

## Frequently Asked Questions



## Frequently Asked Questions for Cisco UC Integration for Microsoft Lync 8.6(1) and Voice and Video Firmware 8.7 for Cisco Virtualization Experience Client 6215

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## FAQs

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**Q.** What is Cisco UC Integration for Microsoft Lync?

**A.** The Cisco UC Integration for Microsoft Lync adds a pane to the bottom of your Microsoft Lync or Microsoft Office Communicator window. Use the Cisco UC pane to perform the following tasks:

- Place conference calls, transfer calls, and forward calls
- Start meetings to talk to, and to share documents with, one or more other people
- Access your voice messages visually

You can also use the click-to-call feature to place phone calls and video calls from other applications.

Some of the Cisco UC Integration for Microsoft Lync features described in this FAQ might not be available in your environment.

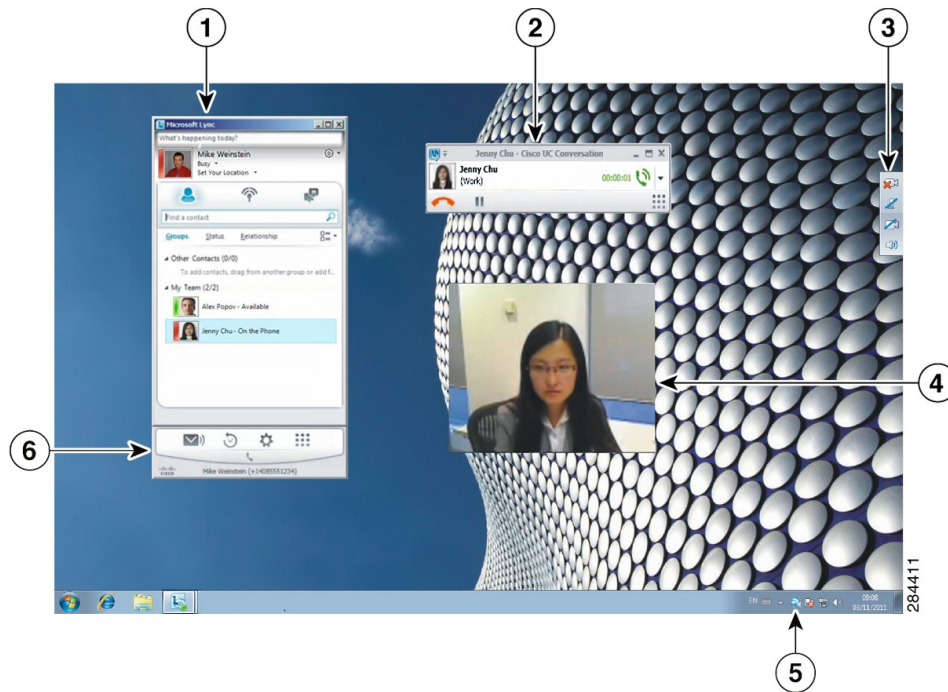
The images in this FAQ show the integration for Microsoft Lync. The integration for Microsoft Office Communicator has a similar appearance, except where noted in this FAQ.

**Q.** What is Cisco Virtualization Experience Client 6215?

**A.** Cisco Virtualization Experience Client 6215 is a thin client—a multimedia-enabled desktop PC and phone replacement for enterprises. With Cisco Virtualization Experience Client 6215, you can use Cisco UC Integration for Microsoft Lync in virtual environments.

The following image shows Cisco UC Integration for Microsoft Lync integrated with Microsoft Lync and identifies the components as they appear on the Cisco Virtualization Experience Client 6215 display.

**Figure 1: Cisco Virtualization Experience Client 6215 display**



Legend	
1	Microsoft Lync
2	Cisco UC Conversation window
3	Call Strip
4	Video window
5	Device Selector
6	Cisco UC pane

## Basics

**Q.** With which Microsoft instant messaging applications does Cisco UC Integration for Microsoft Lync work?

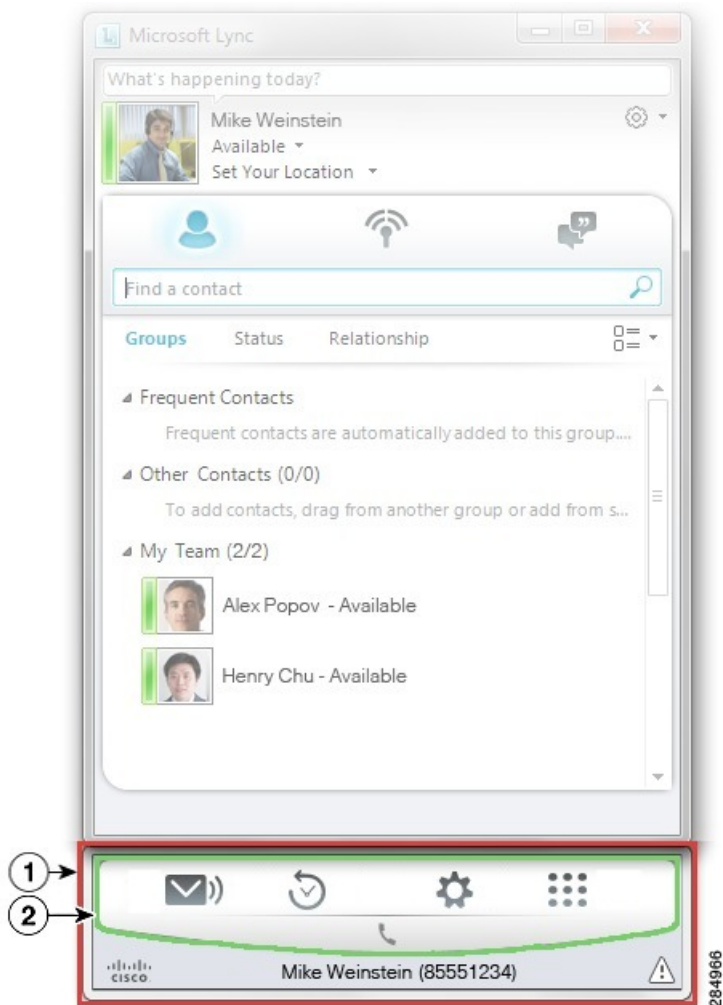
**A.** Cisco UC Integration for Microsoft Lync works with the following applications:

- Microsoft Lync
- Microsoft Office Communicator






The Cisco UC Integration for Microsoft Lync works in the same way with each of these applications, except where noted in this FAQ.

**Q.** What do the icons on the Cisco UC pane do?

**A.** The following illustration shows the Cisco UC pane at the bottom of your Microsoft Lync window (see item number 1).






Item	Description
Area 1	This area is the Cisco UC pane. You use Cisco UC Integration for Microsoft Lync from this pane.

Item	Description
Area 2	To place a call, select a contact in the Microsoft Lync window, and then drag the contact to this area. To start a conference call, select contacts, and then drag the contacts to this area.
	Click this icon to view your messages in visual voicemail, or to call your voicemail service. If you have new messages, the number of new messages appears on the icon. <b>Note</b> This icon appears only if your account is set up for visual voicemail.
	Click this icon to call your voicemail service. If you do not have new messages, this icon is gray. This icon appears only if the following conditions are true: <ul style="list-style-type: none"> <li>• Your account is not set up for visual voicemail.</li> <li>• The <b>When I select the voicemail icon</b> option is set to <b>Call my voice message service</b>.</li> </ul> <b>Note</b> If you use Microsoft Office Communicator, this icon appears as a red envelope.
	Click this icon to display a list of all calls that you have placed, received, and missed, and conference calls in which you have participated. A number on the icon indicates the number of new missed calls.
	Click to change settings for the Cisco UC Integration for Microsoft Lync.
	Click to open a keypad that you can use to dial a number.
Status bar	The status bar is on the bottom of the Cisco UC pane. The status bar displays your user ID and status indicators.

**Q.** What do the icons in the status bar indicate?

**A.**

Icon	Description
	A desk phone that shares a line with your phone has an active call.
	Call forwarding is enabled. Click this icon if you want to change your call forwarding options.
	An error has occurred. Click this icon if you want to see more information about the error.

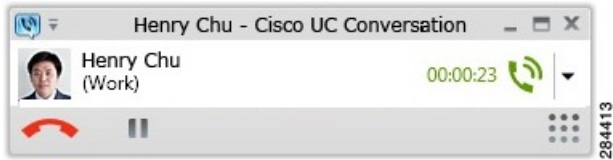
**Q.** What is the conversation window?





**A.** The conversation window appears after you place or answer a call, after you start or join a conference call, and after you call your voice message service.

The conversation window displays information about your calls, such as the name or number of the caller and the duration of the call. The window also contains a toolbar that you can use to work with the active call.

**Q.** What do the icons in the conversation window do?





**A.**





Icon	Description
	Click to end the call.
	Click to put the call on hold. To resume the call, click this icon again. <b>Note</b> The position of this icon changes after you place the call on hold.
	Click to open a keypad that you can use to enter numbers or characters. Use this keypad to perform tasks such as entering a PIN, entering a numeric password, or interacting with applications that have telephony user interfaces.
	Click the drop-down arrow to open a menu, from which you can add more parties to the call, transfer the call, hold or resume the call, send an instant message, or end the call.

**Q.** What do the icons on the Call Strip do?

**A.** The icons on the Call Strip control the following audio and video features during a call.

Icon	Description
	Click to send a Request to Add Video to the other party in an audio call. This icon appears only during an audio-only call.
	Click to remove video from a video call. This icon appears only during a video call, or after you send a Request to Add Video. Click to cancel a Request to Add Video.
	Click to mute your audio so that other parties on the active call cannot hear you.
	Click to pause sending your video on the active call. To resume sending video on the call, click this icon again. This icon is dimmed if the active call is not a video call. <b>Note</b> After you pause sending your video, you continue to receive video from the other party on the call.

Icon	Description
	<p>Click to open the volume control. Use the volume control slider to adjust the call volume.</p> <p><b>Note</b> Cisco Virtualization Experience Client remembers your volume setting for the duration of the Microsoft Windows session. The next time you sign in, the volume setting returns to the default level.</p>
	<p>Click to end the call.</p> <p><b>Note</b> This icon appears on the Call Strip only after a connection failure between your Cisco Virtualization Experience Client and your Windows session.</p>

**Q.** Can I hover my mouse over the icons to get help?

**A.** Yes. Hover your mouse over an icon to display a short description.

**Q.** How do I move the Call Strip?

**A.** The Call Strip appears always on top, and is anchored to either the left or the right side of the screen.

To move the Call Strip to the left side of the screen, right-click on the Call Strip and select **Display menu on left side of the screen**.

To move the Call Strip to the right side of the screen, right-click on the Call Strip and select **Display menu on right side of the screen**.

**Q.** What is the Device Selector?

**A.** The Device Selector is a menu that you can use to manage your cameras and audio devices. You can view your currently active cameras and audio devices or change them. An alphabetical list of cameras appears first in the menu, followed by an alphabetical list of audio devices. The list of audio devices includes the thin client built-in audio device. Your active camera and audio device selections apply to all applications.


The icon for the Device Selector () appears in the notification area.

**Q.** How do I view my active camera or headset?

**A.** Point to  in the notification area and hover over the icon.

**Q.** How do I change my active camera or headset?

**A.** Use the Device Selector menu to select a different active camera or headset.

- 1 Click  in the notification area.  
Check marks indicate the active devices.
- 2 Click a device (camera or audio) to make it active.
- 3 Click anywhere except on the Device Selector menu to close the menu.

**Q.** How do I move the Video window?

- A. You can drag the Video window to any desired location on the display. The Video window always appears on top of other windows, except the Call Strip.



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**Note** Cisco Virtualization Experience Client remembers the Video window position for the duration of the desktop session. The next time you sign in to Windows, the Video window returns to its default position in the middle of the display.

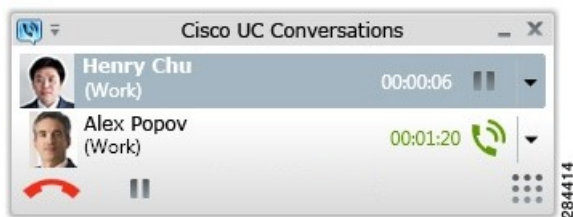
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**Q.** How do I change the size of the Video window?

- A. You cannot change the size of the Video window. The video resolution is already optimized for quality and performance on your thin client. Video resolution is fixed at 352 x 288 Common International Format (CIF) at 15 frames per second.

**Q.** How do I work with multiple calls?


A.



If you have more than one call, all of the calls appear in the conversations window. The illustration shows two audio-only calls, one from Henry Chu and one from Alex Popov. The call from Henry Chu is on hold. You can have only one active call; all other calls are on hold.

**Q.** How do I make a call the active call?

- A. 1 Select the call in the conversations window.

2 Click  to resume the call.

When you make a call the active call, the following events occur:

- For the active call, the call toolbar appears under the name of the caller, and the call appears in a lighter color.
- For the call that is no longer active, the call toolbar disappears. All calls that are not active are on hold.

**Q.** What Microsoft Lync features can I use when I use Cisco UC Integration for Microsoft Lync?


- A. The following Microsoft Lync features work with Cisco UC Integration for Microsoft Lync:

- Availability status
- Instant messaging
- Activity feeds
- Conversations list



**Q.** How do I open the online help?

**A. Microsoft Lync**

- 1 Click the drop down arrow  in the Microsoft Lync window.
- 2 Choose **Tools > FAQ on Cisco UC**.

**Microsoft Office Communicator**

- 1 Click  in the Microsoft Office Communicator title bar.
- 2 Choose **Tools > FAQ on Cisco UC**.

## Setup

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**Q.** How do I start Cisco UC Integration for Microsoft Lync?

**A.** After you start Microsoft Office Communicator or Microsoft Lync, Cisco UC Integration for Microsoft Lync should start automatically.

**Microsoft Office Communicator**

- 1 Click  on the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Start Cisco UC**.

**Microsoft Lync**

- 1 Click  in the Microsoft Lync title bar.
- 2 Choose **Tools > Start Cisco UC**.

**Q.** Do I need to sign in to the Cisco UC Integration for Microsoft Lync before I can place calls?

**A.** Whether you need to sign in to the Cisco UC Integration for Microsoft Lync depends on how the administrator set up the Cisco Unified Communications System. If you must sign in, you can set Cisco UC Integration for Microsoft Lync to sign you in automatically.

**Q.** What do I need to have before I can sign in to the Cisco UC Integration for Microsoft Lync?

**A.** To sign in to Cisco UC Integration for Microsoft Lync, you must have the following:

- A Microsoft Office Communicator or Microsoft Lync user account
- A user account for Cisco UC Integration for Microsoft Lync
- If your system has security implemented for using your Cisco Virtualization Experience Client for phone calls, the required authorization code

If you do not have these items, contact your system administrator.

**Q.** How do I sign in to Cisco UC Integration for Microsoft Lync?

**A.** Depending on the Cisco Unified Communications System setup, Cisco UC Integration for Microsoft Lync may sign you in automatically.



**Important**

Depending on the settings specified by your administrator, you may need to enter your authorization code. If you receive a prompt and you do not have this code, contact your system administrator. If you accidentally enter the incorrect code, you see a prompt to enter the code and click **Sign in Again**.

- 1 Enter your user ID and password.

The default user ID is your Microsoft Office Communicator or Microsoft Lync username.

- 2 (Optional) Check **Remember my details** if you want the Cisco UC Integration for Microsoft Lync to remember your user ID and password the next time that you sign in.
- 3 Click **Sign In**.
- 4 If this is your first time signing in and you receive a prompt, enter your authorization code in the Enter Authorization Code field.
- 5 Click **Sign In**.


**Q.** How do I set Cisco UC Integration for Microsoft Lync to sign me in automatically?

**A.** Depending on your Cisco Unified Communications System setup, you may be able to set Cisco UC Integration for Microsoft Lync to sign you in automatically.



**Important**

You must check **Remember my details** when you sign in to Cisco UC Integration for Microsoft Lync. If you are unsure whether you have set this option, sign out of the application and sign back in with the option checked.

- 1 Click  on the Cisco UC pane.
- 2 Click **General**, and then check **Automatically sign me in when I sign in to Microsoft Lync or Microsoft Office Communicator**.
- 3 Click **OK**.


**Q.** How do I sign out of the Cisco UC Integration for Microsoft Lync?

**A.** Sign out of the Cisco UC Integration for Microsoft Lync to stop using the application.

**Microsoft Office Communicator**

- 1 Click  on the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Sign Out of Cisco UC**.

### Microsoft Lync

- 1 Click  on the Microsoft Lync title bar.
- 2 Choose **Tools > Sign Out of Cisco UC**.


**Q.** How do I stop Cisco UC Integration for Microsoft Lync?

**A.** Stop Cisco UC Integration for Microsoft Lync to exit the application.

### Microsoft Office Communicator


- 1 Click  on the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Stop Cisco UC**.

### Microsoft Lync

- 1 Click  on the Microsoft Lync title bar.
- 2 Choose **Tools > Stop Cisco UC**.

**Q.** Do I need to select a phone?

**A.** No. In Cisco Virtualization Experience Client mode, your Cisco VXC 6215 phone is the default selection and Cisco Virtualization Experience Client retrieves your phone settings when you sign in. However, you can select another phone to control.


- 1 Click  on the Cisco UC pane.
- 2 Click **Calls**.
- 3 Under **Phone to use with Cisco UC**, click **Change**.
- 4 Select the phone that you want to use, and then click **OK**.  
Your phones appear in alphabetical order by Alias/Name.

**Q.** How do I set up my headset and camera?

**A.** Before you make a call, first plug in a supported USB camera, and then plug in a supported USB headset.

**Q.** How do I set my video preference for calls?

**A.** You can set your video preference, which applies to all calls that you place or receive.

- 1 Click  on the Cisco UC pane.
- 2 Click **Video**.
- 3 Choose an option.

Menu Option	Description
Send and receive video	Starts all calls as video calls

Menu Option	Description
<b>Receive video only (Do not send my video)</b>	Starts all calls as video calls, with your video paused
<b>Do not send or receive video (Audio only)</b>	Starts all calls as audio only

**Q.** How do I optimize my video quality?

**A.** Video resolution is already optimized for quality and performance on your thin client.

**Q.** How can I send HD video?

**A.** For this release of the Voice and Video Firmware, the video resolution for Cisco UC Integration for Microsoft Lync is fixed—352 x 288 Common International Format (CIF) at 15 frames per second.

**Q.** Can I use the Cisco UC Integration for Microsoft Lync without Microsoft Lync or Microsoft Office Communicator?

**A.** If the Microsoft Lync Server fails, you can use the Cisco UC Integration for Microsoft Lync independently of a Microsoft instant messaging application. Microsoft Lync or Microsoft Office Communicator features such as availability status and instant messaging are not available.

If the Microsoft Lync Server fails while you have an active call, a message appears. The Cisco UC pane appears in a separate window, and you can continue to place and receive calls. If the Microsoft Lync Server restarts, the Cisco UC pane reattaches to the Microsoft Lync or Microsoft Office Communicator window.

## Calls

- [Make and Receive Calls](#)
- [Redirect Calls](#)
- [Manage Calls](#)

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### Make and Receive Calls

**Q.** How do I place a call?

**A.** Right-click the contact in the Microsoft Office Communicator window, and then choose **Place a Call** from the popup menu.



All calls send and receive video according to the preference that you choose in the **Cisco UC Options > Video** window.

**Q.** What are the other ways to place a call?

**A.** To place a call you can use one of the following methods:

- Drag the contact that you want to call to the call area on the Cisco UC pane.

If the contact has more than one number listed in the corporate directory, a dialog box appears. Choose the number to call from the dialog box.

- Enter part of the name of a contact that you want to call in the Microsoft Office Communicator search box. Matching contacts appear in the search results. Right-click the contact and then choose **Place a Call** from the popup menu.
- Enter the number that you want to call in the Microsoft Lync or Microsoft Office Communicator search box. The number appears in the search results. Right-click the number and then choose **Place a Call** from the popup menu.
- Click . Enter the number that you want to call, and then click **Call**.
- Click . Right-click the entry in the conversation history and choose **Place a Call**, or double-click the entry that you want to call.

You can also place calls from within some applications.





**Note** You cannot place a call from a web browser.

**Q.** Why do I see an instant message window after I choose **Place a Call**?

**A.** When you right-click a contact and then choose **Place a Call**, an instant message window appears briefly. This is expected behavior and occurs because of the integration with Microsoft Lync or Microsoft Office Communicator.

**Q.** How do I answer a call?

**A.** When you have an incoming call, a notification window appears.

Button	Description
	Answers the incoming call
	Forwards the call to your voicemail




**Note** All calls send and receive video according to the preference that you select in the **Cisco UC Options > Video** window.

If you have video capability, the default setting is Send and Receive Video.

**Q.** How do I put a call on hold, or resume a call?

**A. 1** Select the call in the conversations window.

The call appears highlighted.

**2** To put a call on hold, click .


To resume a call, click the icon again.

**Q.** How do I end a call?

**A.** Click .

If you want to end a call that is on hold, you must resume the call before you can end the call.

**Q.** My video preference is set to Audio Only. Can I add video to an active call?

**A.** You can click  on the Call Strip to send a request to add video, or you can accept an incoming request to add video.



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**Note** The other party on the call can choose whether to accept a request to add video, or to continue with audio only.



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**Q.** What is a Request to Add Video?


**A.** At any time during an audio-only call, the other party may send a request for you to start sending your video. A Request to Add Video dialog box appears on your display.

Button	Description
Accept Video	Adds video to the call
Continue with Audio Only	Declines the request to add video

**Q.** Can I pause sending video from my camera for an active video call?

**A.** Yes. Click  on the Call Strip. To resume sending video, click  again.

**Q.** Can I stop sending video from my camera for an active video call?

**A.** Yes. Click  on the Call Strip to stop sending and receiving video, and to continue with an audio-only call.

**Q.** How do I place a call from an application?

**A.** You can call a number or a contact from within some applications, as follows:

- From a number in an application: Select or highlight the phone number in the application, and then do one of the following:
  - Click **Call [Number]** in the Ribbon Home tab. Alternatively, click **Call with Edit - [Number]** to edit the phone number and then call.
  - Right-click, and then choose **Call**. Alternatively, choose **Call with Edit** to edit the phone number and then call.
- From a contact in an application: Right-click the contact, and then choose **Additional Actions > Call [Phone]**. Alternatively, choose **Additional Actions > Call with Edit** to edit the phone number and then call.
- From the clipboard: Copy the number that you want to call into your clipboard. Click the **Start** button, and then choose **All Programs > Cisco UC Integration for Microsoft Lync > Click to Call**.

**Q.** From which applications can I call a number or a contact?

**A.** You can call a number from Microsoft Excel, PowerPoint, and Word. You can call a contact from Microsoft Outlook and SharePoint.


**Q.** Why can I not call numbers or contacts from my applications?

**A.** You can place calls from within some applications if the click-to-call feature is available in your Cisco UC Integration for Microsoft Lync setup. Ask your administrator if this feature is available.

**Q.** How do I stop warnings about closing the conversation window?

**A.** When you close the conversation window, you end the current call. If there are other calls that are on hold, these calls do not end and the conversation window does not close.

A warning appears when you close the conversations window. You can choose whether to display this warning.

- 1 Click  in the Cisco UC pane.
- 2 Click **General**, and then uncheck **Warn me before closing the active conversations window**.

**Q.** What number does Cisco UC Integration for Microsoft Lync call after I choose **Place a Call**?

**A.** If the contact has more than one number listed in the corporate directory, Cisco UC Integration for Microsoft Lync uses the following sequence to determine which number to call:

- 1 Work
- 2 Mobile
- 3 Other
- 4 Home


**Q.** Why are some of my calls put on hold automatically?

**A.** If you answer a call while you have an existing active call, Cisco UC Integration for Microsoft Lync automatically puts the active call on hold.

When you resume a call that is on hold, Cisco UC Integration for Microsoft Lync automatically puts any other active conversation on hold.

## **Redirect Calls**

**Q.** How do I transfer a call to someone?

- A.**
- 1 Click  in the Cisco UC pane.
  - 2 Choose **Transfer To > Contact**, and then use the **Select Contacts** dialog box to search for the contact.
  - 3 Choose the contact, and then click **Transfer**.

If the contact has more than one number in the corporate directory, you can choose the number to which you want to transfer the call.

Alternatively, enter the number that you want to transfer to in the search field, and then click **Transfer**.


4 After the contact answers, click **Transfer**.

**Q.** How do I forward my calls?

**A.** You can set Cisco UC Integration for Microsoft Lync to forward your calls to one of the following:

- Your voice message service
- Another one of your phone numbers in the corporate directory
- Another contact in the corporate directory
- A phone number that you specify

To set Cisco UC Integration for Microsoft Lync to forward your calls, perform the following steps:

- 1 Click  in the Cisco UC pane.
- 2 Choose **Calls**, and then check **Forward my calls to**.
- 3 Choose one of the following options:

Option	Description
<b>My voicemail</b>	Forwards your calls to your voice message service.
<b>Another of my phone numbers</b>	Forwards your calls to another one of your phone numbers that are stored in the corporate directory. Choose the phone number from the drop-down list.
<b>Another contact or number</b>	Forwards your calls to another contact, or to a phone number that you specify. Choose <b>Add</b> , and then use the <b>Select Contacts</b> dialog box to search for the contact. Select the contact, and then click <b>Select</b> . If the contact has more than one number in the corporate directory, you can choose the number to which you want to forward your calls. Alternatively, use the keypad to specify a number. <b>Note</b> If you previously specified another contact or number to which to forward your calls, that contact appears instead of the <b>Another contact or number</b> label.

- 4 Click **OK**.

The  icon appears in the status bar of the Cisco UC pane.


## Manage Calls

**Q.** What events can I view in my conversation history?

**A.** Calls that you place or receive, including calls to your voice message service.

**Q.** How do I view my conversation history?



- A. Click  in the Cisco UC pane. A number on the icon indicates the number of new missed calls.

Cisco UC Integration for Microsoft Lync can keep details of missed calls, only if the integration is running. If you have a desk phone, when you start Cisco UC Integration for Microsoft Lync, there might be a difference between the number of missed calls on the desk phone and on the icon in the Cisco UC pane.

**Q.** How do I place a call to a caller in my conversation history?

- A. Double-click the entry for the caller in the conversation history. The number from which the call was received is dialed.

**Q.** How do I send an instant message to a contact in my conversation history?

<b>Contacts</b>	<b>Description</b>
One	Right-click the contact, and then choose <b>Send an Instant Message</b> .
More than one	Select the contacts, right-click the selected contacts, and then choose <b>Send an Instant Message</b> .

You might need to select the instant message window before you start to enter your message.

**Q.** How do I start a conference call with contacts in my conversation history?

- A.
- Select the contacts in the conversation history, right-click the selected contacts, and then choose **Start Conference Call**.
  - Locate a conference event in the conversation history, and then double-click the event.

**Q.** How do I view the contact card for a caller in my conversation history?

- A. Right-click the contact, and then choose **View Contact Card**.


**Q.** How do I delete events from my conversation history?

- A. Right-click the message, and then choose **Delete** from the popup menu. Alternatively, select the message, and then press the **Delete** key.

**Q.** Where is my conversation history saved?

- A. Your conversation history is saved on the Cisco Virtualization Experience Client on which you sign in to the Cisco UC Integration for Microsoft Lync. You can also set an option to save your conversation history in Microsoft Outlook. If you choose this option, your conversation history is saved to the Conversation History folder. If you do not have Microsoft Outlook open, your conversation history is saved to your Inbox.

**Q.** How do I specify where to save my conversation history?

- A. 1 Click  in the Cisco UC pane.
- 2 Choose **General**, and then check **Save conversation history to Outlook**.

# Conference Calls

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**Q.** How do I start a conference call?

- A.** **1** Select the contacts you want to call, and then place the call to start the conference call.
- 2** Call each of the contacts and add them to the conference call.

**Q.** How do I start a video conference call?

- A.** The procedure to start a video conference call is the same as the procedure to start an audio-only call. Video requires that all participants have video capability. For all participants who specify a preference in the **Cisco UC Options > Video** window, the preference must be set to **Send and receive video**.

**Q.** How do I select the contacts to include in a conference call?

- A.** Select the contacts that you want to include in the conference call from the Microsoft Office Communicator window, and then place the call.
- 1** Click to select all of the contacts that you want to include in the conference call.
- 2** Use your preferred method to place the call.
- Right-click the selected contacts, and then select **Place a Call** from the menu.
  - Drag the selected contacts to the call area in the Cisco UC pane.

**Q.** How do I add the selected participants to the conference call?

- A.** The Cisco UC Conference Calls window displays the conference call, with a list of the participants. If you have a two-party call, you can drag another contact to the call to be called automatically. Otherwise, you must call each call participant and then add them to the conference.

- 1** Click **Call** for a participant in the participant list.

When the participant answers, you can speak to the participant.

- 2** Click **Join** to add the participant to the conference call.

The call to the first participant is on hold until you add another participant.



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**Note** If you do not want to add the participant to the conference call, click **Remove** for the participant.

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- 3** Repeat Steps 1 and 2 to add the other conference call participants.


**Q.** How do I add additional people to an active conference call?

- A.** You can drag contacts from the Microsoft Office Communicator window to the Cisco UC Conference Calls window, or you can search for a contact to add.

1 Click  (the drop-down arrow) on the Cisco UC Conference Calls window.

2 Choose **Conference With > Contact**.

3 Do one of the following in the **Select Contacts** dialog box:

- Search for the contact, and then select the contact from the search results.
- Enter the number that you want to call in the search field.
- Click  to use the keypad to enter the number that you want to call.

4 Click **Add Participants**.

If the contact has more than one number in the corporate directory, you can select the number at which you want to call the contact.

**Q.** How do I remove someone from a conference call?

**A.** You can remove a participant from a conference call before the participant joins the conference call. After a participant joins the conference call, you cannot remove the participant.

To remove the participant, select **Remove** instead of **Call** or **Join**.

**Q.** How do I end a conference call?

**A.** Click  on the Cisco UC Conference Calls window.



**Note**


When you call the participants to add them to the conference call, you can speak to the participants before you add them to the conference. You cannot end the conference call during this part of the conference call.

## Voicemail

**Q.** I see a notification of voicemail credentials missing. What do I need to do?

**A.** Your voicemail username and password might be incorrect. Enter the correct voicemail username and password.




**Q.** How do I enter my voicemail username and password?

**A.** 1 Click  in the Cisco UC pane.



2 Choose **Accounts**, and then enter the username and password under the **Voicemail** group title.

**Q.** How do I know if I have new voice messages?

**A.** The Cisco UC pane displays different voicemail icons, depending on the configuration of the voicemail service.

Icon	Description
	You have new voice messages. The number of new messages appears on the icon. Click the icon to view your messages in visual voicemail.
	You have no new voice messages.
	You have new voice messages. Click the icon to call your audio voicemail service.

**Q.** How do I access my voice messages?


- A.**
- Click  in the Cisco UC pane. If you have new messages, the number of new messages appears on the icon.
  - In the conversation history window: Click , and then click the Voicemail icon.

**Q.** How do I play my voice messages?

**A.** You can access your voice messages in either of the following ways:



- Visual voicemail: Opens a window that displays a visual representation of your voice messages. This window lists your voice messages in a similar way to your email messages; for example, new messages appear in bold and urgent messages have an exclamation point (!). You can use the visual voicemail window to play, pause, rewind, fast forward, and delete your messages.
- Audio voicemail: Places a call to your audio voicemail service. You can follow the audio prompts to listen to, and interact with, your messages.

**Q.** How do I switch from using visual voicemail to using audio voicemail?

- A. 1** Click  in the Cisco UC pane.
- 2** Click **General**, and then choose one of the following options:

Option	Description
<b>Open the conversation history to show my voice messages</b>	Opens a window that displays a visual representation of your voice messages. You can use this window to play, pause, rewind, fast forward, and delete your messages.
<b>Call my voicemail service</b>	Places a call to your audio voicemail service. You can follow the audio prompts to listen to, and interact with, your messages.

**Q.** How do I work with my messages in visual voicemail?

- A.
- Play a message: Double-click the message. Alternatively, click  beside the message.
  - Pause a message: Click  beside the message.
  - Rewind or fast forward a message: Click the required point on the progress bar for the message to rewind or fast forward the message to that point.
  - Delete a message: Right-click the message, and then choose **Delete** from the popup menu. Alternatively, select the message, and then press the **Delete** key.

Q. What other tasks can I do in visual voicemail?

- A.
- Mark a message as a new message: Right-click the message, and then choose **Mark as New** from the popup menu.
  - Identify a message that I have not listened to, or a new message: Messages that you have not listened to are displayed in bold font.
  - Show only particular messages: Choose the option you require from the **Show** drop-down list. For example, to display new messages only, choose **New**.
  - Adjust the volume: Use the volume control at the top right of the window to adjust the volume at which voice messages are played.
  - Call your audio voicemail: Click **Call Voicemail** to place a call to your audio voicemail service. You can follow the audio prompts to listen to, and interact with, your messages.

Q. How do I delete a message in visual voicemail?

- A. When you delete a message, you move the message to a folder for deleted messages. After you move a message to this folder, you can restore the message to your list of voice messages. You can also delete all deleted messages permanently.
- Delete a message: Right-click the message, and then choose **Delete** from the popup menu. Alternatively, select the message, and then press the **Delete** key.
  - Restore a deleted message: Click **Deleted** from the Show drop-down list. Right-click the message that you want to restore, and then choose **Restore Record** from the popup menu.
  - Delete a message permanently: Click **Deleted** from the Show drop-down list. Right-click the message, and then choose **Delete Record Permanently** from the popup menu.

Depending on how the administrator set up Cisco UC Integration for Microsoft Lync, you might not be able to restore a deleted message or delete a message permanently.

## Meetings

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Q. What is the difference between a meeting and a conference call?

- A. In a meeting you can talk to and share documents with one or more other people.

A meeting can include a shared visual space, displayed in a browser, where you can share documents, applications, or your desktop with participants. A meeting can also include video of you and other participants.

A conference call is a phone call in which you can speak to two or more other people. A conference call does not include a shared visual space, but it can include video.

**Q.** How do I start a meeting?

- A. 1** Select the contacts that you want to include in the meeting in the Microsoft Lync window.
- 2** Right-click the contacts, and then select **Start Meeting**.
- 3** (Optional) Specify a password that contacts must enter before they join the meeting.

You and the contacts you selected receive an instant message in Microsoft Lync. The instant message contains a URL that your contacts can use to join the meeting. If you created the meeting, the system starts the meeting automatically and adds you to the meeting.

**Q.** I am in a conference call and I want to share a document. How do I start a meeting?

- A. 1** Click the drop-down arrow  in the conversation window.
- 2** Select **Start a Meeting**.

A dialog box appears. You can ignore this dialog box because you are already on the conference call.

**Q.** How do I join a meeting?

- A.** After someone invites you to a meeting, you receive an instant message in Microsoft Lync. The instant message contains a URL that you can use to join the meeting.

If the meeting requires a password to join, the instant message also contains the password.

To join the meeting, click the URL, or paste the URL into a web browser.

If you are running Cisco UC Integration for Microsoft Lync independently of Microsoft Lync, you receive an email message instead of an instant message.



**Note**

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An underscore character ( \_ ) might appear before the meeting URL. When you select the URL to paste into the web browser, do not include the underscore.

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## Chat

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**Q.** How do I send an instant message to the other party in a phone conversation?

- A. 1** Click the drop-down arrow  in the conversation window.
- 2** Choose **Send an Instant Message**.

You might need to select the instant message window before you start to type your message.

**Q.** Can I send instant messages to participants in a conference call?

**A.** Yes, you can send instant messages to a participant that you select, or to all participants.

Participants	Description
One	<ol style="list-style-type: none"><li>1 Right-click the participant in the conference call in the conversations window.</li><li>2 Choose <b>Send an Instant Message</b>.</li></ol>
All	<ol style="list-style-type: none"><li>1 Click the drop-down arrow  in the conversation window.</li><li>2 Choose <b>Start an Instant Message Conference</b>.</li></ol> <p>An instant message conference starts with all participants who are running Microsoft Lync and who are enabled for instant messaging. If other participants are enabled for instant messaging, a message appears.</p>

You might need to select the instant message window before you start to type your message.

## Contacts

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**Q.** How do I search for contacts?

**A.** You can use the Microsoft Lync window to search for contacts.

You can also use the **Select Contacts** dialog box to search for contacts when you perform the following tasks:

- Transfer a call to a contact.
- Search for a contact to add to an active conference call.
- Specify a contact to forward your calls to.

**Q.** How do I search for contacts in the **Select Contacts** dialog box?

**A. 1** Enter the name of the contact in the search field.



Your recent contacts are searched and the results of the search appear in the search results list.

**2** If no matches are found, press **Return**, or select the **Search corporate directory for** link to search your corporate directory.

## Troubleshooting

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**Q.** I cannot see the Device Selector; how do I find it?

A. Click on the Show Hidden icon () in the notification area; find the Device Selector icon () , and then drag it to the task bar.


Q. Why did the Call Strip disappear?

A. The Call Strip appears only during an active call. If you place all calls on hold, the Call Strip disappears until you resume one of the calls.

Q. Why did the Video window disappear?

A. The Video window appears only during a video call. If you remove video from the call, the Video window closes.

Q. What do I do after a connection error occurs?


A. If a connection error occurs during an active call, only the Call Strip and the Video window (for a video call) remain open on your thin client desktop. A message appears to notify you about the error, and  appears on the Call Strip. After you end the call, you return to the Cisco Virtualization Experience Client desktop.



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**Note** After you use the icon on the Call Strip to end the active call, all held calls end.

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- 1 Continue the call.
- 2 When you are ready to end the call, click  on the Call Strip.
- 3 Sign in to your Windows desktop.

Q. Device Selector shows no connected devices, but my connected devices work. How do I change my selected devices?

A. This issue can occur if the connection to your Windows session drops and you choose to reconnect to the session. Device Selector also shows the following messages:

- "No Camera device found"
- "No audio device found"

To resolve this issue, sign out of your Windows session and then sign back in. To avoid this issue, when you receive a prompt to **Reconnect** or **Cancel**, choose **Cancel** and then sign back in to your Windows session manually.

Q. My call ended unexpectedly, the Call Strip still appears on-screen, and I now cannot make calls. What do I do?

A. To resolve this issue, restart your session:

- 1 Click **Start** > **Log off**.
- 2 Log back on.

Q. I plugged in a new headset and now I do not have sound for my calls; or I cannot hear some sounds. What do I do?

A. When you plug in a new headset, it immediately becomes the new default headset. However, Cisco UC Integration for Microsoft Lync cannot use the new device until you restart Cisco UC Integration for Microsoft Lync. There are several ways to do this; you can restart either Cisco UC Integration for Microsoft Lync or Microsoft Office Communicator, or you can sign out and then sign back





in to Cisco UC Integration for Microsoft Lync. In some cases, you must sign out and then sign back in to your Windows session to restore all sound functionality:

- 1 Click **Start > Log off**
- 2 Log back on.

**Q.** I switched cameras during a call and now I am not able to send video for my calls. What do I do?

**A.** This issue can occur if you unplug the camera during an active call, even if you plug the camera back in to the same USB port. Ideally, you should not unplug the camera during a call, unless you first place the call on hold, or use the Call Strip to pause video. To resolve this issue during a call:

- 1 Click  to stop sending video for the call.
- 2 Plug the same camera back into the same USB port.
- 3 Click  to start sending video for the call again.
- 4 Switch the camera after you end the call.

**Q.** What is a problem report?


**A.** If you encounter a problem with Cisco UC Integration for Microsoft Lync, you can create a problem report. You can enter a description of the problem, which is included in an automatically generated problem report.

The report contains logs from your Cisco Virtualization Experience Client. The tool saves a copy of the report to your desktop; you can send the report file to your system administrator to help analyze the problem.


You might want to change the logging level before you create a problem report. If you increase the logging level, you can provide more information to the system administrator. Ask your system administrator if you should enable detailed logging before you create the problem report.

**Q.** How do I create a problem report?

**A. Microsoft Lync**

- 1 Click  (the menu arrow) in the Microsoft Lync window.
- 2 Choose **Tools > Create Problem Report**.
- 3 Read the privacy agreement text in the **Problem Reporting Tool** window, and then check the privacy agreement check box.
- 4 Enter a description of the problem in the **Problem description** text box.
- 5 Click **Create Report**.

**Microsoft Office Communicator**


- 1 Click  in the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Create Problem Report**.
- 3 Read the privacy agreement text on the **Problem Reporting Tool** window, and then check the privacy agreement check box.

- 4 Enter a description of the problem in the **Problem description** text box.
- 5 Click **Create Report**.

The tool saves a copy of the report to your desktop.

**Q.** How do I set my logging level?


**A.** If you experience problems with the Cisco UC Integration for Microsoft Lync, you might need to increase your logging level to include more detailed information in the problem report. Ask your system administrator if you should increase your logging level before you create a problem report.

- 1 Click  in the Cisco UC pane.
- 2 Choose **General**, and then choose the logging level that you require from the **Logging level** drop-down list.


**Q.** How do I view my system notifications?

**A.** You can view notifications that the Cisco Unified Communications System sends to Cisco UC Integration for Microsoft Lync.

**Microsoft Lync**

- 1 Click  (the menu arrow) in the Microsoft Lync window.
- 2 Choose **Tools > Server Status and Notifications**.
- 3 Click the **Notifications** tab.
- 4 Click **Close** when you are finished.

**Microsoft Office Communicator**


- 1 Click  in the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Server Status and Notifications**.
- 3 Click the **Notifications** tab.
- 4 Click **Close** when you are finished.

**Q.** How do I start or stop the Cisco UC Integration for Microsoft Lync?


**A.** Occasionally, your system administrator might request you to start or stop the Cisco UC Integration for Microsoft Lync to troubleshoot technical issues.

When you stop the Cisco UC Integration for Microsoft Lync, the Cisco UC pane disappears. When you start the Cisco UC Integration for Microsoft Lync again, the Cisco UC pane reappears.

**Microsoft Lync**

- 1 Click  (the menu arrow) in the Microsoft Lync window.
- 2 Choose **Tools > Start Cisco UC** or **Tools > Stop Cisco UC**.

**Microsoft Office Communicator**

- 1 Click  in the Microsoft Office Communicator title bar.
- 2 Choose **Tools > Start Cisco UC** or **Tools > Stop Cisco UC**.

**Q.** How do I place a call if I am signed out of Cisco UC Integration for Microsoft Lync?

**A.** If the Microsoft Lync Server fails, or you are signed out of Microsoft Lync, you can use the Cisco UC Integration for Microsoft Lync independently of Microsoft Lync. Microsoft Lync features such as availability status and instant messaging are not available.

If the Microsoft Lync Server fails while you have an active call, a message appears. The Cisco UC pane appears in a separate window, and you can continue to place and receive calls. If the Microsoft Lync Server restarts, the Cisco UC pane reattaches to the Microsoft Lync window.


If the Microsoft Lync Server fails while you do not have an active call, Microsoft Lync and the Cisco UC Integration for Microsoft Lync both close. You can start Cisco UC Integration for Microsoft Lync independent of Microsoft Lync, and then use Cisco UC Integration for Microsoft Lync to place and receive calls.

To start Cisco UC Integration for Microsoft Lync independent of Microsoft Lync, click the **Start** button, and then choose **All Programs > Cisco UC Integration for Microsoft Lync > Cisco UC Integration for Microsoft Lync**.

**Q.** I chose to not show some system messages. How do I show them again?

**A.** While you work with Cisco UC Integration for Microsoft Lync, various system messages appear. On some of these messages, you can choose to not show the message again. For example, if you delete an event from your conversation history, a confirmation message appears. You can check **Do not show this message again** on the message.

If you chose to not show some messages, you can reset your system messages, so that those messages appear again.

- 1 Click  in the Cisco UC pane.
- 2 Choose **General**, and then choose **Reset System Messages**.

**Q.** Contact information is missing from participants in conference calls. What do I need to do?

**A.** In Cisco UC Integration for Microsoft Lync, your contact information can come from two sources:


- Active Directory or Microsoft Lync Server address book
- Corporate directory or Lightweight Directory Access Protocol (LDAP) server

If your sign-in credentials are not correct for the corporate directory or LDAP server, you might experience the following problems:

- Contact information is missing from participants in conference calls.
- Availability status information is missing from contacts in the conversation history.
- When you drag and drop a contact to the call area in the Cisco UC pane, the call is not placed.

If you experience these problems, enter the correct corporate directory username and password. Depending on how the administrator set up the Cisco Unified Communications System, you might not be able to change your corporate directory username and password.

**Q.** How do I enter my corporate directory username and password?

- A.** 1 Click  in the Cisco UC pane.

- 2 Choose **Accounts**, and then type the username and password under **Corporate directory**.



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**Note** Depending on how the administrator set up the Cisco Unified Communications System, you might not be able to change your corporate directory username and password.

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**Q.** Why is the meeting feature unavailable?

**A.** When you try to start a meeting, a message might be displayed that says that this feature is unavailable. If you experience this problem, enter the correct meeting username and password. The username and password allows you to use the server that manages meetings.

**Q.** The meeting feature is unavailable. How do I enter my meeting username and password?

**A. 1** Click  in the Cisco UC pane.

- 2 Choose **Accounts**, and then type the username and password under **Meetings**.

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