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Frequently Asked Questions

Web Conferencing & Secure Instant Messaging via Microsoft Office Communications Server 2007

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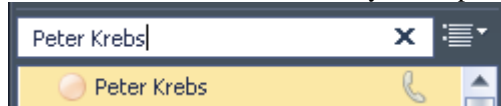
Conferencing

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Contact Management

Do I have to use the Add Contacts menu to add contacts to my Contact List?

No. For contacts within your corporate network, you can simply type the person's name or e-mail address in the Search box, and then drag the contact from the Search Results pane into a group in the Contact List. By default, Office Communicator will search your corporate directory and your personal Outlook Contacts folder.



Why do I see the Exchange Connection error in Communicator?


The "Exchange Connection" error in Office Communicator appears when Communicator cannot contact Microsoft Exchange to get calendar information, such as when a contact is free. There may be problems with the Exchange Server to which you are connected. When you see the "Exchange Connection" error, try to schedule a meeting through Outlook and see if free-busy information is available for contacts. Contact your system administrator if you see a discrepancy between the free-busy information in Outlook and Communicator.

How do I resize columns in the Contact List?


You cannot specifically adjust individual column widths in the Contact List, but you can resize the width of the Communicator window as desired and the columns will adjust accordingly.

How are contacts sorted in the Contact List? Can they be re-sorted?

By default, Communicator sorts contacts in each group in the Contact List first by availability and then alphabetically. Available contacts (those who can be contacted) have either the **Available** or **Busy** presence status. The **Recent Contacts** group is an exception, and sorts contacts top-to-bottom, according to those contacts with whom you most recently communicated.

To change the way contacts are sorted in the Contact List, select the Change View button  in the Communicator window, and then select **Sort Contacts by Availability**. This option moves contacts with **Away**, **Unavailable**, and **Unknown** status into groups, leaves contacts with **Busy** or **Available** status in their groups, and then sorts the contacts alphabetically.

What happened to the menus that were available in Office Communicator 2005?

The menus have been replaced with a user interface that makes virtually all Communicator tasks easily accessible. With Office Communicator 2007, frequently performed tasks, such as starting an instant message or placing a phone call can be accomplished from the Contact List by right-clicking a contact and selecting a menu option. You can also select the Menu button  in the **Communicator** window to view additional menu items.

Can I make a phone call without adding someone to my Contact List?

Yes. You can type a person's telephone number in the **Search** box and then double-click the name in the **Search Results** box to place the phone call. You can also search for the person by name, and then click ENTER to place the call.



Presence

What are access levels and how can I use them?

Access levels allow you to control who can see your presence information, and how much of it they can see. For example, with access levels, you can assign your closest co-workers to the **Team** level, so they can see your mobile phone number, while other contacts in the **Company**, **Public**, or **Blocked** levels cannot. For more information about assigning access levels, see the [Control Access to Your Presence Information](#) topic in Microsoft Office Communicator 2007 online Help.

What do the Inactive or Busy (Inactive) presence buttons mean?



Inactive means the contact is online, but has not interacted with his computer or phone device within the past five minutes (by default). The contact's status is transitioning from **Available** to **Away**. To change the time value, click the Menu button, click **Tools**, click **Options**, set the value under **Show me as Inactive when my computer has been idle for this many minutes**, and then click **OK**.



Busy (Inactive) means the contact is in a meeting or has set her status to busy, but has not interacted with her computer within the past 15 minutes (by default). The contact's status is transitioning from **Busy** to **Away**. To change the time value, click the Menu button, click **Tools**, click **Options**, set the value under **Show me as Away when my status has been Inactive for this many minutes**, and then click **OK**.

Why can't I set Appear Offline in Communicator 2007?








Some companies remove the **Appear Offline** state because it can hamper presence predictability. For example, if a significant number of users set themselves to this mode, the value of presence in Communicator would be greatly reduced. However, by changing the level of access for individuals, you can control what people see. For example, if you do not want to be disturbed by the majority of people, you can set yourself to **Do Not Disturb**, and then grant certain people permission to interrupt you even in this state by assigning them to the **Team** access level.

Why doesn't my Out of Office note show up in Communicator after I set it?

Calendar information (free/busy, meeting subject, and time) and the out of office (OOF) note can take as long as 30 minutes to propagate through the Presence system. In addition, you must be running the Communicator client on a device that can connect to Exchange in order for this information to propagate.

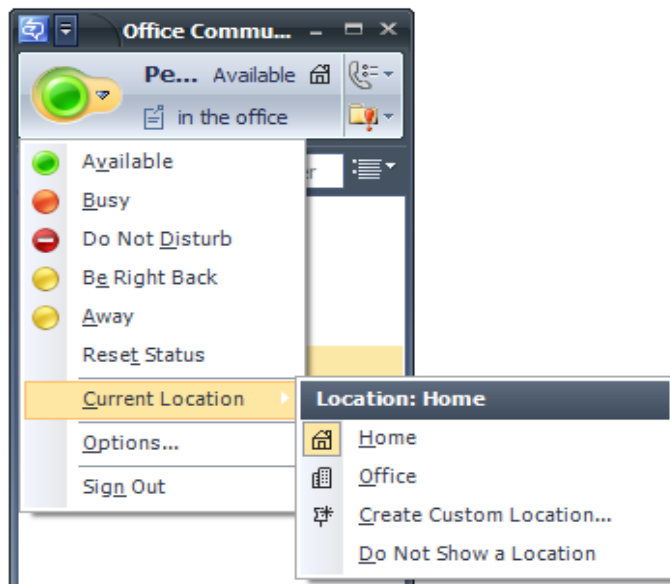
How does presence affect incoming calls when I am on the phone?

The following table shows incoming call behavior for various presence states.

If your presence is:	Your state is:	An incoming call:
	Available	Rings on all devices that are running Communicator, and a call alert appears on your computer. If the call is not answered, it goes to Voice Mail by default.
	Inactive	Rings on all devices that are running Communicator, and a call alert appears on your computer. If the call is not answered, it goes to Voice Mail by default.
	Busy (Inactive)	Rings on all devices that are running Communicator, and a call alert appears on your computer. If the call is not answered, it goes to Voice Mail by default.
	Busy (In a Meeting or in a Call)	Rings on all devices that are running Communicator, and a call alert appears on your computers. If the call is not answered, it goes to Voice Mail by default. If you accept an incoming call while you are on the phone with another contact, the current call is put on hold. You can click the resume button to return to the original call.
	Do Not Disturb	Goes to Voice Mail. However, calls from contacts at the Team access level ring all devices that are running Communicator, and a call alert appears on your computer.
	Away	Rings on all devices that are running Communicator and a call alert appears on your computer. If not answered, the call goes to Voice Mail.
	Offline	By default, all incoming calls go to Voice Mail.

How is Location set and how does it work if I have Communicator running on multiple devices?

Location must be set manually for each device that is running Communicator. To set your Location, click your Presence button, click **Current Location**, and then select a Location or select **Create a Custom Location**. Contacts with a Team or Personal access level will see the location from the most recently active device that is running Office Communicator.



Video Calls

Are video calls with non-Communicator users supported?

No.

Conferencing

What is the difference between “Share Information Using Live Meeting” and “Meet Now using Live Meeting Service”?

Share Information Using Live Meeting starts Live Meeting and connects selected contacts in the Contact List to Office Communications Server. If contacts are already in a Communicator conference, they are connected to the same server running Office Communications Server that is being used by the existing conference. **Meet Now using Live Meeting Service** uses the sender’s “Meet Now” meeting on his or her Live Meeting service account.

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 conference meetings with team members and strategy meetings with partners. You use **Meet Now Using Live Meeting Service** if your conference includes external users, such as clients and personal contacts. Common scenarios include sales calls and customer training sessions.

Why doesn’t the Live Meeting icon always show up in the Conversation window?

Studies show that when people are participating in a one-to-one phone call or IM, they prefer to take notes on their own. Therefore, the Live Meeting icon is only shown when more than two people are in the conversation. If you want to activate Live Meeting for a two-person conference, right-click a name in the Contact List, and then click **Share Information using Live Meeting**.

1. This should be done for the customer already

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About Apptix

Apptix (OSE: APP) is the industry-leading provider of hosted email, voice, and collaboration services for small and medium-sized businesses, serving nearly 200,000 Exchange subscribers—and approximately 19,000 organizations—worldwide. Apptix offers hosted Microsoft Exchange, hosted VoIP, hosted Microsoft SharePoint, mobile messaging, and compliance and archiving, both directly and through its MailStreet subsidiary. Apptix provides the reliability and scalability of big business communications solutions at a small business price, freeing IT staff to focus on improving and innovating within their companies. Apptix is a Microsoft Gold Certified Partner for Hosting and Application Services. The company is headquartered in Herndon, Virginia, with additional locations in Florida, Illinois, Texas, and India. Apptix is recognized as one of the *CRN* 2008 Fast Growth 100, Deloitte's 2008 Virginia Technology Fast 50 and *Washington Business Journal* 2008 Fastest Growing Companies. For more information, visit www.apptix.com.

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