Use the call controls

To put the call on hold, click **Hold**.

To send the call to another phone or to merge the call with another conversation, click **Transfer**.

When you're finished, just click **End Call**.

Add video

If you have a webcam set up, you can choose to allow your contact to see you during your conversation.

To add video to your IM conversation or audio call, click **Video** in the conversation window. If you accept someone's incoming video call, they won't see you until you add video from your side of the conversation.

Microsoft Lync 2010

Voice and Video Quick Reference

Set up your audio devices

If you have a microphone and speakers, you're ready to use Microsoft® Lync™ 2010 for voice calls. You can also plug in any device recommended by your company, such as a USB headset, USB phone, or handset, and Lync 2010 will automatically configure your settings. To check your audio settings, click the **Options** button, and then click **Audio Device**.


For information about the phones and devices supported by Lync, see Phones and Devices Qualified for Microsoft Lync at http://go.microsoft.com/fwlink/?LinkId=214003.

Plug in a webcam

When you connect a webcam to your computer, Lync automatically detects it and uses it for your next video call. To see your webcam settings, click the **Options** button, and then click **Video Device**.

Find the right person

Just start typing a person's name in the search box, and results will appear below the box. If you see who you're looking for, double-click to send an instant message. Right-click the person's name if you want to add him or her to your Contacts list.
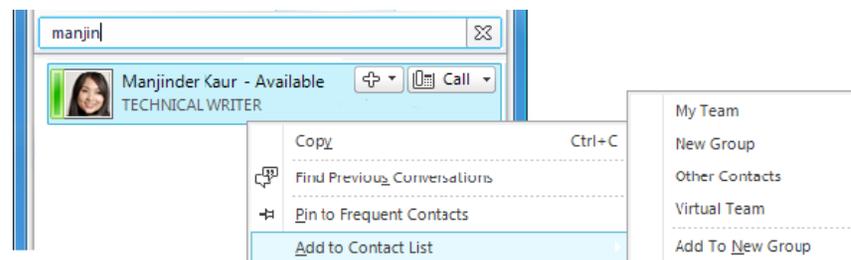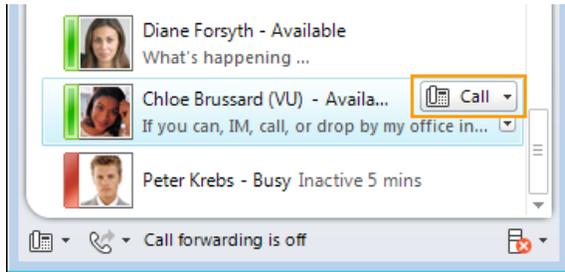
Make a voice call

You can start a phone call with one simple click.

1   Point to the contact in your Contacts list.

2   Click the **Call** button. (Or click the arrow next to it, and then click the specific number you want. You can also add a new number.)

Start a conference call

To select multiple contacts, press and hold the Ctrl key, and click the contacts you want. Then right-click a selected contact, and click **Start a Conference Call**.
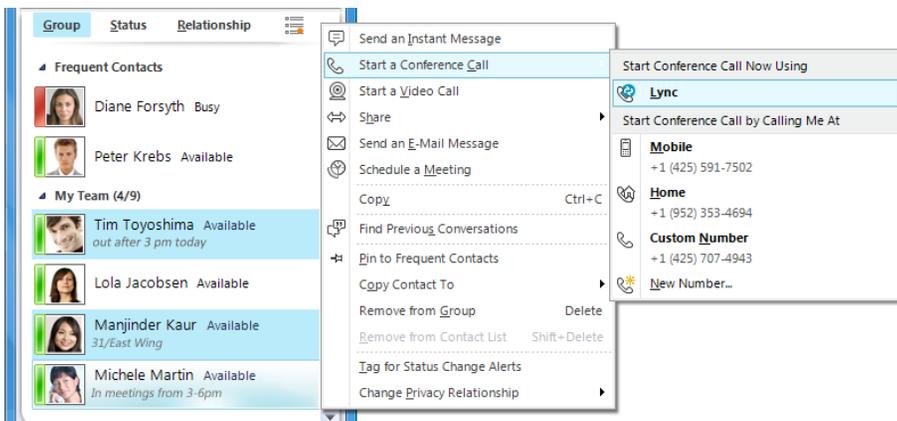

Answer a call

When a call alert appears on your screen, do one of the following:

- To answer the call, click the alert.
- To send the call to voice mail, click **Decline**.
- To redirect the call to a different number, click **Redirect**, and then select a number.

Invite other people to the conversation

1   In the conversation window, click the **People Options** menu.

2   Click **Invite by Name or Phone Number**, click the contact you want or search for that person, and then click **OK**.
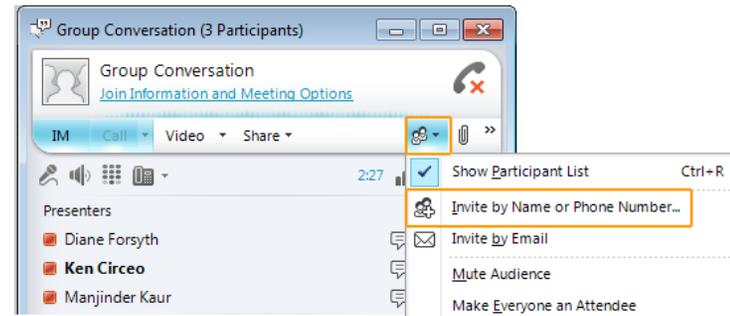
If someone is available only by phone, click **Invite by phone,** and then type the phone number. You can also drag contacts from your Contacts list into the conversation window.

Add voice to an IM conversation

You can add voice to an instant messaging (IM) conversation by just clicking the **Call** button. You can continue to type while talking.