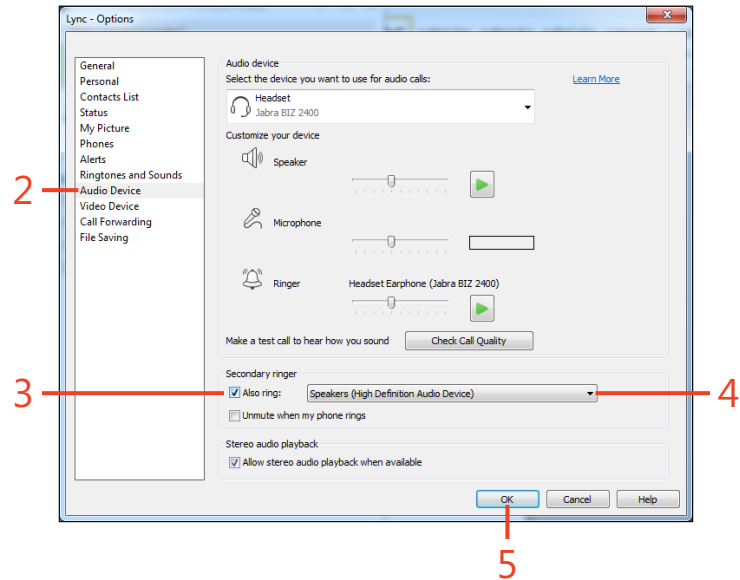
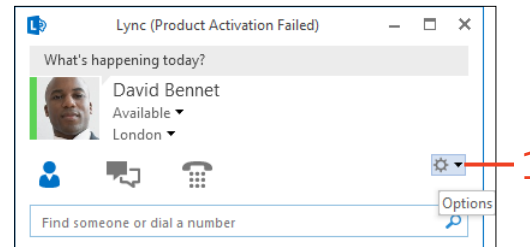
Setting a secondary ringer

In addition to selecting the audio device you prefer, with Lync 2013, you can set a secondary ringer, as well. For example, you can choose to have your desktop speakers ring in addition to your primary audio device. This can be quite a useful feature

Set a secondary ringer

- 1 In the Lync client window, click the Settings icon (the small gear graphic).
- 2 In the Options dialog box, click the Audio Device tab.
- 3 In the Secondary Ringer section, select the Also Ring check box.
- 4 In the list box, select the device that you want to use as the secondary ringer.
- 5 Click OK.

when you are using a headset, because without the secondary ringer, the only way you will be aware of an incoming call is via the Incoming Call pop-up notification.



Checking primary audio device call quality

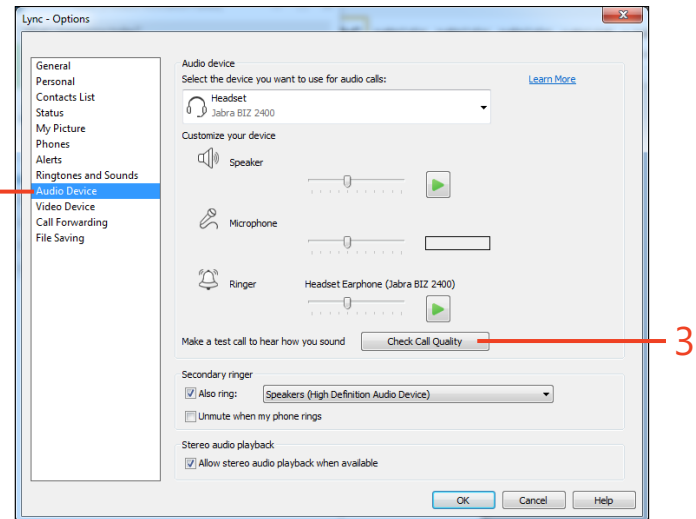
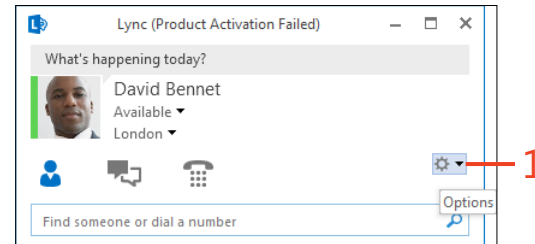
After you've selected your primary audio device, Lync 2013 provides you with the ability to check the quality of the call experience when using your preferred device. By making a test

call, Lync 2013 will play back the audio from the test so that you can hear for yourself the quality of the audio experienced by colleagues and coworkers when communicating with you.

Check call quality

- 1 In the Lync client window, click the Settings icon (the small gear graphic).
- 2 In the Options dialog box, click the Audio Device tab.
- 3 Click Check Call Quality button.

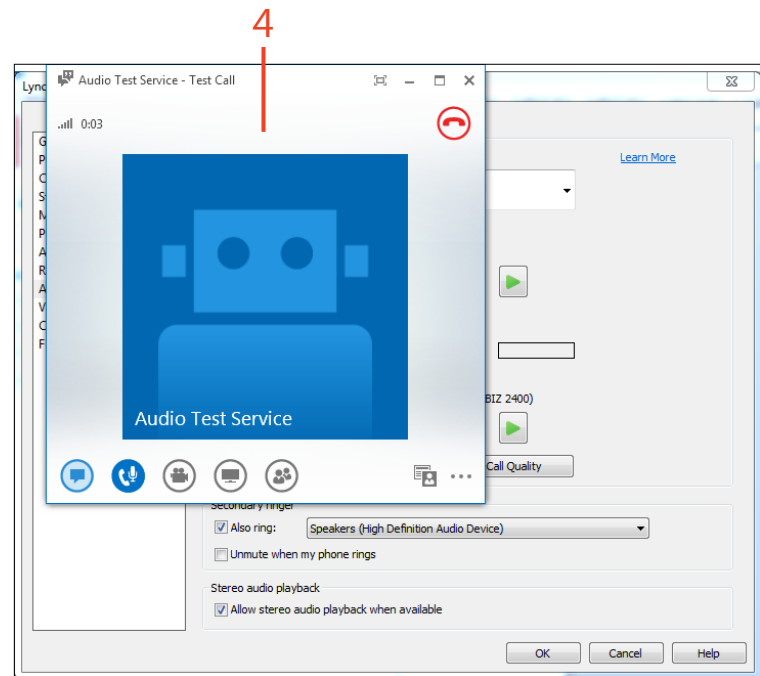
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TIP You can also complete this task by clicking the Phone button within your Lync 2013 client and selecting Check.

Check call quality *(continued)*

- 4 Follow the audio instructions from within the Audio Test Service asking you to record a message. After you've recorded a sample message, Lync will play the message back to you.



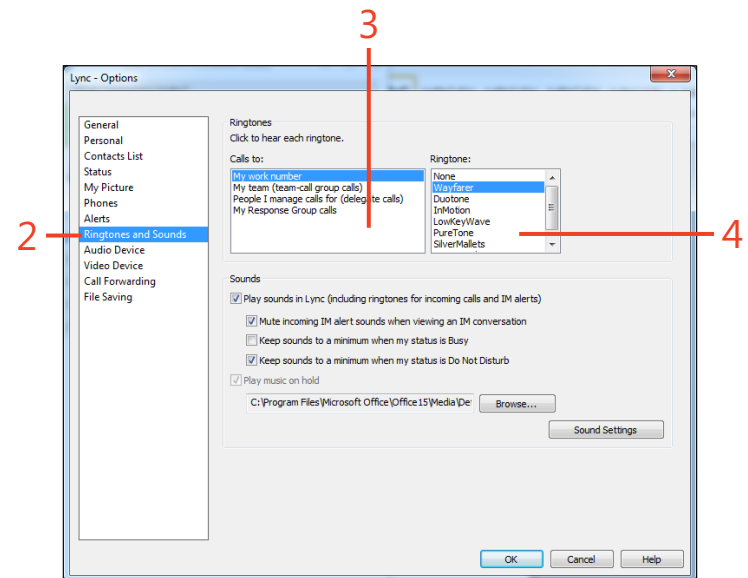
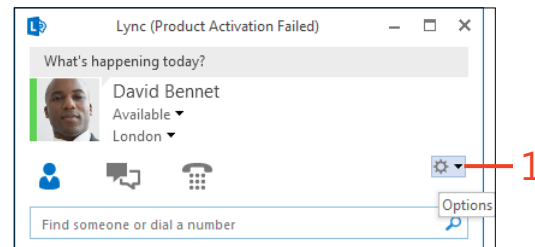
Setting ringtones and sounds

With Lync 2013, you can select from a number of preconfigured ringtones and assign them to particular forms of incoming calls. For example, you can set up a specific ringtone for standard incoming Lync calls, another ringtone for team call groups, one

for delegate groups, and another for response groups. The ability to assign different ringtones to specific incoming call types gives you an indication of who's calling and why.

Set ringtones and sounds

- 1 In the Lync client window, click the Settings icon (the small gear graphic).
- 2 In the Options dialog box, click the Ringtones And Sounds tab.
- 3 In the Ringtones section, select the type of incoming call.
- 4 Browse the available list of ringtones until you find your preferred option.
- 5 Repeat steps 3 and 4 for all types of call and then click OK.



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About the author

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He obtained an MSc in technology management from the University of Wales, writing his dissertation on the "Impact of Unified Communications in the Contact Center." He has presented at numerous unified communications events, including the launch of Microsoft Lync in the United Kingdom.

More recently, he has taken the knowledge that he's gained while managing IT departments and deploying Microsoft Lync, and via his position within Modality Systems, now advises global organizations on how Lync can impact the delivery of corporate strategies while improving communication and productivity within the workplace.

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