Using Lync
for Macintosh

UNIVERSITY of **HOUSTON**

Information Technology

Contents

The Lync Client

This document covers the Lync soft phone, also referred to as the Lync client. In this section you will learn how to:

- Sign-in to Lync
- Define Areas of the Lync Window
- Use Contacts
- Make and Receive a Call
- Use Voice Mail
- View Missed Calls
- Forward Calls
- Access Saved Conversations

Sign-in to Lync

To open Lync:

1. Click the **L** on your dock.

To Sign-in to Lync:

1. Type your full **Exchange email address** (not an alias) in the **Sign-in Address** field. An Exchange email address has **central.uh.edu** at the end of it.
2. Type your **CougarNet username** in the **UserID** field.
3. Type your **CougarNet password** in the **Password** field.

The Lync Window

The Lync window that appears after you sign-in, is your access to all of the communication tools that are available to you.
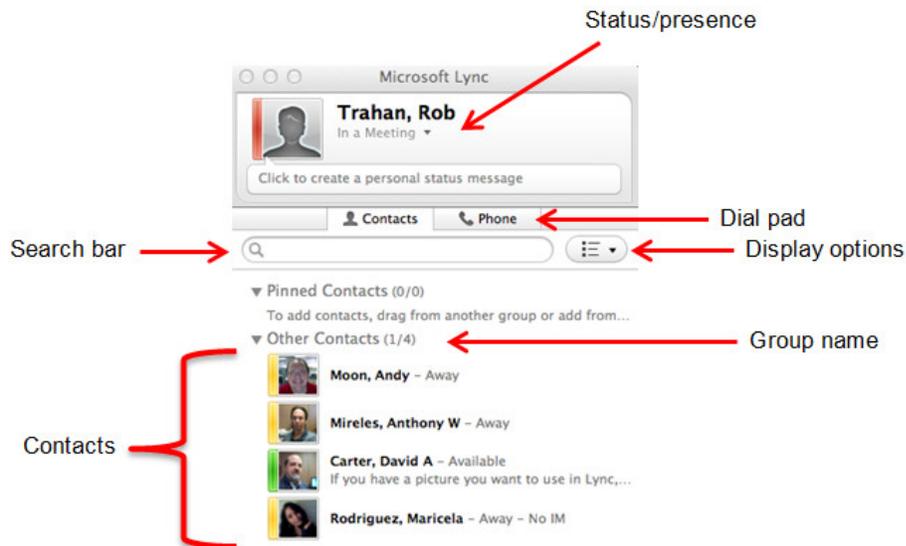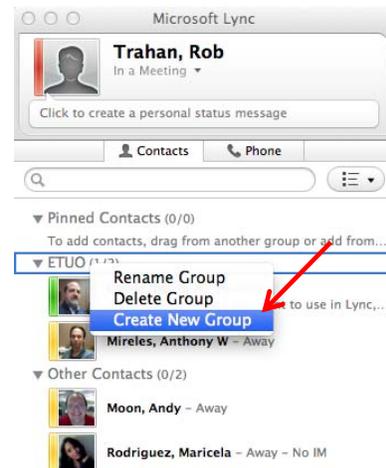
Add a Contact

To add a Contact:

1. Type a name in the **Search** field.
2. The person's contact information appears in the area below the Search field.
3. Hover over the name of the person you want to add as a Contact.
4. Click the **+** that appears.

# Create a Contact Group

To create a Contact Group:

1. In the **Lync** window, right-click an existing group name, and click **Create New Group**.
2. Type a **name** for your new Group in the **Group Name** field.
3. Press **<return>**.

Make a Call

To one of three options to make a call:

1. Enter the phone number in the Search field and press **<return>**.
2. Select a **Contact**, click the **Telephone** icon at the bottom of the window and select a calling option.
3. Click the **Phone** tab and use the dial pad to make a call.
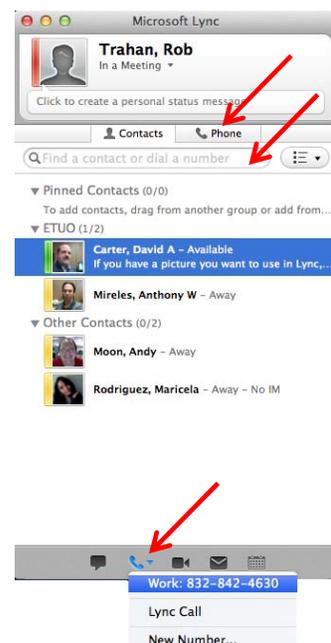
Answer a Call

To answer a call:

1. When you receive a phone call, a Call Invitation alert appears in the lower-right corner of your screen.
2. Click the green **Handset** icon.

Send an Instant Message (IM)

To send an Instant Message (IM):

1. Double-click a **Contact**, a Conversation window appears.
2. Type the message that you want to send.
3. Press **<return>**.
4. When the IM conversation is complete, click the **red dot** in the top right corner of the window to close the Conversation window.
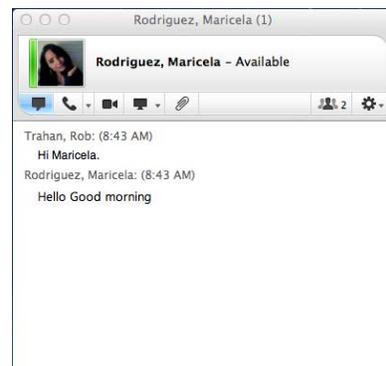
Listen to Voice Mail in Outlook

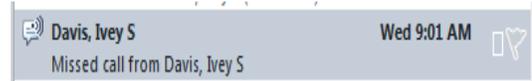To listen to your voice mail in Outlook:

1. Go to your Outlook Inbox.
2. Open any **email** from Lync with Voice Mail in the subject line.

3. Click the **Blue** play button to listen to Voice Mail.
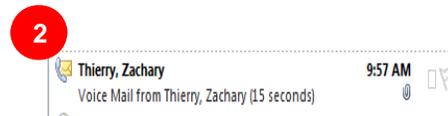
View Missed Calls in Outlook

To view missed calls in Outlook:

1. Go to your Outlook Inbox.
2. Double-click any message with **Missed Call** as the subject.

Schedule a Phone Conference or Online Meeting in Outlook

A Lync add-on is installed in Outlook that allows you to invite others to a phone conference or an online meeting. You can even invite people who are not affiliated with UH and are not a Lync user.

To schedule a phone conference or online meeting in Outlook:

1. Open your **Outlook Calendar**.
2. Click the **New Online Meeting** button on the toolbar.

3. Set the meeting date and time, and send the meeting invitation.

All attendees will receive a phone number to dial into and a web address if they need to join an online meeting using a browser. Joining an online meeting with a web browser allows non-Lync users to see what the Lync users see. There is no need to call UIT to set-up a phone bridge. You can do it all using Outlook.

Call Forwarding

There are three call forwarding options. To access all three options, click the **Call Forward** button at the bottom of the window. Select one of these options from the menu:

1. No Call Forwarding – turn Call Forwarding off.

2. Forward Calls To Voice Mail – sends calls directly to Voice Mail.

3. Simultaneously ring – calls will ring in the client and your work phone, while also ringing at another location that you set.

Note: All Call Forwarding options can be accessed by selecting Phone Call Preferences from the Forward menu.

Saved Conversations

If you have a UIT Exchange account, all your IM conversations and phone logs are stored in Outlook, in a folder named Conversation History.

To manage how your IM conversations and phone logs are stored in Conversation History in Outlook:
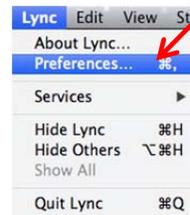
1. Select **Preferences** from the **Lync** menu.

2. In the **History** dialog box that appears, select the desired setting.

Change Personal Options
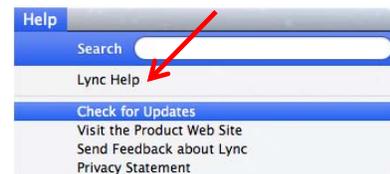
To change your personal options:

1. Select **Preferences** from the **Lync** menu.

2. In the Preferences dialog box, select the personal options that you want to change. Click on one of the topics shown at the top of the dialog box.

Self Help

To access Lync Help:

1. Select **Lync Help** from the **Help** menu.

Advanced Client Features

This section covers advanced Lync soft phone features. In this section you will learn how to:

- Start a Conference Call
- Start a Video Call
- Share Your Desktop or a Program
- Send an Attachment
- Record Video
- Check Your Email Through Voice Mail
- Use a Federated Contact List
- Dial 911

Start a Conference Call

If you are on a call and you decide that you need to have a conference call that includes the Contact to whom you are speaking and additional participants, this can be done in the Conversation window of your current call.

To escalate a call to a conference call:

1. During a call, in the Conversation window, click the **People Options** button.
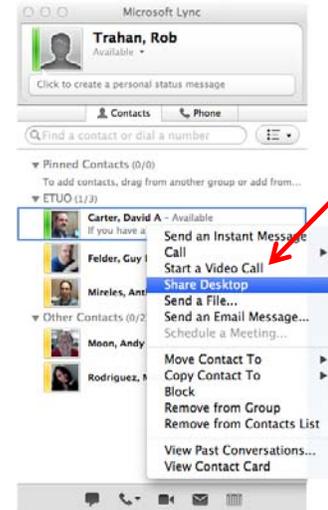2. From the drop-down menu that appears, select **Invite by Name or Phone Number**.
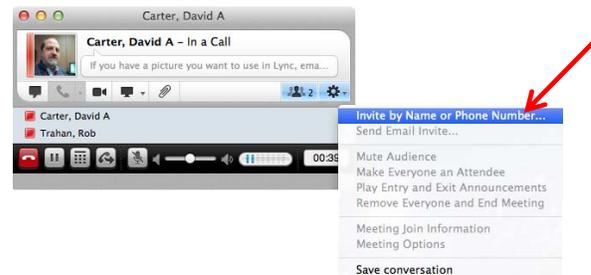
3. In the Invite by Name or Phone Number dialog box, select a **Contact** or enter a **number** in the **Search** field.
4. Click **Ok**.
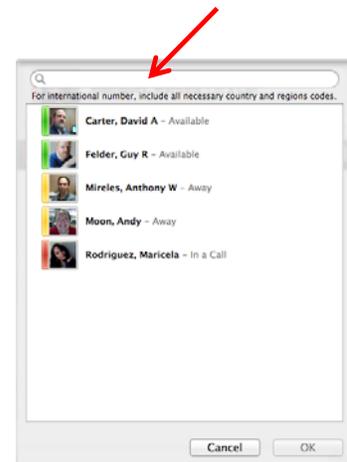
Start a Video Call

To make a video call:

1. In the Lync window, right-click a **Contact**.
2. Select **Start a Video Call** from the menu.
3. To end a video call, close the Conversation Window.
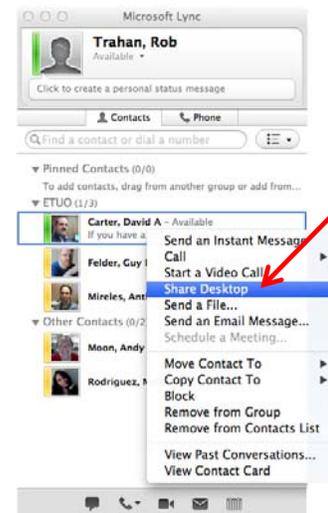
Share Your Desktop

To share your desktop:

1. In the Lync window, right-click a **Contact**.
2. Select **Share Desktop** from the menu.
3. To stop sharing, close the Conversation Window.

Note: Giving control of your desktop and application sharing are not possible with the Mac version of Lync.

Send an Attachment

To send an attachment in Instant Message, choose one of two options:

1. With your mouse, drag and drop the file that you want to send onto the Conversation Window.

2. While in the IM Conversation Window, click the paperclip and select the desired file. Click **Ok**.

Federated Contact Lists

The Lync federation lets you communicate faster and more effectively with others outside the university, such as partners, suppliers, vendors or other universities.

When enabled, being federated allows you to:

1. Add users from other organizations to your Contacts list.
2. Send instant messages to your federated contacts.
3. Invite federated Contacts to audio calls, video calls, or conferences.
4. Exchange presence information.
5. Escalate person-to-person instant messages to multi-person conferences.

UH is openly federated. You can use all of Lync's unified communication tools to communicate with someone who is at an openly federated organization. Lync also supports federation with Microsoft Messenger public instant messaging (IM).

Note: At the address below, you can see which organizations are federated. There are almost 5,000 organizations around the world that have joined.

http://windowspbx.blogspot.com/2011/09/usa-microsoft-lync-federation-directory_02.html

Dialing 911 on Your Lync Soft Phone

Your Lync hard phone and the soft phone on your computer offer an amazing amount of flexibility. One of the most powerful features of Lync is the ability to make calls from any location through the internet via your laptop computer. Unfortunately, the technology of the Emergency 911 system has not kept pace with Lync technology, so even though you can place work calls from home, hotels, or even a cybercafé, the 911 system will recognize the call as being placed from your office. This problem is not unique to Lync. It affects Skype, Vonage, and other IP phone service providers.

Please remember, if you place a 911 call using your Lync soft phone (the Lync client), the 911 system will connect to the Houston emergency services and dispatch responders to your office location that is associated with your phone number. If you must place a 911 call from an off-campus location using Lync, you must specifically notify the first responder of your actual location. When possible, it would be preferable in those situations to use a local phone or a cellular phone for 911 calls.