

Receiving A Phone Call

When you receive a call, users with handsets may just lift the receiver to answer the call. Users with no handset will use Lync to answer the call.

When you receive a call a small pop up will appear on the screen.



Clicking on the **Green Handset** icon will answer the call, clicking **Decline** will send the call to your voicemail.

Transferring A Phone Call

Once you have answered a call you may transfer the call to another number or user. When you have answered a call in Lync you will see this pop up:



Direct Transfer

A direct transfer is the transfer of a call to another user without announcing the call or speaking to the other party before connecting the two calls.

In Lync click on the transfer button 

From the options select **Another Person or Number**



At this point you have the option to choose from a contact already in your list, a number you know or type the name of the person you want to transfer the call to.

Once the call has been transferred you may close any open windows.

Microsoft Lync 2010 User Guide

Goeran Eibel



Microsoft Lync 2010 User Guide:

Mastering Microsoft Lync Server 2010 Nathan Winters,Keith Hanna,2012-01-10 An in depth guide on the leading Unified Communications platform Microsoft Lync Server 2010 maximizes communication capabilities in the workplace like no other Unified Communications UC solution Written by experts who know Lync Server inside and out this comprehensive guide shows you step by step how to administer the newest and most robust version of Lync Server Along with clear and detailed instructions learning is aided by exercise problems and real world examples of established Lync Server environments You ll gain the skills you need to effectively deploy Lync Server 2010 and be on your way to gaining all the benefits UC has to offer Gets you up and running with Lync Server whether you are migrating from Office Communications Server or new to Lync Server Walks you through all of the essential stages for deploying Lync Server Shows integration with Microsoft Exchange Server and Microsoft SharePoint Server Demonstrates how to monitor diagnose and troubleshoot problems more efficiently Mastering Lync Server 2010 is a must have resource for anyone looking to manage all the various forms of communication from one user interface **Office 365 Walkthrough Companion Guide** Steven Mann,2011-07-25

This guide was created to visually step you through Office 365 using the Professionals and Small Businesses edition of the service The purpose is to show you exactly what to do and how to do it Following the book from cover to cover will provide you the proper sequence of steps to perform in order to setup and configure Office 365 as well as quickly ramp up on the features and functionality available *Mastering Microsoft Lync Server 2013* Keith Hanna,Nathan Winters,2013-05-15

Everything you need to know to get Lync 2013 up and running smoothly As a Unified Communications UC technology Lync allows you to keep track of your contacts availability so you can communicate with anyone anywhere and at any time With this hands on book you will learn how to administer the newest and most robust version of Lync Server in order to send an IM start or join an audio video or web conference or make a phone call through a familiar interface Packed with real world exercises throughout this unique resource encourages you to learn from the best practices and deployments of others so that you can benefit from their experiences Walks you through designing and managing enterprise instant messaging and conferencing solutions Details how to configure voicemail enterprise voice dual forking and VoIP Teaches you how to automate management tasks Shares invaluable advice for monitoring diagnosing and troubleshooting problems Helps you understand SIP and authentication technologies With Mastering Microsoft Lync Server 2013 you ll gain the skills you need to effectively deploy Lync Server 2013 and be on your way to gaining all the benefits UC has to offer *Microsoft Application Virtualization Advanced Guide* Augusto Alvarez,2012-03-26 A practical tutorial containing clear step by step explanations of all the concepts required to understand the technology involved in virtualizing your application infrastructure Each chapter uses real world scenarios so that the readers can put into practice what they learn immediately and with the right guidance Each topic is written defining a common need and developing the process to solve it using Microsoft App V This book is for

system administrators or consultants who want to master and dominate App V and gain a deeper understanding of the technology in order to optimize App V implementations Even though the book does not include basic steps like installing App V components or sequencing simple applications application virtualization beginners will receive a comprehensive look into App V before jumping into the technical process of each chapter [Microsoft Lync 2010 Introduction Quick Reference Guide \(Cheat Sheet of Instructions, Tips and Shortcuts - Laminated Card\)](#) Beezix, Inc Staff,2011-07-01 Laminated quick reference card showing step by step instructions and shortcuts for how to use Microsoft Lync 2010 This guide is suitable as a training handout or simply an easy to use reference guide for any type of user The following topics are included Signing In Out Using Presence Status Status Indicators Changing Status Manually Using Location Status Adding Contacts Deleting Contacts Using the Frequent Contacts Group Viewing Contact Cards Monitoring a Contact s Status Adding a Note to Your Status Updating or Clearing a Status Note Viewing Other Users Notes Creating and Using Groups Starting a Conversation Sending an Instant Message Marking Conversation as High Importance Changing Conversation Subject Hiding the Instant Message Area Show Hide the Conversation Window Menu Bar Inviting Additional Participants to Your Conversation Sending a File Receiving a File Changing Where your Received Files are Saved E Mailing a Contact Scheduling a Meeting Sharing Your Desktop or a Program Sharing PowerPoint Whiteboard or Polls Switching Between Shared Content Controlling Presence Privacy Viewing Presence Information in Outlook Responding to an E mail with an Instant Message Responding to an Email with a Call Also includes a list of keyboard shortcuts *MOS Study Guide for Microsoft Office 365* John Pierce,2012-06-15 Demonstrate your expertise with Microsoft Office 365 by earning a MOS certification This Study Guide is designed to help you prepare for MOS Exam 77 891 Microsoft Office 365 and features Full objective by objective review Easy to follow procedures and hands on tasks Exam discount offer from Certiport Use the in depth exam prep practice and review to help advance your proficiency with Office 365 and earn the credential that proves it [Microsoft Lync 2010 Telecommunications and Conferencing Quick Reference Guide \(Cheat Sheet of Instructions, Tips and Shortcuts - Lam](#) Beezix, Inc Staff,2011-08-01 Laminated quick reference card showing step by step instructions and shortcuts for how to use Telecommunications and Conferencing features of Microsoft Lync 2010 This guide is suitable as a training handout or simply an easy to use reference guide for any type of user The following topics are included Integrated Voice Features Beginning a Voice Call Beginning a Video Call Handling an Incoming Call Returning a Missed Call Sending DTMF Tones e g Press 1 for English Transferring a Call Placing a Call on Hold Redialing Leaving a Voice Mail Without Ringing Recipient Ending a Call Adding or Changing Your Phone Numbers Setting a Primary Audio Device Setting a Secondary Ringer Setting Ringtones and Sounds Voice Mail Listening to Voice Mail Deleting Voice Mail Retrieving Deleted Messages Managing Calls Adding a Team Call Group or Delegates Forwarding a Call Using Simultaneous Ring Changing How Unanswered Calls are Handled Time and Location Conference Calling Scheduling an Online Meeting Joining an Online Meeting Using Meet Now Adding Attendees to

in Progress Meetings Ending an Online Meeting Also includes a list of voice mail commands This guide is one of two titles available for Lync 2010 Lync 2010 Introduction Lync 2010 Telecommunications Conferencing **Guide to Voice and Video over IP** Lingfen Sun,Is-Haka Mkwawa,Emmanuel Jammeh,Emmanuel Ifeachor,2013-01-12 This book presents a review of the latest advances in speech and video compression computer networking protocols the assessment and monitoring of VoIP quality and next generation network architectures for multimedia services The book also concludes with three case studies each presenting easy to follow step by step instructions together with challenging hands on exercises Features provides illustrative worked examples and end of chapter problems examines speech and video compression techniques together with speech and video compression standards describes the media transport protocols RTP and RTCP as well as the VoIP signalling protocols SIP and SDP discusses the concepts of VoIP quality of service and quality of experience reviews next generation networks based on the IP multimedia subsystem and mobile VoIP presents case studies on building a VoIP system based on Asterisk setting up a mobile VoIP system based on Open IMS and Android mobile and analysing VoIP protocols and quality *Skype for Business 2016: A Guide for Beginners* Scott Casterson,2016-05-04 Office 2016 was designed by Microsoft to give IT more control and better performance of its applications Office 2016 has control that is centralized flexible click to run deployment multi factor authentication administrator s centralized control over privacy key security and compliance capabilities It offers data loss protection The IT now was more control over when and how updates are distributed with network traffic management and enhanced distribution **Getting Started with XenDesktop® 7.x** Craig Thomas Ellrod,2014-04-22 This is a step by step task based practical guide to learning and getting your basic XenDesktop 7 x site up and running It is fast easy and makes learning desktop and application virtualization simple If you are a system administrator consultant or beginner who wants to implement and administer Citrix XenDesktop sites then this book is for you Familiarity with virtualization of desktops and applications and datacenter concepts will be helpful The ability to read network diagrams and understand servers data flow clients devices and the interworking of these pieces will be beneficial **Mastering Skype for Business 2015** Keith Hanna,2016-04-04 Authoritative hands on guidance for Skype Business administrators Mastering Skype for Business 2015 gives administrators the comprehensive coverage they need to effectively utilize Skype for Business Fully up to date for the 2015 release this guide walks you through industry best practices for planning design configuration deployment and management with clear instruction and plenty of hands on exercises Case studies illustrate the real world benefits of Unified Communication and provide expert experiences working with Skype for Business From server roles infrastructure topology and security to telephony cloud deployment and troubleshooting this guide provides the answers you need and the insight that will make your job easier Sample automation scripts help streamline your workflow and full detailed coverage helps you exploit every capability Skype for Business has to offer Skype for Business enables more robust video conferencing and integrates with Office Exchange and SharePoint for

better on premises and cloud operations Organizations are turning to Skype for Business as a viable PBX replacement and admins need to be up to speed and ready to go This book provides the clear explicit instructions you need to Design configure and manage IM voice mail PBX and VoIP Connect to Exchange and deploy Skype for Business in the cloud Manage UC clients and devices remote access federation and public IM Automate management tasks and implement cross team backup and restore The 2015 version is the first Skype to take advantage of the Windows 10 touch first capabilities to provide fast natural hands on control of communications and users are eager to run VoIP HD video conferencing collaboration instant messaging and other UC features on their mobile devices Mastering Skype for Business 2015 helps you get Skype for Business up and running quickly with hands on guidance and expert insight Citrix XenDesktop & XenApp 7.7/7.8 Goeran Eibel,2016-03-31 This book provides an in depth insight into the new architectures and concepts of current Citrix XenDesktop and XenApp technologies for central provisioning of desktops and applications It is aimed both at newcomers to the Citrix virtualization world and at those upgrading from previous versions All the necessary steps for the creation of a design and the development and operation of a complete scalable virtualization environment are discussed in a detailed and practical manner Valuable advice and comprehensive background information also feature in this solution oriented compendium making it an indispensable companion for IT solution architects consultants and administrators *SharePoint 2010 For Dummies* Vanessa L. Williams,2012-06-13 Here s the bestselling guide on SharePoint 2010 updated to cover Office 365 SharePoint Portal Server is an essential part of the enterprise infrastructure for many businesses The Office 365 version includes significantly enhanced cloud capabilities This second edition of the bestselling guide to SharePoint covers getting a SharePoint site up and running branded populated with content and more It explains ongoing site management and offers plenty of advice for administrators who want to leverage SharePoint and Office 365 in various ways Many businesses today rely on SharePoint Portal Server to aggregate SharePoint sites information and applications into a single portal This updated edition covers the enhanced cloud capacities of Office 365 and Microsoft SharePoint Online Shows how to use SharePoint to leverage data centers and collaborate with both internal and external customers including partners and clients Covers getting a site up and running populating it with content branding it and managing the site long term Administrators and small business website managers will find SharePoint 2010 For Dummies 2nd Edition gives them the information they need to make the most of this technology **Microsoft Lync Server 2013 Unleashed** Alex Lewis,Tom Pacyk,Randy Wintle,2013 The most comprehensive realistic and useful guide to Microsoft Lync Server 2013 today s leading Unified Communications system Four expert Lync consultants and implementers bring together in the trenches guidance for all facets of planning integration deployment and administration The authors introduce Microsoft Lync Server 2013 outline what it can do and review the key improvements Microsoft has made in this version They cover every form of communication Lync Server can manage including IP voice instant messaging audio video conferencing web conferencing and more You ll find expert

guidance on planning infrastructure managing day to day operations server roles multi platform clients security troubleshooting and much more Microsoft Lync Server 2013 Unleashed contains a new section on Office 365 and Lync Online a chapter covering coexistence between on premise and Office 365 Lync deployments and another introducing Lync online configuration and administration Throughout the authors combine theory step by step configuration instructions and best practices from real enterprise environments They identify common mistakes and present proven solutions and workarounds Simply put they tell you what works and show how it s done Detailed information on how to Plan for any type of deployment from simple to highly complex including virtualized environments Walk step by step through installation and understand important new changes in the installation process Overcome obstacles to successful migration from older versions of Lync or Microsoft Office Communications Server Manage server roles including Front End Edge Monitoring Archiving and Director roles Efficiently administer Lync Server 2013 through the Lync Server Management Shell Leverage Lync Server 2013 s significantly improved capabilities as a PBX replacement and videoconferencing solution Integrate Lync with third party video platforms voice video gateways and cloud services Evaluate the option of providing Lync services through Microsoft Office 365 hosting Make the most of Lync Server 2013 s dramatically upgraded web mobile and desktop clients

Programming Microsoft's Clouds Thomas Rizzo, Michiel van Otegem, Zoiner Tejada, Razi bin Rais, Darrin Bishop, George Durzi, David Mann, 2012-05-01 A detailed look at a diverse set of Cloud topics particularly Azure and Office 365 More and more companies are realizing the power and potential of Cloud computing as a viable way to save energy and money This valuable book offers an in depth look at a wide range of Cloud topics unlike any other book on the market Examining how Cloud services allows users to pay as they go for exactly what they use this guide explains how companies can easily scale their Cloud use up and down to fit their business requirements After an introduction to Cloud computing you ll discover how to prepare your environment for the Cloud and learn all about Office 365 and Azure Examines a diverse range of Cloud topics with special emphasis placed on how Cloud computing can save businesses energy and money Shows you how to prepare your environment for the Cloud Addresses Office 365 including infrastructure services SharePoint 2010 online SharePoint online development Exchange online development and Lync online development Discusses working with Azure including setting it up leveraging Blob storage building Azure applications programming and debugging Offers advice for deciding when to use Azure and when to use Office 365 and looks at hybrid solutions between Azure and Office 365 Tap into the potential of Azure and Office 365 with this helpful resource

Excel 2010 Business Basics and Beyond Chris Smitty Smith, 2012-10-01 Provides information on the features and functions of Microsoft Excel and how to use Excel for financial management of a small to medial business

SharePoint 2010 Enterprise Architect's Guidebook Brian Wilson, Reza Alirezaei, Bill Baer, Martin Kearn, 2012-03-06 Tips and techniques for becoming a successful SharePoint architect If you re eager to design and architect a successful deployment of SharePoint 2010 then this is the book for you Packed with real

world experiences and solid processes this guidebook provides you with everything you need to perform for designing and architecting enterprise portal services Helpful examples examine the common design issues affecting SharePoint 2010 environments that can cause deployments to fail so you can learn what to avoid Plus key development and deployment issues are covered from an architecture perspective and backup and disaster recovery planning are described at length Details the skills and attributes necessary in order to design and architect successful SharePoint 2010 deployments Provides real world scenarios and helpful examples of various types of enterprise portal services Discusses corporate Intranet service enterprise content management team collaboration services enterprise search service and more Addresses marketing your SharePoint 2010 solution to users to ensure they are aware of the services you provide With SharePoint 2010 Enterprise Architect s Guidebook you ll quickly discover the requirements for designing a successful SharePoint 2010 deployment [Microsoft SharePoint 2013 Planning for Adoption and Governance](#) Geoff Evelyn,2013-06-15 Deliver a successful SharePoint solution to your organization Take control of the complex requirements for delivering a SharePoint 2013 solution to your organization Led by a SharePoint MVP specializing in SharePoint service delivery you ll learn proven methods to help you prepare for a smooth adoption and governance process throughout the enterprise This guide is ideal for IT professionals including service delivery managers project and program managers and business analysts Discover how to Align your SharePoint solution with organizational goals and business priorities Engage executive sponsors stakeholders and SharePoint champions Provide detailed plans and schedules for an effective structured delivery Build a team with appropriate roles to match delivery requirements Prepare user adoption training and communication plans with clear business rules and policies Plan ongoing platform governance service releases and solution maintenance Build effective customer service models and provide SharePoint support *My Microsoft Windows 7 PC* Katherine Murray,2011-10-06 The clear friendly visual guide to using and personalizing Windows 7 100% focused on what you really want to do with Windows 7 Full color step by step tasks teach you how to do what you want find what you need run media like a breeze connect with anyone and make your whole computing experience smooth and seamless Packed with screen captures that show you exactly what to do Walks through connecting devices and networks securely sharing content and troubleshooting problems This easy visual tutorial doesn t just introduce new users to Windows 7 it shows how to use Windows 7 s coolest new features to personalize your experience around the way you live and work You learn how to get connected to people places and other devices run Windows 7 efficiently find what you need to run media like a breeze simplify the way you manage your life and commitments create a computing experience that s smoother more seamless and more fun The book walks step by step through each key task you need to master from getting comfortable with the Windows 7 desktop through connectivity security mobility personalization upgrades troubleshooting and much more This book s step by step instructions link to callouts of Windows screen captures that show exactly what to do Tips and Notes help you discover shortcuts and techniques you ll never find on your own and

Help features guide you past common Windows 7 problems This book is designed for anyone just starting out with Windows 7 at home or at work no matter how much experience you have with previous versions or how little *Practical IPv6 for Windows Administrators* Edward Horley,2014-02-28 Practical IPv6 for Windows Administrators is a handy guide to implementing IPv6 in a Microsoft Windows environment This is the book you need if you are a Microsoft Windows Administrator confronted with IPv6 and in need of a quick resource to get up and going The book covers the current state of IPv6 and its support in Microsoft Windows It provides best practices and other guidance toward successful implementation This book is especially written with the goal of translating your current expertise in IPv4 into the new realm of IPv6 Special attention is given to dual stack configurations helping you to run IPv4 and IPv6 side by side and support both protocol versions during a transition period Practical IPv6 for Windows Administrators is also a fast reference you can look at to get something done quickly It covers IPv6 addressing management of IPv6 from Powershell Advanced Firewall configuration and use of IPv6 in Hyper V and virtual networking environments You ll find practical examples showing how IPv6 integrates with all the standard tools you use for IPv4 today tools like DNS and DHCP You ll also find insider knowledge on IPv6 that can help avert stumbling points on the road to deployment Provides a quick path from IPv4 expertise to IPv6 implementation Gives best practices specific to Windows on IPv6 and dual stack networks Is chock full of practical examples showing how to manage IPv6 on Windows

Unveiling the Energy of Verbal Beauty: An Mental Sojourn through **Microsoft Lync 2010 User Guide**

In a global inundated with screens and the cacophony of immediate transmission, the profound power and psychological resonance of verbal beauty often diminish into obscurity, eclipsed by the continuous barrage of sound and distractions. However, nestled within the musical pages of **Microsoft Lync 2010 User Guide**, a fascinating function of literary splendor that pulses with organic emotions, lies an memorable trip waiting to be embarked upon. Published by way of a virtuoso wordsmith, this enchanting opus courses readers on a psychological odyssey, delicately exposing the latent potential and profound influence stuck within the intricate web of language. Within the heart-wrenching expanse with this evocative analysis, we shall embark upon an introspective exploration of the book is key themes, dissect their charming publishing model, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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