



OmniTouch™ 8400 Instant Communications Suite

My Instant Communicator for Microsoft® Lync® User guide

Release 6.7

8AL 90268USAA ed01
Sept 2012

Alcatel·Lucent 
Enterprise

Table of content

1	MY INSTANT COMMUNICATOR FOR MICROSOFT LYNC	3
2	CONTROL PANE.....	3
3	START / EXIT MY INSTANT COMMUNICATOR	3
4	LOGGING OUT FROM LYNC APPLICATION.....	3
5	MAKING A CALL.....	4
5.1	DRAG AND DROP	4
5.2	ENTER A NUMBER.....	5
5.3	MAKE A CALL FROM THE ACTION MENU	5
6	SETTING THE CURRENT AUDIO DEVICE	6
7	PHONE PRESENCE	6
8	RECEIVING A CALL.....	7
9	SEARCHING PEOPLE.....	7
10	CHECKING NOTIFICATIONS	7
11	MY INSTANT COMMUNICATOR DASHBOARD WINDOW.....	8
	SESSION VIEW	8
	NOTIFICATIONS.....	8
	VISUAL VOICEMAIL.....	9
	CALL HISTORY	9
12	CALL FORWARDING	10
13	SETTINGS / ABOUT.....	10

Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein.

Copyright © 2012 Alcatel-Lucent. All rights reserved.

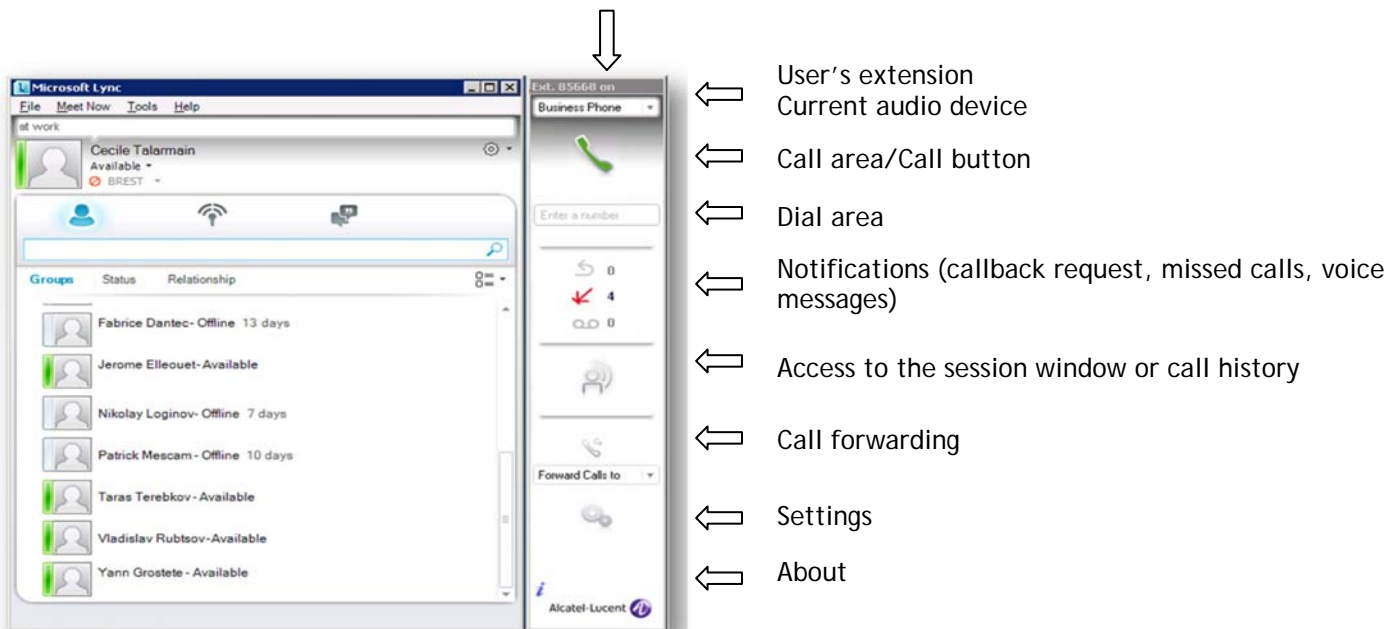
1 My Instant Communicator for Microsoft Lync

My Instant Communicator for Microsoft Lync is a new desktop integration that enhances Microsoft IM & Presence functions with Alcatel-Lucent unified communications. This integration provides advanced telephony and messaging services to end-users:

- ▶ Integrated Softphone, Single sign in
- ▶ Drag and Call, Direct dial, Call session management, Call control, Call forwarding
- ▶ Deskphone control (Remote Call Control), Primary device management ("current phone" for the audio media)
- ▶ Notifications, Visual voicemail, Call history
- ▶ Phone presence displayed within Microsoft Lync 2010
- ▶ Quickly set your personal options

2 Control pane

My Instant Communicator control pane for Microsoft Lync is stuck to Microsoft Lync window.



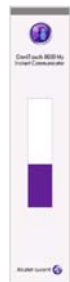
3 Start / Exit My Instant Communicator

My Instant Communicator is automatically started with Microsoft Lync.

A progress bar is displayed for the MIC connection as illustrated.

My Instant Communicator authentication window appears at the first connection to Lync or if the password is not stored ("Remember password" option).

My Instant Communicator is closed when you exit from Microsoft Lync.



4 Logging out from Lync application

My Instant Communicator remains active when user signs out from Lync client. The telephony services are not deactivated in such context.

5 Making a call

5.1 Drag and drop



Simply make a call by drag and drop any phone number or any name from any application and any user from the contact list, to the call area.

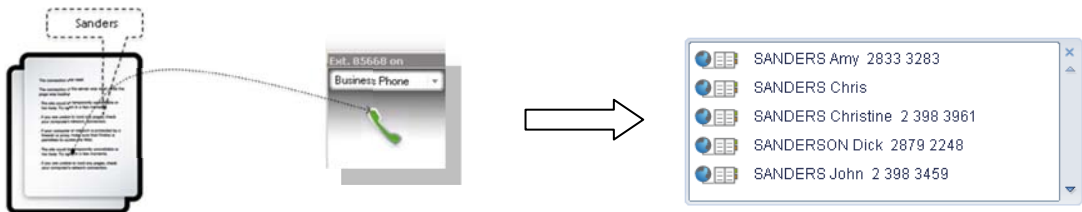
Drag and drop a number

Drag and drop a phone number from any application. Call is automatically launched if the number is well formatted.



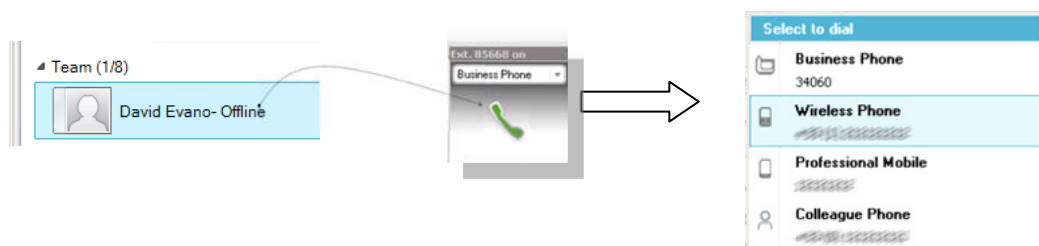
Drag and drop a name

Drag and drop a name from any application. A My Instant Communicator lookup is automatically performed on that name.



Drag and drop a contact

Drag and drop a name from the Microsoft Lync contact list, the phone numbers associated to that contact are displayed. The call is automatically launched if only one number is available.



5.2 Enter a number

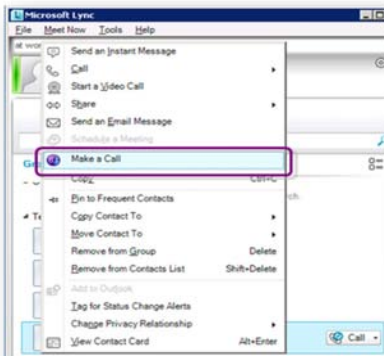


Drag and drop a phone number (for edit purpose) to this area or enter a phone number to make the call (use either the Call button or the RETURN key)

5.3 Make a call from the action menu

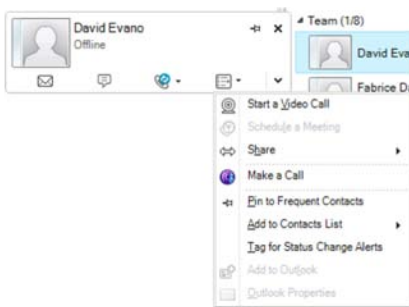
When you are using Microsoft Lync, you can easily launch a call by opening a Lync action menu.


From Microsoft Lync contact list:



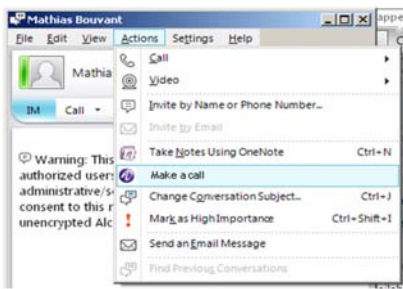
- Select the contact to call
- Open the Lync contextual menu (right-click)
- Make the call

From a contact card:

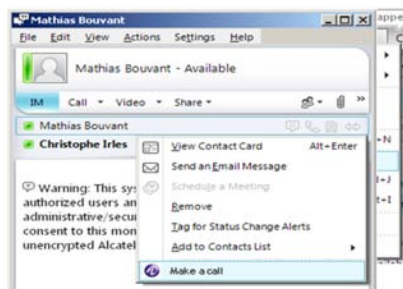


- Open the contact card of the contact to call
-  Open the Lync Options menu
- Make the call

From a Lync conversation windows (2 cases)



- Open Lync Action menu
- Make the call



- Open the Lync contextual menu by selecting a contact in the list (right-click)
- Make the call

6 Setting the current audio device



Define the current audio device for making and receiving calls: Deskphone/any device control (Remote Call Control) or Softphone mode ("Personal Computer").

7 Phone presence







When user makes or receives phone calls from Lync, Alcatel-Lucent phone presence is communicated to the Microsoft Lync Server so that anyone else looking at the user status will see that this user is on the phone.

8 Receiving a call



My Instant Communicator displays the identity of the contact. You are able to:

-  : take the call
-  : divert the call to the voicemail
-  : divert the call to any predefined phone number
-  : answer with an instant message (use of the Lync chat window)

9 Searching people




My Instant Communicator uses the Lync lookup capabilities (Lync users, Outlook users, Active Directory users) for searching people.

- select a contact in the search result
- open the contextual menu (right-click) to call the contact

10 Checking notifications



Use the alert indicators for checking:

-  : Callback requests
-  : Missed calls
-  : New voice messages

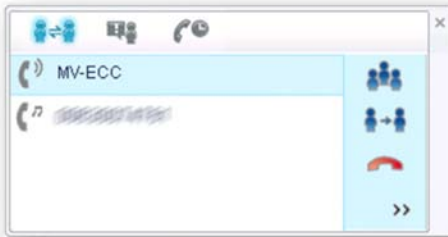
The number of new events is displayed. Click an icon to directly access to the corresponding message list in the My Instant Communicator dashboard window.

11 My Instant Communicator dashboard window



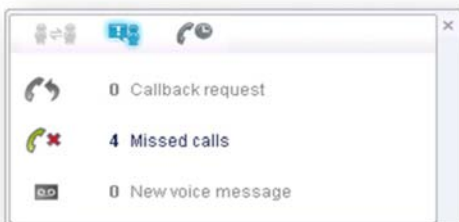
Open the My Instant Communicator dashboard window for accessing the call session view, the call history view and the notification view

Session view



	End an active call
	Ask for a callback
	Start/Send an instant message and use collaboration services
	Leave a voice message
	Transfer an active call to a pre-defined number
	Make a 3-party conference call
	Make a 3-party conference call by selecting the participants (when there are more than 2 simultaneous voice communications)
	End a 3-party conference call
	Remove the latest participant of a conference call
	Leave a conference and connect the other participants of a 3-party conference call
	Place a call on hold (double-click an active call)
	Retrieve a hold call (double-click a call placed on hold)
	Switch between active and held calls (select the new active call)
	Use this icon to: <ul style="list-style-type: none"> Mute (Unmute) a call (when using voice over IP on the Personal Computer) Use DTMF when reaching a voicemail or an IVR system Send an email

Notifications

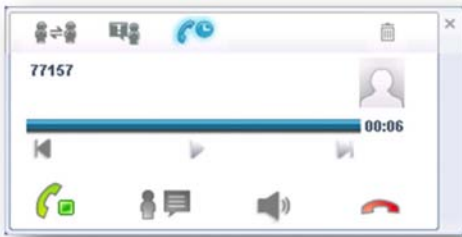


Click the notification icon to display the number of:

- Callback requests
- Missed calls
- New voice messages

Click an item to display the corresponding list of events.

Visual voicemail



From the notifications, click the number of new voice messages to instantly see the list of your corporate messages and select which ones to listen to or delete, without having to listen to prior messages or voice instructions.

	Playback bar to move forward or backward into the message
	Previous message, Next message
	Pause the message, Play/Resume the message
	Call the sender (use the presence indicator to check if the contact is on the phone or not)
	Send an instant message (Lync chat window)
	Activate/deactivate the speakerphone when using voice over IP on the PC
	Hang up the voice session
	Suppress the message

Call history



Click the call history button to display all of your incoming and outgoing calls.

- Missed incoming calls
- No-answered outgoing calls
- Answered Outgoing calls
- Answered incoming calls
- Voicemail
- Suppress all items
- Display the contact information card
- Filter to display : Voice calls and voice messages (the two items are selected), Voice calls only, Voice messages only
- Select an entry to call the contact back

12 Call forwarding



Manage how your business calls are processed when you are away: all incoming calls are forwarded to voicemail, professional mobile, predefined number ...

13 Settings / About



Access to My Instant Communicator settings: personal and business numbers, voicemail, notifications, call forwarding...

Click the information button to display the My Instant Communicator About window.



- ▶ Whether My Instant Communicator is automatically launched and active when logging in to your PC
- ▶ Your languages and passwords (GUI and TUI)
- ▶ Your professional and personal phone numbers
- ▶ Your voicemail settings
- ▶ The duration of popup alerts (incoming communications and IM contact logging in) and notification display
- ▶ Application update options