Conferencing Communication Modes

With Office Communicator, you can seamlessly add communication modes to your conferencing session.

If you need to share data, applications, or slides, you can escalate to a Live Meeting session—without having to re-invite participants.

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

Turn an IM conversation 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 computer 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.

Live Meeting can be used with your Health contacts. Common scenarios include collaborating with team members on a document or holding strategy meetings with partners.

Schedule a Conference Call or Live Meeting in Outlook

Schedule Live Meeting Web conferences when you need to share your desktop, programs, and information on your computer.

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
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Office Communicator and Outlook

Built into Office Communicator is a rich set of tools that integrate with Outlook.

• Presence status can be seen in Outlook.
• Calendar and out of office information is obtained from Outlook and used to update your Presence status.
• Conversation history (as well as missed-call history) is stored in Outlook to search and review all prior communications.

Get Started with Contact Management, Presence, and Instant Messaging

In this guide, you will find the tasks most commonly performed when managing Health contacts, working with your presence information, and communicating with others. You will discover how to:

• Build and manage your contact list by adding contacts, building groups and setting access levels.
• Change your presence status to indicate visually your availability and willingness to be contacted.
• Send and receive instant messages to a single contact, to multiple contacts, or to a group.
• Start and join an audio/video conference with multiple contacts or with a group.
• Schedule a Conference Call or Live Meeting session.

Building and Managing Your Contact List

Your Contact List is a list of Health account users with whom you communicate most often.

To Add a Contact
Type a person's name or Health account ID in the Search box and then drag the name from the Search Results box to the Contact List.

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.

Customizing Your Presence Information

Office Communicator provides a full set of personal presence attributes that show your availability, activity, and willingness to be contacted. These presence attributes can also be seen next to your contact's name in Outlook.

Manually change your presence status
Click the Communicator icon in the Taskbar and select My Status or In Office Communicator, click your Presence button and then select a status.

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 personal note. Click outside the box when you are done.

Your Presence Information and Access Levels

As described above, your presence status describes visually your availability to be contacted. You can control the amount and type of presence information that you make available to others by using Access Levels.

To modify a contact's access level, right click on the contact, and select Change Level of Access.
Communicating with Your Contacts

Office Communicator provides a variety of communication options. For example:

- Double-click the contact to start an Instant Message (IM) session
- Click the Call button for one-click calling
- 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.

Send and Receive Instant Messages

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

Start an Instant Message

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

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

Add an emoticon
Place the mouse pointer 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

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 Do Not Disturb button, and then click Set Status 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.

Start an Audio/Video Conference

You can start an audio/video (AV) conference with multiple contacts or a group.

Start an audio/video conference with multiple contacts
In the Contact List, 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.

Join an Audio/Video Conference

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

Start an Audio/Video Conference

You can start an audio/video (AV) conference with multiple contacts or a group.

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.

Join an Audio/Video Conference

Join an audio/video conference
In the conference invitation alert, click the left pane. 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.
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Determine if a contact is available

View the contact’s Presence button and status.

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, you receive an alert on your desktop.

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Join an IM Conference

You can select multiple contacts or a group in your Contact List to start an IM 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.

Join an IM conference

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

Start an Audio/Video Conference

You can start an audio/video (AV) conference with multiple contacts or a group.

Start an audio/video conference with multiple contacts

In the Contact List, 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.

Start an audio/video conference with a group

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