

Microsoft Lync Phone User Guide

Making a call

Note: You do not need to dial 1 for an outside line. You can just dial the phone number.

Method 1: Calling a number

Lift the handset and using the phone's keypad enter the number you want to dial.

Method 2: Searching by name

Using Lync you can search for a person by name.

1. Press the numbers on the number pad that corresponds to the contact name.

e.g. to find Joe Bloggs you can search by:

- Last name Bloggs. On the number pad press 256447
- First name Joe. On the number pad press 563
- By full name: to search by full name you need to search for "Bloggs, Joe". On the number pad press 256447**563, to spell his name, where * is the comma and space between the last and first name.

Matches show as soon as you start to key in a name.

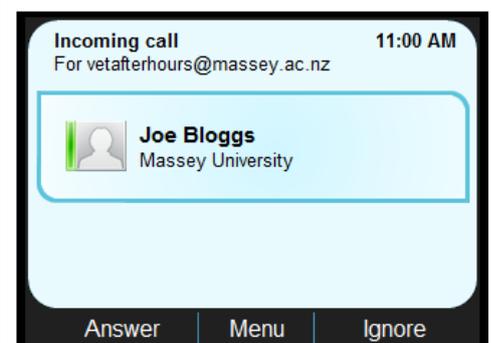
2. Press button below **Call** on the screen



Answering a call

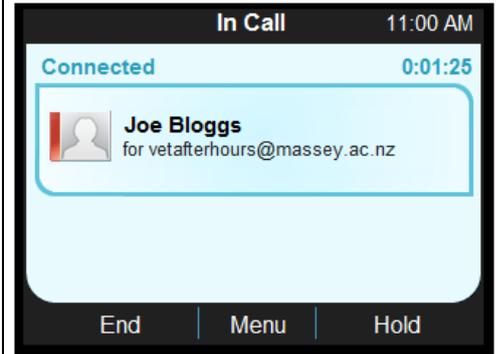
When there is an incoming call, your phone will ring, and display a message on screen.

- **To answer a call, pick up the phone's handset.**
- **To use the phone hands free:** Press the button below **Answer** on your screen. To End the call, press the same button you used to answer the call (the button below **End** on your screen)



Placing a call on hold

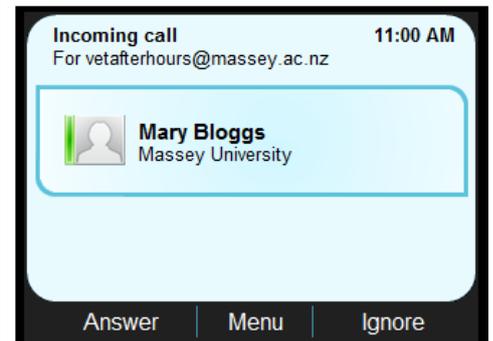
When you are on a call, your screen will look similar to this. This example indicates you are in a call with Joe Bloggs.



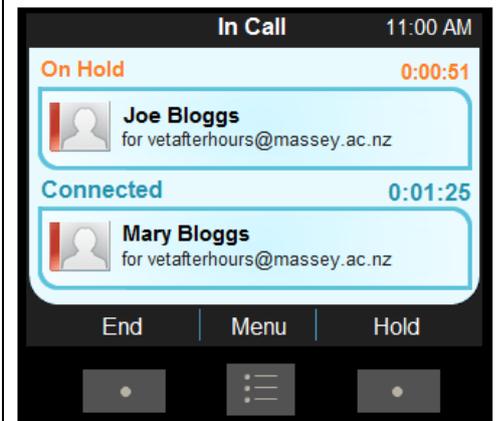
If you receive a second call, your screen will look similar to this. You will also see a flashing green light above the screen to indicate an incoming call.

This example indicates an incoming call from Mary Bloggs.

To place the original call on hold, and answer the second incoming call, press the button below **Answer** on your screen.



When you have placed your first call on hold, and answered the second call, the screen will look similar to this. This example indicates your first call from Joe Bloggs is now on hold, and you have answered a call with Mary Bloggs.



Returning to a call that is on hold

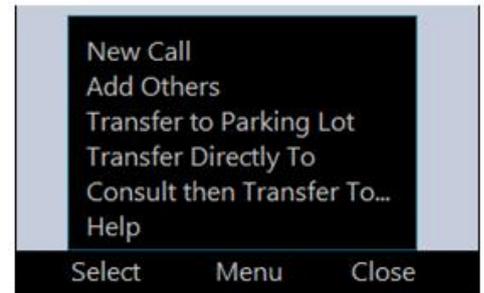
If you would like to return to a call on hold, use the arrow buttons  beside your screen.

Scroll up to the call you want to return to, and press the button below **Resume** on your screen.

Transferring a call

You can transfer a call in three ways:

- 1. Transfer to a Parking Lot** Caller is transferred to a parking lot, where they are on hold. Call can be retrieved by someone else or by you again.
- 2. Transfer Directly To** Caller transferred to someone else without talking to the new person first
- 3. Consult then Transfer To** Caller transferred to someone else, but you talk to the other person first, before you transfer the call.



Method 1: Transfer to Parking Lot

NOTE: *Transfer to Parking Lot is not available on Common Area Accounts.*

1. When you are in a call, and have the "In Call" screen showing, press the **Menu** button.
2. Use the phone arrow buttons to scroll to **Transfer to Parking Lot**
3. Press the button below **Select** on your screen.
The call will be placed on hold.
4. A notification will appear on your screen telling the number someone can call to retrieve this call.
5. Contact the person who you want to answer the call, and give them the 3 digit number from the notification on your screen.
6. They can then dial this number from their phone and retrieve the call
7. If you want to retrieve the call, press the button below **Retrieve** on your screen

IMPORTANT NOTE: Do not hang up the hand set until the call disappears from your screen. When this happens the call is successfully transferred. If you hang up straight away after pressing the transfer button, the call will not be transferred and will be disconnected.

**Method 2:
Transfer Directly To**

1. When you are in a call, and have the "In Call" screen showing, press the **Menu** button.
2. Use the phone's arrow buttons to scroll to **Transfer Directly To**.
3. Press the button below **Select** on your screen.
4. Enter the **Phone Number** where you want to transfer the call to.
5. Press the **Transfer** button.

**Method 3:
Consult then Transfer To**

1. When you are in a call, and have the "In Call" screen showing, press the **Menu** button.
2. Use the phone's arrow buttons to scroll to **Consult then Transfer To**
3. Press the button below **Select** on your screen.
4. Enter the **Phone Number** where you want to transfer the call to.
5. Press the **Consult** button
6. After you talk to the person you are transferring the call to, press the **Transfer** button.

If you require any further assistance or information, please contact the ITS Service Desk:

- Phone: extension 82111 (+64-6-3569099 ext. 82111)
- AskIT: AskIT.massey.ac.nz
- Email: Service.Desk@massey.ac.nz
- Self Help FAQ's: [Microsoft Lync](#)