

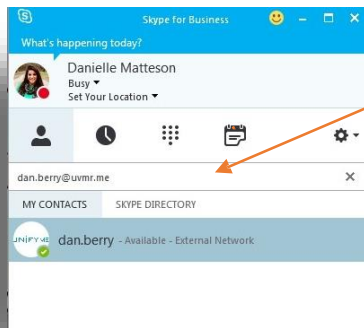
## Skype for Business / Microsoft Lync Help Guide

This information is to assist in participating in a VMR call using your Skype for Business, Microsoft Lync 2010,

2013 or 2015 PC client. Requirements:

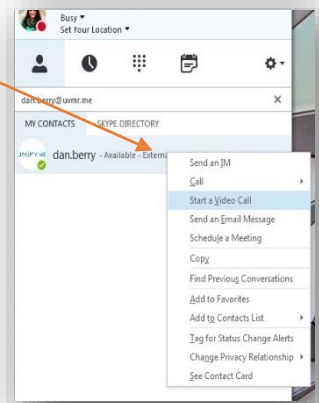
- Skype for Business 2015, Microsoft Lync 2010 or 2013 account
- Open federation supported by your Skype for Business / Microsoft Lync service
- Off-net calls supported by your Skype for Business / Microsoft Lync service

Note: Not all Office 365 or on premise Lync environments will support placing audio or video calls to 3<sup>rd</sup> party environment such as Unify ME VMR. Please contact your Skype for Business / Microsoft Lync administrator for assistance if you are unable to successfully place calls.



**Step 1:** Enter the VMR address in the "Find Someone" search field on your Lync client. Be sure to enter the entire address.

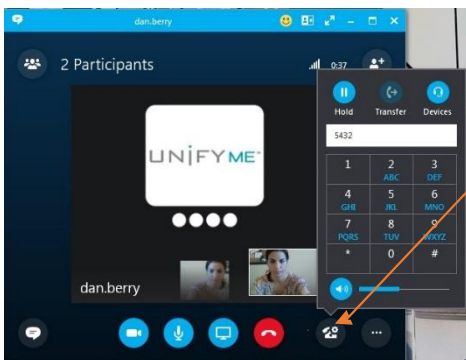
**Step 2:** Right click on the address shown and select 'Start a Video Call'.



**Step 3:** Once the Virtual Meeting Room answers the call, it'll require you to enter your PIN code. Please note you may need to start your video or unmute your audio in order to be seen and heard.



**Step 4:** To enter your PIN, click on the Call Controls icon to show the dial pad. Skype for Business 2015 image shown. For Lync 2013 clients, move your mouse over the "Phone/Mute" icon. For Lync 2010 clients, you will find your dialpad displayed next to the video window.



Please contact your company's Microsoft administrator for additional help with using the Lync application.

For Technical support, contact the VMR Support Team at 610-422-2836 or toll free at 1-866-634-7216 or via email at [VMR-Support@avispl.com](mailto:VMR-Support@avispl.com)