

## 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.

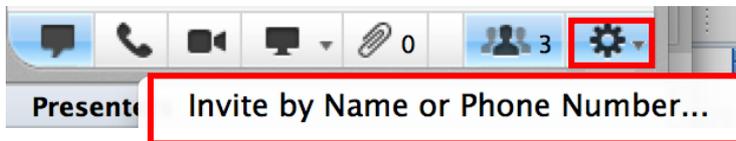
To hang up, click the red phone button in the conversation window.

**TIP:** If you are using a headset, it may have buttons to mute and end the call.



## 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**.



Lync allows you to easily 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.

Find more information about Lync and the latest version of this handout at [technology.ku.edu/lync](http://technology.ku.edu/lync).



## 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,  then select the device you'd 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.

## Add audio to an IM conversation

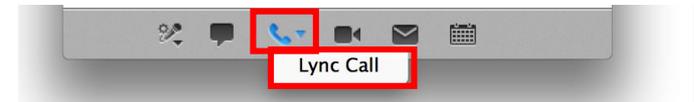
You can quickly add audio to your IM conversation by selecting the **Call Icon**. You can continue using Instant Message while you talk.



## Start a call

**TIP:** It's 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.

