

e-Tuition®

Instant Messaging

Using MS Communicator

SERC



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Instant Messaging

If your organisation does not have an instant messaging application such as MS Communication then you will need to download and install one of the instant messaging programs. You will then need to register this software and then start messaging friends and colleagues.

Instant messaging is something of a mix between sending an e-mail and having a live phone conversation with them. It is more immediate than an e-mail and much cheaper than long distance phone calls. All you really need is a computer and internet connection.

Instant messaging works best with 'always on' connections, and that is why a lot of people use it from their workplace, but it works fine too using ordinary home dial-up connections.

Choosing Instant Messaging Software

There are actually over 20 different kinds of instant messaging software you can use, most of them free or 'adware' - meaning you are exposed to advertisements as the price you pay to use the software. There are only a few kinds in widespread use particularly with home computers, and these are:

| Instant Message Software | Features |
|------------------------------|---|
| <u>ICQ</u> | This software is very widely used. It is owned by AOL but still retains its quirky, independent character |
| <u>AOL Instant Messenger</u> | Originally developed for AOL users only, AIM is now open (and free) for anyone to use and has a simple interface. |
| <u>Yahoo! Messenger</u> | Popular instant messaging service provided by Yahoo. |
| <u>MSN Messenger</u> | Microsoft's offering - Messenger allows you to send instant messages, play games and exchange pictures. |
| <u>Odigo</u> and <u>Omni</u> | Flexible messaging systems that allow you to talk to people who use any of the other types listed above |

Tips on getting the most out of Instant Messaging

- People might be too busy to send an instant response, so if they don't, just leave it or send them an e-mail.
- If you are too busy to respond to messages, or are leaving your computer with the internet connection still on, you can use the software to leave a message indicating that you are not available.
- If someone you send a message to someone who is not online, the program will tell you.
- On some systems a record of all the messages you have sent and received from a particular contact can be accessed using a 'history'.

Like all forms of internet use, instant messaging has its potential security issues, not least because someone else could read messages that pop up on your contact's screen.

A few simple tips will keep you out of trouble:

- Don't use instant messaging for confidential or sensitive conversations.
- Never give anyone permission to add you to their contact list unless you know who they are.
- Explore the security options available on your software and set them to tight settings. Don't allow anyone to send you files unless they are on your approved list.
- Be careful about the personal information you enter onto the system, as it can sometimes be accessed by anyone looking in the messaging directory, not just your contacts.
- If you are ever pestered or harassed, let your instant messaging software provider know.

Microsoft Office of Communicator 2007

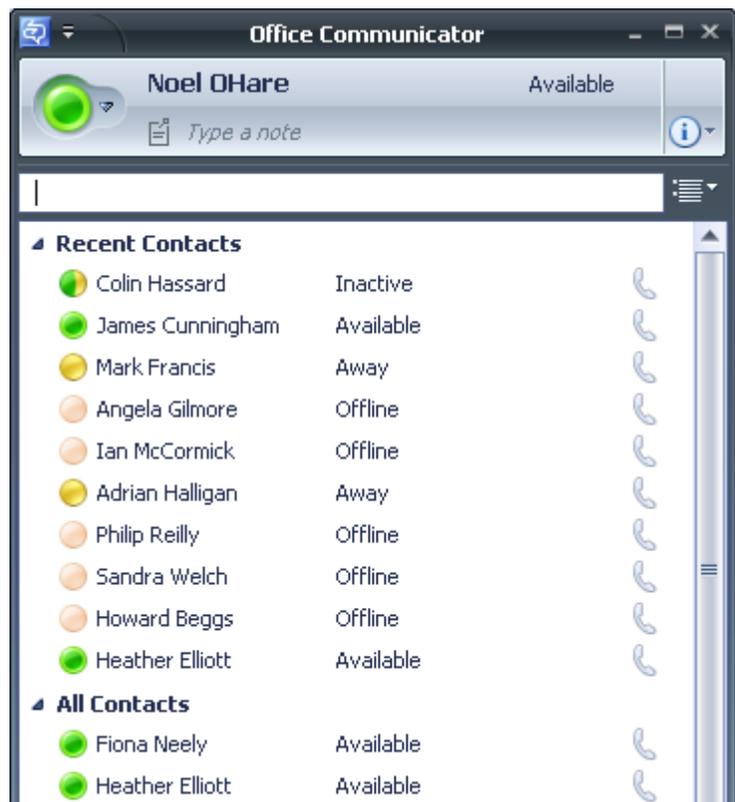
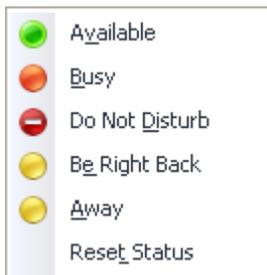
Microsoft Office Communicator 2007 is included in the 2007 Microsoft Office system. Office Communicator 2007 enables you to streamline communications using the devices and applications that you use most.

MS Communicator allows users to hold instant messages with individuals or with groups of individuals. User can quickly find the people you need and determine the best way to reach them. Users can see if colleagues are working from home, if they are in work, if they are busy or if you're unavailable. You can even use communicator to take part in video calls provided you have a webcam available.

MS Communicator in South Eastern Regional College

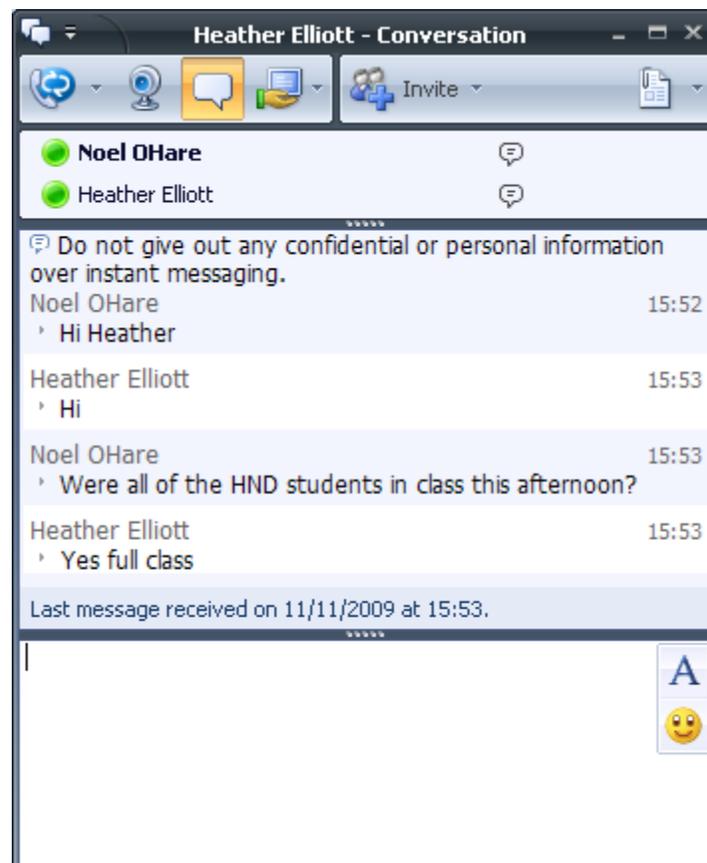
When a member of staff or a student logs onto their user account they are automatically signed in to MS Communicator. To open MS Communicator double click on the Communicator icon in the task bar . 

The office communicator interface will then appear showing a list of contacts - people that you have used communicator with, in the pass. For convenience the most recent contacts will be listed at the top of your contact list. Contacts are colour coded as follows:



Instant Messaging With Communicator

If the person you wish to send a message to is in your contact list then simply double click on their name and the messaging window will open. Generally messages start with a welcome. As the user presses enter at the end of each message the message is forwarded to the contact. The conversation window indicates what each person in the conversation has said and when it was said.



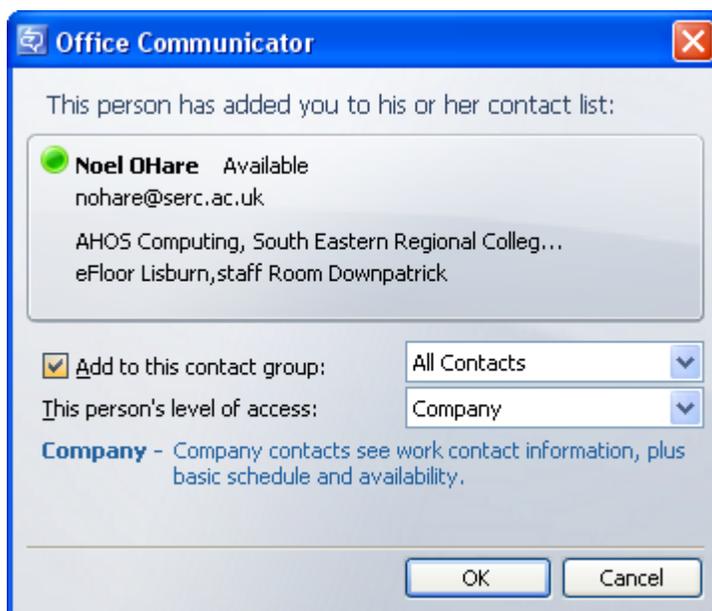
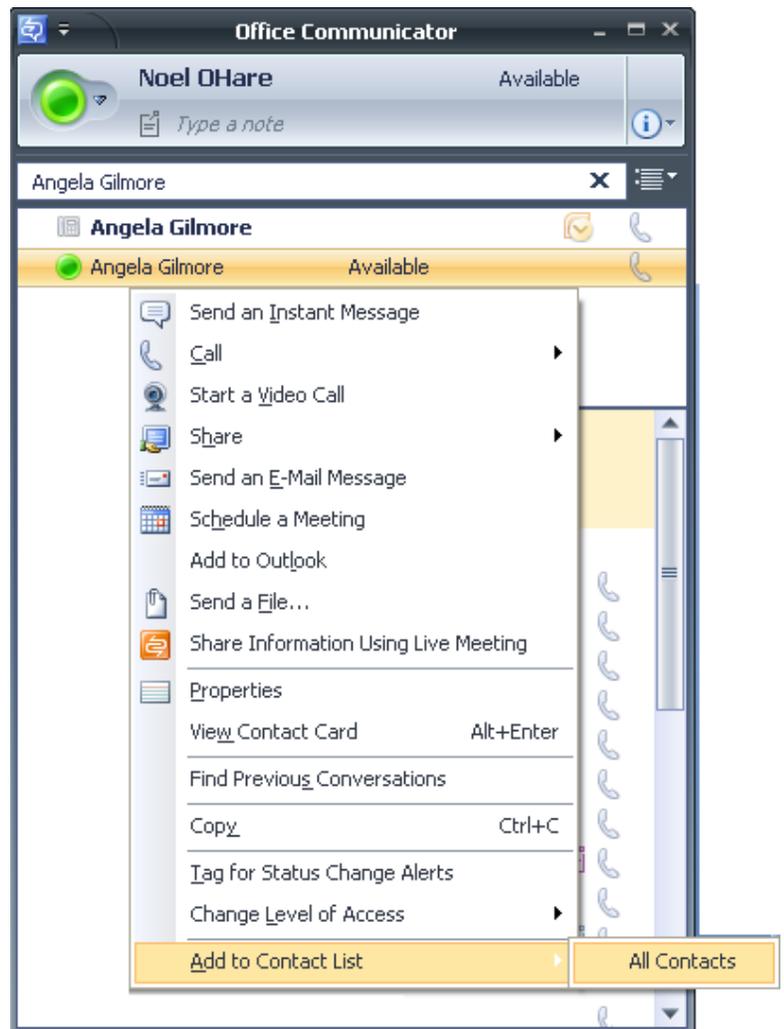
It is worth stressing that you need to be very careful when you use communicator to use the correct tone. Messages can be saved and forwarded to other users!

Adding a person to your contact list

You can simply add a contact by clicking on a user name and then by right clicking the mouse button a popup menu will appear. You add this contact by simply choosing

Add to Contact List

All Contacts



The person that you added as a contact will be notified by communicator.

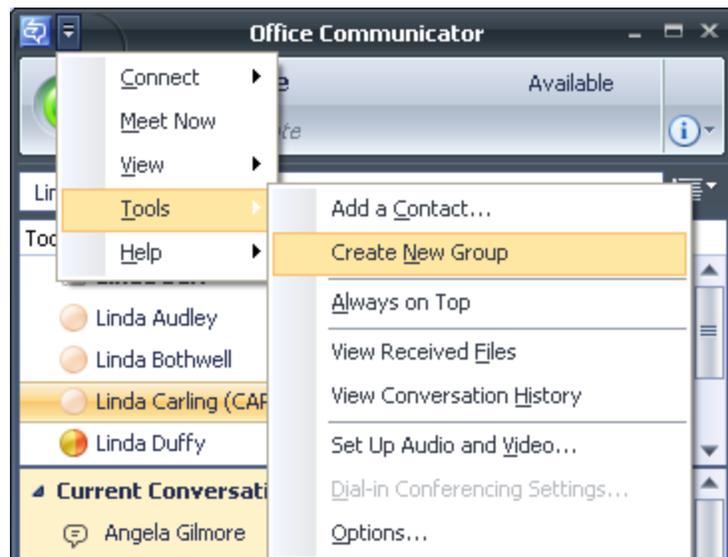
Organising your contacts into groups.

In order to communicate effectively with a group of students it is useful to create a new group containing all of you students.

Click on the show menu option in communicator. A drop down menu will appear. Choose Tools and Create New Group - in this exercise I am going to name the group "HND Computing Downpatrick Year 1 09/10"



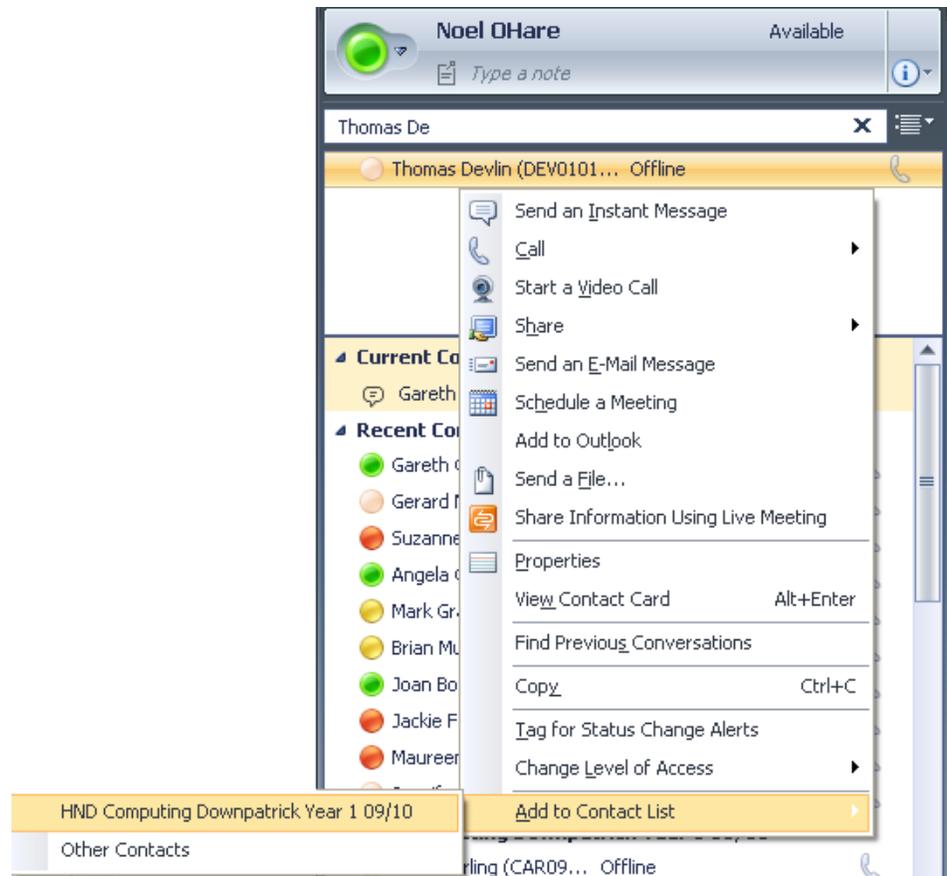
When we create a group you can hold a conversation with all of the members of the group at one point in time. This may prove useful communicating with your class for general discussions or for brainstorming activities.



in

To add contacts to your group

Type in the name of the contact into the search box and select the appropriate contact. Right click on the contact and choose "Add to Contact List". You will be offered a list of groups that you want to add your contacts to.



Communicating with your group

To start a conference with all of the students in this group Right Click on the group and choose "Send an Instant Message"



Video Tutorials

In order to assist you a series of videos have been developed to guide you through the use of "Office Communicator". You can access them on the eTuition website using the following link: <http://etuitionnetwork.ning.com/video>

The five videos cover the following features in Communicator:

| | | | |
|---|---|--|--|
|  | Communicator - Finding Someone 02:10 Learn how to search for a new contact or a list of possible contacts. Identify if a contact is av.. Noel O Hare 1 view 1 day ago |  | Communicator - Audio Call 01:55 Learn how to initiate a live audio call with a contact and invite a second contact into a live aud.. Noel O Hare 1 view 23 hours ago |
|  | Communicator - Conversations 02:27 Learn how to send an Instant Message to a colleague and invite a second contact to form a confere.. Noel O Hare 1 view 1 day ago |  | 01:55 Learn how to initiate a live video call and how to invite a second contact into the video call. Noel O Hare 1 view 23 hours ago |
|  | Communicator - Groups 02:01 Group and organise your contacts within Communicator Noel O Hare 1 view 23 hours ago | | |

Assessment Activities:

1. Access your Instant Messaging Software
2. Take part in an Instant Messaging conversation with a colleague
3. Invite another contact to join a conference
4. Create a group of contacts - either a group of students or member of a course team

Evidence of these activities can be provided in the form or a series of annotated screenshots.

Advanced activities

5. Initiate and take part in a live audio call
6. Initiate and take part in a live video call

Evidence of these activities can be provided in the form or a series of annotated screenshots.

In order to achieve this unit you need to complete assessment activities 1 - 4.