Answering Phone Calls in Lync

Version A – Microsoft Lync 2010

1. Launch Microsoft Lync if it is not already running.

2. When a call for you or somebody you manage calls for arrives, you will see a pop-up at the bottom right of your screen that looks like:
3. To answer, click on the green phone icon.

To redirect to voicemail or to a delegate, click redirect and select the appropriate option.

To reject the call, click Decline.

4. If the call is missed, you will receive an email showing the missed call and the pertinent information for the call.

5. For calls intended to people that you manage calls for, the screen-pop at the bottom right will be distinguished to indicate that.
Version B – Microsoft Lync 2013

1. Launch Microsoft Lync if it is not already running.

2. When a call for you or somebody you manage calls for arrives, you will see a pop-up at the bottom right of your screen that looks like:
3. To answer, click on the Phone icon in the blue square.

To redirect to voicemail or to a delegate, click Options, then the appropriate redirect option.

To reject the call, click Ignore.

4. If the call is missed, you will receive an email showing the missed call and the pertinent information for the call.

5. For calls intended to people that you manage calls for, the screen-pop at the bottom right will be distinguished to indicate that.