Set up your audio device

First things first: set up your audio device and check the quality. You can use your computer’s mic and speakers, plug in a headset.

1. Click **Select Your Primary Device** from the Audio tab in Lync Main Menu Bar.
2. Click **Audio Device Settings**.
3. Pick your device from the Audio Device menu, and adjust the speaker and mic volume.
4. Select any other desktop speakers that you would like to also ring

Start a call

1. Search for a contact. Select the contact and click the **Phone** button.
Answer a call

When someone calls you, an alert pops up in the lower-right of your screen.

1. To answer the call, click on the Accept call button.
2. To reject the call, click Decline.
3. To start an instant messaging (IM) conversation with the caller instead of an audio call, click Redirect, and then Reply with IM.
4. To forward the call to Voicemail or set to Do Not Disturb select the Redirect button.

Invite more people to a call

1. In your call window, select the cog button and Invite by Name or Phone Number. Your new invitees receive a request to join your call.
Add audio to an IM conversation

1. In the conversation window, click the Phone button.

Use audio call controls

During a call, point to the buttons to do the following:

1. To put the call on hold, click the Pause button.
2. To mute your audio, click the Mic button.
3. To hang up, click the Phone button.
Forward your phone calls

Want your calls to go to your Voice Mail or to your mobile phone?

1. In main Lync menu bar, under Lync Preferences, Phone Calls, you can manage your call forwarding settings.
2. Turn off call forwarding.
3. Select Forward Calls To.
4. Select to simultaneously ring another phone.
5. Redirect unanswered calls to your mobile or voicemail.
6. These settings can also be managed from the calling forwarding button in your phone pad.
Share your desktop or a program

Need to show everyone what you’re talking about?

1. In the meeting window, click the Desktop Present button.
2. Click Present Desktop to show the entire contents of your desktop, or click PowerPoint Presentation to share a slide show.
Find someone

Connect with people in your organization through Lync and Skype for Business.

1. Type a name in the Search box.

![Image of Lync search results]

Add a contact

Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Click **Add to Contact List**.
3. Create Groups for your contacts by selecting the Contact tab on the main Lync Menu.
Add audio, video and share files in an IM conversation

Find a previous IM conversation
To view or continue a previous IM conversation or see an IM request you missed:

1. Click the History tab.
2. Double-click the conversation that you want to open.
Send an instant message

Use instant messaging (IM) to touch base with your contacts right away.

1. In your Contacts list, select the contact you want to IM.
2. Click the IM button.
3. Type your message and press the Enter key on your keyboard.

Want to shut your virtual office door?

Presence is automatically set based on your Outlook calendar but you can change it temporarily if you want to. Presence status is a quick way for other people see whether or not you’re free to chat. Here are the presence settings you can change:
Start a video call

1. Tap a contact’s picture.
2. Tap the Video button.

A message pops up on the other person’s screen asking if they want to accept your call. (To stop showing video of you at any point, just click the Video button again.)

Answer a video call

When someone calls you, you’ll get an alert in the lower right of your desktop. To answer, click the accept button.

1. To reject the call click Decline.
2. To redirect to voicemail or set to Do not Disturb select the Redirect button.