Microsoft Office Communicator Quick Reference Guide
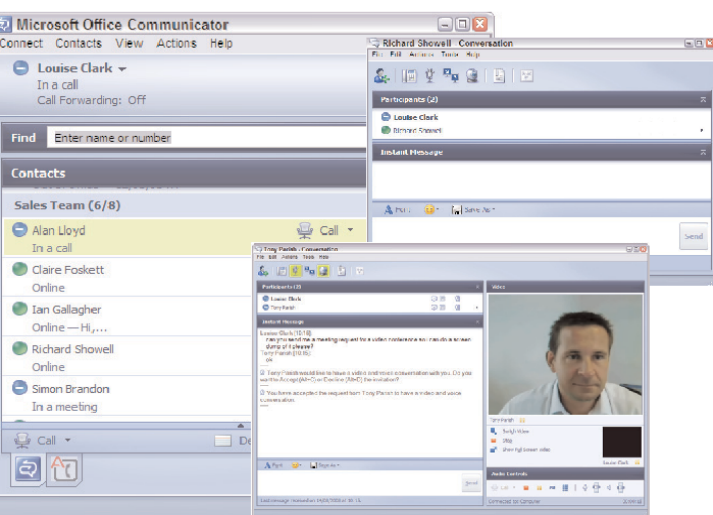
Microsoft Office Communicator integrated with Avaya telephony provides you with:

Quicker, more intelligent access to colleagues and greater efficiency

- Status information (presence)
- Multiple modes of contact (instant messenging, voice/phone calls and email)

Telephony enabled Communicator

- Click to Call in Communicator, SmartTags
- Escalate IM to call, Conference
- Phone & MOC stay in sync
- Presence is shared
- Call Control - Hold, Transfer, etc.

Initiate an Instant Message Conversation

1. Type the contact in the Find bar at the top of the Communicator screen or select from the list
2. Double click on the contact's name or right click and select Send an Instant Message
3. Type your message in the text box at the bottom of the conversation screen and click Send
4. Fonts can be changed by clicking on the Fonts button
5. Characters/Emotions can be added to the conversation, click on the smiley face icon
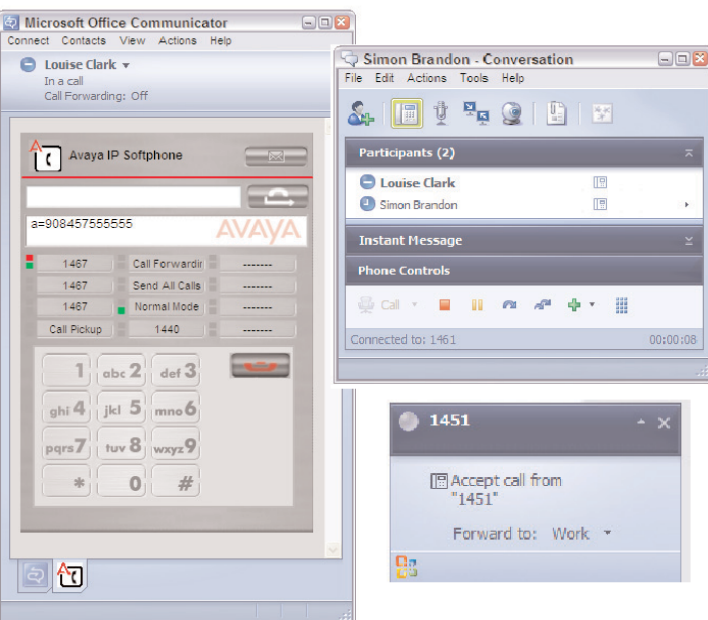
Responding to an Instant Message

1. A conversation flashes up on the screen and flashes orange on the task bar
2. Respond to the message by typing in the small text box below the conversation and click Send

Add another contact to the conversation

1. Additional contacts can be added to the same conversation by selecting Add a contact in the conversation screen
2. Select from the contacts list or typing the contact's name in the Find bar
3. Select OK

Escalate Conversation to Video Conversation (without telephone call)

1. Select the web-cam icon at the top of the conversation screen
2. The 2nd party accepts the invitation for video conversation

The conversation pane extends to include both video images (both parties must have a web-cam)

Operating the Features of Video Conversation

1. To change the view to show you in the main screen select Switch Video
2. To show a full screen view of your contact select Show Full Screen
3. To end the video conversation, select Stop

Escalate the Conversation to a Call

1. Select Display Phone Display Control at the top of the conversation screen to display the phone contols
2. Click on Call

See the section on operating a telephone call with Microsoft Office Communicator for call features

To send a File via Instant Message

1. in the conversation screen, select Send a File to open the browse file screen
2. Select which file you want to send
3. The recipient accepts the file and receives a link to open the document

To share and application

1. Select Start Application or Whiteboard Sharing, the recipient needs to accept the request
2. From the Sharing Controls at the bottom of the screen select either Application Sharing or Whiteboard
3. Application Sharing opens up a screen for you to select which application you wish to share, Communicator will only show what applications you have open at the time
4. Whiteboard sharing opens a Paint type application for you to draw, point and write

Operating a Telephone Call with Microsoft Office Communicator

Microsoft Office Communicator
Connect Contacts View Actions Help

Louise Clark ▾
In a call
Call Forwarding: Off

Avaya IP Softphone

a=908457555555

AVAYA

1467	Call Forwardin	-------
1467	Send All Calls	-------
1467	Normal Mode	-------
Call Pickup	1440	-------

1	abc 2	def 3
ghi 4	jkl 5	mno 6
pqrs 7	tuv 8	wxyz 9
*	0	#

Simon Brandon - Conversation
File Edit Actions Tools Help

Participants (2)
Louise Clark
Simon Brandon

Instant Message

Phone Controls

Call ▾
Connected to: 1461   00:00:08

1451
Accept call from "1451"
Forward to: Work ▾

The Call Features

Make a call

1. Right-click the contact you want to call.
2. Select Call and the telephone number you want to dial. A conversation window appears for the call.

Hang up a Call

Click the Hang Up button in the conversation window.

Answer a Call

Click Accept Call in the incoming call window. A conversation window appears for the call.

Place a Call on Hold

Click the Hold button in the conversation window.

Answer a Call on Hold

To answer a call that is on hold, click the Retrieve Call From Hold button in the conversation window.

Transfer a Call (Unannounced)

1. Click the Unannounced Transfer button in the conversation window. The Transfer Voice Call dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click the OK button.

Transfer a call (Announced)

1. Click the Announced Transfer button in the conversation window. The Announced Transfer dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click the OK button. The Transfer Call dialog box appears.
4. Click the Call button. The call is placed to the contact.
5. To complete the transfer, click the Transfer Now button.

Start a conference

1. Click the Add a person to the call button in the conversation window. The Invite Someone to Join This Conference dialog box appears.
2. Select the contact you want to add to the call.
3. Click the OK button. The Add a Person to the Call dialog box appears.
4. Click the Call button. The call is placed to the contact.
5. To add the call to the conference, click the Add button.

Use feature buttons

1. Click the Avaya tab in the Microsoft Office Communicator window.
2. Click on the appropriate feature button.
3. Use the dialpad to enter the feature access code or digits (if necessary).

To Extend a Call to a video conference

1. Select Start Video Conversation button
2. This launches a larger conversation screen as the instant messaging with video conversation (both parties must have a web-cam).