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# Lesson Plan

#### Lesson Objectives

At the completion of this lesson, the students will be able to:

1. Open Office Communicator.
2. Set Options.
3. Set your Office Communicator status.
4. Send an Instant Message, add additional participants, and add a subject to your message.
5. Read and respond to an Instant Message.
6. Add and remove a Contact.
7. Check a Contact's status.
8. Set Access Levels.
9. Add and remove a Group and send an Instant Message to a Group.
10. Send an email via Office Communicator.
11. Close Office Communicator.

#### Length of Lesson

2 hours

# BACKGROUND AND RATIONALE

#### Background

Microsoft Office Communicator 2007 is an add-on for Microsoft Office that uses the Outlook framework to provide instant-message capability within the SSA network. It is a fast and convenient way to communicate informally with your coworkers.

# OBJECTIVE 1:

## Opening Office Communicator

### Opening Office Communicator

#### General

If Office Communicator is in your Notification Area, which JAWS still may refer to as "System Tray," to open the application:

1. Press **WINDOWS KEY + Q**. JAWS will say, "Windows Communicator, search string edit."

If Office Communicator is not in your Notification Area, JAWS will say, "**Windows Q**," rather than "Windows Communicator, search string edit." Do the following to add Office Communicator to your Notification Area:

1. Press **WINDOWS KEY** and then **UP ARROW** until you hear JAWS say, "Microsoft Office Communicator 2007." Press **ENTER**. Office Communicator now appears in your Notification Area.
2. You can now also use **INS + F11** to access the Notification Area. The **System Tray** dialog box opens. **DOWN ARROW** until you hear JAWS say, "Communicator" and press **ENTER**.

#### User Tip:

Once Office Communicator is opened and your focus is in another application, press **WINDOWS KEY + Q** to switch focus to Office Communicator.

# OBJECTIVE 2:

## Setting Options

### Personal

#### General

### Phones

#### General

### Alerts

#### General

### General

#### General

# OBJECTIVE 3:

## Setting Your Office Communicator Status

### Setting Your Office Communicator Status

#### General

To change your **Office Communicator Status** (also referred to as Presence):

1. Press the **ALT** key to open the **Context Dropdown** box.
2. Press **C** to access the **Connect** menu.
3. Press **RIGHT ARROW** to access the **Connect** submenus.
4. The first option is **My Status**, which displays your status to your Contacts or anyone attempting to contact you. Press **ENTER** or **RIGHT ARROW** to display the following **My Status** options and select the appropriate letter to set/change your status:

| **Status** | **Press Letter:** |
| --- | --- |
| Available | **V** |
| Busy | **B** |
| Do Not Disturb | **D** |
| Be Right Back | **E** |
| Away | **A** |
| Reset Status (sets your status back to Available) | **T** |

Table 1: Office Communicator Status

**Note**: Office Communicator automatically determines your status by your Outlook and other system activity. This can be configured manually and is discussed in **Objective 11: Setting Options**.

#### User Tips:

Setting your **Current Location** is an easy way to let your coworkers know whether you are working in the office or at home. To change your Location:

1. Press **TAB** until you hear JAWS say, "Button My Pane Show Menu Button."
2. Press **SPACEBAR**.
3. Press **C** or **DOWN ARROW** to **Current Location**.
4. Press **H** for **Home** or **O** for **Office** and press **ENTER**.

You can also press **C** to **Create** [a] **Custom Location** (for example, In Training) or **D** for **Do Not Show a Location**.

Use the **Type a Note** feature to display additional information about you; for example, "I will be leaving the office at noon today." To **Type a Note**:

1. Press **TAB** until you hear JAWS say, "Button My Pane Note Type a Note."
2. Enter the text you wish to display and press **ENTER**.

# objective 4:

## Sending an Instant Message, Adding Additional Participants, and Adding a Subject

### Sending an Instant Message

#### General

To send an Instant Message to someone:

1. Press **TAB** until you hear JAWS say, "Search String Edit." **Note**: This is the default location for your cursor when you open Office Communicator.
2. Type the last name of the person you wish to contact.
3. Enter a comma and then the last name of the person.
4. As you type, Office Communicator filters the list of names below the edit box in the same way the **Select Names** dialog box in Outlook does.
5. When you have entered all or part of the name, press **TAB** three times to move into the **Search Results List**.
6. Press the **DOWN ARROW** to read the list and once you hear JAWS announce the name of the person, press **ENTER**.
7. A new window opens, called the **Conversation** **Window**.
8. Your focus is in the **Input Edit** box. Type the message you wish to send to the person.
9. Press **ENTER** or **ALT + S** to send your message.

### Adding Additional Participants to the Message

To send the message to additional participant(s):

1. Press **ALT** to open the **Context Menu**.
2. Press **A** or **DOWN ARROW** to the **Actions** **Submenu** and press **ENTER**.
3. Your focus is in the **Invite Someone to Join this Conversation** option.
4. Press **J** or **ENTER**.
5. The **Invite Someone** dialog box displays.
6. Type the last name of the person you wish to contact.
7. Enter a comma and then the first name of the person.
8. Press **ENTER**.
9. The **Search Results** list box displays.
10. Press **TAB** and **DOWN ARROW** until you hear JAWS announce the name of the person.
11. Press **ENTER**.
12. The person is now added to your **Participant List**.

#### User Tip:

To remove a participant from the message:

1. Find the person in your **Participant List**.
2. Press the **APPLICATION KEY**.
3. Type **O** or **DOWN ARROW** to **Remove from Conversation** and press **ENTER**.

### Entering a Subject for your Message

To enter a subject for your message:

1. Press **TAB** until you hear JAWS say, "Button Down Change Conversation Subject Button."
2. Press **SPACEBAR**.
3. Press **C** or **DOWN ARROW** to **Change Conversation Subject** and press **ENTER**.
4. Enter the subject text and press **ENTER**.

#### User Tips:

To mark a message as **High Importance**:

1. Press **TAB** until you hear JAWS say, "Button Down Context Menu Button."
2. Press **SPACEBAR**.
3. Press **H** or **DOWN ARROW** to **High Importance** and press **ENTER**.

To change the color or size of your Instant Message, press **TAB** until you hear JAWS say, "Font button ALT + O." Press **SPACEBAR**. The **Font Combo Box** displays, and here you can change the color, font type, and character size of your message. In addition, you can bold, italicize, or underline your message.

**Note**: JAWS cannot read Emoticons, the next button after Fonts, as they are unlabeled graphics.

# objective 5:

## Reading and Responding to an Instant Message

### Reading an Instant Message

#### General

To read an Instant Message when your status is **Available**:

1. If you receive an Instant Message when your status is **Available**, JAWS reads the text of the message, using the Tutor and Message Voice.
2. To accept the invitation to the Instant Message, press **WINDOWS KEY + A**.
3. To decline the invitation, press **ALT + F4**.
4. Press **SHIFT + TAB** or **CTRL + HOME** to reread the message and to read the sender name and any additional participants to the conversation.

To read an Instant Message when your status is **Busy**, **Be Right Back**, or **Away**:

1. Press **ALT + TAB** to cycle among open windows to access the message.

### Responding to an Instant Message

#### General

# objective 6:

## Adding and Removing a Contact

### Adding a Contact

#### General

1. Press **TAB** until you hear JAWS say, "Search String Edit." **Note**: This is the default location for your cursor when you open Office Communicator.
2. Type the last name of the person you wish to add as a contact.
3. Enter a comma and then the last name of the person.
4. As you type, Office Communicator filters the list of names below the edit box in the same way the Select Names dialog box in Outlook does.
5. When you have entered all or part of the name, press **TAB** three times to move into the **Search Results List**.
6. Press the **DOWN ARROW** to read the list and once you hear JAWS announce the name of the person, press the **APPLICATION KEY**. The **Context Menu** opens.
7. **DOWN ARROW** to **Add to Contact List** or press **A**. JAWS will say, "All Contacts."
8. Press **ENTER**. The person now appears under your **All Contacts** list.

#### User Tips:

People that you have sent messages to or to whom you have sent messages appear under **Recent Contacts**. If you wish to add the person to your **All Contacts** list, follow steps six through eight above.

To expand or collapse your **Recent Contacts** and **All Contacts** lists, use your **RIGHT** and **LEFT ARROW KEYS**, respectively.

### Removing a Contact

#### General

To remove someone from your **Recent Contacts** list:

1. Press **TAB** until you reach **Recent Contacts**.
2. Enter the first letter of the first name of the person you wish to remove from your **Recent Contacts** list. Use the **DOWN ARROW KEY** until you hear the name of the person you wish to remove.
3. Press **DELETE** to remove the person from your **Recent Contacts** list. Alternatively, you can press **SHIFT + DELETE** and press **Y** for Yes when the **Office Communicator 2007** dialog box displays. The person then no longer appears under your **Recent Contacts**.

To remove someone from your **All Contacts** list:

1. Press **TAB** until you reach **Recent Contacts**.
2. Press **A** for **All Contacts**.
3. Enter the first letter of the first name of the person you wish to remove from your **All Contacts** list. Use the **DOWN ARROW KEY** until you hear the name of the person you wish to remove.
4. Press **DELETE** to remove the person from your **All Contacts** list. Alternatively, you can press **SHIFT + DELETE** and press **Y** for Yes when the **Office Communicator 2007** dialog box displays. The person then no longer appears under your **All Contacts**.

# Objective 7:

## Checking a Contact's Status

### Checking a Contact's Status

#### General

To check the status of your Contacts:

1. Press **TAB** to your **Recent Contacts** or **All Contacts** list (or any other view that you are currently using).
2. Use your **UP** and **DOWN ARROW KEYS** until you hear JAWS announce the name of the person.
3. JAWS will say the status of the person twice (Available, Busy, Offline, etc.)

#### User Tips:

It may be useful to "Tag" a Contact with whom you interact frequently. You receive audible alerts when a Tagged Contact's status changes to Available or Offline. To **Tag** [a Contact] **for Status Change Alerts**:

1. Select the person from your **Contact List**.
2. Press the **APPLICATION KEY**.
3. Press **T** or **DOWN ARROW** to **Tag for Status Change Alerts** and press **ENTER**.
4. A tone sounds and JAWS alerts you when the Tagged Contact has become Available or Offline.

# objective 8:

## Setting Access Levels

### Setting Access Levels

#### General

Access Levels control the amount of information of information others can see about you in Office Communicator. The Levels of Access are:

|  |  |
| --- | --- |
| **Level** | **Gives Access to:** |
| **Personal (E)** | All information other than meeting subjects and location. |
| **Team (T)** | All business information. |
| **Company (C) -** Default Level | Work contact information and basic schedule and availability. |
| **Public (P)** | Only name and limited availability. |
| **Blocked (B)** | Only name and an offline message. No contact possible. |

Table 2: Access Levels

To set or change the level of a contact's access:

1. Select the person in your **Contact List**.
2. Press the **APPLICATION KEY**.
3. Press **L** or **DOWN ARROW** to **Change Level of Access** and press **ENTER**.
4. Enter the Hotkey (letter in parenthesis) shown in the table above or use your **UP** and **DOWN ARROW KEYS** to select the Access Level and press **ENTER**.

#### User Tips:

To change the way your Contacts are organized:

1. Tab to the **View Options Button**.
2. Press **SPACEBAR**.
3. Select one of the three options to organize your Contacts by:
   * **Contact List (C)**
   * **Access Levels (L)**
   * **Tagged Contacts (T)**
4. Press **ENTER**.

# Objective 9:

## Adding a Group, Adding Contacts to a Group, Sending an Instant Message to a Group, and Removing a Group

### Adding a Group

#### General

Groups are an easy way to organize your Contacts for more efficient use; for example, setting up a Group for all of the members of a project team. This feature allows you to send an Instant Message to all members of the Group, rather than sending individual Instant Messages to each member. To set up a Group:

1. Press **ALT + C** to access the **Context** menu.
2. Press **T** or **DOWN ARROW** to the **Tools** menu and press **ENTER**.
3. Press **N** or **DOWN ARROW** to **Create a New Group** and press **ENTER**.
4. A **New Group** heading appears in your **Contacts** list and appears as selected text.
5. Type a new name for the Group.
6. Press **ENTER**.

### Adding a Contact to a Group

#### General

To add a Contact to a Group:

1. Select the person from your **Contact List**.
2. Press the **APPLICATION KEY**.
3. Press **A** or **DOWN ARROW** to **Add to Contact List** and press **ENTER**.
4. Use your **UP** or **DOWN ARROW KEYS** to select the Group to which you want the Contact added.
5. Press **ENTER**.

#### User Tip:

To remove someone from a Group, select the Contact in the Group and press **DELETE** or press **SHIFT + DELETE** and then press **Y** for Yes when the **Office Communicator 2007** dialog box displays.

### Sending an Instant Message to a Group

#### General

To send an Instant Message to a Group:

1. Select the Group name from the **Contact List**.
2. Press the **APPLICATION KEY**.
3. Your focus is on **Send an Instant Message**.
4. Press **I** or **ENTER**.
5. The **Conversation** **Window** opens.
6. Your focus is in the **Input Edit** box. Type the message you wish to send to the Group.
7. Press **ENTER** or **ALT + S** to send your message.

### Removing a Group

#### General

To remove a Group:

1. Select the Group name from the **Contact List**.
2. Press the **APPLICATION KEY**.
3. Press **D** or **DOWN ARROW** to **Delete Group** and press **ENTER**.
4. The **Microsoft Office Communicator 2007** dialog box opens.
5. **LEFT ARROW** to the **OK** button and press **ENTER**.

# objective 10:

## Sending an Email via Office Communicator

### Sending an Email via Office Communicator

#### General

# OBJECTIVE 11:

## Closing Office Communicator

### Closing Office Communicator

#### General

To close Office Communicator:

1. Press **ALT + F4**.
2. Alternatively, you can:

* **TAB** until you hear JAWS say, "Button My Pane Show Menu Button."
* Press **SPACEBAR**.
* Press **N** or **DOWN ARROW** to **Sign Out** and press **ENTER**.

#### User Tip:

A third way to close Office Communicator is to:

1. Press **ALT + C** to open the **Context Menu**.
2. Press **C** to open the **Connect** submenu.
3. Press **N** or **DOWN ARROW** to **Sign Out** and press **ENTER**.

# Exhibit A:

## Office Communicator Keyboard Shortcuts

#### General Keyboard Shortcuts

Open Office Communicator **WINDOWS KEY+Q**

Navigate through Communicator **TAB**

Reverse Navigation **SHIFT+TAB**

Minimize Communicator **ALT+F4**

Add a Line Break in Type a Note **SHIFT+ ENTER**

#### Contact List Keyboard Shortcuts

Delete a selected Contact **DELETE**

Open a selected Contact’s Contact Card **ALT+ENTER**

Close a Contact Card **ESCAPE**

Select multiple contiguous Contacts **SHIFT+UP ARROW**

**SHIFT+DOWN ARROW**

Collapse Contact Group **LEFT ARROW**

Expand Contact Group **RIGHT ARROW**

Move Contact Group up **ALT+UP ARROW**

#### Instant Message Keyboard Shortcuts

Navigate to an invitation alert **WINDOWS KEY+T**

Accept a meeting invitation from Communicator **WINDOWS KEY+A**

Open a Conversation Window with a selected Contact **ENTER**

Start an IM with a Contact in the Search Results **ENTER**

#### Conversation Window Shortcuts

Change the Conversation Subject **CTRL+J**

Invite someone to join the conversation **ALT+I**

Rejoin an IM conference **ALT+R**

Show/Hide IM area **CTRL+W**

Show/Hide Participant List in Conversation Window **CTRL+R**

Save Contents of an IM session **CTRL+S**

Cut Selected Text **CTRL+X**

Copy Selected Text **CTRL+C**

Paste Selected Text **CTRL+V**

Select All Text **CTRL+A**

Add Line Break for a new paragraph in IM **SHIFT+ENTER**

Send IM **ENTER**

Delete Text **DELETE**

Undo Action **CTRL+Z**

Redo Action **CTRL+Y**

#### Instant Messaging Area

Bold Selected Text **CTRL+B**

Italicize Selected Text **CTRL+I**

Underline Selected Text **CTRL+U**

Strikethrough Selected Text **CTRL+T**

Increase Font Size of Selected Text **CTRL+[**

Decrease Font Size of Selected Text **CTRL+]**

Change Font **CTRL+SHIFT+F**

# FEEDBACK SHEET

Request to the instructor:

As you use this training package, please document errors, omissions, and revisions and notify us of any required editing. At the completion of this segment, you should mail this form to the address on the next page.

**Source of report**:

Location of training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Timeframes**:

How much time did it take to present this material?

**Topics**:

Is there any material in the lesson that is covered but not relevant to your position that we should remove? If so, what?

Can you identify any topic not covered in this lesson that should be included?

**Complexity level**:

Are there any lessons that appear either too simple or too complex? Which ones? Why?

**Testing**:

How would you rate the usefulness of the tests and exercises?

1 2 3 4 5

Irrelevant Adequate Quite helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page # Correction Needed

**Comments**:

Use the space below for your comments on how we can improve this material.

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Social Security Administration

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Or e-mail comments to [gregory.gill@ssa.gov](mailto:gregory.gill@ssa.gov?subject=Training%20Material%20Feedback)