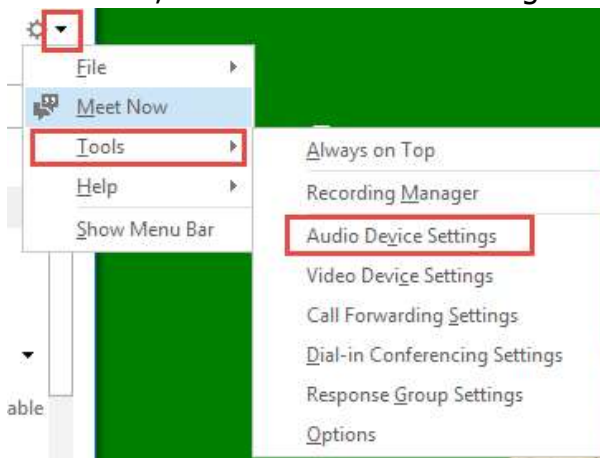


Using Lync to Make Phone Calls Via Citrix

1. Plug in the provided headset to an open USB port on the PC you are using
2. Sign into Citrix and launch your Citrix desktop
3. From the Citrix desktop, go to Start, then Programs, then Lync 2013

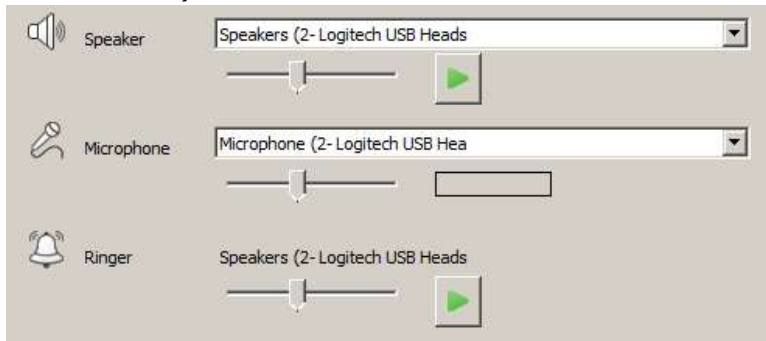


4. If you are asked to login, use the following format – `firstname.lastname@canal-ins.com` (i.e. John Doe would be john.doe@canal-ins.com).
5. Next go to Options (drop down arrow next to gear in upper right corner of the Lync software), then Tools, then Audio Device Settings



6. Make sure that the speaker and Microphone settings look like below (are both set to the USB headset you plugged in earlier). If they don't look like below, click the drop down error and

choose where it says Logitech (the brand you have may be different, just make sure it changes it to a headset).

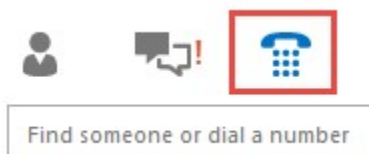


7. Then click okay.

8. To answer a call, all you have to do is click in the pop up window that will appear in the lower right had corner of the screen.



9. To Place a call, click on the dial pad icon in the toolbar from within the Lync window



10. That will present a dial pad from which you can input the phone number you need to dial (either by using the number pad or by typing the number in the input box above it). Same dial rules apply as when using your desk phone (i.e. you still need to type in a 9 to get an

outside line).

At my desk

94449657

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Redial	Call	

PIN

NAME

94449657

11. Then just click Call

94449657

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Redial	Call	

PIN

NAME

94449657

12. To end the call, click the red hang up icon in the upper right hand corner of the call window.

