Lync 2013 User Instructions
What is Microsoft Lync?

• Microsoft Lync 2013 is an instant messenger that can be used for sending instant messages, having a voice or video chat and for conducting corporate meetings and communicate not only with enterprise users but with people from around the globe on an extremely flexible scale just to name a few.
How to Install Lync

If you do not already have Lync installed on your computer, the following will give guidelines on how to load:

1. From the Start Menu
   Select Software Center

2. Select Microsoft Lync 2013

3. Click Install button
   Note: This may take a few minutes to load

Once the program is loaded then you will be able to start using the features for Lync 2013. The following screens will demonstrate the features within Lync.
How to Access Lync

Citrix cannot be used to access Lync

If you are working remotely you will need to access webmail.ghs.org using your username and password.

Microsoft Outlook Web App

Security (show explanation)
- This is a public or shared computer
- This is a private computer
- Use Outlook Web App Light
- I want to change my password after logging on

Domain/user name: 
Password: 

Log On
IM, Presence, and Contacts

Find someone
The quickest way to find someone is to start a search by typing the person’s name, or IM address in the Search box on the Lync main window. The results automatically display.

Add a Contact
Your Contacts list simplifies your communication and lets you see presence and contact information for the people most important to you. Add to it anyone—inside or outside your organization—you expect to be interacting with regularly. To add a contact:

1. Using Lync search, locate the person you want to add
2. Right click the person’s listing in the search returns.
3. Click Add to Contact List
4. Click a group to add your new contacts to.

View a Contact Card
The contact card contacts details from a contact’s company directory, such as the person’s office location, phone numbers, organization, and Outlook calendar free/busy information. To see someone’s card, find the person on your Contact list or via search, point at the photo area, and then click the contact card icon.

Accept IM Request
Click anywhere on the picture display area of the IM request pane.

Set or Change Your Presence
Presence lets other people see at a glance whether you and your contacts are currently available. Presence Status and their meaning are as follows:

<table>
<thead>
<tr>
<th>If Presence status is</th>
<th>Contact is</th>
<th>How this status gets set</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>online, available to contact.</td>
<td>Automatic or user-selected.</td>
</tr>
<tr>
<td>Be Right Back</td>
<td>away from computer briefly.</td>
<td>User-selected.</td>
</tr>
<tr>
<td>Away</td>
<td>logged on but has been away from computer for specified period.</td>
<td>Automatic based on inactivity or user-selected. Time interval can be adjusted.</td>
</tr>
<tr>
<td>Off Work</td>
<td>not working, not available.</td>
<td>User-selected.</td>
</tr>
<tr>
<td>Busy</td>
<td>occupied and shouldn’t be interrupted.</td>
<td>Automatic if user is in an Outlook-scheduled conference or user-selected.</td>
</tr>
<tr>
<td>In a call</td>
<td>in a Lync call (two-party call) and shouldn’t be interrupted.</td>
<td>Automatic.</td>
</tr>
<tr>
<td>In a meeting</td>
<td>in a meeting (per Lync or per Outlook)</td>
<td>Automatic.</td>
</tr>
<tr>
<td>In a conference call</td>
<td>in a Lync conference call (Lync meeting with audio) and shouldn’t be interrupted.</td>
<td>User-selected.</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>giving a presentation and therefore not to be disturbed.</td>
<td>Automatic when user is presenting from Lync-enabled computer. IMs are blocked.</td>
</tr>
<tr>
<td>Offline</td>
<td>not signed in.</td>
<td>Automatic. Status may appear to contacts not using Lync IM.</td>
</tr>
<tr>
<td>Unknown</td>
<td>presence can’t be detected.</td>
<td>User-selected.</td>
</tr>
</tbody>
</table>

To change your presence, in the Lync main window, click the arrow next to your status, and then select a status from the list, such as Do Not Disturb.
IM, Presence, and Contacts (con’t)

Add audio, video, sharing, to an IM conversation
You can quickly add audio, video, or a presentation to your IM conversation, and/or invite others to join the conversation by selecting the appropriate button(s) at the bottom of the conversation window.

Switch between tabbed conversations
If you have several conversations or meetings going on at the same time, Lync displays them all in one place, which lets you toggle between them. Click any tab to bring that activity to the foreground.

Find a previous IM conversation
If you use Outlook and Exchange Lync automatically saves your IM conversation history. To view or continue a previous IM conversation or see an IM request you missed:
1. Near the top of the Lync main window, click the Conversations tab.
2. Click All or Missed, depending on what you’re looking for. If you don’t see the conversation you’re looking for, click View More in Outlook at the bottom of the list.
3. Double-click the conversation that you want to view or resume.

Create a Group
You can set up a group for each team you work with so you can see at a glance who’s available at any given time, or communicate with the entire team at once. To create a new group:
1. In the Lync main window click the Add a Contact button.
2. In the drop down menu, select Create New Group.
3. In the space that opens up at the boot of the window, type over the phrase New Group to give your group a name.

Send an Instant Message
Use instant messaging (IM) to get in touch right away with your available contacts.
1. In your Contacts list, point to the picture of the contact you want to send an instant message to. To have an IM conversation with more than one contact, hold down the Ctrl key, and click each contact you want to include.
2. In the display bar that appears, click the IM button.
3. Type your message in the message input area at the bottom of the IM window, and then press the Enter key on your keyboard.
Lync Meetings

The following slides will give instructions on how to schedule, join, share desktop, record, and manage participants for a Lync meeting:

**Schedule a Lync Meeting**
You can simply schedule a Lync Meeting by using Outlook add-in for Lync.
1. Open your Outlook calendar and on the Home tab, click **New Lync Meeting**.
2. In the meeting request, add recipients, a subject, agenda, and date/time. The meeting request contains the meeting link and audio information that the participant can use to join the meeting or conference call.

**Join a Lync Meeting**
1. In the meeting request, click **Join Lync Meeting** or click **Join Online** in the meeting reminder.
2. On the **Join Meeting Audio** window, select one of the options:

   - **Use Lync (full audio and video experience)**: You can use computer audio and video with your computer’s built-in devices, or a headset and camera.
   - **Call me at**: Lync calls you at a number you provide. (Available only if dial-in conferencing is available for your account; for details contact your workplace technical support.)
   - **Don’t join audio**: Select this if you decide you want to call into the meeting with a phone (and the meeting request includes call-in details) or join the audio portion later. Use the conference numbers and ID in the invitation to dial in.

---

If you are not on the GHS Network and want to dial into a meeting using a phone, as the Leader you will need a pin number. This number will be your employee ID number (i.e. 12345)
Lync Meetings con’t

Share your desktop or a program
During a Lync Meeting, you can share your desktop, or a specific program.
1. Pause on the presentation (monitor) icon.
2. On the Present tab:
   - Click Desktop to show the entire content of your desktop.
   - Click Program, and double-click the program you want.
3. Click Give Control on the sharing toolbar at the top of the screen to share control of your sharing session with another participant.
4. You can take control back at any time by clicking Give Control, and then Take back control.
5. When you have finished presenting, click Stop Presenting on the toolbar.

Share a PowerPoint Presentation
1. Point to the presentation (monitor) button.
2. On the Present tab, click PowerPoint, and upload the file in the meeting.
3. (Optional) do any of the following:
   - To move the slides, click Thumbnails, and then click the slide you want to show, or use the arrows at the bottom of the meeting window.
   - To see your presenter notes, click Notes.
   - Click the Annotations button on the upper-right side of the slide to open the toolbar and use highlights, stamps, laser pointer, and so on.

Record and playback the meeting
Lync recording captures audio, video, IM, program sharing, PowerPoint presentations and whiteboards.
1. In the meeting window, click More Options, and then click Start Recording
2. Use the controls at the bottom of the meeting room to pause, resume, or stop the recording.

After the recording is stopped, Lync automatically saves it in a format that plays in Windows Media Player and Zune.

To play, rename, or delete a recording, click Manage Recording on the More Options menu, and click your selection. You can also click Browse to go to the location of the recording and make a copy of the file to post on a shared location for others to review.

Manage Participants
In the meeting window, point to the people button and do any of the following:
- To manage a participant, on the Participants tab, right-click the person’s name, and use the options to mute, unmute, remove, and so on.
- To manage all, on the Action tab, click Invite More People to add participants.
- Mute Audience to eliminate background noise.
- No Meeting IM to turn off meeting IM.
- No Attendee Video to block attendees from starting their video.
- Hide Names to hide the names on the pictures.
- Everyone an Attendee if you have too many presenters.
- Invite by Email to send email invitations to additional people.
Sharing and Collaboration

With Lync you can start collaborating without having to schedule a meeting. You can start an impromptu meeting, share something on your computer (a file, a website, and so on), take and share notes, brainstorm together on a whiteboard, give or work on a PowerPoint presentation, or send a file.

Or you can schedule a Lync Meeting and share and collaborate from there.

Share your desktop or a program

1. In your Contacts list, double click a contact to start IM conversation, and add people or groups by dragging them into the window from your Contact list. Or, join a scheduled Lync Meeting.
2. Point to the presenter (monitor) button, and on the Presenter tab, either:
   - Click Desktop to show the entire content of your desktop.
   - Click Program if you want to share just an open program, and then double-click the program you want.
3. (Optional) To add audio, click the phone button.
4. (Optional) To add video, click the camera button.

Give control of your sharing session to others

Allow others to flip through slides, contribute information and make changes to a whiteboard, OneNote, PowerPoint or other kind of file, or demonstrate a program with just a couple of clicks. Take back control at anytime.

1. On the sharing bar at the top of the screen, click Give Control.
2. Click the name of a person under Attendees to give them access or click Give Control Automatically to automatically give access to anyone who asks for control of your desktop.

Take back control of a sharing session

1. To take back control of your desktop or program, click Give Control again.
2. If Give Control Automatically is selected, click it to clear it. To take back control from a person, click Take Back Control

Select who can download shared files

In a scheduled meeting, while you’re presenting you can restrict who can Download a copy of the file you’re sharing, if, for example, the information isn’t final or is confidential.

1. During a sharing session, point to the present (monitor) button, and then click the Manage Presentable Content button. TIP: You know you’re sharing when you see the Sharing bar at the top of your screen.
2. Click the Permission menu, and then select one of the following:
   - Organizer, to allow only the person who setup the meeting to download the file.
   - Presenter, to allow only the people who the organizer set up as presenters to download the file.
   - Anyone, to allow all participants to download the file.
Sharing and Collaboration (con’t)

Sharing Notes
Often, you want to take notes during a meeting, if you use OneNote you can take notes that everyone can see, work collaboratively on those notes and/or share notes you’ve already taken.
1. In a conversation window, point to the present (monitor) button, and click the OneNote tab.
2. Click Share Notes, and then, in the note picker, select a notebook or note page, or click New Notebook to create a new one.
The page you select docks on your desktop, and the other participants receive a notification about the shared notebook. Let them add notes if you want (see the section “Give control” for details).

Share a Whiteboard
A whiteboard is a blank area where you can type notes, draw, or import images that meeting participants can work on together. It’s Great for brainstorming.
- In a conversation window, point to the present (monitor) button, and, on the Present tab, click Whiteboard
Use the annotation toolbar on the right side of the whiteboard for highlight, stamps, laser pointer, writing, drawing, and other tools.

Share a PowerPoint Presentation
1. Point to the present (monitor) button, and on the Present tab, click PowerPoint.
2. Do any of the following:
   - To move the slides, click Thumbnails, then click the slide you want to show, or use the arrows at the bottom of the meeting window.
   - To see your presenter notes, click Notes.
   - To use highlights, the laser pointer, and other annotation tools, click the Annotations button on the upper-right side of the slide. Annotating doesn’t change the actual file, although you can save an annotated copy if you want.
   - To prevent someone from skipping ahead or using annotations in the meeting window, click More Options, click Lync Meeting Options, and then select the permissions level for the participant(s)

Share a file or a picture
Simply drag and paste saved files, include images, or copy and paste file or any image into the text input area of a conversation window. A small version of the picture or file will appear that the user can save or open to view in detail.

Or you can use the file transfer option.
- In a conversation window, click the present (monitor) button, and
- Then use the Attachment tab.
Lync sends a file transfer invitation to the participants, and the files is sent if the invitation is accepted.
Video

Set up your video device
You need a camera to share your video, but you don’t need one to see someone else’s video.

To set up your camera:
• Click Options in the Lyn main window, then click Video Device.
• If you don’t see your video preview, make sure the camera is working correctly.
• To adjust settings, click Camera Settings.

Start a video call
In your Contacts list, point to a contract’s photo and click the camera icon.

A message pops up on your contact’s screen to accept your call.

To end the video portion of the call, point to the camera icon, and then click one of the following:
• Stop My Video to stop your video steam, You’ll still see other’s video.
• End Video to stop seeing all video You’ll still have audio.

TIP During an instant messaging or audio call, click the camera icon To make it a video call.

Choose the layout
In the video conversation window, click Pick a Layout, and choose one of the following:
• Gallery View to show all the participant’ videos.
• Speaker View to show only the presenters videos.
• Content View to show only the meeting content.
• Compact View to show the tiles of the participants in a compact window.

Manage the participants
To manage the participants, rigk-click their video or picture:
• Mute, Unmute, or Remove the person from the meeting.
• Lock the Video Spotlight locks video on the person in spotlight.
• Pin to Gallery keeps a participant visible in the Gallery View.

Full Screen View
• Click Pop out video gallery to see the videos in a separate window.
• Click Full Screen View for a large view of the videos.
• Click Pop in video gallery to go back to regular view.
Video (con’t)

Invite other people to a video call
1. In the conversation window, pause on the people button, and clickInvite More People.
2. Select the invitees from the Add People window, and click Add.
3. Your new invitees receive a request to join your call.

Add video to an IM Conversation
1. Pause on the camera button and check your preview.
2. Adjust your camera if needed, and click Start My Video.
3. To stop sharing your video, click Stop My Video

TIP Click End Video to stop sharing your Video with others ASND end their video feeds to you.

Start a video conference
Start an ad-hoc video conference to discuss a subject matter that requires immediate attention.
1. Select many contacts by holding down the Ctrl key and clicking the names.
2. Right-click the selections, and click Start a Video-Call.
3. When you start a video call, you automatically use Lync computer audio.
4. Use the video controls to manage the conference.
Lync Web App

Join a Lync Meeting with computer audio

If you don’t have Lync 2013, you can join a Lync Meeting with Lync Web App. Note: that you don’t need to download or install anything. Just click the meeting link in your invitation and follow the instructions on the page to join.

1. In your meeting invitation, click Join Lync Meeting.
2. When Lync Web App opens, do one of the following:
   • To join as a guest, type your name in the text box, and select Join the meeting.
   • If the meeting is from someone in your own organization, you can select Sign in if you are from the organizers company. Then type the same user name and password that you use to log into your company’s network.
3. Make sure to select Install Lync Web App plug-in, which is required for video and computer audio. It also lets you share your screen if you’re a presenter.

Depending on how the meeting was set up, you’ll either wait in the lobby or be admitted to the meeting. If you’re in the lobby, only a presenter can admit you to the meeting. After you’re admitted, you can use your computer’s speakers and mic, or a headset for the audio.

Call into the meeting

If you want to call in for the audio portion of the meeting, follow the instructions in the previous section, but make sure the option to install the Lync Web App Plug-in is Not selected then click Join the meeting.

In the Join Meeting Audio box, click have the meeting call me, and type a phone number where the conference can call you. Or click I will dial in to the meeting and use the number and conference ID listed in your meeting invitation.

Manager your video display

If you have a camera connected to your computer, click to share your video in the meeting. A camera is required only to share your video, not to view shared by others.
Lync Web App (con’t)

Share your desktop or an open program
If you’re a presenter, you can share your desktop, or one or more open programs in the meeting.

1. Point to .
   • To share your desktop, click Desktop. The meeting stage displays You are presenting Desktop, and the desktop is outlined in yellow.
   • To share a program, click Program and select the program(s) you want to share, then click Present.
2. During a sharing session, a sharing toolbar is displayed at the top of your screen. You can hide or unhide it by clicking the pin icon.
3. Click GIVE CONTROL to share control of your sharing session with another participant. You can take back control at any time by clicking GIVE CONTROL, and then Take Back Control.
4. To end the sharing session, click Stop Presenting on the toolbar.

Manage meeting participants
If you’re a presenter, you can click to access the options to manage participants. The PARTICIPANTS tab displays the participant list.

1. Right-click a participant and select Mute, Unmute, Remove or Make an Attendee/Presenter.
2. You can invite additional participants during a meeting. Click ACTIONS.
   • To invite using their phone number, click Invite by Phone Number.
   • To invite via email, click Invite by Email.
3. To hide participant names in videos or pictures, click Hide People’s Names.
4. To mute all the participants simultaneously, click Mute Audience.

Share a PowerPoint presentation
1. Point to , then click PowerPoint.
2. In the Choose a PowerPoint to present box, click Browse to select and open the presentation to share.
3. Move through the slides by using the arrows below the meeting stage. Click THUMBNAILS to select a specific slide, and NOTES to see presenter notes.
4. Click on the upper right corner of a slide to display the annotation toolbar, to use tools such as highlighters, stamps, and laser pointer.
5. The presentation can have embedded hyperlinks. Before you click them during your presentation, you must hide all annotations in the presentation by clicking Hide Annotations in the annotation toolbar.
Mobile Devices- Windows Phone

Lync 2013 on Windows Phone

Sign in and get started
If you have a data plan, or your phone is connected to a Wi-Fi network, signing in is as easy as starting an application.
Start the Lync app, and on the sign-in screen, enter your credentials, and then tap the check mark button. Tap More Details if you need to enter your server information.

Set your status or sign out
To change your status, from the my info screen, tap your status, and then select a new status or tap Sign out.

Send an IM during a video call
To send an IM while you’re in a video call, tap the IM icon. Type your message and then tap the Send icon.

Join a Lync Meeting
To join a Lync Meeting, from the Meeting screen select your meeting and then tap Join Meeting. You will then be connected to the meeting audio.
Mobile Devices- Windows Phone (con’t)

Find the right person

From the **contacts** screen, tap **search**. Start typing a person’s name in the search box. The results appear below the box.

```
anahita b
```

![Anahita Bahrami TECHNICAL WRITER](image)

Send an instant message

1. When you find the person you’re looking for, tap their name, and then tap the **send IM** icon.
2. Type your message, and then tap the **Send** icon.

Add audio to an IM

When you’re in a IM and you want to call the contact, tap the **Phone** icon and then select the number you’d like to call.

Add video to a conversation

When you’re on a call and you’d like to add video to the call, tap the **Video** icon, and then select **start my video**.

**Note:** You can also switch between your front and back cameras, by selecting **switch camera**.
Mobile Devices- IPhone

Sign in and get started

If you have a data plan, or your phone is connected to a Wi-Fi network, signing in is simple.

On your phone, start the Lync app. On the sign-in screen, enter your credentials, and then tap Sign In.

Join a Lync Meeting

To join a Lync Meeting, from the Meetings tab, select the meeting you want to join and then tap Join Meeting.

Change your status or sign out

From the My Info screen, do one of the following:

- To change your status, tap Status, and then select your status.
- To sign out, tap Sign Out.

See who’s in the meeting

To view the participants list when you're in a meeting, tap the Actions icon, and then tap See Participants.
Mobile Devices - iPad

Sign in and get started

If you have a data plan, or your phone is connected to a Wi-Fi network, signing in is as easy as starting an application.

Start the Lync app, and on the sign-in screen, enter your credentials, and then tap the **Sign In**. Tap **Show Advanced Options** if you need to enter server information.

Set your status or sign out

To change your status, from the **my info** screen, tap your status, and then select your status or tap **Sign out**.

Join a Lync Meeting

To Join a Lync Meeting, from the **Event** screen select your meeting and tap **Join Meeting**. You will then be connected to the meeting audio.

View meeting content

When you’re attending a Lync Meeting or an ad-hoc audio or video conference call with three or more people, you can view shared PowerPoint presentations and screen sharing.

When you’re viewing content in a meeting, you can tap **Stop Viewing** to stop viewing content. To resume viewing (while the content is still being presented), tap the **Sharing** icon at the top, and then select **Start Viewing**.
Mobile Devices - IPad (con’t)

Find the right person
From the Contacts screen, tap Search. Start typing a person’s name in the search box. The results appear below the box.

Add audio to an IM
When you’re in a IM and you want to call the contact, tap the Phone icon and then select the number you’d like to call.

Send an instant message
When you find the person you’re looking for, tap their name, and then tap the IM icon. Type your message, and then tap the Send icon.

Send an IM during a video call
To send an IM while you’re in a video call, tap the IM icon, type your message, and then tap the Send icon.
Mobile Devices- Android

Sign in and get started
If you have a data plan, or your phone is connected to a Wi-Fi network, signing in is simple.

On your phone, start the Lync app. On the sign-in screen, enter your credentials, and then tap Sign In.

Change your status or sign out
Tap the status icon, and do the following:
- To change your status, tap your status, and then select your status or tap Sign Out.

Join a Lync Meeting
To join a Lync Meeting, from the Meetings tab, select the meeting you want to join and then tap Join Meeting.

Start your video in a meeting
Tap the Video icon to start your video in the meeting.
Mobile Devices- Android (con’t)

Search for a contact
Tap the **Contacts** icon, tap **Search**, and start typing a person’s name in the search box. Your search results will appear below the box. You can also scroll through your Lync Contacts group to find the person you’re looking for.

Send an instant message
1. When you find the person you’re looking for, tap their name, and then tap the **IM** icon to send an instant message.
2. Type a message, and then tap **Send**.

Add audio to an IM
When you’re in an IM and you want to call the contact, tap the **Phone** icon and then click one of the call buttons.

Add video to an IM or call
To add video to an IM or audio conversation, tap the **Video** icon.
FAQ’s

Audio troubleshooting
If you’re having audio problems, try these basic troubleshooting tips.

I can’t hear anyone
If you’re in a call or meeting and can’t hear audio, check the following:
Your speakers are turned on, both in Lync and your computer, and the speaker volume is high.
If you have a desk phone and the handset is on the cradle, make sure your speakerphone is on.
The device you’re using is selected on the DEVICES tab. To check this, point the phone/mic icon and click DEVICES.

If none of these suggestions solve the problem, try using a different device, or if your device is connected to a USB hub, connect it directly to your computer and transfer the call to another phone.

The volume is too low
Sometimes the volume is too low, even when you change the settings in the Lync Options or use your audio device to change the volume. This can happen if the device was set up with a low volume on your computer. To fix:
Click the sound button on the lower-right corner of your computer.
Use the sliders to change the default volume of the device you want.
FAQ’s (con’t)

I’m getting an error message

In some cases Lync displays a notification about audio quality in the conversation window or the Lync main window. Click the notification for more information or suggested solutions. See an example below:
FAQ’s for Mobile Devices - Window Phone

When I make a Lync call does it use my mobile minutes?
• The Require Wi-Fi for VoIP setting allows you to choose whether want to use the cellular data network for audio calls. When you turn on Require Wi-Fi for VoIP and a Wi-Fi connection isn’t available, Lync will try to make the call by calling your mobile number instead. When you answer the incoming mobile call, you’re then connected to the Lync call. As a result, your mobile minutes may be used.

I don’t see all my conversations history on my mobile phone
• The conversations history on Lync for Windows Phone is not synced with Microsoft Exchange. This means that conversations that occur on your Lync mobile device will be displayed only on that device’s conversation history and nowhere else. Also, when you delete a conversation on your mobile device, that conversation is permanently deleted. To keep a record of a particular conversation you’ve had on Lync on your mobile device, send the conversation to yourself from Lync as an email message.

What version of Lync do I have to be on to use Lync on my mobile device?
• February 2013 Cumulative Update for Lync Server 2013. For more information, contact your support team.
Mobile Devices- IPad

All my conversation history isn’t displayed on my mobile phone
- Conversation history on Lync for iPad is not synced with Microsoft Exchange Server. This means conversations that occur on your Lync mobile device will only be displayed on that device’s conversation history and nowhere else. Also, when you delete a conversation on your mobile device, that conversation is permanently deleted. To keep a record of a particular conversation you’ve had on Lync on your mobile device, send the conversation to yourself from Lync.

I’m not receiving incoming calls or messages
- You can only receive incoming calls and messages when you sign in to Lync for iPad, and are connected to a Wi-Fi network or cellular data network.
If your Wi-Fi option is set to Require Wi-Fi for VoIP or Video, you won’t receive incoming calls when your iPad is connected over the cellular data network.

Can I view or add annotations to PowerPoint slides?
No. You’ll have to use Lync on your desktop to view or add annotations to slides.

Why is there a red notification indicating my call is being recorded when the Lync app is running in the background?
This is a just a default notification shown by iOS when any app is using the microphone while running in the background. Your call isn’t actually being recorded. When you’re using the Lync app for an audio or video call and Lync is running in the background, the red notification bar at the top indicates your call is being recorded.

What version of Lync do I have to be on to use Lync on my mobile device?
- February 2013 Cumulative Update for Lync Server 2013. For more information, contact your technical support team.

Content being shared in the call isn’t visible
- Shared content is only visible when you’re in a Lync Meeting or in an ad hoc audio or video conference call with 3 or more people. Shared content isn’t visible when you’re in an audio or video call with only one other person.

Can I share meeting content from my iPad?
- No, you can’t share or present any meeting content from the Lync app for iPad. You can only view it. Use Lync on your desktop to share or present meeting content.

The PowerPoint presentation isn’t visible
- If the meeting organizer has scheduled the meeting using Lync 2010 Server, the PowerPoint presentation won’t be visible. The best thing to do is to ask the meeting presenter to send you a copy of the presentation or to use the Sharing feature to show the presentation.
FAQ’s for Android

When I make a Lync call does it use my mobile minutes?
• The Require Wi-Fi for VoIP calls option lets you choose if you want to use the cellular data network for audio calls. When you turn on Require Wi-Fi for VoIP calls and a Wi-Fi connection isn’t available, Lync tries to all your mobile number instead. When you answer the incoming mobile call, you’re then connected to the Lync call. As a result, your mobile minutes might be used.

Why don’t I see all my conversation history on my mobile phone?
• The conversation history on Lync 2013 for Android is not synced with Microsoft Exchange Server. This means conversations that occur on your Lync mobile device are displayed only on that device’s conversation history and nowhere else. Also, when you delete a conversation on your mobile device, that conversation is permanently deleted.

To keep a record of a particular conversation you’ve had on Lync on your mobile device, email the conversation to yourself from Lync.

What version of Lync do I have to be on to use Lync on my mobile device?
• You need the February 2013 Cumulative Update for Lync Server 2013 or later. For more information, contact your technical support team.

I was disconnected from a meeting. Is there an option to quickly rejoin the meeting?
• Yes. If you have to temporarily leave a Lync meeting or get disconnected for any reason, you can rejoin it by clicking the Rejoin button in the notification.

Note If you’re not in the Lync app when you get disconnected, you may see a notification that you were disconnected but you’ll need to return to the Lync app to click Rejoin.

Why can’t I invite people to a meeting?
• This is an unsupported feature. If you’re in an unscheduled ad-hoc meeting, you can’t invite additional participants. If there’s someone in the meeting who is using Lync on the desktop or Lync Web App, ask them to invite additional participants.

Why can’t I see all my meetings in my Meeting tab?
• This is by design. You can see only your meetings for the same day.
Additional Help

- If you have any issues please contact the Service Now Center @ (864) 455-8000 and someone will be able to assist you.

- If you need additional training, please submit a Service Now Ticket and choose Lync, state what additional training is needed, someone will respond to your request and schedule the additional training needed.