

# Work Smart: Make presence work for you

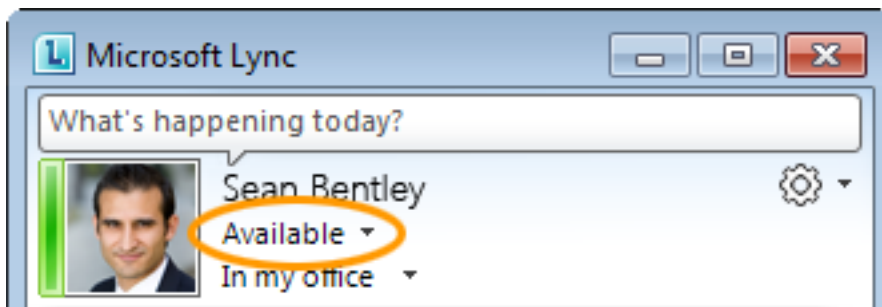
Use this guide to help stay in touch with the people who are important to you and those who are key to getting your work done.

## Let people know what you're up to









Microsoft® Lync™ 2010 communications software automatically sets your presence based on your activity or Microsoft® Outlook® Calendar, but you can set a location or add a note to give people more details.

### Change your presence status

- Open Lync 2010 and, in the Lync main window, click the availability menu under your name, and then select a different status, such as **Be Right Back**.



The following table describes the presence status that other people see for you and what the status means.

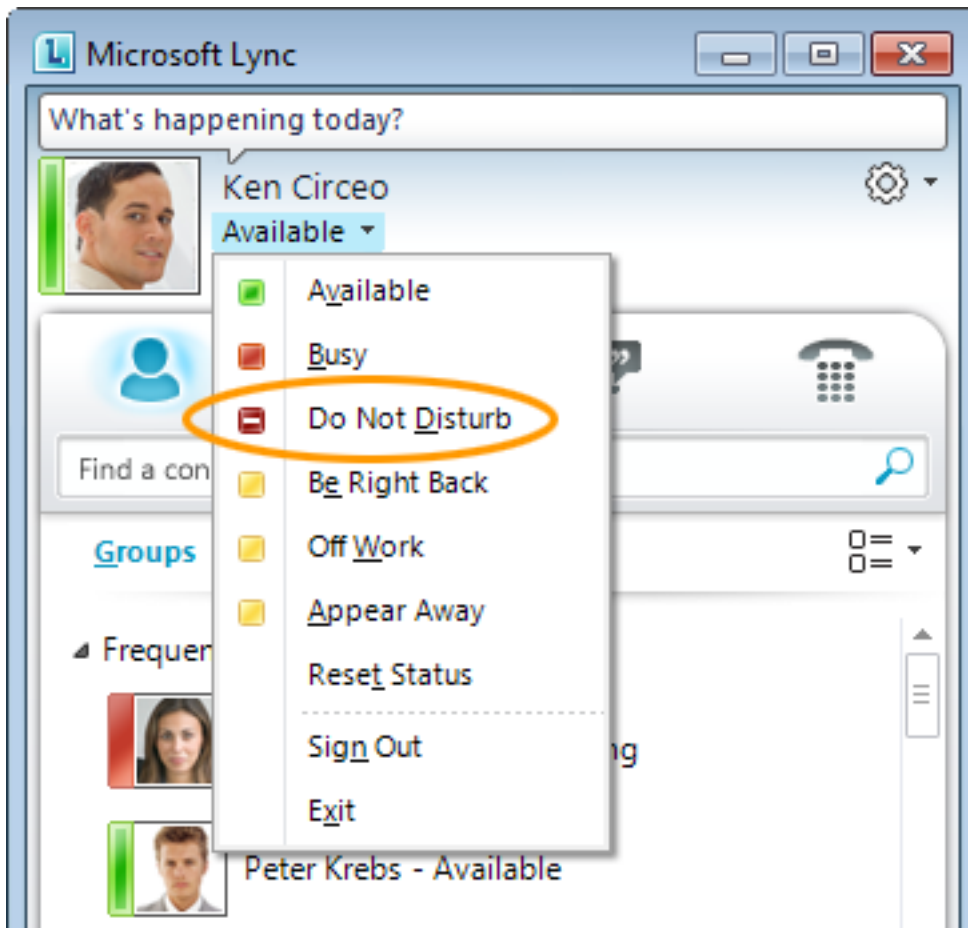
Presence Status	Description
 Available	You are online and available to contact.
 Busy	You are in a Lync call, or, according to your Outlook Calendar, you are in a meeting, and you shouldn't be interrupted.
 Do not disturb	You don't want to be disturbed and will see conversation notifications only if they are sent by someone in your Workgroup.
 Be Right Back	You are stepping away from the computer for a few moments.
 Away	Your computer has been idle for a period of time (15 minutes by default).
 Off Work	You are not working and are not available to contact.
 Offline	You are not signed in. If you have blocked individuals from seeing your presence, you'll appear offline to them.
 Unknown	Your presence is not known. If others are not using Lync as their instant messaging (IM) program, then your presence might appear unknown to them.

## Stop those interruptions

You can set your status to Do Not Disturb to control interruptions. Everyone will see that you do not want to be disturbed, and if they try to invite you to IM conversations, you won't be bothered with notifications (unless they are sent from someone in your Workgroup; for details, see the note below). This also stops your ring tone when you receive a call.

### Set your status to Do Not Disturb

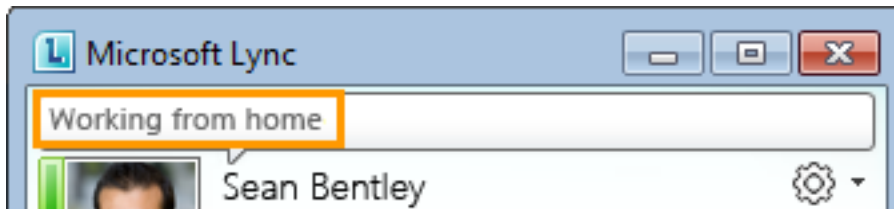
- In the Lync main window, click your presence status, and then click **Do Not Disturb**.



**Note** By default, your contacts are all Colleagues. To make someone a Workgroup contact so that you'll receive conversation notifications (even if your status is Do Not Disturb), right-click the contact in your Contacts list, click **Change Privacy Relationship**, and then click **Workgroup**. To turn off all notifications from everyone when your status is Do Not Disturb, click the **Options** button, click **Alerts**, and then click **Do not display alerts**.

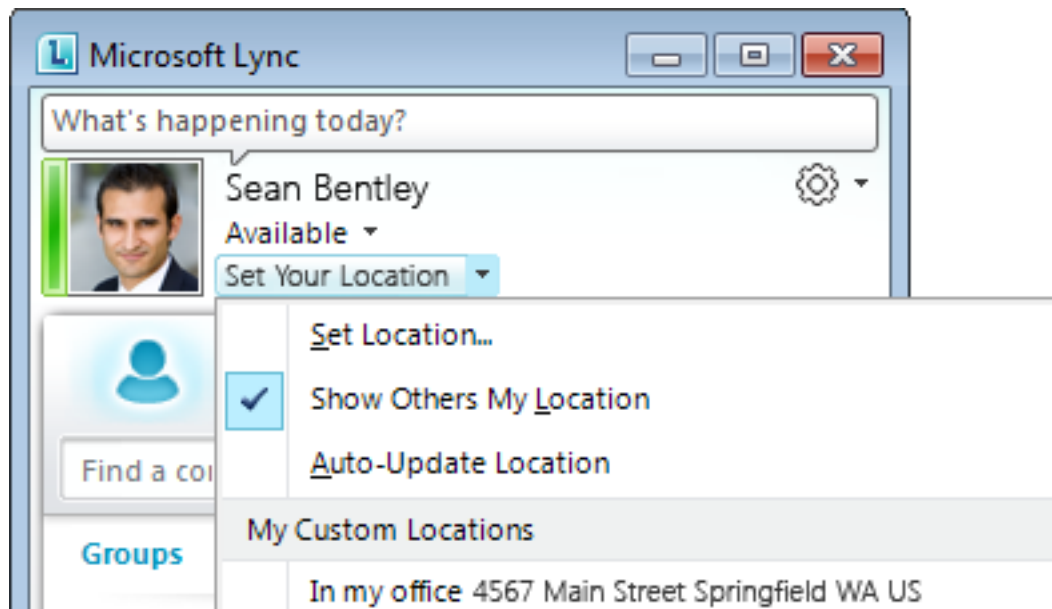
## Let other people know what's happening today

- In the Lync main window, click the note box above your name, and then type a note, such as “Working from home” or “Working on a deadline, please IM instead of stopping by.”



## Set your location

- In the Lync main window, under your presence status, Lync displays a location that is related to the network that you're connected to. You can make this location more meaningful by renaming it “Work” or “Home.” Then, every time that you're working from this location, any contacts you want to share this information with will have a better idea of where you are.



## Connect with people who are important to you

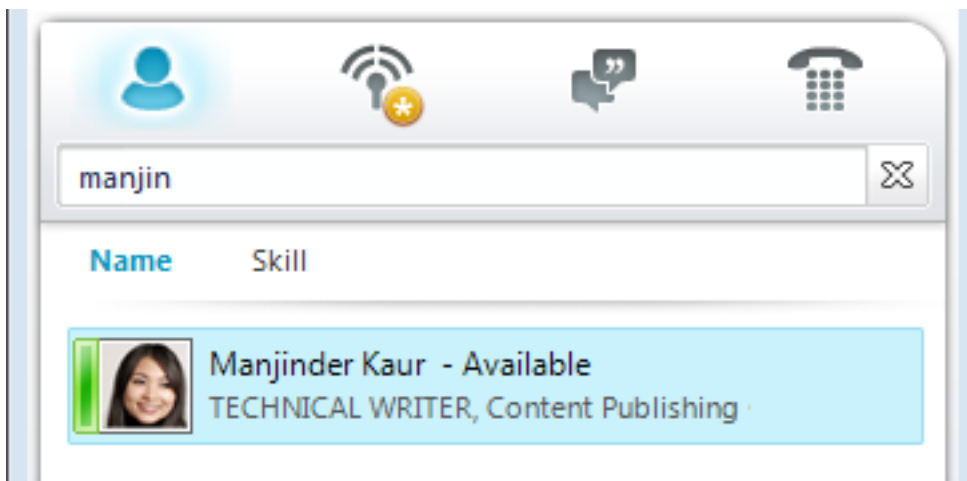
Build your Contacts list in a way that will simplify your communications and let you see presence and contact information for the people most important to you. The easiest way to find people, whether or not they're already in your Contacts list, is to search for them in the search box. In addition to being able to

search by name or phone number, you can search by another term a contact might have specified in a profile. If a Skill button appears below the search box, try searching for a skill or area of expertise, job title, and so on.

To help you organize your Contacts list, Lync automatically populates your Frequent Contacts, based on the 10 contacts you most often have conversations with. You can also pin your most important contacts to the top of this contact group for quick access. Lync 2010 pre-populates the pinned list with your team members.

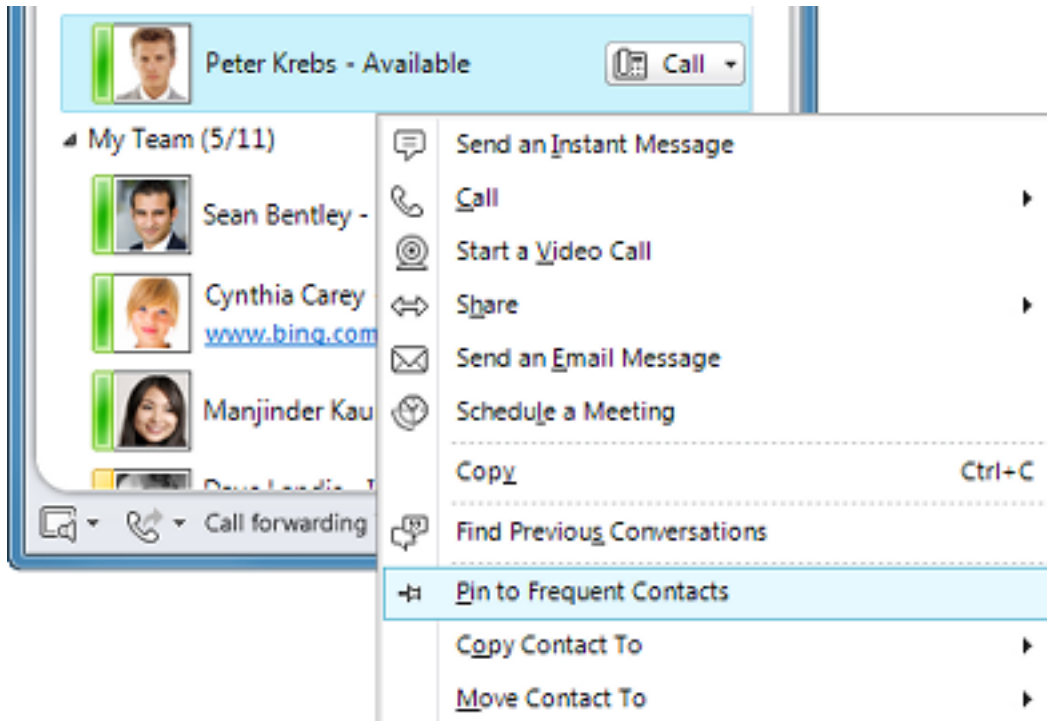
## Search for people

- In the Lync main window, in your Contacts list, start typing a person's name in the search box. Results will appear below the box.



## Pin frequent contacts

- In your Contacts list or search results, right-click the person, and then click **Pin to Frequent Contacts**.

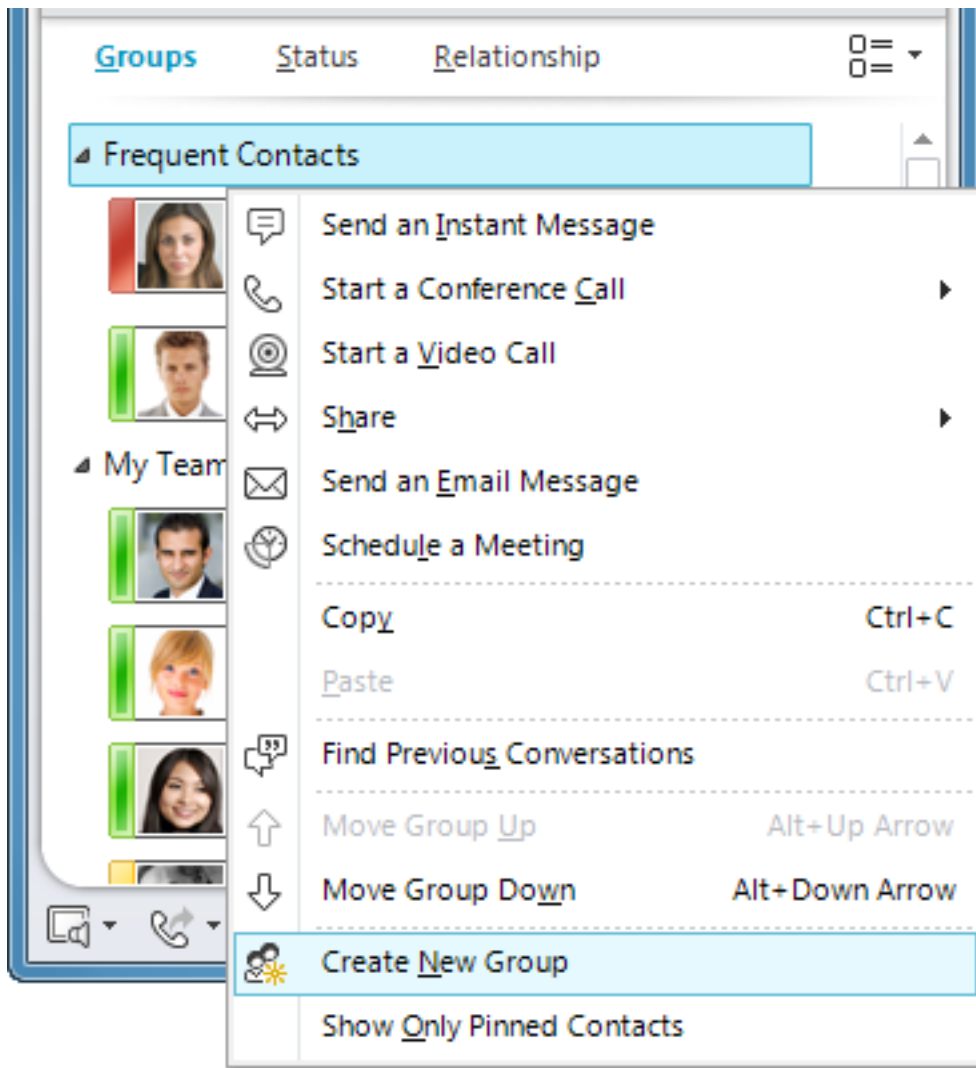


## Create groups for people you regularly get in touch with

Do you need to send a quick message to a whole group? You can set up a group for each team you work with so that you can see who is available at any given time or contact the entire team.

### Create a group

- In the Lync main window, in your Contacts list, right-click any group name (for example, **Frequent Contacts**), click **Create New Group**, and then give the group a name.

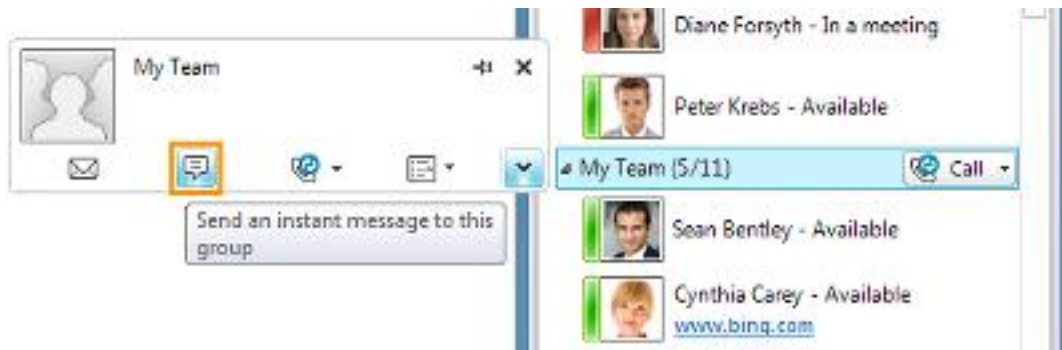


## Add people to a group

- In your Contacts list, do one of the following:
  - Drag contacts into a group.
  - Search for a contact, and, in the search results, right-click the person, click **Add to Contacts List**, and then click the new group name.

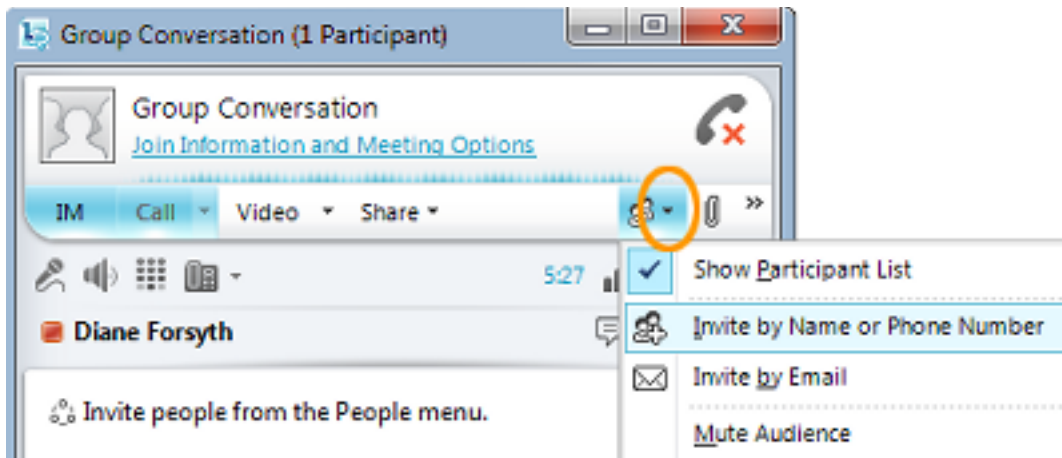
## Send an instant message to a contact or group

- In your Contacts list, point to the contact or group, and wait for the contact card to open.
- In the contact card, click the IM button.



## Invite additional people to an IM conversation

- In the conversation window, click the **People Options** menu, and then click **Invite by Name or Phone Number**.



You can also drag contacts or groups from the Contacts list into the conversation window to add them.

**Tip** If you have contacts outside your organization, you can still add them. Just click **Invite by Email**, and they can join the conversation by clicking a link in the email message (whether or not they have Lync installed).