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| **Topic** | **In-the-Lync Client** | **In the CX600 Phone** |
| **Creating Contact Groups** | 1. Click the **Contact Icon** below your picture.
2. Move down and right-click any

**Contact Group Name** such as**Frequent Contacts** or **Other Contacts**.1. Move down to a choice near bottom called “**Create New Group**”.
2. Type new group name
3. Right –Click on any person in your Lync Client.
4. Scroll down to **Add to Contacts List**
 | **Contact Groups** are best created in the Lync Client |
| **Displaying Contact Groups** | 1. Click the triangle to the left of any **Contact Group Name**.
2. See the group list roll up
3. Click & Drag any group name up or down in the list.
 | Contact Group display is best controlled in the Lync Client |
| **Transfer****(Blind)** | 1. Make a call; once connected…
2. See call window appear
3. Click transfer arrow
4. Choose **Transfer to Others** > **Another Person or Number**
 | 1. Make a call; once connected…
2. Hit the MENU button
3. Scroll to the **Transfer Directly** option.
4. Select then choose…
	1. Start dialing a number
	2. Search for a number
	3. Go to Home Screen; scroll to Contacts icon; select a contact.
 |
| **Transfer (Consultative)** | 1. Answer a call
2. Announce that you’ll transfer…
3. Start dialing new call…see orig call On Hold.
4. When new answers, consult, then …
5. Use transfer button at corner of New call; see current conversations.

Both parties will be connected to each other, and you will be disconnected from both. | 1. Make a call; once connected…
2. Hit the MENU button
3. Scroll to the **Consult then Transfer** option. Select it.
4. Choose…
	1. Start dialing a number
	2. Search for a number
	3. Go to Home Screen; scroll to Contacts icon;
5. Hit **Consult** to dial **New Number**
6. See the original call OnHold & New Call begin to ring; once connected to new call…
7. See **Transfer** option (bottom right) in display
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| **Impromptu/Informal Conferencing** | 1. Find the **Gear** (top right)…
2. Choose **Meet Now** -this will open a conference window. You can now drag & drop any other LYNC contacts into your conference window - OR - use the transfer button to **Invite by Number** (any local number you would like to invite into the conference).
 | Any time you have 2 or more calls on your screen, you may hit MENU and choose…1. **Merge Calls** -this will conference **you** and your **current caller** together with all/any callers **On Hold.**
2. **Add Others –** this will let you add **others** to **your current conversation** btw 2 people.
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| An Incoming Call Will **NOT** Ring your Phone if… | Your Status is ***Do Not Disturb***OrYour number is ***Forwarded*** | Your Status *in the Lync client* has been set to ***Do Not Disturb***OrYour number is ***Forwarded*** |
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