
Chapter 6: Send and Receive Instant Messages

With Communicator, you can start an instant messaging session with a single contact or multiple contacts. After you start an instant messaging session, you can invite other contacts to the session and seamlessly add audio and video to the session without opening a new **Conversation** window.

In this chapter we will show you how to:

- Start an instant messaging session.
- Add emoticons to instant messages.
- Format instant messages.
- Invite another person to an instant messaging session.
- Accept or decline an instant message invitation.
- Respond to an instant message invitation with an audio call.

Start an Instant Messaging Session

You typically start an instant messaging session by double-clicking a contact name in the Contact List. Double-clicking a contact name opens the **Conversation** window where you enter your instant message and view responses from others, as shown below in Figure 6.1.

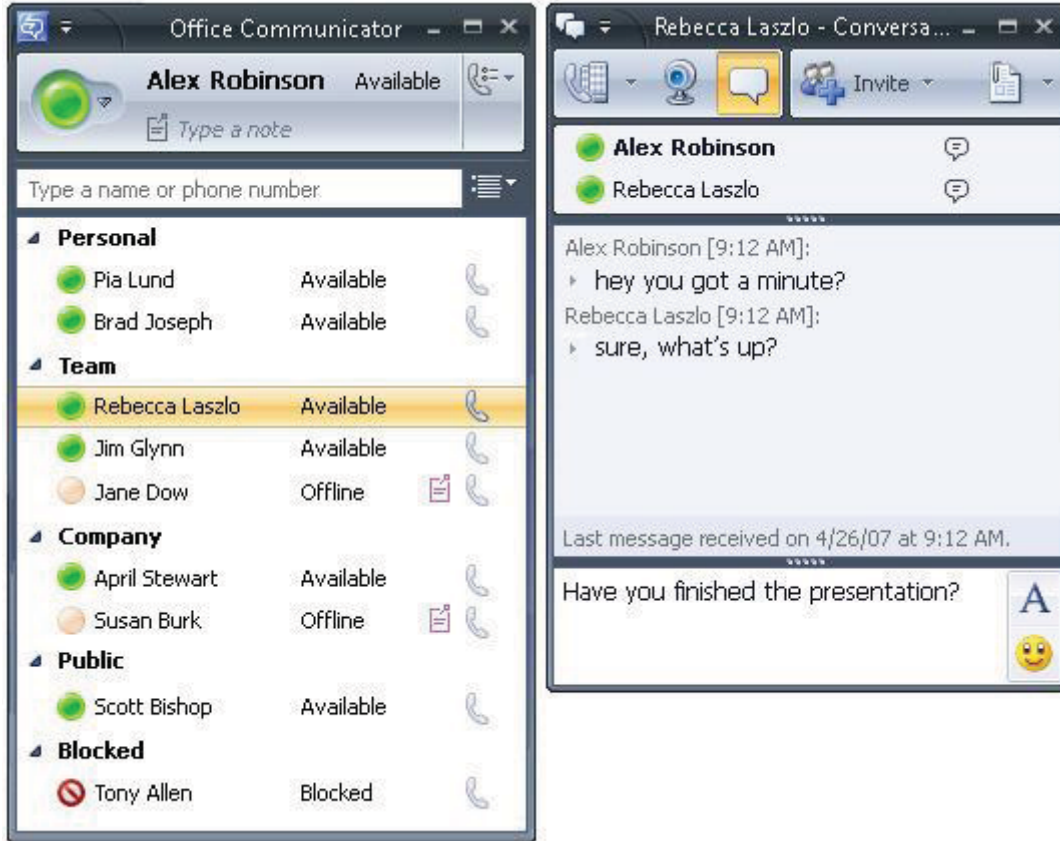


Figure 6.1. The Office Communicator window and the Conversation window

▶ To start an instant messaging session with a single contact

- In the Contact List, double-click a contact name, type a message, and then press ENTER. If the contact is not in the Contact List, type the person's name in the **Search** box, and then double-click the name in the **Search Results** box.

Note

Instant messaging is only supported with your organization's Communicator contacts, public IM contacts, and federated contacts.

To start an instant messaging session with a group

- Do one of the following:
 - To send an instant message to a distribution group or contact group, right-click a group name, click **Send an Instant Message** or press ENTER, type a message and then press ENTER.
 - To send an instant message to multiple contacts, hold the CTRL key to select the contacts, right-click the last contact, and then click **Send an Instant Message** or press ENTER, type a message and then press ENTER.

Add Emoticons to Instant Messages

Emoticons are graphic images that you can use in your instant messages to convey feelings and emotions, as shown below in Figure 6.2.




Figure 6.2. An emoticon is inserted into an instant message

- ▶ To add an emoticon to an instant message
 1. In the **Conversation** window, in the message area, place the cursor where you want to insert the emoticon.
 2. Click the **Emoticon** button, and then select an emoticon.

Format Instant Messages


With Communicator, you can change the font, font size, and color, or format text with additional attributes such as bold, italic, or underlining.

To format instant message text for a single message

1. In the **Office Communicator** window, double-click a contact name in the Contact List to start an instant message.
2. In the **Conversation** window, select the **Change text color, font, and other formatting** button,  and then select the formatting options from the formatting popup window.

In addition to formatting the current instant message, you can permanently set formatting changes to apply for all your instant messages.

To format instant message text for all instant messages

1. In the **Office Communicator** Title bar, click the **Menu** button .
2. On the **Tools** menu, click **Options**.
3. In the **Options** dialog box, click the **General** tab, and then click **Change Font**.
4. In the **Change Font** dialog box, make the changes you want, and then click **OK**.
5. Click **OK** again to accept the changes, and then close the **Options** dialog box. Your font changes will now apply to all your instant messages.

Invite Someone to an Instant Messaging Session

You can start an instant messaging session with one person, and then discover that you need to invite additional people to the conversation. Here is how to do that.

To invite someone to join a conversation in progress

1. In the **Office Communicator** window, double-click a contact.
2. In the **Conversation** window, type a message, and then press ENTER.
3. When the conversation begins with the contact, click the **Invite** button in the **Conversation** window to add others as needed.
4. In the **Search** box, type a name, or select a contact from the Contact List, and then click **OK**.

Receive an Instant Message Invitation

When someone sends you an instant message invitation, you receive an alert that appears in the bottom right of your computer screen, as shown below in Figure 6.3.

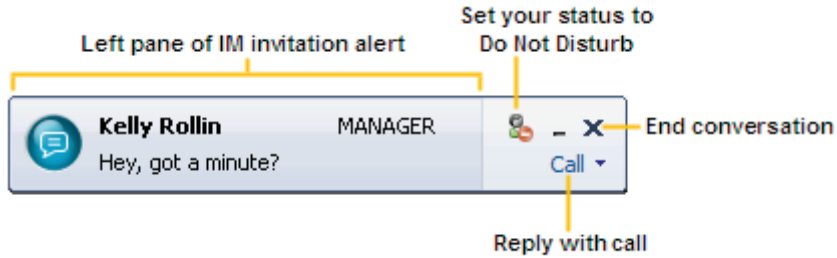


Figure 6.3. The instant message invitation alert

▶ **To accept an instant message invitation**

1. In the instant message invitation alert, click anywhere in the left pane of the invitation.
2. In the **Conversation** window, type your response in the message area, and then press ENTER.

▶ **To decline an invitation**

- In the instant message invitation alert, click the **Close conversation** button.

▶ **To respond to an instant message with a call**

- In the instant message invitation alert, click **Call**, and then click a name or number to place the call.

▶ **To set your status to Do Not Disturb until the top of the hour**

- In the instant message invitation alert, click **Set your status to Do Not Disturb** and your status will be changed to **Do Not Disturb** until the next hour increment.

For example: If you your presence status to **Do Not Disturb** at 11:15 A.M., your status will change to **Do Not Disturb** and will change back to **Available** at 12:00 noon.

Part 3

Conferencing and Collaboration

In this Part:

Chapter 8: Getting Started with Unified Communications Conferencing

Chapter 9: Conferencing with Communicator

Chapter 10: Moving Seamlessly Between Communication Modes

Chapter 11: Scheduling a Conference Call or Live Meeting

Chapter 8: Getting Started with Unified Communications Conferencing

With Office Communicator 2007, you can easily start a conference from a one-to-one IM session. You can also seamlessly add communication modes to conference sessions, including phone, video, and even full Web conferencing and data sharing with Live Meeting.

The conferencing capabilities described in Part 3, Conferencing and Collaboration, require you to have conferencing capabilities enabled in your organization. If you are not sure whether conferencing capabilities are enabled, contact your system administrator. Also, before you start using Communicator's conferencing capabilities, make sure you have the required hardware and software installed, as covered in the "Automatic Set Up of Audio and Video" section later in this chapter.

When to Use Communicator and When to Use Live Meeting

Microsoft Unified Communications offers a variety of possibilities for conducting conferences. For example, for everyday informal communications, you can conduct conferences with your closest co-workers using Office Communicator 2007. For more formal presentations that require you to present Web slides, or that require application sharing, you can schedule a more formal Live Meeting conference. Table 8.1 below helps you decide which conferencing method to use.

Table 8.1 Conferencing scenarios and recommended methods


| If you need to: | Use this method of conferencing |
|--|--|
| Conduct unscheduled multi-party conferences – for example, you need to make a quick decision among co-workers | Use the conferencing capabilities of Office Communicator. See Chapter 9, "Conferencing with Communicator." |
| Make an unscheduled conference call | Use Office Communicator. See Chapter 9, "Conferencing with Communicator." |
| Present slides, share web pages, or perform desktop or application sharing during an unscheduled conference call | Use Office Communicator to start the conference and escalate to a Live Meeting Conference, if required. See Chapter 10, "Move Seamlessly Between Communication Modes." |
| Schedule a conference call to get on everyone's calendar | Use the Conferencing Add-in for Microsoft Office Outlook. See Chapter 11, "Schedule a Communicator or a Live Meeting Conference." |
| Schedule a Web conference where you present Slides, Share Web Pages, or Perform Desktop or Application Sharing | Use the Conferencing Add-in for Microsoft Office Outlook. See Chapter 11, "Schedule a Communicator or a Live Meeting Conference." |

Automatic Set Up of Audio and Video

For audio (phone) conferencing you will need a headset; or a speaker and microphone; or a USB audio device connected to your computer. For audio\video conferencing, you will need a webcam connected to your computer to initiate an audio\video call. You can, however, participate in an audio\video conference and view other's participant's video stream without actually having a webcam.

By default, Office Communicator detects your audio and video devices so that you do not need to perform any special setup procedures. However, before you schedule a conference call, you may want to run the **Set Up Audio and Video** wizard to ensure your devices are properly adjusted.

➤ To set up audio and video

- In the Title bar of the **Office Communicator** window, click the **Menu** button , point to **Tools**, and then click **Set Up Audio and Video**. Follow the instructions in the **Set Up Audio and Video** wizard. Note that the **Set Up Audio and Video** wizard sets up audio and video settings for both the Office Communicator and the Live Meeting.

Installing the Live Meeting Console

If you plan on initiating Live Meeting sessions, you will need to have the Live Meeting client installed. As shown previously in Table 8.1, there are a variety of possibilities for conferencing with Microsoft Office Unified Communications. For example, you can open the Live Meeting client from Office Communicator during a conference call if you decide that you need data-sharing capabilities. You can also schedule Live Meetings from within Outlook when a more formal scheduled Web conference is required. For instructions on installing the Live Meeting client, contact your system administrator.

Installing the Conferencing Add-in for Microsoft Office Outlook

With the Conferencing Add-In for Microsoft® Office Outlook, as shown in Figure 8.1 below, you can schedule phone conference calls for Communicator and Web conferences with Live Meeting. Contact your system administrator for instructions on installing the Conferencing Add-in for Microsoft Office Outlook.

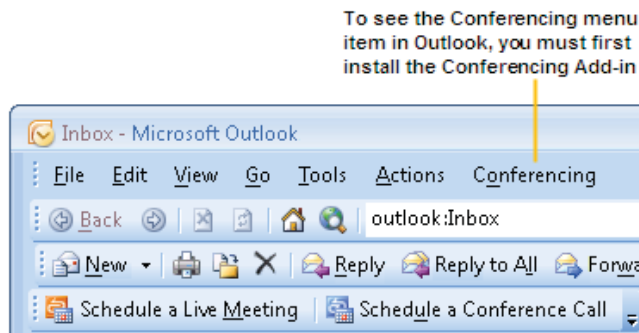



Figure 8.1. The Conferencing Add-in for Microsoft Office Outlook

Where to Find More Conferencing information

For more detailed conferencing information, visit the Conferencing section of the Office Communicator online Help. To access online Help from Office Communicator 2007, click the Menu button , and then click **Microsoft Office Communicator Help**.

Chapter 9: Conferencing with Communicator

Office Communicator 2007 is designed to support the natural, typically unstructured way that you communicate with others. For example, with Office Communicator, you might start an IM conversation with somebody and then decide you need to invite another person to the conversation to make a decision. When you invite a third person to the IM conversation—you create an ad-hoc conference. Once you have started the conference, you can invite others, or seamlessly add audio and video communication modes—without ever leaving the Communicator **Conversation** window. With Communicator, starting a conference requires only a few mouse clicks. For example, a great way to take advantage of Communicator's conferencing capabilities is to start an IM conference or phone conference by selecting a group in the Contact List and then clicking **Send an Instant Message** or **Make a Conference Call**.

In this chapter, we will show you how to:

- Start an IM conference by inviting others to an IM session
- Start an audio conference call by selecting multiple contacts in the Contact List or by selecting a contact or distribution group.
- Start an ad-hoc audio/video conference from an instant messaging session.
- Join a conference.

Conferences with three or more participants, including audio/video conferences, require an Office Communications Server 2007 A/V Conferencing Server. If you are not sure if an A/V Conferencing Server is set up for your organization, contact your system administrator.

Start an IM Conference

Starting an unscheduled (ad-hoc) IM conference is often a fast way to make decisions. Perhaps equally important, starting an IM conference is as easy as multi-selecting contacts in the Contact List or selecting a group, and then clicking **Send an Instant Message**. You can start an IM conference from the Contact List by selecting multiple contacts, a distribution group, or contact group. You can also start a conference from a phone or video conversation between two people by simply inviting another person to the conversation.

To start an unscheduled IM conference

- In the Contact List, do one of the following:
 - Select multiple contacts by holding down CTRL as you click the contacts that you want to invite to the conference, right-click the last contact, and then click **Send an Instant Message**. Type a message in the **Message Entry** area and then press ENTER.
 - Right-click a contact or group, as shown in Figure 9.1, and then click **Send an Instant Message**. Type a message in the **Message Entry** area and then press ENTER.

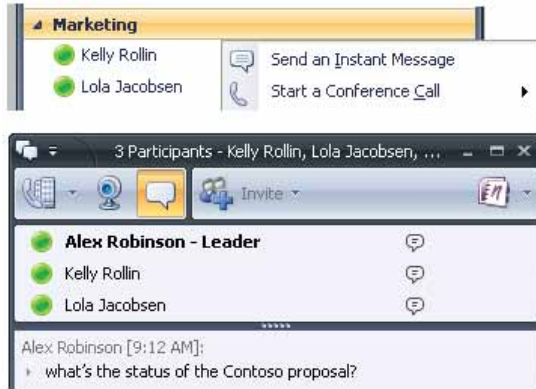


Figure 9.1. A contact group is selected to start an IM conference

In the **Conversation** window that appears, you see the **Inviting** status for each contact, as the contact is sent the IM invitation. When the contact accepts the call and joins the conference, you see the phone indicator to the right of the contact name, as shown above in Figure 9.1.

When you send an Instant Message to more than one person, the recipients of the IM see an IM conferencing invitation, as shown below in Figure 9.2.

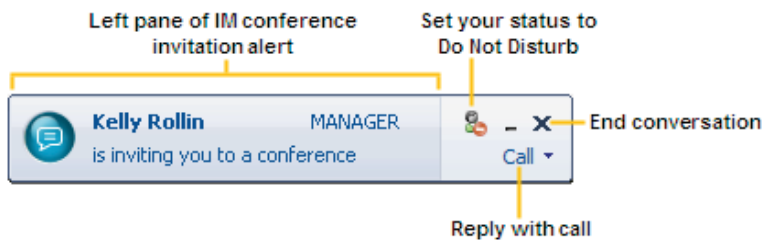


Figure 9.2. IM Conference Invitation

To join an IM conference

- Click the left pane of the Conference invitation alert.

At any time during the conference, you can invite additional people to the conference by clicking the Invite button  and then selecting those contacts that you want to invite.

Place a Conference Call

You can start a phone conference call from the Contact List by selecting multiple contacts, or a group. You can also start a conference from a one-to-one phone or video conversation between two people by simply inviting another person to the conversation.

To start a conference call

1. In the Contact List, do one of the following:

- Select multiple contacts by holding down CTRL as you click the contacts that you want to invite to the conference, right-click the last contact, and then point to **Start a Conference Call**.
 - Right-click a contact group, and then point to **Start a Conference Call**.
2. Click one of the following options:
- **Start Conference Now Using.** Click **Communicator** to start the conference from your default USB phone device or computer (if you have a headset or speakers and microphone).
 - **Start a Conference Call by Calling Me At.** Click a phone number to have Communicator call the phone number and join you into the conference when you answer the phone. Note that you can also enter a new phone number from which to join the conference.

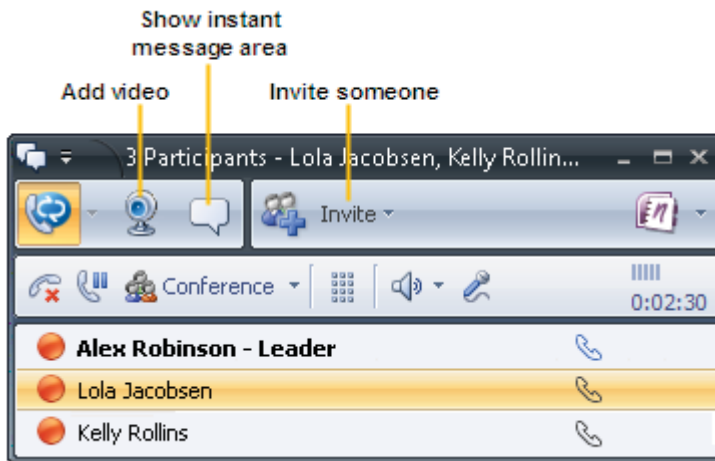


Figure 9.3. The Conversation window during a conference call

During a conference call you can:

- Click **Start video conference call** to add your video feed to the conference (provided you have a Web camera connected to your computer).
- Click **Show instant message area** to send an instant message to the conference participants.
- Click **Invite** to add additional people to the conference.

Join a Conference Call

When you place a conference call, the recipients of the call see a conference call invitation, as shown below in Figure 9.4.

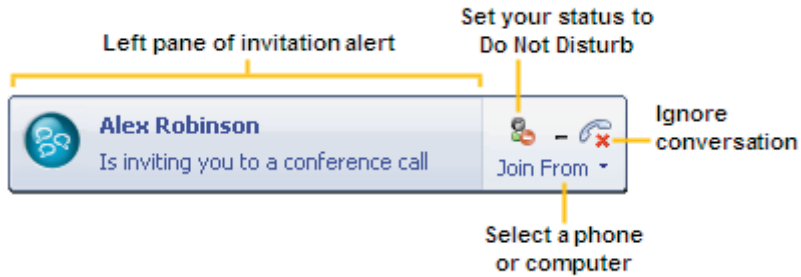


Figure 9.4. Conference call invitation alert

▶ To join a conference call

- Click the left pane of the Conference invitation alert.

▶ To join a conference call from another phone

- To join a conference call from a phone other than your default phone, click **Join From** in the Conference Call invitation alert, and then select the phone from which you want to join the conference. Communicator calls the phone number and when you answer the call, Communicator joins you to the conference on that number.

Chapter 10: Move Seamlessly Between Communication Modes

One of the great new features in Office Communicator 2007 is the ability to move seamlessly between communication modes during a session. For example, you can start a simple IM “you there?” session with a co-worker. After a couple of IM exchanges, you might decide you need a third person, so you can invite another person to the session. Next you might decide you need more sophisticated communication than IM, so you can add audio and video to the conference. Then perhaps, you need to show a Web page or share an application, so you can launch Live Meeting and share out your desktop. Office Communicator makes this scenario not only possible, but relatively seamless. In this chapter, we will show you how to:


- Start an IM conference by inviting others to an IM session.
- Start an audio conference call by selecting multiple contacts in the Contact List or by selecting a contact or distribution group.
- Start an unscheduled audio/video conference from an instant messaging session.
- Escalate a conference call to a Live Meeting data sharing conference.

Conferences with three or more participants, including conferencing-mode video sessions, require an Office Communications Server 2007 A/V Conferencing Server. If you are not sure if an A/V Conferencing Server is set up for your organization, contact your system administrator.

Add Audio and Video to an IM Conference

One of the benefits of Communicator 2007 is that you can easily move between communication modes without needing to open a new window. For example, you can start an instant messaging conference with several users and then add audio and video to the conference. Here is how:

To start an audio conference from an instant messaging session

1. First start an instant messaging conference. Select multiple contacts in the Contact List by holding down CTRL as you click the contacts that you want to invite to the conference. Right-click the last contact, click **Send an Instant Message**, type a message, and then press ENTER.
2. After the participants have accepted the instant messaging invitation, you can add audio to the conference by clicking the Call button  in the **Conversation** window. Communicator adds you to the conference as the conference leader and calls the other conference participants. When the participants have accepted the conference call invitation, you see the phone indicator next to their name.
3. After the conference participants have accepted the audio call, you can add video to the conference by clicking **Start a video conference call**. This sends a Join Video Conference invitation to the participants and displays the video pane for the conference participants, as shown in Figure 10.1.

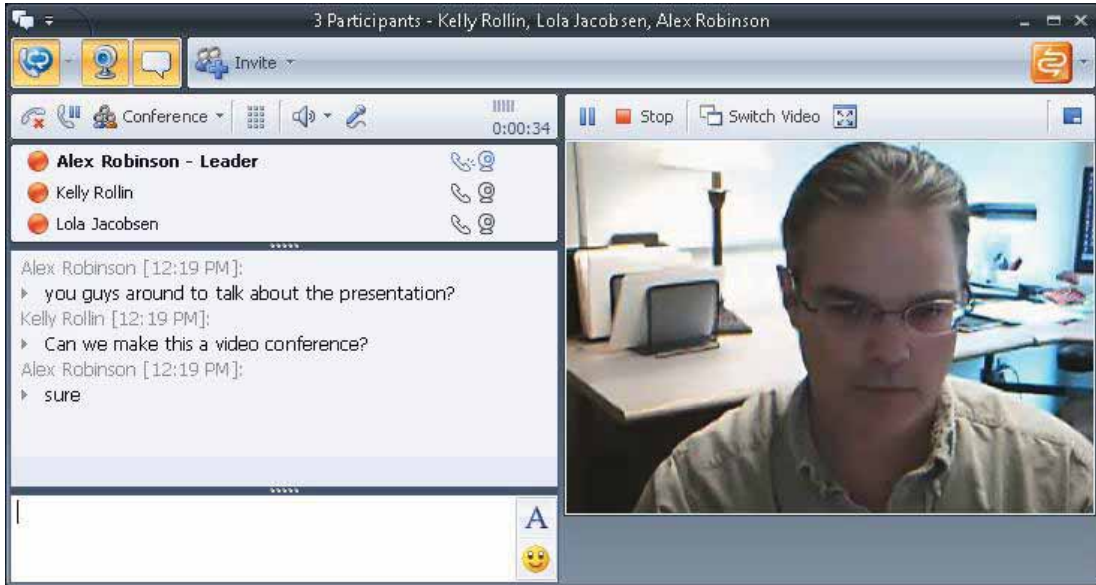


Figure 10.1. The Conversation window during a conference call with instant messaging, audio, and video

Escalate a Conference Call to a Live Meeting Web Conference

Note

The Live Meeting menu options are only enabled for conference participants who have Live Meeting installed and configured on their computers.

With Office Communicator 2007, you can escalate a Communicator conference, be it instant messaging or audio video conference, into a Live Meeting Web conference, without having to re-invite participants.

Escalate a conference call to a Live Meeting conference

1. First start a conference call. Select multiple contacts in the Contact List by holding down CTRL as you click the contacts that you want to invite to the conference. Right-click the last contact, and then click **Start a Conference Call**.
2. After the conference participants have joined the conference, you can escalate to a Live Meeting Web conference in one of the following ways:
 - Click the **Live Meeting** button in the **Conversation** window to start a Live Meeting session and to send a Live Meeting invitation to all conference participants, as shown below in Figure 10.2.
 - Click the options arrow to the right of the **Live Meeting** button, and then click one of the following:

- **Share Information Using Live Meeting** to send an application-sharing invitation to conference participants, who will receive the invitation request in the message area of their **Conversation** window. When the invitation is accepted, application-sharing will be conducted using a Live Meeting session that is connected to the same Office Communications Server that is hosting the conference call. This menu item will only appear if you have Live Meeting configured to connect to Office Communications Server.
- **Meet Now Using Live Meeting Service** to send an invitation to conference participants to join a Live Meeting using the Live Meeting service. When the invitation is accepted, application-sharing can be conducted using a Live Meeting session that is connected to the Live Meeting service. This menu item will only appear if you have Live Meeting configured to connect to a Live Meeting service.

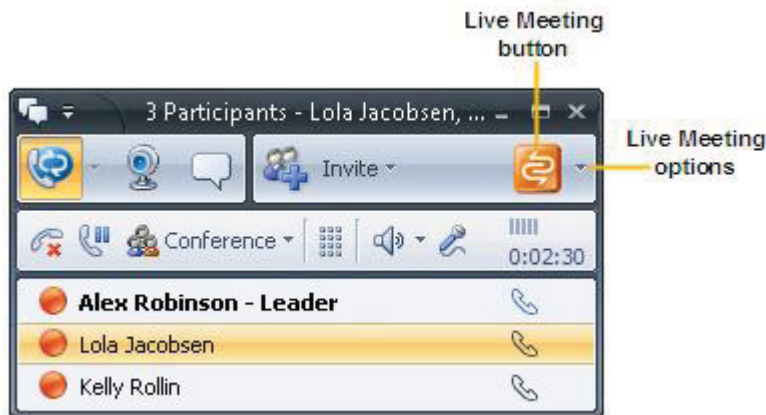


Figure 10.2. Launching Live Meeting from the Conference window

After you log into signed in to Live Meeting, you can begin sharing slides, applications, or collaborate on a Text Page, as shown below in Figure 10.3.

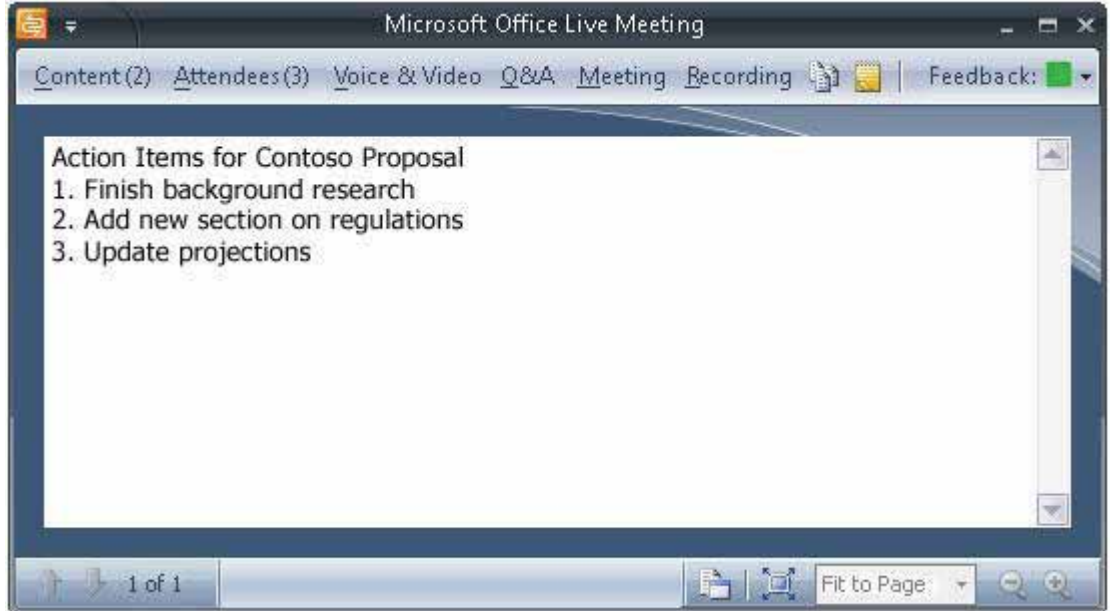


Figure 10.3. A text page is shared between participants of a Live Meeting session

When you send a Live Meeting invitation, the recipients of the invitation see a Live Meeting invitation in the Communicator **Conversation** window, shown below in Figure 10.4.

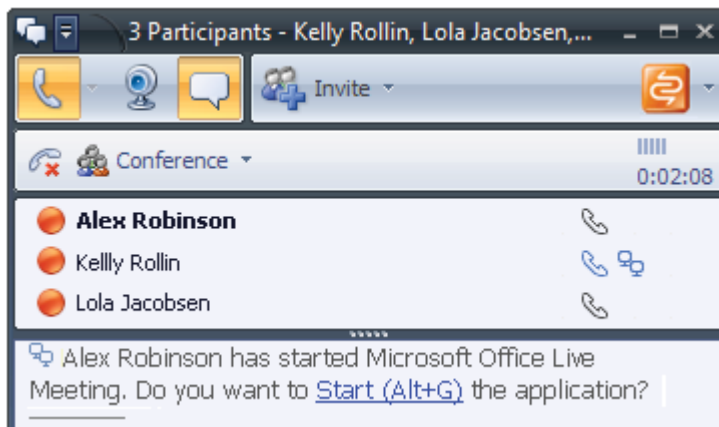


Figure 10.4. The Live Meeting invitation in the Office Communicator Conversation window

▶ To join a Live Meeting Conference

- Click the **Start** link in the invitation.

Chapter 11: Schedule a Communicator Conference Call or a Live Meeting Conference

Note

If you have not installed the Conferencing Add-in for Microsoft Office Outlook, contact your system administrator.

Microsoft Unified Communications offers you a Conferencing Add-In for Microsoft Office Outlook that you can use to schedule Communicator phone conferences and Live Meeting Web conferences.

Schedule an Office Communicator Conference Call

You can use the Conferencing Add-in for Microsoft Office Outlook to schedule an Office Communicator phone conference. Invitees to the conference, including you, can join the conference from their traditional (PSTN) phone lines, from cell phones, or from their PCs if they have a speaker/microphone or USB audio device attached.

▶ To schedule a Communicator conference call

- Open Microsoft Office Outlook, click **Conferencing**, and then click **Schedule a Conference Call**.

▶ To schedule a Live Meeting Web conference

- Open Microsoft Office Outlook, click **Conferencing**, and then click **Schedule a Live Meeting**. Select the meeting options as you typically would when scheduling a meeting with Outlook.

Part 4

Phone and Video

In this Part:

Chapter 12: Getting Started with Office Communicator Phone and Video Capabilities

Chapter 13: Make and Receive Phone Calls

Chapter 14: Make and Receive Video Calls

Chapter 15: Call Forwarding and Call Handling

Chapter 12: Getting Started with Office Communicator Phone and Video Capabilities

Office Communicator 2007 offers phone and video capabilities to improve your everyday communication. Now with Office Communicator 2007, you can:



- Make one-click phone calls by clicking a contact in your contact list.
- Make group conference calls by right-clicking a group name, pointing to **Start a Conference Call**, and then selecting a conference calling option.*
- Configure Call-Forwarding Settings to forward calls to another number, to simultaneously ring an additional number when your number rings, or redirect unanswered calls to another phone number, contact, or Voice Mail.*
- Add a subject conversation and an importance flag to a call.
- Keep a record of all IM and voice conversations in Outlook.
- Take notes during a call with OneNote.
- Move seamlessly from an instant messaging conversation, to a phone call, to a full audio|video conference call – all within the same **Conversation** window.

* Capabilities only available with Office Communicator Enterprise Voice.

About Phone and Video Capabilities

The Phone and Video capabilities described in this part of the Getting Started Guide require Phone and Video capabilities to be enabled in your environment. If you are not sure if these capabilities are available, contact your system administrator.

Phone capabilities with Communicator can be configured for Enterprise Voice or for Remote Call Control, as described in the following:

- **Enterprise Voice.** With Enterprise Voice, your phone system offers full unified communication capabilities, including the ability to make single-party and multi-party VoIP calls, configure robust call forwarding features and receive Voice Mail in your Exchange mailbox. To determine if Communicator is set up for Enterprise Voice, click the arrow to the right of the Call button . If you see a **Preferred Calling Device** option, you are configured for Remote Call Control, not Enterprise Voice.
- **Remote Call Control.** With Remote Call Control, your phone system is integrated with a PBX system and offers call forwarding features, but does not offer features such as ringing an additional number or redirecting unanswered calls. To determine if Communicator is set up for Remote Call Control, click the arrow to the right of the Call button . If you see a **Preferred Calling Device** option, you are configured for Remote Call Control.

What You Should Do First

Before you get started, make sure you should have a USB audio device, headset, or speakers and microphone connected to your computer.

Make a Few Phone Calls

With the phone capabilities of Communicator, you can make outbound calls to traditional PSTN/PBX phones or mobile phones and receive inbound calls from these phones. In short, you can do everything you can do today with your traditional desktop phone—and then some. To get started, try making a few calls with Communicator.

➤ Call a contact in your Contact List

- In the Communicator Contact List, click a contact's **Call** button to the right of the contact name. By default, the **Call** button, when clicked, will call the contact's **Work** phone number. After you call a contact, Office Communicator remembers the most recently used calling option and use that option when you click the **Call** button again.



Figure 12.1. Call button for a contact

➤ Call an outside number

3. In the **Communicator** window, enter a number (could be your home number) in the **Search** box (**Type a name or phone number**). You do not need to format the number.
4. Double-click the **Call** button for the number in the **Search Results** pane to dial the number.

Adjust Audio and Video

Office Communicator automatically detects your audio and video devices, but it might be a good idea to run the **Set Up Audio and Video** option to adjust volume levels.

➤ To run the Set Up Audio and Video option


- In the **Communicator** window, click the **Menu** button in the Title bar, point to **Tools**, and then click **Set Up Audio and Video**.

About Phone Number Formats

Communicator provides a variety of places for entering phone numbers. If you are entering a phone number to call in the **Search** box, Communicator allows you to enter digits or alphabetical characters. For example, you can enter a number such as 1-555-555-0101 or a 1-800 number such as 1-800-EXAMPLE.

If you are entering a phone number for call forwarding or to publish one of your phone numbers, you should need to follow use the E.164 Number Format. Enter the country code, followed area code, and then the local number. As a best practice, the phone numbers you enter should contain only the digits 0123456789. Communicator will automatically add the formatting to the phone number for you. Do not include the international dialing prefix—for example 011 (in the United States) and 00 (in Europe and South America).

About Setting Up Voice Mail

If your system is configured for Enterprise Voice (you can easily determine by clicking the arrow to the right Call button , and if you do not see a **Preferred Calling Device** option, you are configured for Enterprise Voice) you will continue to receive your missed calls and Voice Mail notifications in Outlook. However, with Enterprise Voice capabilities, you can play Voice Mail items inline on your speakerphone, without opening Windows Media Player.

Instructions for retrieving your temporary PIN number and for creating a new one are typically sent to you in e-mail by your system administrator. If you need to use the Dial Pad to enter a PIN number, you can find the Dial Pad on the Call Controls area of the **Conversation** window. Refer to the e-mail for the PIN and further instructions on changing your Voice Mail greeting.

Where Is the Dial Pad?

With Voice Mail systems or conference calls, you are often asked to enter a PIN or make a selection by entering a number. To enter PINs or to respond to automated voice systems, you need to either enter numbers from your phone dial pad or the Communicator dial pad. While a call is being connected, the dial pad is available in the Call Control area of the **Conversation** window, as shown below in Figure 12.2.



Figure 12.2. Communicator dial pad when a call is connecting

After the call is connected, the dial pad is available in the Call Control area, as shown below in Figure 12.3.



Figure 12.3. Communicator dial pad during a connected call

Chapter 13: Make and Receive Phone Calls

Communicator enables you to contact others using a variety of communication methods. You might start a conversation with another person using instant messaging, for example, and then add audio (by using a phone call) to the conversation as needed.

Communicator offers a rich phone communication experience that extends beyond traditional phone capabilities. For example, using Communicator's Contact List, you can quickly see if a contact is available and then call her with one-click calling. If the contact is not available, you can click the **View more options for calling this contact arrow** in the Contact List, and then place a call to the person's mobile phone (assuming you have a **Team** or **Personal** access level). You can also click the contact's Presence button to view additional details about the contact, including their schedule information to see when they might be available next.

In this chapter, we show you how to use Communicator to perform tasks traditionally associated with your desktop phone. To this end, we show you how to:

- Place calls with one-click calling from your Contact List.
- Find optional phone numbers, including mobile phone, for contacts.
- Make calls by typing a new call number in the **Search** box.
- Add phone capabilities to an instant messaging session.
- Answer an incoming phone call.
- Use Call Controls to place calls on hold or transfer calls.
- Add video to a phone call.

Make a One-Click Phone Call

Each contact in your Contact List has a number that you can call by clicking the **Call** button associated with the contact. The number is the contact's work number by default, but can change based on the number most recently used to call the contact. The **Call** button is shown below in Figure 13.1.

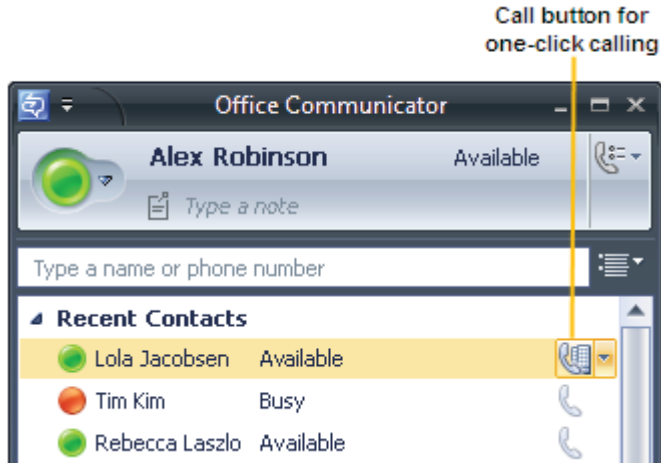


Figure 13.1. The Call button in the Contact List

▶ To make a one-click audio call

- In the Contact List, click the **Call** button to the right of the contact you want to call.

Call Additional Numbers

Communicator users can publish additional phone numbers, such as their mobile or home phone numbers and give you **Team** or **Personal** access level so you can view the numbers and use them for “click-to-call.” To call an additional phone number, you click the arrow next to the **Call** button, as shown below in Figure 13.2.

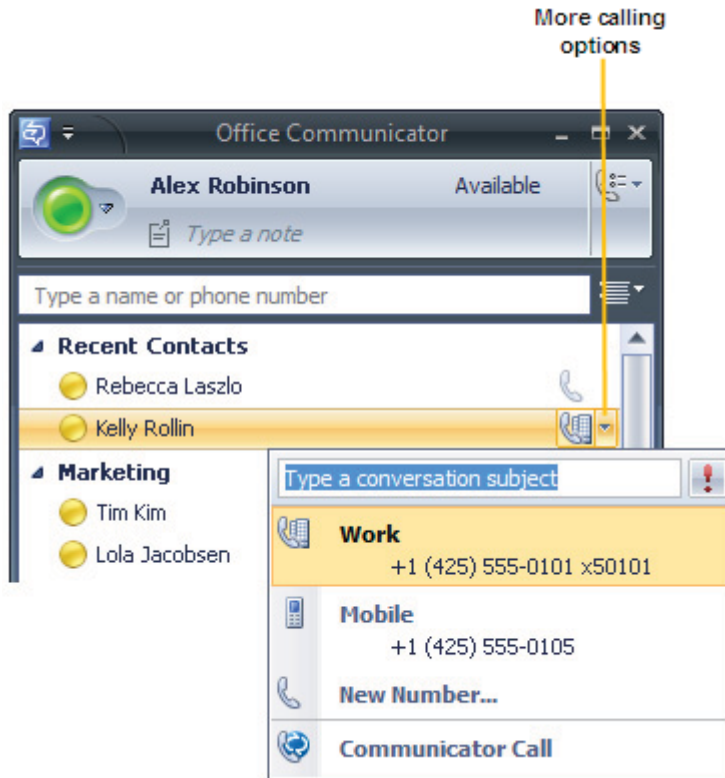


Figure 13.2. Call options for a contact

▶ To view call options for a contact

5. In the Contact List, click the arrow to the right of the **Call** button associated with the contact.
6. In the Call options menu, click the name or number you want to call or click **New Number** and then enter the number you want to call.

What is a Communicator Call?

Office Communicator 2007 provides a **Communicator Call** option, as shown in the preceding Figure 13.2, as a way of placing a call to a contact. When you place a **Communicator Call**, the call is a VoIP call that is directed to all of the contact's devices that are configured for Office Communicator 2007. Depending upon the devices on which the contact has Office Communicator configured, the call can ring either the contact's computer or her telephony devices that are configured for Office Communicator, or both.

Type a New Number to Call

In addition to one-click calling and using Call options, you can type the number you want to call in the **Search** box in the **Office Communicator** window, as shown below in Figure 13.3.

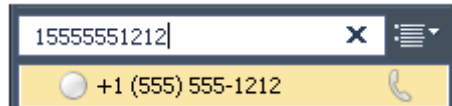


Figure 13.3. Phone number entered in the Search box

▶ **To type a new number and call it**

1. In the **Office Communicator** window, enter the number you want to call in the **Search** box. Use the International Phone number format. Enter the country code, followed by the local phone number. For example, for a United States number: 15555555555. For example, (011) in the United States and (00) in Europe. You can also use alphabetical characters for 1-800 numbers. For example, you can type: 1-800-EXAMPLE.
2. In the **Search Results** pane, click the **Call** button to the right of the phone number you entered. You can also press the ENTER key to place the call.

Answer a Phone Call

When you receive a phone call from another Communicator contact, a Call alert appears in the bottom-right corner of your computer screen. From the alert, you can accept the call, ignore the call, or redirect the call to another number, as shown below in Figure 13.4.

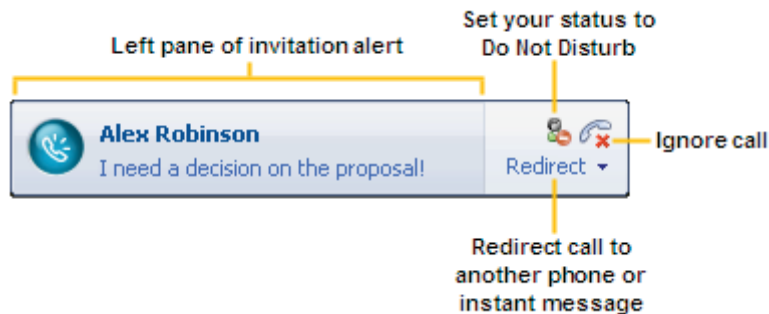


Figure 13.4. Audio call invitation alert

▶ **To answer a phone call**

- Click the left pane of the Call invitation alert.

▶ **To ignore a call**

- Click the **Ignore Call** button in the Call invitation alert.

▶ **To redirect a call**










- Click the **Redirect call to another phone or instant message** button, and then select an option from the menu. You can redirect a call to any of the phone numbers that you have published, including your mobile, home, or other phone number. If you choose to redirect a call to an instant message, the call is ignored and the **Conversation** window opens so that you can send the contact an instant message.

Using Call Controls

When you answer a phone call from a Communicator contact, the **Conversation** window opens. The **Conversation** window offers a variety of call controls that you can use to transfer a call, put a call on hold, or adjust your speaker or microphone volume.

Table 13.4 below shows the call controls and gives a brief description of what each one does.

Table 13.4. Call controls

| Control | Function |
|--|--|
|  | End Call. |
|  | Put call on hold. |
|  Conference ▾ | Mute your line during a conference call |
|  | Transfer call to: another person another one of your devices (such as your cell phone). |
|  | Display the dial pad. The dial pad is used to enter input to access voice mail and to enter pass code for conferences. |
|  | Toggle audio from a call between the USB telephony device and other speakers. This control only appears if you have a USB telephony device attached to your PC and you have configured your audio device to play call audio on a separate device from your USB telephony device. |
|  | Mute speakers. Click the Menu button to adjust the audio volume. |
|  | Mute microphone |
|  | Audio level indicator. |
| 0:00:10 | Time elapsed. |

Chapter 14: Place and Receive Video Calls

You can use Office Communicator to communicate with your contacts using audio and video. For example, if you have a webcam connected to your computer, you can place a video call to a contact. When the contact answers the call, she can see your video feed, even if she does not have a webcam. If the contact has a webcam connected to his or her computer, then you can see the video feed for that person in your **Conversation** window.

Note

You can only make video calls to Communicator contacts within your company and to federated contacts outside of your company. Communicator calls to public IM contacts or non-federated contacts outside your company are not supported.

In this chapter, we show you how to place and receive a video call.

Place a Video Call

You can add video to an existing instant messaging session or phone call, or you can start a video call from the **Office Communicator** window.

▶ To start a video call from the Contact List

- In the Contact List, right-click a contact, and then click **Start a Video Call**, as shown below in Figure 14.1. After the video call is accepted, the **Conversation** window expands to display the video.



Figure 14.1. A video call started in the Contact List

Receive a Video Call

To receive an audio/video call, you need speakers and a microphone, or a headset, or a USB audio device. You are not required, however, to have a webcam to accept a video call. If you do not have a webcam, you will see the caller's video feed, but the caller will see a video icon placeholder for your video feed.

▶ **To receive an audio/video call**

- Click the left pane of the Video Call invitation alert, as shown below in Figure 14.2.

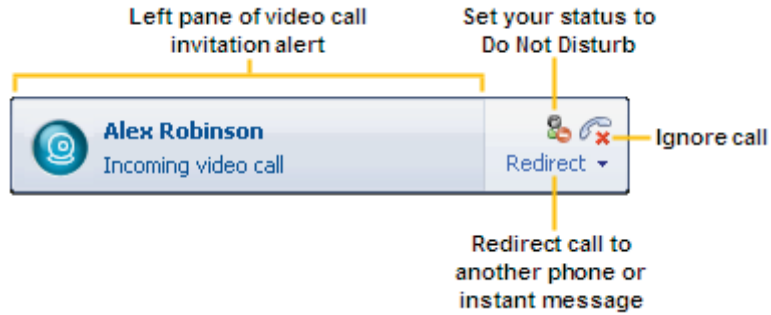


Figure 14.2. The Video Call invitation alert

When you accept a Video Call invitation, the Communicator **Conversation** window opens and shows the caller's video stream, as shown below in Figure 14.3.



Figure 14.3. The Conversation window with the video stream

Chapter 15: Call Forwarding and Voice Mail

Office Communicator 2007 provides call handling options that enable you to forward calls to another phone number or contact, to ring an additional number at the same time your default device rings, and to redirect unanswered calls to another number, contact, or voice mail.

In this chapter we will show you how to:

- Forward incoming calls to another number, contact, or voice mail.
- Set forwarding settings to simultaneously ring an additional number at the same time your default phone device rings. *
- Redirect unanswered calls to another number, voice mail, or contact. *
- Cancel call-forwarding settings.

* These features require that Enterprise Voice capabilities are enabled for Communicator.

Forwarding Calls

Office Communicator 2007 provides call handling options that you can set to forward your incoming calls to your voice mail, to an alternate phone number, such as your mobile phone or home phone number, or to another contact, as shown below in Figure 15.1.

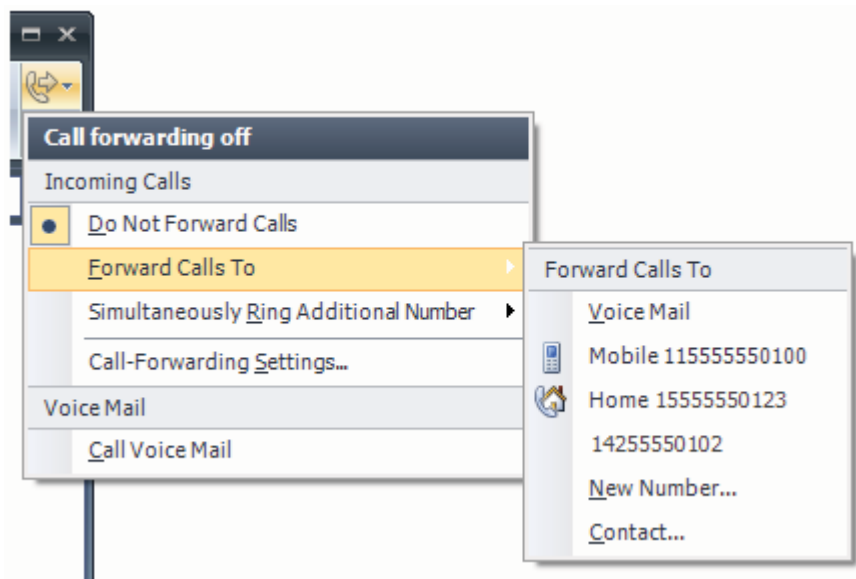




Figure 15.1. Call forwarding options are set to forward calls to another number

 **To forward a call to your voice mail, another person, or phone number**

- In the **Office Communicator** window, click the **Call Forwarding** button , point to **Forward Calls To**, and then do one of the following:
 - Click **Voice mail** to automatically forward all incoming calls to your voice mail.
 - Click a phone number to automatically forward calls to that number.
 - Click **New Number** to enter a new number to which to forward the call. You can refer to the Online Help for examples of how to enter phone numbers.
 - Click **Contact**, and then select a contact.


 **To ring another number at the same time your device rings**

- In the **Office Communicator** window, click the Call Forwarding button , point to **Ring an Additional Number**, and then do one of the following:
 - Click a phone number to automatically forward calls to that number.
 - Click **New Number** to enter a new number to which to forward the call. You can refer to the Online Help for examples of how to enter phone numbers.

Cancel Call Handling

You can set or cancel call-handling rules at any time.



 **To cancel call handling rules**

- In the **Office Communicator** window, click the **Call Control** button , and then click **Do Not Forward Calls**.

Check Voice Mail

You can use Office Communicator 2007 to retrieve your voice mail and to change your voice mail greeting. Keep in mind, however, that with Communicator Enterprise Voice, missed calls and voice mail will continue to arrive in your Outlook Inbox.

 **To check voice mail, or record or change your voice mail greeting**

1. In the **Office Communicator** window, click the **Call Control** button , and then click **Call Voice Mail**.
2. When prompted, use the Dial Pad  in the **Conversation** window to enter your PIN number. Your PIN number is provided by your system administrator and is typically sent to you in an e-mail.