Performing the Lync “Switch User” Process

Prerequisites

- User must be logged into Microsoft Lync on their workstation.
- The Lync-enabled telephone must be connected to the user’s workstation via a USB cable.

Symptoms

- Telephone display shows a yellow triangle at the bottom center of the screen.
- Telephone display shows another user or phone number other than what is assigned to the current occupant.

Steps to perform a “Switch User” process:

- Press the **Menu** key on the telephone.
- Use the phone’s arrow buttons to Scroll down the list to highlight **Switch User** press the phone’s Select button.
- The “Do you want to sign out the current user and sign in a different user?” message displays. Select the Yes button.
- The phone displays “USB connection is detected...” message as the Lync Desk Phone Connection dialog box displays on user’s computer screen prompting for Login information (Figure 1).

Enter the following:

- Account: Blinn email address
- User name: Blinn email address
- Password: Network password – same as login to campus computers.
- Click OK.
- You are prompted to enter a 6-digit phone unlock PIN number. Remember this number. You will use it to lock your phone when you are away from your desk.
- Select **Done**.
- Your identity displays on phone screen.

Phone is ready for service.

Figure 1 Lync Desk Phone Connection

![Screenshot of Lync Desk Phone Connection dialog box](image-url)