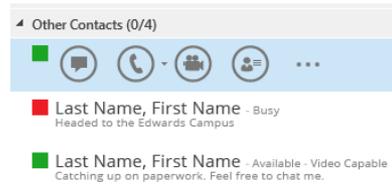


Shortcut menu

When you hover over a contact's presence, you will see a shortcut menu with communications options for sending an instant message (IM), initiating a voice call, initiating a video conference, viewing a contact card, and other options.



View a contact card

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

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:

- Hover over their picture in the Contacts list and click the IM button on the Quick Lync bar.



- Double-click anywhere on their contact listing.
 - Right-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.

Accept an IM request

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



Microsoft Lync 2013 Contacts, Groups, IM & Presence For Windows

To sign in to Lync

1. Launch Lync. It will be located under **Microsoft Office** under **All Programs**. KU staff and faculty who are centralized, Lync should automatically populate your username and ID and you won't need to do the following.
2. Under **Sign in Address**, enter your **primary email address**.
3. Under **Username**, enter the domain (home) followed by a backslash (\) and your KU Online ID (i.e. home\OnlineID).
4. Under **Password**, enter your **KU online password**.
5. Select **Sign In**.

TIP: Lync will automatically launch upon login for PC users unless you manually sign out.

This is one Quick Start Guide of a series. We encourage you to view more guides, step-by-step instructions and instructional videos at technology.ku.edu/lync.



Presence

Your presence is your availability and location. If you are in a meeting in Outlook, Lync will automatically update your availability. You can also manually set your availability and location. For more on presence, see the technology.ku.edu/presence.

TIP: You have the option to enter up to 10 custom locations where you normally work by using the drop-down menu. Lync will remember them and automatically update your location based on your network location.

Different Views

These icons will show you contacts, instant message (IM) history, and your daily calendar.

Find a previous instant message (IM) conversation

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

1. Near the top of the Lync main window, click the **Conversations** tab.
2. Click **All** or **Missed**, depending on what you're looking for. If you don't see the conversation you're looking for, click **View More in Outlook**, at the bottom of the list.
3. Double-click the conversation that you want to view or resume.

TIP: If you use Outlook, you can view past history in a folder called **Conversation History** below your Inbox.

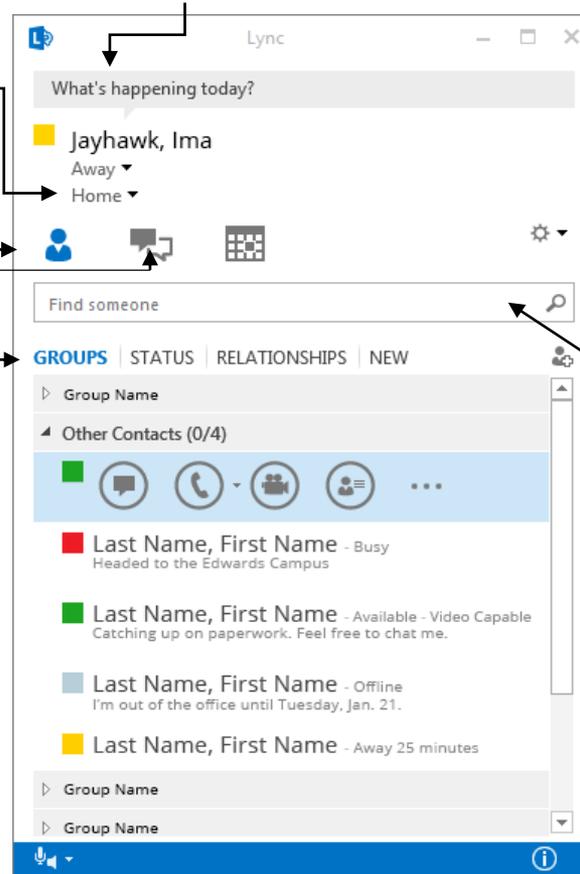
Viewing your contacts

Groups, **Status**, **Relationships**, and **New** are different ways to view your contact list. **TIP:** View more display options by clicking the **Add a Contact** button.

Social Update

Your social update is your way to give others updates on your work, day, etc.

TIP: If you have an out-of-office message set up in Outlook, 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.



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 drop-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.

TIP: You can send an instant message to an entire group by right clicking on the group name and selecting **Send and IM**.

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. 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.

