

# Microsoft Office Communicator 2007

Written by:  
Education and Training Team

Customer Services Management  
Division of Information Technology

December 2009  
Version 1

## Microsoft Office Communicator 2007

### Real Time communication at CSU

#### What is Office Communicator?

- Office Communicator is a tool which will allow you to communicate in real time with colleagues

#### What can Communicator do for me?

- Communicator has Instant Messaging (IM) capabilities which allow you to communicate with one or more colleagues simultaneously
- Communicator makes it possible to see if your colleagues are available so you can select the most appropriate time to reach them
- Communicator allows you to set up an online conference between two or more users
- Communicator allows you to add 'Distribution Lists' to your contacts

#### Initial Setup

- The first time you open Communicator you will be asked for some account details. This will include your email address, username, and password
- The username can be entered in three different formats
- First try entering it as your email address: [jbloggs@csu.edu.au](mailto:jbloggs@csu.edu.au)
- If that fails try entering it as: csumain/jbloggs
- As a last resort try entering it as: [jbloggs@csumain.csu.edu.au](mailto:jbloggs@csumain.csu.edu.au)
- Your username will be your 8 (or less) character CSU username, not your full email username
- The first time you log on the Communicator a web page may try to open. This page may occasionally fail to open. The web page is simply a welcome page and is not important.

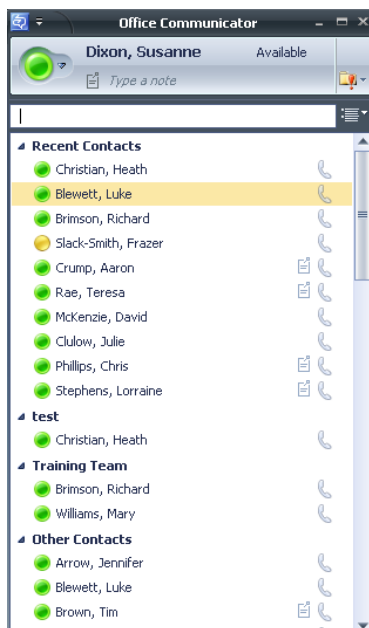
## How to use Microsoft Office Communicator

Your Microsoft Office Communicator 2007 will show on your Task Bar as this:

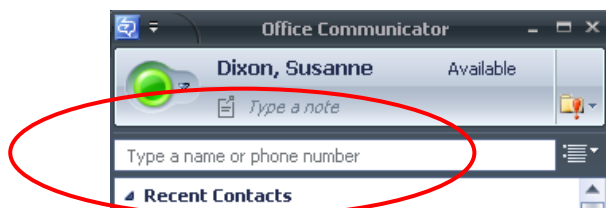


Communicator launches automatically when you log on to your pc each day. You don't have to start it.

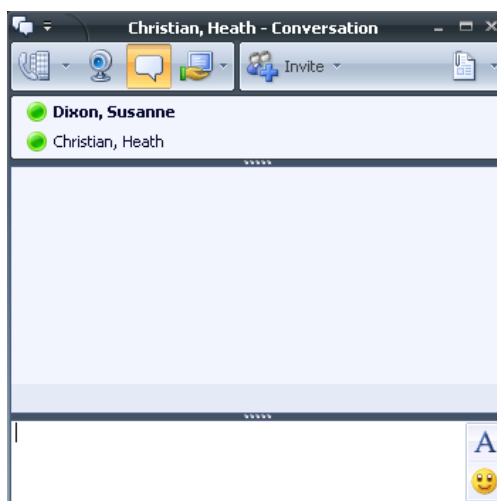
When you click on the icon the Communicator screen will open and will look like this:



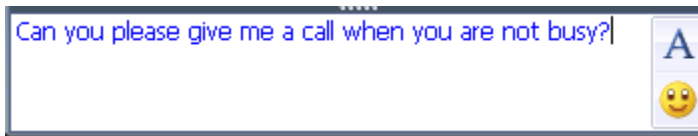
To send a Communicator message to someone you simply scroll through the names on the list until you find them, or you can enter their name in the dialogue box at the top or the screen, last name first, then a comma, then a space, then their first name. eg. Bloggs, Joe. As you type it starts to filter



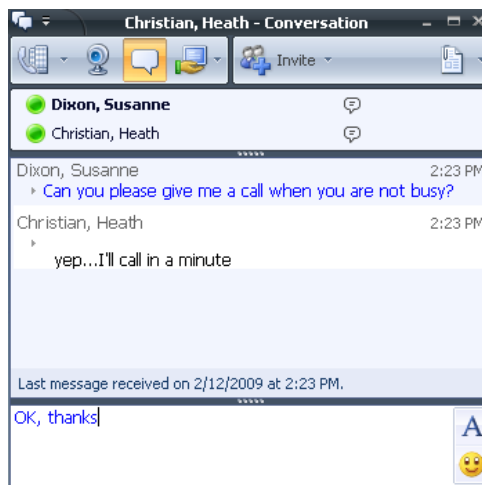
Once you have found the listing for the person to whom you would like to send a message double click on their name and a message window will open



Type your message into the bottom section of the window and press the 'Enter' key to send it



When the person on the other end replies it will appear under what you have typed in the top section of the screen. Your entire conversation will show here

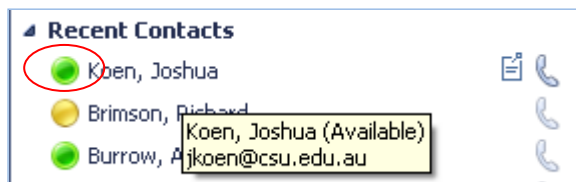


When you first start to use Office Communicator you will not have any names in your list to send messages to. You will need to 'Populate' your list by searching for contacts in the 'Find' area and then send them a message. Once you have done this they will appear in your 'Contacts' list. Existing users will still have their contacts from the previous version of Communicator

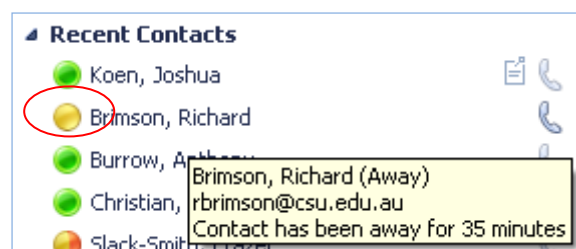
From the 'Contacts' list you are able to see the 'Status' of each of the listings.

The different 'Statuses' are:

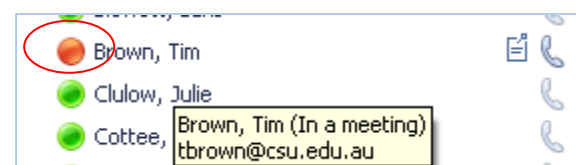
**Available:** You can send them a message



**Away:** Contact is not at their desk and the message will indicate how long they have been absent



**'Busy' or 'In a Meeting':** contact is either 'Busy' or in a meeting and not available at this time



**Enhanced Presence includes:** Available, busy, do not disturb, Be right back, Away, Current location. It also shows you as 'Do Not Disturb' when you are running a full-screen application.

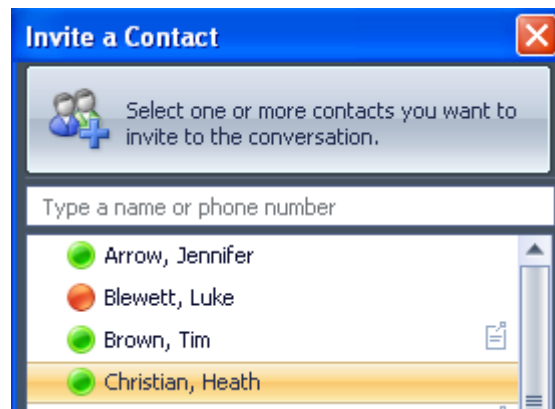
When you receive a communicator message you will hear a 'ding' and an orange flashing alert appears on your 'Task Bar' at the bottom of the screen. If you click on the alert the message will open and you can begin the conversation. The 'Alert' icon looks like this:



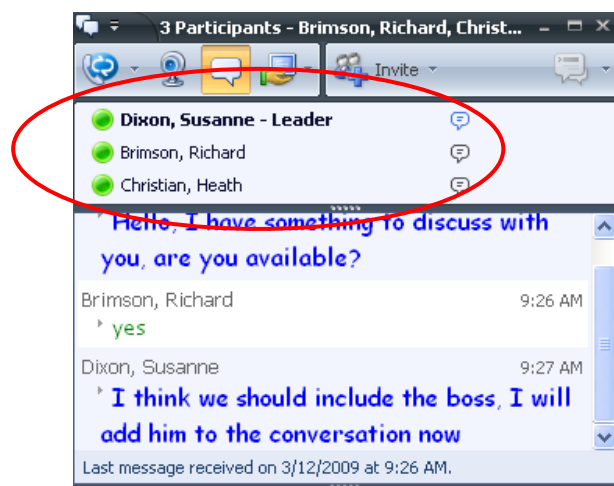
Communicator will also allow you to invite one or more people to join a conversation. To add a contact to your conversation you simply click on the 'Invite someone to join the conversation' icon at the top of the communicator window.



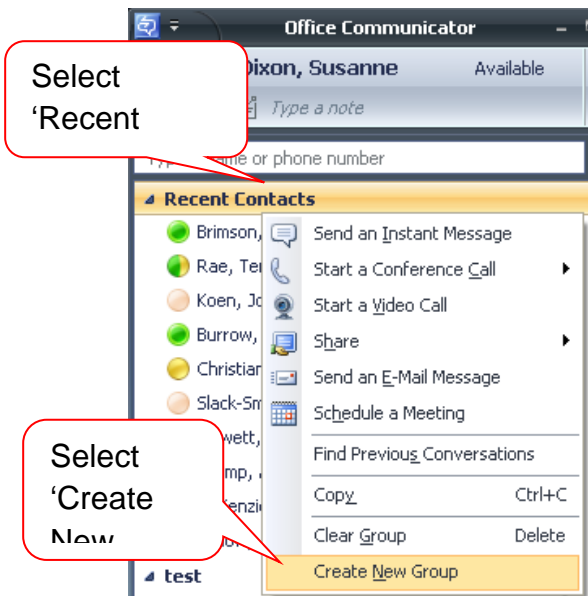
A list of contacts will appear and you can select the contact or contacts you wish to add to the conversation and click 'OK'.



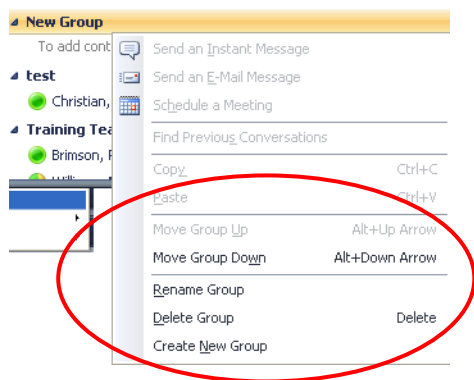
That person/people will now be added to your conversation and you will be able to continue your interaction as normal.



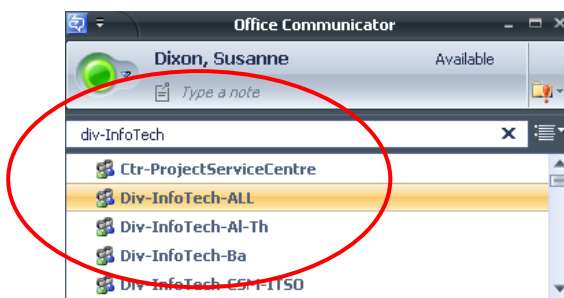
You can create 'Groups' within your contacts. To set up a group go to your 'Contacts' heading, right click on the heading and select the 'Create New Group' option from the list.



Right click on the 'New Group' heading, choose 'Rename Group' from the options and give your group a relevant name. You will also have a couple of other options from this menu.



Add contacts to your group by searching for them in the 'Find' box, or you can drag their details from another contact group on your communicator screen. When you have found the contact you want to add to your group, drag the entry to the group to which you wish to add it.



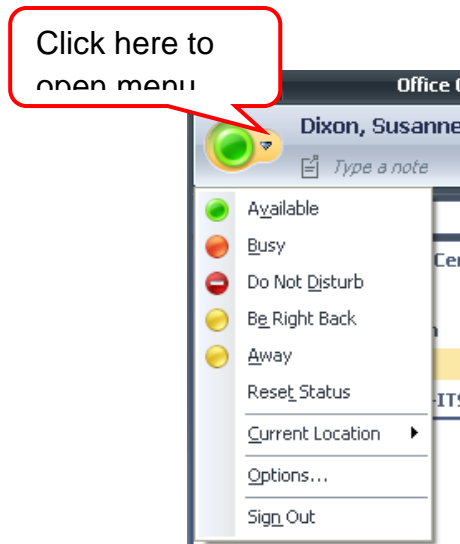
You can also add 'Distribution Lists' which exist within the University's Global Address List (GAL)

Communicator gives you the ability to control your own presence (or how your status shows) to other users.

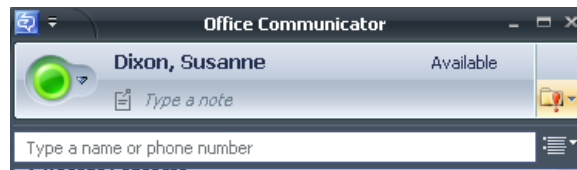
You can let communicator know when you are Online or Busy.

You can also set your status to 'Do Not Disturb' if you need to focus on a particular item or task.

By Clicking on the drop down arrow next to the green button on the top of your Communicator window you can open a menu with a number of options from which you can choose your status.

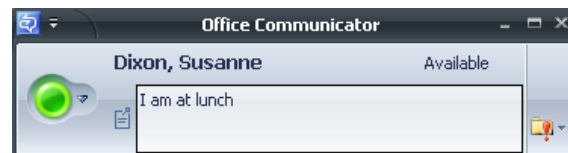


Communicator allows you to add a personal note to your status, such as 'Teaching All Day'. You will see a heading 'Type a note' at the top of your communicator window.

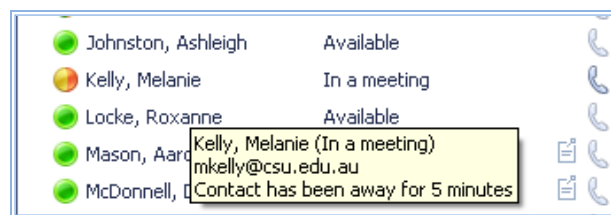


When you select this a window will open where you can add your note.

Type your note and press enter and it will be set. When you wish to remove the note double click on the message and then delete it.

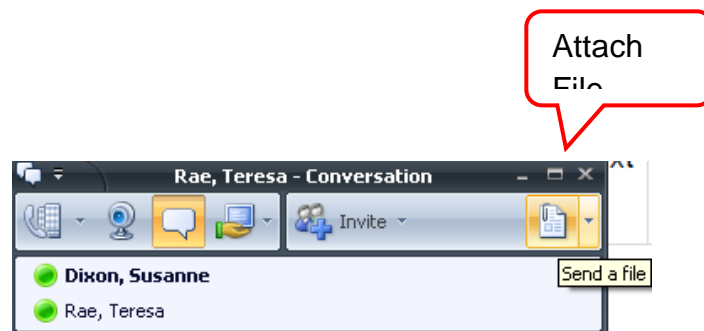


Also, integration with Outlook means that communicator can read your calendar, indicating to others when you are in a meeting or out of the office, and even the next time you will be free.

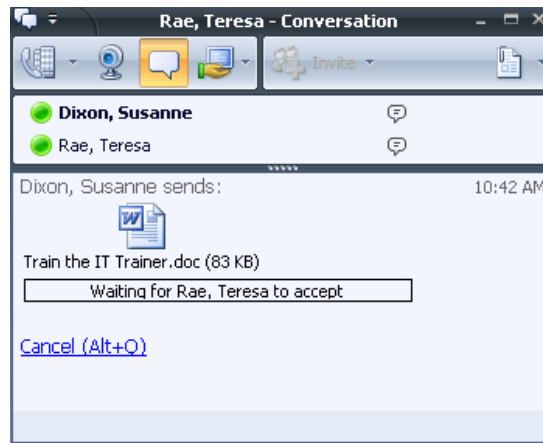


By hovering your mouse pointer over a user's name you can see the personal note as well as when the user is next available.

You can also attach a file to your message. To do this you simply need to select the person to whom you wish to send the message, type the message in the message window, go to the top of the window and select the 'Attach file icon'.



This will open a 'Browse' window from which you can select the file you wish to send. When you send the file your message window will look like this:



- By default, your status is automatically set to 'Available' when there is activity on your workstation. This will automatically change to either 'Offline' or 'Away' when there is no activity on your workstation.
- When your outlook calendar shows you as busy, communicator shows you as 'In a Meeting'
- If you want Communicator to alert you when someone becomes available, you can tag that contact by right clicking the person's name and selecting 'Tag for Status Change Alerts'
- When the person becomes available you will receive a message just above the task bar, indicating that the user is now available