



APPTIXTM
EMAIL • CALL • UNITE

Frequently Asked Questions

Microsoft Office Communicator 2007
Client Installation

Apptix Live Support: [866-428-0128](tel:866-428-0128)

Office Communicator Client Installation

- What are the system requirements to install Office Communicator 2007 R2?
- What are the audio/video requirements for Office Communicator 2007 R2?
- During the installation of the client, I am prompted to close Outlook. Do I really have to close Outlook?
- What should my icon look like after the installation?

Office Communicator Client Upgrade

- Do I have to upgrade from the current client to the OCS R2 client?
- During the upgrade of the client, I am prompted to close Outlook. Do I really have to close Outlook?
- My existing client is not uninstalling as part of the upgrade process, what should I do?
- What should my icon look like after the upgrade?
- Will I lose any of my groups or contacts as part of this upgrade?
- Why does my OCS R1 shortcut still show?

Office Communicator Client Installation

What are the system requirements to install Office Communicator 2007 R2?

This release of Office Communicator 2007 R2 is compatible with the following environments, as shown in Table 2.1.

Table 2.1. Office Communicator 2007 R2 Compatibility List

Operating System	Outlook Version	Exchange Server Version
Windows Vista®	Microsoft Office Outlook® 2007 SP1 Outlook 2003 SP2	Microsoft Exchange Server 2007 SP1
Microsoft Windows® XP SP2	Outlook 2007 SP1 Outlook 2003 SP2	Exchange Server 2007 SP1
Microsoft Windows Server® 2003 SP1, or later versions	Outlook 2007 SP1 Outlook 2003 SP2	Exchange Server 2007 SP1

What are the audio/video requirements for Office Communicator 2007 R2?

Office Communicator 2007 R2 supports several hardware devices for audio/video communications, as described in the following sections.

Audio Requirements

To make and receive phone calls with Office Communicator, you must have one of the following:

- A headset or other universal serial bus (USB) audio device, or speakers and a microphone.
- A half-duplex or full-duplex sound card. Half-duplex audio enables only one person to speak at a time. Full-duplex audio enables two people to speak simultaneously.

Video Requirements

- To make video calls, you must have a webcam connected to your computer. Be aware that you can receive video calls without a webcam and view the caller's video stream.
- To send and receive VGA quality video, your webcam must support VGA video.
- Computer and processor requirements for video formats are as follows:
 - Intel Pentium 4
 - Single Core 1.5 GHz or higher for CIF
 - Dual Core 1.9 GHz or higher for VGA
 - Quad Core 2.0 GHz or higher for High Definition

During the installation of the client, I am prompted to close Outlook. Do I really have to close Outlook?

Yes. If you choose to ignore this prompt, the Outlook connector has proven not to install and this terminates the installation of Office Communicator. To avoid this issue, when the notification to close Outlook appears on your screen, choose to allow the installation to close the Outlook application, and the Office Communicator application will install successfully.

What should my icon look like after the installation?

Following the successful installation of Office Communicator R2, the new program icon will appear in Start | All Programs.



Office Communicator Client Upgrade

Do I have to upgrade from the current client to the Office Communicator R2 client?

If you are running Office Communicator 2007, R1, you do not have to upgrade your client. This client will connect to the new OCS R2 server. It is recommended that you do upgrade the client to take advantage of the new features within the client.

During the upgrade of the client, I am prompted to close Outlook. Do I really have to close Outlook?

Yes. If you choose to ignore this prompt, the Outlook connector has proven not to install and this terminates the installation of Office Communicator. To avoid this issue, when the notification to close Outlook appears on your screen, choose to allow the installation to close the Outlook application, and the Office Communicator application will install successfully.

My existing client is not uninstalling as part of the upgrade process, what should I do?

In some instances, it has been discovered that the existing Office Communicator does not uninstall properly. In this instance, it is recommended to stop the Office Communicator R2 installation and manually uninstall the Office Communicator R1 client. You can uninstall the client from the Control Panel | Add/Remove Programs. Once the old client is removed, please rerun the Office Communicator R2 client setup. If you are having issues with this, please contact your system administrator.

What should my icon look like after the upgrade?

Following the successful installation of Office Communicator R2, the new program icon will appear in Start | All Programs.



If I upgrade from the R1 client to R2 client, will I lose any of my groups or contacts?

No, all of your groups and contacts are stored on the server, so the upgrade will not jeopardize any of your data.

Why does my OCS R1 icon still show after the upgrade?

If you have created, or copied, an OCS shortcut to another location in the Start Menu, besides the default, the installation file does not have the ability to search and remove this shortcut. You will have to manually delete this shortcut. Look for the icon in your All Programs, as shown above, and replace the old shortcut with the