

Understanding Lync 2010

- Understanding Lync as a Unified Communications tool
- Signing in to Lync
- Exploring the Lync Interface
- Displaying the Lync Menu Bar
- Understanding Presence
- Changing Your Presence or Status

Getting Started With Lync and Working With Contacts

- Adding Contacts to Lync
- Understanding Contact Groups
 - All Contacts Group
 - Frequent Contacts Group
- Adding a New Group
- Move/Copy Contacts to Existing Groups
- Deleting a Contact
- Deleting a Group

Instant Messaging

- Starting an Instant Message Conversation
- Understanding Lync Notifications
- Sending a Group Conversation
- Adding Additional Contacts to an Existing Conversation
- Sending a File During a Conversation
- Using Etiquette in Instant Messaging

Lync Sharing Features

- Sharing the Desktop in a Conversation
- Sharing an Application in a Conversation
- Sharing a Whiteboard

Creating and Joining Meetings

- Initiating a Meeting Using Meet Now
- Scheduling a Meeting From Outlook
- Joining a Meeting
- Managing Sound / Muting Participants

Making Lync Calls

- Answering or Declining a Phone Call
- Using the Call Controls / Voicemail

Understanding Conversation History

- Conversation History in Outlook

Resources Available / Q&A