



## Preface

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## Introduction

Microsoft Exchange integration with the IM and Presence Service allows users to incorporate their calendar and meeting status in Microsoft Outlook into their availability status on IM and Presence Service.

## Audience

This publication is for experienced users who configure and maintain Microsoft Exchange integration with the IM and Presence Service.

## Organization

This guide contains the following sections:

Chapter	Title	Description
1	<a href="#">Introduction to IM and Presence Service Integration with Microsoft Exchange</a>	Introduction to Microsoft Exchange Integration with the IM and Presence Service.
2	<a href="#">Planning for IM and Presence Service Integration with Microsoft Exchange</a>	Describes the prerequisite configuration tasks, configuration and security considerations, and how to get more information.

Chapter	Title	Description
3	<a href="#">Configure Exchange Server 2007 and Later to Integrate with the IM and Presence Service over Exchange Web Services</a>	Describes the integration of the IM and Presence Service with Microsoft Exchange Server 2007, 2010, and 2013 over Exchange Web Services.
4	<a href="#">Configure the IM and Presence Service to Integrate with the Microsoft Exchange Server</a>	Describes common configuration tasks.
5	<a href="#">Troubleshooting Exchange Calendaring Integrations</a>	Describes the most common troubleshooting tasks and fixes for common problems.

## Conventions

This document uses the following conventions:

Convention	Indication
<b>bold</b> font	Commands and keywords and user-entered text appear in <b>bold</b> font.
<i>italic</i> font	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic</i> font.
<code>courier</code> font	Terminal sessions and information the system displays appear in <code>courier</code> font.



### Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the manual.



### Tip

Means *the following information helps you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.



### Caution

Means reader be careful. In this situation, you might perform an action that could result in equipment damage or loss of data.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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