

Quick Reference Card for Contact Management, Presence, and Instant Messaging

In this Quick Reference Card, you will find the tasks most commonly performed when managing contacts, managing your presence information, and contacting others.

Where to find more information

For more information, see the following sections of Microsoft® Office Communicator 2007 R2 online Help: Managing Your Contacts and Contact List, Presence, Sending and Receiving Instant Messages, and How to Contact Others. (To access online help, click the **Menu** button, click **Help**, and then click **Microsoft Office Communicator Help**.)

Manage Your Contacts and Contact List

Your Contact List is a list of co-workers, family, and friends with whom you communicate most often. When you first install Office Communicator, you must build your Contact List.

Search for someone

Type a person's name or e-mail address in the Search box.

Add a person or distribution group to your Contact List

Type the person or distribution group's name in the Search box, and then drag the name from the Search Results box to the Contact List.

View a contact's Contact Card

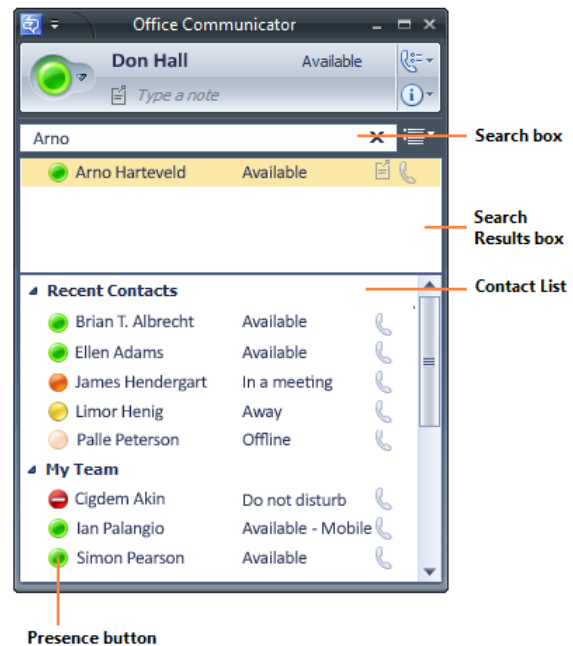
Click the contact's **Presence** button.

Add a phone only contact

To add a phone number to your Contact List, type the phone number in the Search box, and then drag the phone number 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.



Communicate with Your Contacts

Each contact in your Contact List has a Presence button and a status text string that reflects his or her availability and willingness to be contacted. You can use the status indicated by the Presence button to determine which mode of communication is best suited for connecting with the contact. Office Communicator provides many communication options. For example, you can double-click the contact to start an IM session, click the Call button for one-click calling, or click the Presence button for additional contact details or communication options.

Determine whether a contact is available

View the contact's **Presence** button and status.

View a contact's Contact Card

Click the contact's **Presence** button.

View ways to communicate with a contact

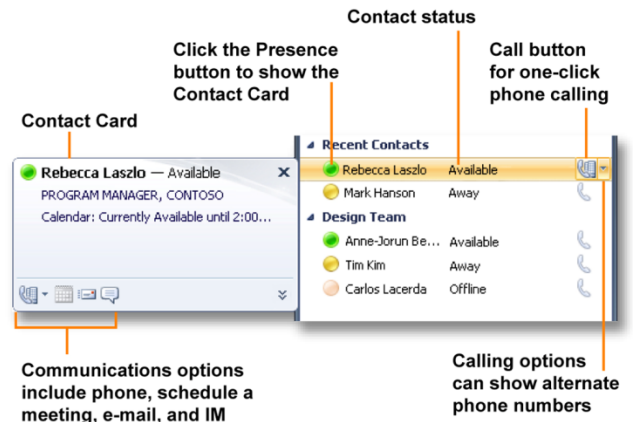
Right-click the contact in the Contact List.

View phone calling options

Click the arrow to the right of the Call button associated with the contact.

Be 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 to Offline or Available, you receive an alert on your desktop.



Control Access to Your Presence Information

With Office Communicator, you use Access Levels to control the presence information that others see. For example, you probably have a short list of co-workers who you want to have access to your mobile phone number. To make your mobile number available to a contact, assign the contact to a **Team** or **Personal** Access Level.

Switch to Access Levels view

Click the **Change view** button, and then click **Access Levels**.

Change a person's Access Level

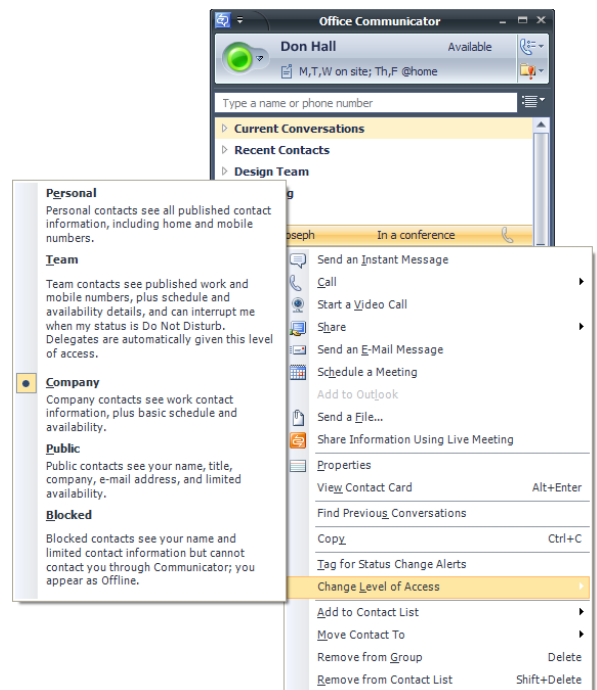
Right-click a contact's name, click **Change Level of Access**, and then select a level. You can also drag a contact into an Access Level group if you are viewing the Contact List by Access Levels.

Block a person from contacting you

In the Contact List, right-click a contact's name, click **Change Level of Access**, and then select **Blocked**.

Create a list of contacts who can interrupt you

Switch to the Access Levels view, and then drag the contacts who you want to be able to interrupt you while your presence is set to **Do Not Disturb** into the **Team** Access Level.



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.

Send 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

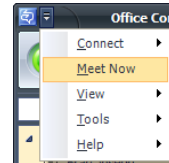
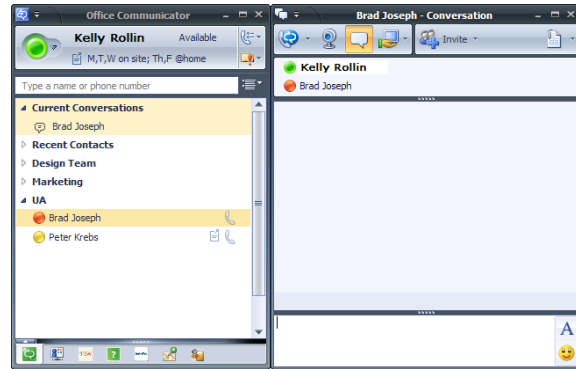
Position the text cursor where you want to add the emoticon, click the emoticon button, and then select the emoticon.

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, and then click **Send an Instant Message**.

Start a conference with people inside or outside your organization

Click the **Menu** button, and then click **Meet Now** to open a new conversation. To invite someone inside your organization, click the **Invite** button, and then select a contact from the list. To invite someone outside your organization, in the new conversation window, click the arrow next to the **Invite** button, and then click **Invite by E-mail**. An e-mail message opens in Microsoft® Office Outlook®. (If you do not have Outlook, you can copy the invitation text to the e-mail program of your choice.) Send the e-mail to the invitee, who can join the conversation by using either Communicator or a Web browser.



Receive an Instant Message

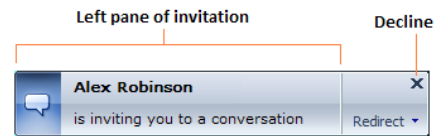
When a contact sends you an instant message invitation, you see an instant message invitation alert in the lower-right corner of your computer screen.

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 **Redirect** button, and then click **Set 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.



Share Your Desktop

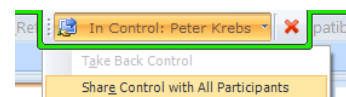
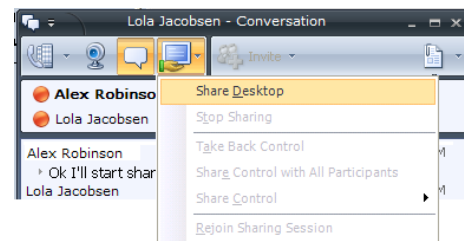
In Communicator 2007 R2, you can share your desktop with other participants, for example to display slides or share other documents and applications. You can also share control so that other participants can provide mouse and keyboard input on your desktop.

Share your desktop

During a conversation or IM, click the **Sharing** button, and then click **Share Desktop** to allow other participants to view your entire computer desktop.

Share control

To share control so that another participant can provide mouse and keyboard input to your desktop, click the down arrow next to **In Control: <your name>**, and then under **Share Control**, click the name of the participant. To allow any participant to take control, click **Share Control with All Participants**.



Customize Your Presence Information

Office Communicator provides a full set of personal presence attributes that you can customize and make available to other contacts to help them communicate with you. As shown in this illustration, presence attributes include your presence status, your location, and a personal note.

Add and publish phone numbers

In the Office Communicator title bar, click the **Menu** button, click **Tools**, click **Options**, and then click the **Phones** tab. Click the button for the phone number that you want to add. Enter the phone number and then click **OK**. Check the **Publish this phone number** box to make the number visible to others. After you add phone number, you should change Access Levels for those contacts with whom you want to share your phone number. See "Control Access Levels to Your Presence Information" on this card more information.

Manually change your presence status

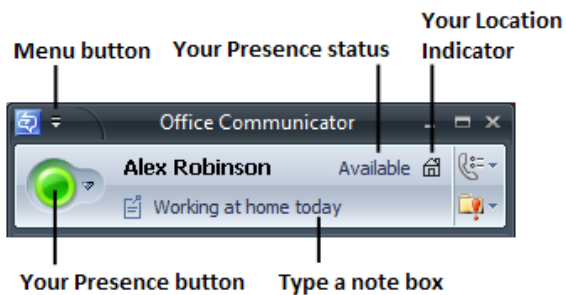
Click your **Presence** button and then select a state.

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 note. Click outside the box when you have finished.



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Your Presence Information and Access Levels

Each Communicator contact, including you, has a full set of presence attributes that describe availability, activity, and willingness to be contacted. Presence attributes also include contact information such as phone numbers, personal notes, and location. The amount and type of presence information that you make available to others is controlled by Access Levels. For example, when you assign a contact to the Team Access Level, that contact has access to your mobile phone number, calendar "free or busy" information, and your location, as shown in this table.

Presence Information	Access Levels				
	Block	Public	Company	Team	Personal
Offline Presence	•				
Availability		•	•	•	•
Capabilities			•	•	•
Display Name	•	•	•	•	•
Email Address	•	•	•	•	•
Title*		•	•	•	•
Work Phone*			•	•	•
Mobile Phone*				•	•
Home Phone*					•
Other Phone*					•
Company*		•	•	•	•
Office*			•	•	•
SharePoint Site*			•	•	•
Meeting Location				•	
Meeting Subject				•	
Free Busy			•	•	•
Working Hours			•	•	•
Endpoint Location				•	•
Notes (Out of Office Note)			•	•	•
Notes (Personal)			•	•	•
Last Active			•	•	•

*If these attributes are defined in Active Directory®, they are visible to all contacts in your company, regardless of Access Level. They are also visible to federated contacts, depending on the assigned Access Level. They are not visible to public instant messaging contacts.

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