Flashcards

Cool Tips and Quick Tricks for Using
Microsoft Unified Communications

ALENDAR · CONTACTS
ESENCE · MOBILITY · SHARING · WEB · AUDIO
ENT AND PBX · VOICE MAIL · PSTN · VOICE · SOFTWARE
ED VOIP · PBX · VOICE MAIL · PSTN · VOICE · SOFTWARE

Unified.Now.

unified communications

How to use your Unified Communications Cards

This deck of cards can help you get things done. Each card provides step-by-step instructions for how to use your company's unified communications software and technology.

Category Color

Find the instructions you need to master specific tasks for the following categories.

Instant Messaging

Conferencing

Software-Powered Voice

At-a-Glance Benefits

Know immediately how each task can help you work effectively.

$ Saves Money

Promotes Communications

Reduces Paper

Save Time

Visual Guidelines

Illustrations highlight key elements of the user interface

Recent Contacts
Lola Jacobsen   Available
— Calling options
— Call button

What's New in Microsoft® Office Communicator 2007 R2

New features in Office Communicator 2007 R2
This quick reference card contains information about the new desktop sharing and dial-in telephone conferencing features in Microsoft® Office Communicator 2007 R2.

What you need to get started
For audio (phone) conferencing you must have a headset, or a speaker and microphone, or a USB audio device connected to your computer. For audio/video conferencing, you must have a webcam connected to your computer.

Set up your audio and video
Before getting started with conferencing, you may want to adjust your audio and video devices: click the **Menu** button on the Communicator Title bar, click **Tools,** and then click **Set Up**.

Audio and video – installing the Live Meeting console
With Office Communicator 2007 R2, you can escalate instant messaging (IM), audio, or audio and video (A/V) conferences into a Live Meeting. To conduct Microsoft® Office Live Meeting conferences, you must install the Live Meeting console. See your system administrator for instructions.

Installing the Conferencing Add-In for Outlook
With the Conferencing Add-In for Microsoft® Office Outlook®, you can schedule phone conference calls with Office Communicator or Web conferences with Live Meeting. Contact your system administrator for instructions on how to install the Conferencing Add-In for Outlook.

Where to find more information
For more detailed information, visit the following sections of Office Communicator online Help. (Click the **Menu** button, click **Help,** and then click **Microsoft Office Communicator Help.)**
Conferencing and Collaboration
How to Contact Others

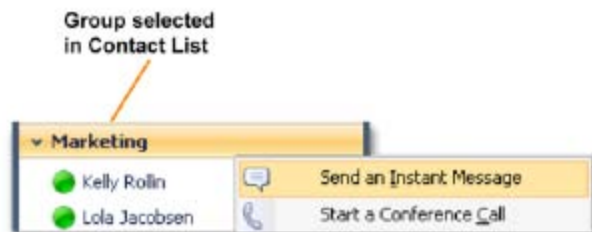# Start an IM Conference

$ ☎ ✉ 🕐

With Microsoft® Office Communicator 2007 R2, you can select multiple contacts or a group in your Contact List to start an IM (Instant Messaging) conference. You can also escalate a one-to-one IM session to a group conference by simply inviting other contacts to an IM session.

Start an IM conference with multiple contacts
In the Contact List, hold the CTRL key, and then select the contacts you want to invite. Right-click the last contact, and then click **Send an Instant Message**. Type your message in the Message Entry box, and then press ENTER.
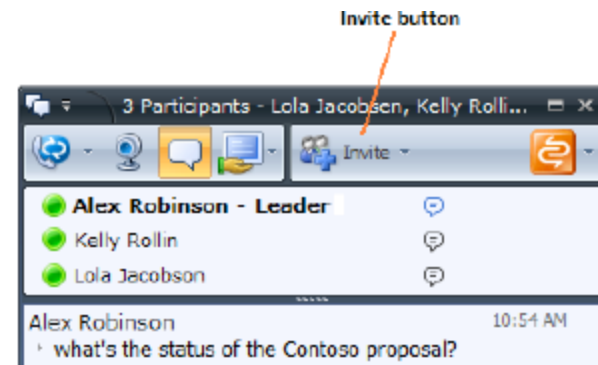
Start an IM conference with a group
In the Contact List, right-click a group name, and then click **Send an Instant Message.** Type your message in the Message Entry box, and then press ENTER.

Invite someone to an IM session or conference
In the **Conversation** window, click **Invite,** and then select the contacts you want to invite.

Invite button
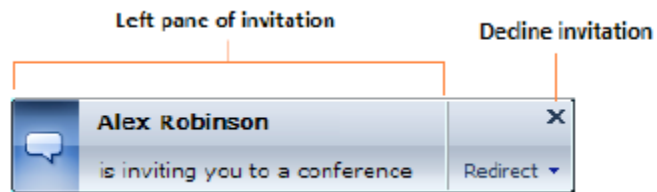

Group selected in Contact List

Join an IM Conference

To join an IM (Instant Messaging) conference using
Microsoft® Office Communicator 2007 R2, do the following:

• In the conference invitation alert, click the left pane. The
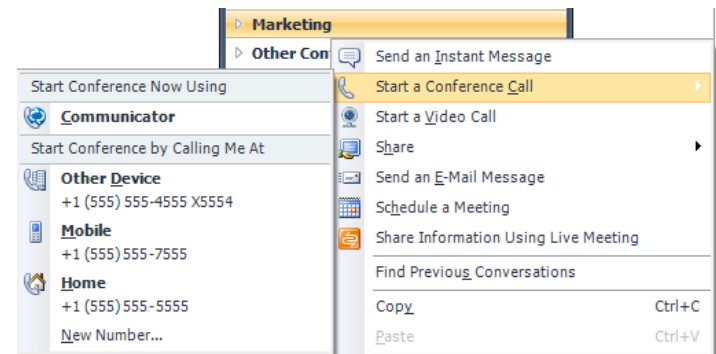alert appears in the bottom right of your computer screen.

Start an Unscheduled Conference Call

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In Microsoft® Office Communicator 2007 R2, you can make unscheduled phone conference calls to selected contacts or a group in your Contact List. You can also start a conference call from your mobile phone or from a new phone number that you specify, such as to a hotel room number when you are traveling.

Start a conference call with multiple contacts or a group
1. In the Contact List, do one of the following:
   - To select multiple contacts, hold the CTRL key, and then select the contacts that you want to call. Right-click the last contact, and then point to Start a Conference Call.
   - To select a group, right-click the group, and then point to Start a Conference Call.
2. From the Start a Conference Call menu, do one of the following:
   - To start the call from your default calling device, click Communicator under Start Conference Now Using.
   - Under Start Conference by Calling Me At, click a phone number. Communicator calls the number and joins you to the conference when you answer the call.

Join an Unscheduled Conference Call $ ✆ ✉ 🕐

To join an unscheduled conference call using Microsoft® Office
Communicator 2007 R2, do the following:

In the conference invitation alert, click the left pane. The alert appears
in the bottom right of your computer screen.
* Click **New Number**, enter the number, and then click **OK**.

Left pane of invitation   Decline invitation

Alex Robinson   ✕

is inviting you to a conference call   Redirect ▾
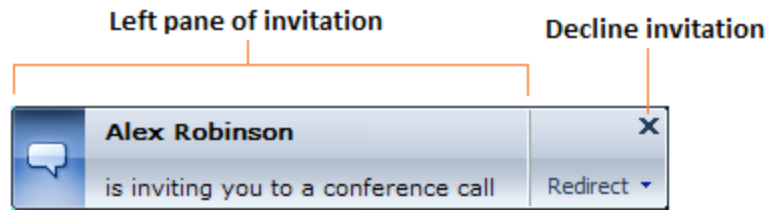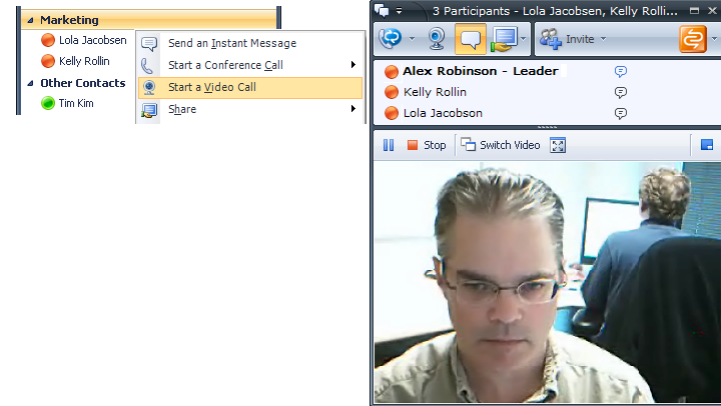
Start an Audio/Video Conference

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In Microsoft® Office Communicator 2007 R2, you can start an audio/ video (AV) conference with multiple users or a group that you select in the Contact List.

Start an audio/video conference with multiple contacts
In the Contact List, hold the CTRL key, and then select the contacts you want to invite. Right-click the last contact, and then click **Start a Video Call**.

Start an audio/video conference with a group
In the Contact List, right-click a group name, and then click **Start a Video Call.**

Join an Audio/Video Conference

$ ✆ ✉ 🕐

To join an audio/video conference using Microsoft® Office Communicator 2007 R2, do the following:

- **Join an audio/video conference**
  In the conference invitation alert, click the left pane.

- **Join from another device**
  Click **Redirect**, and then click the phone number of the device from which you want to join. You can join an audio/video conference even if you do not have a webcam. While you will not transmit a video stream, you can view the video stream of others.
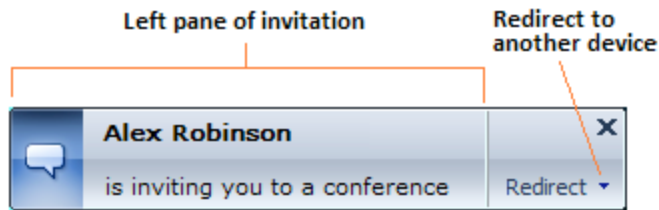
Conduct Conference Calls

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In Microsoft® Office Communicator 2007 R2, during a conference, you can use the Conference call controls to invite others, make a participant a leader, eject a participant, mute a participant, or invite a participant to a new conversation.

Invite others to a conference call
In the Conversation window, click the Invite button, and then select the contacts that you want to invite.

Dial an outside number to invite a participant
In the **Conversation** window, click the Invite button, type the person's phone number in the **Search** box, and then double-click the number in the **Search Results** box.

Make a participant a conference leader
In the conference roster, right-click a participant, and then click **Make Leader.** This action is only available if you initiated the conference and are the conference leader.

Eject a participant
In the conference roster, right-click the person you want to eject, and then click **Remove from Conference**.

Mute a participant
In the conference roster, right-click the person you want to mute, and then click **Mute**. This action is only available if you initiated the conference and are the conference leader.

Invite a participant to a new conversation
In the conference roster, right-click the participant, click **Invite to New Conversation**, type a message in the message entry area, and then press ENTER.
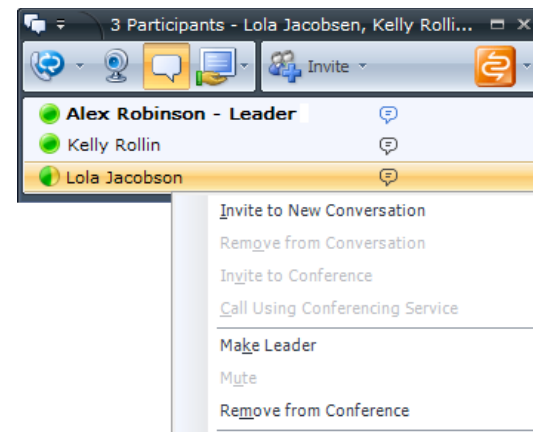
Escalate Conferencing Communication Modes

With Microsoft® Office Communicator 2007 R2, you can seamlessly add communication modes to your conferencing session. For example, you can start an IM conversation with a single contact, add additional contacts for an IM conference, and then add audio and video to the conference. If you need to share data, applications, or slides, you can share your desktop or escalate to a Microsoft® Office Live Meeting session—without having to re-invite participants.

Turn an IM conversation into a conference
During an IM session, click **Invite**, click **Invite Someone**, and then select the contacts you want to invite to the conference.

Turn an IM conference into a phone or AV conference
During an IM conference, click **Add Audio** to add audio to the conference, or click **Add Video** to add video to the conference.

**Turn a phone or AV conference into a Live Meeting**
During a conference call, click the arrow to the right of the **Additional Actions** button, and then click **Share Information Using Live Meeting** or **Meet Now Using Live Meeting Service**. (These options are only available if Live Meeting is installed.)

Share Your Desktop or Share Information Using Microsoft® Office Live Meeting

With Microsoft® Office Communicator 2007 R2, to allow other participants to view your entire computer desktop during a conversation or IM, click the Sharing button, and then click **Share Desktop**. To share control so that another participant can provide mouse and keyboard input to your desktop, in the Conversation window, click the arrow next to the **Sharing** button, and then click **Share Control with Participants**. The other participants will see a **Take Control** button, which they can click to control the applications on your desktop.

You typically use **Share Information Using Live Meeting** if all of your conference participants are internal, such as peer employees and federated partners. Common scenarios include conferences with team members and strategy meetings with partners. Use **Meet Now Using Live Meeting Service** if your conference includes external users, such as clients and personal contacts, as in sales calls and customer training sessions.
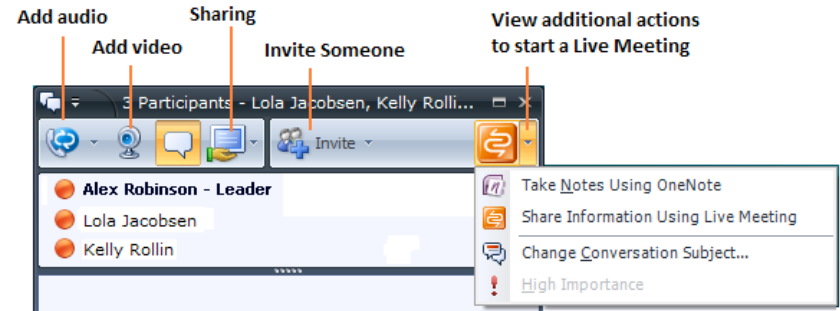
Schedule a Conference Call or Live Meeting $ ✆ ✉ 🕐

You can use the Conferencing Add-In for Microsoft® Office Outlook® to schedule Microsoft® Office Communicator 2007 R2 conference calls or Microsoft® Office Live Meeting Web conferences. Schedule Live Meeting Web conferences when you need to show slides, share an application or your desktop, or collaborate on a whiteboard. For instructions about installing the Conferencing Add-In for Microsoft Outlook, contact your system administrator.

Schedule a conference call
Open Microsoft Outlook, click **Conferencing,** and then click **Schedule a Conference Call.** This schedules a call exclusively in Communicator; you do not need Live Meeting installed.

Schedule a Live Meeting
Open Microsoft Outlook, click **Conferencing,** and then click **Schedule a Live Meeting.**

Add a dial-in number
In the conferencing request, click **Audio**, and then click **Also allow attendees to call in with telephones**. The meeting invitation will contain the telephone number, conference ID, and pass code that the participant can use to join the audio part of the conference.

Add the Microsoft Office Live Meeting toolbar
Open Microsoft Outlook, click **View,** point to **Toolbars**, and then select **Microsoft Office Live Meeting**.
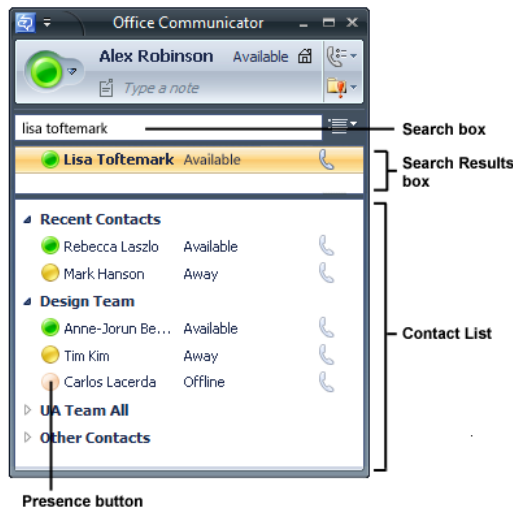
To see the Conferencing menu item in Outlook, you must first install the Conferencing Add-in
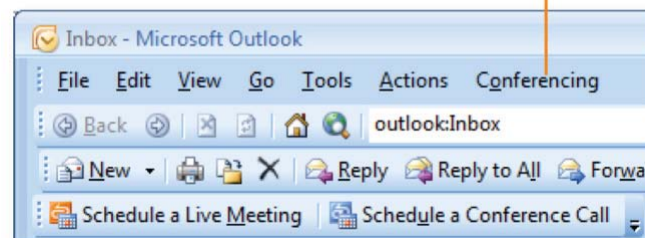
Manage Your Contacts and Contact List

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Your Contact List is a list of co-workers, family, and friends with whom you communicate most often. When you first install Microsoft® Office Communicator 2007 R2, you must build your Contact List.

Search for someone
Type a person's name or e-mail address in the Search box.

Add a person or distribution group to your Contact List
Type the person or distribution group's name in the Search box, and then drag the name from the Search Results box to the Contact List.

Add a contact outside your company
To add a public instant messenger (IM) contact from AOL, Yahoo Messenger, MSN® Messenger, or Windows LiveTM Messenger Service, or a federated contact (a contact whose company is federated with your company), type the person's e-mail address in the Search box,

and then drag the name from the Search Results box to the Contact List. (To add a public IM contact, your organization must be configured for public IM connectivity. Contact your system administrator for more information.)

View a contact's Contact Card
Click the contact's **Presence** button.

Create a custom group
In the Contact List, right-click a group name, select **Create New Group**, type a name for the group, and then press ENTER. To add contacts to the group, drag them from an existing group or from the Search Results box.

Customize Your Presence Information

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Microsoft® Office Communicator 2007 R2 provides a full set of personal presence attributes that you can customize and make available to other contacts to help them communicate with you. As shown in this illustration, presence attributes include your presence status, your location, and a personal note.

Add and publish phone numbers
In the Office Communicator Title bar, click the Menu button, click **Tools**, click **Options**, and then click the **Phones** tab. Click the button for the phone number you want to add. Enter the phone number and then click OK. Check the Publish this phone number box to make the number visible to others. After you add the phone number, you should change Access Levels for those contacts with whom you want to share your phone number. See "Control Access Levels to Your Presence Information" on this card for more information.

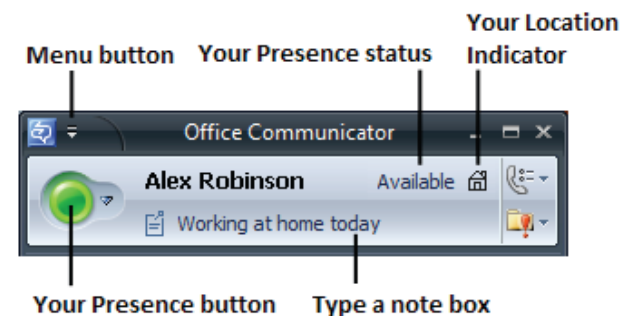**Manually change your presence status**
Click your **Presence** button and then select a state.

Set your location
Click your **Presence** button, point to **Current Location,** and then select a location or create a new location.

Create a note
Click in the **Type a note** box, and then enter a note. Click outside the box when you are done.

Work Phone… +14255550101
Mobile Phone… 14255550102

Phone numbers in the Phones tab

Menu button   Your Presence status   Your Location Indicator

Office Communicator

Alex Robinson   Available

Working at home today

Your Presence button   Type a note box

Your Presence Information and Access Levels

Each Microsoft® Office Communicator 2007 R2 contact, including you, has a full set of presence attributes that describe availability, activity, and willingness to be contacted. Presence attributes also include contact information such as phone numbers, personal notes, and location. The amount and type of presence information that you make available to others is controlled by Access Levels. For example, when you assign a contact to the Team Access Level, that contact has access to your mobile phone number, calendar "free or busy" information, and your location, as shown in this table.

Access Levels

Presence Information	Block	Public	Company	Team	Personal
Offline Presence	●				
Availability		●	●	●	●
Capabilities			●	●	●
Display Name	●	●	●	●	●
Email Address	●	●	●	●	●
Title*		●	●	●	●
Work Phone*			●	●	●
Mobile Phone*				●	●
Home Phone*					●
Other Phone*					●
Company*		●	●	●	●
Office*			●	●	●
SharePoint Site*			●	●	●
Meeting Location				●	
Meeting Subject				●	
Free Busy			●	●	●
Working Hours			●	●	●
Endpoint Location				●	●
Notes (Out of Office Note)			●	●	●
Notes (Personal)			●	●	●
Last Active			●	●	●

If these attributes are defined in Microsoft® Active Directory®, they are visible to all contacts in your company, regardless of Access Level. They are also visible to federated contacts, depending on the assigned Access Level. They are not visible to public instant messaging contacts.

Contact List etiquette

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Each contact in your Contact List has a Presence button and a status text string that reflects his or her availability and willingness to be contacted. You can use the status indicated by the Presence button to determine which mode of communication is best suited for connecting with the contact. Microsoft® Office Communicator 2007 R2 provides a variety of communication options. For example, you can double-click the contact to start an IM session, click the Call button for one-click calling, or click the Presence button for additional contact details or communication options.
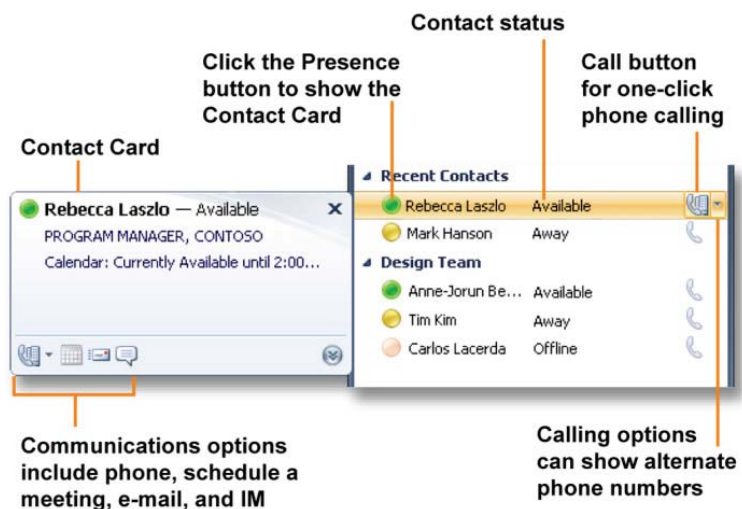
Determine if a contact is available
View the contact's Presence button and status.

View a contact's Contact Card
Click the contact's Presence button.

View ways to communicate
with a contact Right-click the contact in the Contact List.

View phone calling options
Click the arrow to the right of the Call button associated with the contact.

Get notified when a contact's availability changes
In the Contact List, right-click the contact, and then click **Tag for Status Change Alerts.** When the contact's status changes
to Offline or Available, you receive an alert on your desktop.

Contact status

Click the Presence button to show the Contact Card

Call button for one-click phone calling

Contact Card

▲ Recent Contacts
Rebecca Laszlo — Available   ✕   Rebecca Laszlo   Available
PROGRAM MANAGER, CONTOSO   Mark Hanson   Away
Calendar: Currently Available until 2:00... ▲ Design Team
                                        Anne-Jorun Be... Available
                                        Tim Kim   Away
                                        Carlos Lacerda   Offline

Communications options include phone, schedule a meeting, e-mail, and IM

Calling options can show alternate phone numbers

Control Access to Your Presence Information

With Microsoft® Office Communicator 2007 R2, you use Access Levels to control the presence information that others see. For example, you probably have a short list of co-workers who you want to have access to your mobile phone number. To make your mobile number available to a contact, assign the contact to a **Team** or **Personal** Access Level.

Switch to Access Levels view
Click the **Change view** button and then click **Access Levels**.

Change a person's Access Level
Right-click a contact's name, click **Change Level of Access**, and then select a level. You can also drag a contact into an Access Level group if you are viewing the Contact List by Access Levels.

Block a person from contacting you
In the Contact List, right-click a contact's name, click **Change Level of Access,** and then select **Blocked.**

Create a list of contacts who can interrupt you
Switch to the Access Levels view, and then drag the contacts who you want to be able to interrupt you while your presence is set to **Do Not Disturb** into the **Team Access** Level.

Selected contact is assigned to the Company Access Level

Office Communicator

Alex Robinson   Available

Type a note

Personal
Personal contacts see all published contact information, including home and mobile numbers.

Team
Team contacts see published work and mobile numbers, plus schedule and availability details, and can interrupt me when I am busy.

Company
Company contacts see work contact information, plus basic schedule and availability.

Public
Public contacts see your name, title, company, e-mail address, and limited availability.

Blocked
Blocked contacts see your name and limited contact information but cannot contact you through Communicator; you appear as Offline.

Send an Instant Message
Call
Start a Video Call
Share
Send an E-Mail Message
Schedule a Meeting
Add To Outlook
Send a File...
Share Information Using Live Meeting
Properties
View Contact Card   Alt+Enter
Find Previous Conversations
Copy   Ctrl+C
Tag for Status Change Alerts
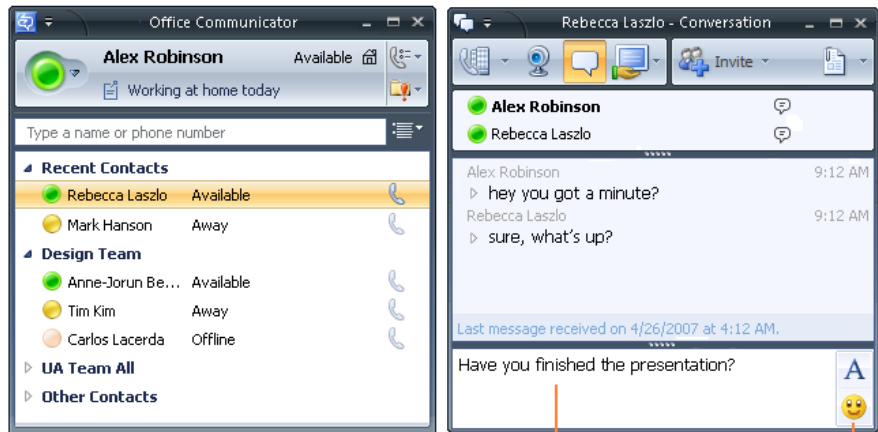Change Level of Access

Send Instant Messages

With Microsoft® Office Communicator 2007 R2, you can start an instant messaging session with a single contact, with multiple contacts, or with a group.

Send an Instant Message
You typically start an instant messaging session by double-clicking a contact name in the Contact List.

Message entry area   Select emoticon

Send an instant message
In the Contact List, double-click a contact, type a message, and then press ENTER.

Add an emoticon
Place the text cursor where you want to add the emoticon, click the emoticon button, and then select the emoticon.

Send an instant message to a group
Hold the CTRL key and select multiple contacts. Right-click the last contact, and then select **Send an Instant Message** or press ENTER. You can also right-click a group, then click **Send an Instant Message**.

Receive an Instant Message

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In Microsoft® Office Communicator 2007 R2, when a contact sends you an instant message invitation, you see an instant message invitation alert in the bottom right corner of your computer screen.

Receive an instant message
To accept an instant message invitation, click the left pane.

Set your status to Do Not Disturb when you receive an invitation
Click the **Redirect** button, and then click Set to **Do Not Disturb**. You typically use this feature when your status shows you as available, but you are in an unscheduled meeting or an important conversation. The new presence status lasts until the beginning of the next hour.

Left pane of invitation   Decline invitation

Alex Robinson   ✕
is inviting you to a conversation   Redirect ▾
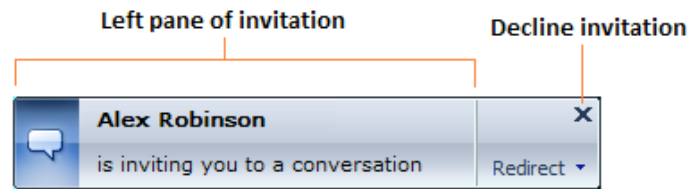
Share Your Desktop

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In Microsoft® Office Communicator 2007 R2, you can share your desktop with other participants, for example to display slides or share other documents and applications. You can also share control so that other participants can provide mouse and keyboard input on your desktop.

Share your desktop
During a conversation or IM, click the **Sharing options** button, and then click **Share Desktop** to allow other participants to view your entire computer desktop.

Share control
To share control so that other participants can provide mouse and keyboard input on your desktop, in the Conversation window, click the arrow next to the **Sharing** button, and then click **Share Control with Participants**. The other participants will see a **Take Control** button, which they can click to control the applications on your desktop.
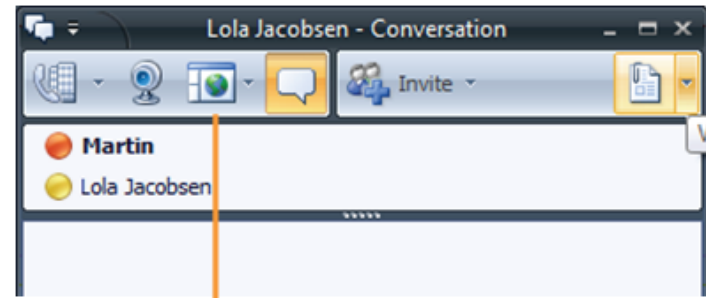
Sharing options button

Where to find more information
For more detailed information, visit the following sections of Office Communicator online Help. (Click the **Menu** button, click **Help**, and then click **Microsoft Office Communicator Help**.)
- Managing Your Contacts and Contact List
- Presence
- Sending and Receiving Instant Messages
- How to Contact Others

Add a Contact to the Contact List

You can use the 2007 R2 version of Microsoft® Office Communicator Web Access to add users both inside and outside your organization to your Contact List.

Contacts outside your organization must use a supported public instant messaging (IM) service provider or be a user of an organization that is federated with your organization.

1. In the **Search** box, type the display name or e-mail address (required for contacts outside your organization) of the person whom you want to add, and then press ENTER.
2. In the results area, right-click the name of the person whom you want to add, click **Add to Contact List**, and then click the group to which you want to add the contact.

Add a distribution group to the Contact List
1. In the **Search** box, type the name or e-mail address of the distribution group you want to add, and then press ENTER.
2. In the results area, right-click the name of the distribution group, and then click **Add to Contact List**.

Set access levels
Access levels let you decide what information to show a contact.
It also allows you to block someone from contacting you through Communicator.
- In the Contact List, right-click the name of the contact whose access level you want to change, click **Change Level of Access**, and then click the level.

Manually Set Your Presence Status

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Presence status enables you to manage and display availability, activity, and contact information. You can also view the presence status of others.

1. At the top of the 2007 R2 version of Microsoft® Office Communicator Web Access window, click the **Presence** button next to your name.

   Brad Joseph   In a meeting
   <Type a note>

2. Select the presence status you want to display to other people.

View a Contact's Status and Contact Information

The status icon displays a contact's availability. The contact card provides additional status and contact information.

1. Right-click the presence symbol next to the name of the person whose detailed status and contact information you want to see.
2. Click **Display Contact Card**. In 2007 R2 version of Microsoft® Office Communicator Web Access, the contact card shows you a contact's address book title, office location, calendar information if it is available, personal note, and published phone numbers.

Juan-Carlos Rivas - Busy
SENIOR GROUP MANAGER, CONTOSO
1/123
Calendar:Currently Tentative. Free at 5:00 ...
All limitations are self-imposed.
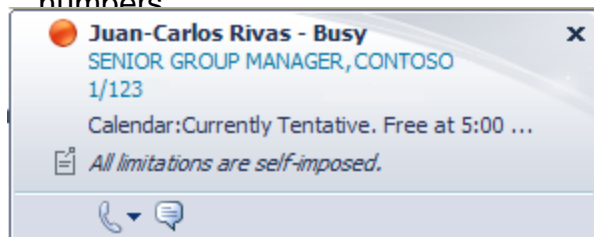
Send an Instant Message

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To send an Instant Message using the 2007 R2 version of Microsoft® Office Communicator Web Access, do the following:

1. In your Contact List or search results, right-click a contact or group name, and then click Send an Instant Message to open the Conversation window. To select multiple contacts, hold down the CTRL key and then click contact names.
2. In the Conversation window, type your message, and then press ENTER. If there is one other participant, this starts a conversation. If there are two or more other participants, this starts a conference.
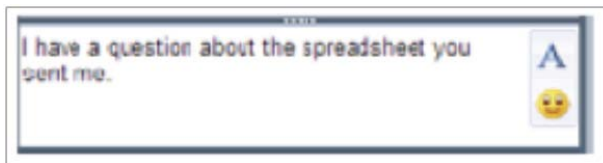
Invite New Participants to a Conversation

You can invite as many as 31 other people to the same instant messaging conference using the 2007 R2 version of Microsoft® Office Communicator Web Access.

1. In the **Conversatio**n window, click **Invite**, and then click **Invite Someone**.
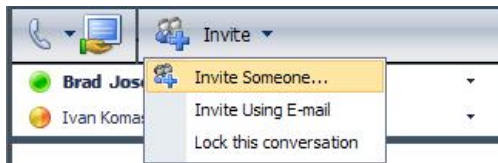
2. In the **Invite Someone** window, do one of the following:
   - Click the name of the contact or group that you want to add to the conversation, and then click **OK**.
   - In the **Search** box, type the contact's or group's display name or sign-in name, and then press ENTER. In the results list, click the contact's or group's name, and then click **OK**.

Start a New Conversation or Conference $ ✆ ✉ 🕐

You can start a conversation or conference, and then add participants by inviting them as described previously or by sending new participants an e-mail invitation that contains the conference URL.

1. At the top of the 2007 R2 version of Microsoft® Office Communicator Web Access window, click **Meet**.

    ![Microsoft Office Communicator window showing https://im.contoso.com/cwa/Client/3.5.6770.00, with Contacts | Options | Meet | Sign Out menu and Brad Joseph — Available status]

2. In the Conversation window, click **Invite**, and then click **Invite Using E-mail**.
3. In the window that opens, copy and then paste the meeting URL into a new e-mail message.

> To invite someone, copy and paste the following instructions into a new e-mail or IM message:
>
> Brad Joseph has invited you to a conversation using Microsoft Office Communicator Web Access. To join the conversation, click the following link:
>
> https://im.contoso.com/join?uri=sip%3ABradj%40contoso.com%3Bgruu%3Bopaque%3Dapp%3Aconf%3Afocus%3Aid%3AD19OZJP9O74CDHP9Q6URQ22ITPXSHOIT&key=J1C09D1YNQEZ

Control Your Phone with Communicator Web Access

In the 2007 R2 version of Microsoft® Office Communicator Web Access, when you receive a toast for an incoming call, click Redirect, and then do one of the following:

Redirect phone calls with Communicator Web Access
When you receive a toast for an incoming call, click Redirect, and then do one of the following:
- Click the number to which you want to redirect the call.
- Click **New Number**, and then type the number to which you want to redirect the call.
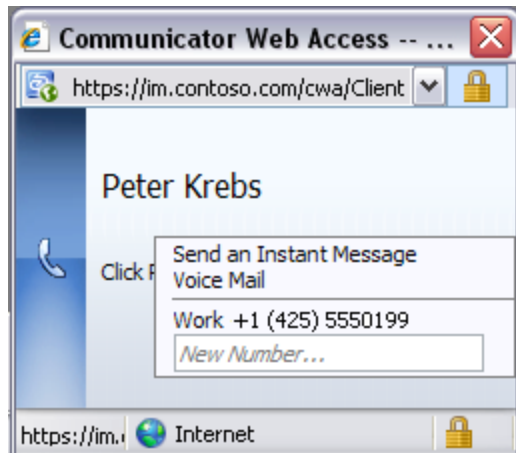
Start an Audio Conference Call

Audio conference calls must include a minimum of three participants, including yourself. You can use the 2007 R2 version of Microsoft® Office Communicator Web Access to start an audio conference call on your telephone by doing one of the following:

- In the Contact list, right-click a group name, click **Start Conference Call**, and then click your phone number.
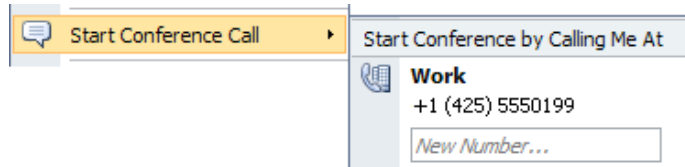
- In a Conversation window containing at least two other participants, click the Phone button, and then click your phone number.
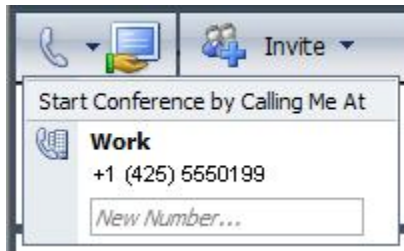
Share Your Desktop

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You can share your desktop with others, including users who do not have the 2007 R2 version of Microsoft® Office Communicator or Communicator Web Access sign-in name. If your administrator allows it, users without a sign-in name can view or take control of a shared desktop.
Do one of the following:

- In the Contact List or search results, right-click a contact or group name, and then click **Start Sharing My Desktop.**

- In the **Conversation** window, click the **Desktop Sharing** button.

1. If this is the first time you are sharing your desktop, **Click to Install** to install the plug-in. (Required to ...
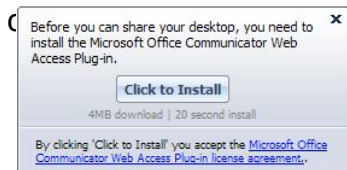
2. In the **File Download - Security Warning** window, click **Run** to run the installer file for the plug-in.

3. If you are using Communicator Web Access on a computer running the Microsoft® Windows® operating system and using firewall settings, you may see a **Windows Security Alert** window during plug-in installation. Click **Unblock.** (Required to continue.)

4. When the plug-in is installed, you receive a warning. In the **Warning** dialog window, click **Start Sharing** to start sharing your desktop.
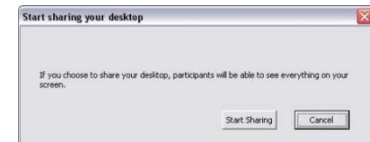
5. Desktop sharing starts.
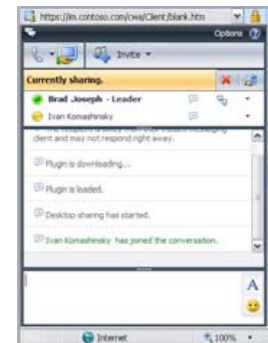
Give Control of a Shared Desktop

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You can give control of your shared desktop to another user. The participant in the desktop sharing session must be using a supported 2007 R2 version of Microsoft® Office Communicator Web Access client.

- In the Conversation window, click the **Share control with participants** button.
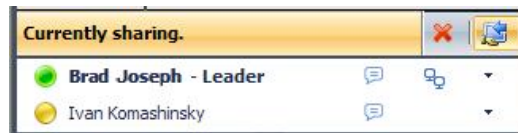
Take control of a shared desktop
- In the desktop sharing window, click the **Take control of the sharing session button**.
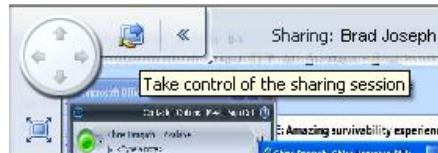
Stop control of a shared desktop
When you want to stop other participants from controlling your desktop,
you can stop control.
- In the Conversation window, click the **Stop sharing control** button.

Stop sharing your desktop
When you want to stop other users from viewing your desktop, you can stop desktop sharing. Stopping desktop sharing does not end a conversation or audio conference, if audio conferencing is being used.

- In the Conversation window, click the **Stop sharing my desktop** button.

Join, create and open a chat room

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To join a chat room using Microsoft® Office Communications
Server 2007 R2 Group Chat, do the following:

1. On the toolbar, click **Join a Chat Room**
2. Enter keyword in the search box and then click **Search**.
3. Note: A search without keywords entered returns all chat
   rooms that you have permission to see.
4. Select a chat room to join. For multiple rooms, press
   SHIFT+CLICK or CTRL+CLICK.
5. Click **Join**.

Create a chat room
1. On the Connect menu, click **Create a Chat Room**.
2. Follow the prompts in the Create New Chat Room Wizard.
3. When you are finished creating the chat room, click **Finish**.

Open a chat room
1. In the toolbar, click **Go To Chat Group**.
2. Select a room from the list, or type the name of the chat
   room you want to join or display, and then click **OK**.

Search chat history, contacts and create a folder or a filter

$ ☏ ✉ 🕐

To search chat history, contacts and create a folder or a filter using Microsoft® Office Communications Server 2007 R2 Group Chat, do the following:

Search chat history
1. Right-click a room in My Chat, and then click **Search Chat History.**
2. Specify the text to search and any additional search criteria.
3. Click Search.

Create a folder
1. Click **New Folder**.
2. Type a name for the folder and press ENTER.
3. Drag chat rooms and contacts into the folder.

Create a filte
1. Click Create New Filter.
2. Type a name for the filter, and specify the rooms and users to be monitored, and the keywords to be filtered.
3. Click **OK**.

Search and add a contact
1. On the toolbar, click on **Add Contacts**.

2. Type the first name, last name, or e-mail address of the person that you want to add. Select the name under **People** and then click **Add**.

Instant Message

$ ☎ ✉ 🕐

To instant message using Microsoft® Office Communications Server 2007 R2 Group Chat, do the following:

Quickly send an instant message to a contact
1. On the toolbar, click on **Send an instant Message.**
2. Select a user from the list or type the e-mail address of the person that you want to chat with, and then click **OK**.
3. Type a message in the message input area and then click **Send** or press ENTER.

Send a message to a chat room
1. Select a chat room in My Chat.
2. Type a message in the message input area.
3. To send your message, press ENTER or click **Send**.

Insert a file in an instant message
1. Select a room in My Chat.
2. **Insert file(s) into your message.**

1. Select the file that you want to post, and then click **Open**.

Insert a Web link or chat room link in an instant message
1. Select a room in My Chat.
2. In the message input area, type the URL of the Web page or the chat room name using the format #*room_name* (for example, #IT_planning).
3. Note: You can also use the **Web Link button** or press CTRL+I to create a Web link with specific display text.

Change your presence state
1. Click the down arrow next to User Presence. Available ▾
2. Select a presence state from the list.
3. 3. Note: You can automatically change your presence to Away when your computer is inactive. On the Connect menu, click **Preferences,** and then click **Away.** You can set yourself to Away when you lock your screen and/ or after a specified period of inactivity.

Customize chat room display

$ ✆ ✉ 🕐

To customize Microsoft® Office Communications Server 2007 R2 Group Chat, do the following:

Select a chat room display theme
1. Right-click a chat room in My Chat, and then click **Set Display Theme.**
2. Click a theme in the **Theme** drop-down list, and then click **OK**.
3. On the **Connect** menu, click **Preferences**.

Add/edit display themes
1. Click **Display Themes.**
2. To add a theme, click **Add**, and enter a name for the theme.
—OR—
1. To edit an existing theme, select the theme name. Note that editing a display theme will affect all chat rooms using that theme.
2. Set your theme preferences, including background and message colors.
3. Click **OK**.

Set user and message options
1. Right-click a room in My Chat, and then click **Edit Chat Preferences**.
2. Specify the maximum number of messages that the chat room should display on-screen.
3. Use the check boxes to specify preferences for the user name and participant list display and to show a message when users leave or join the chat room.
4. Click **OK**.

Set Message Notifications and Use Shortcut Keys

To set message notifications and shortcut keys using Microsoft® Office Communications Server 2007 R2 Group Chat, do the following:

1. Set Message Notifications
2. Right-click a room in My Chat, and then click **Edit Chat Preferences.**
3. Click **Edit**.
4. Set sound and visual notifications for New and High Importance Messages.
5. Note: Clear the **Show unread message count** field if you do not want to display the number of unread messages on the chat room.
6. Click **OK**

Shortcut Keys

ALT+LEFT	Move back through visited rooms and contacts.
ALT+RIGHT	Move forward through visited rooms and contacts.
CTRL+N	Move up the My Chat list to the next room with unread messages
CTRL+SHIFT+N	Move down the My Chat list to the next room with unread messages
CTRL+SHIFT+J	Join a chat room by name
CTRL+SHIFT+P	Open a contact by user name
CTRL+F	Open keyword search on messages visible on active room
CTRL+G	Toggle alert setting for input messages
CTRL+I	Post Web link / URL

Navigate the Main Window

The main window in Microsoft® Office Communications Server 2007 R2 Attendant is divided into the Conversation Area and the Contact List. A conversation can be a phone call, a conference call, or an instant message.
By paying attention to the Incoming, Active, and Pending conversation areas, you can easily manage multiple conversations at once.
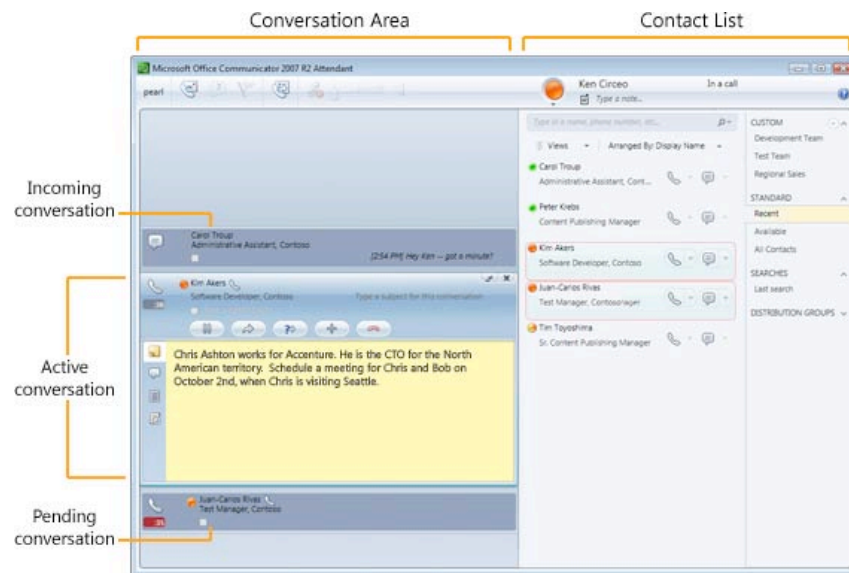
Answer an Incoming Call

In Microsoft® Office Communications Server 2007 R2 Attendant, when someone calls you, an alert appears in the left side of your main window. To answer it, just double-click anywhere on the alert.

To answer an incoming call
double-click the call alert

Jeana Jorgensen
DIR, UC FIELD AND CAMPAIGNS, MI...

:02
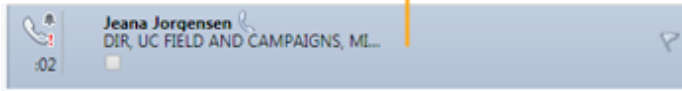
Make an Outgoing Call

In Microsoft® Office Communications Server 2007 R2 Attendant, to call someone in your Contact List, just double-click their name in your Contact List or click the phone icon next to their name. You can search
for a contact by typing their name in the **Search** box. As you type, matching names appear in your Contact List.
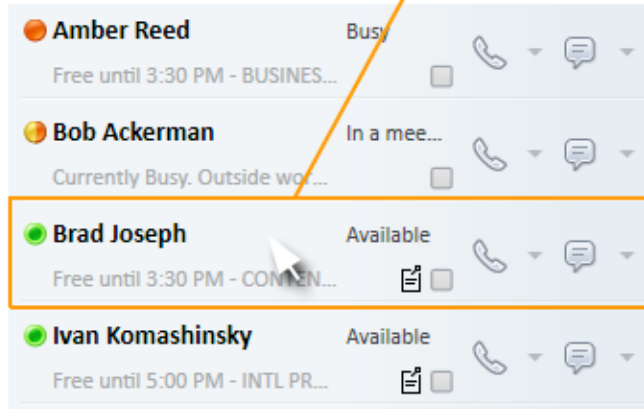
To dial by number
1. Enter the number in the Search box.

2. Double-click the Search result
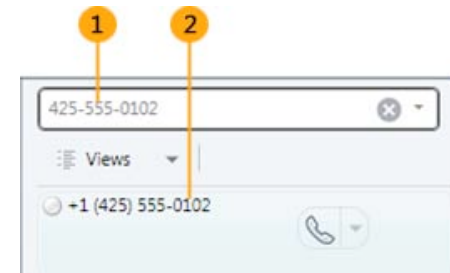
Take Notes During a Call

To take notes during a call in Microsoft® Office Communications Server 2007 R2 Attendant, do the following:

1. Click the **Note** icon.
2. Click anywhere in the Note area.
3. Type your Note.
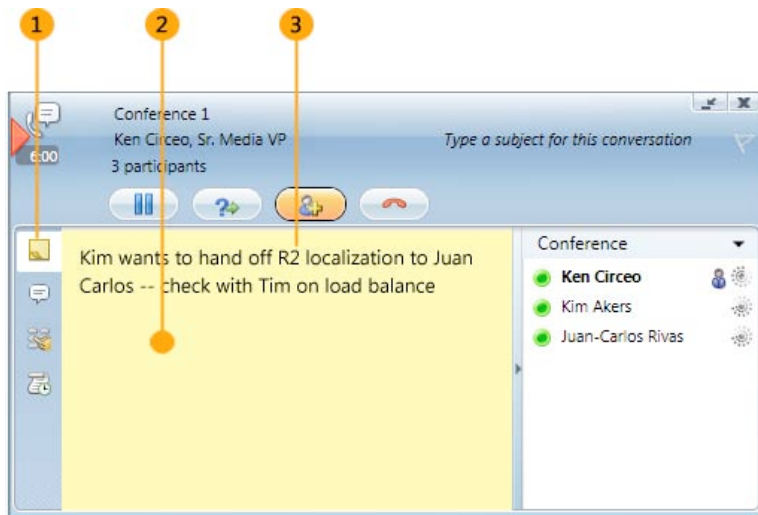
Redirect a Call

In Microsoft® Office Communications Server 2007 R2 Attendant, if you get another call during a conversation, you can redirect it to an instant message or to your voice mail. On the incoming call alert, click **Redirect**, and then click **Send an Instant Message or Voice Mail.**

Click Redirect, then click
Send an IM or **Voice Mail**
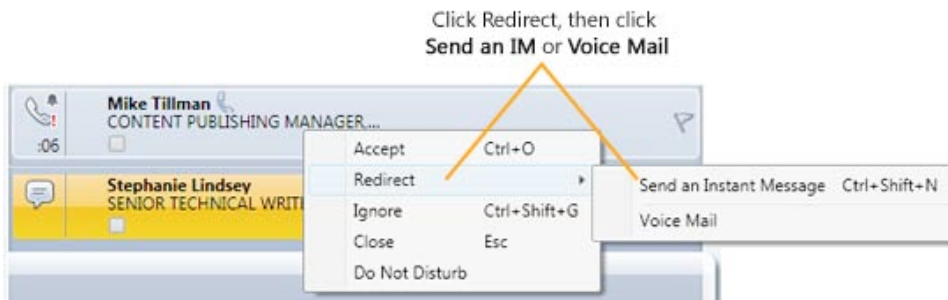
Make a Conference Call

To make a conference call in Microsoft® Office Communications Server 2007 R2 Attendant, do the following:

1. Select the contacts you want to invite from your Contact List.
2. Right-click one of the contacts.
3. Click **Start Conference Call**.
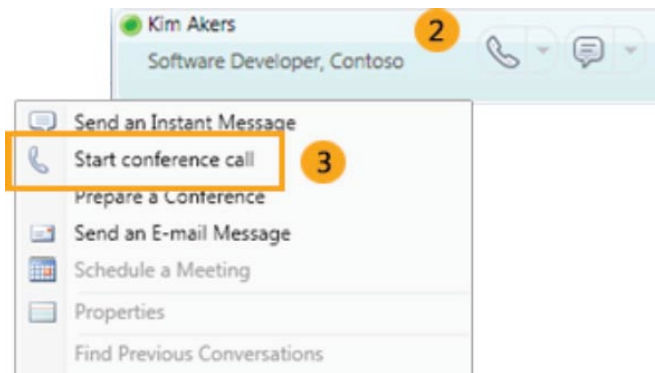
Adding Contacts During a Conference Call $ ✆ ✉ 🕐

To add contacts during a conference call in Microsoft® Office Communications Server 2007 R2 Attendant, click the Add icon, and then drag the contacts from the Contact List into the Conference area.
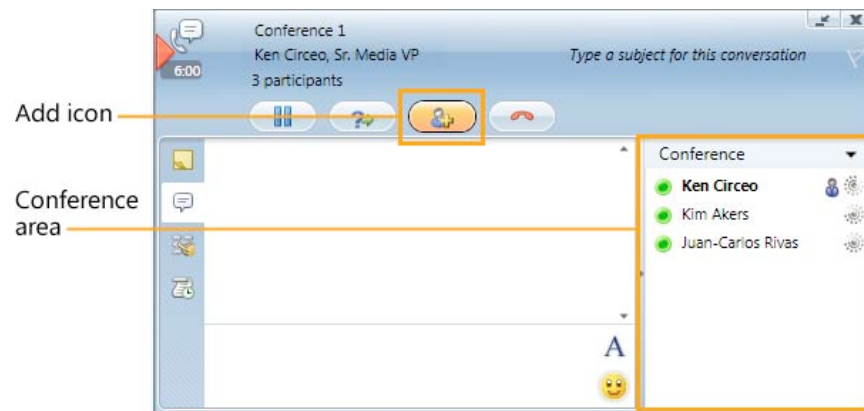
Search for a Contact

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You can search for a contact in Microsoft® Office Communications Server 2007 R2 Attendant, by typing their name in the Search box. As you type, matching names appear in your Contact List.

1. Type the name of a contact in the **Search** box.

2. Matching names appear in your Contact List.
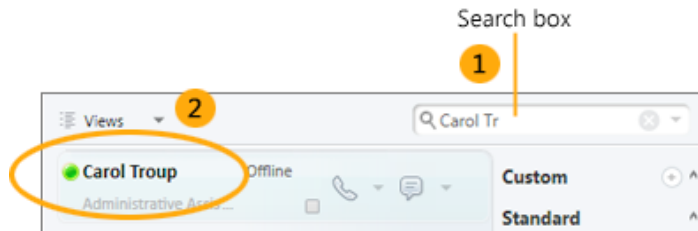
Transfer a Call or Instant Message

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To transfer a call or instant message in Microsoft® Office Communications Server 2007 R2 Attendant, do the following:

1. Click the **Transfer** icon.
2. Double-click the name in the Contact List that you want to transfer the call to. **If the transfer is successful, NO visual indicator is displayed —** the call simply disappears from your Conversation window. An unsuccessful transfer displays an error message.
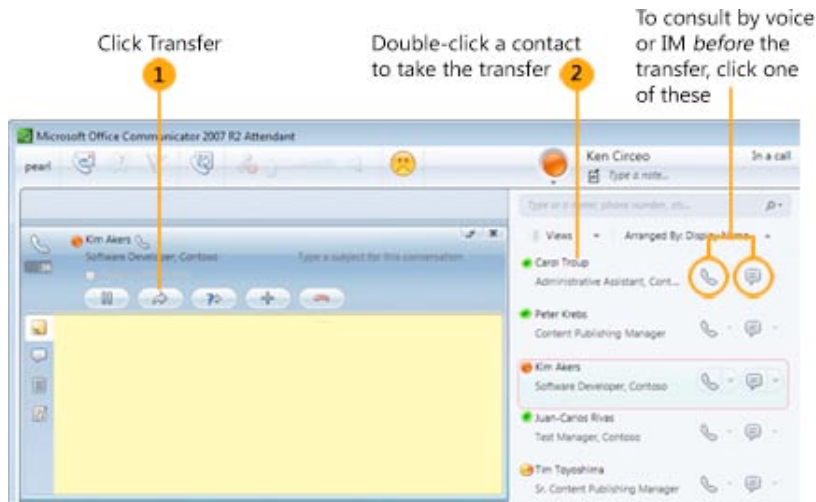
Consulting Before the Transfer

You can consult with the person you want to take the transfer before the transfer is made in Microsoft® Office Communications Server 2007 R2 Attendant by following these steps:

1. Click the **Consult** icon.

2. Click either the **voice** or **IM** icon. If the recipient agrees to take the transfer, click the **Connect** icon.

If the transfer is successful, NO visual indicator is displayed — the call simply disappears from your Conversation window.

Join a Conference Call

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If you have been invited to a conference call or a Microsoft® Office Live Meeting, you can participate as an authenticated caller using your computer or Microsoft® Office Communicator Phone Edition. If you are not configured to use Enterprise Voice or if you do not have Internet access, you can dial in from your phone to participate in conference audio. You will need the following access information to dial in from your phone:

- Conferencing calling number
- Conference ID
- If required, pass code for the conference (to join as an external caller) or your personal identification number (PIN) and your telephone extension number (to join as an authenticated caller)

If you received an e-mail invitation to a conference that supports dial-in conferencing, access information is included in the invitation under **Audio Information**.

Peter Krebs has invited you to a conference call: Join the conference using Microsoft® Office Communicator.
Don't have Microsoft Office Communicator® installed? Join using a web browser.

Audio Information
To join a conference from your phone, dial in using the following information:
Phone: 18664456580 (English)
Phone: 14255550100 (English)
Click here to find a local access phone number for your region.

Conference ID: 123456
Passcode: Not Required

Troubleshooting
Unable to join the conference call? Copy and paste this link into your Internet browser:
conf:sip:pkrebs@contoso.com;gruu;opaque=app:conf:focus:id:38A82A34E09CFDB09BDF%3Fconversation-id=ccf5fb698e1b2b98c01f338

Create a PIN

With Microsoft® Office Communications Server 2007 R2, you must have a PIN to join a conference as an authenticated caller when dialing in from a phone.

1. Do one of the following:
   a. In the browser window Address bar, type the address of the Dial-in Conference Information page provided by your administrator. For example, https://im.contoso.com/dialin.
   b. If you received an invitation to join a conference, as described previously, under **Audio Invitation**, click either **Click here** *or* **Personal Corporate Pin** to open the Dial-in Conference Information page.
2. On the home page, under Personal Conference Information, click **Sign In**.

Personal Conference Information
To set your PIN, passcode, and Conference ID you must first sign in.

Sign In

3. Click **Language**, click your preferred language from the list, and then click **Sign In**.

4. In the **Connect to** dialog box, type your domain account username and password, and then click OK.
5. On the **Create New PIN** page, click PIN, type a number that meets the PIN requirements, click **Confirm PIN**, and then retype your new **PIN**.
6. When you are finished, click **Save**.

Invite Others to Your Own Reservationless Conference Call

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1. Sign in to the Dial-in Conference Information page using one of the methods described previously.

   With Microsoft® Office Communications Server 2007 R2, on the home page, scroll to **Conference Calling Numbers**, note one or more access numbers, and then scroll to **Conference Entry Information**.

   Conference Entry Information

   Give the Conference ID to people you want to invite to your conference. The passcode is for people outside of your organization. People within your organization can use their PIN to enter the conference.

   Conference ID 456789

   Passcode: 123456

   Reset

2. Provide at least one conference calling number, the conference ID, and pass code for the conference to the people with whom you want to have a conference call.
3. Dial the conference calling number, and, when prompted, enter your conference ID, PIN, and extension number.
4. NOTE: Other dial-in conferencing users can join the call only after you have joined as an authenticated caller (using your PIN when dialing in from a phone).

Install the Conferencing Add-in

Before you can schedule a conference using Microsoft® Office Communications Server 2007 R2 that includes support for dial-in conferencing, you must install the Conferencing Add-in for Microsoft® Office Outlook® that was included with the Microsoft® Office Communications Server 2007 R2 installation media. Remove any earlier versions of the Microsoft® Office Live Meeting client and Live Meeting add-in. Also ensure that Outlook is not running, and then install the more recent version of the add-in. See your administrator for the add-in installer file (LMInstaller.exe).

Schedule a Dial-in Conference

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1. Open Microsoft® Office Outlook® (make sure conferencing Add-in is installed), click Conferencing then click **Schedule a Conference Call.**
2. Click **Audio**.
3. In the **Audio** dialog box, click **Connect to the meeting using computer audio or telephone**.
4. Choose the type of conference bridge you want to use:
   a. If you want all of your conferences to use the same dial-in access information, click **Always use my assigned conference bridge.**
   b. If you want all of your conferences to use unique dial-in access information, click **Create a new conference bridge for each meeting**. NOTE: You can change your conference ID and pass code at any time using the Dial-in Conference Information page.
5. Optionally, select the **Require a participant code to join the meeting** check box, and then click **OK.** (NOTE: If this option is unavailable, then your administrator requires a pass code or PIN for all Microsoft® Office Communicator conferences.)
6. Complete the rest of the conference invitation, and then send the invitation to conference participants.

Schedule a Conference with Advanced Options

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By default, with Microsoft® Office Communications Server 2007 R2, anyone with the conference calling number and your conference ID can join your conference. If you want to restrict who can join your dial-in conference, configure the following advanced Access options when scheduling the conference:

- **Open Authenticated**. Allow only participants that are in your organization to join the meeting.

- **Closed Authenticated**. Allow only invited participants within your organization to join the meeting.

Making Single Number Reach Calls

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Your Contact List serves as an entry point to Microsoft® Office Communicator Mobile 2007 R2 features such as making Single Number Reach calls. Single Number Reach enables you to have a virtual work line on your mobile device to receive incoming calls and make outgoing calls using the enterprise voice system.

To set up Communicator Mobile for Single Number Reach
Before you try to make a Single Number Reach call, make sure Communicator Mobile is configured for Single Number Reach.
1. In the **Contact List**, click **Menu** > **Options** > **General**.
2. Select **Enable Single Number Reach**.
3. In the **Cell Phone** box, verify that your cell phone number is accurate or enter your cell phone number if it is not already entered, and then click **Done**.

To make a Single Number Reach call
1. Scroll to a contact in the Contact List and then click Actions.
2. In the Contact Card, scroll to the contact's **Work** number, and then click **Call**.
3. Microsoft® Office Communications Server sets up the call and then

calls you back. When you receive the server callback, click **Answer**. The call is then routed to the person you are trying to reach.

To answer a Single Number Reach call
When you receive an incoming call from another contact, an alert appears. Click **Answer** to accept the call.

Finding/Adding Someone

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With Microsoft® Office Communicator Mobile 2007 R2, you can search for someone by e-mail name, and then initiate a call, send an instant message, view the user's Contact Card, send an e-mail, or add the contact to your Contact List.

To search for someone
In the Contact List, click **Menu > Find/Add Someone**. Type the person's e-mail address in the **Find by e-mail address box**, and then click **Find.** Under **Search Results,** click the name of the person you want to contact or add to your Contact List, and then do one of the following.

- To add a contact, click **Menu > Add Contact**, select the group where you want to add the contact, and then click **OK.**
- To call the contact, send an instant message or an e-mail, click **Select** and then click an option on the Contact Card.

Communicator Mobile   abc

Find/Add Someone

Find by e-mail address   ◀ ▶

bradj@contoso.com

Search Results

◦ bradj@contoso.com   **Add Contact...**
                                          Close

Select   **Menu**

Viewing and Using the Contact Card

A user's Contact Card contains the following information:
- The user's current presence status, calendar information, and personal status note, if the information is available
- Available methods of communication
- Actions you can take with the contact, including changing the contact's level of access to your personal information
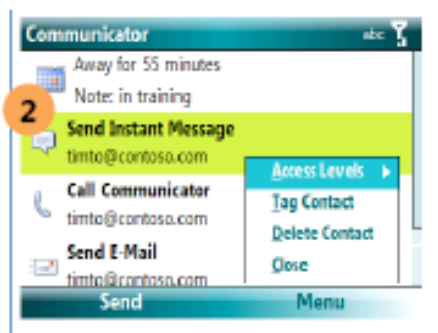
To view a contact's Contact Card
In the Contact List, click the contact's name.

To send an instant message
1. In the **Contact List**, click the contact's name. Fro m the **Contact Card,** click **Send Instant Message.**

Type your message, and then click **Send.**

To make a call from the Contact Card
In the **Contact List**, click the contact's name.
2. From the Contact Card, click the address or number you want to call Depending on access levels granted to you and contact's available information, you may see Work and Mobile numbers listed.

To tag a contact
You can tag a contact to receive an alert when the contact's Presence status changes to Available or Offline.
1. In the **Contact List**, click a contact.
2. On the Contact Card, click **Menu** > **Tag Contact**.

To delete a contact
On the Contact Card, click **Menu > Delete Contact.** The contact is deleted only from your Contact List, and will still appear in search results.

Change a Contact's Access Level

With Microsoft® Office Communicator Mobile, you can control the type and amount of your presence status and contact information that others see by granting access levels.

1. In the **Contact List**, click a contact.
2. On the Contact Card, click **Menu** > **Access Levels,** and then click the access level. If you click **Blocked**, also click **OK** to confirm. You can select one of the following access levels:
   - **Personal** contacts see all published contact information, including home and mobile numbers.
   - **Team** contacts see published work and mobile numbers, plus schedule and availability details, and can interrupt you when you are busy.
   - **Company** contacts see work contact information, plus basic schedule and availability.
   - **Public** contacts see your name, title, company, e-mail address, and limited availability.
   - **Blocked** contacts see your name and limited contact information, but cannot contact you through Com
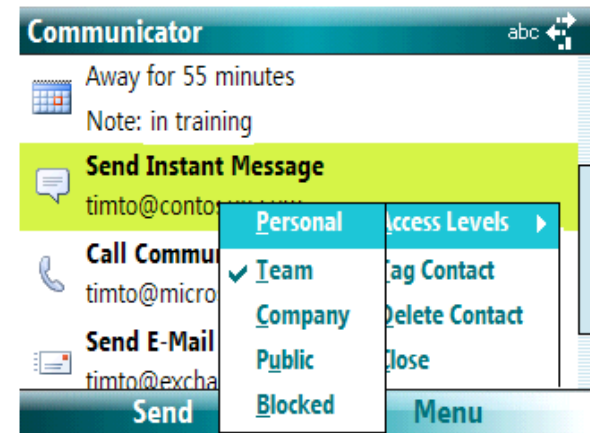
Manage Your Own Presence Status

Microsoft® Office Communicator provides a set of personal presence
attributes that you can customize and make available to other contacts to help them communicate with you. As shown in the following illustrations, presence attributes include your presence status and a personal status note..

To view your presence status
- In the Contact List, click **Menu** > **My Status**. Your current presence status is indicated by a check mark.

When you are signed in, your current presence status is also displayed next to your name at the top of the Contact List.

To change your presence status
1. In the Contact List, click **Menu** > **My Status**.
2. Scroll to the presence status that you want others to see, and then click **Select**.
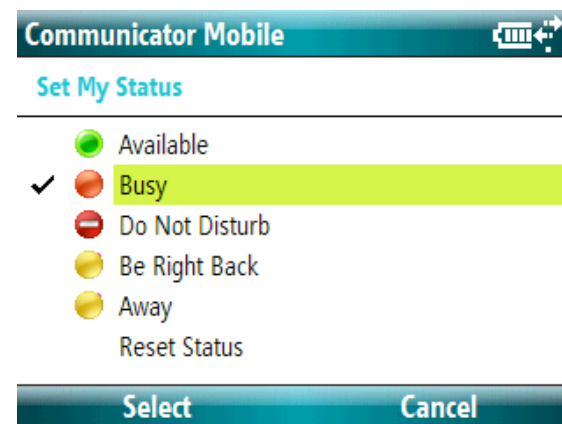
To block a contact
2. In the **Contact List**, click the name of the contact you want to prevent from communicating with you.
3. Click **Menu** > **Access Levels** > **Blocked**. You will appear as **Offline** to contacts that you block.

About Automatic Presence Status Changes

Microsoft® Office Communicator Mobile 2007 R2 can automatically set your presence status by detecting your current activity on the mobile device or by gathering information from your Microsoft® Exchange Server calendar if you are also signed in to Microsoft Office Communicator on your desktop. For example, if you have a meeting scheduled on your calendar, Communicator Mobile will automatically set your presence status to In a Meeting. If the back light on your mobile device turns off, Communicator Mobile will automatically set your presence status to Inactive after a predetermined interval of time.

About Personal Status Notes

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In Microsoft® Office Communicator 2007 R2, in addition to setting your presence status, you can share presence information with others by creating a personal status note.

To set a personal status note
1. In the Contact List, click **Menu** > **My Note.**
2. Type a message to let others know more about your presence status, then click **OK**.

To clear a personal status note
1. In the Contact List, click **Menu > My Note**.
2. Click **Menu > Clear Note > OK**.

Users who have you on their Contact List can see your personal status note. To see the personal status note of a user on your Contact List, view the user's Contact Card as described in the **Viewing and Using** the Contact Card section of this Quick Reference Card.
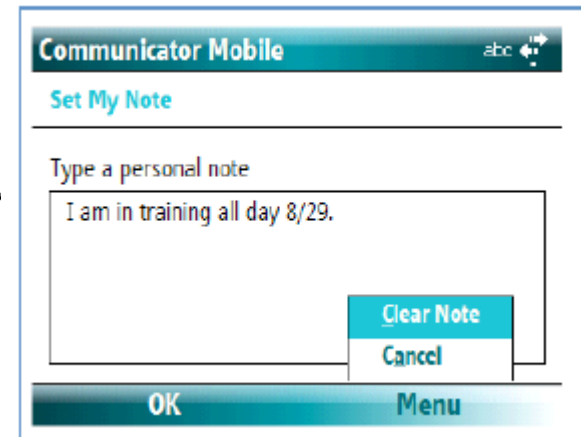
Sending and Receiving Instant Messages $ ☎ ✉ 🕐

With Microsoft® Office Communicator Mobile you can send and receive instant messages with the people in your Contact List or in your organization's address book.
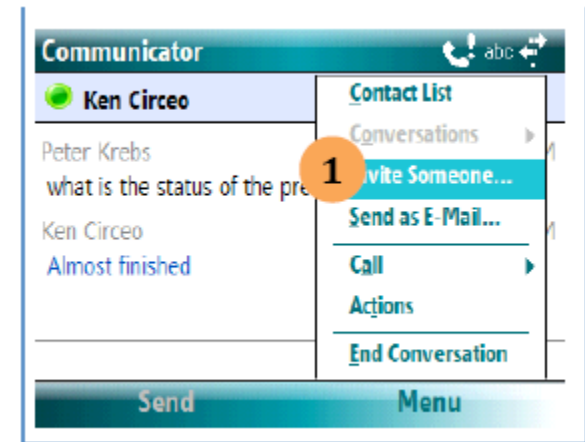
To send an instant message
1. In the **Contact List,** click the name of the person to whom you want to send an instant message.
2. Click **Send Instant Message.**
3. Type your message, and then either click **Send** or click the center select key on your mobile device.

To invite others to the instant message session
In the Conversation window, click **Menu** > **Invite Someone**.

Do one of the following:
- Under Contacts, click the name of the contact you want to invite, and then click **Select.**
- Type the e-mail address of the person you want to find, and then in Search Results, click the name of the person that you want to invite.
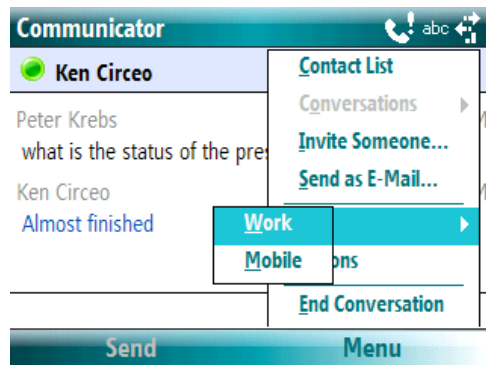
Sending and Receiving Instant Messages

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(continued)

To call someone during an IM session
If you are engaged in an IM session with another contact in your enterprise or with a federated contact, you can escalate the IM session to an Enterprise Call.

1. In the Conversation Window during an IM session, click **Menu > Call.**
2. Click **Work** or another available call option.

To end an instant message session
In the Conversation window, click **Menu > End Conversation.**

To handle an incoming message
When you receive an IM invitation, an alert appears.

Do one of the following:
- Click Chat to accept the message. Type a response in the message entry area and then click Send.
- Click Ignore to decline the invitation.

To switch between multiple IM conversations
With Communicator Mobile, you can conduct multiple IM conversations at the same time. To switch between conversations, do one of the following:
- In the Conversation Window, click **Menu > Conversations**, and then click the conversation you want to resume.
- In the Contact list, in the **Current Conversations** group, click the conversation you want to **resume.**
- Click the Left/Right scroll options on the center select key of your mobile device.

Signing In and Setting Up Your PIN

In Microsoft® Office Communicator for Java, the main window is divided into the Conversation Area and the Contact List. A conversation can be a phone call, a conference call, or an instant message. By paying attention to the Incoming, Active, and Pending conversation areas, you can easily manage multiple conversations at once.

To sign in
1. Scroll to Domain/Username, and then enter your domain name and user name in the specified format.
2. Scroll to Password, and then enter the password for your domain account.
3. Optionally, select Remember password if you do not want to enter your password every time you sign in to Communicator.
4. Enter the Server Address provided by your administrator.
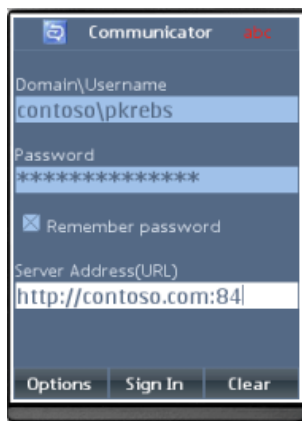
To use special characters
1. Press the ASTERISK (*) key to display the special characters screen.
2. Find the character you want by scrolling through the list, and then press the middle soft key to select it.

To configure your PIN
The first time you sign in, you can enter a 4-digit numeric PIN for offline access, keypad lock, and the **Save password** feature (optional). Enter the 4 digit numeric-only PIN twice for confirmation. You can change this at any time by selecting the **PIN** Lock tab of the **Settings** screen.

Signing In and Setting Up Your PIN (continued) $ 📞 ✉ 🕐

To sign in/sign out
1. If you chose **Remember Password** on a previous sign in, press **Sign In** and enter your PIN on subsequent sign-ins.
2. From the **Contact Manager** window the next screen. Otherwise, you will have to re-enter your password on, press **Sign Out.** This will sign you out and return you to the sign in screen.

To make emergency calls
The first time you sign in, the system gives you a choice of how to conduct emergency calls. This is just a notification to default to the cellular network for emergency calls.

To reset your PIN
1. Select **Options**, select **Settings**, and select the **PIN** lock tab.
2. Enter your four-digit number in the first text box.
3. Re-enter it in the second text box. Select **Save.**

To lock/unlock the phone
1. From the **Options** menu, choose **Lock**. This will lock your phone, requiring you to enter your PIN before you can use it. If you do not use the phone for five minutes it will automatically lock.
2. To unlock the phone press **Unlock** and enter your four-digit numeric PIN. You have five chances to enter your PIN correctly. After that you will be returned to the **Sign In** screen to re-enter your credentials.

Settings

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In Microsoft® Office Communicator for Java, the settings page has three tabs: **General, Calling via work,** and **PIN lock.** On the **General** tab you can set options for: **New IM Alerts, Turn on Logging, Show call warnings**. On the **Calling via Work** tab you set your call back number. On the **PIN lock** tab you can reset your PIN, which will then require you to log you off and log back on.

To set your notification alerts
1. Select **Options,** select **Settings,** and then select the **General** tab.
2. Scroll to check box for **New IM Alert.**
3. Choose **Select** to select or clear the check box.

To set your call back number
1. Select Options, select Settings, and select the **Calling via Work** tab.
2. Enter your phone number in the text box.

Manage Your Contacts and Contact List

In Microsoft® Office Communicator for Java, once you sign, the updates to show retrieving contacts saved on phone. Offline contacts from the phone are fetched and displayed first. Presence updates come from the server. Once updates are complete, you have access to all of your contacts through tabs in the Contact Manger screen. This includes **Contacts, Online Contacts**, **Conversations, Groups,** and **Phone Contacts.**

To view detailed information for a contact
To view a person's Contact Card, select a person's name from any screen in the **Contact Manager** window. From any of these screens you have the option to click on a contact and view that contact's Contact Card.

From the Contact Card you can:
1. Select a phone number and then either call using your cellular network or make a Work Call.
2. Send an instant message to the contact by highlighting the person's IM address and then selecting IM.

To find someone
From any of the windows within the Contact Manager, do one of the following:

- Type the person's alias into the **Search** box, select **Options**, and then select **Search Directory.**
- From the Search Corporate Directory window, enter the person's alias in the **Enter name to search by** text box, select E-mail address, Display name, First name, or Last name in the **Find by list** box, and then select **Search**.
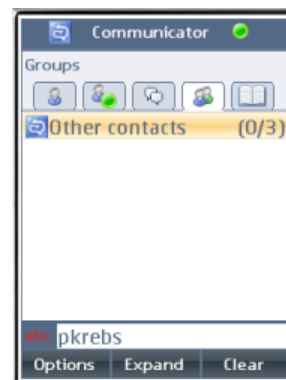
To set My Status
1. From the Contacts window, select **Options**, and then select **Set My Status**.
2. Select a status option.

Instant Messaging

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In Microsoft® Office Communicator for Java, to send an instant message to someone who is in your Contact List do one of the following:
- From Online Contacts select **Options**, select **Send IM.**
- From **Online Contacts,** select the person, select **Details,** and then select **Send Instant message** and select **Send IM.**

To select between conversations
1. From the **Conversation** window, select **Options.**
2. Choose **Contact List**. This option is only available if you are in multiple conversations. Choosing this will take you to the **All Contacts** tab of the **Contact Manager** window where you can select between conversations.

To switch to a call
1. From the **Conversation** window, select **Options.**
2. Choose **Switch to Call**.

When you switch to a call the default calling option is a Work call. You cannot participate in an IM conversation until the call ends.
If there is no **Work** call choice provided under options, you can open that person's Contact Card and choose a number to make a direct cellular call.

To add someone from your Contact List to a conversation
1. From **Options**, select **Invite Someone**. The **Online Contacts** window open.
2. Choose the person you wish to contact

To add someone not in your Contact
List to a conversation
1. From **Options**, select **Search** and **Add.**
2. From the **Search Corporate Directory** window, enter the alias in the **Enter name to search by** text box, select E-mail address, Display name, First name, or Last name in the Find by list, and then select **Search.**

Get Started with Office Communicator 2007 R2 Phone and Video

For audio (phone) conferencing, you need a headset, or speaker and microphone, or USB audio device connected to your computer For audio/video conferencing, you need a webcam connected to your computer.

Adjust phone and video
Microsoft® Office Communicator 2007 R2 automatically detects and selects the preferred phone and video devices for you. However, before you start placing and receiving calls, you may want to adjust your phone and video devices. Click the **Menu** button in the Office Communicator Title bar, click **Tools,** and then click **Set Up Audio and Video**.

Where to find more information
For more detailed information, visit the Office Communicator online Help. (Click the **Menu** button, click **Help,** and then click **Microsoft Office Communicator Help.**)

Make Phone Calls

You can use Microsoft® Office Communicator 2007 R2 to make one-click phone calls to contacts in your Contact List. You can also call optional numbers by clicking the options arrow to the right of the Call button.

Make a one-click phone call
In the Contact List, click the contact's **Call** button.

Call an alternate phone number
In the Contact List, click the arrow to the right of the Call button, and then click the number you want to call.

Enter a phone number to call
Type the number in the **Search** box, and then click the **Call** button next to the number as it appears in the **Search Results** box. You can enter an internal phone extension, an external number, an alphanumeric number such as 425-555-TAXI, or a contact's name.

Invite someone to a call
In the Conversation window, click the **Invite** button, and then select a contact, enter a name, or enter a number to call.
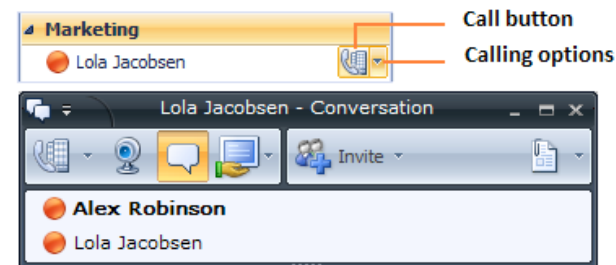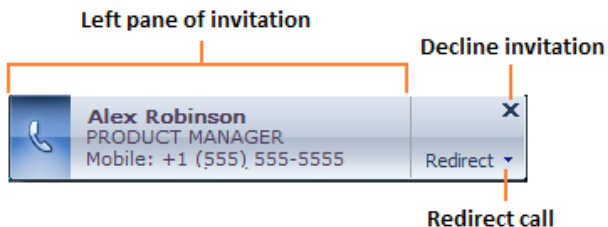
Receive Phone Calls

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With Microsoft® Office Communicator 2007 R2, do the following to receive phone calls:

Answer a phone call
In the phone call invitation alert, click the left pane. The alert appears in the bottom right of your computer screen.

Redirect a call
Click the **Redirect** button, and then select an option from the menu. If you choose to redirect a call to an instant message, a call rejection message is sent to the caller and the Conversation window opens so that you can send the caller an instant message.

Left pane of invitation
Decline invitation

Alex Robinson
PRODUCT MANAGER
Mobile: +1 (555) 555-5555
Redirect ▾

Redirect call

Make Video Calls

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You can easily make video calls to contacts in your Contact List, but you must have a webcam. You can receive and participate in a video call without a webcam. In this case, you see the caller's video stream, but no video is transmitted from your Microsoft® Office Communicator 2007 R2 client.

Make a video call
In the Contact List, right-click the contact that you want to call, and then click **Start a Video Call.**

Invite someone to call
In the Conversation window, click the **Invite** button, and then select a contact or enter a number to call in the **Type a name or number** box.

Receive Video Calls

With Microsoft® Office Communicator 2007 R2, do the following to receive video calls:

Answer a video call
In the video call invitation alert, click the left pane. The alert appears in the bottom right of your computer screen.

Redirect a call
Click the **Redirect** button, and then select an option from the menu. If you choose to redirect a call to an instant message, a call rejection message is sent to the caller and the Conversation window opens so that you can send the caller an instant message.
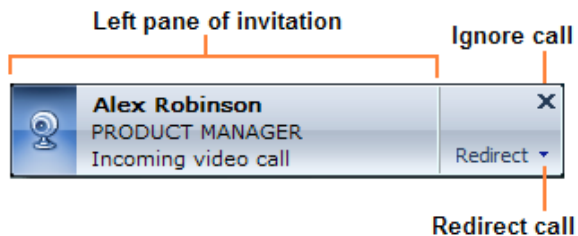
Call Controls

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Call Controls in Microsoft® Office Communicator 2007 R2 enable you to easily manage your phone calls. For example, you can put a call on hold, transfer a call to another user or phone, or mute a speaker or microphone.
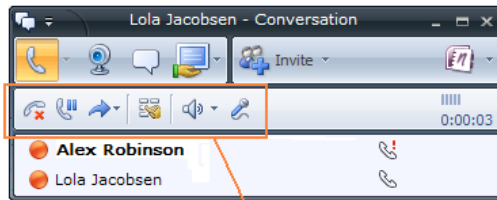
Call Controls

End a call
In the **Conversation** window, click the **End Call** button.

Put a call on hold
In the **Conversation** window, click the **Hold** button.

Transfer an incoming call to another person
Click the call alert invitation to accept the call. In the **Conversation** window, click the **Transfer** button, click **Transfer**, and then select the contact to whom you want to transfer the call.

Transfer an incoming call to phone
Click the call alert invitation to accept the call. In the **Conversation** window, click the **Transfer** button, click **Personal Transfer**, and then select the phone to which you want to transfer the call.

Display Dialpad
Click the **Dialpad** button. This control is often used when prompted for Voice Mail PIN or Access Codes.

Toggle audio between speakerphone and speakers, speakers, and microphone
In the Conversation window, click the **Speakerphone** button to toggle the audio between your USB handset or headset and your PC speakers.

Mute or adjust speaker volume
In the Conversation window, click the **Mute speaker** button to turn off the speaker on your USB phone device. Click the down arrow and use the slider to adjust the speaker volume.

Mute microphone
In the **Conversation** window, click the **Mute microphone** button to mute the microphone.

Call Forwarding (with Remote Call Control) $ ☎ ✉ 🕐

If your environment in Microsoft® Office Communicator 2007 R2 is configured for Remote Call Control, you will see a menu like the one on the right when you click the **Call Forwarding** button.

Forward calls to another phone number
Click the **Call Forwarding** button, point to **Call Forwarding On**, and then click a number or click **New Number** and enter a new phone number.
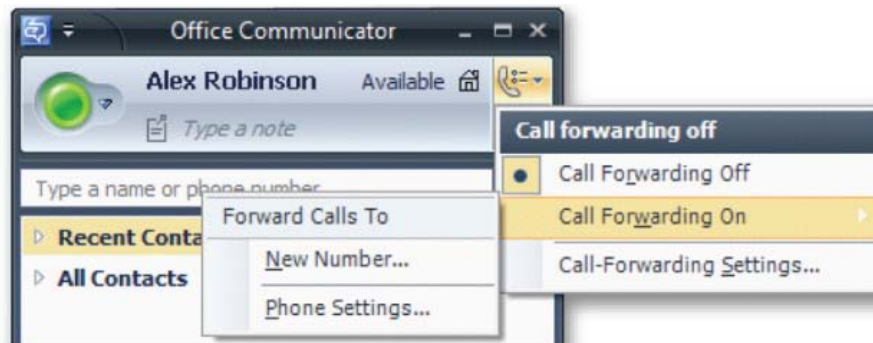
Publish Your Phone Numbers

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With Microsoft® Office Communicator 2007 R2, you can assign levels of access to your contacts to control their access to your presence information. Different attributes are exposed for each presence level, such as Block, Public, Company, Team, and Personal.

For example, Mobile Phone is available at the Team level, but not at the Company level.

Edit and publish your phone numbers
In the Communicator Title bar, click the **Menu** button, point to **Tools,** click **Options,** and then click **Phones.** Click the button for the number you want to add or edit. After you have entered the number, select the **Publish this phone number** box for those numbers that you want to make visible to other Microsoft® Office Communicator users.

| Mobile Phone... | 14255550102 | ✓ Publish this phone number |

Control Who Sees Your Phone Numbers

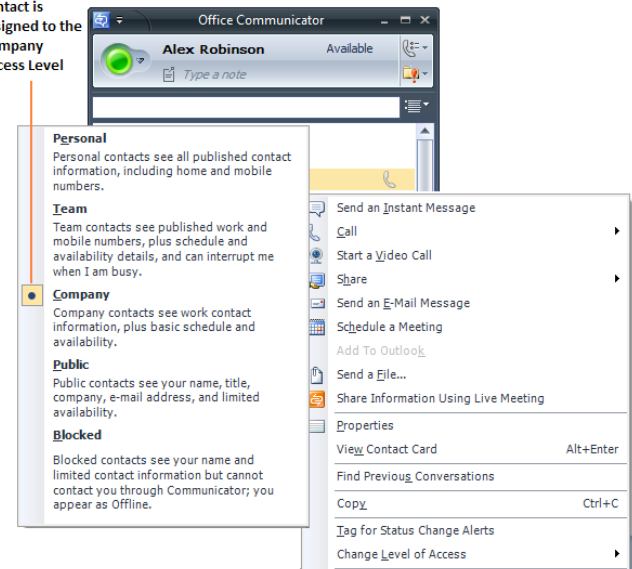**Control access to your phone numbers**

After you publish your phone numbers, you must assign Access Levels to those contacts who you want to see your phone numbers. If you want a contact to see your Home and Mobile phone numbers, assign the contact to the **Personal** level. If you want them to see only your Work and Mobile numbers, assign them to the **Team** level. To assign a contact to an Access Level, right-click the contact, point to **Change Level of Access,** and then select the Access Level.

About phone number formats

When specifying phone numbers, enter the country code, an area code, and the local number, using only the digits 0123456789. Do not use alphanumeric numbers. Thus, a U.S. number might look like: 14255550101. See your system administrator for dialing requirements (such as adding 9 for outside calls) that may be specific to your organization.

For more information, see "Phone Calls" under "Frequently Asked Questions" in Office Communicator online Help.

Send feedback to: trainuc@microsoft.com

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