



Instant Messaging and Presence with Microsoft® Lync™

Quick Start Guide

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Use Instant Messaging and Presence

This Quick Start Guide describes the basics for communicating by using Microsoft® Lync™ 2010 communications software. It explains how to use Lync 2010 to easily interact and collaborate with the people at your workplace.

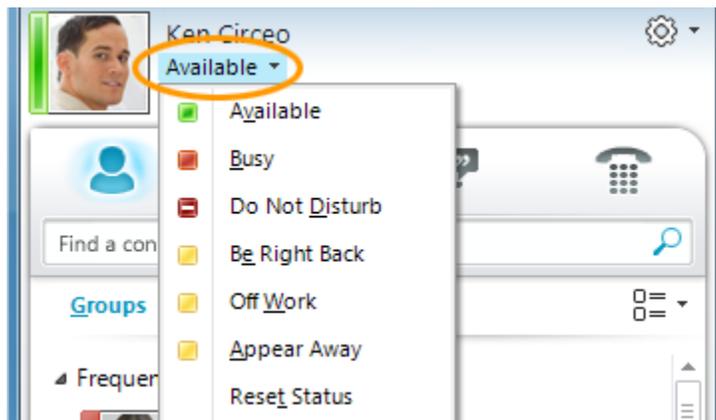
Sign In and Get Started

If you're already logged on to your organization's network, sign in by starting Lync.

1. On the Windows taskbar, select **Start > All Programs > Microsoft Lync**, and then click **Microsoft Lync 2010**.

When the Lync main window displays, if you see your name and your presence status, you're signed in.

2. Click the availability menu under your name, and then either click your presence status, or click **Reset Status** to let Lync set it automatically, based on your activity and Microsoft Outlook Calendar.



The following table describes each of the presence status indicators.

Presence Status	Description	How the status gets set
 Available	You are online and available to contact.	<p>Lync sets this status when it detects you are using your computer.</p> <p>You can also set this status when you want others to know you are in your office even though your computer is idle.</p>
 Busy	You are busy and don't want to be interrupted.	Lync sets this status when, according to your Outlook Calendar, you are scheduled to be in a meeting. You can also select this status from the

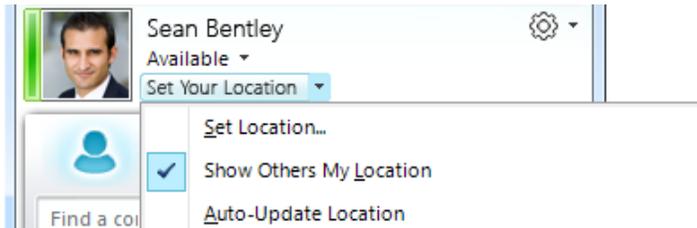
		drop-down menu.
 In a conference call/In a meeting	You're in a Lync call or meeting and don't want to be disturbed.	Lync sets this status when it detects that you are participating in a Lync call or online meeting.
 Do not disturb	You don't want to be disturbed and will see conversation notifications only if they are sent by someone in your Workgroup.	You select this status from the drop-down menu.
 Be Right Back	You are stepping away from the computer for a few moments.	You select this status from the drop-down menu.
 Away	Your computer has been idle for a period of time (15 minutes by default).	Lync sets your status to "inactive" when your computer has been idle for five minutes, and "away" status when your status has been inactive for five minutes. (To change these default values, click the [Options] button  , click Status , and then click the arrows next to Show me as Inactive when my status has been idle for this many minutes and Show me as Away when my status has been Inactive for this many minutes.) You can also select this status from the drop-down menu.
 Off Work	You are not working and are not available to contact.	You select this status from the drop-down menu.
 Offline	You are not signed in. You'll appear Offline to individuals whom you have blocked from seeing your presence.	Lync sets this status when you log off your computer.
 Unknown	Your presence is not known.	This status may appear to contacts who are not using Lync as their instant messaging program.

NOTE: A red asterisk next to a contact's status indicates that he or she has turned on the out-of-office notification in Outlook.

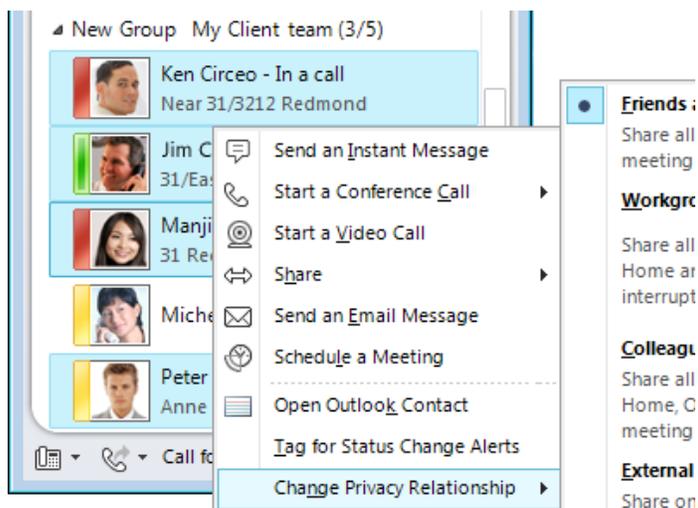
Personalize Your Contact Information

You can personalize your location, phone numbers, and presence information. For example, you can add your mobile phone number and make it available only to close contacts.

1. To set a location to let people know where you are today, click the arrow next to **Set Your Location** or your current location, and then, in the location menu, click **Show Others My Location**.



2. To add a phone number to your contact card, click the **[Options]** button , and then click **Phones**.
3. Click the button for the phone number that you want to add (such as **Work Phone** or **Mobile Phone**).
4. In the **Edit Phone Number** dialog box, type the number, and then click **[OK]**.
5. Select the **Include in my contact card** check box, and then click **[OK]**.
6. To change privacy relationships for the people you want to see your personal phone numbers, right-click the contact's name in your **Contacts** list, click **Change Privacy Relationship**, and then click **Friends and Family**.

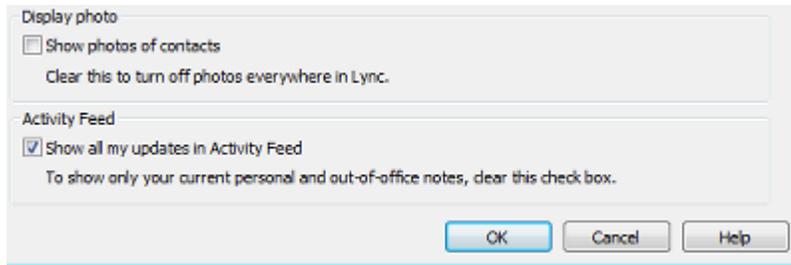


Change Your Picture Settings

You can decide whether you want to see your contacts' pictures. You can also change your own picture or choose not to show one.

Hide Your Contacts' Pictures

1. In the Lync main window, click the **[Options]** button .
2. In the **Lync - Options** dialog box, click **Personal**.
3. Under **Display photo**, clear the **Show photos of contacts** check box to hide other people's pictures, and then click **[OK]**.



Hide or Change Your Picture

1. In the Lync main window, click the **[Options]** button .
2. In the **Lync - Options** dialog box, click **My Picture**.
3. Do one of the following:
 - a. To hide your picture, click **Do not show my picture**.
 - b. To change your picture, click **Show a picture from a web address**, type the address of a photo site (such as Windows Live® Skydrive or Facebook) including the file name, and then click the **[Connect to Picture]** button.



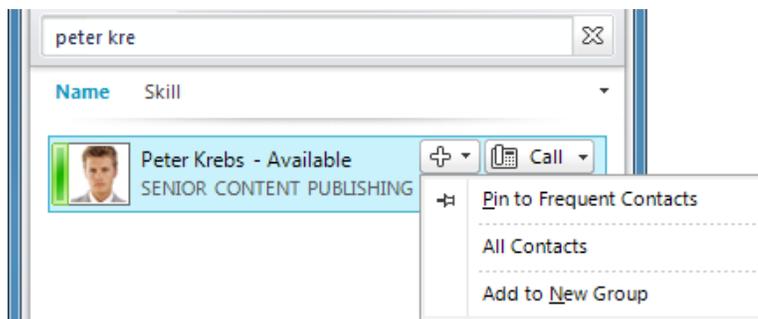
NOTE: The file must be less than 30 KB in size.

Add a Contact within My Organization

Add people from within your organization to your **Contacts** list if you'll be contacting them often or if you just want to keep track of them.

1. In the Lync main window, enter the person's name, email address, or phone number in the **Search** field.
2. In the search results, right-click the person you want to add to your list.
3. (Optional) If you'll be contacting the person often, click **Pin to Frequent Contacts**.
4. Add them to a group by clicking **Add to Contacts List**; then select the group name (if you have set up groups of contacts).

OR, if you haven't yet created groups (or have not yet created the group to which you wish to add this person), click **Add to New Group**, and give the group a name. You can add more contacts to this group later.



Add a Federated Contact to My Contacts List

Because Lync 2010 and Microsoft Lync Server 2010 communications software support the ability to federate (connect) with other organizations (outside your organization's firewall), you can add contacts from those organizations to your **Contacts** list and communicate with them by using any of the communication modes that are supported by both organizations.

1. In the Lync main window, enter the person's email address in the **Search** field.
2. Hover over the search results and click the "+" button to add the contact.

OR

Right-click the contact and select **Add to Contact List**.

Add an Outside Contact Who is Not Federated to My Contacts List

To add a contact that is not at a federated organization, try adding his/her name and phone number (home, mobile, or other) to Outlook Contacts. You can then call the contact's phone numbers by using Lync; however, IM, video calls, and audio/video meetings might not work correctly.

Get in Touch by IM

There are several ways to start an IM conversation with people or groups in your **Contacts** list. From your **Contacts** list or from search results, do any of the following:

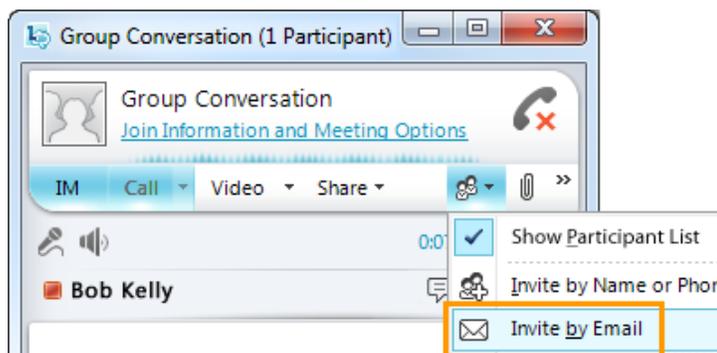
- Double-click the contact.

- Point to a person's picture. When the contact card opens, click the **[IM]** button.
- Point to a group in your **Contacts** list, and, when the group contact card appears, click the **[IM]** button to send a message to the whole group.



To invite additional people into an IM conversation:

1. In the Lync main window, drag a contact name from the **Contacts** list, and drop it onto the conversation window. To add contacts outside of your organization (whom you can't IM) to the conversation by e-mail, in the conversation window, click the **People Options** menu, and then click **Invite by Email**.



2. To join, just click a link in the e-mail (outside users can join the conversation regardless of whether they have Lync installed).

To reply to an IM, double-click the incoming alert, click anywhere in the text box at the bottom (the area that has the font and emoticon icons), type your reply, and then press **<Enter>** on the keyboard.

NOTE: Unless you have set notifications so alerts will not display when you are in **Do not Disturb** mode, Lync will by default always send you both a visual alert and a sound alert whenever someone tries to reach you via IM. Just the same, you may occasionally fail to notice an IM request. To help ensure that your IM alerts are noticeable, try the following:

- Set your display so Lync will always be in the foreground.
To do this, click the drop-down arrow next to the **[Options]** button, click **Tools**, and then click **Always on Top**.
- If you use multiple display monitors, make a practice of moving your Lync Main window onto the monitor you are working in.
- Confirm that the volume is turned up on your computer speakers and on your other audio device(s).
- Confirm that Lync is set to send audible alerts.
To do this, click the **Options** tool, click **Ringtones and Sounds**, select **Play sounds in Lync (including**

ringtones for incoming calls and IM alerts), and confirm that the other checkboxes in the panel are not selected.

- Consider choosing a more distinctive or more prominent alert sound than the default.

To do that:

1. Click the **[Options]** button, click **Ringtones and Sounds**, click the **[Sounds Settings]** button, then click the **Sounds** tab.
2. Drag the slider on the Program Events display panel down to the Microsoft Lync 2010 listings.
3. Click **Incoming Instant Message**. The Sounds display at bottom of the window should read COMMUNICATOR_im invite.
4. Now click the drop-down arrow next to it and sample some of the other sounds on the list.
5. Once you find a sound you want to use for incoming IM alerts, click **Apply**. The Program Events display panel should now read Incoming Instant Message and the Sounds panel should display the name of whatever .wav file you have selected. (You can also record your own .wav file for this purpose, and then browse to that file to select it as your IM alert.)

View Your IM Conversation History

By default, Lync automatically saves your IM conversation history. To view or continue previous IM conversations:

1. Click the **Conversations** icon (above the search box).
Lync displays your conversation history.
2. Double-click the conversation that you want to continue.

To delete or remove items from your IM conversation history:

- In the conversation history, right-click the instant message that you want to remove, and then click **Delete Conversation**.

To disable the automatic saving of your IM conversation history:

1. In the Lync main window, click the **[Options]** button.
2. In the **Lync - Options** dialog box, click **Personal**.
3. Clear the checkbox for **Save instant message conversations in my email Conversation History folder**.