

Lync Overview

Course Duration

½ Day

Objectives & Expected Outcomes

To introduce the facilities available from Lync

For users to be ready to use Lync to enhance their communication

Pre-Requisites

A basic knowledge of the used operating system would be beneficial.

Subjects

Your Availability

Set your own and see others availability throughout Microsoft Office | How to change your Presence information | What your Presence status means

Contacts

How to find the right person through Lync | Build and manage your Contact list in Lync | How to use Groups and Frequent Contacts | Get full information about a Contact

Instant Messaging

How to send and receive Instant Messages (IM) | How to participate in a group IM session | What happens if you don't respond to an IM | Where IM conversations are saved | When to use IM rather than Phone or Email

Voice Calls

Checking your Mic and Speakers | Making Voice calls with Lync | Accepting and Declining calls | Locating and Calling users from Lync and anywhere in Office | Audio Conferencing | Changing Call settings



Delegate Management

Forwarding calls to someone else | Managing Calls and communications for someone else

Video Calls

Checking your WebCam settings | Making Video Calls | Changing Video Settings | One-to-One calls and Video Conferencing

Virtual Meetings

Scheduling and Creating Virtual Meetings | Running a Virtual Meeting | Connecting users outside the organisation to a Virtual Meeting.

Sharing Presentation and Applications

Sharing desktops and applications | Whiteboards Polls and other meeting tools | Controlling virtual meetings and webinars

Recordings

Recording Calls and Virtual Meetings | Managing and sharing recordings

Advanced Lync Use (if the install allows)

Using Lync with other devices | Mobile Lync | Calling outside the organisation
