

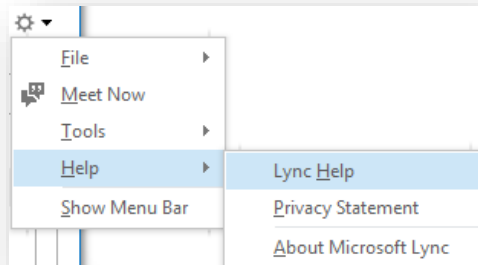
Lync 2013 – FAQs

For video walk-throughs and tutorials on how to manage your Lync account, click [this link](#).

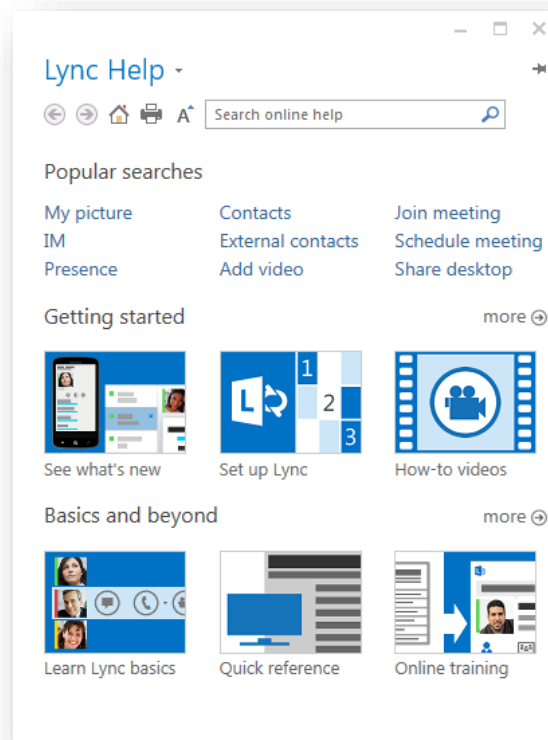
For more help with your Lync client, click [this link](#).

Help in Lync Client

For help in Lync, click on the Settings cog, and click **Help** and then Lync **Help**.



Here you will find tutorials and How-To videos that will help you set-up and navigate your Lync client.



Frequently Asked Questions

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Where can I find Lync software?

Contact your local IT support.

How do I sign in?

To sign in, type in NID@ucf.edu into the **Sign-In Address** bar. Use **net\NID** if you are prompted for your **Username**, and then type in your password. For more help, [click here](#).

How do I know if I have full-feature Lync?

Full-feature Lync provides the ability to voice and video call, give presentations, and much more. If you only have the ability to instant message your contacts, then you are not enabled for full-feature Lync.

How do I get full-feature Lync?

Contact your local IT support staff for more information.

Will Lync work on mobile?

Both the Apple and Google app store offer a free download of Lync mobile client.

Can I run Lync when I am working remotely through VPN?

It is not recommended nor necessary to run VPN when using Lync, but it will work.

How do I change my availability in Lync?

Under your profile name on the main Lync window is where your availability will show. You can show that you are available, busy, away, in a meeting, or offline.

How do I add a picture to my Lync profile?

We do not support the ability to add a photo to your Lync profile.

How do I add an external contact?

There are two ways to add an external contact.

1. Click the **Add Contact** icon, click **Add a Contact Not in My Organization**, and then select **Lync**. Type in the IM Address, select a contact group and set the privacy relationship, and then click **OK**. The contact will be added to your Contact List.
2. Search the contact in the main directory, and then add the contact from there.

How do I delete contacts from my Contacts List?

To remove a contact from your contacts list, right-click on the contact you wish to remove, and click **Remove from Contacts List**.

How do I save IM conversations in Lync?

Your conversations should save automatically. You can find the conversations log by clicking on the Conversation icon at the top of your Lync client.



If the feature is turned off, to set up saved conversations, follow these steps:

For Windows users:

1. Verify that you are using Microsoft Outlook 2010 or Outlook 2013.
2. In the Lync main window, click the Options cog, and then click **Personal**.
3. Check the **Save instant message conversations in my email Conversation History folder** box, and then click **OK**.

For Mac users:

1. Click Lync in your menu bar at the top of the screen and click **Preferences**.
2. In the pop-up window, click the History option and check the box that says **Save conversations**.

How can I set up an alert to let me know when a contact becomes “Available”?

Right click on the contact you wish to be alerted for, and click **Tag for Status Change Alerts**.

Why am I unable to voice or video call with another contact?

While this could be a number of issues, here are some of the common problems and solutions for them.

1. If both users are on UCF Wi-Fi (WPA_2), peer-to-peer activities will not work. To interact, instead of starting a video or voice call normally, click **Meet Now** which is under the settings cog. Then, invite the contact(s) you wish to voice/video call to the conversation.
2. You may also be having issues with the network quality. Make sure to see if your network strength is sufficient.

Why can't I make a video call on my phone?

Lync only operates for IM only on your mobile device.

Can I disable Lync from starting up automatically?

Click on the settings cog, click **Personal**, and deselect the **Automatically start Lync when I log on to Windows** box. Then click **OK**.

How do I block contacts from reaching me?

Right click on the contact you want to block, click **Change Privacy Relationship**, and then click **Blocked Contacts**.

How do I create a group?

On your Contacts list, right click a group name (for example, Other Contacts), then click **Create New Group**. You can also click the Add a Contact button, and then click Create a New Group.

Can I use Lync 2010 Attendant?

For Lync Online and/or Office 365 users, Lync 2010 Attendant is not supported.

Can I give/request control in Lync for Mac 2011?

Participants cannot control desktops that are shared by Lync for Mac 2011 or Communicator for Mac 2011 users. Lync for Mac 2011 and Communicator for Mac 2011 users can control desktops shared by Windows users.

For Lync Online and/or Office 365 users, this feature requires an audio conferencing provider.

Why can't I see a PowerPoint presentation?

The Lync for Mac 2011 client cannot view Microsoft Office 2013 PowerPoint presentations when they have been shared in a conference by the Lync Web App 2013 client.