Microsoft Office Communicator (MOC)

Quick Start Guide

Introduction
The Microsoft Office Communicator 2007 R2 client (MOC) is part of an overall Villanova University enterprise system integrated with Outlook/Exchange, the Microsoft Office Suite, SharePoint and the Avaya telephone system for managing:

- instant messaging (IM) communication
- availability/presence /location
- click to call
- audio/video conferencing
- voice over IP (VOIP) telephony.

Whether you prefer instant messaging, audio, or video, it is all available in one application. Start an instant messaging conversation with a colleague, invite more people to the conversation, switch to voice, and add video with simple one-click actions.

You can forward calls to your team, set delegates, and reach your voice mail easily with rich VoIP capabilities.

Launch MOC
MOC automatically launches when you boot your PC. It should automatically sign you into the application.

If it does not auto launch,

- Click the Windows 7 Start button
- Click All Programs
- Click Microsoft Office Communicator 2007 R2

The first launch of MOC will run a web video tutorial which UNIT encourages you to watch to familiarize yourself with MOC.

To subsequently access the training video

- Click the drop down arrow at the top left of the MOC window
- Click Help
- Click Start Office Communicator Tour

(You may need to click the link at the bottom to refresh the page as it looks like an error at first.)

Note: You may have to clear a pop-up blocker.

Off-Campus/Remote Access

Via URL: http://im.villanova.edu is the recommended chat client for remote access or use by Mac or Linux users. Disable pop-up blockers.

Interface

Your name, presence, location and optional notes appear at the top.
**Search Capability:**

A blank search box appears under the notes section which allows you to search for any contacts you have added.

- Type in a name or phone number to begin your search.

**Contacts:**

Contacts you add display below the search box.

You can immediately see a person’s availability, view via a mouse hover any notes they may have entered, and can call them via the telephone icon.

If you have created groups or imported a group from the VU Outlook Exchange group list (like you see in Outlook), members display below their group name. See “Managing Your Contacts” below on how to add contacts.

**Your Presence**

Your presence will automatically change if you have an event on your Outlook calendar.

This feature will save time for people trying to reach you. They will know at a glance if you are free, busy, offline, away, can’t be disturbed or will be right back. The round color-coded presence button next to a contact name displays availability and additional information via a mouse hover or click.

**Change your Presence Manually:**

It’s a good idea to change your presence when you step away.

- Click the **Presence button** or the drop down arrow next to the presence button
- Select your choice from the list.

**Your Location**

If you are working from home (WFH) or at a different location other than your desk, it is requested that you change your location so others know your whereabouts. This will save your coworkers time if they attempt to come to your work area only to find you’re not there, etc.

The list above has an option to change your current location. You can create additional
locations which may apply to your particular situation.

**To change your location:**
- Click the **Presence button** or the drop down arrow next to the presence button
- Click **Current Location**
- Click the appropriate choice from the list or create your own.

The icon will change depending on your location type (house for working at home, office building when in the office, etc.)

**Add a Note**
If you are on vacation, out sick, working from home or otherwise not available, it is desirable to add a note. To create a note, such as WFH for Working at Home:
- Click in the note field below your name and type.
- Press the **Enter** key when finished.

**Manage Your Contacts**
You will need to add contacts to MOC if you wish to communicate with them. Then you can chat, call, conference, etc.

**Adding Contacts:**
There are different ways to add contacts.

(1) Contacts are easily added by running the **Add a Contact…Wizard**. You can add individual contacts from your Outlook Contacts List or add a Villanova University Outlook Group.

(2) Type the email address (including any VU Group) in the search field and drag the icon to the Contacts area.

(3) If you add a departmental distribution list to contacts, the entire group can be added with one easy step.
   - Type the group email name in the field.
   - Click **Next**
A confirmation message appears.

- At the next prompt, click either **Next** if you wish to add more, or **Finish**.

The new individual or group appears in your MOC contacts list. Different icons next to the group name denote if the group is collapsed or expanded, as seen below.

- Click the arrow icon next to the group name to expand (or collapse) the group list.

**Telephone Integration**

**Enhanced Presence Based on Phone Usage:**

MOC will change your status to “BUSY – In a Call” as soon as you make a call with your desk phone.

When your call is completed, your status will change back to its original state.

**Click to Call Dialing:**

You can use MOC to control your desk phone by dialing and answering calls.

To make a call via MOC:

- Select a user in your MOC contact list and click the Phone Icon.
- MOC will automatically place the call via your desk phone.

When the person answers, pick up the phone receiver to speak with the person.

**Caller ID is displayed on your PC for incoming calls:**

All calls to your desk phone will display on your PC in the Windows notification area at the bottom as the call is received.

- Clicking the ID will automatically answer the call.

**Ease of Repeat Use**

A record of calls is kept in the Recent Contacts group which makes it easy to call people back if needed, or it can be deleted.
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Outlook Integration
You will see presence buttons next to people’s names in email and meeting creation.

A Conversation History folder is added to your Outlook items. It keeps a history of calls, which can be deleted. They are subject to the same rules as email and will disappear in time, and contribute to your mailbox size.

Default Settings
MOC is pre-configured, but you may wish to change the default settings.

- Click the Menu Button
- Click Tools
- Click Options …
- Go through each setting on the right for every menu item on the left to select your preferences.
- Please add your telephone numbers.
- Click OK when finished.

Audio & Video Requirements

Audio Requirements:
To make and receive phone calls, you must have one or more of the following:

- built-in audio capability on the PC or laptop
- a headset or other USB audio device
- speakers
- a microphone.

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 can view the caller’s video stream.

Resources

- Launch the training video via Top drop down button/Help/ Start Office Communicator Tour.
- Help via drop down button at the top, and then click Office Communicator Help.
- The UNIT Manuals Website http://www.villanova.edu/unit/training/manuals.htm

Action Plan

Set Defaults
Add Contacts

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