

## Appendix B

# Numeric Ranges for Availability and Activity Levels in Office Communicator

Table B-1 defines the return code ranges that map to the user's presence status. The presence status is determined by Office Communicator, which is based on the availability and activity level of the user. The codes are found in the SIP data, and will usually be associated with the <Availability> and </Availability> tag pair.

**Table B-1 Availability and Activity Numeric Ranges**

Icon Description	Status	Description	Return Code
Green circle	Online	Willing and able to communicate	3000 to 4499
Half green, half yellow circle	Idle Online	Willing but might not be able to communicate	4500 to 5999
Red circle	Busy	Able but might not be willing to communicate	6000 to 7499
Half red, half yellow circle	Idle Busy	Able but might not be willing to communicate	7500 to 8999
Red circle with horizontal dash	Do Not Disturb	Able but not willing to communicate	9000 to 11999
Yellow circle	Away	Willing but not able to communicate (also includes Be Right Back)	12000 to 17999
Gray circle	Offline	Not connected to the network	18000+
White circle with red outline and diagonal slash	Block	Not allowed to communicate	N/A
White circle	Unknown	Error state in which no presence is available for this user	N/A or 0 to 2999