

All CDFW computers have Microsoft Lync installed. If you have not used Lync before, please start it the day before your meeting in order to allow time for configuration and to get used to the interface.

If you do not see a Lync icon, you can start it by going to your Start menu in the lower left and typing "Lync" into the search box. Then select "Lync 2013."

DTD and OTD have created job aids that can assist in configuring initial settings. These aids can be found on the Intranet here: <http://dfgintranet/portal/Training/DesktopTraining/tabid/2556/Default.aspx>

Are you in the meeting but can't hear the audio?

Lync requires a microphone to be plugged in in order to hear the meeting's audio. If you have a laptop with a built-in camera and microphone, or a desktop that has been equipped with a webcam/microphone, this will not affect you.

If your computer does not have a microphone, any mic/headset will do; for example, the microphone/earbuds for your cell phone. Simply plug into the microphone jack on the front of your workstation (it may be colored pink and/or have a microphone icon next to it). Select "microphone" if your computer prompts you. You should then be able to hear the audio over your regular computer speakers.

Please note that the "workaround" mic/earbud/headset will not function; it only "tricks" the computer into detecting a microphone. If you wish to listen on headphones, you may need a second set to plug into your regular speakers.