Call Forwarding
(with Remote Call Control)

If your environment is configured for remote call control, you will see a menu like the one on the right when you click the Call Forwarding button.

Forward calls to another phone number

Click the Call Forwarding button, point to Call Forwarding On, and then click a number or click New Number and enter a new phone number.

Publish Your Phone Numbers and Control Who Sees Them

You can assign levels of access to your contacts to control their access to your presence information. Different attributes are exposed for each presence level, such as Block, Public, Company, Team, and Personal. For example, Mobile Phone is available at the Team level, but not at the Company level.

Edit and publish your phone numbers

In the Communicator title bar, click the Menu button, point to Tools, click Options, and then click Phones. Click the button for the number that you want to add or edit. After you have entered the number, select the Publish this phone number box for those numbers that you want to make visible to other Communicator users.

Control access to your phone numbers

After you publish your phone numbers, you must assign Access Levels to those contacts who you want to see your phone numbers. If you want a contact to see your Home and Mobile phone numbers, assign them to the Personal level. If you want them to see only your Work and Mobile numbers, assign them to the Team level. To assign a contact to an Access Level, right-click the contact, point to Change Level of Access, and then select the access level.

About phone number formats

When specifying phone numbers, enter the country code, an area code, and the local number, using only the digits, 0123456789 and optionally the + symbol. Do not use alphanumeric numbers. A U.S. number might look like: 4255550101, 14255550101, or +14255550101. An international number dialed from the U.S. might look like: +44122347818 or 01144122347818. For more information, see “Phone Calls” under “Frequently Asked Questions” in Office Communicator online Help.

Make Phone Calls

You can use Office Communicator to make one-click phone calls to contacts in your Contact List. You can also call optional numbers by clicking the options arrow to the right of the Call button.

Make a one-click phone call

In the Contact List, click the contact’s Call button.

Call an alternate phone number

In the Contact List, click the arrow to the right of the Call button, and then click the number that you want to call.

Enter a phone number to call

Type the number in the Search box, and then click the Call button. In the Search Results box, you can enter an internal phone extension, an external number, an alphanumeric number such as 425-555-TAXI, or a contact’s name.

Invite an additional participant to a call

In the Conversation window, click the Invite button, and then select a contact, enter a name, or enter a number to call.

Receive Phone Calls

Answer a phone call

In the phone call invitation alert, click the left pane. The alert appears in the lower right of your computer screen. If you have a Communicator Phone Edition desk phone or USB audio device attached, lift the handset or press Answer.

Redirect a call

Click the Redirect button, and then select an option from the menu. If you choose to redirect a call to an instant message, a call rejection message is sent to the caller and the Conversation window opens so that you can send the caller an instant message.
Make Video Calls
You can easily make video calls to contacts in your Contact List, but you must have a webcam. You can receive and participate in a video call without a webcam.

Make a video call
In the Contact List, right-click the contact that you want to call, and then click Start a Video Call.

Invite someone to call
In the Conversation window, click the Invite button, and then select a contact or enter a number to call in the Type a name or number box.

Receive Video Calls
Answer a video call
In the video call invitation alert, click the left pane. The alert appears in the lower right of your computer screen.

Redirect a call
Click the Redirect button, and then select an option from the menu. If you choose to redirect a call to an instant message, a call rejection message is sent to the caller and the Conversation window opens so that you can send the caller an instant message.

Call Controls
Call Controls enable you to easily manage your phone calls. For example, you can put a call on hold, transfer a call to another user or phone, or mute a speaker or microphone.

End a call
In the Conversation window, click the End Call button.

Put a call on hold
In the Conversation window, click the Hold button.

Transfer an incoming call to another person
Click the call alert invitation to accept the call. In the Conversation window, click the Transfer button, click Another Person, and then select the contact to whom you want to transfer the call.

Transfer an incoming call to phone
Click the call alert invitation to accept the call. In the Conversation window, click the Transfer button, click One of My Devices, and then select the phone to which you want to transfer the call.

Display Dial pad
Click the Dialpad button. This control is often used when prompted for voice mail PIN or Access Codes.

Mute speaker or adjust speaker volume
In the Conversation window, click the Mute speaker button to turn off the speaker on your USB phone device. Click the down arrow and use the slider to adjust the speaker volume.

Mute microphone
In the Conversation window, click the Mute microphone button to mute the microphone.

Call Forwarding (with Enterprise Voice)
If your environment is configured for Enterprise Voice (Voice over IP), you will see a Call Forwarding menu as shown below.

Forward calls to Voice Mail, another phone, or a contact
Click the Call Forwarding button, point to Forward Calls To, and then select a phone number, Voice Mail, New Number, or Contact. When calls are forwarded, your phone does not ring. Instead, calls are automatically forwarded to the specified destination.

When specifying phone numbers, enter the country code, an area code, and the local number, using only the digits 0123456789. Do not use alphanumeric numbers. Therefore, a U.S. number might look like: 14255550101. See your system administrator for dialing requirements (such as adding 9 for outside calls) specific to your organization. For more information, see “Phone Calls” under “Frequently Asked Questions” in Office Communicator online Help.

Ring another number at the same time your number rings
Click the Call Forwarding button, point to Simultaneously Ring, and then select a number, or click New Number and enter a number. The numbers available on the Simultaneously Ring menu are based on the numbers that you published on the Phone Options tab (see “Publish Your Phone Numbers and Control Who Sees Them” on this card). Any new number that you enter overwrites an existing number on the Simultaneously Ring menu.

Redirect unanswered calls to Voice Mail, another number, or a contact
Click the Call Forwarding button, and then click Call Forwarding Settings. In the Send unanswered calls to the following list, click a number, or click Voice Mail, New Number, or Contact, and then enter the number or select a contact. To specify the time period before redirecting the call, in the Ring for this many seconds before redirecting box, use the up or down arrow to increase or reduce the time interval.

Set up a Team Call
You can set up the Team Call feature so that incoming calls will ring you and the contacts that you specify. You can set a delay so that incoming calls will ring you first, and then ring your contacts after a number of seconds.

Click the Call Forwarding button, and then click Call Forwarding Settings. Under Do the following when I get calls, select Ring me and my team-call group. To set a delay before the contacts are rung, click the Ring Delay button, select the Turn on ring delay check box, and then type the number of seconds.

Call Voice Mail
Your voice mail messages appear in your Microsoft® Office Outlook® Inbox. To call your voice mail number to check messages, click the Call Forwarding button and then click Call Voice Mail. Instructions for accessing your voice mail, including your Access Number and your Extension and PIN should be provided to you in an e-mail message from your administrator.

Change Your Voice Mail Greeting
If you want to change your voice mail greeting, click the Call Forwarding button, and then click Change Greetings.