



Lync allows you to add voice to chat conversations, make voice calls to other Lync users on campus, or add voice to a virtual conference.

All you need is a microphone and speakers, however using a Lync-certified headset or a conference “puck” can greatly improve the quality of the audio. Contact your department’s technical support staff to learn more about the Lync-certified hardware options.

TIP: Often, the best way to start a voice call is to actually start with a chat message and ask if the person is free to talk.

Manage call features (mute, end call)


During a call, point to the phone/mic button to access the controls.

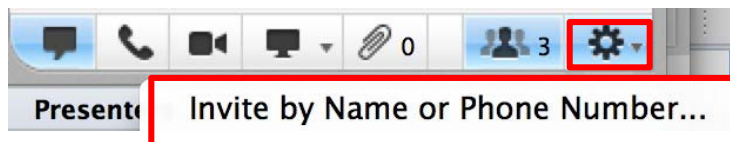
1. You can mute your audio by selecting the icon with the microphone with a slash through it.
2. It will turn to red to signify that your audio is muted. To hang up, click the red phone button in the conversation window.
3. To hang up, click the red phone button in the conversation window.



TIP: If you are using a headset, it may have buttons to mute

Invite more people to a call

1. In the conversation window, click on the **Settings Icon**. 
2. Select **Invite by Name or Phone Number ...**



3. Choose a contact from your Contacts List or search for a Lync user, select the contact, and click **OK**.

Find a conference call number

To view the conference call number and meeting URL:

1. In the conversation window, click on the **Settings Icon**. 

2. Choose **Meeting Join Information**.
3. You should now see the **Conference Call Number** and **ID**, as well as the **Meeting URL** and **Organizer**.

Add audio to an IM conversation

You can quickly add audio to your IM conversation by selecting the **Call Icon**. You can continue using Instant



Start a call

TIP: It is always best to send an instant message and ask the person if they are available to talk using Lync before initiating a call. They may need a minute to connect their audio device.

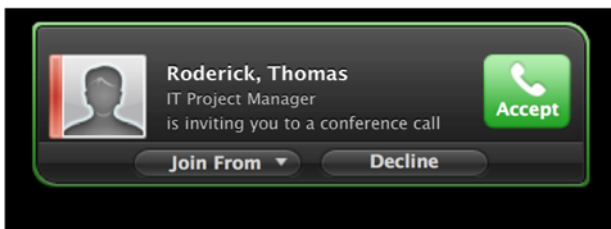
1. Locate a contact in your Contacts List or by searching for them.
2. Select the **contact**.
3. Select the **Telephone Icon** at the bottom of the Lync window. Then, select Lync Call.



4. Your phone call will begin, and your contact will receive a notification that you are inviting them to a conversation.

Answer a call

When you get a call, an incoming call notification is displayed in the lower-right corner of your computer screen. To answer the call, click the **Accept** button. You can also reject a call by clicking the **Decline** button.



Set up your audio device

Before using Lync to make a call or join a meeting set up your audio device and check the quality. You can use your computer's mic and speakers or plug in a headset.

1. Plug in your headset (optional).
2. Click the **Select an Audio Device** in the lower-left corner of Lync, and then select the device you would like to use.



Note: If you are using a headset or conference puck, it is best to plug it in and select it in advance of the meeting or voice or video call.

Fine tune your audio

Before you join or start a Lync voice call or conference, you may want to adjust the levels of your microphone and speakers.

1. Go to **Lync** in the top navigation.
2. Select **Preferences**.
3. Select **Audio**.
4. Select the device you'd like to use for the call and adjust your levels.

Set up an optional secondary ringer

1. Go to **Lync** in the top navigation.
2. Select **Preferences**.
3. Select **Audio**.
4. Select the box next to **Also ring:** and choose a device.

TIP: Setting up a secondary ringer is a great idea if you plan to use a headset for voice calls but do not want to wear the headset while not on a voice call.

