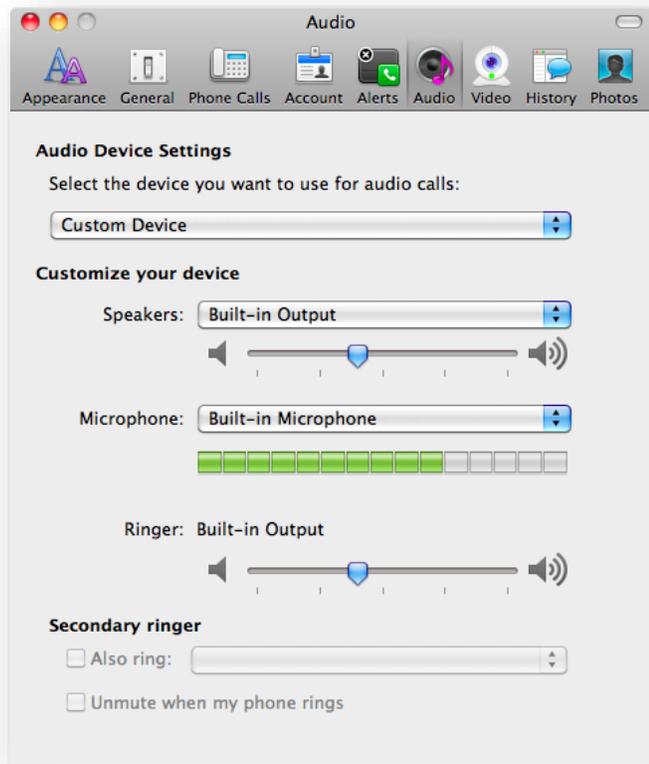


You can't hear others

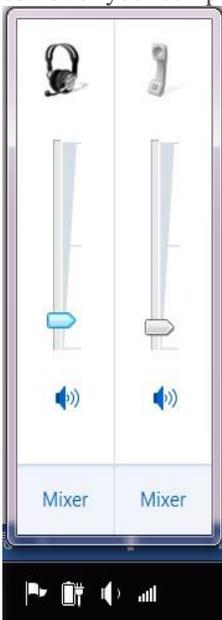
If you can't hear audio, check the following:

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



- 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.

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

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.
- Click the button to unmute.

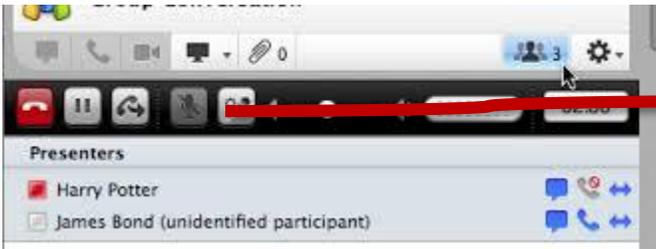


Figure 2- Gray and not Muted

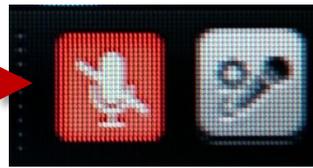


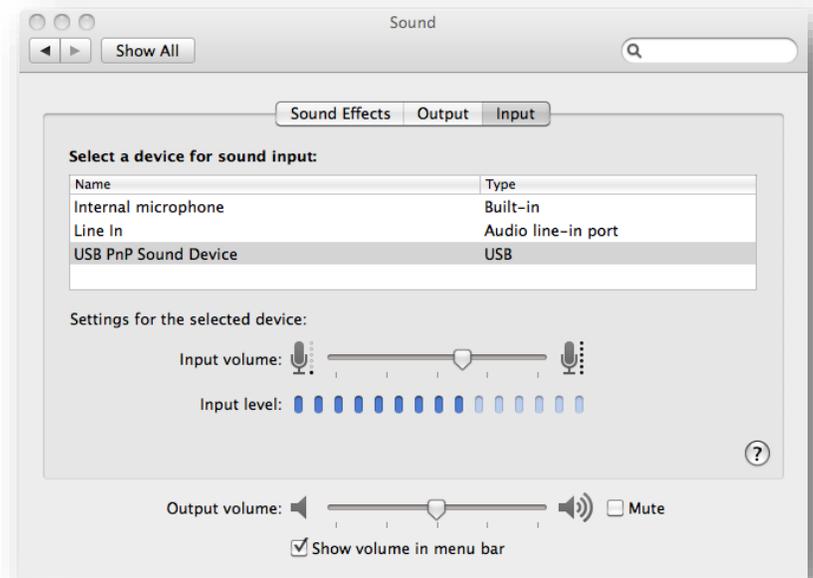
Figure 1 - Red and Muted

- 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

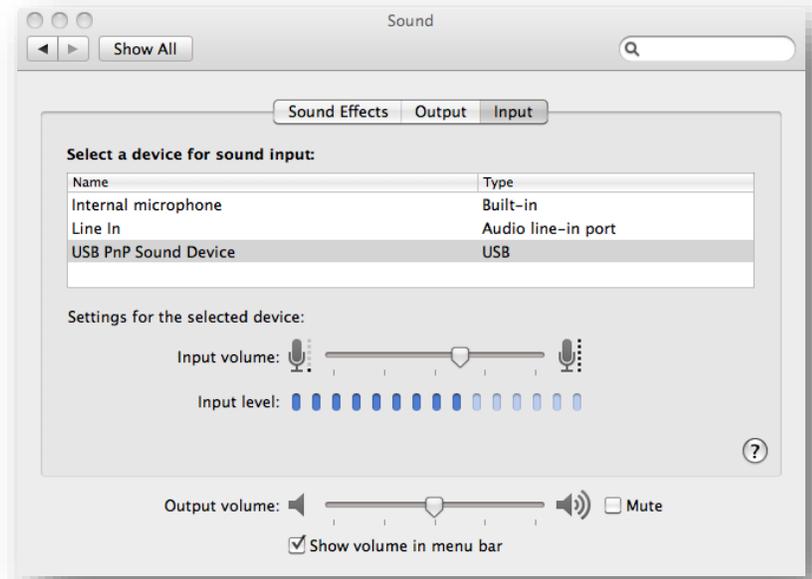


Lync doesn't recognize your audio device, or you get an error: "Your speaker and microphone are not working"

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

- Make sure your device shows up in you System Preferences menu:
 1. Goto the apple icon in the upper left corner.
 2. Click on System Preferences
 3. Click on Sound
 4. Check the input and output tables for your device

- Click on the Mic/speaker you will be using, and adjust volume settings
- If your audio device is connected to a USB hub, plug it directly into your computer.
- 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

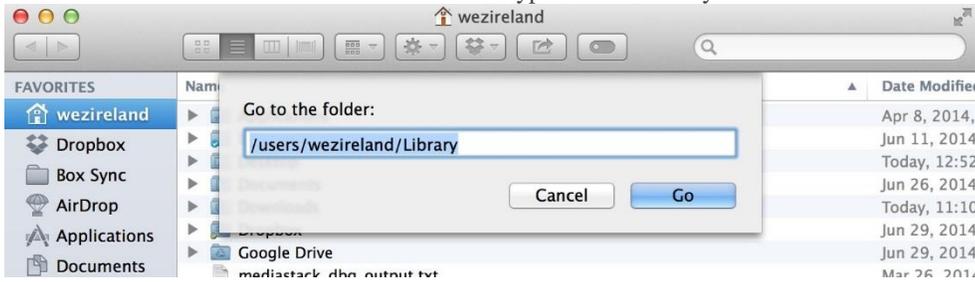


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3. Drag the Lync application to the Trash



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

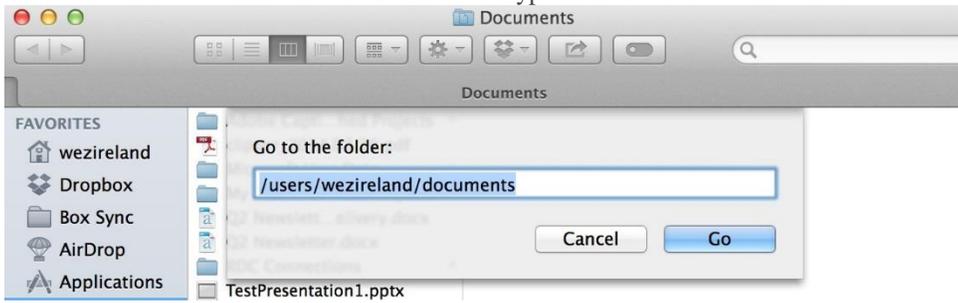


5. Browse to and delete the following files:

- 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

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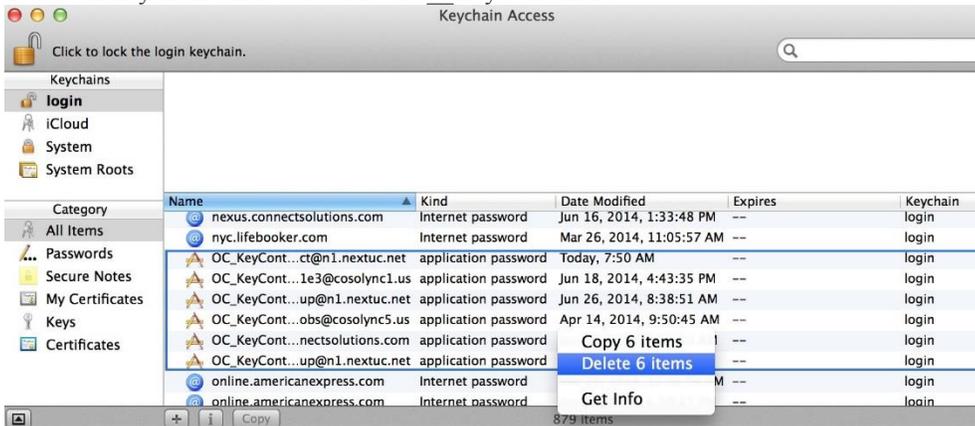
1. Go to Finder >> Press Command+Shift+G >> Type: /users//documents



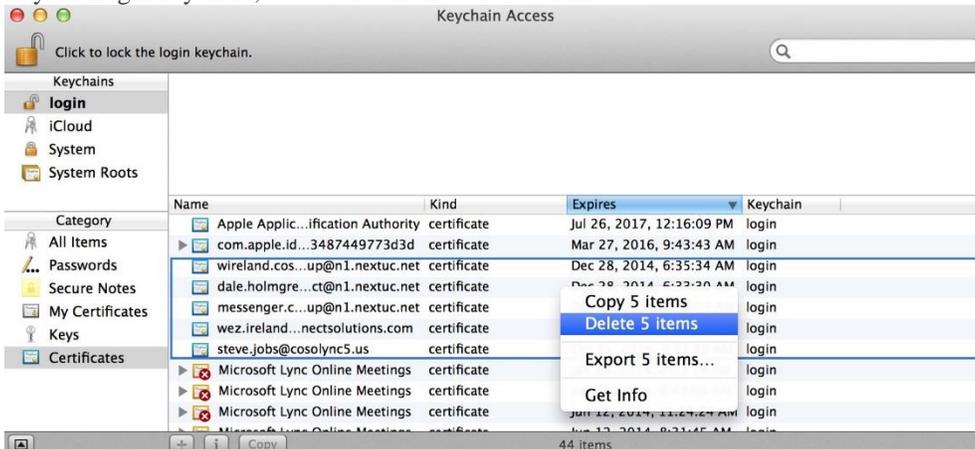
2. Browse to and delete the following folders:
 - Microsoft User Data/Microsoft Lync Data/
 - Microsoft User Data/Microsoft Lync History/

STEP 2 - Remove Keychains

1. Open Keychain Access from the /Applications/Utilities folder
2. Delete all keychains that start with "OC_KeyContainer"



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



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4. Empty the Trash

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

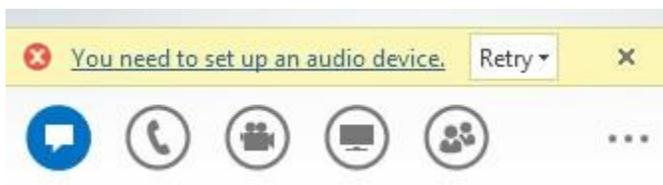
Lync will **not** remain signed in and instead constantly signs you out after a period of time. This error can be solved by changing the language of the computer and rebooting the machine. Below are the instructions for resolving the error.

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:



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