



Vidyo™ Server for Microsoft® Lync® Quick User Guide

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This document provides users with the essential information needed to quickly use Vidyo Server for Microsoft Lync.

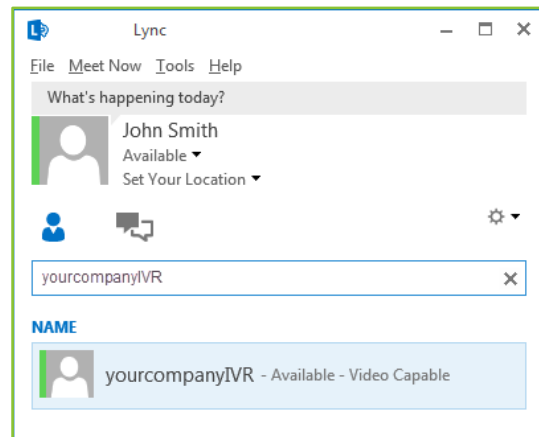
Searching for the Microsoft Lync Active Directory User Account and Adding it as a Favorite

To search for the Microsoft Lync Active Directory user account and add it as a favorite:

1. Sign in to your Microsoft Lync client.
2. Enter the SAM account name in to the search field.

Note: Your system administrator will provide you with the SAM account name to use for your search.

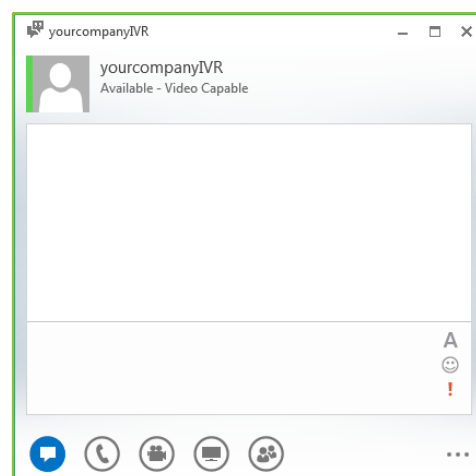
3. Right-click the Microsoft Lync Active Directory user account that appears in the results underneath the search field.
4. Click **Add to Favorites** or **Add to Contacts List** as desired.



Accessing Vidyo Conferences via the Microsoft Lync Active Directory User Account

To access Vidyo conferences via the Microsoft Lync Active Directory user account:

1. Sign in to your Microsoft Lync client.
2. Right-click the Microsoft Lync Active Directory user account in your contact list.
3. Click **Start a Video Call**.

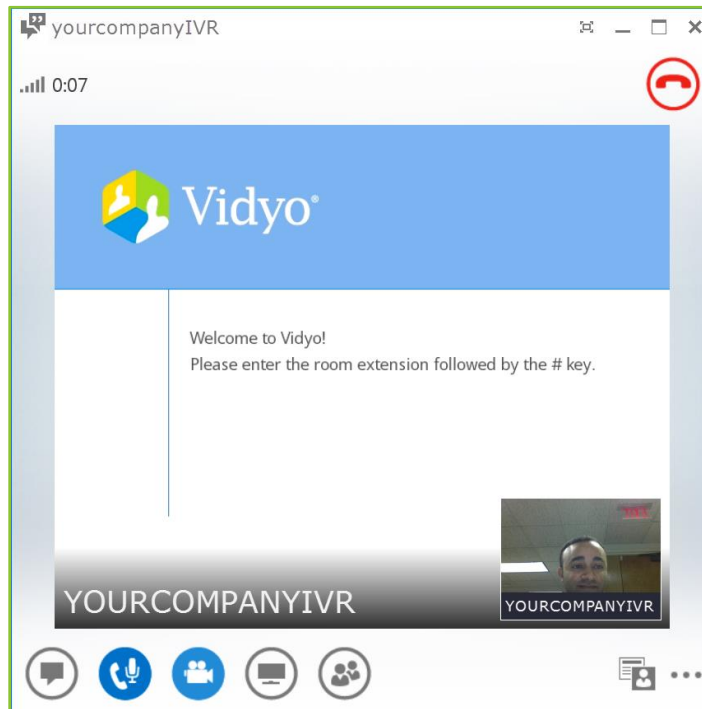


Alternatively, you can do the following:

a. Double-click the Microsoft Lync Active Directory user account in your contact list.

b. Click the **Start My Video** button, ( on a PC;  on a Mac).

The IVR appears in your Microsoft Lync dialog box.



4. Enter a room extension followed by the # key using one of the following methods:

■ In the Microsoft Lync 2013 client for Windows, the dialpad automatically appears when you begin entering your room extension (provided the focus remains on the Microsoft Lync dialog box at the time).

■ In the Microsoft Lync 2010 client for Windows, do the following:

a. Click the DTMF dialog box button.

b. Enter your room extension.

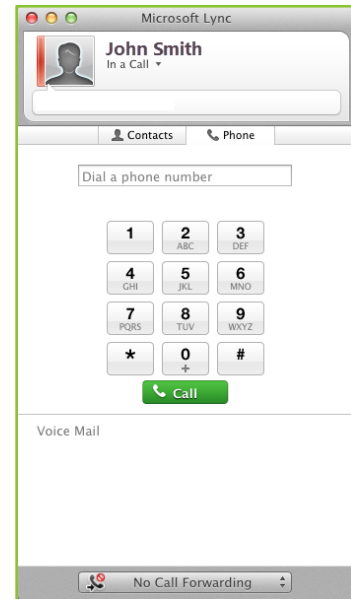


- In the Microsoft Lync for Mac client, click the **Phone** tab to dial your room extension.

Note:

- Contact your system administrator if the Phone tab does not appear in your Microsoft Lync for Mac client.
5. Follow the IVR prompts to complete your call.

For more information, refer to the Microsoft Lync documentation.



Troubleshooting

[You can't find the Microsoft Lync Active Directory user account in your contact list.](#)

Be sure to search for the SAM account name as mentioned in "Searching for the Microsoft Lync Active Directory user account and Adding it as a Favorite" on page 2.

Verify the SAM account name with your system administrator.

[Your Microsoft Lync Active Directory user account status appears offline in your contact list.](#)

Make sure that you correctly spelled the SAM account user name you received from you system administrator.

[Your IVR is not answering when you access the Vidyo Server for Microsoft Lync Microsoft Lync Active Directory user account.](#)

The Vidyo Server for Microsoft Lync may have reached full capacity. Contact your system administrator and let them know.

[You are entering the room extension; however, the numbers are appearing in the chat box.](#)

You're probably a Mac user. If so, check that you are typing the room extension in the dial pad located in the **Phone** tab of your Microsoft Lync for Mac client.

Your calls are connecting, but you are still not receiving video or audio signals.

Check that your firewall is not blocking necessary ports. For more information, contact your system administrator.