

COMMUNICATOR WITH VOICE

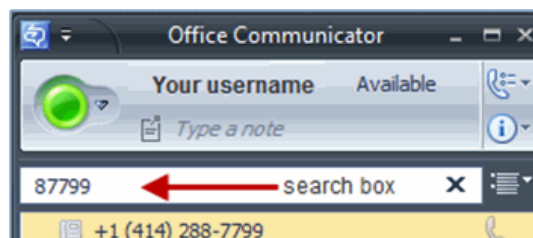
MAKE A PHONE CALL:

Pick up the handset to open Communicator.

Type the person's name in the *Search box* (assuming they are in the Marquette address book or in your personal Contacts folder) and click to select the person to dial.

OR

Enter the number in the Search box and press Enter, for example 87799 and press **Enter**.



ANSWER A PHONE CALL:

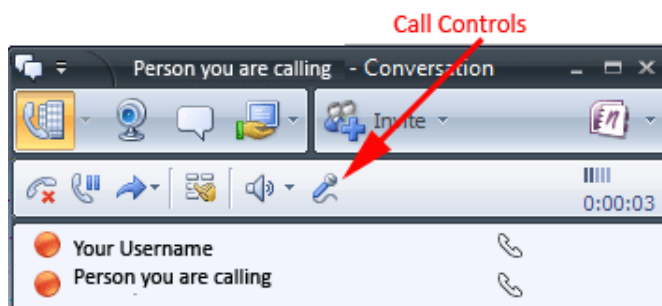
Pick up the handset

OR


Click on the call invitation pop-up on your computer screen.

REFUSE AN INCOMING CALL:

Click the **X** in the corner of the call invitation pop-up window to refuse a call and it will go directly to Voicemail.

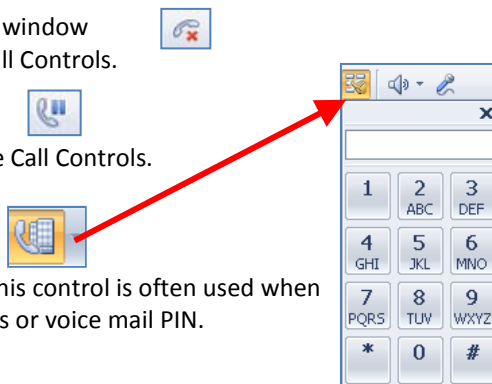


END A CALL

Close the call conversation window 
OR click End a call in the Call Controls.

PLACE A CALL ON HOLD:

Click the Hold button in the Call Controls.



USE THE DIALPAD:

Click the **Dialpad** button. This control is often used when prompted for menu options or voice mail PIN.

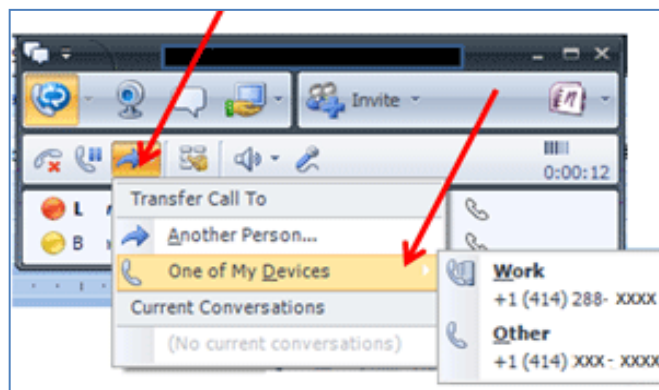
TRANSFER AN INCOMING CALL:

To another person

Click the **Transfer** button, click **Another Person**, and then select the contact to whom you want to transfer the call.

To your cell 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.



ADD A PERSON TO A CALL:

From the **Invite** menu click **Invite a Contact**. Enter the name of the person you want to add to the call.

MAKE A CONFERENCE CALL:

In the *Contact List*, hold the **CTRL** key, and then select the contacts you want to invite. Right-click the last contact, and then click **Start a Conference Call**. (Use Outlook to set up a conference call bridge.)

Visit <http://www.marquette.edu/its/uc> to learn about the more advanced features.

Contact the Help Desk with Questions: 414-288-7799

OFFICE COMMUNICATOR WITHOUT VOICE

OPEN COMMUNICATOR:

Double-click the Communicator icon in the notification area (bottom right) to open Communicator and see your *Contacts*.

If the icon is not showing, click **Start > All Programs > Microsoft Office Communicator**.



SEND AN INSTANT MESSAGE:

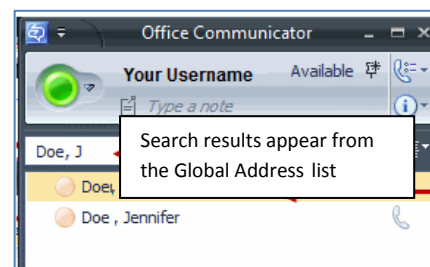
Double-click a name in *Contacts*. Your conversation will start in a separate window. Type your message and press **Enter**.

Hold down the **CTRL** key and select multiple contacts to send a message to multiple recipients. Right-click the last recipient selected and press **Enter**. Your conversation to the group will start in a separate window.

Click **Invite** to add other contacts to join your web conference. Select the contact you want to add and click **OK**.

Enter your text in the bottom pane, press the **Enter** key and the message will be sent to the recipient.

You can also change the conversation subject or mark a message with high importance.



ADD A NEW CONTACT:

Type a name in the *Search* textbox, press **Enter**.

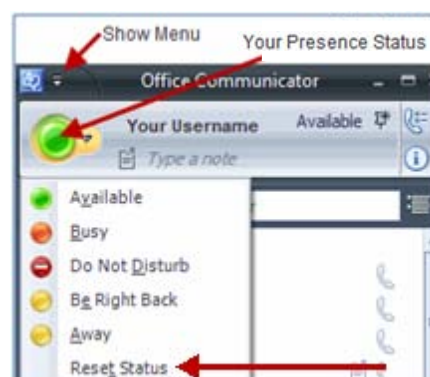
Create a *New Group* if you would like to group your contacts. Click **Menu > Tools > Create New Group**.

CHANGE YOUR PRESENCE STATUS

Your presence will be visible to other users on the Marquette network in Outlook and SharePoint.

Click the down arrow next to your own status to change it and make your selection from the menu.

If you change it manually it will stay that way until you click **Reset Status**.



MANAGE YOUR PRESENCE STATUS:

- Choose **Current Location** and make a selection if you want to share this information.
- **> Menu > Tools > Options > Phones Tab** and enter additional phone numbers if you want to share them with your presence information.
- **> Type a note** if you want to enter your personal status message in the note box – click the note box and delete it to remove it.

CHANGE A PERSON'S ACCESS TO YOUR CONTACT INFORMATION:

Right-click the contact, click **Change Level of Access**, and choose the appropriate level. The status ranges from **Personal** for the most access, to **Blocked** if you want to stop the person contacting you on Communicator.

> Menu > View > Access Levels to see the access levels assigned to your Contacts.

Drag a contact to a different level.

TAG A CONTACT:

Tag a contact if they are not available and you want to be notified when their status changes. Right-click the contact and select **Tag the Contact for Status Change Alerts**.

SHARE YOUR DESKTOP:

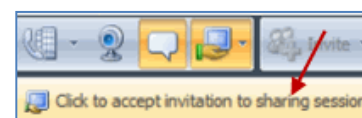
If you want to share your desktop, in an instant message click



Share Desktop > OK to the warning that all conversation participants will be able to see everything on your screen.

The person/people you invite to share your desktop will need to click to accept the invitation.

If you want the person you invite to see your screen to control the computer, pull down on the **In Control** button to make your selection for sharing.



Close the conversation in Office Communicator to end the sharing session.

