## You can't hear others

If you can't hear audio, check the following:

To adjust your Speaker output level in Lync,

- 1. While in Lync, goto the Menu bar and click the Lync option
- 2. In the Lync menu, click on Preferences
- 3. Click on the Audio tab
- 4. In the drop-down menu, Select the Audio device you want to use for your meeting or call
- 5. For the audio device you want to use, adjust the volume by moving the slider

00	Audio
Appearance General	Phone Calls Account Alerts Audio Video History Photos
Audio Device Set	tings
Select the device	you want to use for audio calls:
Custom Device	•
Customize your o	levice
Speakers:	Built-in Output
Microphone:	Built-in Microphone
Ringer:	Built-in Output
Secondary ringe	er
Also ring:	▲ Ţ
	en my phone rings

- If your device is connected to a USB hub, connect it directly to your computer.
- Check the speaker volume on your computer as well. Click the speaker icon on your taskbar, (usually on the lower-right corner of your computer). Then use the slider to change the volume of the device you selected.



- If you are using computer speakers instead of a headset, make sure your speakers are on and the volume is set turned up.
- If your headset has volume controls, make sure they are turned up, and mute is not on.

## People can't hear you

• Check to make sure you're not muted. When you're muted, the Phone/Mic button in the meeting is red.



Figure 2- Gray and not Muted

• In the Lync Meeting, click on the Phone/Mic button and then select device you want to use.



To adjust your Mic input level,

- Goto the apple icon in the upper left corner.
- Click on System Preferences
- Click on Sound
- Click the Input table
- Click on the Mic you will be using
- Adjust input volume for the Mic you will be using

	Sound Effects Output	Input	
Select a device for sound	l input:		
Name		Туре	
Internal microphone		Built-in	
Line In		Audio line-in port	
USB PnP Sound Device		USB	
ettings for the selected of Input volur	levice:	<b>I</b> I	
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Settings for the selected o Input volur Input lev	levice: ne: 🖳 📊 📊 👘		(?)

# Lync doesn't recognize your audio device, or you get an error: "Your speaker and microphone are not working"

After each step, check to see if your device is working before moving on to the next solution.

	O O Sound
<ul> <li>Make sure your device shows up in you</li> </ul>	Show All
System Preferences menu:	
1. Goto the apple icon in the upper left corner.	Sound Effects Output Input
2. Click on System Preferences	Select a device for sound input:
3. Click on Sound	Name Type
4. Check the input and ouput tables	Line In Audio line-in port
for your device	USB PnP Sound Device USB
	Settings for the selected device:
Click on the Mic/speaker you will be using, and adjust	Input level: 0 0 0 0 0 0 0 0 0 0 0 0 0
volume settings	(?)
If your audio device is connected to a USB hub, plug it	Output volume: ┥ 🦳 🖓 🗆 Mute
directly into your computer.	☑ Show volume in menu bar
Unplug your device, reboot, and plug it back in.	

Double check that your device is compatible with the version of Mac OS you are using

# **Uninstalling Lync 2011**

These steps will guide you through uninstalling and reinstalling the Lync 2011 Mac client. If you are experiencing your Lync 2011 hanging or crashing during a Lync call or a Lync screen-sharing session you will need to complete a clean reinstall by performing these steps:

#### STEP 1 - Completely Uninstall Lync 2011

- 1. Log in to your computer with administrative credentials
- 2. Quit Lync if it is running

Ć	Lync	Edit	View	Stat	us C
	Abou Prefe	ut Lync erences	 5 9	€,	
	Servi	ces		•	
	Hide	Lync	Э	€H	G
	Hide Shov	Other All	s \79	€H	
	Quit	Lync	9	€Q	Q
					•



4. Go to Finder >> Press Command+Shift+G >> Type: /users//library

00	1 wezireland	R.M.
FAVORITES	Nam	▲ Date Modified
😭 wezireland	Go to the folder:	Apr 8, 2014,
S Dropbox	/users/wezireland/Library	Jun 11, 2014
		Today, 12:52
Box Sync	▶ Decuments Convel	Jun 26, 2014
AirDrop	Cancel Go	Today, 11:10
Applications		Jun 29, 2014
	Google Drive	Jun 29, 2014
Documents	mediastack dbg output tyt	Mar 26 2014

- 5. Browse to and delete the following files:
  - Caches/com.microsoft.Lync
  - Internet Plug-Ins/MeetingJoinPlugin.plugin
  - Keychains >> delete all files beginning with "OC\_\_KeyContainer"
  - Logs/Microsoft-Lync-x.log
  - Logs/Microsoft-Lync.log
  - Preferences/com.microsoft.Lync.plist
  - Preferences/ByHost/MicrosoftLyncRegistrationDB.xxxx.plist

1. Go to Finder >> Press Command+Shift+G >> Type: /users//documents

00	Documents	
	Documents	
FAVORITES	Aske Copt. And Projects.	
😭 wezireland	Go to the folder:	
😻 Dropbox	/users/wezireland/documents	
📄 Box Sync		
AirDrop	Cancel	
Applications	TestPresentation1.pptx	

- 2. Browse to and delete the following folders:
  - Microsoft User Data/Microsoft Lync Data/
  - Microsoft User Data/Microsoft Lync History/

#### **STEP 2 - Remove Keychains**

- 1. Open Keychain Access from the /Applications/Utilities folder
- 2. Delete all keychains that start with "OC\_\_KeyContainer"

		Keychain Access	S		
Click to lock the	login keychain.			٩	
Keychains					
A iCloud					
System					
📴 System Roots					
Catagony	Name	Kind	Date Modified	Expires	Keychain
	@ nexus.connectsolutions.com	Internet password	Jun 16, 2014, 1:33:48 PM		login
All Items	@ nyc.lifebooker.com	Internet password	Mar 26, 2014, 11:05:57 AM		login
Passwords	A OC_KeyContct@n1.nextuc.net	application password	Today, 7:50 AM		login
Secure Notes	A OC_KeyCont1e3@cosolync1.us	application password	Jun 18, 2014, 4:43:35 PM		login
My Certificates	A OC_KeyContup@n1.nextuc.net	application password	Jun 26, 2014, 8:38:51 AM		login
Kevs	A OC_KeyContobs@cosolync5.us	application password	Apr 14, 2014, 9:50:45 AM		login
Certificates	A OC_KeyContnectsolutions.com	application password	Copy 6 items		login
	A OC_KeyContup@n1.nextuc.net	application password	Delete 6 items		login
	online.americanexpress.com	Internet password	м		login
	online.americanexpress.com	Internet password	Get Info		login
ם ביו	+ i Copy		879 items		

3. In your Login keychain, delete all e-mail address certificates

				~
Keychains				
login				
Cloud				
System				
System Roots				
	Name	Kind	Expires 💌	Keychain
Category	Apple Applicification Authority	certificate	Jul 26, 2017, 12:16:09 PM	login
All Items	▶ 🔄 com.apple.id3487449773d3d	certificate	Mar 27, 2016, 9:43:43 AM	login
Passwords	wireland.cosup@n1.nextuc.net	certificate	Dec 28, 2014, 6:35:34 AM	login
Secure Notes	ale.holmgrect@n1.nextuc.net	certificate	Dec 29 2014 6-22-20 AM	login
My Certificates	messenger.cup@n1.nextuc.net	certificate	Copy 5 items	login
(evs	wez.irelandnectsolutions.com	certificate	Delete 5 items	login
Cortificator	steve.jobs@cosolync5.us	certificate	login	
certificates	▶ 🙀 Microsoft Lync Online Meetings	certificate	Export 5 items	login
	▶ 🙀 Microsoft Lync Online Meetings	certificate	Get Info	login
	Microsoft Lyns Online Meetings	contificato	Get mit	login

Contact the IT Services Helpdesk in the Library or call 651-290-6411 with questions or for more information.

#### STEP 3 – Download, Install and Configure Lync 2011

- 1. Download Lync for Mac 2011 from Office 365 Site.
- 2. Install it, added the server address in the advanced setup and sign-in to Lync

### **Continuous Sign-out Error in Lync 2011**

Lync will <u>not</u> remain signed in and instead constantly signs you out after a period of time. This error can be solved by changing the language of the computer and rebooting the machine. Below are the instructions for resolving the error.

#### 1. Change the Language of the computer

- 1. Open System Preferences
- 2. Choose Language & Region/Text or click the Language & Region/Text icon.
- 3. In the Languages pane, drag a language from the bottom to the top of the list.
- 4. Then, drag English back to the top of the list. \*\*Make sure you Put English back to the top of the list\*\*
- 5. To apply the change and refresh your system, restart your Mac.

#### 2. After restart, log back into your Mac.

3. Access Lync normally

#### **Error message notifications**

In some cases, Lync displays a notification about audio in the conversation window or the Lync main window. Click the notification for more information or suggested solutions. See an example below:

