

## Use audio call controls

Pause on the phone/mic button to access the controls:

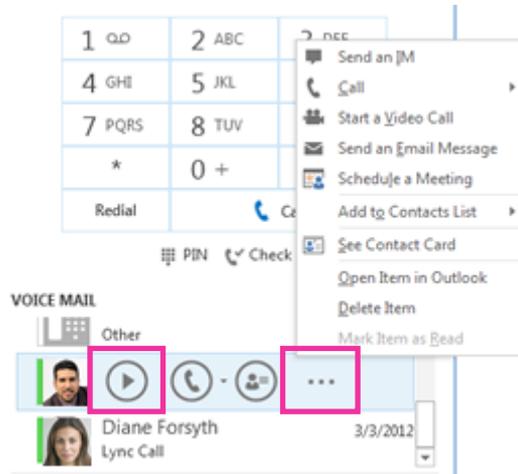
- To put the call on hold, click **Hold Call**.
- Click **Mute** to mute your audio.
- To send the call to another number, click the **Transfer Call** tab, and choose one of the numbers.
- To hang up, click the phone button in the conversation window. 



## Check your voice mail

1. Click the **Phone** tab. You'll see your messages and the caller's info.
2. Pause on a voice mail message and click **Play**.
3. Click **More Options**, and select one of the choices, such as:
  - **Open Item in Outlook** provides more information about the call.
  - **Delete Item** deletes the voice mail from Lync.
  - **Start a Video Call** with the contact.
  - **Mark item as Read**
  - **Call** the contact.
  - **See Contact Card**

4. You can also click **View more in Outlook** to open the Voice Mail folder for more info.



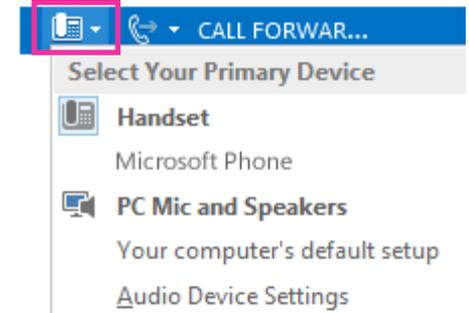
# Lync 2013 Quick Reference

## Audio

### Set up your audio device

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

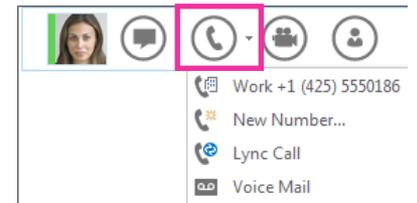
1. Click **Select Primary Device** on the lower-left corner of Lync, then click **Audio Device Settings**.
2. Pick your device from the **Audio Device** menu, and adjust **Speakers and Microphone** volume.



### Make a call

#### Make a Lync call (computer audio)

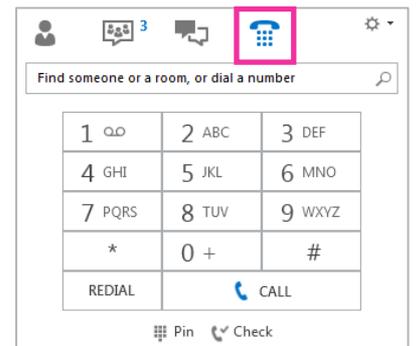
1. Pause on a contact's picture.
2. Click the **Phone** button to call the contact using Lync, or click the arrow next to the **Phone** button and select a number.



#### Call using the dial pad

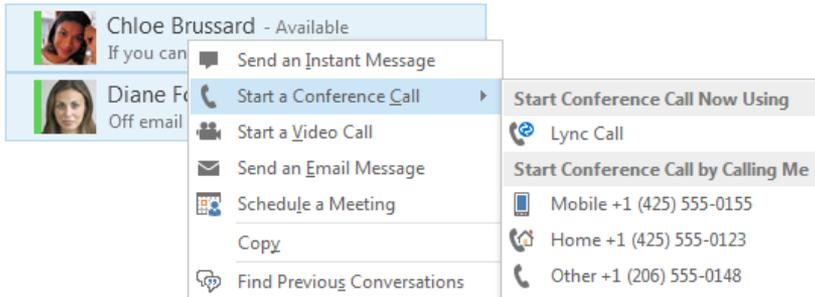
1. Click the **Phone** icon in Lync.
2. Click the numbers on the dial pad or type the number in the search box, then click **Call**.

Lync calls the number just like a regular phone.



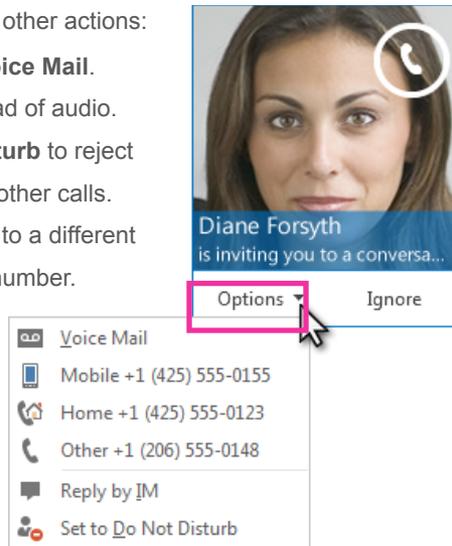
## Start a conference call

1. Select multiple contacts by holding the Ctrl key, and clicking the names.
2. Right-click the selection, then click **Start a Conference Call**.
3. Choose how you want to start the conference call by selecting **Lync Call** or one of the numbers.



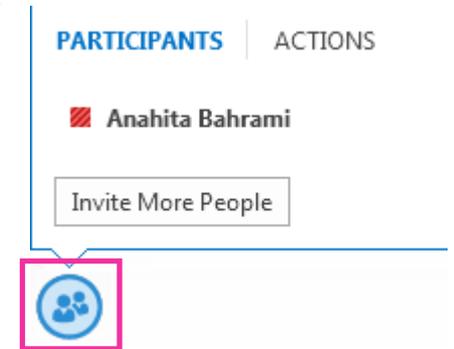
## Answer a call

1. When someone calls you, an alert pops up on your screen.
2. To answer the call, click anywhere on the picture area.
3. Click **Ignore** to reject the call and send to voice mail.
4. Click **Options** to take other actions:
  - Send the call to **Voice Mail**.
  - **Reply by IM** instead of audio.
  - **Set to Do not Disturb** to reject the call and avoid other calls.
  - To redirect the call to a different number, click the number.



## Invite more people to a call

1. In the conversation window, pause on the **People** icon and click **Invite More People**.
2. Select the invitees from **Invite by Name or Phone Number** window, and click **OK**.
3. Your new invitees receive a request to join your call.



## Add audio to an IM conversation

- Pause on the **Phone** icon in the IM window and select one of the numbers. You have options such as work, mobile, or home (if published) for your contact. You can also click **New Number**, and type a number to call.

