Microsoft Lync 2011 for Mac

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Contents

Installing Lync

1. In your copy of Office 2011 run the Lync installation file. It will be something like **Lync_Mac_2011_ALL.dmg** but may vary
2. Double click on the **Lync Installer** icon
3. In the installer prompts keep clicking **Continue**
4. When prompted to accept the license agreement click **Agree**
5. Click **Install** on the location screen
   a. If you wish to change the installation location you can click **Change Install Location** and specify where Lync should be installed
6. Enter your Macs local administrator password
7. When the installation completes the Lync icon will be added to your dock

Configuring and Signing into Lync

1. At the bottom of the Lync window click on **Advanced**
2. Click on the radio button next to **Manual configuration**
3. For both **Internal Server Name** and **External Server Name** enter sipdir.online.lync.com:443
4. Click **OK**
5. Enter your email into the **Email Address** field
6. Enter your email into the **User ID** field
7. Enter your MyID password into the **Password** field
8. Click **Sign In**. It may take a moment to connect

Adding Contacts

Contacts cannot be managed through Lync 2011. To manage your contacts you will have to sign into the web portal or use Lync 2013 on a Windows computer. For information on how to manage contacts through Lync 2013 please see the Lync 2013 documentation

1. Open a web browser and go to **http://office365.hsc.wvu.edu**
2. Sign into the portal using your email address and MyID password
3. Click on the **People** tab
4. At the top of the contact list put in the name or email address of the contact you wish to add in the **Search People** box and press **Enter**
5. Click on the result for the desired contact, then click on **Add to Contacts** on the bottom right of their nameplate in the right window then choose **Add to Lync Contacts** from the dropdown menu
6. The contact will be added to your Lync contacts list
7. To delete a contact find them on you're your contact list and click on their name
8. On their nameplate in the right window click on the three dots next to edit and click **Delete**
9. Choose **Delete** on the dialog box

Start an Instant Message Conversation

1. Find the user you wish to IM in your contact list or by searching for them in the **Find a contact** field
2. Double click on their name
3. In the new window that pops up enter your message and hit Enter to send it
4. To add more users to the conversation click on the **Settings** button and choose **Invite by Name or Phone Number**
5. Select the user to add from your contact list or search results and click **OK**

Transfer Files

1. To send a file to another user you can drag it into the conversation window or click on the **Attachment** icon, find the file you wish to send then click **Send**
2. You can also simply drag the file to a user's name on your contact list
3. The contact will then be prompted to accept or decline the file

Retrieve Previous Conversations

1. Click on the **Contact** option in the menu at the top of the screen
2. Choose **View Past Conversations**
3. Click on the contact you had the conversation with
4. Click on the date of the conversation you wish to retrieve
5. The conversation will appear in the window on the bottom of the screen

Make a Lync Call

1. Right click on the users name, select **Call**, then select **Lync Call**. You can also click on the contact and click on the **Call** icon on the bottom of the contacts list and choose **Lync Call**. If you are already in an IM conversation click the phone icon at the top of the conversation window
2. A call will be initiated. When the other person picks up you can begin talking
3. To add people to the call click on the **Settings** button and click **Invite by name or phone number**
4. Choose the contact to add from your contact list or search results and click **OK**
5. When finished talking click on the red phone icon to end the call
6. To put the call on hold click on the **Pause** button next to the hang up button

Make a Lync Video Call

1. To start a video call right click a contacts name and choose **Start a Video Call**, click the contact and click the **Video Call** icon on the bottom of the contacts list or if you are already in an IM conversation click the **Video Call** icon at the top of the screen
2. When the other user picks you will see their video stream as well as your own and you can begin talking
3. To add people to the call click on the **Settings** button and click **Invite by name or phone number**
4. Choose the contact to add from your contact list or search results and click **OK**
5. By default users will be added as presenters, right click on their name at the top of the screen and choose **Make Attendee** to make them attendees
6. To mute the attendees click on the **Settings** icon and choose **Mute Audience**
    a. To unmute the audience click on the **Settings** icon and choose **Mute Audience** again
7. To make the video full screen click the **Full Screen** button
    a. Click the button again while in Full Screen or hit **Escape** to exit full screen mode
    b. While in full screen you will not be able to read chat or use other applications
8. When finished, click on the red phone icon to end the video call
    a. If you wish to put the conference on hold click on the **Pause** icon
    b. If you wish to stop your video stream right click on the video and uncheck the **Start Video** option

Scheduling a Lync Meeting

If you are using Outlook 2011 you can schedule online meetings through Lync and Outlook

1. In Lync right click on the contact and choose **Schedule a Meeting**
2. An Outlook meeting invitation will open. Fill out the information with the required information such as date, time and subject
    a. In Outlook you can get this request to come up by clicking on **Calendar** and clicking on the **New Meeting** option
3. Add the individuals to be included in the **To** field of the calendar appointment
4. Click on the **Online Meeting** icon on the invitations ribbon and then choose **Create Online Meeting**
5. Add any text to the invite above or below the links that appear
    a. Clicking the link in the meeting information will automatically open a web browser to the Lync Web App
    b. See the instructions on Page 8 for information on how to sign into the portal to join the meeting
6. Click **Send** to send the meeting invitation to the desired attendees

Sharing Your Desktop

Lync allows you to share your desktop with other users, allowing them to see whatever you want to share on your computer

1. To share your desktop right click on a contact and select **Share Desktop** or in an open IM conversation click on the **Share** icon and choose **Share Desktop**
    a. To see what you are sharing click on the **Share** icon and choose **Show Stage**
    b. If you do not wish to see the stage anymore click **Hide Stage** below the preview of your shared screen to make the stave disappear
2. If other desktops are available to share you can click on the **Desktop** button and choose **Share New Desktop** to change which desktop is being shared
    a. If no other desktops are available the option will be greyed out
3. To stop sharing your desktop click on the **Desktop** button, hover over your desktop and choose **Stop Sharing**.
    a. If you want to resume sharing click on the **Desktop** button, hover over your desktop and choose the **Share Now** option
4. If no one is presenting you can click on **Hide Stage** in the presentation area to close the stage and resume having a regular sized IM conversation
5. If you wish to use all the presentation options available to Lync 2013 users such as whiteboards, polling, and uploading your own PowerPoints schedule an online meeting and join the meeting through the internet portal
    a. For more information on the Lync 2013 presentation options please see the Microsoft Lync 2013 documentation

Presenting a PowerPoint

You cannot upload your own PowerPoint presentations to present in Lynx, but you can present other users PowerPoints through Lync 2011 if they upload them into a meeting

1. At the top of the stage click on the **PowerPoint** button at the top of the stage area
2. Choose the **Take over as Presenter** option
3. You can use the icons on the bottom right of the screen to change how you view the slides. You can cycle through them to the audience or choose specific slides to display
    a. Be aware that the originator of the slides and anyone else designated as a presenter can take control of the PowerPoint presentation at any time
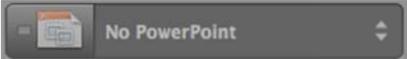
IMing Through the Portal

You can instant message other Lync users if you do not have Lync installed by signing into WVU's Office 365 Portal

1. Open your web browser and put in **office365.hsc.wvu.edu** as the address
2. Sign into the portal using your email and MyID password
3. Click on the **People** tab at the top of the screen
4. Click on the contact you wish to IM
5. Under their name at the top of the right panel click on the **IM** icon
6. If your browser prompts you to allow pop ups, click the **Allow** option. The browser may reload. If it does repeat steps 4 and 5
7. An IM window will pop up. Enter your message and hit your **Enter** key to send the message.
    a. Clicking on the **Outlook**, **Calendar**, or **People** tabs will keep not close your chat session
    b. If you click on the other tabs your chat session may be closed despite being popped out. Stay in the people tab as long as you wish to continue IMing with other users

Scheduling Online Meetings Through the Portal

1. In the **People** tab click on the name of the user you wish to schedule a meeting with and click the **Schedule Meeting** icon
2. Fill out the meeting information and then click the **Online Meeting** button
3. This will add a link to the appointment invitation that allows the invitee to click and join the Lync meeting automatically
4. Add any desired text above the link
5. Click **Send** at the top of the screen to send the invitation

Joining a Lync or Online Meeting via the Portal

You can join a Lync or Online meeting even if you do not have Lync installed

1. Click on the link in the invitation to join the meeting
2. Choose the **Sign in if you are an Office 365 user** option. If you are already signed into the Office 365 Portal it will automatically log you in, otherwise you may need to enter your credentials
3. Click **Join the meeting**. If this is the first time you are using the web interface you will be prompted to download a plug in
   a. After downloading it, open the file from where it was saved to. This will vary from user to user as this can be set through the browser
   b. Follow the prompts to install the plug in
   c. After installation is complete you may be asked to allow the plug in to work. Click **Allow**
4. After joining the meeting you can click the **Messages** icon to bring up chat permanently
5. The other options on the bottom left (**Call, Video, Presentations**) work as described in the Microsoft Lync 2013 documentation **Presentations** section (page 6)
6. To leave a meeting click **Exit Meeting** at the top right
   a. If you are finished using Office 365 make sure the Sign out of Office 365 box is checked and click **OK**