Lync

Product Guide

Microsoft

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Introduction

Microsoft® Lync® 2013 is an enterprise-ready unified communications platform that connects people everywhere, on Windows 8 and other devices, as part of their everyday productivity experience. Lync provides a consistent, single client experience for presence, instant messaging, voice, video and meetings. Lync 2013 supports multiparty HD video conferencing, modern "touch first" capabilities for fast and natural communications, and work anywhere scenarios that do not require a VPN for encryption. Lync 2013 users can connect to anyone on Skype, enabling rich communication with hundreds of millions of people around the world.

What's New in Lync? – *Be There Without Going There*

This is our boldest and best Lync release ever, with innovation across the board. Lync has always made it easy for people to communicate wherever they are, but we're making it even better with new and improved features:

❶ ***Stay in touch anywhere:*** Lync enables users to communicate securely anywhere they have network connectivity, and automatically adapts to network conditions.

❷ ***Use the device you want:*** Lync makes communicating easier with a consistent and familiar experience available on Windows PCs, Windows Phone, iOS, and Android smartphones. The new immersive Lync app for Windows 8 & Windows RT provides a seamless touch-first experience.

❸ ***Communicate in the right way:*** Lync unifies voice and video calls, Lync Meetings, presence, and instant messaging (IM) in one easy-to-use client, making it simple to choose and switch between different forms of communication.

❹ ***Connect with the outside world:*** Lync Federation extends unified communications securely over the Internet to customers, suppliers, and partners using Lync or Skype.

❺ ***Take advantage of standards-based HD video:*** Lync uses open standards including H.264 SVC to provide a high-quality video experience on a wide range of devices.

❻ ***Make virtual meetings more effective:*** See up to 5 meeting participants simultaneously with new multiparty HD video support. You can choose who to see or let Lync choose for you.

❼ ***Easily join meetings:*** Joining a Lync Meeting requires only a single touch or click on smartphones, tablets, and PCs.

❽ ***Extend Lync Meetings outside your organization with browser-based access:*** The Lync Web App allows PC and Mac users to join a Lync Meeting from a browser and delivers a full Lync Meeting experience including IM, voice, multiparty video, data collaboration and sharing.

❾ ***Take notes in OneNote:*** OneNote Share allows users in to create and share OneNote digital meeting notes within Lync Meetings.

❿ ***Quickly and intuitively find the best way to communicate:*** Quick Lync is a menu that appears over a contact in the Lync contact list and shows available communication modes.

Work from Anywhere

Lync allows people to communicate securely and stay connected with colleagues and customers, from wherever they chose to work. Lync's anywhere access capabilities not only enable telecommuting and remote work for employees, but also increase real estate flexibility and provide business continuity options for organizations.

Identity Based Communication

Lync uses identity to connect people, not traditional fixed-location phone numbers. Users authenticate with their Active Directory credentials, and, once authenticated, may be reached by name from Lync or from detailed contact cards now integrated into all Office applications. Lync voice users are also reachable via telephone: their Lync number rings wherever they are, whether in the office, at home, or on the go.

Seamless Connectivity

Lync automatically establishes connections using your network or the Internet without requiring a VPN, yet keeps your communications safe using built-in encryption. Lync's adaptive media stack ensures a high quality voice and video experience even on unmanaged networks like the Internet, while policy controls, QoS support, and call admission control allow administrators to closely manage corporate traffic.

Presence and HD Video

Lync presence and HD video make remote work nearly as personal as being there. Presence based on Exchange calendar information, current PC or other device activity, and manual input indicates the current availability of users, and makes it easy to identify the right time to contact colleagues. Affordable HD video improves personal connections, and makes it possible to observe non-verbal cues and other intangible benefits of face-to-face discussions.
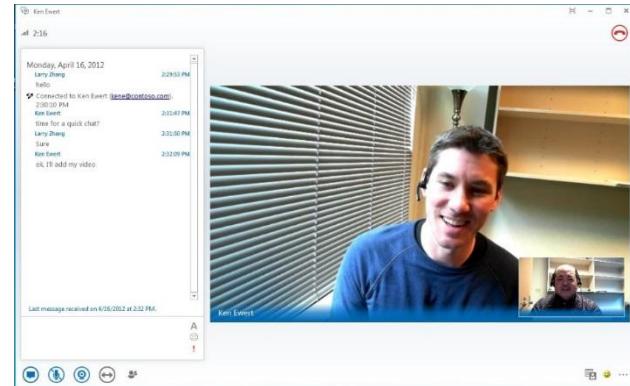
Call Quality

Users need assurance that other users can clearly hear, understand and/or see them while having a conversation. Lync allows users to test whether current network conditions are sufficient for high quality voice and video before they initiate a call, and provides a real-time quality indicator during calls. It also collects and stores over 100 data points about the call, enabling administrators to monitor performance over time and across different networks, groups of users, and conversation types.

Lync Across Devices

Lync provides a familiar and consistent user experience across a variety of devices. Using Lync, users can transition among PC, smartphones, tablets, phones and room systems with ease. Lync provides the tools to manage and secure communications across these devices while providing users with a communications and collaboration experience that makes sense for their devices, platforms and user scenarios.

Windows 8 & Windows RT Support – Lync Reimagined

We've reimagined Lync and developed a new, immersive Lync app for Windows 8 & Windows RT: providing fast, natural, hands-on control of communications across the entire range of Windows 8 & Windows RT devices and architectures. This Lync app is a unified client for all your communication and collaboration needs: integrating voice and video calls, Lync Meetings, presence and instant messaging
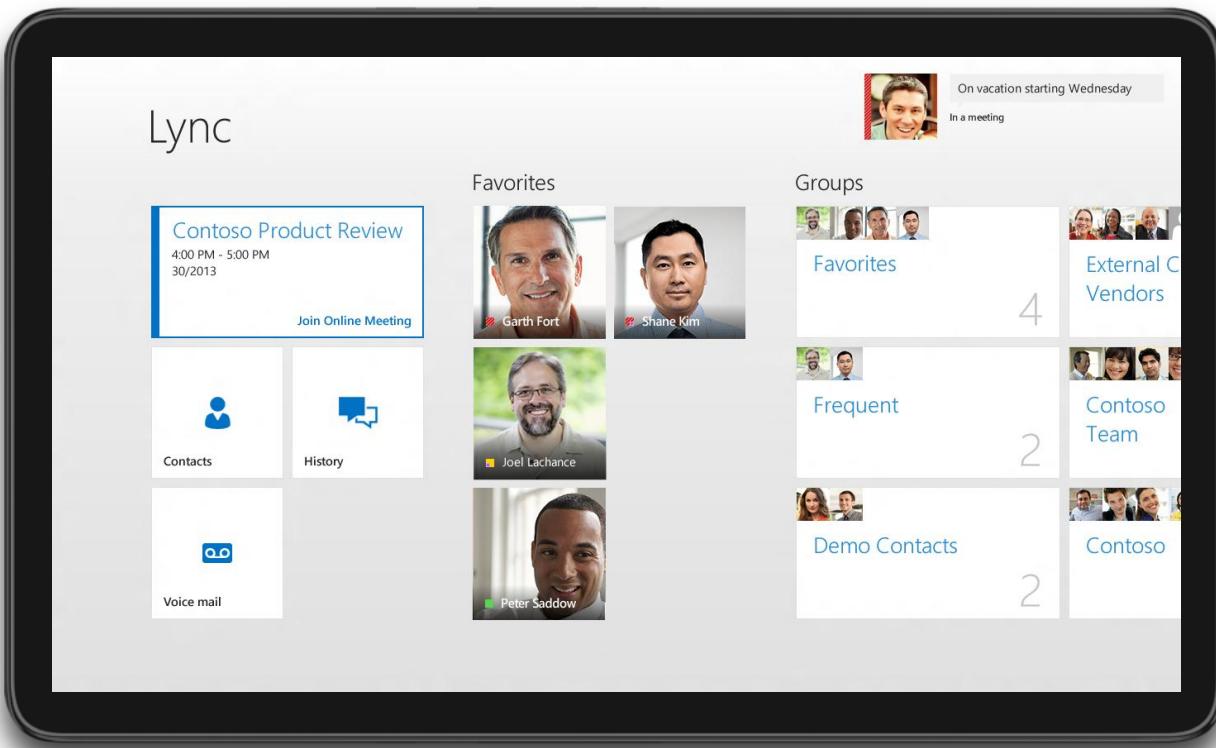
in a fast, fluid, easy-to-use client.

The Lync app benefits from the end to end security and strong power management features of Windows 8 & Windows RT, and provides background notifications and lock screen updates to ensure no important communications are missed. The Lync app takes full advantage of the new Windows Experience, providing a rich snapped/filled view experience within both conversations and Lync Meetings, so users can enjoy multitasking on their own terms. Live tile updates, notifications and alerts

provide glance and go indications for incoming and missed connections, while background and connected standby connectivity enable "always on" capability while reducing resource consumption.

We've also updated the Lync desktop client for touch, to provide a consistent user experience whether using touch or a mouse and keyboard.
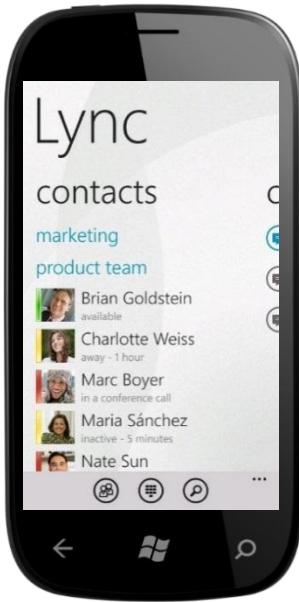
Mobile Devices

Mobile devices are pervasive in most organizations today, and IT departments are beginning to leverage bring-your-own-device trends in order to maximize user productivity, while balancing security and device management requirements. Lync mobile clients are built from the ground up to provide IT control, and to provide secure communications without requiring a hardware or software VPN.

Lync mobile clients are available for Windows Phone, iOS, and Android phones. Users can stay connected to their colleagues through instant messaging with rich presence information, can join Lync Meetings with a single touch, and can initiate and receive voice and video calls over the Internet and cellular connections.

Lync Web App

The Lync Web App allows PC and Mac users to join a Lync Meeting from within an HTML5-enabled browser, and delivers a full Lync Meeting experience, including multiparty HD video, voice over IP, instant messaging, desktop, application, and PowerPoint sharing.

LWA eliminates the need to install client software by using a browser-based client to join and participate in Lync Meetings from a shared device or PC, internet café, a personal/ home device or kiosk. External clients, partners and customers can join Lync Meetings with Lync Web App – eliminating the need to download and install the Lync Attendee client previously shipped with Lync 2010.
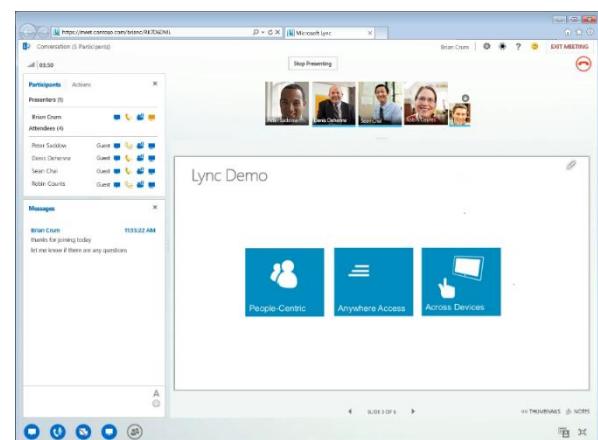
Lync Phone Edition

Users can also communicate using Lync Phone Edition, available on standalone IP phones provided by Microsoft partners. Devices running Lync Phone Edition represent the latest evolution of traditional telephones that support advanced Lync voice features and integrate with the Lync client on the user's

computer. These devices can be deployed both for use as Information Worker endpoints and as common area devices supporting conference rooms, public spaces, kiosks and shared work environments.
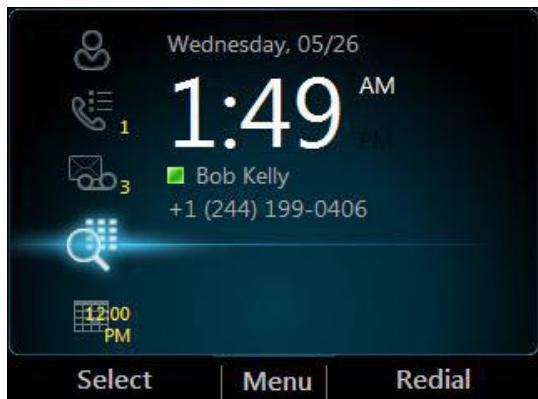
Users can initiate and receive voice calls, retrieve their voicemail and quickly join conferences using Lync compatible phones. Users can also view the presence of their Lync contacts and set their own presence using Lync compatible telephones.

Finally, Lync Phone Edition devices can operate in conjunction with the Lync client, allowing for tasks to be performed using either the desktop client or the IP-phone – however the user requires.

Fast Switching

Users can quickly switch their communication device during a call. For example, a user could initiate a call from their Windows PC, switch to a USB headset, then to an IP phone, and finally to their mobile phone. Users can switch between these clients without interruption of the call using the simple, intuitive Lync user interface.

Interoperability

Microsoft has an extensive network of device partners which provides customers with greater choice; the portfolio includes IP Phones, Headsets, USB Handsets, USB Phones, Webcams, PC/Laptops and Video devices. IT Professionals can choose among a wide variety of devices knowing they will work seamlessly with a Lync deployment - including simple plug and play installation.

Lync supports a number of industry standards, such as H.264 SVC to enable HD video conferencing across a range of devices. Supporting these open standards allows Lync features to be extended by partners today and provide support for further extensions in the future.

Connected Experiences

Users need and want to zero in on those things most relevant to them or likely to require their feedback and input. They need to be able to take action and engage with their colleagues, partners, and customers spontaneously when appropriate or scheduled when lead times allow - with minimum effort and in the simplest way possible.

Lync connects people, their communications and the applications they use every day – together. With Lync, users can connect with hundreds of millions of people, in ways that are convenient and natural.

Since Lync integrates with Microsoft applications, such as Outlook, SharePoint, and OneNote, users do not have to leave their current application when they want to communicate with others. Lync helps make communication and collaboration natural and less complex, which helps breaks down communication boundaries.

Consistent Experience

Regardless of the device being used for communication, Lync provides a consistent, intuitive user experience. Users across Windows operating systems, Windows Phone, iOS, Android, and Mac OS operating systems have a similar experience when participating in voice and video communication.

Presence

A user's presence is a collection of information that includes availability, willingness to communicate, additional notes (such as location and status), and how the user can be contacted. Presence is enhanced in Lync using pictures, location information, and additional status information to provide essential information about availability and communication preferences.

Presence allows users to identify when the right time to communicate with a colleague is and what type of communication is the most appropriate. For example, a user may choose to initiate a video session with a user whose status is **Available**, but only send an instant message to a user whose status is **Busy**.

Device indication in presence

Presence status also provides information on whether a user is signed in to Lync from a mobile device or from an IP phone that cannot accept instant messages. This information helps users make the right communication choice and improves their chances of connecting with the right person more quickly.

Customized presence states

Administrators can define customized presence states in Lync. A customized organization-specific presence states, such as **In a Client Consultation** or **In Court**, allows users to provide more relevant information about their status to others.

Privacy settings for presence

Additional privacy functionality allows a user to choose how much information to make available to others. Users can block access to presence information except for people in the contact list and choose whether or not to display location information.

Presence in Microsoft Office

Presence information is consistently available in Microsoft Outlook, SharePoint, and other Office applications by default through simple APIs. Touching or hovering over a user's presence icon displays a consistent contact card and menu that can be used for initiating a conversation from the application. Users get more streamlined communications and "click to communicate" capability from within the applications they use most.
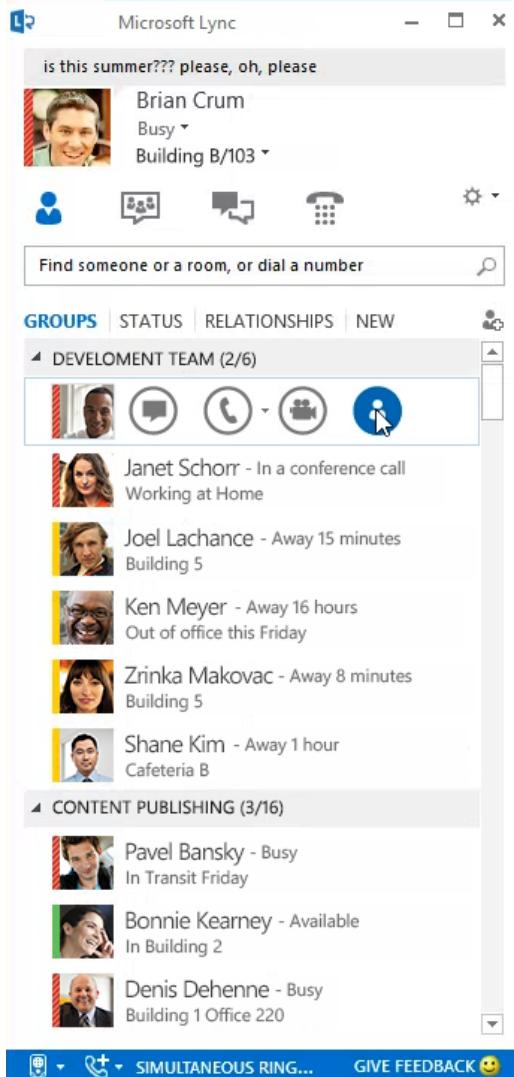
Contacts

Users can utilize the Lync contact list to provide easy access to users that they communicate with on a regular basis and for all types of communication, including instant messaging, voice, or video communication.

Contact tagging

If a contact is unavailable, users can tag the contact and be automatically notified when there is a change in the contact's status. Users can remove the contact tag when no longer needed.

Contact grouping

Users can group their contacts in a variety of ways, including user-defined groups, organization-defined groups, contact presence, or tagged contacts. Contacts can be sorted alphabetically by display name instead of by presence status so that the Contact list can be used like an address book.

Contact card & Quick Lync menu

Users can view detailed information about a contact using contact cards. Contact cards are consistent across Microsoft Office and provide additional information about each contact, including rich presence and contact information, contact notes, an organizational chart, and social networking feeds from SharePoint, Facebook, LinkedIn and others.

Contact cards provide an easy way to connect with other users and deliver a consistent user interface across all Microsoft Office applications, giving users a similar experience and set of information regardless of the application they are using.

Lync, Exchange, and SharePoint share the same set of identities that are stored in the Exchange Unified Contact Store. Users may also rename contacts or add other details to their contacts' cards for additional context or personal reference. Users can edit contacts' names or add notes to their contacts.

Users can perform common tasks using the Quick Lync menu that appears beside a contact in the Lync contact list. The types of task that are available depend on the different methods of communication that are available for the contact. For example, video communication options will appear if both the user and the contact support video communication, while IM options will appear if both the user and the contact only support IM communication.

Instant Messaging

Users can send messages to each other in real-time using the instant messaging (IM) features in Lync. IMs are a simple mode of real-time communication that provides an excellent way for users to conduct a conversation in a quick manner without requiring an e-mail or a phone call.

Conversation management & tabbed chat

One of the long-standing concerns with IM is that users tend to think that IM conversations cannot be captured. Conversation history in Lync enables users to keep track of conversations, helping them retrieve important information that may have been communicated over IM months ago. Instant messaging conversations can be stored with the date and timestamp of each message exchanged. Users can also continue previous existing conversations.

Lync provides tabbed chat management, allowing users to engage in and monitor a number of different IM conversations at the same time. Tabbed chat makes it easier to track and continue on-going conversations and provides alerts and notifications so that users can ensure no important messages are missed.

Persistent chat[1]

Lync persistent chat allows groups of users to participate in ongoing discussions on topics of shared interest. The history of the conversation is maintained so that teams in different locations and departments can review discussions, even when users are online at different times. Persistent chat enhances team communication and enables geographically distributed teams to work together efficiently.

The interface provides users with a list of available chat rooms on specified topics, provides tools to search through the history of discussions, and offers filters and alerts for notification on new posts on a particular topic.

Joining chat rooms

Users can join chat rooms by accepting an invitation to join or by performing a search based on keywords associated with the applicable chat rooms. Regardless of how users locate chat rooms, they must be included in the chat rooms' membership lists as defined by the chat room managers.

Posting messages

After users join a chat room, they can post messages to participate in the ongoing discussion and view the history of posts by other members. Lync supports text, images, file posts, hyperlinks, and emoticons. A long post can be condensed into a one-line story format to save screen real estate.

Setting up filters and notifications

Filters enable users to define keywords and other criteria that perform a real-time search of incoming messages to ensure that the user does not miss posts containing critical information. For example, one preset filter called the Ego filter captures all messages that mention the user's name in any chat room of which the user is a member.

Notifications can be customized to alert users when specific content posts are made within a chat room. These features ensure controlled interruptions and at the same time allow the user to be aware of important posts.

Searching for information

Users can search chat histories to locate previously posted content. This capability means team discussions become part of an organization's knowledge resources. When new members join a team, they can search past discussions to get up to speed without asking other team members to forward numerous past chat threads. Users can search chat history by field, including author, date, chat room, or keyword.

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[1] Persistent chat is only available in Lync Server 2013.

Instant messaging from Persistent Chat

In persistent chat, users can view the presence status of their peers that are currently in the chat room, which allows them to quickly initiate instant message conversations with each other. Additional modes, such as voice and video, are available via the Lync conversation window that initiates from the chat room.

Federation

Lync Federation extends unified communications securely over the Internet to customers, suppliers, and partners using Lync or Skype. Connecting to Skype endpoints from Lync will enable rich communication with hundreds of millions of people from business-grade tools, reduce costs through simplification and integration, and allow IT to take control of consumerization of IT while giving employees what they want. Skype brings its customer base, products, and peer-to-peer network; Lync has been designed from the ground up for the enterprise, with its full range of enterprise-class features and IT Pro focus.

Conversations with public instant messaging networks

In addition to the rich federated communications between Lync and Skype, users can also communicate with others on public IM networks, such as MSN®, Windows Live™, Yahoo!, and AOL. Public IM connectivity increases the collaboration and communication capabilities available to Lync users. Traditional IM is supported with MSN, Windows Live, Yahoo!, and AOL users. Lync users can also have audio and video communication with users on Windows Live.

Lync Meetings

Conferencing does not need to be complex. Lync Meetings bring together traditionally separate components of desktop video, audio conferencing, web conferencing, content sharing, and room based video conferencing solutions into a single, unified experience.

When scheduling a meeting, the organizer can select a dedicated space, or create a new Lync Meeting with a new ID and password. Customizing the meeting options allows the Lync Meeting to serve a unique set requirements, facilitate a more formal or structured meeting type, or manage the experience for the participants themselves. For example, if you have external participants, specific presenters, or confidential information to discuss, a meeting organizer might want to leverage the Lobby and create a more controlled meeting space.

Depending on the type or size of the meeting, meeting organizers may elect to mute the audience and allow or block video sharing when scheduling. Presenters and organizers can even select and lock video of a designated or specific person in the meeting – essentially putting them in the "video spotlight" as the focus for everyone else in the meeting.

Lync now uses peeks, buttons that reveal information when you hover over or touch certain areas of the Lync conversation window, to provide more functionality with less clutter during the meeting – be it scheduled or spontaneous. Lync Meeting organizers, presenters and participants are able to optimize their meeting experience, contribute or share content – using the many new controls accessible via these peeks.

The roster and instant messaging (IM) area are automatically hidden to allow presenters and participants to focus on what is most important during the meeting. These can also be pinned open if that is the user's preference.

Audio conferencing

Audio conferencing is a basic requirement for many organizations and presents a great opportunity for cost savings when deployed on-premises. Lync provides a user experience that is familiar to users of traditional audio bridge services including PSTN dial-in services with touch-tone call control commands while also incorporating powerful scheduling, PSTN and Voice over IP access and Lync Meeting features.

For attendees who join via the Lync client instead of PSTN only, the legacy audio conference call experience is transformed with the video gallery. Participants' names are displayed with their videos or photos, and active speakers can be identified visually – without having to open the roster and search. The days of asking yourself, or someone else, "Who is that speaking?" when you could be focused on the content instead – are simply gone.

The roster displays full contact information if desired, and can be hidden to minimize distractions.

One click scheduling

Meeting organizers can schedule an audio conference with one click using Office Outlook or Outlook Web App using the same process as creating a meeting in a calendar. When the user creates the conference, PSTN dial in information *and* a join URL (for VoIP access) are automatically included in the meeting request, along with the dial-in number, meeting ID, and PIN reminders. Meeting invites can also be customized to include additional information.

No additional steps are required to add web conferencing, content sharing or video – the Lync Meeting experience unifies all of these capabilities so they are accessible at any time.

Secured, confidential conferencing

Users can be confident that their conferences are secure and confidential. Users who join using the Lync client, Lync Phone Edition, or Lync mobile client are already authenticated using Active Directory. Conference organizers can configure a meeting with different levels of authentication to help ensure that communication stays confidential.

For web browser and dial-in callers, conference organizers can configure a meeting to require a meeting ID and corresponding PIN. The meeting ID and corresponding PIN help prevent unauthorized users from accessing the meeting. The meeting organizer can optionally require attendees to wait in the Lobby to be screened by a meeting manager, or the meeting organizer. This is particularly useful for Lync Meetings with external parties or highly confidential meetings where additional levels of access control are required.

Support for multiple audio languages

Users can select their audio language preference for the meeting prompts when joining a meeting. Each meeting access number provides a default audio language for the prompts, but users can select their language preference if different than the default. After the user makes the selection, all further interaction is provided in the selected language.

Web Conferencing and Content Sharing

Lync takes a broader view of how communications, data and human interaction can blend and promote better collaboration and communication among presenters and participants. Lync Meetings enable collaboration scenarios that are useable and promote productivity – regardless of whether the meeting participants are in the same room collaborating, across town in another conference room or around the globe with a mobile device in hand. The result is an experience that elevates traditional web conferencing and document sharing, to a rich Lync Meeting experience where people and content coexist in logical and natural ways.

Sharing a PowerPoint

Lync Meeting presenters or meeting organizers can share a PowerPoint via the new **Manage Presentable Content** controls. Once the PowerPoint is shared, advancing through slides and

animations or bringing up thumbnails for quick navigation is easy and accessible. Speaker notes are viewable to the presenter as well. Synchronously play multimedia files, embedded in PowerPoint, in a Lync Meeting for all participants to see and hear.

If permissions are granted by the presenter, meeting participants can annotate on the presentation. Lync Meeting options also allow the presenter to control whether meeting participants can navigate through slides on their own. Participants designated as Attendees can be granted presenter controls or be allowed to upload additional PowerPoint presentations or other documents into the Lync Meeting.

Presentations can also be shared directly from PowerPoint, using slide show options: Present Online. The presenter can select the Lync Meeting or conversation in which to share the PPT.

Sharing a program or desktop

Sharing programs or the entire desktop are one click away for the Lync Meeting presenters and permissioned attendees. When sharing programs, others can see only that program or designated document and nothing else on the desktop. Sharing a desktop allows all other Lync Meeting attendees to see everything on the desktop including notifications, open program icons and any other documents. Sharing a desktop is best used for switching back and forth between applications for other's to see or co-edit, for desktop support and troubleshooting scenarios, or even real-time demos.

Meeting presenters can give and take control over both types of sharing. Meeting participants can request control at any time, and if the presenters allows, the requests can be automatically accepted and permit "passing of control". This is particularly useful for small group and informal collaboration sessions where everyone is commenting, editing and contributing in real-time.

Whiteboards and polling

Sharing a whiteboard or initiating a poll does not require special software or another window, as both of these capabilities are also incorporated in the single, unified client. Whiteboards are best used in small group collaboration sessions but are not limited to those scenarios. Polling is easy to configure and can be started in a Lync Meeting, on demand. Up to 7 responses can be configured to any given poll question. Participants can see polling results if the presenter allows and results can be saved in a .png image file or .csv file format for later viewing or analysis.

Attachments and downloads

Documents can be attached and made accessible to meeting participants – at the meeting organizer and/or presenters choosing. They have the option of setting permissions to attendee type (restrict to owner, co-presenter or attendee) and per document. Content will persist for future use, based on expiry settings, in the Lync Meeting.

Customizable meeting view

Meeting view options are designed to bring content and people together while optimizing the Lync Meeting experience for every individual participant's needs. The meeting view is selected by the participant and visible only to them – each participant has control of their meeting view.

Gallery View shows all the participants' photos or videos. **Speaker View** shows the meeting content with the active speaker's video or photo in the lower right corner of the meeting window. **Presentation View** shows only the meeting content, though not the participants. **Compact View** shows only the participants' photos. In all views, simply hover over a photo to see their contact information.
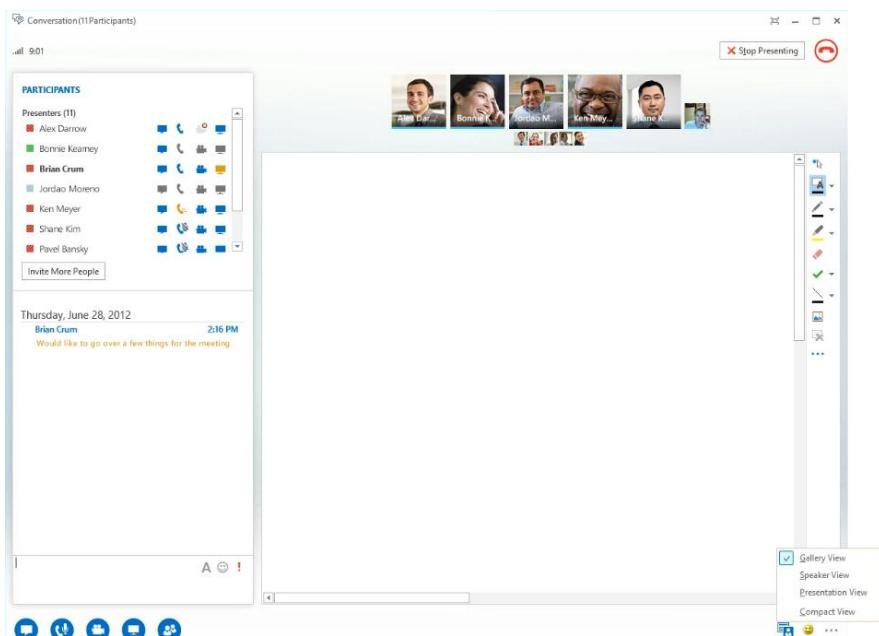
Video Conferencing

Video conferencing is becoming increasingly important as organizations grow more distributed and mobile because it provides a more personal experience that supports a face-to-face interaction without travel, and enables effective collaboration and even team-building. Complex interfaces, high cost, and limited features have limited adoption of video conferencing across the broader workforce. Lync simplifies the user experience by incorporating peer-to-peer and multiparty video into the unified client. Video is easy and natural to use in a scheduled meeting scenario, when spontaneously starting a meeting, or escalating a basic audio conference or multiparty IM conversation to video conference.

Seamless transition to include video

Users can easily transition from a multiparty IM or audio communication to a video conversation with just one touch or click. With enhanced support for audio and video devices, users can set up a video call in seconds.

## Support for high-definition video

High-definition video (resolution 1270 x 720; aspect ratio 16:9) and VGA video (resolution 640 x 480; aspect ratio 4:3) are supported for peer-to-peer calls and among Lync Meeting participants. The resolution viewed by each participant in a single conversation may differ, depending on the video capabilities of each user's respective hardware and system resources.

Panoramic view and active speaker detection

With the appropriate video hardware, Lync can display a 360 degree video panorama of a meeting room or other location. When there are multiple participants in a Lync Meeting, either the gallery of speakers or the active speaker can be selected for viewing by the meeting participant. Lync detects who is speaking and highlights the active speaker in the video gallery.

Gallery View of video streams and contact photos

With the new Gallery View, you automatically see everyone in the Lync Meeting via a continuous view of multiple HD video streams or photos. The video gallery scales to provide the best experience for a diverse set of scenarios including a peer-to-peer video call, a small group collaborative session or within presentation style sessions (small or large) – showing the most relevant people in the meeting at all times by bringing the 5 dominant speakers' videos "into focus" in the standing row, and displaying the thumbnail photos of less active participants in the sitting rows just below.
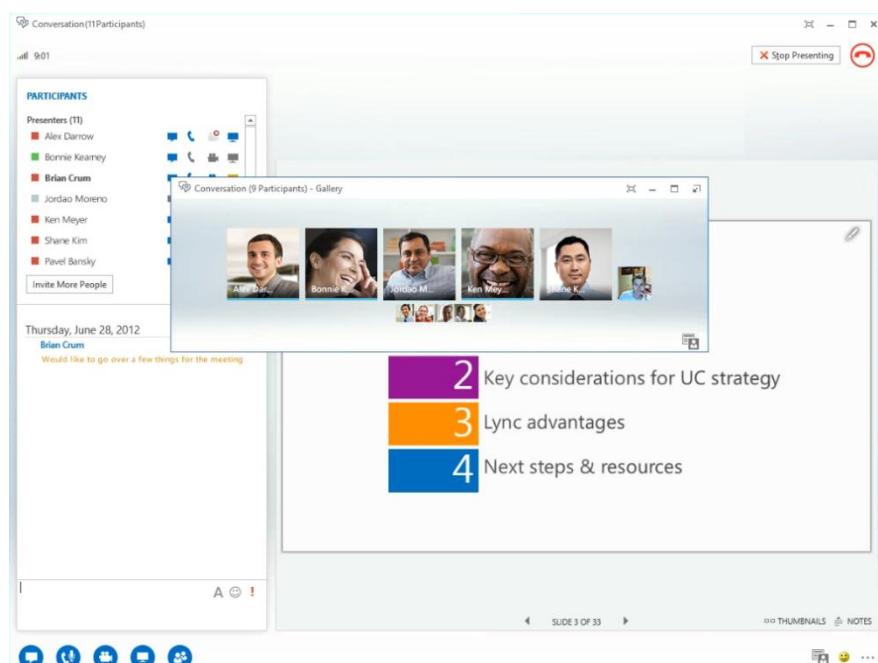
Spotlight a video stream

The presenter or Lync Meeting organizer can select a video stream from a participant in the meeting and designate that video stream as the focus for everyone in the meeting. This allows the presenter to improve the experience for all conference attendees by focusing attention on the single, most important speaker (instead of the gallery).

Video Preview

Users can view a personal (private) preview of their video prior to joining a video conference. Video Preview encourages great video participation by allowing users to preview how other participants will see them prior to joining the conference.

Feature rich presenter controls
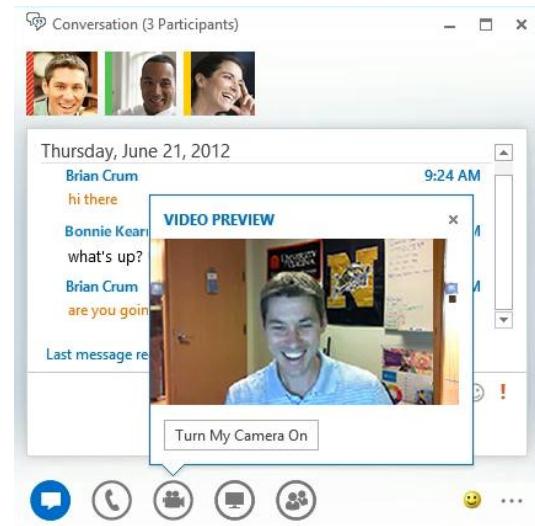
Lync provides a full set of controls that allows a presenter to optimize the video conference for factors such as the type of meeting, size of audience, content availability, and video sources. Presenters can also designate other participants as presenters as well.

Interoperability with video conferencing system partners

Lync supports real-time video between Lync client endpoints, other Lync device endpoints, and endpoints from video conferencing system partners. This interoperability enables organizations to leverage their existing video conferencing system investments while extending video conferencing features to other users with minimal incremental investment and user training. Users can use the other video conferencing system while scheduling meetings and determining attendee availability using familiar tools, such as Outlook or Lync.

Enterprise voice capabilities

Lync provides enterprise voice capabilities that can enhance or replace traditional PBX systems. These capabilities include common calling features such as answer, forward, transfer, hold, divert, release, and park, along with Enhanced 9-1-1 calling for North America, support for analog devices and a broad range of both IP and USB user devices from partners. Users can access these features over the Internet without using a VPN connection.

Placing voice calls

Users can place voice calls using the Lync client, Lync Phone Edition, Lync Attendant Console or their Lync mobile client. Users can initiate a call from the contact list by typing a contact name or phone number. Users can also use a dial pad to initiate calls.

Incoming calls

By default, incoming calls will ring on all active Lync endpoints currently registered to the user.

Lync notifies users of an incoming call by displaying a notification that includes the caller's name (when available from the corporate directory or contact list).

When the call is presented, users can choose to answer the call or have it forwarded to voice mail, their mobile phone, or another PSTN number. This enables users to answer calls on the most convenient device at any given time, including their home and mobile phones.

Easily switch between devices

Users can answer a call on one device and then switch the call to a different device. For example, a user could start off a conversation with a headset and then switch the call to a desk phone, handset or speakerphone. Users can switch devices without interrupting their current call or without placing the call on hold.

Transferring calls

Users can transfer calls to another user or device with or without talking to the caller. Users can transfer calls at any point in the conversation or before the conversation begins. For example, a user could answer a call on their IP desk phone, but transfer the call to their mobile device as they leave for a meeting. They can complete the transfer without dropping the conversation.

Flexible call management

Users can configure a wide variety of call management options based on their requirements throughout the work day. Call forwarding settings provide users with the following options:

- Forward calls to another number, person, or to voicemail
- Simultaneously ring an additional PSTN number or user.
- Ring out to a pick-up group for anyone to answer using Team Calling.
- Specify a delegate to receive and initiate calls on their behalf.
- Redirect calls not answered in a specified time to another number, contact, or voicemail

Unified messaging and visual voicemail

Lync integrates with the unified messaging features in Microsoft Exchange. Users can see if they have new voicemail using the Lync client or the icon in the notification area. Voicemail is listed in the Lync dial pad for easy access.

When Lync is integrated with Exchange Server or Exchange Online, the user will also receive an email that has a preview of the voice mail. The user can view the voice mail preview in Microsoft Outlook.

Call delegation

Users can delegate call handling to one or more assistants. When a delegate answers a call, the user is notified that the call was answer by their delegate and who answered the call. Delegates can perform a number of tasks on behalf of the user, such as screening calls, placing calls, and initiating conferences. Users can have any number of delegates, and delegates can support any number of users.

Team calling

Team calling allows users to have their calls simultaneously ring other members of their team, which provides similar functions to group call pickup, direct department calling, and bridged line appearances. Users can select any number of users to be designated as members of their team.

Response Groups

Response Groups provide a server-based method for call treatment, queuing and routing for calls. Call treatment can be configured with both DTMF entry and Speech Recognition in over two dozen languages. After treatment, calls can be queued with controls for queue overflow, timeout and moving calls between queues. Finally, calls can be routed in a variety of methods including parallel, last active and serial to either informal or formal agents signed into the Lync client or IP phone.

Access anywhere

Users are able to initiate and receive calls, regardless of the devices or connectivity they use. Users can use Lync calling features from their desktop, laptop, or mobile device all without requiring a VPN.

Advance communication capabilities

Lync users that communicate with other Lync users can use advanced communication capabilities available only in Lync-to-Lync conversations. Users in these conversations can add text, video, or desktop sharing to the voice call.

Interoperability with existing telephony infrastructure

Lync uses industry standards and published interfaces to interoperate with existing infrastructure. Lync includes the capability to utilize PSTN gateways, Session Border Controllers, IP-PBXs and SIP Trunking from qualified IP telephony service providers for interconnection with the Public Switched Telephone Network (PSTN). This allows companies to migrate users to Lync over time while maximizing return on existing investments and minimizing disruption.

Provide enhanced 9-1-1 services

Users may need access to services provided by 9-1-1 emergency services. When configured with a qualified E911 service provider in North America, Lync automatically provides physical location information for users when they contact 9-1-1 emergency services. User can use 9-1-1 emergency services regardless of the devices they use, such as mobile devices, laptops, or fixed devices such as desktop computers or Lync Phone Edition. Further, emergency dialing is available internationally, with local emergency numbering being used as appropriate for the user's location.

Simpler to Manage

The business of IT has converged significantly over the last decade, resulting in fewer staff managing a broader array of solutions and capabilities. Yet the overall complexity of IT management, including integration of communications with other systems, continues to compound. IT organizations are looking for ways to simplify deployments and reduce IT administrative tasks. Organizations of all sizes are looking for ways to connect legacy voice and video infrastructure with unified communications platforms in order to preserve the useful life of prior investments, and to support a migration strategy as they deploy a single unified communication platform across the enterprise.

Lync is a dependable platform for all communications and collaboration that reduces IT complexity by providing a scalable, shared infrastructure with a single data store. Lync helps IT pros deliver mission critical services that scale to meet the needs of the entire enterprise.

Lync's unified architecture enables an organization's investments in telephony to accrue to all forms of communications: For example, a highly available Lync telephony system also provides highly available instant messaging and conferencing with no additional investment required.

Unified contact management

Users and IT pros need to efficiently and effectively manage the contacts used in real-time communication. All organizational user identities used by Lync are securely stored in Active Directory. IT pros can use the same Active Directory management tools and the same Windows PowerShell environment they are already familiar with to manage these organizational-level contacts.

Users can store their contacts in the Exchange Unified Contact Store. These contacts are accessible not only in Lync, but in all Microsoft Office applications. This integration allows users to update contacts only once from within any Office application, and provides the capability to store high definition photos of contacts.

Centralized administration

Organizations need to perform centralized administration of real-time communications. IT pros can use policy based administration and call admission control to manage network voice, video, and application sharing. Lync also provides a centralized management console that allows management of local and remote Lync services.

Organizations also need to control the calls that are placed by users. IT pros can centrally manage dial plans using Lync, which helps prevent unauthorized calls and toll fraud.

Archiving communications

Many organizations need to retain transcripts of instant messages or meeting content to maintain compliance with requirements specified by the organization or regulatory agencies. Lync can leverage the archival features in Microsoft Exchange to automatically archive all emails, instant messages, and meeting content in Exchange archives. Users can subsequently search for these items using Exchange e-Discovery.

IT pros can control the archiving retention policies using the Exchange tools they are already familiar with, enabling IT pros to be more efficient and effective because they are using a common set of policies for archival retention.

Efficient use of system resources

Organizations have an ever increasing need to make efficient use of existing and new system resources. Lync Server 2013 architecture has been updated to allow the consolidation of more Lync server roles than previous versions of Lync. This consolidation of roles helps reduce management complexity and provides more efficient use of system resources, especially for small office or branch office scenarios.

In addition, Lync services have been optimized to support a larger number of users in a pool, which results in supporting a larger number of users with the same system resources. These optimizations in Lync services have also helped to improve availability of services and increase overall real-time communications services up-time.

Efficient disaster recovery

Organizations need to have continued real-time communication services, even in the event of the total loss of a site. Lync supports the ability to provide data center resiliency using simplified deployment. This capability provides organizations with a cost effective solution for performing disaster recovery when they have two or more data centers.

Organizations can also use Lync Online to provide real-time communications services in the event that on-premises services are unavailable. This hybrid solution allows organizations to choose the disaster recovery model that is best for them.

Health-based monitoring

Users need real-time communication services to be highly available and provide sufficient performance so that other users can hear and see them clearly. Monitoring these communication services is essential to the success of helping to ensure user satisfaction and to comply with any service level agreements.

IT pros can use the monitoring features in Lync to determine if performance or outages are affecting communication services. IT pros can use synthetic transactions to quickly and easily determine real-time communication services health by performing transactions on client computers that simulate typical actions performed by users (such as initiating conference calls). These synthetic transactions provide a perspective that more accurately represents the user experience.

IT pros can also monitor real-time communication services using the Active Monitoring feature. This feature monitors resources to ensure they are adequate to support the current demands, including pools, servers, and available network bandwidth. IT pros can monitor these resources locally or in different locations over the Internet.

Organizations that have System Center 2012 or System Center 2007 R2 Operations Manager can monitor Lync health. Operations Manager provides centralized alerting of health issues and logging so that IT pros can resolve issues before they affect user performance or availability. When integrated with

other System Center products, such as System Center Orchestrator, these alerts can initiate workflows that can be used to perform automated remediation, reduce the effort required to perform root cause analysis, and restore services to optimal efficiency.

Virtual infrastructures

Virtualization is an integral part of most current IT environments. Organizations rely on virtualization to help reduce management effort and more efficiently use system resources. Private clouds, which are based on virtualization, help organizations and IT pros be even more effective and efficient.

Lync server roles are optimized for higher scalability in virtualized environment, which results in being able to support a higher number of users on existing hardware. These optimizations help organizations provide improved support while leveraging their existing investment and reducing any future hardware investments.

Lync also provides support for virtual desktop infrastructure (VDI). Using Lync with VDI allows users running thin clients to have access to Lync services. The Lync VDI client plug-in allows voice and video traffic to be redirected from the VDI environment to the thin client. The use of thin clients and VDI help reduce administrative effort performed by IT pros, which makes them more effective and efficient.

Automation of common administrative tasks

IT Pros often need to perform repetitive administrative tasks. A common method of reducing this effort is to create scripts that automate these tasks, which helps reduce both the effort and potential for configuration errors.

Lync includes support for Windows PowerShell, which can be used to automate many administrative tasks. IT pros can be more efficient and effective performing these tasks using Windows PowerShell.

Cloud Flexibility

Every organization is unique and has communication needs that are relevant to their business and grounded in their own operational realities. Organizations are looking for ways to simplify deployments and reduce IT administrative tasks. They also want to provide flexibility in how communications and collaboration services are provided to users.

Lync provides communications and collaboration solutions that can be provided as cloud services, on-premises services, or a combination of the two. This level of flexibility allows organizations to create solutions that meet their ever-changing business requirements.

Work from anywhere

Lync Online makes it easy for users to communicate anywhere they have Internet or cellular access. Users can be reached by name wherever they are without the use of a VPN, while ensuring that their communication stays confidential and secure. Lync Online can help dramatically reduce the IT cost of supporting home-office and mobile work.

Consistent user experience

Lync Online provides the same user experience as Lync deployed on-premises. Lync Online users use the same Lync clients as on-premises users. Regardless of the operating system or device used, users will be able to perform common tasks using similar user interfaces.

This consistent user experience makes it easier for users to communicate regardless of the Lync client or device being used, which helps them be more efficient and effective in performing their job function.

Communicate with anyone

Through federation, users can communicate with users from other organizations on Lync Server, Lync Online, Office Communication Server, Skype, Windows Live, AOL, or Yahoo! – allowing Lync Online users to extend their business network.

Cloud-based archiving

Organizations that use Lync Online can use Exchange Online to retain transcripts of instant messages or meeting content to maintain compliance with requirements specified by their organization or regulatory agencies. Lync Online leverages the archival features in Exchange Online to automatically archive all emails, instant messages, and meeting content in Exchange Online archives. Users can subsequently search for these items using the Exchange e-Discovery.

IT pros can control the archiving retention policies using the Exchange Online tools they are already familiar with. This allows IT pros to be more efficient and effective because they are using a common set of policies for archival retention.

Support for on-premise and cloud-based solutions

Lync Online can be configured in conjunction with on-premises Lync Server capabilities to provide a hybrid solution. This configuration allows users to communicate with each other seamlessly, regardless if they are an on-premises user or cloud-based Lync Online services user.

This deployment flexibility allows organizations to choose on-premises Lync services for some business units while using Lync Online for other business units. Regardless of the deployment selected, users will have the same real-time communication experience.

Lync Online supports *split domain*. Split domain allow organizations to keep the same domain name for all users for Lync on-premises and Lync Online when an organization deploys a hybrid solution. For example, all users would be known as user@organization.com, but communication will be automatically directed to Lync on-premises services or Lync Online services based on the user.

Centralized administration and reporting for all cloud-based services

Lync Online is a part of Office 365, which has a unified administration console. From this console IT pros can administer all Office 365 services, including Lync Online, Exchange Online, and SharePoint Online.

IT pros can administer Lync Online using the Lync Administrative Center. The Lync Administrative Center provides a common user interface to configure all service functionalities including user management, voice and video, federation, conferencing, archiving, voicemail and mobility service as well as service purchase and support.

IT pros can view reports for Lync Online using Office 365 Reporting. Office 365 Reporting includes a set of easy to understand usage reports, a simplified health view for the service, and the option to export usage metrics for the custom reporting needs of the organization.

Just as with on-premises Lync services, IT pros can manage Lync Online using Windows PowerShell.

The new Lync is here

From beginning to end, Lync is reimagined. Lync is more visual, more personal, and allows users to communicate in ways that are intuitive and efficient, helping them be more productive than ever before.

Lync helps users stay in contact with colleagues and customers to help ensure your organization is well connected. Lync provides rich audio and video communication and content sharing that can be used on a variety of devices and wherever users are located.

IT Pros are more efficient and effective due to the centralized administration and task automation found in Lync. Monitoring in Lync helps IT pros ensure that real-time communications services are highly available and running at optimal performance.

Made for organizations of all sizes, Lync provides the real-time communication features that meet their business requirements. The choice of on-premises or cloud-based Lync services allows organizations to provide real-time communication services for today and the future. The high-availability and disaster recovery features in Lync help ensure that users are always able to communicate and collaborate and keep your organization running at full speed.