Standard In-Call Features (Hold, Transfer, Dialpad, Etc.)

1. Either make a call (from dialing within Lync or calling from the Contact List) or receive a phone call to establish an active phone call.

2. To mute your microphone in order to prevent the other party from hearing you, click the Mute microphone button. Click again to unmute the call.

3. To access the dialpad (for pressing buttons during a call), click the Dial Pad button. Click again to hide the dialpad.

4. To place the call on hold, click the Hold button. The caller will receive hold music while placed on hold. Click the button again or the ‘Resume Call’ button to retrieve and continue the call.
5. To transfer a call, click the Transfer button. If you are a delegate for another person, you can transfer directly to them by clicking their name on the list. Otherwise, click ‘Another Person or Number’.
If the person is set up on your Contacts List, their name will automatically be in this list. You can simply select their name and click OK if they are. Otherwise, you can simply type a phone number into the “Find a contact or dial a number” box, or if the intended destination is a college employee, simply type their name. Then click OK.

6. To add a person to an existing call (x-way calling), click the People Options button. Then click “Invite by Name or Phone Number.”
7. If the person is set up on your Contacts List, their name will automatically be in this list. You can simply select their name and click OK if they are. Otherwise, you can simply type a phone number into the “Find a contact or dial a number” box, or if the intended destination is a college employee, simply type their name. Then click OK.
Version B – Microsoft Lync 2013

1. Either make a call (from dialing within Lync or calling from the Contact List) or receive a phone call to establish an active phone call.

2. To mute your microphone in order to prevent the other party from hearing you, click the Phone button. Click again to unmute the call.

3. To access the dialpad (for pressing buttons during a call), hover over the Phone button. The dial pad will then appear and you can press the necessary digits. Move your mouse away from the dial pad and it will disappear.
4. To place the call on hold, hover over the Phone button. The Phone Options will appear and you can then click the ‘Hold Call’ button. The caller will receive hold music while placed on hold.

Click the ‘Resume Call’ button to retrieve and continue the call.

5. To transfer a call, hover over the Phone button. The Phone Options will appear and you can then click the ‘Transfer Call’ heading.

If you are a delegate for another person, you can transfer directly to them by clicking their name on the list. Otherwise, click ‘Another Person or Number’.
If the person is set up on your Contacts List, their name will automatically be in this list. You can simply select their name and click OK if they are. Otherwise, you can simply type a phone number into the “Type a name or phone number” box, or if the intended destination is a college employee, simply type their name. Then click OK.

6. To add a person to an existing call (x-way calling), click the Participants button.

Click ‘Invite More People’.
If the person is set up on your Contacts List, their name will automatically be in this list. You can simply select their name and click OK if they are. Otherwise, you can simply type a phone number into the “Type a name or phone number” box, or if the intended destination is a college employee, simply type their name. Then click OK.