



**Microsoft Office Communicator 2007 User Guide**  
**Joint Base San Antonio – Fort Sam Houston,**  
**Texas**

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VERSION 1.0

*Partners in Excellence “Serving the heart of San Antonio”*

Prepared by  
Tactical and Technology Integration Branch

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**1. INTRODUCTION.** Unified communication solutions within the Department of Defense is critical in helping commanders, leaders, and end users be more productive by enabling them to communicate and collaborate easily with individuals and teams that are more dispersed, working in different time zones, and communicating in different variations. Therefore, knowing how to contact individuals and teams most efficiently can present a choice, and a challenge, to network users on Joint Base San Antonio – Fort Sam Houston (JBSA – FSH). Microsoft Office Communicator 2007 R2 is a network enterprise product that offers key features that help you make effective communication choices providing detailed information about a person’s availability and status.

**2. PURPOSE.** To provide you situational awareness of the availability of a JBSA – FSH software application that is loaded on your assigned government computers, as another tool aimed at giving you the capability to work from virtually anywhere. Office Communicator 2007 R2 provides this capability via a simple Internet connection with no need to secure tunnel (VPN connection) within our network enterprise. Security-enhanced Instant Messaging (IM), Voice over Internet Protocol (VoIP), and desktop sharing, coupled with the ability to add more users to an existing audio-video conferencing session (sharing desktops), provides you the ability to collaborate, discuss, or edit documents with a single colleague or an entire team.

**3. USE.** The process within this user manual will guide you through steps most commonly performed with managing contacts, managing your presence information, and contacting others. The Office Communicator application provides you the means to immediately become accessible whether you are in your office or traveling, by helping you to communicate effectively and stay competitive in today’s fast-paced operational environment.

**4. PROPONENT.** In coordination with, and by approval of, the Director, NEC-JBSA, the Chief, Networks Division is the proponent for processing changes, additions, and deletions to this document. The document will be updated as changes occur in accordance with (IAW) applicable regulatory guidance.



## 1. BEFORE YOU GET STARTED.

- Access to Office Communicator requires an established user account. You can request an account through your unit S6, Information Management Officer (IMO), Information Assurance Support Officer (IASO) or the United States Army Signal Network Enterprise Center (NEC) – JBSA, through the Army Enterprise Service Desk, (Remedy work order).

- Ensure you have Office Communicator client software loaded on your individual government workstation by looking for the desktop ICON  on your system. If not, you can contact either your unit S6, Information Management Officer (IMO), Information Assurance Support Officer (IASO) for support or submit a work order via the United States Army Signal Network Enterprise Center (NEC) – JBSA customer service desk at 210-221-4357 (HELP).

- OPTIONAL: If desired, you can acquire digital headphones and webcam (video camera) for your use on your workstation (unit cost).

## 2. GETTING STARTED; QUICK REFERENCE STEPS.

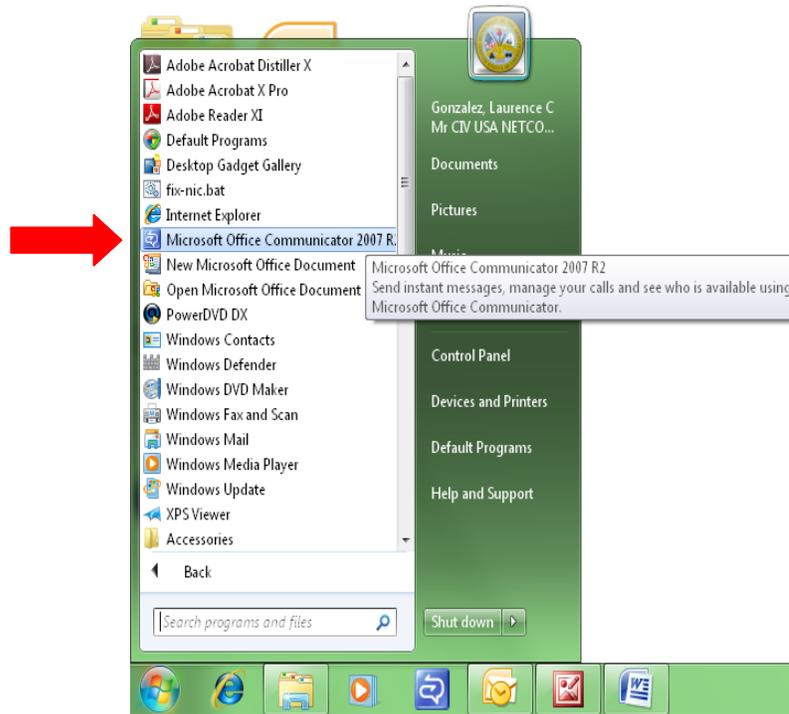
**Instant Messaging:** Office Communicator enables you to converse easily via IM with other users, including conversations with multiple users simultaneously.

**Locate** the Office Communicator desktop ICON and **click**.



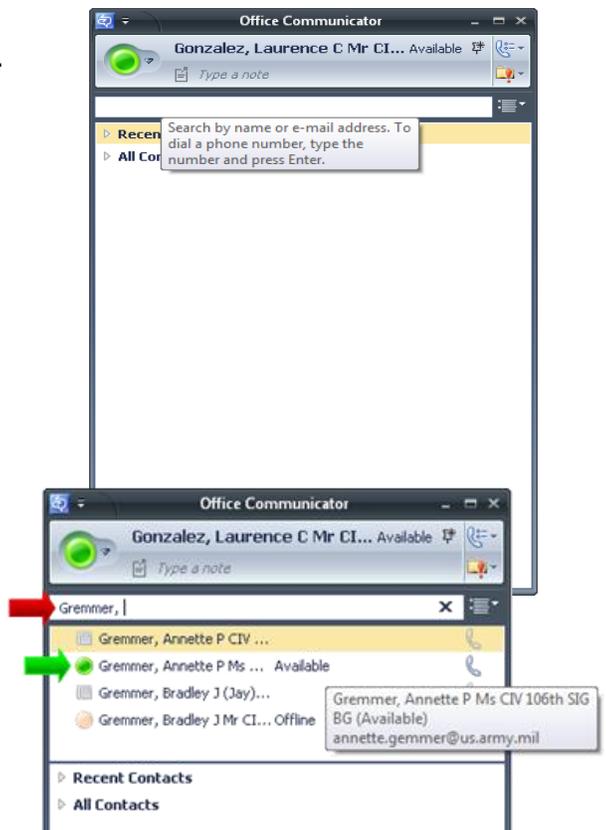
**3. NOTE:** The ICON may be already showing on your desktop toolbar as displayed above, or an alternatively is selecting the ICON from the Windows application menu as illustrated on the next page.



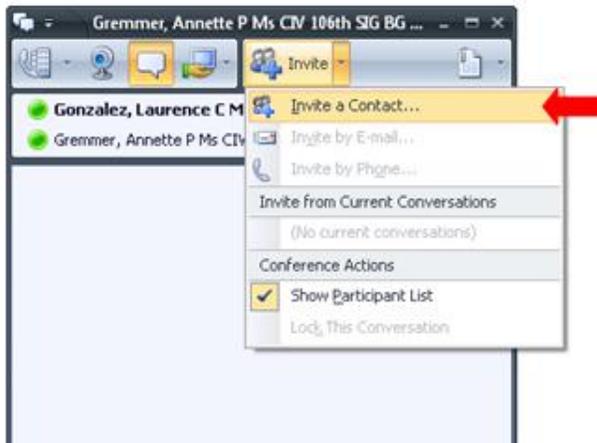


This will open the Office Communicator tool window.

To send an instant message to another user, **start typing** (RED ARROW) the person's name, last name first, until you see their status indicator button appear in the area below the typing box (GREEN ARROW).

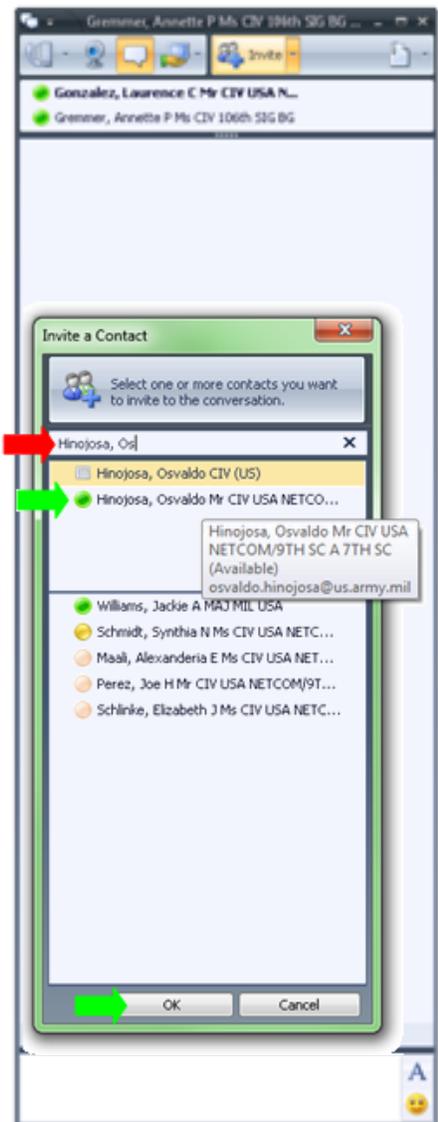


Clicking on a name opens the separate IM window and initiates the conversation session with that person.



You can invite additional participants by **selecting "Invite a Contact"** (RED ARROW) from the Invite menu.

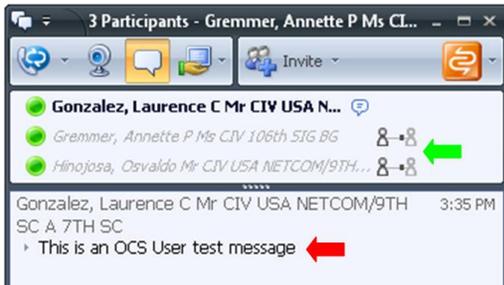
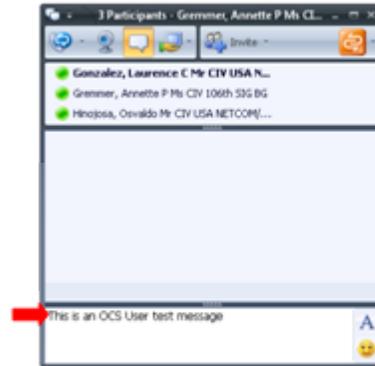
**Search for** (RED ARROW), and **select** (GREEN ARROW) one or more additional contacts in the separate Contacts window.



**Click OK** (GREEN ARROW) to add the contact(s) to your conversation.

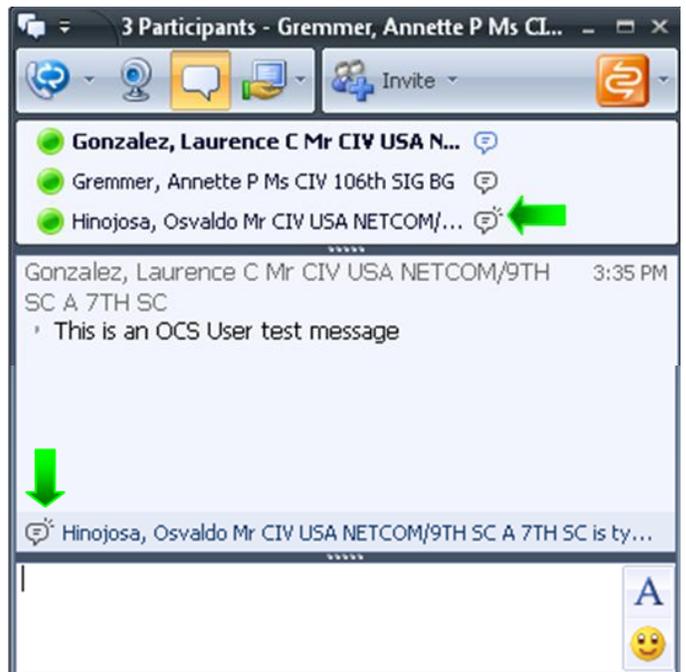


**Type a message** in the box at the bottom of the IM window (RED ARROW) and **hit “Enter.”**

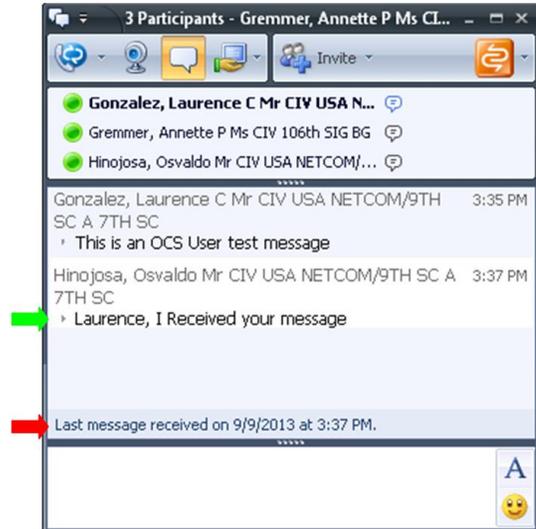


The message will appear inside the message scroll box (RED ARROW), and **you will see “transmitting”** icons next to the other participants in your conversation (GREEN ARROW).

When your message has been received by the other participants, the “transmitting” icons will change to word bubble icons. Responses being typed [but not yet returned] appear as “vibrating” word bubbles (GREEN ARROWS).

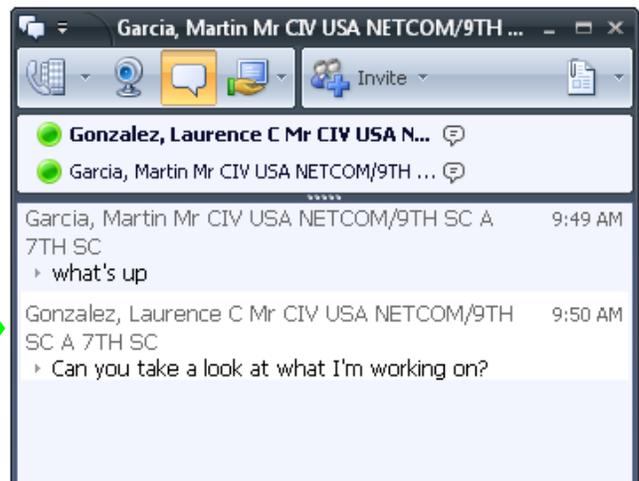


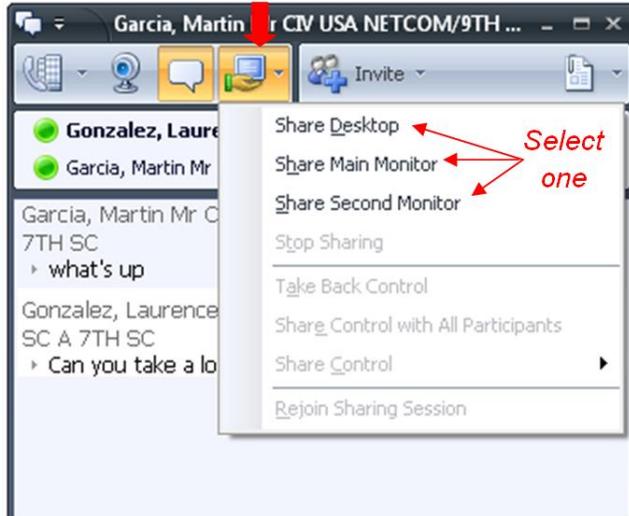
Messages that are successfully transmitted and received, by all parties, appear in sequence, inside the message scroll box (GREEN ARROW). A time stamp for the last message *you* received appears at the bottom of the message scroll box (RED ARROW). This can be handy if you have multiple conversations open for a period of time.



**Desktop Sharing:** Office Communicator enables you to collaborate easily, via desktop sharing, with one or more other users, including both real-time sharing of screen content as well as file and folder transfers.

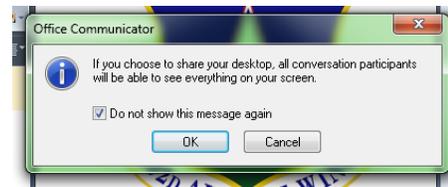
Invite someone to share your content by sending them an instant message.



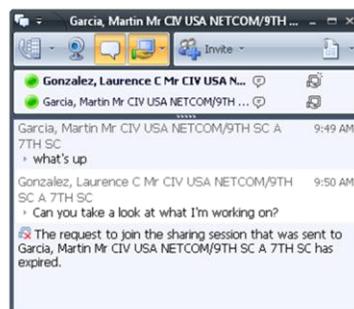
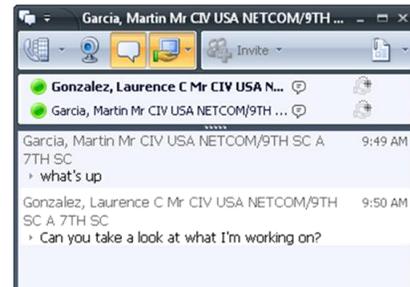


Share what is currently on your Main Monitor, your Second Monitor, or your entire Desktop, by **selecting the appropriate option from the Sharing pull-down menu**. An alert about the potential ramifications of sharing your desktop appears in a separate window (below).

**Click "OK"** to acknowledge the alert and share your desktop.



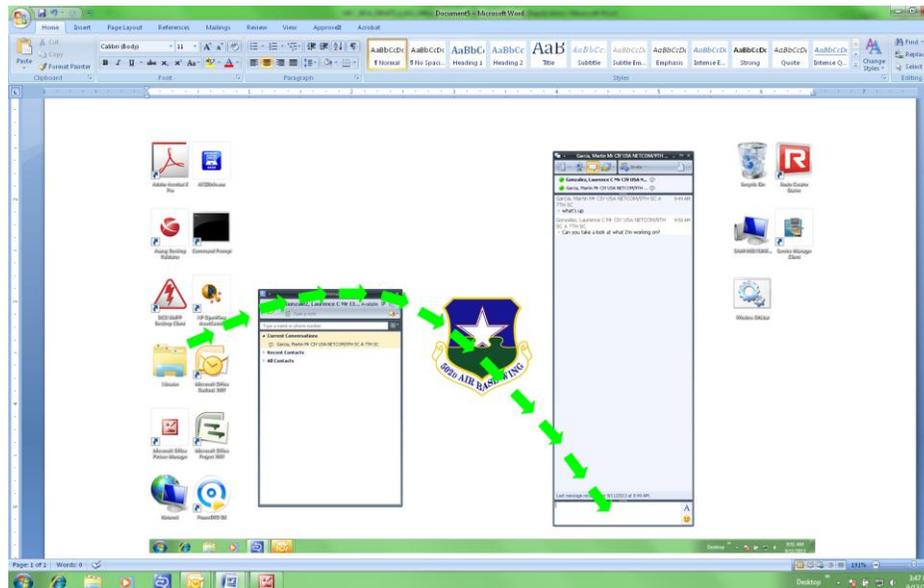
An indicator (GREEN ARROW) that you are connecting to the other user(s) appears in a separate window.



When a sharing connection is established, **the indicator will change to reflect who is in control** of the desktop being shared.



The example below illustrates the ease with which you can share files and / or folders residing on your desktop by simply **"dragging and dropping"** (GREEN ARROWS) them directly into the IM text entry box.



### 3. ADDITIONAL TIPS.

*How to fix the OCS Authentication popup window issue:*

- On the OCS window (**click on the "track" icon** in your tray), **click "Open."**
- On the top left corner (with the blue "squiggle"), **click the down arrow** to the right of it.
- **Click on "Tools"**
- **Click on "Options"**
- Half-way down on the center of the window, you will see **"Personal Information Manager"** along with a white window with a drop-down arrow.
- **Click on the drop-down** arrow, and select **"None."**



- Log off and log back onto OCS, and the issue should be resolved.

**Conference Rooms:** If using OCS from a conference room.

- Bring your laptop and plug-in the video cable.
- If you log-in to the conference room computer, we recommend you access the OCS link from the portal. The long approach is to let it load your Outlook profile; then it'll automatically add your Live Meeting Add-in to your Outlook profile on that machine. We don't recommend that approach.

