

Troubleshooting Lync

A great resource for FAQ

<http://www.howtolync.com/get-started/lync-faq/>

How do I setup my Audio for a headset?

Lync automatically detects your audio and video devices, such as a headset, mic, speakers and cameras. You can change your devices at any time, and change the settings to ensure high quality.

We strongly recommend that you check your devices before joining a meeting or making a call, to make sure you're all set.

Set up your audio device

1. Click Audio Device on the lower left side of the window.
2. Choose a device under Select the device you want to use for audio calls.
3. Under Customize your device, drag the handle of each of the sliders to adjust the speakers, microphone, and ringer.
 - Click the green right arrow key next to the sliders for the Speaker and Ringer to hear a sample tone.
 - Adjust and test your microphone. The blue indicator helps you choose the appropriate level. If you have a handset, or desk phone, pick up the receiver and speak into it. If you have a headset, speak into the microphone.

For best results, select the same device for both the speaker and mic. Selecting separate devices could cause audio echoing during a call. If you can't avoid using separate devices, you can minimize echoing by lowering the volume of both the mic and speaker.

1. Click Check Call Quality to make a test call and hear how you sound. If you change your device, click OK on the window for the device to get set up, and then go back to check quality.

When I first enter a meeting my mic will not work.

Click Audio Device on the lower left side of the window a drop down menu appears click on the the menu and you will have a box that says



Select Your Primary device

PC Mic and settings

Audio Device Settings

Check Audio Quality

How do I configure incoming calls to ring on my computer speakers when I have a USB headset connected?

Lync allows you to have incoming calls ring on both your USB audio device and your Windows default playback device. To configure your calls to ring on computer speakers and still have your call audio route through your USB audio device, complete the following steps.

To have incoming calls ring on your computer

1. In the Lync main window, click **Tools**, and then click **Audio Device Settings**.
2. In the **Lync – Options** dialog box, click **Ringtones and Sounds**, and then click the **Sound Settings** button.
3. In the **Sound** dialog box, click the **Playback** tab.
4. On the **Playback** tab, right-click **Speakers**, and then click **Set as Default Device**.
5. Right-click your USB audio device, and then click **Set as Default Communication Device**.
6. Click **OK**.
7. In the **Lync – Options** dialog box, click **Audio Device**.
8. Under **Audio Device**, in the **Select the device you want to use for audio calls** list, verify that your USB audio device appears.
9. Under **Secondary ringer**, select the **Also ring** check box, and then select **Speakers** from the drop-down list.
10. Click **OK**.

How do I tell what version my Operating System is?

For Windows:

Click on **Start**, right click on **Computer** and left click on **Properties**

This will tell you if you are 64bit or 32 this then allows you to understand which Lync Client to set up

For MAC:

Click on the **Apple** icon on top left hand corner of the screen, click on **About this MAC**

How do I Call someone?

Hover on the persons name that is available and a box will extend you can then

Send an **email**

Have an **instant IM conversation**

Make an **Audio call**

Use **video**

Share a desktop

Add a person to your **contacts**.

How do I send someone a message?

Type your message into the text chat box and it will then indicate if that person is typing back

When I first enter a meeting my mic will not work.

On the Lync desktop you will find on the lower left hand corner a drop down menu click on the the menu and you will have a box that says



Select Your Primary device

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How do I create a whiteboard?

1. In the conversation window, click the **Share** menu, and then click **New Whiteboard**.
2. To start writing or drawing on the whiteboard, use the annotation tools at the lower left of the whiteboard

How do I share my Desktop?

To share your desktop with others:

1. Open Lync, and, in your Contacts list, double-click a contact's name.
2. When the conversation window opens, click the **Share** menu.

- 3 Click **Desktop**
- 4 A bar that reads You are sharing will appears at the top of your screen.

Give control to others

1. While sharing your desktop or a program, on the sharing bar, click the **Give Control** menu.
2. Click **Automatically accept control requests**, to give control to everybody, or click the name of an individual.
3. In the **Lync** dialog box confirming that you want to give control, click **OK**.

How do I get the whiteboard back following an app or desktop share?

When you want to take back control, press Ctrl+Alt+Spacebar.

If Automatically accept control requests is selected, click it to clear it

Give a PowerPoint Presentation

1. In the **conversation window**, click the **Share** menu, and then click **PowerPoint Presentation**.
2. In the **Present PowerPoint** dialog box, double-click the PowerPoint presentation that you want to present. As soon as the content is loaded, others can see your presentation.

How to I update my profile with a pic?

This has to happen at the server end they need to allow for this function