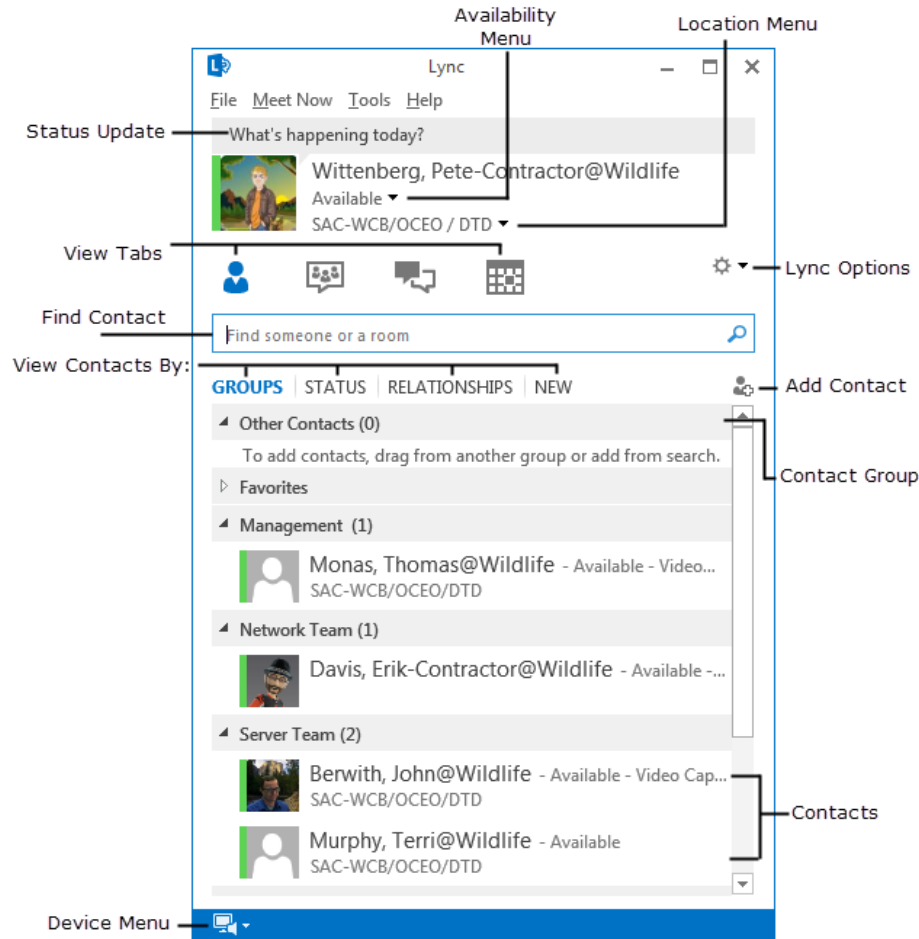


Lync

IM, Presence, and Contacts

Lync is a one-stop shop for instant communication. With the click of a button you can open an instant message (IM) or make a voice or video call. Lync makes online communication more collaborative and engaging.



Web conferencing.

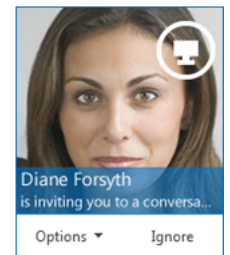
Lync Presence

Presence integrates with Microsoft Outlook to assist in determining the best way to reach out to colleagues. A user's presence will be defined based on either their current calendar availability or as they define within the Lync client. Various statuses are available to users to indicate whether they can be reached. Users ultimately have control on what presence they define, or can choose to allow Lync to make that determination on their behalf.

If Presence status is ...	Contact is ...	How this status gets set
Available	online, available to contact.	Automatic or user-selected.
Be Right Back	away from computer briefly.	User-selected.
Away	logged on but has been away from computer for specified period.	Automatic based on inactivity or user-selected. Time interval can be adjusted.
Off Work	not working, not available.	User-selected.
Busy	occupied and shouldn't be interrupted.	Automatic (if user is in an Outlook-scheduled conference) or user-selected.
Do Not Disturb	not to be disturbed; will see IM requests only if sent by Workgroup members.	User-selected.
Appear Offline	Signed in, but blocks your presence from others.	User-selected.

Accept an IM request

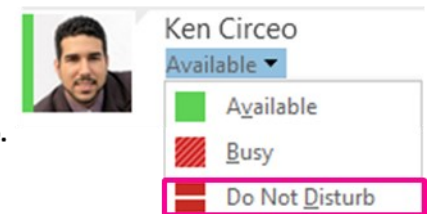
Click anywhere on the picture display area of the IM request pane.



Set or change your presence

Presence lets other people see at a glance whether you and your contacts are currently available. Here are the available presence statuses and what they mean:

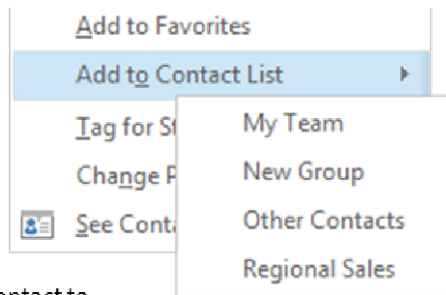
To change your presence, in the Lync main window, click the arrow next to your status, and then select a status from the list, such as **Do Not Disturb**.



Add a contact

Your Contacts list simplifies your communications and lets you see presence and contact information for the people most important to you. Add to it the people you expect to be interacting with regularly. If your company allows it, you can add Lync users outside your company as well as within. To add someone as a contact:

1. Use Lync search to find the person you want to add. (See *Find someone.*)
2. Right-click the person's listing in the search returns.
3. Click **Add to Contact List**.
4. Click a group to add your new contact to.



View a contact card

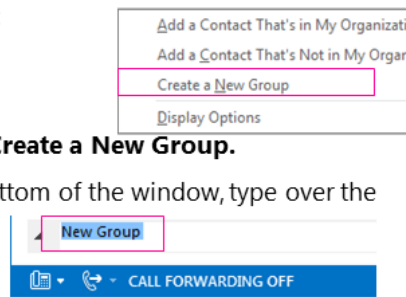
The contact card contains details from a contact's company directory, such as the person's office location, phone numbers, organization, and Outlook calendar free/busy information. To see someone's card, find the person in your Contact list or via search, point to his or her picture, and then click **See Contact Card**.



Create a group

You can set up a group for each team you work with so you can see at a glance who's available at any given time, or communicate with the entire team at once. To create a new group:

1. In the Lync main window, click the **Add a Contact** button.
2. In the p-down menu, select **Create a New Group**.
3. In the space that opens up at bottom of the window, type over the phrase **New Group** to give your group a name.



Send an instant message

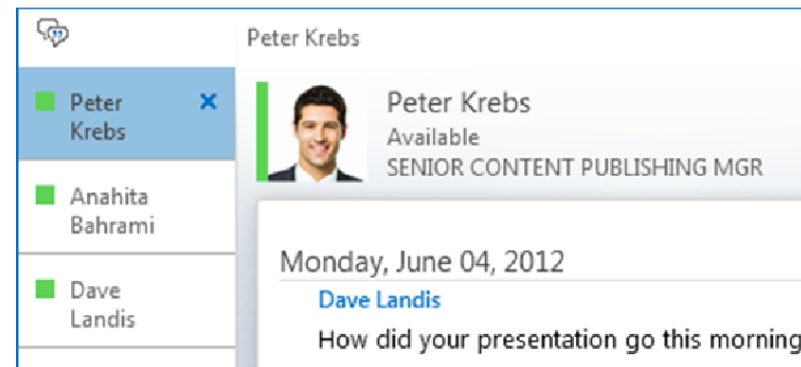


Use instant messaging (IM) to get in touch right away with your available contacts.

1. In your Contacts list, point to the picture of the contact you want to send an instant message to. To have an IM conversation with more than one contact, hold down the Ctrl key, and click each contact you want to include.)
2. In the display bar that appears, click the **IM** button.
3. Type your message in the message input area at the bottom of the IM window, and then press the Enter key on your keyboard.

Switch between tabbed conversations

If you have several conversations or meetings going on at the same time, Lync displays them all in one place, which lets you toggle between them. Click any tab to bring that activity to the foreground.



*Add audio, video, sharing, to an IM conversation

You can quickly add audio, video, or a presentation to your IM conversation, and/or invite others to join the conversation by selecting the appropriate button(s) at the bottom of the conversation window:



***May Require additional Hardware**