Voice Quick Reference

Blinn College provides employees with a unified communications system that integrates a Polycom telephone with the Microsoft Lync computer software. Lync software should be installed on all office computers. If Lync is not installed on your office computer please contact the HELP desk. 979-830-4357. (HELP)

Unlock a Locked Phone
A locked Lync phone displays UNLOCK and a padlock symbol on the display screen.

A Lync Phone goes to a locked mode when:
- The phone is left unattended.
- The employee logs off their office computer closing the Lync software.
- The employee chooses ‘Lock’ from the display menu.

To unlock:
- Click on the button under UNLOCK.
- Type in your PIN.
- Click DONE.

Place a call / Find a contact

- In the Lync software type the person’s name in the search box. Results display below the search box.
- Optionally, you may add the contact to your frequent contacts by right clicking on their name selecting the ‘Add to Contacts List’.
- Click the Call button that displays to the right of the contact’s name to dial the phone.
- The speaker phone automatically activates.
- For a private phone call, pick up the handset to deactivate the phone’s speaker.

Use the call controls- Transfer, Hold, Hang-up

- To put the call on hold, click HOLD.
- To send the call to another phone or to merge the call with another conversation, click TRANSFER.
- When you’re finished, just click END CALL.

Start a Conference Call

To call multiple contacts:
- In your Lync Software Contacts list select the Contacts you wish to conference with by pressing and holding the Ctrl key on your keyboard as you click on each of the contact’s names in the Contacts list.
- Right-click any one of the selected contacts, and then click Start a Conference Call from the fly-out menu.

Answer a Call
When a call alert appears on your computer screen or the phone rings, do one of the following to answer the call:
- Pick up the handset.
- Click the Alert notification on your computer screen. Say ‘Hello’ to activate the speaker on your phone.
- If using a headset, click the Alert notification on your screen and speak into the headset microphone.
- Send the call to Voicemail, click DECLINE.
- To redirect the call to a different number, click REDIRECT, and then select a number.

Create a Frequent Contacts List
Create a contacts list to expedite phone and conference call creation. To create a list:
- In the Search box enter the name of the person
- Scroll through the search returns list to locate the person you want to add.
- Right-click on the person’s contact listing, and select add to Contacts List
- If you’ll be contacting the person often, click the down arrow on the Add button and click Pin to Frequent Contacts
**Invite other people to the Conversation**

To invite other contacts to join in an active phone conversation:
- In the conversation window, click the PEOPLE OPTIONS drop down menu.
- Click Invite by Name or Phone Number, click the contact you want or search for a contact, and then click OK.

You can also drag contacts from your Contacts list into the conversation window.

**Check Voice Mail**  Missed Call?

You have a voice mail if:
- PHONE: The upper right corner tab of the Phone glows red and the phone’s display screen displays a yellow number indicating the number of missed calls. Use the phone’s arrow up and down buttons to scroll to the voice mail icon on the display screen. Click the center round button between the phone’s arrow scroll buttons to select, open, and view messages.
- OUTLOOK EMAIL contains a ‘missed call email’ with the phone number and an audio file if a voice mail message is available.
- Lync COMPUTER Software: On the Lync computer software a number displays next to the phone handset/dial-pad icon located at the bottom of the software window. This number indicates the number of recorded voice mail messages. Click the phone handset/dial-pad symbol to expand the Lync window to view a message list. Use the green play arrow to play voice mail. Use the call button to return calls.

**Forward Calls or Forward to Voice mail**

- In the Lync computer software window select the OPTIONS button next to your name to open the Lync- Options window opens.
- Select Call Forwarding from the options list on the left.

- In the Call Forwarding options select the second radio button ‘Forward my calls to:
- Select Voice mail from the Forward my calls drop down list to forward call to voice mail. To forward voice mail to another number select ‘New Number or Contact’ to open your contacts list and select a contact, or to add a new number to forward calls to.
- Call forwarding may also be selected from the ‘phone handset’ drop down list arrow at the bottom of the Lync software window. From the drop down list, select the desired forwarding option – Mobile, Home, or Voice Mail. To forward to a new number or contact, select the New Number or Contact option to add/select the contact.

**Stop Call Forwarding**

- In the Lync main window, in the lower-left corner, click the handset icon and click Turn Off Call Forwarding.