



Microsoft Lync 2011

Contacts, Groups, IM & Presence

For Mac

To sign in to Lync

1. Launch Lync. It will be located in **Applications**.
2. By **Email Address**, enter your **primary email address**.
3. Leave **Sign in as** on **Automatic**.
4. By **Username**, enter your KU Online ID.
5. By **Password**, enter your **KU Online password**.
6. Select **Sign In**.

To sign out of Lync

Go to **Status** in the top toolbar and select **Sign Out**.

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:

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.
Appear Away	Logged on by 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**.

Find a previous IM conversation

If you use Outlook and Exchange, Lync automatically saves your IM conversation history. To view or continue a previous IM conversation or see an IM request you missed, do one of the following:

1. In the toolbar, go to **Window** and select **Conversation History** (⌘ O).
2. Log in to the Outlook Web App at **webmail.csuci.edu** and find the folder called **Conversation History** below your inbox.

TIP: You can change your saving preferences by going to **Lync > Preferences > History**.

Find someone

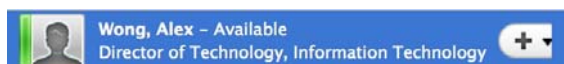
The quickest way to find someone via Lync is to launch a search by typing the person's name in the search box on the Lync main window. The results display automatically.

TIP: You can also search by department or title. Or, you can add a distribution list, which will create a group with all contacts from the list.

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. To add someone as a contact:

1. Search to find the person you want to add.
2. Click on the **plus sign** by their name.



3. Click the **group name** that you'd like to add the contact to or select **Add to New Group** to create a new group of contacts.

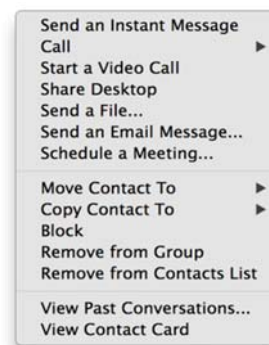
Create a group

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. Go to **Contact** in the toolbar.
2. Select **Create New Group**.

View a contact card

The contact card contains details from the global directory, such as the person's title, phone number, and Outlook calendar free/busy information.



Presence

Your presence is comprised of your Availability and Social Update.

Availability

By default, your availability is determined by your calendar if it is connected to your Dolphin ID. For example if you are in a meeting, Lync will automatically update your availability to busy. You can override your calendar and manually set your availability. See the back for how presence is determined.

Social Update

Your social update is your way to give others updates on your work, day and appears below your contact in Lync. If you have an out-of-office message set up in Outlook or the Outlook Web App (webmail.csuci.edu), it will override your last social update and appear below your name in your contact. A red asterisk will also appear on your presence icon.

TIP: Unless you have an out-of-office message set up, your social status will not change unless you change it.

Send an Instant Message

1. Locate the person you want to send an instant message to by finding them in search or your Contacts list. Do one of the following:
 - a. Select the contact and then select the message icon.
 - b. Double-click anywhere on their contact listing.
 - c. Right-click or hold down **control** and click their listing and select Send an Instant Message.
2. Type your message at bottom of the conversation window.
3. Press Enter on your keyboard to send the message. Anyone using the most recent version of Lync will see next to each instant message a picture of the person who sent it. This works for both one-to-one conversations and conferences.