Configuring Lync
Microsoft Lync contains many settings that you may configure to increase the performance and usability of Lync. This topic details accessing the Lync Options menu and how to adjust each setting. The default settings are enabled upon the initial installation of Lync. Follow the steps in this topic to adjust your Lync settings.

To begin, you must open the Options window. From the main Lync window, select the Gear (⚙️) icon, located on the right side of the screen. The Options window displays.

The Options window has 12 configurable areas, displayed on the left side of the screen. By default, the General options are displayed.
The General Settings
The *General* options provide the ability to configure options related to the way Lync functions. There are four sections within the *General* options. Configure all four sections, as is appropriate.
CONFIGURING THE LYNC OPTIONS MENU

Conversation Window Settings
The default settings for this area are shown below. You are not required to change any settings within this area.

If you want emoticons (😊) displayed as images instead of text, select the Show emoticons in messages checkbox.

Next, if you want to use a specific font and font color within Lync, select the Change Font... button. A drop-down menu displays.

- Select the font color you want to use from the palette portion of the drop-down menu.
- Select the name of the font you want to use from the font drop-down menu. You can also adjust the size of the font by selecting a font size from the drop-down menu.
- If you want to apply these font styles to incoming messages, select the Apply settings to incoming messages checkbox. Not selecting this checkbox will only apply your changes to messages you send from within Lync.
- When you are finished making font changes, select the OK button.

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Next, the **Enable tabbed conversations** setting is selected by default. This setting provides the ability to collapse multiple message windows into a single window. An example is shown below.

If you do not want your individual messages to be available in a tabbed display, uncheck the **Enable tabbed conversations** checkbox.
CONFIGURING THE LYNC OPTIONS MENU

If you want the contact's name(s) displayed on a single line within the message window, select the **Make tabs one line only** checkbox. An example of how the message window appears after this setting has been enabled is shown below.

The last setting within the Conversation Windows settings is **Reopen my conversations when I sign in to Lync**. If you use Lync to communicate with the same contacts daily, you might want to have conversation windows open when you log into the Lync.

Proceed to the **Help us improve** settings when you have finished working with the **Conversation Window** settings.
Help Us Improve Settings

The Help us improve settings provides the ability to send Microsoft information about how you use Lync and other Microsoft products. By default, Automatically send Lync error info to Microsoft is inactive and cannot be selected. There is only one additional setting in this section, as shown below.

The Sign up for the Customer Experience Improvement Program checkbox is available for selection. After reading the terms and conditions of the program by selecting the Learn More hyperlink, if you want to participate, select the checkbox. Participating in this program is voluntary and at your discretion.

Help Your Support Team Help You Settings

The Help your support team help you section of the General Options provides the ability to select the kind of error logging you want to use in Lync and whether or not to log system events.

The Logging in Lync option allows you to select the level of detail you want to provide in error logs and troubleshooting information. You can choose one of the three options available in the drop-down menu.

- **Full**: Provides all relevant details pertaining to errors and troubleshooting.
- **Light**: Provides minimal error information related to errors and troubleshooting.
- **Off**: Provides no error or troubleshooting information.

Select the desired option from the drop-down menu.

Also in this section is the Also turn on Windows Event logging for Lync to collect troubleshooting info option. This option turns on Windows Event logging for Lync and can
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provide helpful information to support staff in the event you need assistance with Lync. Select this option if you want to enable Windows Event logging for Lync.

Proceed to the Application Window settings when you have finished working with the Help us improve settings.

Application Window Settings
The Application Window settings area contains a single configurable option. If you want Lync to minimize to the notification area instead of the task bar when you select the option to minimize the Lync window, select the corresponding checkbox.

<table>
<thead>
<tr>
<th>Application window</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Minimize to the notification area instead of the task bar</td>
</tr>
</tbody>
</table>

This completes the General options configuration. Proceed to the Personal settings option to continue configuring Lync.
The Personal Settings

The *Personal* settings govern how you want Lync to behave when opened, when your computer starts, and other such settings. The *Personal* settings are divided into four (4) sections. Configure all four sections, as is appropriate.
The My Account Settings
The *My account* section provides the ability to designate how you want to behave when the program begins running. The *My account* settings contains three options you may configure.

Enter your e-mail address in the *Sign-in address* field. Entering your e-mail address in this field will prevent you from needing to enter your e-mail address each time you log into Lync.

**NOTE:**
The Advanced button within this section is used for internal and external server configuration by technicians and contains no customizable options.

Next, if you would like Lync to launch when you log into Windows, select the *Automatically start Lync when I log on to Windows* checkbox. This setting saves you from manually launching the application each time you restart Windows.

The last setting in this section designates where you want the Lync window to display when it launches. If you want Lync to run in the background, uncheck the *Show Lync in the foreground when it starts* checkbox. If you want Lync to run in the foreground, leave this checkbox selected.

Proceed to the *Personal information manager* settings when you have finished working with the *My account* settings.
The Personal Information Manager Settings

The Personal information manager settings provides the ability to designate how you want Lync to integrate with the Microsoft Exchange Server and/or Microsoft Outlook. You can also designate how you want Lync to save and store IM and call logs.

![Personal information manager settings](image)

To begin, verify that Microsoft Exchange or Microsoft Outlook is selected and displayed in the drop-down menu. Next, configure the following settings for Lync and Microsoft Exchange/Outlook integration.

- **Update my presence based on my calendar information**: If you would like your Lync status to be automatically updated based on your Outlook Calendar information, leave this checkbox selected. For example, when you are scheduled to be in a meeting, Lync will display your status as Busy for the duration of the scheduled meeting. You can change your status manually, at any time. If you do not want Lync to change your Lync status, deselect this checkbox.

- **Show meeting subject and location to contacts in my Workgroup privacy relationship**: When this setting is enabled, contacts with a privacy relationship of "Workgroup" can see the name of the meeting and the meeting location, when Lync is configured to automatically update your status based on your Microsoft Outlook information. By default, this option is enabled. If you want to disable this setting, deselect the corresponding checkbox.

- **Show my Out of Office info to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships**: If you want your Out of Office message to be displayed for individuals with a privacy relationship of "Friends and Family," "Workgroup," or "Colleagues," leave this checkbox selected. If you do not want your Out of Office information provided to these contacts, deselect the corresponding checkbox.

If you want your IM conversations to be saved in your email Conversation History folder, leave the Save IM conversations in my email Conversation History folder checkbox enabled. Deselect this checkbox to turn this feature off.
If you want a log off all calls you send and receive within Lync to be saved in your email Conversation History folder, leave the **Save call logs in my email Conversation History folder** checkbox enabled. Deselect this checkbox to turn this feature off.

Proceed to the *Location* settings when you have finished working with the *Personal information manager* settings.

**The Location Settings**
The *Location* section contains one configurable setting. The **Share my location info with other programs I use** checkbox can be selected if you want your location information to be shared with other programs that you use.

Proceed to the *Show pictures* settings when you have finished working with the *Location* settings.
The Show Pictures Settings
The *Show pictures* section contains one configurable setting. If you want to view the profile pictures of your contacts within Lync, leave this checkbox enabled. If you do not want to view contact pictures, deselect the *Show pictures of contacts* checkbox. However, if you disable the displaying of profile pictures, your own profile pictures is disabled from being viewed.

![Show pictures settings](image)

This completes the *Personal* options configuration. Proceed to the *Contacts List* settings option to continue configuring Lync.
The Contacts List Settings

The *Contacts List* settings govern how you want Lync to behave when opened, when your computer starts, and other such settings. The *Contact List* settings are divided into three (3) sections. Configure all three sections, as is appropriate.
My Contacts List Settings
The My Contacts list section provides the ability to designate how you want contacts to be displayed on your Contact List. You can elect to display your contacts with their name and picture, or just their name. Select the radio button that is adjacent to the option you want to use.

Proceed to the Order my list settings when you have finished working with the My Contacts List settings.

Order My List Settings
The Order my list settings provide the ability to designate how you want contacts to be ordered within your Contact List. You can elect to order your contacts with their name or by their availability. Select the radio button that is adjacent to the option you want to use.

Proceed to the Show this information settings when you have finished working with the Order my list settings.
Show This Information Settings

The Show this information section provides the ability to designate what information about your contacts is displayed within your Lync Contact List. Select which, if any, of the following option you want to utilize.

- **Contact name (instead of email address):** If you want to display your contacts by their names instead of their e-mail addresses, leave this checkbox selected. If you want your contacts displayed by their e-mail address, deselect the corresponding checkbox.

- **Contact status:** Select this option if you want to view the status (Away, Busy, etc.) of your contacts. Deselect the corresponding checkbox if you do not want to view their status.

- **Show contacts with away, offline and unknown presences in a separate group:** If you want contacts with one of these statuses to be placed into a special group, leave this option selected. If you do not want to use this option, deselect the checkbox.

- **Favorites group:** If you want to make use of a Favorites group, leave this option selected. If you do not want to use a Favorites group, deselect this option.

This completes the Contact List options configuration. Proceed to the Status settings option to continue configuring Lync.
The Status Settings

The *Status* settings provide the ability to designate how Lync displays your status, in specific scenarios. Select the appropriate settings, based on your preferences.

![Screenshot of the Lync Options menu with Status settings highlighted](image)
The Status settings contain the following options.

- **Show me as Inactive when my computer has been idle for this many minutes**: You can designate how long you can be idle (your computer is on and logged in, but is unattended) before Lync changes your status to reflect you are idle. You can select any time interval between 5 and 360 minutes. It is recommended that you do not use a time interval of less than 5 minutes. Use the up and downward pointing arrows to increase and decrease the time displayed. You may also directly enter the number of minutes by typing the desired length.

- **Change my status from Inactive to Away after this many minutes**: After a certain amount of time, you will want Lync to change your Inactive status to Away, to alert your contacts that you are not present at this moment. You can designate how long you can be inactive before Lync changes your status to Away. You can select any time interval between 5 and 360 minutes. It is recommended that you do not use a time interval of less than 5 minutes. Use the up and downward pointing arrows to increase and decrease the time displayed. You may also directly enter the number of minutes by typing the desired length.

- **I want everyone to be able to see my presence regardless of system settings (override default settings)**: This option and the next option are related. If you want everyone using Lync to be able to see your online presence, regardless of the system settings, select this radio button.

- **I want the system administrator to decide - currently everyone can see my presence but this could change in the future**: This option is related to the previous option. If you want the system administrator to decide how and when Lync users see your online presence, select this radio button.

- **Show me as Do Not Disturb when I present my desktop**: When you are sharing your screen or desktop with Lync contacts, Lync can automatically change your status to Do Not Disturb, so that messages will not be received during this time. Select this option to enable this feature.

- **Show me as Do Not Disturb when my monitor is duplicated**: When you are using your computer in conjunction with a projector or other duplication device, Lync can automatically change your status to Do Not Disturb, so that messages will not be received during this time. Select this option to enable this feature.

This completes the *Status* options configuration. Proceed to the *My Picture* settings option to continue configuring Lync.
My Picture Settings
The My picture settings provide the ability to show or hide your profile picture. If you select the **Hide my picture** option, your picture will not display in Lync (though it may display other places, depending upon your configuration). If you select the **Show my picture** option, your profile picture is displayed to your contacts.
**Edit or Remove Picture**

By selecting the **Edit or Remove Picture** button, you can select a new profile picture to display, or remove your profile picture altogether.

Select the **Edit or Remove Picture** button. A browser window launches and you will received a user name and password prompt, similar to the following.

```
Authentication Required

Enter username and password for https://acfs.usc.edu

User Name: jdoe@usc.edu
Password: ********

OK  Cancel
```

Enter your USC e-mail address in the **User Name** field. Next, enter your corresponding password and then select the **OK** button. The **Account Information** page displays.

```
Change Photo

Use the buttons to change or remove your photo.

Browse...
```
Select the black X (×) to remove your photo. Select the Browse... button to locate a local image that you want to display as your profile picture. This picture is connected to your Microsoft Outlook profile, so you will want to select an appropriate image.

After you have selected an image to use as your profile picture, select the Save button, located at the bottom right side of the screen.

Lync now displays the image you selected as your profile picture. It may take a few minutes for your contacts to be able to see the new picture.

This completes the My Picture options configuration. Proceed to the Phones settings option to continue configuring Lync.
The Phones Settings
The *Phone* settings provides the ability to configure information related to telephones and placing calls. This screen is divided into four (4) sections. Configure all four sections, as is appropriate.
My Phone Numbers Settings

The *My phone numbers* section provides the ability to add or edit the numbers associated with your profile.

![My phone numbers screenshot](image.png)

The *Work Phone...* field is supplied by payroll and HR records and cannot be edited within Lync. The *Mobile, Home, and Other Phone...* fields can be edited. Select the button associated with the number you want to configure. The *Edit Phone Number* screen displays.

![Edit Phone Number screenshot](image.png)
Enter the phone number you want to add and then select the OK button. The phone number entered is now displayed in the My phone numbers section.

![Image]

Proceed to the Phone integration settings when you have finished working with the My phone numbers settings.

**The Phone Integration Settings**

The Phone integration section contains one option. This option is not currently supported and, therefore, is not available to be configured.

![Image]

Proceed to the Phone Accessibility settings when you have finished working with the Phone integration settings.
The Phone Accessibility Settings

The *Phone accessibility* section provides the ability to use TTY to communicate via text over a telephone line. TTY is commonly used in devices made for the hearing impaired, and translates telephone conversations into readable text, much like Closed Captioning in television programs.

If you want to enable TTY, select the **Turn on TTY mode** checkbox.

Proceed to the *Join conference calls* settings when you have finished working with the *Phone Accessibility* settings.

The Join Conference Calls Settings

The *Join conference calls* section provides the ability to select where audio is capture from when you join a conference call in Lync. There are two (2) configurable options within this section.

- **Join meeting audio from**: Select the drop-down menu to select from where you want meeting audio to originate. An example of how the drop-down menu may appear is displayed below.

- **Before I join meetings, ask me which audio device I want to use**: If you want to select which audio device to use when you join a conference call that utilizes Lync resources.

This completes the *Phones* options configuration. Proceed to the *Alerts* settings option to continue configuring Lync.
The Alerts Settings
The *Alerts* settings provides the ability to configure when alerts are received. This screen is divided into three (3) sections. Configure all three sections, as is appropriate.
The General Alerts Settings
The General alerts section provides the ability to designate whether or not you want to receive an alert when a person adds you to their Contact List.

Select the Tell me when someone adds me to his or her contact list option to enable this feature.

Proceed to the When my status is Do Not Disturb settings when you have finished working with the General alerts settings.

The When my status is Do Not Disturb Settings
This section of the Alerts settings corresponds to how you want Lync to behave when your status is set to Do Not Disturb.

Select the radio button that corresponds to the option you want to use.

- Don't show alerts
- Show only conversation alerts from people in my Workgroup privacy relationship
- Show all alerts, but only conversation alerts from people in my Workgroup privacy relationship

Proceed to the Contacts not using Lync settings when you have finished working with the When my status is Do Not Disturb settings.
The Contacts Not Using Lync Settings
This section of the Alerts settings corresponds to how you want Lync to behave regarding contacts that are not using Lync.

Select one of these options to indicate how you want Lync to address non-Lync users adding you to their Contact List.

- Block all invites and communications
- Allow invites but block all other communications
- Allow anyone to contact me

By default, the Allow invites from domains my admin hasn't verified (You'll only hear from people in these domains if they're on your Contacts list.) option is enabled. If you want to disable this option, deselect the corresponding checkbox.

This completes the Alerts options configuration. Proceed to the Ringtones and Sounds settings option to continue configuring Lync.
The Ringtones and Sounds Settings

The *Ringtones and Sounds* settings provides the ability to configure when a sound alert plays and which sound alert plays. This screen is divided into two (2) sections. Configure both sections, as is appropriate.

![Image of Lync Options Menu]

**The Ringtones Settings**

To set the ringtone that will play with a specific phone number, select the phone number in the *Calls to:* column (in this example, the label is *My work number*). Then, select the an item from the *Ringtone:* column. As a sound file is select in the *Ringtone:* column, the sound will play. When an item in both columns is selected, you are finish working with the *Ringtone* settings.
The Sounds Settings
The Sounds section contains the settings that govern when a sound will play within Lync.

Select one or more of the checkboxes within this section to enable the setting.
- Play sounds in Lync (including ringtones for incoming calls and IM alerts)
- Mute incoming IM alert sounds when viewing an IM conversation
- Keep sounds to a minimum when my status is Busy
- Keep sounds to a minimum when my status is Do Not Disturb

The Play music on hold option is disabled by default because this feature is not currently supported.
At the bottom of this section is the **Sound Settings** button. Selecting this button opens the Windows Sound menu. From this menu, you can preview and change the sounds that Lync will play when an action occurs.

Using the scroll bar, locate the **Lync** sounds in the list. Highlight the name of a sound. The **Sounds** field displays the name of the sound file and the **Test** button becomes available. To hear the current sound file, select the **Test** button. To choose a different sound, select the **Browse...** button and locate the sound file you would like to use for the selected event.

When you have finished reviewing and editing the Lync sounds, select the **OK** button to save your changes and exit the **Sounds** window.

This completes the **Ringtones and Sounds** options configuration. Proceed to the **Audio Device** settings option to continue configuring Lync.
The Audio Device Settings
The *Audio Device* settings provides the ability to configure speaker and audio-related options. This screen is divided into three (3) sections. Configure all three sections, as is appropriate.
The Audio Device Settings

The Audio device section provides the ability to select which speakers, microphone, and ringer are used in Lync.

First, **Select the device you want to use for audio calls** by selecting the drop-down menu associated with this setting. If you only have one microphone and one speaker associated with your computer, the system defaults will be the only option available in this menu. If you have more than one microphone and/or speaker, select the name of the device you want to use with audio calls, from the drop-down menu.

Under **Customize your device**, you can select which speaker and microphone you want to use with Lync when not related to an audio call. Select the corresponding drop-down menu to select a speaker or microphone for use with Lync. Underneath the **Microphone** drop-down menu, a sound indicator is displayed. When your microphone is registering sound, the indicator displays that the sound is being detected.

The **Ringer** option provides the ability to play the sound associated with an incoming audio call within Lync. This sound cannot be changed on this screen. Go to the **Ringtones and Sounds** settings to edit the **Ringer** sound file.

Proceed to the **Secondary ringer settings** when you have finished working with the Audio device settings.
The Secondary Ringer Settings
The *Secondary Ringer* settings are not currently supported and are disabled. This section contains no configurable options. Proceed to the *Stereo Audio Playback* settings.

![Secondary ringer settings](image)

The Stereo Audio Feedback Settings
The *Stereo audio playback* section contains one configurable option. You can select the *Allow stereo audio playback when available* option to allow a higher audio quality, when available. Deselect this option to disable this option.

![Stereo audio playback settings](image)

This completes the *Audio Device* options configuration. Proceed to the *Video Device* settings option to continue configuring Lync.
The Video Device Settings

The *Video Device* settings provides the ability to configure webcam-related options. This screen is divided into two (2) sections. Configure both sections, as is appropriate.
The Video Device Settings

The *Video device* settings section provides the ability to select the webcam you want to use with Lync.

If you have multiple webcams attached to your computer, you can select which one you would like to use with Lync. Select the drop-down menu and choose the name of the webcam you want to use with Lync. If the webcam is functioning correctly, a preview image of the webcam's feed is displayed in the black square in the center of the section.
If the image being displayed by the webcam needs to be adjusted, select the **Camera Settings** button. The **Properties** window displays.

Adjust the settings as is appropriate. When you have finished adjusting the camera settings, select the **OK** button to save your changes.
Proceed to the Video Settings options when you have finished working with the Video device settings.

**The Video Settings**

The Video settings section contains one configurable option. You can select the **Crop and center my video meetings** option if you want your video feed to be cropped and centered within Lync meetings. Deselect this option to turn this feature off.

This completes the Video Device options configuration. Proceed to the **File Saving** settings option to continue configuring Lync.
The File Saving Settings

The *File Saving* settings contains one configurable option. You can select the location to which you want to save files that are received through Lync. You can use the default location, or, select the **Browse...** button and choose a new location to which all files received within Lync will be saved.

This completes the *File Sharing* options configuration. Proceed to the *Recordings* settings option to continue configuring Lync.
The Recordings Settings
The *Recording* settings provides two configurable options related to recordings within Lync.

The **Lync Recordings Setting**
The *Lync recordings* settings provide the ability to select the location to which recordings made within Lync will be saved.

The default location is displayed in the *Save to*: field (this location may vary). To select a new location to which you want to save your recordings, select the **Browse** button. Select the new location. When you are finished, select the **OK** button. The new location is displayed in the *Save to*: field.

When you are finished adjusting the save location for Lync recordings, proceed to the *Image resolution* settings.
The Image Resolution Settings
In this section, you have the ability to select the resolution of images/recordings within Lync. The higher the resolution, the better the image quality. However, a higher resolution imaging can slow down your Internet connection speed.

Select the radio button next to the resolution you want to use.

This completes the Recordings options configuration. Proceed to the Lync Meetings settings option to continue configuring Lync.
The Lync Meetings Settings
The *Lync Meetings* settings provides the ability to configure meeting-related options. This screen is divided into two (2) sections. Configure both sections, as is appropriate.

![Lync - Options window](image)

The When I Join Meetings Setting
The *When I join meetings* settings inform Lync what actions you want taken in specific instances. In this section, you can select decide how Lync should behave when you have joined a meeting.

- **Show IM**: Select this setting if you would like the IM portion of the meeting room displayed when you join a meeting.
- **Show the participant list**: Select this setting if you want the meeting participant list displayed.

After you have finished configuring these settings, proceed to the *Meeting default* settings.
The Meeting Default Settings
The *Meeting default* section contains one configurable option. If you have multiple versions of Lync installed, you can select which version you want to use for meetings. Select the **Change...** button.

Select the version of Lync you want to use with meetings. The **OK** button is now active. Select **OK**. The default version of Lync for meetings is now set.

The Lync Settings configuration is now complete. Select the **OK** button at the bottom of the screen to save your changes.