

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

Keith Hanna



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

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

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

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 *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 77891 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 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 **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 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

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Telecommunications Conferencing **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 *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

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