Dialing Numbers within Lync

Version A – Microsoft Lync 2010

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

1. Type a phone number directly into the “Find a contact or dial a number” box above the Contact List.

   ![Image of Microsoft Lync interface](image)

2. Lync will locate anybody in the Contact Directory matching that phone number. You can click the person that shows up if they are your intended recipient, or you can click on the phone number itself and click “Call.”

3. Once the phone call initiates, you will see the call window pop-up as such. For more information about in-call features, [click here](#).
Method 2:

1. Click the Phone button in the main Lync window.

2. Either type the phone number you wish to dial, or simply click the buttons like you would press them on a phone. When ready to place the call, click “Call.”
Launch Microsoft Lync if it is not already running.

Method 1:

1. Type a phone number directly into the “Find someone or dial a number” box above the Contact List.
2. Lync will locate anybody in the Contact Directory matching that phone number. You can click the person that shows up if they are your intended recipient, or you can click on the phone number itself and click “Call.”

3. Once the phone call initiates, you will see the call window pop-up as such. For more information about in-call features, click here.
Method 2:

1. Click the Phone \(\text{📞}\) button in the main Lync window.

2. Either type the phone number you wish to dial, or simply click the buttons like you would press them on a phone. When ready to place the call, click “Call.”
Q&A on How to Dial Numbers in Lync

Thanks to intelligence within the Lync system, dialing numbers has never been easier. See below for more information.

Q: Can I still dial 4 digit extensions since I am used to it?
A: Yes! When dialing a 4 digit extension, Lync will automatically detect the extension and re-format it into a full phone number so you can still use 4 digits to dial another SPC number.

Q: Do I still have to dial 9 to reach an outside line?
A: No! Since this is a new system, 9 is no longer required to reach an outside line. However, if you do dial 9 out of habit, Lync will automatically detect the 9 and remove it so the call does not fail.

Q: Do I dial 7 digits or 10 digits for local Pinellas County phone numbers?
A: It doesn’t matter! Lync will automatically turn a 7 digit phone number into 10 digits so that it will process properly and you won’t see the difference. This reduces the question of how to dial that number.

Q: Is a 1 required for long distance calling?
A: No! Lync does not require a 1 for long distance calling so you do not have to enter it before the 10 digit phone number. However, if you do add a 1 before the phone number, Lync will automatically detect the extra 1 and remove it so the call does not fail.

Q: Is 011 still required for international calling? (Approved International callers only)
A: Yes. This is a requirement of the telephone companies and cannot be excluded because this is the method of determining if a call is internationally destined.