# Lync for Mac Phone Service
# Basic Use

How to answer a phone call:

When someone calls you, an alert appears on your screen. You should have your headset plugged into your computer in advance of receiving a voice or video call request.

- To answer the call, click **Accept**.
- Click **Decline** to reject the call and send to voice mail or your next destination.
- Click **Redirect** to:
  - Send the call to **Voice Mail.**
  - Set to **Do Not Disturb (DND)** to reject the call and avoid other calls. See note on DND.
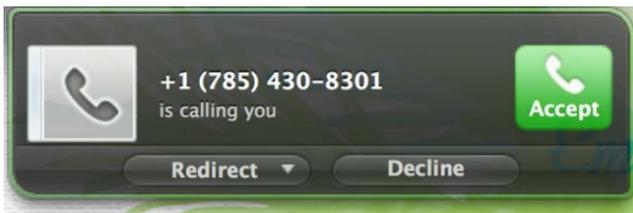
How to call a phone number:

1. From the contact or phone view in the Lync for Mac desktop interface, enter the phone number in the **search** box. The number will be automatically formatted for you.
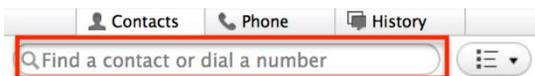
   TIP: Use the number pad on your keyboard to enter the number or copy and paste the number into the search box.
2. Hit **Return** on the keyboard or double click.
3. Use the audio controls to mute, unmute, etc.
4. When you're finished with the call, click the red **Phone** button in the window to hang up, or just close the window.

If you miss a call:

- You will receive an email notification.
- Within Lync, you can click on the History tab to see any Missed Calls.

How to call by contact or username:

This is a good method to call someone who is at KU.
1. In the Lync for Mac desktop interface, find a contact or type a person's name in the search box.
2. Do either of the following:
   - Secondary or right click* on the contact and choose **Call**.
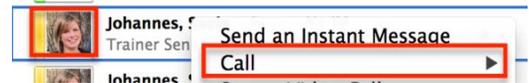
   - With the contact selected, click on the phone icon in the lower toolbar.
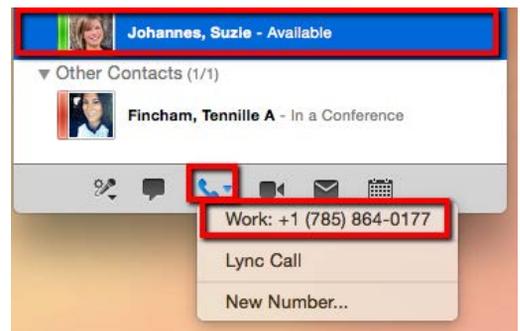
3. Select the **Work** number. Note: Choose Lync call if you specifically want to call them through Skype for Business or Lync.
4. Use the audio controls to mute, unmute, and so on.
5. To end the call, click the red **Phone** button in the window, or just close the window.

Audio call controls:

 Use the dial pad to enter digits during the call to interact with voice prompt menus.

 To put the call on hold, click **Hold**.

 To **Mute**, click the **microphone** button.

 To send the call to another number, click the **Transfer** button, and select a contact or type a name.

How to set up call forwarding and simultaneously ring:

You can forward calls as you receive them to another number, and set up call forwarding and simultaneously ring so calls aren't missed.

You can forward calls to another number or contact by setting up forwarding rules. Call forwarding is especially useful if you're traveling or working from home, because calls can be forwarded to your current location. If you're out of the office, calls can be automatically forwarded to a co-worker.

You can set your incoming calls to simultaneously ring your phone and another number or contact in case you're busy or momentarily unavailable.

In the Lync for Mac interface, click on the **phone** tab then select the **call-forwarding drop-down menu. Choose Phone Call Options.**

1. In the Call Forwarding menu, select the button by **Forward my calls to:** and choose an option:
   - **Voice Mail** – Sends calls directly to your voice mailbox where you can retrieve it later.
   - **Simultaneously ring** – select a new number or contact to ring at the same time.
   - **New Number or Contact** – Select a contact or type an eight-digit phone number in the search box and select **OK**.
   - **My Delegates** – This will forward the call to contacts set up as delegates within Skype for Business.
2. You will now see an alert message notifying you that your calls are being forwarded.

How to transfer a call:

Click the **Transfer** button then:.
- Search for and choose a contact or type the person's five-digit phone number for on campus, or ten-digit phone number for off campus and select **OK**.

How to set up a secondary ringer:

If you have a headset plugged into your computer that you use occasionally for voice and video calls, you might miss audible notifications of incoming messages. When you set up a secondary ringer, the notification sound will play on both your headset and your device of choice, most likely your computer speakers.

1. In the toolbar, click on **Lync** and then **Preferences.**
2. Select **Audio**.
3. Select the check box by **Also ring.** Use the drop down-menu to select the secondary device. Built-in output is the option for built-in speakers.
4. Optionally, select **Unmute when my phone rings.**
5. Close the window.

Things to note:

- You will receive call notifications when your status is set to Busy. Set your status to Do Not Disturb (DND) to send all calls directly to voicemail without notifications. All calls received while in DND will be logged in your Calls list.
- If you change your status to Do Not Disturb, it will remain that way until you use the drop-down menu below your name in the Lync interface to change it to another status or choose Reset Status to go back to having your availability determined by your Outlook calendar, the default setting.
- You can add clickable hyperlinks for your phone number and Lync for Mac contact to your email signature. See http://technology.ku.edu/skype-for-business/tips-tricks for step-by-step instructions.