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.

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.