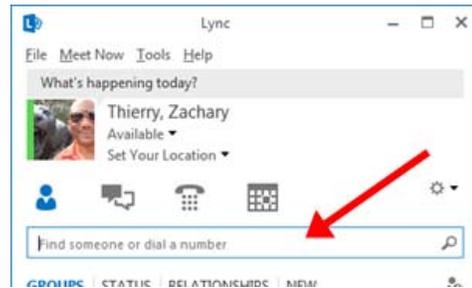


How to Tame Your Lync Contacts

The Lync search field can be used to dial a phone number or search for a phone number. When searching for a number, Lync searches both your personal address book in Outlook and the campus Global Address Book (GAL).

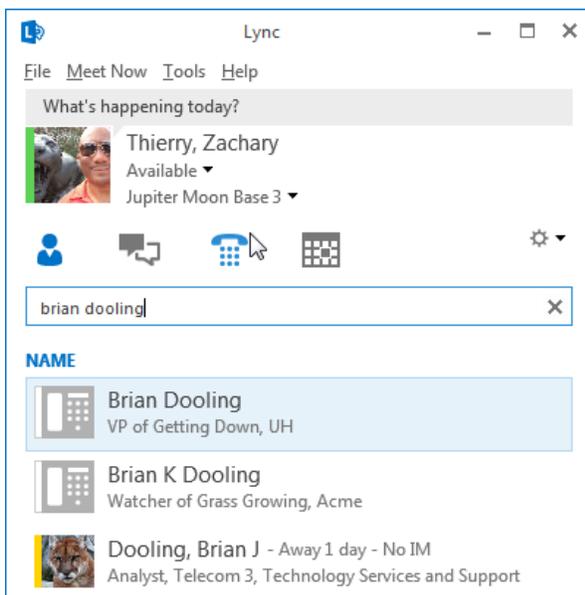
Your Outlook address book might need to be updated to remove contacts no longer at UH or to update phone number.



UH contacts in your Outlook address book are not automatically updated when a contact moves to a new department or is assigned a new phone number. Lync search results will display an old number found in your Outlook contacts, as well as the most recent number found in the GAL. This causes a person to be listed more than once in the search results.

Clean-up your Outlook address book. It is not possible to access your Outlook address book using Lync. You must open Outlook and edit your address book while in Outlook. We recommend deleting all UH contacts who can be found in our GAL. If you want to keep a UH contact in your Outlook address book, link the entry in the Outlook to the GAL.

The following picture shows the search results for “brian dooling”.



The first person listed works for UH. He is not listed in our GAL. The picture of a telephone next to his name is an indication that he is in my Outlook address book.

The second person listed does not work for UH. He is also not listed in our GAL. He is in my Outlook address book.

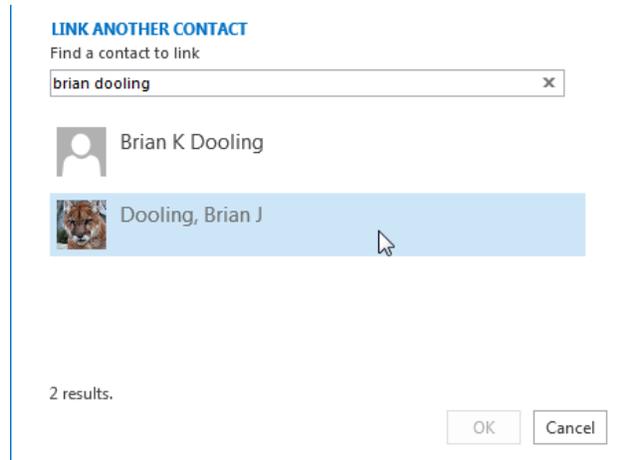
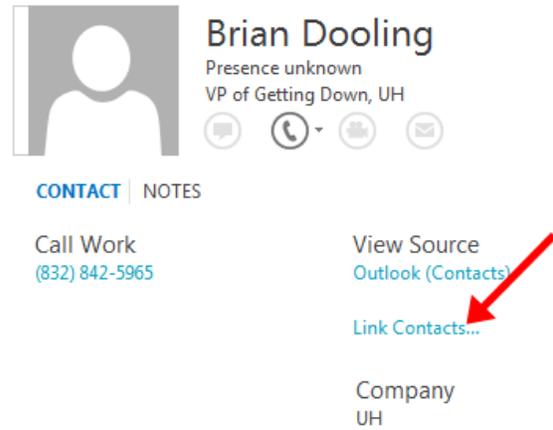
The third person listed works for UH and is in our GAL. A personal photo (or the outline of a person) next to his name is an indication that he is in the GAL. The appearance of his presence is also an indication.

Link Contacts

The first and third entries for “brian dooling” are the same person. I don’t want to delete his entry in my Outlook address book because it contains his likes, dislikes and other personal information not found in the GAL.

Linking the first and third Brian Doolings together means I will see up-to-date information about Brian from the GAL and see information for Brian that is contained in my Outlook address book – all in one search result.

Use the **Link Contacts** command found in the Outlook address book to link two contacts.



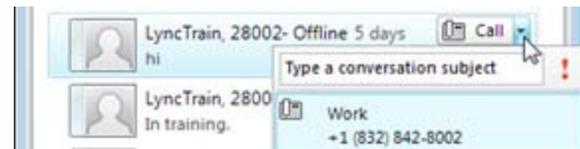
The Link Contacts dialog box appears after clicking **Link Contacts**.

I search for “brian dooling” and select the GAL entry.

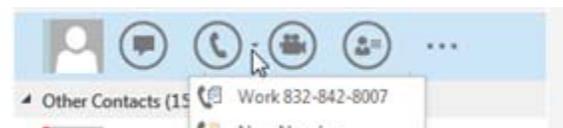
My Outlook address book entry for Brian Dooling is immediately linked to his GAL entry. All of his contact information will appear on his Lync contact card.

What Number is Lync Dialing?

To verify the number Lync 2010 is dialing, click the **arrow** next to the Call button. Use this method to select an alternate number. Lync automatically calls the last number selected from this list.



To verify the number Lync 2013 is dialing, hover over a contact’s image and click the **arrow** next to the Call button. Use this method to select an alternate number. Lync automatically calls the last number selected from this list.



To verify the number Lync for Mac is dialing, select a contact and click the **arrow** next to the Call button. Use this method to select an alternate number. Lync automatically calls the last number selected from this list.

