

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

Lync 2010 User Guide

Scott Casterson

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located to the right of the author's name.

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

Office 365 User Guide Nikkia Carter, 2019-04-30 Work with the powerful subscription software Office 365 to increase your organization s efficiency by managing file sharing email exchange and much more Key Features Become well versed with Office 365 and leverage its capabilities for your business Speed up your workflow and effectively collaborate using Office Web Apps Learn to set audio and web conferences and seamlessly access your workspace Book Description Microsoft Office 365 combines the popular Office suite with next generation cloud computing capabilities With this user guide you ll be able to implement its software features for effective business communication and collaboration This book begins by providing you with a quick introduction to the user interface UI and the most commonly used features of Office 365 After covering the core aspects of this suite you ll learn how to perform various email functions via Exchange Next you will learn how to communicate using Skype for Business and Microsoft Teams To boost your productivity this book will help you learn everything from using instant messaging to conducting audio and web conferences and even accessing business information from any location In the final chapters you will learn to work in a systematic style using file management and collaboration with OneDrive for Business using SharePoint By the end of this book you ll be equipped with the knowledge you need to take full advantage of Office 365 and level up your organization s productivity What you will learn Understand the UI of Office 365 Perform a variety of email functions through Exchange Communicate using Skype for Business and Microsoft Teams Explore file management using OneDrive for Business Collaborate using SharePoint Understand how to leverage Office

365 in your daily tasks Who this book is for If you are an IT professional who wants to upgrade your traditional Office suite this book is for you Users looking to learn configure manage and maintain an Office 365 environment in their organization will also find this book useful Some understanding of Microsoft Office Suite and cloud computing basics will be beneficial

Microsoft Lync Server 2010 Unleashed Alex Lewis, Andrew Abbate, Tom Pacyk, 2011-03-30 This is the industry's most comprehensive realistic and useful guide to Microsoft Lync Server 2010 It brings together in the trenches guidance for all facets of planning integration deployment and administration from expert consultants who've spent years implementing Microsoft Unified Communications solutions The authors first introduce Microsoft Lync Server 2010 and show how it represents a powerful leap beyond earlier unified communications platforms They systematically 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 enforcing security troubleshooting problems and many other crucial topics Drawing on their extensive experience 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 this book tells you what works and shows you how to make it work Plan and manage server roles including Front End Edge Monitoring Archiving and Director roles Understand Lync Server integration with Active Directory DNS certificates and SQL Server Manage Lync Server through the Lync Server management shell and Microsoft Systems Center Operations Manager Migrate smoothly from OCS 2007 2007 R2 or Live Communications Server Utilize Lync Server's new enterprise voice and audio conferencing features Use Lync Server with your PBX as a PBX replacement or in your call center Integrate presence into SharePoint pages or Exchange Outlook web applications Build custom solutions with the new Unified Communications Managed API Deploy new Lync Server client software including Mac mobile and browser Silverlight clients Integrate headsets handsets webcams and conference room phones Use the new virtualization policy to simplify deployment *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 **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 *Guide to Voice and Video over IP* Lingfen Sun,Is-Haka Mkwawa,Emmanuel Jammeh,Emmanuel Ifeakor,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 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

Lync Server Cookbook Fabrizio Volpe,Alessio Giombini,Lasse Nordvik Wedø,António Vargas,2015-01-27 If you work with Lync on a daily basis or if you have to use a specific feature of Lync for a project this is the book for you For solutions architects technical consultants and administrators if you have a Lync deployment and you want to upgrade integrate secure or extend it to the cloud you can get valuable information from the recipes in this book **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 **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

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

Professional Unified Communications Development with Microsoft Lync Server 2010 George Durzi,Michael Greenlee,2011-05-04 Get the tools you need to build real software solutions on the UC platform Unified Communications UC integrates real time communications telephony video conferencing speech recognition with non real time communication voicemail e mail fax to unify users across multiple devices and media types This book offers practical development advice based on the authors experiences developing solutions on the UC platform You ll discover how to solve problems and get answers to common questions that you may encounter while developing solutions with the UC APIs Begins with an overview of Unified Communications UC development Covers areas of custom development with Microsoft UC APIs and describes in detail their various functions Goes beyond simple samples to teach you how to build real software solutions on the UC platform Demonstrates how to add context to build kiosk solutions integrate Communicator functionality into an application debug UCMA applications and more This book shows you how to integrate communications functionality into your applications and so much more

Microsoft Exchange Server 2016 Administration Guide Van Biljon Edward,2020-09-03

Discover and work with the new features in Microsoft Exchange Server 2016 Key Features a Deploy Exchange 2016 in a new environment or coexisting environment with a legacy version of Exchange a Learn how to migrate your environment from Exchange 2010 or 2013 to Exchange 2016 a Get familiar with Failover Cluster Manager as well as creating and managing Database Availability Groups DAG a Learn how to migrate unified messaging using Microsoft s guidelines Description This book is a handy guide on how you can use the features of Microsoft Exchange Server 2016 It begins with sharing the new features of Exchange 2016 and compares it with the previous

versions This book will help you install Exchange 2016 and give you an in depth understanding of how to configure its server end to end to ensure its fully operational You will then go through the client connectivity protocols by configuring each one of them Later you will learn how to view create and configure Databases and Database Availability Groups Next you will perform migrations of Unified Messaging and also mailbox migrations in different ways in Exchange 2016 Lastly you will work with the new commands of Exchange Management Shell and Exchange Admin Center Towards the end you will go through the common issues in Exchange 2016 and learn how to fix them What will you learn a Learn how to configure all the Client connectivity protocols View Create and Configure Database and Database Availability Group a Create Public folders and Migrating Public folders from earlier versions of Microsoft Exchange a Understand the working of Exchange Management Shell and Exchange Admin Center a Troubleshoot some common issues in Exchange 2016 Who this book is for This book is for anyone interested in or using Microsoft Exchange 2016 It is also for professionals who have been using Microsoft Exchange 2013 and would like to get familiar with the new features of Exchange 2016 Table of Contents 1 Introduction to Exchange 2016 2 Installation of Exchange 2016 3 Post Configuration 4 Post Configuration Continued 5 Client Connectivity 6 Databases and Database Availability Groups 7 Public Folders 8 Unified Messaging 9 Migrations 10 Exchange Management Shell vs EAC 11 Troubleshooting common issues About the Author Edward van Biljon is an Experienced Messaging Specialist with a demonstrated history of working in the information technology and services industry He is a four time Office Apps Services MVP with 18 years of experience in Exchange Edward is also a Microsoft Certified Trainer and spends a lot of time teaching Exchange and other technologies like Azure and Office 365 Edward is a passionate blogger and creates videos and articles on how to do things in Exchange or how to fix a problem in Exchange You can also find him on the TechNet Forums assisting people that require help with their Exchange environment Your Blog links <https://collaborationpro.com> <https://everything-powershell.com> Your LinkedIn Profile <https://www.linkedin.com/in/edwardvanbiljon75946840>

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 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 *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: Migrating and Managing Your Business in the Cloud* Matthew

Katzer, Don Crawford, 2014-01-23 Written for the IT professional and business owner this book provides the business and technical insight necessary to migrate your business to the cloud using Microsoft Office 365 This is a practical look at cloud migration and the use of different technologies to support that migration Numerous examples of cloud migration with technical migration details are included Cloud technology is a tremendous opportunity for an organization to reduce IT costs and to improve productivity with increased access simpler administration and improved services Those businesses that embrace the advantages of the cloud will receive huge rewards in productivity and lower total cost of ownership over those businesses that choose to ignore it The challenge for those charged with implementing Microsoft Office 365 is to leverage these advantages with the minimal disruption of their organization This book provides practical help in moving your business to the Cloud and covers the planning migration and the follow on management of the Office 365 Cloud services **MOS 2010 Study Guide for Microsoft Word Expert, Excel Expert, Access, and SharePoint Exams** John Pierce, Geoff Evelyn, 2011 Presents a guide to preparing for certification exams for four Microsoft Office programs which includes overviews step by step instructions and practice projects for each program *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

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