CUCILync
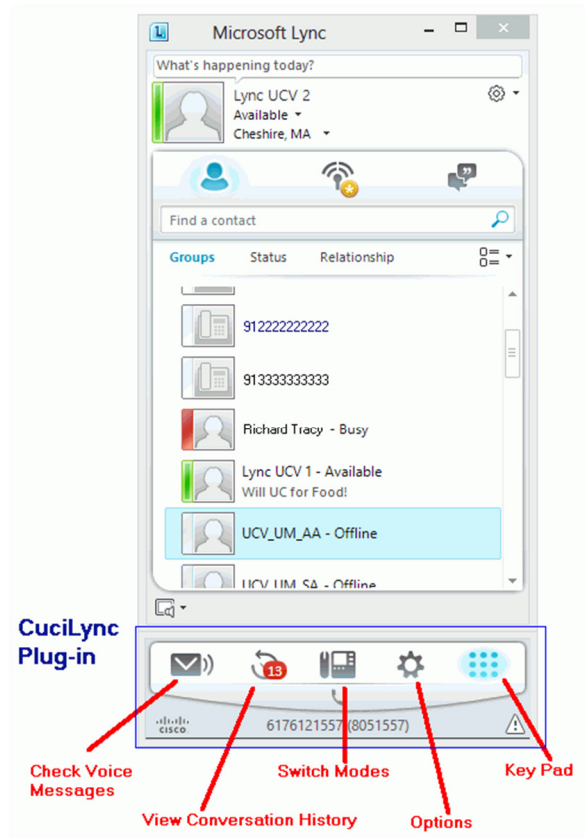(Cisco® Unified Communications Integration for Lync®)
Quick Guide
AT&T UC Voice

Introduction

When you log into Microsoft® Lync®, the CUCILync toolbar appears at the bottom of page.

Voice Message: Check the voice messages on your desk phone

Conversation History: Review calls placed and received over the last 30 days

or ☐ **Mode:** Switch between Computer and Desktop Phone mode, which determines if the computer and/or the phone can be used to place and receive calls

Options: Change personal options, such as: who to forward calls to, the volume of the speakerphone and ringer, and which video camera to use

Keypad: Dial a number using the keypad

Answering a Call

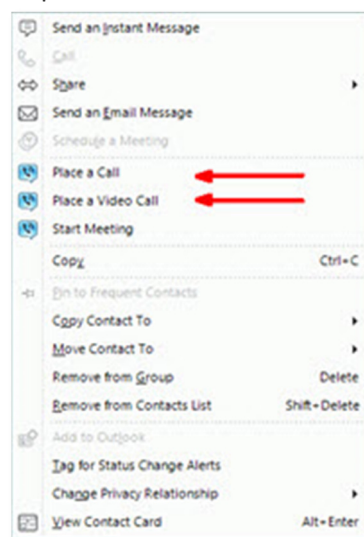When you receive a call, the Notification window appears on your computer screen.

- To answer the in-coming call using the computer, click on: answer with video, answer with audio only, or redirect to voice mail.
- To answer the in-coming call from the desk phone: pick up the handset, press the speaker button, or activate the headset.

NOTE: When CUCILync is in Computer mode, calls can be answered on either the computer or the desk phone.

Placing a Call

► **Placing a Call using the Contact List**
1. Move the cursor onto the contact and then click the right mouse button.
2. A menu appears that allows you to select which type of call to make. Click on "Place a Call" or "Place a Video Call" (if available). When you click on one of these, the call will be placed.

During a Call

1. When a call is placed or received, the Conversation window displays.

2. Use the command buttons in the Conversation window to: end, hold/resume, or mute a call, adjust the volume, and stop video transmission. Select the Keypad icon when you need to enter numbers and characters.

Transferring a Call

1. Click on the down arrow in the Conversation window and the Advanced Features menu displays.
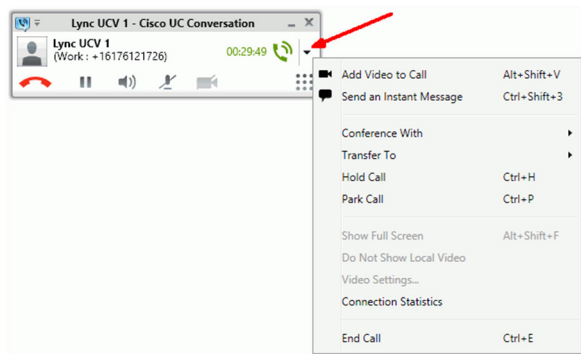
2. Select the Transfer To option and select "Contacts." The contact list displays.

3. Select a contact from the list presented, type the phone number in the blank field to the left of the Keypad icon, or use the keypad to enter the phone number.

4. Click on the Transfer button located at the bottom of the contact list.

   • The caller is placed on hold and the caller's information appears at the bottom of your Conversation window.

   • A call is placed to the phone number selected in Step 3.

5. After the person who will be receiving the call answers and is informed of the pending transfer, click the Transfer button in the Conversation window. You are disconnected from the call leaving the original caller and transferee connected to one another. Your Conversation window closes.
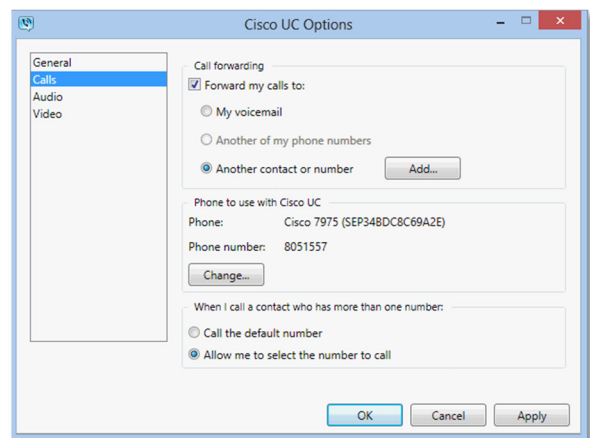
Placing a Call on Hold

Select the Hold/Resume Call icon (❚❚) in the Conversation window.

Forwarding Calls

1. Select the Options icon (⚙) from the CUCILync toolbar.

2. Select the Calls link in the left box.

3. To cause all incoming calls to be automatically forwarded, select the "Forward My Calls To" checkbox. Then select where the calls will be sent:

   • **My voicemail:** Desktop phone voicemail

   • **Another of my phone numbers:** Choose from a list of your alternate numbers

   • **Another contact or number:** Someone from your contact list

Conference Calls

▸ **Making a Conference Call**

1. Select everyone that should be included in the conference. To select multiple contacts, hold down the Ctrl key and click each participant with the left mouse button.
2. When all participants are selected, click on the right mouse button. In the menu that displays, select either "Place a Call" or "Place a Video Call" (if available).
3. After the type of call is selected, the Conference Calls window displays and contains a list of everyone chosen for the conference.
4. You must call each person individually before they can be included in the conference. To call an individual:
   - Select the Call button next to that person's name.
   - When the contact answers, greet him/her.
   - Select the Join button next to the contact's name.

   "In conference" will appear next to that person's name.   Repeat this process until the status of each participant is "In conference."

▸ **Adding Additional Participants to a Conference Call**

1. To add additional participants to an ongoing conference, select the down arrow in the Conference Calls windows and a list of options displays.
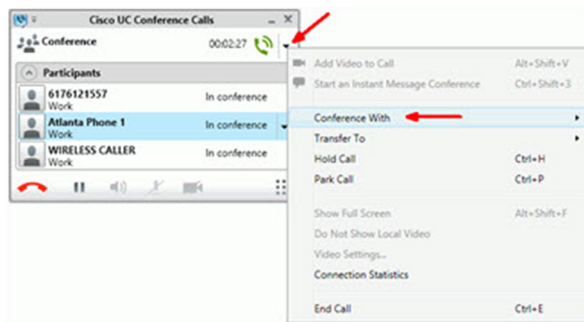
2. Select the Conference With option, then select "Contact…" A contact list displays.
3. There are three methods of adding a participant:
   - Select participants from the contact list and click the Add Participants button,
   - or type a phone number in the blank field to the left of the Keypad icon,
   - or use the keypad to enter the phone number.

   The participant(s) appear in the Conference Calls window.
4. You must call each person individually before they can be included in the conference. To call an individual:
   - Select the Call button next to that person's name.
   - When the contact answers, greet him/her.
   - Select the Join button next to the contact's name.

   "In conference" will appear next to that person's name.   Repeat this process until the status of each participant is "In conference."

▸ **Exchanging Instant Messages (IM) while in a Conference Call**

In the Group Conversation window, click on the IM link. The Lync Chat window opens and allows you to exchange instant messages with conference participants.
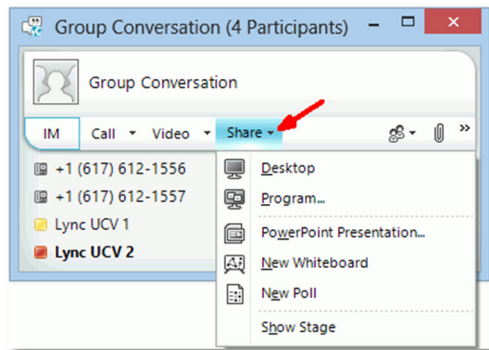
▶ **Sharing Content with Conference Participants**

1. Use the Share drop-down menu to select the type of content you want to display on participants' computer screens.

2. Each participant that wants to see the content you are sharing must select the Show Stage option.

▶ **Transferring Files Directly to Conference Participants**

1. Select the Attachment link (📎) in the Group Conversation window. The Attachments window displays.
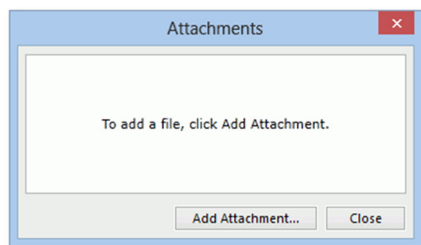
2. Click on the Add Attachment button to browse for the file(s) you want to transfer.

3. Select the file(s) then click on the Open button. This causes two windows to display, one on your screen and one on each of the participant's screens

   - The window on your screen lists the file(s) you want to transfer.

   - The window on each participant's screen lists your user name and the file(s) you wish to transfer.

4. At the bottom of the participants' windows are the commands: Accept, Save As, and Decline. Each participant must select one of these.

   - If "Accept" is chosen, the file is stored in the participant's "My Documents\My Received Files" folder.

   - If "Save As" is selected, the participant can choose where to save the file.