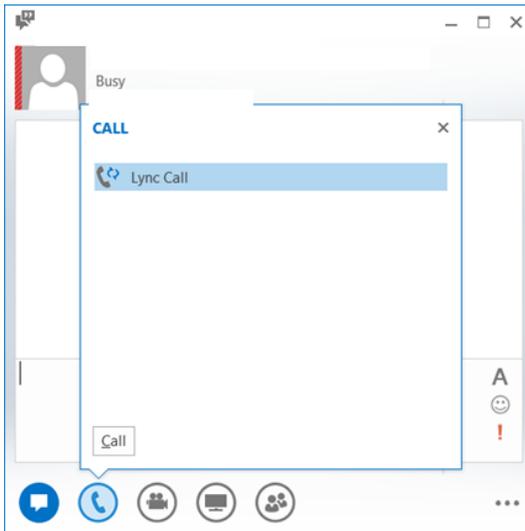


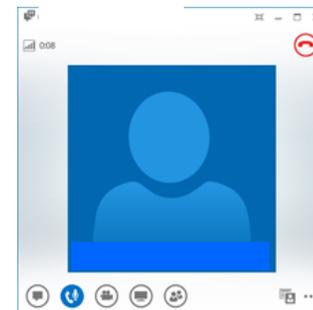
## CTS Quick TIP: Lync - Make and Receive an Audio Call in Lync 2013

- You can make and receive phone calls with *Lync*, just like a traditional phone. All you need is your computer speakers and microphone, or a headset attached to your computer.
- **Make a phone call.**
  1. In the *Lync* main windows, either find a contact in your Contacts list, or type a person's name in the search box.
  2. Point to the person's contact listing, or open the contact, then click the **[Phone Icon]**.



3. When the call is accepted, use the audio controls to mute, unmute, and so on. For details, see the next section.

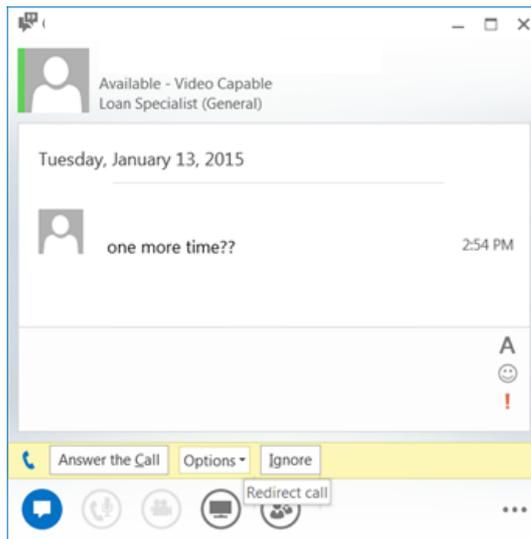
- **Audio call controls.**
  - ◇ Point to the phone/microphone icon at the bottom of the conversation window to access the controls; and do any of the following:
    - ◆ To put the call on hold, click **[Hold Call]**.
    - ◆ To mute your audio, click **[Mute]**.
    - ◆ To change your audio device, click the **[Devices]** tab; then select the **[Device]** you want to use.
- **Answer a phone call.**
  - ◇ When someone calls you, an **alert** pops up on your screen. Do one of the following:
    - ◆ To answer the call, click anywhere on the photo area.



## CTS Quick TIP: Lync - Make and Receive an Audio Call in Lync 2013

- **Answer a phone call. (continued)**

- ◆ To reply with an instant message instead of audio, click **[Options]**; then click **[Reply by IM]**.



- ◆ To reject the call, click **[Ignore]**.
- ◆ To reject the call and avoid other calls, click **[Options]**; then click **[Set to Do Not Disturb]**.

*Quick Tips* are posted on the Customer SharePoint site.  
<https://its-legacy.usda.net/tsd/default.aspx>

### Point of Contact

If you have any questions on this material, contact your local CTS Staff.

