

Microsoft® Lync™ 2010 Voice and Video Training



Objectives

This course covers the following voice and video features of the Lync 2010 client.

- Make a Call
- Answer a Call
- Manage a Call
- Forward a Call
- Follow up on Missed Calls and Voice Mail
- Join a Conference Call
- Join a Video Call
- Accept a Video Call

Voice

This section covers the following:

- Make a Call
- Answer a Call
- Manage your Conversation and Device Settings
- Forward Calls
- Follow up on Missed Calls and Voice Mail
- Join a Conference Call

Make a Phone Call from Anywhere

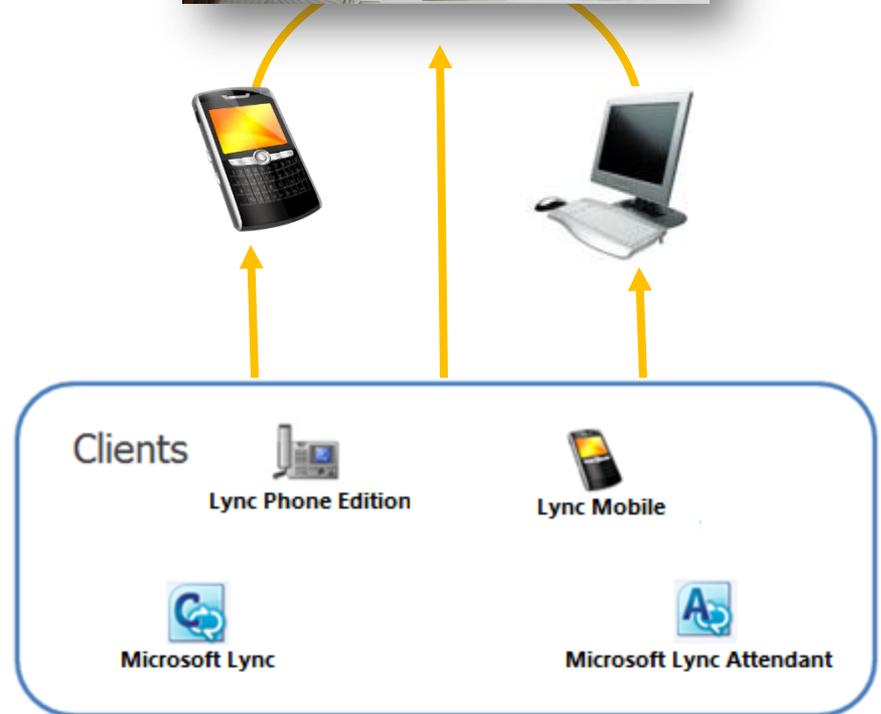
The Microsoft Lync 2010 client works with Microsoft Lync Server, providing a software-powered telephone.

Users can contact anyone inside or outside of their company. It's as comfortable as your old phone but a richer and more sophisticated experience.

Lync supports the following types of calls:

- Computer to computer
- Computer to telephone
- Telephone to computer
- Computer to audio conference
- Video calls and conferencing

Using Lync 2010 means that users have all their principle communication choices - voice, e-mail, instant messaging, and conferencing - available and integrated on their computer.



Make a Call

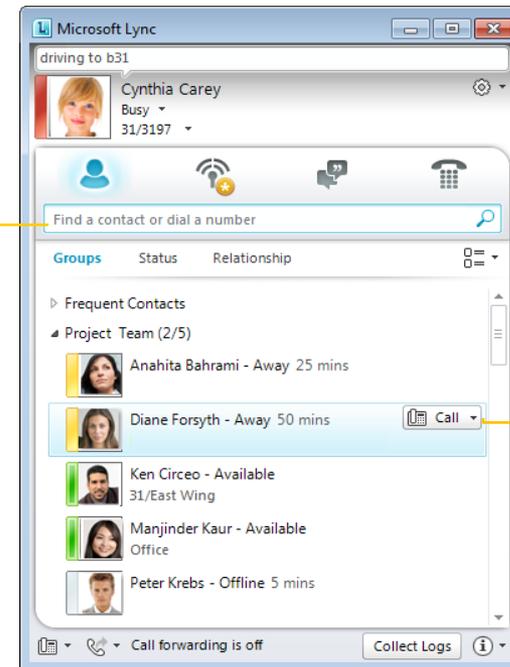
You can use the search bar to find someone or scroll to find anyone in your contact list.

1. Open Lync.
2. Type the person's name or phone number in search bar.
3. Click **Call** on the person's contact card,.
4. When you click to call the contact's work number is the default number that is dialed.
5. You can click the Call menu to select other numbers to call the contact.

Learn more about **Click to Call** on the next slide.

Call menu for additional options

Search



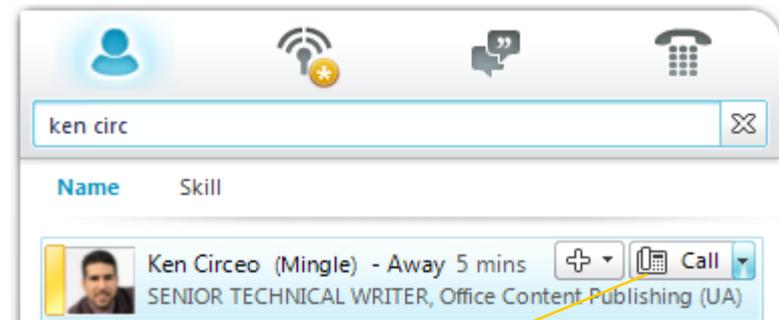
Click to Call

Lync 2010 offers the **Click to Call** feature.

When you click this icon Lync automatically dials the number for you.

The call connects using your Lync Phone Edition device.

If a device is not available the call connects through your Lync client.



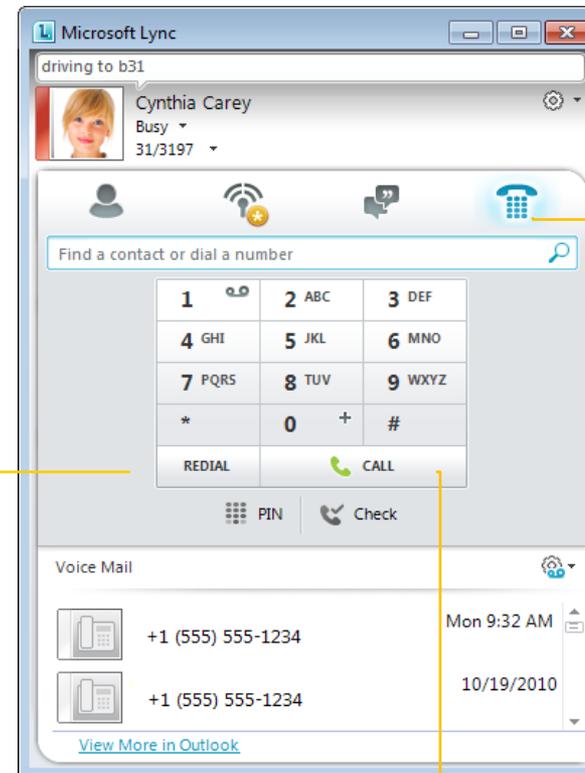
Click to Call

Use the Dial Pad to Make a Call

Use the dial pad to manually enter a phone number to dial. For example, you can use the dial pad to dial 1-800-flowers.

1. Click **Phone**.
2. Click or type numbers on the Lync dial pad.
3. Click **Call** to dial number.

Click Phone tab to access Dial Pad.



The dial pad responds to mouse clicks and keystrokes.

Click **Call** or press **Enter** to dial number.

Answer a Call

Depending on your device setup, an incoming call takes place using one of the following methods:

Connected to a Lync Phone Edition device: Call is answered using the Speakerphone or Headset.

Lync without a device attached: Audio through the computer speakers.

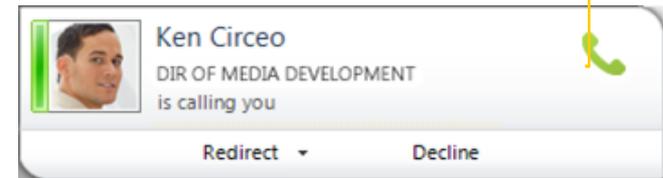
Answer Call:

1. Click **notification** window for incoming call.
2. The Conversation window appears and the call begins.

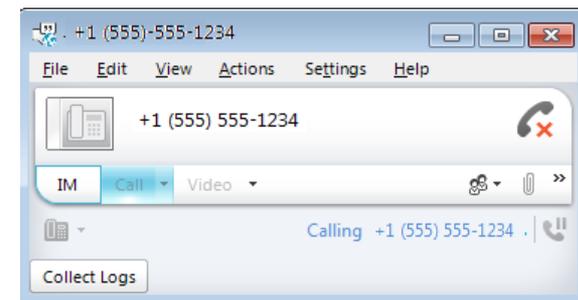
Redirect or Decline Call:

1. Click **Redirect** call to another number such as your cell phone.
2. Click **Decline** to call send caller to voicemail if it is configured or disconnect caller.

Click the **notification** window to answer call.



Conversation window appears after accepting call.



Accept Call During Conversation

During a conversation you can start a call in the conversation window.

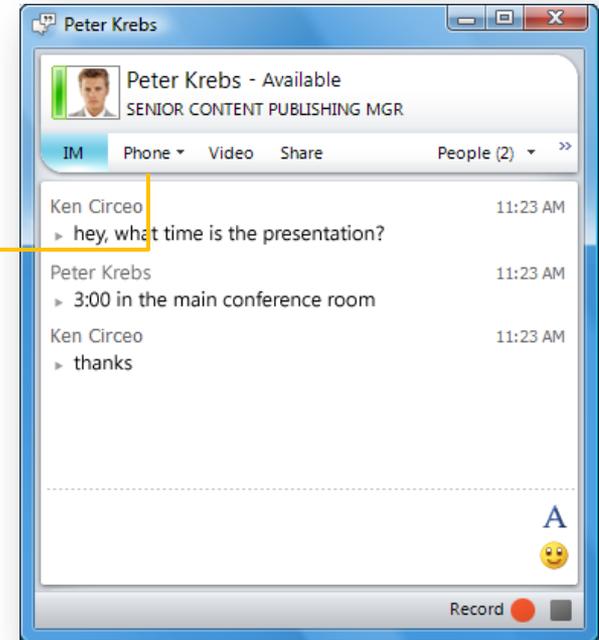
Answer a Call In an IM

The Conversation Phone tab displays options on how to receive the call.

Click one of the following options:

- **Accept Call** – accepts call and begins conversation.
- **Redirect** – redirect to cell phone or other number.
- **Decline** – declining the incoming call sends caller to voicemail if it is configured or disconnects caller.

Click **Phone** to initiate call.



Click **Accept, Redirect** or **Decline**.

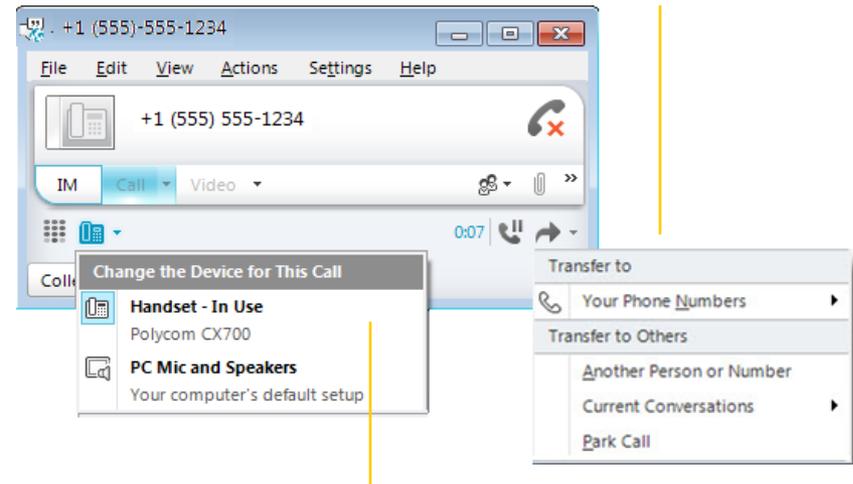
Manage a Call

During a call you can change the audio device, place the call on hold or transfer the call to another number.

Click the following options from Conversation window.

- Click **Audio Device** to select between your headset, handset or computer audio.
- Place the call on hold by clicking **Hold**.
- Transfer the call to another number. Use transfer to remain on your conference call even when you have to leave your office.

Use the transfer menu to transfer call to another number.

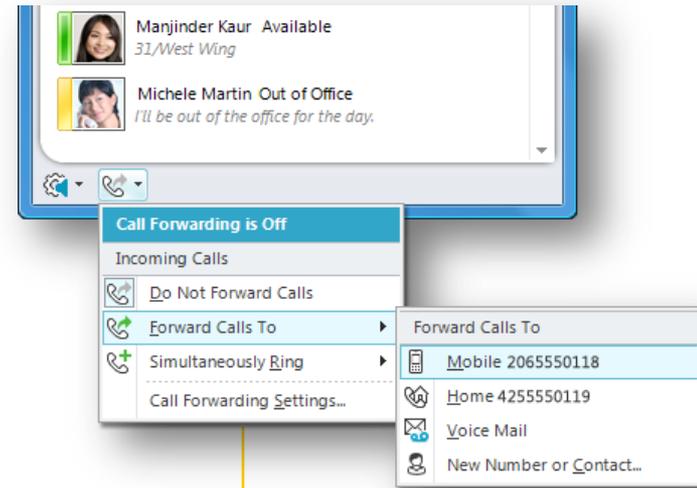


Change the audio device during your call.

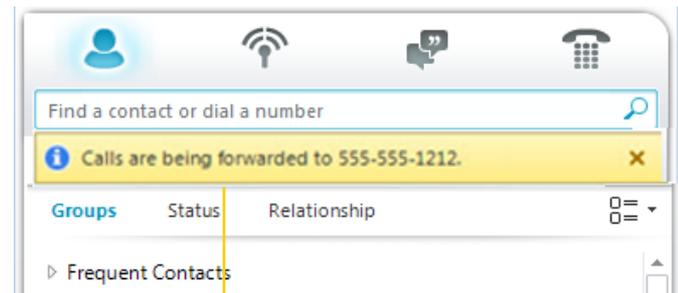
Phone Calls Get to the Right Place

Use Lync 2010 to forward calls to your cell phone or simultaneously ring your office and home numbers.

- Quickly identify and change call forwarding settings.
- Know at a glance when your calls are being forwarded.
- Easily configure advanced call routing settings.
- Take your calls with you.



Call-Forwarding Settings



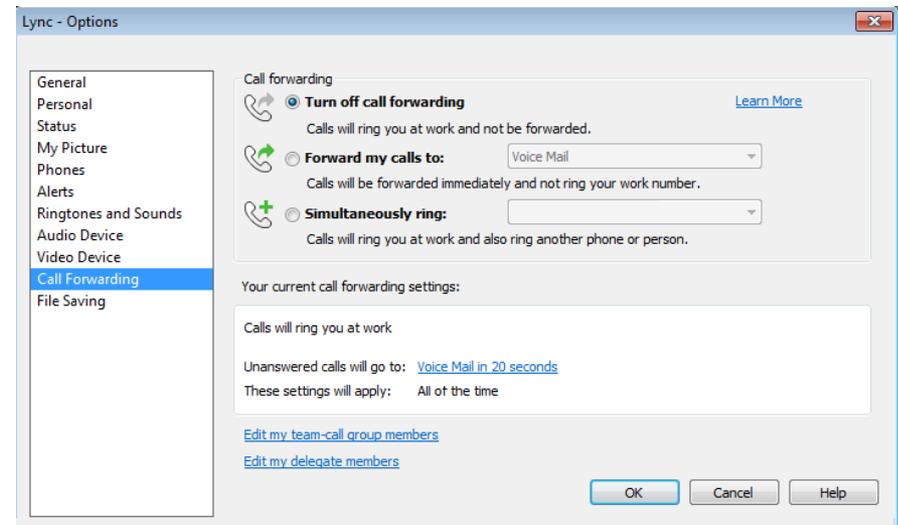
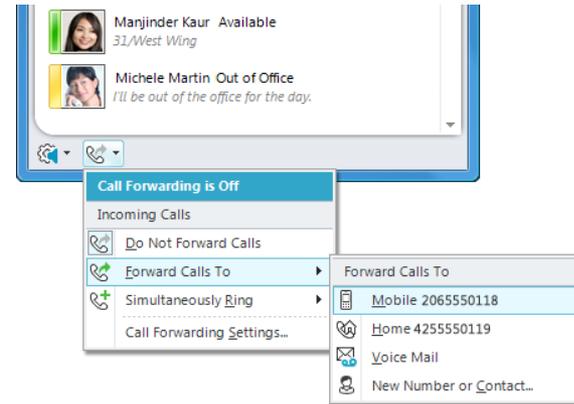
Calls Forwarded Notification

Forward a Call

You can send callers straight to your voice mail or to anyone you want to handle your calls while you are out.

It's easy to set up full forwarding rules on the Call Forwarding tab.

1. Click **Call Forwarding**.
2. Click **Call-Forwarding Settings**.
3. Specify phone numbers on the **Call Forwarding** tab in **Options**.
4. Click **OK** to update call forwarding settings.
5. Click **Call Forwarding**.
6. Select one of the following options:
 - **Do Not Forward Calls**
 - **Forward Calls To** – Voicemail, Cell Phone, or other number
 - **Simultaneously Ring**



Follow up on Missed Calls

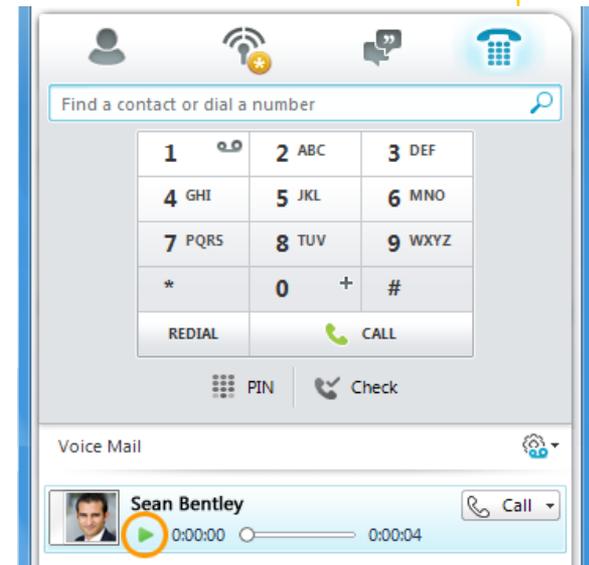
Manage phone messages using Lync 2010.

- Know that you have missed calls and messages waiting at a glance.
- Playback voice mail directly from Lync.
- Easily reply to voice mail using chat or voice.

Listen to your Voice Mail

1. Click **Phone** in Lync.
2. Click **Play** to listen to received voice mail.
3. Click **Call** to reply to voice mail.

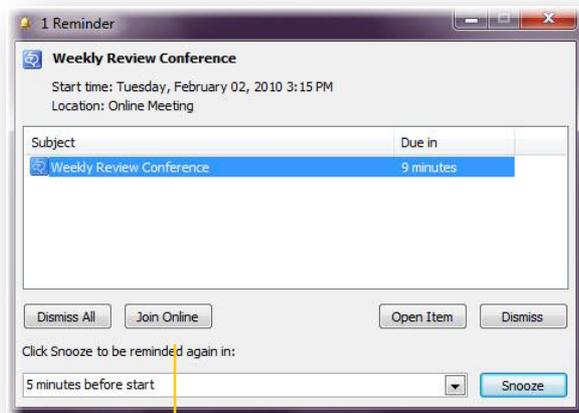
Visual Voice mail provides a dedicated view for voicemail with one click access to playback.



Join a Conference Call

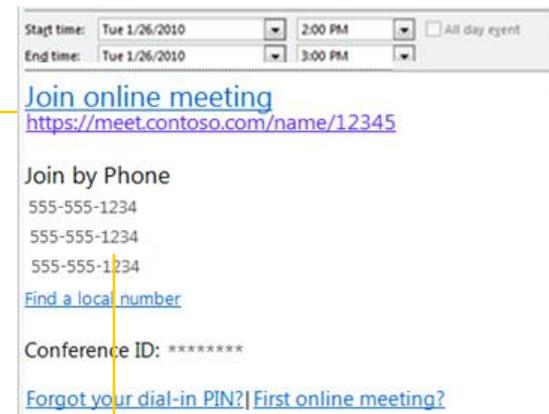
Lync 2010 offers multiple options for connecting to a scheduled conference call.

Using Option A or B connects using Lync Phone Edition device by default. If device is not available you will connect to conference using computer speakers and microphone.



Option A Click Join Online to join conference Call directly from Outlook calendar reminder.

Option B Click Join Online Meeting from calendar invitation to connect to conference through Lync 2010.

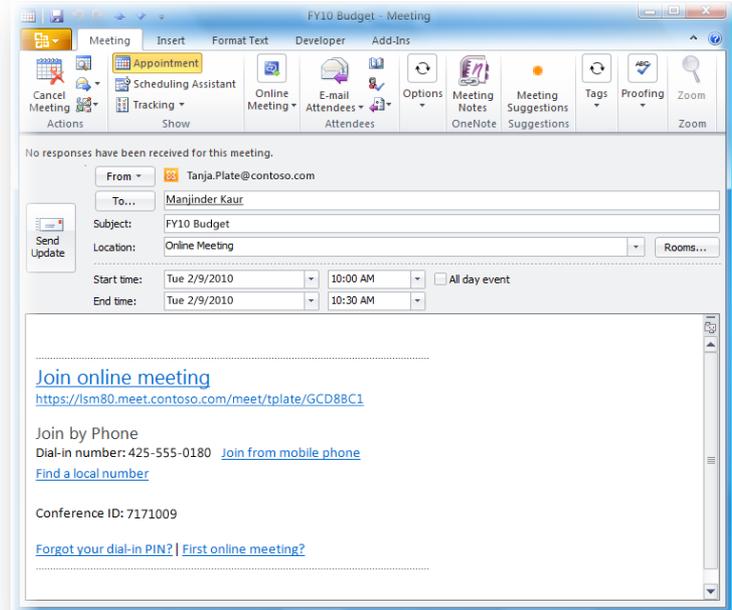


Option C Manually dial the number using desk, cell or Lync Phone Edition device.

Online Meeting Invitation

The meeting invitation contains multiple ways to connect to Lync Online Meeting.

- **Join Online Meeting** connects you to the meeting through Lync allowing you to hear conference call and see visual content such as web camera and desktop sharing.
- **Meeting Hyperlink** provides a Internet browser method of connecting in the event the Join link fails or you do not have Lync installed.
- **Join by Phone** connects you to the conference call if you are using a home or cell phone. It connects you through Lync if you are using Lync Phone Edition or the Lync Dial pad.
- **Conference ID** required when prompted. You are not prompted when using Join Online Meeting or Meeting Hyperlink.



Activity 1

This activity prepares Lync users for Online Meetings using voice. Practice this activity during a small or informal team meeting. This scenario uses a conference room setting with a conference phone as primary audio.

Schedule an Online Meeting

1. Open Outlook 2010 and click **New Items**, and then click **Online Meeting**.
2. Complete invitation fields and send the invitation.
 - To Recipients
 - Subject
 - Location
 - Start and End Time

Join the Meeting

1. Open Invitation and click **Join Online Meeting**.
2. Click **Use the following** on the **Join the conference audio** dialog window.
3. Click drop down menu and enter your conference room telephone number.
4. Click **OK**.

Activity 2

Practice using Lync touchtone commands during a call.

Touchtone commands also referred to as Dual Tone Multi-frequency (DTMF) help you control the conference call, allowing you to admit or mute participants, and disable announcements.

1. Join an Online Meeting and connect to conference call using desk phone.
2. Use desk phone dial pad to press one of the following touchtone commands and listen to description.
 - ***6** - Mute or unmute yourself
 - ***4** - Mute or unmute all other participants
 - ***7** - Lock or unlock the conference call
 - ***9** - Enable or disable announcements for participants entering and exiting the conference.
 - ***3** - Privately play participant roll call in the conference.
 - ***8** - Admit all participants currently in the lobby to the conference.
 - ***1** - Play a description of the available touchtone commands.

Last Minute Resolutions

Most users have experienced an unexpected moment during a conferencing session. The following provides tips on addressing last minute issues in an Online Meeting.

Issue: Conference room phone or meeting participant cannot dial into the Online Meeting.

Resolution: Use Invite by Phone to call participant or connect to conference room phone.

1. Click the **People** menu and then click **Invite by Name or Phone Number**
2. Enter number for participant's desk or cell phone or the conference room phone number, and click **Call**.

Issue: A participant's voice echoes throughout the call.

Resolution: This occurs if a participant is connected to the Online Meeting through multiple devices, such as both computer audio and cell phone audio. This can also occur inside a large conference room if the meeting is using a podium and panoramic video with audio device.

1. The participant should mute computer speakers and computer microphone.
2. Mute desk phone and verify echo has stopped.
3. Unmute primary device to use during Online Meeting.

Video

This section covers the following:

- Join a Video Call
- Accept a Video Call

Video Overview

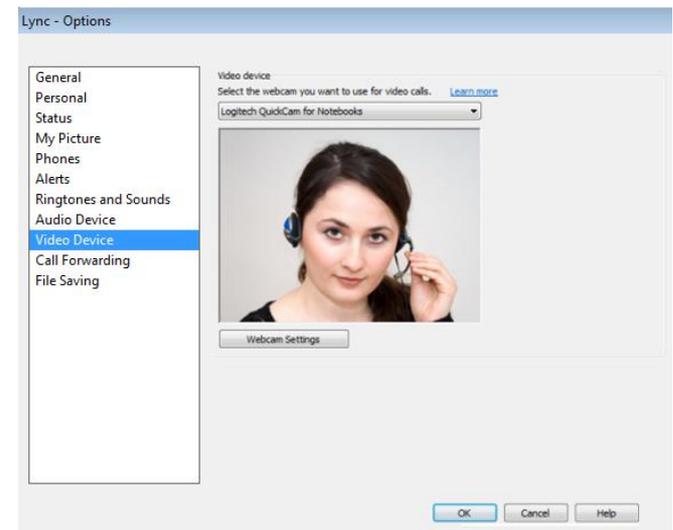
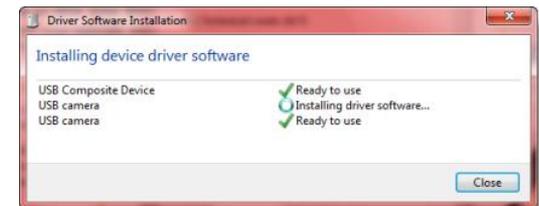
For the closest thing to a face-to-face conversation, connect a webcam to your computer.

- Using a webcam in Lync 2010 to display yourself to other participants is a seamless experience.
- Certified UPnP webcams are detected automatically by Lync on Windows XP, Vista and Windows 7.
- You do not need to install a webcam to view another participant's video in a Online Meeting.

Configure webcam settings from Video Device in Lync Options.

1. Click **Tools** and then click **Options**.
2. Configure webcam settings under **Video Device**.

Plug in a USB webcam and Windows automatically searches for driver software.



Join a Video Call

If you have a webcam set up, you can choose to allow your contact to see you as you converse. If you accept someone's incoming video call to you, they won't see you until you add video from your side of the conversation.

Join a Video Call

1. Click **Video** in the conversation window to start your webcam and initiate the video conversation.

Click **Video** to start your webcam.



Picture in picture view of yourself, click **View** to set options or hide.



Accept a Video Call

You don't need a webcam to accept a video call from another Office Lync 2010 user.

If you don't have a webcam, you can view the caller's video feed, and the caller will see a video icon placeholder for your feed. Your caller won't see you unless you add your own video feed to the conversation.

Accept a video call.

1. Another participant in Online Meeting begins video.
2. Lync automatically displays participant video in conversation window.
3. Click **Start my video** to display your webcam to other participants.
4. Click **View** to show your preview window or change webcam settings.

Click **View** to display your preview window or modify webcam settings.



Click **Full screen** button to maximize video window.

Review

In this course we covered the following voice and video features of the Lync 2010 client.

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- Answer a Call
- Manage a Call
- Forward a Call
- Follow up on Missed Calls and Voice Mail
- Join a Conference Call
- Join a Video Call
- Accept a Video Call

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