

# Using Lync 2010 Web App for Windows



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## What Is It?

Microsoft Lync Web App is a browser-based version of Lync that allows people to participate in online meetings who are using a computer that doesn't have Lync installed. It takes up very little hard drive space and is easy to set-up. It is designed for non-UH faculty or staff who are invited to an online meeting, but it is also useful for employees who are not at their usual computer at meeting time or have not yet migrated to Lync. It is ideal for students invited to an online meeting.

Lync Web App runs on both Windows and Macintosh computers. For Windows users, all of the in-meeting features are available, except for computer audio, video, and the ability to upload Microsoft PowerPoint presentations. The same features that are available to Windows users are also available to Macintosh users, with the exception of polling, whiteboard, desktop sharing and program sharing.

The following features are available in the Lync Web App:

- Dial-in and dial-out ("Call me") audio conferencing
- Detailed meeting roster
- Multi-party instant messaging (IM)
- Desktop and program sharing, including giving control to participants (program sharing not available for Macintosh)
- Collaboration features, including a whiteboard, poll, file sharing, and navigating PowerPoint presentations uploaded by another (whiteboard and poll not available for Macintosh)

The following online meeting features are not available in Lync Web App:

- Computer audio
- Computer video
- Ability to upload PowerPoint presentations

For a complete Lync meeting experience that includes all of the above features, Lync Attendee is the solution. Information on Lync Attendee is available in UIT document, **Using Lync Attendee**. Lync Web App does not support Lync features that are outside the meeting experience, such as presence, status, contacts and telephony.

## Required Plug-ins

Lync Web App requires Microsoft Silverlight 4.0 (or later) browser plug-in. If Silverlight is not installed, you are prompted for installation. Desktop and program sharing features require a Lync Web App plug-in. If you're using Windows, the first time you initiate a sharing session, a prompt appears to download the required sharing plug-in.

Before your first meeting, run the meeting readiness program to determine if you have the required plug-ins installed. In a Meeting Invitation, click **First Online Meeting** and follow the instructions. If necessary, you will be prompted to download and install all missing plug-ins in preparation for your first online meeting.

(713) 743-0114  
[Find a local number](#)  
Conference ID: 59900  
[Forgot your dial-in PIN? | First online meeting?](#)

## Information for Online Meetings and Conference Calls

There are four classifications for meeting participants:

- Organizer – the person who schedules a meeting or conference call.
- Leader – the first person to dial-in to a conference call from a Lync phone.
- Presenter – can invite others to an active meeting or conference call. During a meeting, a Presenter can change the classification of other Presenters to Attendee. Only a Presenter can record a meeting, distribute files and share items, such as the desktop, a program, whiteboard and conduct a poll. By default, all faculty and staff members are a Presenter. If desired, the meeting Organizer can change the permissions level of any participant from Presenter to Attendee before a Meeting Invitation is sent. This is done using Meeting Options. For information on accessing Meeting Options, see **Conferencing Quick Reference for Windows** or **Conferencing Quick Reference for Macintosh**.
- Attendee – can initiate instant message (IM) conversations and view items that are shared.

By default, meeting participants who dial-in from a non-Lync phone (i.e., Rolm, Cisco, mobile or an off-campus phone) must wait in the lobby until a Leader dials-in. The first person to dial-in from a Lync phone becomes the Leader and anyone waiting in the lobby can be given access to the meeting.

If you want to be a Leader or need to be (for instance, if all other participants are not affiliated with UH) and you dial-in from a non-Lync phone, you must enter your Dial-in PIN to become the Leader. The Dial-in PIN is identical to the Sign-in PIN for CX600 phones. If you can't remember your Dial-in PIN or if you never received a Dial-in PIN, go to [dialin.central.uh.edu](http://dialin.central.uh.edu) to reset your PIN or obtain your first PIN.

Before sending a Meeting Invitation, the Organizer can change the Meeting Options. It is very important to change Meeting Options before sending a Meeting Invitation because changing the options can potentially change the meeting link and Conference ID. The Conference ID is assigned by Lync and appears in a Meeting Invitation. Meeting options include:

- Everyone waits in the lobby except the Organizer
- No one waits in the lobby
- Only the Organizer is a Presenter

## Join a Meeting

To join an online meeting using Lync Web App:

1. Open a **Meeting Invitation**.
2. Click **Join Online Meeting** or copy and paste the meeting URL into a web browser.

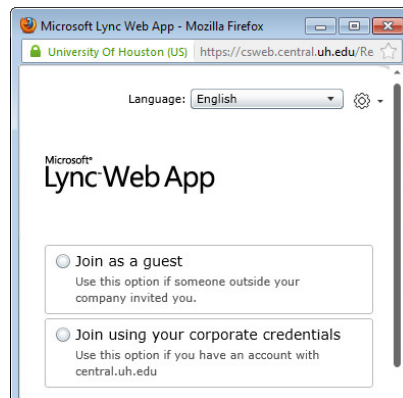
[Join online meeting](#)  
<https://meet.central.uh.edu/bjdooling/DSMZ12C4>

Join by Phone  
(713) 743-6112  
[Find a local number](#)

Conference ID: 59900

[Forgot your dial-in PIN?](#) | [First online meeting?](#)

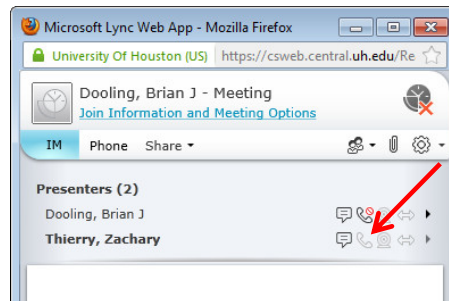
3. In the Lync screen that appears, click **Join the meeting using your web browser**.
4. In the Lync Web App screen that appears, select one of the following:
  - **Join as a guest** if you are a student or not affiliated with UH.
  - **Join using your corporate credentials** if you are a faculty or staff member.



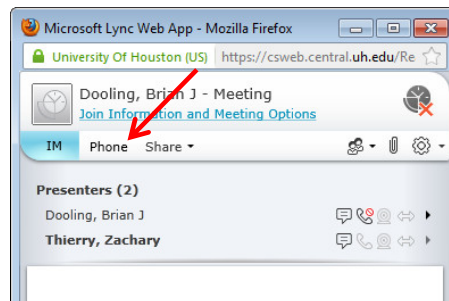
5. If you select corporate credentials, enter **cougarnet\** followed by your **CougarNet ID** in the first field and your **CougarNet password** in the second field.
6. Click **Join Meeting**.

## Access Meeting Audio

Lync Web App does not provide audio for meetings. A grayed phone handset next to a person's name means meeting audio is not being accessed.

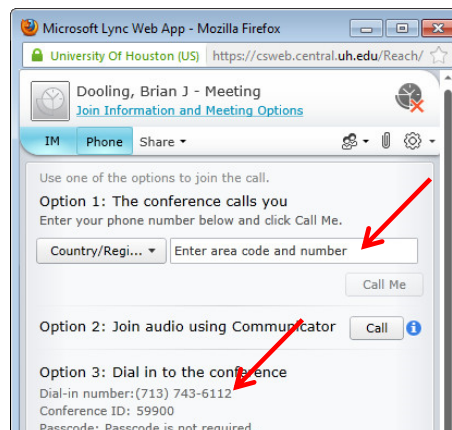


To access meeting audio, click the **Phone** button.



Choose between two audio options:

1. Enter your **telephone number** in the field provided and click **Call Me**.
2. Dial-in to the meeting using the phone number and Conference ID provided by Lync Web App.

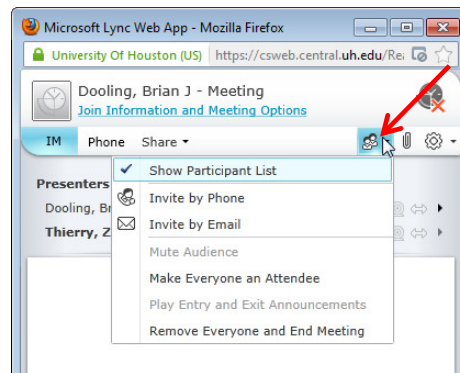


## Add a Person to a Conference Call

Presenters have permission to invite others to a Conference Call. By default, every faculty and staff member invited to a Lync Online Meeting or Conference Call is a Presenter unless the Organizer made a change to the Meeting Options. If you are a Presenter in a meeting that is a Conference Call, you can add others to the call.

To add another person to a Conference Call:

1. Click the **People** button.
2. Select **Invite by Phone** from the menu.



3. Enter the person's **phone number**.

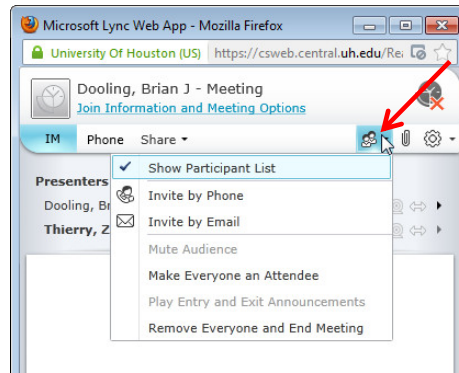
Lync dials the number and connects the person to the Conference Call.

## Add a Person to an Online Meeting

Presenters have permission to invite others to an Online Meeting. By default, every faculty and staff member invited to a Lync Online Meeting or Conference Call is a Presenter unless the Organizer made a change to the Meeting Options. If you are a Presenter in an Online Meeting, you can add others to the meeting.

To add another person to an Online Meeting:

1. Click the **People** button.
2. Select **Invite by E-mail** from the menu.

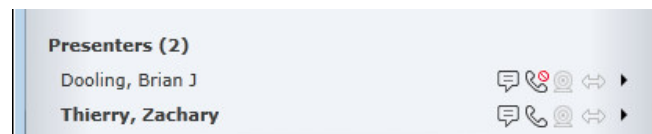


3. In the dialog box that appears, click **Copy All Text**.
4. Open **Outlook**.
5. Click **New E-mail** on the toolbar.
6. Enter the **recipient's name** in the To: field.
7. Enter a **subject** in the Subject: field.
8. Click in the **body** of the message.
9. Hold down **<CTRL>** and press **V** to paste the meeting information.
10. Click **Send**.

## View Information about Participants

The participant list indicates the permissions level of each participant: Presenter or Attendee. By default, every faculty and staff member at UH is always a Presenter. Only Presenters can share their desktop, give PowerPoint presentations, share a whiteboard and access other features, depending on how the meeting options are set. If desired, the meeting Organizer can change the permissions level of any participant from Presenter to Attendee.

The icons next to each name indicate (in this order) whether the person is capable of participating in instant messaging (IM), audio, video, and content sharing. The red symbol (shown below) next to the phone handset means the person's phone is muted. Presenters can mute any participant's phone.

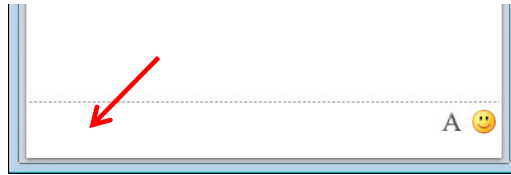


## Send an Instant Message

To send an instant message (IM):

1. At the bottom of Lync Web App, click the **message input area**.





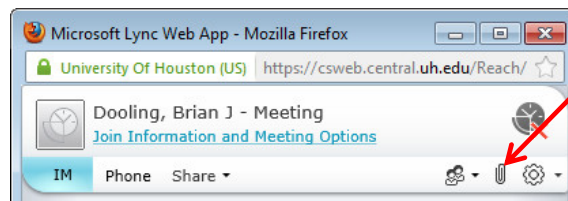
2. Type a **message** in the input area.
3. If desired, click the **A** in the input area to format the text.
4. Press **<ENTER>**.

Your message is received by all meeting participants.

## Distribute a File

To distribute a file to all participants:

1. Click the **Add or View Attachments** button.



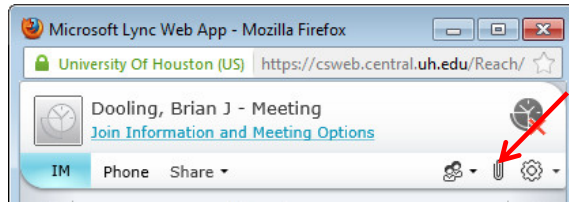
2. At the bottom of the Attachments dialog box that appears, click **Add Attachment**.
3. Locate and **double-click the file** you want to distribute.
4. When the file appears in the Attachments dialog box, click **Close**.

Meeting participants are alerted of the file which they can save for later viewing.

## Save a File Distributed to You

To save a file that someone distributes during a meeting:

1. Click the **Add or View Attachments** button.



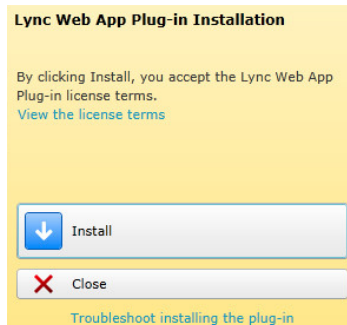
2. Select the **file** you want to save.
3. Select a **location**.
4. Click **Save**.

## Install the Lync Web App Plug-in

Application sharing is the primary method of displaying content in an Online Meeting. Lync Web App allows for the sharing of a desktop, an application (not on a Mac), a whiteboard (not on a Mac) and a poll (not on a Mac).

**Note:** Lync Web App Plug-in is not supported on 64-bit browsers, or on 32-bit Safari browsers except for Macintosh OS 10.4.8 or later (Intel-based).

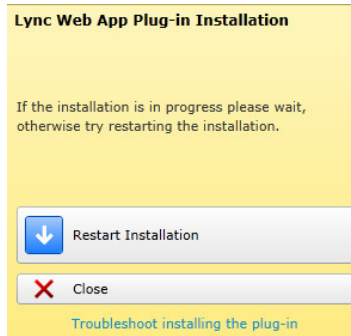
The first time you attempt to share using Lync Web App, if necessary, you are prompted to install the sharing plug-in. The following appears on your screen.



To install the sharing plug-in:

1. In the Installation dialog box, click **Install**.
2. In the Lync Web App dialog box that appears, click **Save**.

A notification appears informing you of the installation progress. For Windows users, the plug-in does not install, but it is downloaded. The following dialog box appears on your screen.



3. Click **Close**.
4. Locate the downloaded file: **LWAPPluginInstaller.exe**.
5. Double-click **LWAPPlugininstaller.exe**.
6. In the dialog box that appears, click **Run**.

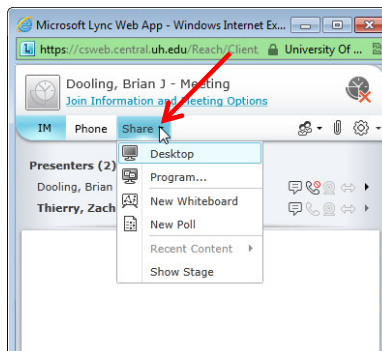
After a few minutes, the installation is complete.

## Share Your Desktop

Sharing your desktop is used to allow all meeting participants to see what you see on your screen. Not only can you share your desktop, it is possible to give control of your desktop to a meeting participant.

To share your desktop:

1. Click **Share**.



2. Select **Desktop** from the menu.

Everyone in the meeting immediately sees your desktop. Sharing controls appear at the top of your screen.



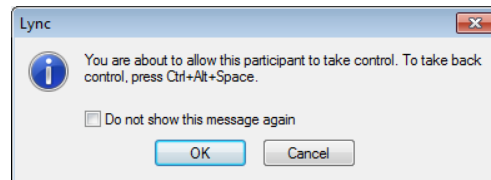
**Note:** Participants will see all content that is surrounded by a yellow border.

Giving control means a selected person gains control of your mouse.

To give control of your desktop:

1. On the Sharing Control bar at the top of your screen, click **Give Control**.
2. From the list of names that appears, select the **person** to whom you want to give control.

The following dialog box appears.



3. Click **OK**.

To regain control of your desktop:

1. Simultaneously press **<CTRL> <ALT> <SPACE>**.

To stop sharing your desktop:

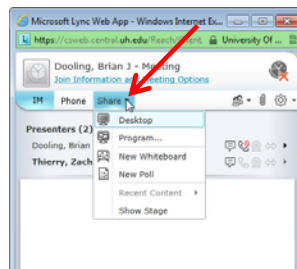
1. On the Sharing Control bar at the top of your screen, click **Stop Sharing**.

## Share a Program

It is possible to share individual programs (not on a Mac) with participants instead of your entire desktop. Not only can you share a program, it is possible to give control of a program to a meeting participant.

To share a program:

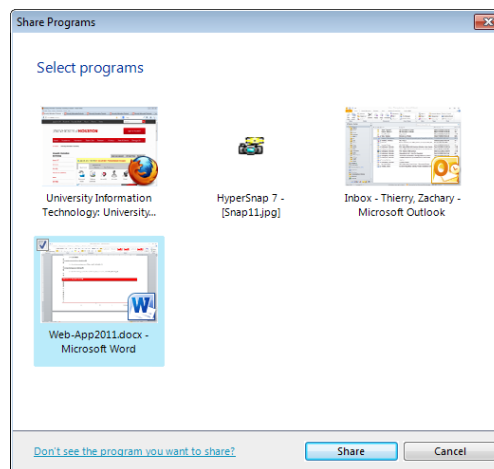
1. Click **Share**.



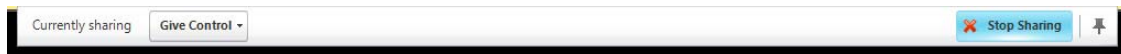
2. Select **Program** from the menu.

The Share Programs dialog box appears.

3. Select one or more **programs**.
4. Click **Share**.



Everyone in the meeting immediately sees the program(s). Sharing controls appear at the top of your screen.



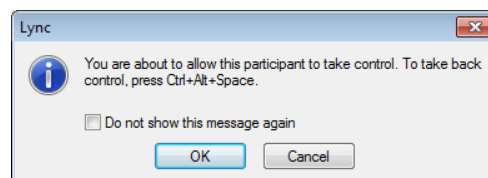
**Note:** Participants will see all programs that are surrounded by a yellow border.

Giving control means a selected person gains control of your mouse.

To give control of your program(s):

1. On the Sharing Control bar at the top of your screen, click **Give Control**.
2. From the list of names that appears, select the **person** to whom you want to give control.

The following dialog box appears.



3. Click **Ok**.

To regain control of your program(s):

1. Simultaneously press **<CTRL> <ALT> <SPACE>**.

To stop sharing your program(s):

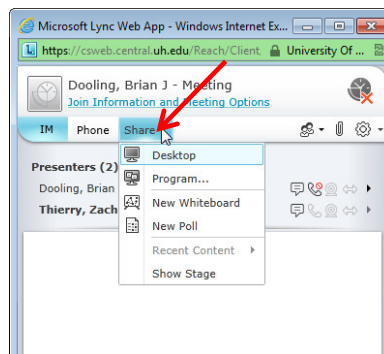
1. On the Sharing Control bar at the top of your screen, click **Stop Sharing**.

## Share a Whiteboard

Whiteboard (not on a Mac) is a digital version of the whiteboards found in most conference rooms. Whiteboard has a laser pointer, typing tool, drawing tools, pens, highlighters and more. A shared whiteboard is immediately available for all meeting participants to use.

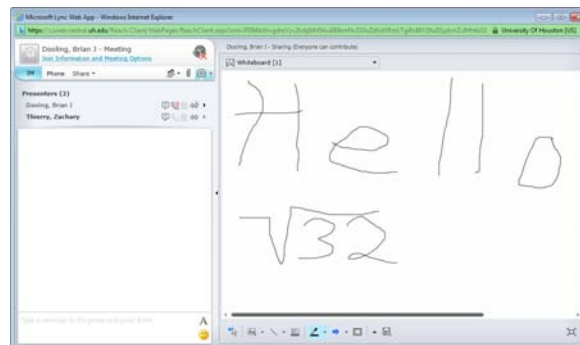
To share a whiteboard:

1. Click **Share**.



2. Select **New Whiteboard** from the menu.

The Lync Web App window expands to include a blank whiteboard. When a meeting participant writes on the whiteboard, everyone in the meeting can view what is written.



3. Select a **tool** from the bottom of the whiteboard to add information to the whiteboard.

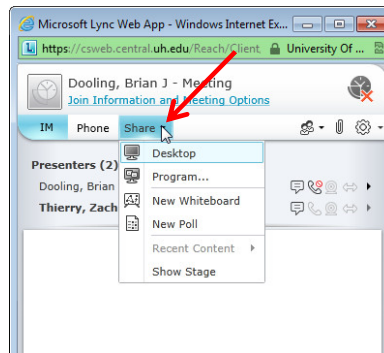


## Give a PowerPoint Presentation

Only a Presenter can give a PowerPoint presentation during a meeting. Only a Presenter using the full version of Lync can upload a PowerPoint presentation. Lync Web App cannot upload a PowerPoint presentation.

To give a PowerPoint presentation:

1. Click **Share**.



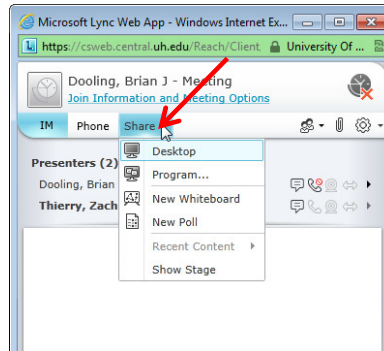
2. Select **Recent Content**.
3. Select the **PowerPoint file**.
4. Navigate the presentation using the **arrows** in the lower right corner of the window.
5. Click the **Show Thumbnails** button to present the slides in a different order.

## Conduct a Poll

It is possible to conduct a poll or gain a consensus of the meeting participants by offering multiple choices to a question. A poll is anonymous and instant with the results displayed for all participants to view. Only a Presenter can conduct a poll. By default, only Presenters can see the results.

To conduct a poll:

1. Click **Share**.



2. Select **New Poll** from the menu.

A screenshot of the 'Create a Poll' dialog box. It contains the following fields:

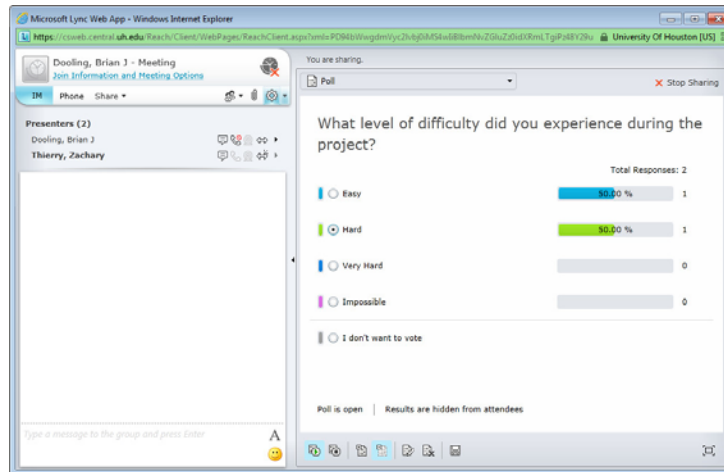
- Poll name: A text box containing the word 'Poll'.
- Question: A larger text box for entering the poll question.
- Choices: A section with seven rows, each consisting of a colored square (blue, green, blue, purple, yellow, red, brown) followed by a text box for entering a choice.

At the bottom are 'OK' and 'Cancel' buttons.

3. In the Create a Poll dialog box that appears, enter a **name for the poll** in the Poll Name: field.
4. Enter a **question** in the Question: field.
5. In the Choices: fields, enter up to seven **choices** from which participants can choose.
6. Click **Ok**.

Here is an example of a completed poll.





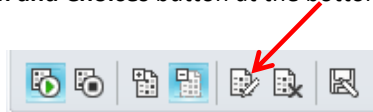
To allow Presenters and Attendees to see poll results:

1. Click the **Show Results to Everyone** button at the bottom of the poll.



To make changes to the poll:

1. Click the **Edit Poll Question and Choices** button at the bottom of the poll.



## Close Lync Web App

Close Lync Web App when the meeting is complete.

To close Lync Web App:

1. Click the **X** to the right of the meeting organizer's name.

