



Customer Service

Our Customer Management Branch offers IMO/IASO training and other information technology services for official government stakeholders on Joint Base San Antonio. You can reach us at:

Customer Management Branch

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The U.S. Army Signal Network Enterprise Center – JBSA thanks you for your cooperation as we strive to improve services supporting our *Soldiers, Families, and Civilians.*



http://ice.disa.mil/index.cfm?fa=card&service_provider_id=98300&site_id=450&service_category_id=34

Our Mission

Providing Command, Control, Communications, Computers, and Information Management (C4IM) base services which enable battle command readiness supporting Joint, Combined and operational Army mission requirements, worldwide contingencies, and the working environment for thousands of Military, Civilians and Families today and in the future.

Our Vision

To be a customer-focused organization with a highly competent and disciplined workforce, providing excellent technological services by applying only best business practices.

Award Wining NEC of the Year "Medium Category"

★ Army Level 2011

★ 106th Signal Brigade 2012

*Microsoft
Office
Communicator
2007*

JBSA's

'Information Management Team'

www.samhouston.army.mil/NEC

What is Office Communicator?

It is a Microsoft software application designed for collaboration/communications between network users. Communicator provides you with security-enhanced Instant Messaging (IM), Voice over Internet Protocol (VoIP), and desktop sharing. Sharing desktops provides you the ability to collaborate, discuss, or edit documents with a single colleague or an entire team of coworkers.

Joint Base San Antonio users of Communicator require a valid AKO account to have Communicator installed on your desktop computer or laptop.

Things you can do with Office Communicator:

- Call another user's computer directly (headset, microphone, and speakers connections required)
- Take part in online meetings hosted through the Microsoft Office Live Meeting service
- Share your Windows desktop and programs for demos, training, or troubleshooting
- Take part in a video conference right from your desktop (camera connection required)

Collaborating using Communicator

Communicator allows you to see when network users are online while enabling you to easily collaborate with others. Take a look at some examples.

Application Sharing: In collaborating with others you may want to share a program such as showing a user how to accomplish a particular task by using Excel. Or perhaps you want to work with a coworker to create / modify a PowerPoint presentation. Whichever the case, you can share programs using Communicator.

Whiteboard: Share a common space for drawing and writing notes such as two users working on a campaign plan (brainstorming) to a memorandum. Whiteboard gives you shared drawing capability.

Video Calls: Like audio, making video calls is very simple. All you need is a webcam connected to your computer for making a video call (includes audio) to a contact user.

NOTE: In answering your call, the contact user can see your video feed even if they do not have a webcam.

Beyond the Basics

Features in Communicator provides you with productive ways to collaborate as listed below:

- You can set your location status from the **“PRESENCE”** menu in the Communicator window status area. The Presence indicator shows you who is available and their status. Even if a change to a shared file is made, the status will be reflected immediately.
- Use **“VIDEO CONFERENCING”** to meet with your colleagues and coworkers
- Initiate an ad-hoc **“INSTANT MESSAGING”** test conference by selecting a distribution group, contact group, or multiple users
- Receive out-of-office messages through integration with Outlook
- Escalate an instant messaging session to Microsoft Office Live Meeting

How Can I Get Communicator?

- Contact your unit G6, S6, Information Management Officer (IMO), Information Assurance Support Officer (IASO) to request service registration and account creation.
- A “Microsoft Office Communicator 2007 User Guide” is available at www.samhouston.army.mil/NEC/services.