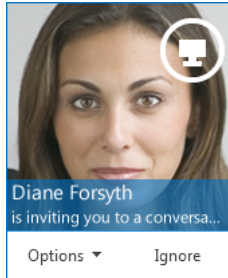


Accept an IM request

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



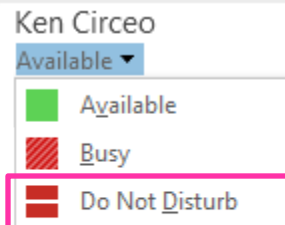
Set or change your presence

Presence lets other people see at a glance whether you and your contacts are currently available.

Presence statuses and their meanings are as follows:

If Presence status is ...	Contact is ...	How this status gets set
Available	online, available to contact.	Automatic or user-selected.
Be Right Back	briefly away from computer.	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.
In a call	in a Lync call (two-party call) and shouldn't be interrupted.	Automatic.
In a meeting	in a meeting (per Lync or per Outlook)	Automatic.
In a conference call	in a Lync conference call (Lync Meeting with audio) and shouldn't be interrupted.	Automatic.
Do Not Disturb	not to be disturbed; will see IM requests only if sent by Workgroup members.	User-selected.
Presenting	giving a presentation and therefore not to be disturbed.	Automatic when user is presenting from Lync-enabled computer. IMs are blocked.
Offline	not signed in.	Automatic.
Unknown	presence can't be detected.	Status may appear to contacts not using Lync IM.

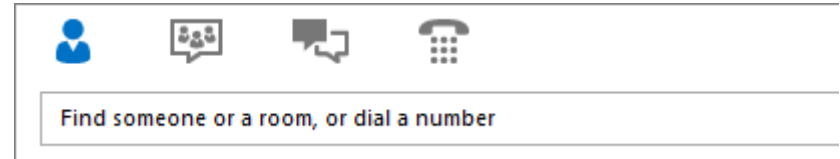
To change your presence, in the Lync main window, click the arrow next to your status, and then select a status from the list, such as **Do Not Disturb**.



Lync 2013 Quick Reference IM, Presence, and Contacts

Find someone

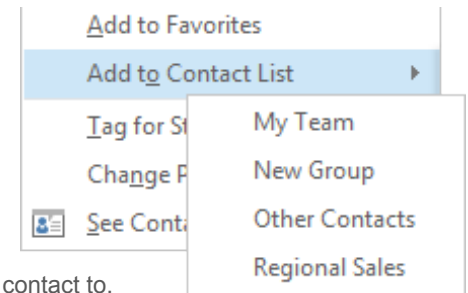
The quickest way to find someone via Lync is to start a search by typing the person's name, phone number, or IM address in the Search box on the Lync main window. The results display automatically.



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 anyone – inside or outside your organization – you expect to be interacting with regularly. To add a contact:

1. Using Lync search, locate the person you want to add. (See previous section.)
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

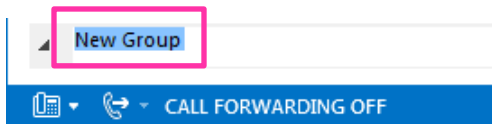
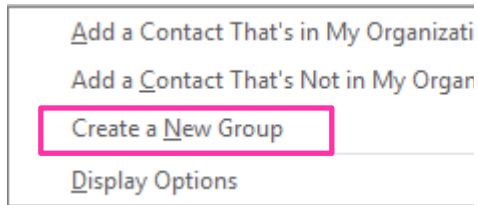
The contact card contains details from a contact's company directory, such as the person's office location, phone numbers, organization, and Outlook calendar free/busy information. To see someone's card, find the person on your Contact list or via search, point at the photo area, and then click the contact card icon.



Create a group

You can set up a group for each team you work with so that you can see at a glance who is 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 drop-down menu, click **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 IM

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

1. In the Lync main window, click the name or pause on the picture of the contact you want to send an IM to. (If you want to IM more than one contact, hold down the Ctrl key, and click each contact that you want to reach.)
2. In the display bar that appears, click the **IM** icon.



3. Type your message in the message input area at bottom of the IM window, and then hit **Enter**.

Some features might not be available for your account. Contact your support team for more information.

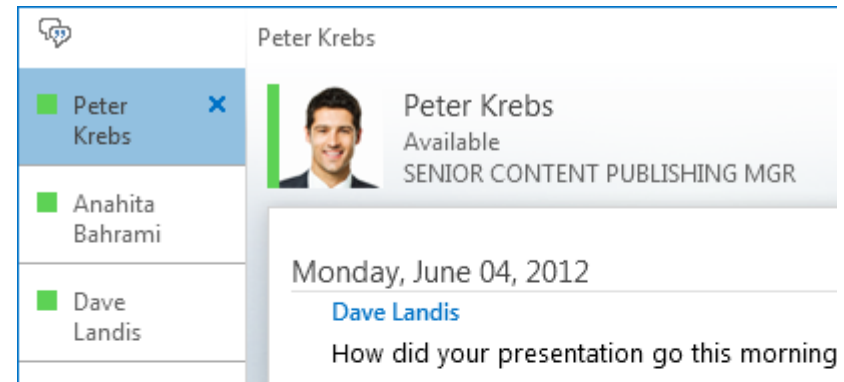
Add audio, video, sharing, to an IM conversation

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 bottom of the conversation window:




Switch between tabbed conversations

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



Find a previous IM conversation

Lync automatically saves your IM conversation history. To view or continue a previous IM conversation or see an IM request you may have missed:

1. Click the Conversations tab  (on the Lync main window above the Search box), then click **All** or **Missed**, depending on what you are looking for.
2. An Outlook window will open displaying a list of your IM conversations. Double-click the conversation that you want to view or resume.