



# COLLABORATE QUICK REFERENCE GUIDE: IM, PRESENCE AND CONTACTS

## Find someone

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

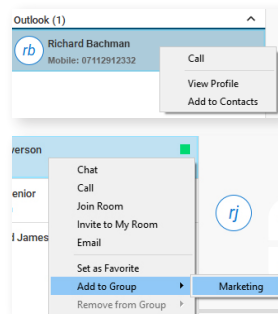


## Add a contact

You can add people who you regularly contact to your buddy list. This will enable you to contact them more easily and you will see their presence. To add a contact:

1. Find the person you want to speak to
2. Right-click the person's name
3. Click *Add to Contact*

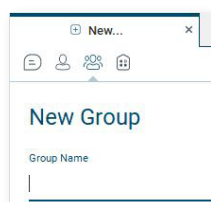
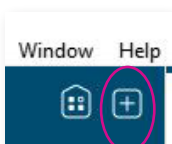
You can then add the user to a group by right clicking on the saved user and save to a group or add them to your favourites.



## Creating Groups

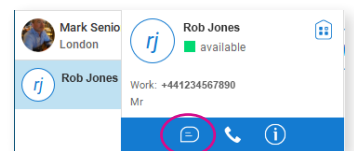
You can sort your contacts into groups for ease of management.

1. Click on the *New* button on the main screen
2. On the opened tab, click on *Groups*
3. Create a group name and click *Add to Contacts*



## Instant Messaging a contact

Select a user from your contact list, or search a new user and then double click on their name or hover over their name and click the IM icon. This will open up a chat window, where you can type your message.



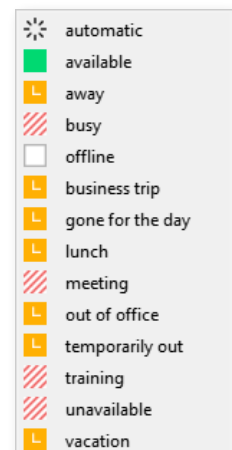
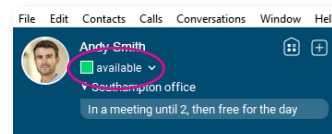
## Escalate the call to voice, video and sharing

Within the contacts open tab, select the appropriate call type you wish to make, voice video sharing

You are also able to see a person's contact card by pressing on the information icon

## Managing your presence

Presence enables you to see the status of the person you want to contact, so you can decide the best way of talking to them. Presence is derived from the users calendar and along with their activity within Collaborate, such as making a voice call.



To change your presence, click on your presence status and then select an appropriate one from the list. The status will remain until you select 'automatic' or log out of the client call.