Making and Receiving Calls

Your Contact List serves as an entry point to Communicator Mobile features such as making calls. With Communicator Mobile, you can start a call by clicking the contact in the Contact List. With Communicator Mobile calling options, you can make outgoing work calls and receive incoming work calls on your mobile device through a single work number.

To set up Calling options for Communicator Mobile
Before making calls with Communicator Mobile, make sure the Calls options are configured correctly. We recommend that Calls options are set to Simultaneously Ring your mobile number on incoming calls and use your mobile number for Outgoing Calls via Work.

1. In the Contact List, click Menu, then click Options > Calls.
2. Under Incoming Calls to Work, select Simultaneously Ring, and then select the number of your mobile device. If the number isn't available, select New and then enter the number of your mobile device. (These options may already be set for you at the time of your first sign-in.)
3. Under Mobile Phone Number, verify that your mobile number is accurate or enter your mobile number if it is not already entered, and then click Done (or OK on a Pocket PC device).

To make a Call via Work from the Communicator Mobile Contact List

1. Click a contact in the Contact List.
2. In the contact card, click a phone number or Communicator Call to place a Call via Work.
3. Microsoft Office Communications Server 2007 R2 sets up the call and then calls you back. When you receive the server callback, click Answer. The call is then routed to the person you are trying to reach.

Finding/Adding Someone

With Communicator Mobile 2007 R2, you can search for someone by e-mail name, and then initiate a call, send an instant message, view the user’s Contact Card, send an e-mail, or add the contact to your Contact List.

To search for someone
1. In the Contact List, click Menu > Find/Add.
2. Type the person’s name, e-mail address, work or mobile number in the Find/Add box, and then click Find.

3. Under Search Results, click the name of the person you want to contact or add to your Contact List, and then do one of the following:
   - To add a contact, click Menu > Add, select the group where you want to add the contact, and then click OK.
   - To call the contact, send an instant message or an e-mail:
4. Click Select, and then click an option on the Contact Card.

Viewing and Using the Contact Card
A user’s Contact Card contains the following information:

- The user’s current presence status, calendar information, and personal status note, if the information is available
- Available methods of communication
- Actions you can take with the contact, including changing the contact’s level of access to your personal information

To view a contact’s Contact Card
In the Contact List, click the contact’s name.

To send an instant message
1. In the Contact List, click the contact’s name.
2. From the Contact Card, click Send Instant Message.
3. Type your message, and then click Send.

To make a call from the Contact Card
1. In the Contact List, click the contact’s name.
2. From the Contact Card, click the address or number you want to call. Depending on access levels granted to you, and the contact’s available information, you may see Work and Mobile numbers listed.

To tag a contact
You can tag a contact to receive an alert when the contact’s Presence status changes to Available or Offline.
1. In the Contact List, click a contact.
2. On the Contact Card, click Menu > Tag Contact.

To delete a contact
On the Contact Card, click Menu > Delete Contact. The contact is deleted only from your Contact List, and will still appear in search results.

Manage Your Own Presence Status
Communicator provides a set of personal presence attributes that you can customize and make available to other contacts to help them communicate with you. As shown in the following illustrations, presence attributes include your presence status and a personal status note.

To view your presence status
- In the Contact List, click Menu > My Status. Your current presence status is indicated by a check mark.

To change your presence status
1. In the Contact List, click Menu > My Status.
2. Scroll to the presence status that you want others to see, and then click Select.

To block a contact
1. In the Contact List, click the name of the contact you want to prevent from communicating with you.
2. Click Menu > Access Levels > Blocked. You will appear as Offline to contacts that you block.

About Automatic Presence Status Changes
Communicator Mobile can automatically set your presence status by detecting your current activity on the mobile device or by gathering information from your Microsoft® Exchange Server calendar if you are also signed in to Microsoft Office Communicator on your desktop.

For example, if you have a meeting scheduled on your calendar, Communicator Mobile will automatically set your presence status to In a Meeting. If the back light on your mobile device turns off, Communicator Mobile will automatically set your presence status to Inactive after a predetermined interval of time.

About Personal Status Notes
In addition to setting your presence status, you can share presence information with others by creating a personal status note.

To set a personal status note
1. In the Contact List, click Menu > My Note.
2. Type a message to let others know more about your presence status, and then click OK.

To clear a personal status note
1. In the Contact List, click Menu > My Note.
2. Click Menu > Clear Note > OK.

Users who have you on their Contact List can see your personal status note. To see the personal status note of a user on your Contact List, view the user’s Contact Card as described in the Viewing and Using the Contact Card section of this Quick Reference Card.
Sending and Receiving Instant Messages
You can send and receive instant messages with the people in your Contact List or in your organization's address book.

To send an instant message
1. In the Contact List, click the name of the person to whom you want to send an instant message.
2. Click Send Instant Message.
3. Type your message, and then either click Send or click the center select key on your mobile device.

To invite others to the instant message session
1. In the Conversation window, click Menu > Invite Someone.
2. Do one of the following:
   - Under Contacts, click the name of the contact you want to invite, and then click Select.
   - Type the e-mail address of the person you want to find, and then in Search Results, click the name of the person that you want to invite.

To call someone during an IM session
If you are engaged in an IM session with another contact in your enterprise or with a federated contact, you can escalate the IM session to an Enterprise Call.
1. In the Conversation Window during an IM session, click Menu > Call.
2. Click Call via Work to call the contact. The contact sees your Work number upon receiving the call. Click Call to place a traditional cell call to the contact. The contact sees your mobile number upon receiving the call.

To handle an incoming message
When you receive an IM invitation, an alert appears. Do one of the following:
- Click Chat to accept the message. Type a response in the message entry area and then click Send.
- Click Ignore to decline the invitation.

To switch between multiple IM conversations
With Communicator Mobile, you can conduct multiple IM conversations at the same time.
To switch between conversations, do one of the following:
- In the Conversation window, click Menu > Conversations, and then click the conversation you want to resume.
- In the Contact list, in the Current Conversations group, click the conversation you want to resume.
- Click the Left/Right scroll options on the center select key of your mobile device.