

# **Microsoft Office Communicator 2007 What's New Guide**

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# New Features in Communicator 2007

Microsoft® Office Communicator 2007, the Microsoft unified communications client, introduces a wide range of new features to improve the way users find and connect with coworkers and colleagues. In the following sections, you will find a list of new features introduced in Office Communicator 2007 since the Office Communicator 2005 release.

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## Enterprise Voice

**APPLIES TO:** The following new features are available for Office Communicator 2007 users who are enabled for Enterprise Voice.

Microsoft Office Communicator 2007 now offers Enterprise Voice, the IP telephony component of the Unified Communications solution. Enterprise Voice combines software and telephony to give users a full-featured softphone. With Enterprise Voice, Office Communicator 2007 becomes the primary phone, allowing users to use the computer as their primary business phone. Enterprise Voice offers users a wide range of features for managing their everyday communications. For example, Enterprise Voice-enabled users can manage multiple phone calls simultaneously. Each call is handled through a separate Conversation window, so users can take advantage of Communicator's call control features such as call holding, call resume, and call transfer to efficiently manage their calls.

Enterprise Voice also provides robust call forwarding features that are integrated with Communicator's rich presence model and "allow interruptions" features to give users greater control of their time and workday. For example, users can manually set their presence state to Do Not Disturb, and Communicator will automatically forward all calls that are not from Team members to voice mail. Users can also set call forwarding options from their computer to forward calls to another phone, contact or voice mail, or simultaneously ring another number. In addition, with Enterprise Voice, users can add context to a call by adding a Subject line and Importance indicator to the call.

The following features are available for users enabled for Enterprise Voice.

- **Work Phone Numbers Converted to VoIP.** With Enterprise Voice, calls made to work phone numbers are automatically converted to VoIP calls, so users get VoIP calling features, while still using the familiar method of placing a call to a user's work number.
- **Multiple Calls and Intelligent Call Controls.** Enterprise Voice gives users intelligent call controls for managing multiple calls. For example, when a user answers an incoming call, other active calls are automatically put on hold. Users can easily resume calls on hold by selecting the Resume button in the Conversation window that represents the call.
- **Voice Mail and Presence Integration.** Users can set their Presence state to **Do Not Disturb** to control interruptions and Office Communicator, by default, will automatically redirect incoming calls that are not from Team members to voice mail.
- **Call from e-mail.** With Enterprise Voice, users can click links within an e-mail to return a call to a user. In addition, users can right-click a Presence button in an Outlook item to display a contextual menu that allows them to place a call to a selected contact or contacts involved in the e-mail conversation.

- **Call Forwarding and Redirect to Voice Mail.** Users can set Call Forwarding settings to automatically forward calls to voice mail, and control the time interval that an incoming call rings before it is forwarded to voice mail. With Enterprise Voice, users can also redirect incoming calls to voice mail from Communicator's actionable call alerts.
- **Call-Forwarding Rules.** Office Communicator 2007 offers call forwarding settings that can be easily configured by users. Users can set up call handling forwarding settings to:
  - **Forward call to.** Incoming calls can be forwarded to another number such as a mobile phone, to a new phone number specified by the user, or to another contact or voice mail.
  - **Simultaneously ring this additional number.** If users are mobile or between phones during their work day, they can configure call-forwarding settings to ring an additional number at the same time that their default phone number rings. They can also use the "Simultaneously ring this additional number" feature to ensure that they receive phone calls on their mobile phone, even if they are not logged on to Office Communicator on their computer.
  - **Redirect unanswered calls.** Users can configure call-forwarding settings to specify that if a call is not accepted within a specified time interval, the call is redirected to another number, contact, or voice mail.
  - **Apply call-forwarding rules only during working hours.** If users are running Microsoft Outlook® 2007 messaging and collaboration client and Microsoft Exchange 2007, they can configure their working hours in the Outlook Work Calendar by selecting **Tools, Options**, and then **Calendar Options** in Outlook. They can then use the **Call-Forwarding Settings** dialog box in Office Communicator to apply call-forwarding settings only during the work hours specified in the Outlook Work Calendar.
- **Add Subject and Importance to a call.** Users can add a conversation subject and an importance flag to a call, enabling the call recipient to quickly determine the reason for the call, as well as its urgency.

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## New Calling Features

APPLIES TO: The following new features are available for Office Communicator 2007 users who are enabled for Remote Call Control (RCC) or Enterprise Voice.

Office Communicator 2007 offers new calling features that are available across all telephony integration topologies.

- **Call a distribution group.** Users can add distribution groups from Microsoft Active Directory Services to their Contact List, and then select a distribution group to start a multi-party phone call. Note that calling a group requires users to be enabled for Office Communicator 2007 Conferencing.
- **Call a contact group.** Users can create a group of contacts in their Contact List and then select the group to start a multi-party conference call. Note that calling a group requires users to be enabled for Office Communicator 2007 Conferencing.
- **Call multiple contacts.** Users can multi-select contacts in their Contact List to start a multi-party conference call. Note that calling multiple contacts requires users to be enabled for Office Communicator 2007 Conferencing.
- **Improved calling experience.** With Office Communicator 2007, the Conversation window appears when users place a call. To end a call, users can click the **End Call** button in the Conversation window to end a call. In addition, the Conversation window for a call automatically closes when either user involved in the call ends the call.
- **Improved Transfer.** Users can now transfer calls to another number, contact, or device such as their mobile phone. In addition, users can consult someone with an instant message, and then transfer a call to the person with whom they are having the active IM session.
- **Actionable call alerts with DND and redirect options.** Office Communicator 2007 now provides actionable call alerts, enabling users to redirect a call to another number or contact. If users do not want to be disturbed, they can set the Presence status to **Do Not Disturb** from the call alert. The Do Not Disturb state will last until a new hour begins.
- **Communicator Call option.** Office Communicator's user interface has changed for making PC-to-PC calls. The Call options menu now displays a **Communicator Call** option, which places a VoIP call to a contact's devices running Communicator.
- **Easy call initiation from Search.** Users can now enter a phone number in the Search box and press ENTER to place a call. If users search for a contact by name, Communicator selects the first name in the Search Results box, enabling users to place a call by pressing CTRL+ENTER.
- **Phone number formatting.** U.S. phone numbers in Office Communicator 2007 are formatted for readability. For example, a phone number that was normalized in previous versions of Office Communicator to look like this, "+14255550101", is now formatted to look like this, "+1 (425) 555-0100."

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## Contact Management, Presence, and Instant Messaging

Office Communicator 2007 offers new features to give users greater control and flexibility over the way they manage their contacts and Contact List. Office Communicator 2007 also introduces new Presence states to more accurately reflect a person's ability and willingness to communicate. In

In addition, Office Communicator 2007 offers enhancements to instant messaging, including support for rich text format in instant messages. The following features are available with all configurations of Office Communications Server and Office Communicator 2007.

## Contact Management

Contact management is improved in Office Communicator 2007 to offer the following new features:

- **Distribution Groups.** Now users can add any mail-enabled group that is in Active Directory to their contact list. They simply search for it and drag it into their Contact List. If users are enabled for conferencing, they can select distribution groups in their Contact list to start multi-party phone calls.
- **Most Recent Contacts.** A Recent Contacts group is now available in the Communicator Contact List. The Recent Contacts list shows the ten contacts that a user has most recently communicated with – whether by IM, phone, or video.
- **Drag and drop contacts into groups.** Users can now drag contacts from the Search Results pane into their Contact List. They can also drag and drop contacts between groups in the Contact List. Note that users cannot drag contacts into a distribution group.
- **Drag and drop contacts from the Contact List to the Conversation window roster or from the Conversation window roster to the Contact List.** Users can drag contacts from the Contact List into the roster in the Conversation window during an IM session, audio or video call, or a conference. Users can also drag contacts from the roster in the Conversation window to their Contact List.
- **Drag and drop contacts from Outlook 2007.** Office Outlook 2007 users can add contacts to the Communicator Contact List by dragging names from the **To** and **Cc** fields of an Outlook message to the Communicator Contact List.
- **Improved User Interface for Contact Details.** Users click a contact's Presence button in their Contact list and see a Contact Card that provides not only details about the person, but an actions menu with options for contacting the person.
- **Multi-select contacts.** Users can now start IM, phone, or audio/video conferences by multi-selecting contacts in the Contact List and then selecting a communication mode such as **Send an Instant Message** or **Start a Conference Call**.

## Presence and Presence Management

Office Communicator 2007 offers the following new presence and presence management features:

- **New presence states and presence buttons.** Presence states are now more granular, including Inactive and Busy Inactive busy states. New presence buttons have been introduced to accurately reflect the presence state. Presence states now transition from **Available**, to **Inactive**, to **Away**. Intermediate Inactive states are determined by a user-configurable idle-time setting that monitors user activity on the computer.

- **Improved Presence Management.** Office Communicator 2007 offers greater granularity for controlling access to a user's Presence information. Now users can assign contacts to Team or Personal access levels, to control, for example, who can see their Home and Mobile phone numbers.
- **Interruption Management.** Users can now assign a Team access level to other users to create a preferential list of contacts who are allowed to communicate with them, even when their Presence status is set to Do Not Disturb. Users can manually set their Presence status to Do Not Disturb from the Presence menu or from incoming IM, Call, or Conference alerts. When a user's presence is set to Do Not Disturb, they see, by default, only urgent alerts from Team members.
- **Location setting configuration.** Users can now set their location status from the Presence menu in the Communicator window status area. The user can select the Home or Office location, or enter a custom location. When a user sets the Location option, the user's Location information becomes available on his or her Contact Card, and can be seen by those contacts that been Personal or Team access levels by the user.

## Instant Messaging

Office Communicator 2007 has been enhanced to offer the following new Instant Messaging features:

- **Easy IM from Search.** Users can search for a contact by name, and press ENTER if Communicator finds the right contact, to start an IM session. Pressing CTRL+ENTER starts a call to the contact.
- **Rich Text Formatting of IM Text.** With Office Communicator 2007, users can format IM text and they can copy and paste rich text from Microsoft Word documents and Microsoft Excel® spreadsheets.
- **IM conference from a distribution group, contact group, or multiple contacts.** Users can now start an IM conference by right-clicking a distribution group, contact group, or multi-selected contacts, and then selecting the Send an Instant Message option from the contextual menu.

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## Conferencing

APPLIES TO: The following new features are available to Office Communicator 2007 users who are enabled for Enterprise Voice and Conferencing.

With Office Communicator 2007, conferencing has been optimized to support multiple modes of communication, including instant messaging, audio, video, and data-sharing. Now users can seamlessly transition between modes, without leaving the Conversation window or re-inviting users. For example, a user can escalate a one-to-one IM session into a multi-party conference call, and add

data sharing through Live Meeting to share slides, documents, or applications on their desktop. The following new conferencing features are available with Office Communicator 2007:

- **Starting an ad-hoc IM conference or a conference call by selecting a distribution group, contact group, or multiple users.** Users can now start a conference call from the Office Communicator Contact List by selecting a distribution group, contact group, or by multi-selecting users in the Contact List, and then selecting the Start a Conference Call option.
- **Seamless switching of phone conversations to a conference call.** Users engaged in one-to-one phone conversations can invite additional participants to a conversation to create a multi-party conference.
- **Improved Conferencing Infrastructure.** Office Communicator 2007 users can be configured to connect to Office Communications Server's Audio\Video and Web Conferencing Servers, so users have a smooth and secure conferencing experience.
- **Ability to dial out to a PSTN phone number.** Users can now dial out to PSTN/PBX and mobile phone numbers to invite users to a conference. Users can invite users from PSTN/PBX and mobile phone numbers to start a conference or during a conference.
- **Improved rejoin experience.** With the improved conference rejoin experience, users can override the defaults when rejoining a conference. Users disconnected from a conference can now easily rejoin the conference from the Communicator Conversation window or from an item in the Outlook Conversation History folder.
- **Improved Live Meeting Escalation.** Users can now escalate from an IM, phone or audio/video session to a Live Meeting session. With a Live Meeting session, users can share slides, documents, applications, and their desktop. Note that Live Meeting is an alternative to the application-sharing feature previously offered in Communicator.
- **Start Live Meeting from the Office Communicator 2007 Contact List.** With Office Communicator 2007, users can right click a contact or contacts in the Communicator Contact List, and then select one of the following options:
  - **Share Information Using Live Meeting.** Users can right-click a contact or contacts in the Contact List, and then select this option to send an invitation to start Application Sharing with the selected contacts. When this option is selected, contacts are connected to Live Meeting through Office Communications Server.
  - **Meet Now Using Live Meeting Service.** Users can right-click a contact or contacts in the Contact List, and then select this option to launch a Live Meeting session with the selected contacts. When this option is selected, contacts are connected to Live Meeting through the Live Meeting service.

- **Improved connection in conference roster.** New icons in the conference roster provide additional conference connection status, indicating whether a user's status is Inviting, Connecting or Connected.
- **Conferencing Add-In for Microsoft Office Outlook.** Users will now have the ability to install the Conferencing Add-In for Microsoft Outlook and schedule Live Meeting Conferences and Office Communicator Conference calls from Office Outlook.

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## Seamless Switching of Communication Modes

APPLIES TO: The following new features are available to Office Communicator 2007 users who are enabled for Enterprise Voice and Conferencing.

With Office Communicator 2007, users can seamlessly add communication modes – without leaving the Communicator Conversation window. For example, users can:

- **Move from IM to a multi-party IM conference.** Users can start an IM session and then invite others to the session for a multi-party IM conference.
- **Invite others to person-to-person call to create a conference call.** Users can place a call to an individual user, and then add users to the call to create a multi-party conference call.
- **Escalate a call or conference to a Live Meeting.** If a user decides that she needs to share applications or slides during a call or conference, she can escalate the call to a Live Meeting. When starting a Live Meeting from Communicator, a new Live Meeting window is opened and participants in the Communicator call or conference are automatically included in the Live Meeting.

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## Enhanced Invitation Alerts

New features available in invitation alerts in Office Communicator 2007:

- **Mini alerts when the user is in full-screen mode.** When a user is in full-screen mode, running either the Microsoft PowerPoint® presentation graphics program or Microsoft Office Live Meeting, incoming calls and instant messaging (IM) invitations take the form of a mini-alert that can be expanded to full size if needed.
- **Communication mode indicators in invitation alerts.** Invitation alerts for incoming instant messages, audio or video calls, or conference calls, display visual indicators to show the communication mode—whether IM, audio, or video, and whether the invitation is to a conference or simply a conversation with an individual user.

- **Actionable alerts.** Conversation invitation alerts now provide the ability to reply with an instant message or audio call, redirect a call to another number, decline an invitation, or set Do Not Disturb until the top of the hour.

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## Conversation History

Office Communicator 2007 now keeps a record of IM conversations and phone, video, and conference calls in the Office Outlook Conversation History folder. Conversation History features include:

- **Find Previous Conversations.** Users who are running Office Communicator 2007 and Office Outlook 2007 now have the option to right-click a contact or contacts in the Communicator Contact List, and then select **Find Previous Conversations** to open a new Outlook window that displays a list of IM conversations, call logs, and e-mail threads related to the selected contact or contacts.
- **History of incoming and outgoing calls.** All incoming and outgoing call information is logged in the user's Outlook Conversation History folder.
- **Missed conversation archive and rejoin option.** Missed conversations and conference invitations are archived in the Outlook Conversation History folder. Users can start a conversation with a caller or rejoin a conference by clicking links embedded in the conversation item in the Outlook Inbox folder.
- **Improved formatting of conversation items in Outlook.** Archived conversation items in Outlook are now customized to show participants names and the modes of communication used in the conversation. Conversation items also provide links that enable users to rejoin a previous conference.
- **OneNote integration into Conversation history.** Users can take notes with Microsoft Office OneNote® note-taking program during a conversation. Notes taken during a conversation are accessible from a link embedded in the archived conversation item in the Outlook Conversation History folder. Contextual information from the conversation is included with the conversation notes.
- **Contextual information.** Conversations started from an e-mail or from a Calendar item include a link to open the related item in Outlook. The related link is available for all conversation participants. Clicking the link will open the e-mail or Calendar item, if the item is still available in the user's local mailbox.

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## Tabs

New improvements to tabs in Office Communicator 2007:

- **Improved user interface for tabs.** Tabs in the Office Communicator window are now more tightly integrated into the Communicator user interface. With Office Communicator 2007, the Communicator UI displays in the upper portion of the main window and tabbed content displays in the lower portion. Users can expand and collapse the content area for tabs as necessary (Available with RCC and UC configurations).
- **Contextual information.** Now developers can pass contextual information to a tabbed page by invoking a script in the tab page, rather than using the traditional GET/POST. This enables faster page refresh, but means that passing contacts by HTTP GET/POST is no longer supported. Support is available to pass contacts, groups, and distribution groups, or any combination thereof. Customers using this feature must implement this script (Available with RCC and UC configurations).

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## Sign-in

Office Communicator 2007 offers sign-in improvements, including:

- **Manual configuration of server name.** Users can now manually configure internal and external server names, for connections to Office Communications Server from inside and outside the firewall.
- **Sign in UI integration into a single screen.** The Sign-in user interface for Office Communicator 2007 is streamlined so that Sign-in address, User name, and Password, are all handled on one screen.
- **Event logging.** Communicator 2007 now provides event logging of sign-in errors, complete with explanations and suggested corrective actions.

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## Devices

APPLIES TO: The following new features are available to users who are enabled for Enterprise Voice.

Office Communicator 2007 offers the following improvements for audio and video devices:

- **Support for audio USB devices.** Office Communicator 2007 now provides support for telephony-class Universal Serial Bus (USB) audio devices, including handsets and headsets.
- **USB Handset Display.** Communicator now supports USB handsets with displays that shows Call alerts, Call subject, and Caller information and timer. Also, sounds are now integrated with USB handset displays to enhance calling experiences.

- **Speakerphone button in Conversation window.** A speakerphone button has been added to the Communicator Conversation window, enabling users to toggle call audio between speakers and a USB handset or headset.
- **Improved experience for USB audio devices.** Office Communicator 2007 offers an improved experience for users with USB audio devices, including:
  - **USB Handset Display.** Office Communicator now supports USB handsets with displays that show call alerts, call subject, call information and time. Also, sounds are now integrated with USB audio devices. USB device users, for example, now hear “call ringing,” “call connected,” and “call ended” sounds.
  - **Speakerphone button in the Conversation window.** For users with USB handsets and headsets users, Office Communicator 2007 provides a speakerphone button in the Conversation window, enabling users to toggle audio from calls between their speakerphone and specified audio device, whether headphones or speakers.

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## Setup

Office Communicator 2007 offers the following improvements for audio and video devices:

- **Automatic Audio and Video Setup.** For Office Communicator 2007, the Audio and Video Setup experience is significantly improved, including:
  - **Automatic detection and selection of devices.** The Set Up Audio and Video feature automatically detects and selects audio and video devices, including USB handset and headsets, speakers and microphones, and Web cameras. If a device is detached/re-attached or a new device is attached, Set Up Audio and Video automatically reconfigures devices for the user.
  - **Option to use high-fidelity speakers for call audio instead of speakerphones.** For users with USB handsets and headsets, Set Up Audio and Video provides the option to select a different device (other than the USB handset or headset) for playing audio from calls. This offers users the ability to play audio from calls, for example, on high-fidelity speakers.
- **Option to select the device to play program sounds.** Users can now use Set Up Audio and Video to select a device (other than the default audio device) to play program sounds such as the “ringing for an incoming call” or an “instant messaging.”

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## Manageability

Office Communicator 2007 offers improved manageability, including:

- **New server configuration settings and policies for better administrative control.** Telephony modes, location profile (for outbound call routing), the Uniform Resource Identifier (URI) for the A/V Authentication Service, the voice mail URI, and the Exchange Unified Messaging (UM) URI can be configured in-band using server Windows Management Instrumentation (WMI) settings.
- **Simplification of alerts.** Status alerts and notification alerts are now combined into a single setting. The busy mode alert has been discontinued and is not available.
- **Configurable alerts.** Users can now configure alerts so that they receive conversation alerts, but not notification alerts.
- **Options to enable logging.** Users can now configure options in Communicator to enable logging and to document the behavior of the Office Communicator 2007 client. Communicator provides a Turn on Logging in Communicator option, which corresponds with the EnableTracing Group Policy. Communicator also provides a Turn on Windows Event Logging for Communicator option, which corresponds with the EnableEventLogging Group Policy. When the Turn on Windows Event Logging for Communicator option is turned on, errors are written to the system event log and can be viewed in the Windows Event Viewer. For more information about logging, see the “Troubleshooting” section of the *Microsoft Office Communicator 2007 Testing and Troubleshooting Guide*.
- **Independent creation of Call Logs and IM Logs.** The auto-archiving (DisableAutoArchive) policy is now separated into two policies for greater control: the IMAutoarchiving policy and the CallLogAutoArchiving policy.
- **Telephony mode in-band setting.** The settings to enable IPAudio, IPVideo, and AVConferencing, which were previously available only as Group Policy objects, can now be set up and provisioned in-band to allow provisioning to outside clients that cannot be provisioned through Group Policy.
- **Bootstrapping Enhancements.** Communicator now maximizes client connectivity to the server. During first-time log on, the SIP URI of the user logging on is auto-populated. Also, Communicator now maximizes client connectivity to the server for various DNS configurations by retrying all servers returned by DNS.
- **Improved error message handling.** Error message handling has been significantly improved throughout Communicator. Error Message Reporting for Enterprise Voice and Conferencing is now available, enabling users to click a link in the error message and open a Web page for additional details and resolution information.

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## Location-Based Normalization Rules

APPLIES TO: Location-Based normalization rules are available for Enterprise Voice and PBX Coexistence topologies.

Office Communicator 2007 uses location-based normalization rules for Enterprise Voice, PBX, and Office Communications Server co-existence topologies, instead of the Address Book Service (ABS) normalization rules. ABS normalization rules still apply to RCC users. With previous versions of Communicator, normalized phone numbers were often routed to the wrong destination. Currently, normalization rules can be applied to calls based on the location of the user. For example:

- An organization with a location in the United States has a 10 digit rule that adds a +1 to number when a user in the U.S. location dials the number. The same organization's Switzerland branch has a rule that adds a +44 to a 10 digit number for users in the same pool. This provides users in U.S. and Switzerland with region-specific dialing experiences where they reach the right destination when a 10 digit number is dialed in these locales.

Office Communicator applies location-specific dialing rules to achieve this connectivity. The administrator should configure appropriate rules for each location and assign appropriate locations to users. During the user sign-in process, Communicator retrieves the user's location from the Group Policy Objects or in-band provisioning data. Using the location that is specified, Communicator makes a request to the server to fetch the normalization rules that are specific to the location. These are the same rules that are available to you in the RouteHelper tool where you can verify the result of applying the phone rules to a number.

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## Extensibility

Office Communicator 2007 now offers improved extensibility, including:

- **Ability to plug in custom applications.** Application developers and administrators can now plug in custom applications to the Communicator main UI and Conversation window entry points. For example, a developer could integrate an Interactive Voice Response (IVR) system application that sends a SIP message to Communicator to display a custom HTML page in the Communicator Conversation window.

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## Add-In

Office Communicator 2007 offers improvements to the Conferencing Add-in for Microsoft Office Outlook, including:

- **Ribbon entry points in main UI.** The Conferencing Add-in for Outlook now provides entry points from the Outlook toolbar area for ease of access and better visibility.
- **Shared configuration settings.** The Conferencing Add-in for Outlook is redesigned to support sharing of configuration parameters, such as server names and transport with Office Communicator.

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## Office Integration

Enhanced Office Communicator 2007 integration with Microsoft Office, including improvements to the Conferencing Add-in for Microsoft Office Outlook, including:

- **Rich Presence integration with Outlook and SharePoint.** Office Communicator 2007 is integrated with Office Communicator 2007 and Office Communications Server 2007 Rich Presence model, so each person's name in the Outlook user interface has an accompanying Presence button to indicate status. Users can right-click the Presence button to show a contextual menu that displays a Status text string, such as In a Meeting for a Busy status, along with Calendar information for the contact, if available.
- **Right-click communication Options from Outlook and SharePoint.** Office Outlook and Office SharePoint® are integrated with Microsoft Office Communicator 2007 and Office Communications Server 2007 so users can conveniently make phone calls from within the Outlook user interface. For example, users can right-click a person's presence button in Outlook and then use the contextual menu to place a call to the contact. In addition to calling options, the contextual menu gives users a full set of communication options, including sending an IM, sending an e-mail message, and scheduling a meeting in Outlook.
- **Find Previous Conversations.** Users can now right-click a contact, select a contact, a distribution group, or contact group, and then select **Find Previous Conversations** to return a list of e-mail and Office Communicator 2007 conversations with the selected contacts.
- **Call All from Outlook.** Users can right-click a person's Presence button in an Outlook item, click **Call <username>**, and then click **Call All** to start a Communicator conference call with all the users listed in the **To** and **From** fields in the Outlook item.
- **Easy one-click phone calling from Voice Mail.** Outlook voice mail items provide hyperlinked phone numbers for voice mail items in the user's Inbox where users can click a link in the voice mail to quickly return a call.
- **Take Notes during call with OneNote.** Users can take notes during a phone call with Office OneNote. Notes taken during a conversation are accessible from a link stored with the item in the Outlook Conversation History folder.

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## Telephony Integration

The features that are available to Office Communicator 2007 users depend on the type of telephony integration implemented within your organization. Office Communicator 2007 and Office Communications Server 2007 now offer three basic types of telephony integration.

- **Remote Call Control.** With Remote Call Control, phone features are controlled by the PBX:
  - Office Communicator has a control channel with the PBX system.
  - The user's phone number is owned by the PBX system.

- The user's computer is not "the phone."
- **PBX Coexistence.** With PBX Coexistence, phone features are controlled by the PBX.
  - Office Communicator and the PBX phone ring together.
  - The user's phone number is owned by both the PBX and Office Communications Server.
  - The user can answer calls using Presence integration.
- **Enterprise Voice.** With Enterprise Voice, phone features are controlled by the Office Communications Server.
  - Office Communicator is "the phone."
  - The phone number is owned by Office Communications Server.
  - Office Communicator publishes routing rules to Office Communications Server.
  - Rich integration with Presence and Do Not Disturb features are available.
  - Additional forwarding features are available, including simultaneous ring options.

The following table shows the features that are available for each telephony integration option:

**Features available for Telephony Integration options**

<b>Feature \ Scenario</b>	<b>Remote Call Control (PBX Phone)</b>	<b>PBX Coexistence</b>	<b>Enterprise Voice (VoIP)</b>
Make a call	•	•	•
Receive a call	•	•	•
PC-to-Phone call		•	•
Phone-to-PC call		•	•
Video calls	•	•	•
Caller identification	•	•	•
Forward PC-to-PC call		•	•
Call Waiting	•	•	•
Call Hold and Retrieve	•	•	•
Alternate Call	•	•	•
Single Step Transfer	•	•	•
Consultative Transfer	•	•	•
DTMF Digits	•	•	•
Multiple Calls			•

Microsoft IP Phone			•
Forward to phone number	•	•	•
Forward to voice mail			•
Subscriber access to voice mail			•
Dynamic Forwarding (DND)		•	•
Conversation History	•	•	•
Missed Calls	•		•
Reply with IM	•	•	•
Subject and Importance for calls		•	•
Conferencing		• (on Microsoft Conferencing only)	•
Data Escalation (for example, Live Meeting)		• (for VoIP calls only)	•
Take Call Notes with OneNote	•	•	•
Set ring duration		•	•
Single alert for RCC and VoIP		•	