Making calls

The standard Lync user interface is as follows:

There are a lot of options to start a call. If you have a handset, you can just type a number and then press the button on the right just below the display where it says “Call”.

People without a handset need to start calling from within Outlook or the Lync client. This also works for people with a handset and is in some cases more convenient; phone calls started in this way can be finished with the handset.
To start a phone call from within Lync there are also multiple options. We describe three below:

- Start to type the name of the person that you want to call in the box in the middle of the screen. Lync will show a list of people found matching that name. Hover with the mouse over the name of the correct person, and then click the “Call” button to make the call.

- If you know the phone number, you can also type this number in the same box. Proceed again by hovering over the phone number entry and clicking “Call”.

- You can also select the phone icon (โทร) in the bar on top. You will see a representation of a telephone keypad, on which you can enter the number that you want to call. This is also useful to be able to navigate an automated telephone system.
**Accepting calls**

Incoming calls will be represented by the Lync client as a notification in the bottom right corner of the screen:

You can use this notification to redirect or decline the call when you are busy.

When you decide to accept the call, using the handset, headset, or the Lync client, the following conversation window appears:

![Conversation window](image)

You can use this window to:

- Place the call on hold so that the party on the other side does not hear you (/layouts)
- Transfer the call; please read on in this document
- Add people to the conversation to create a conference call; again, please read on in this document

This window also enables other options, such as sending files to colleagues, calling with video, and sharing your desktop. This manual will not cover such cases. Interested people are invited to try this out themselves.

**Transfer a call**

Transferring a call from person A to person C can happen in two ways (for transferring with consultation, please read on).

**Way 1:**

1. Make sure the Lync screen is active
2. Press on the keyboard these keys at the same time: Ctrl + Shift + T
3. Select one of your contacts to transfer the call to
Way 2:

1. Click the *Transfer* button

2. Choose one of the other numbers **OR** click on *Another Person or Number* and search for the person you want to transfer the call to

**Transfer with Consultation**

When you (person B) are called (by person A) and you want to transfer him/her with consultation to a third person (person C), please perform the following steps:

1. In Lync: Put person A (the caller) on hold.

2. Call the person you want to transfer the conversation to (person C). To do this, open Lync, find person C in your list of contacts and click on the `Call` button.

3. Click on the `Transfer` button in the conversation window with person A.
4. In the pop-up window, click on "Current Conversation" (1) and select the first conversation in the list. (2)

Please note that you should NOT terminate any call during this process.

Conference Call
Lync enables its users to easily perform conference calls. There are two ways to start a conference call:

1. While holding the [Ctrl]-button on your keyboard, select the people in your contact list which you want to include in the conference call. If you, by accident, select the wrong person, simply click his name again while still holding [Ctrl]. When every attendee is selected, you may release the [Ctrl]-button. Next, right-click on one attendee’s name, select “Start a Conference Call” in the menu and choose “Lync” under “Start Conference Call Now Using”.
2. Alternatively, click on the arrow next to the cog-wheel (_TIMEOUT_ and select "Meet Now". The following window will appear:

To invite people to the Conference Call, click on the "People" button (_TIMEOUT_). There are two ways to invite people: "Invite by Name or Phone Number" instantly invites people through Lync. Using "Invite by Email" enables you to invite people through an automatically sent e-mail.

**Call Forwarding**

Enabling the Call Forwarding option will automatically cause all incoming calls to be forwarded to your preferred destination. Your telephone will no longer ring and you will not get any notifications of incoming calls on your display.

To enable Call Forwarding, perform these steps:

1. Open Lync, click on "Options" in the upper-right portion of the window and select "Call Forwarding" in the menu.
2. Alternatively, in the status bar of the Lync window, click on the arrow next to “Call forwarding is off,” and select the “Call Forwarding Settings.” menu option.

3. A new window opens with the following three options:

   - **Turn off call forwarding**: Calls will ring you at work and not be forwarded.
   - **Forward my calls to:**
     - Voice Mail: Calls will be forwarded immediately and not ring your work number.
   - **Simultaneously ring:**
     - Select from list: Calls will ring you at work and also ring another phone or person.

   If the first option is selected, call forwarding is turned off.

   Select the “Forward my calls to:” option to set up call forwarding. You can select one of the following options to choose a destination:

   - Select “Voice Mail” to direct all incoming calls directly to your Voice Mail inbox.
   - Select “New Number or Contact” to forward all incoming calls to a new contact.
   - Select a specific phone number to forward all incoming calls to that specific number.
   - Select “My Delegates” to choose several specific persons whom you want to answer your incoming calls. You can add these delegates in the “Delegates” dialogue box.

**With the Polycom phones:**

If you want to transfer the call directly, you can press the “In Call” screen in the menu (on the touch screen) and select “Transfer Directly To”. Now you can dial a number or select a person. See the following picture:
Do you want to discuss something before transferring the call? Press in the same menu on “Consult then Transfer To”. See the following picture. If you are done consulting, press “Complete Transfer”.

Simultaneous Ring
Aside from simply forwarding your calls, Lync also enables users to set up “Simultaneous Ring”. Simultaneous Ring is used to forward your incoming calls to other users, but will also enable yourself to answer the call (in other words, you also get the incoming call notifications). To set-up “Simultaneous Ring”, follow the steps for Call Forwarding until you get the window with the 3 options. Instead of selecting “Forward my calls to”, you now select “Simultaneously ring”. You will have the following options:

- Select “New Number” to add a new telephone number.
- Select “My Delegates” to choose several specific persons whom you want to answer your incoming calls. You can add these delegates in the “Delegates” dialogue box.
Voicemail

Setting up Voicemail is easy; Click the telephone button (📞) in the menu. The following window appears:

Press the “Voicemail options” (📞) button and select “Change Greetings”.

If you have new Voicemail messages, they will be listed in this window. Press the “Play” button to replay the specific Voicemail message.