OmniTouch™ 8400
Instant Communications Suite

My Instant Communicator for Microsoft© Outlook©
User guide

Alcatel·Lucent
Enterprise

Table of contents

1　My Instant Communicator for Microsoft Outlook

The Alcatel-Lucent OmniTouch 8400 Instant Communications Suite delivers a high level of service when associated to Microsoft Outlook. Integration is performed through an "add-in" client, providing telephony, messaging, and one number services.

Messaging Services

- ➢ Listen to a voice message
- ➢ Message controls (pause, resume, stop, etc.)
- ➢ Record and send a voice message
- ➢ Reply to a message
- ➢ Call back the sender of a message
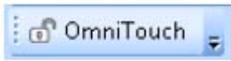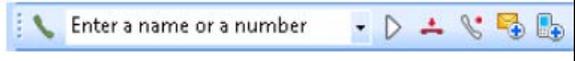- ➢ Display information about the sender of a message

Telephony Services

- ➢ Standard services (call by name/number, take call, hang up, etc.)
- ➢ Call history
- ➢ Display contact pop-up
- ➢ Call back the sender of a message

One Number Services

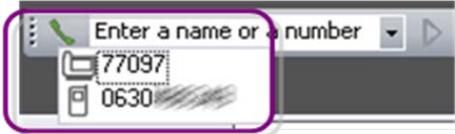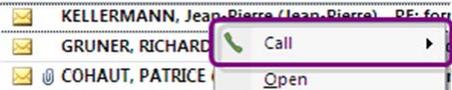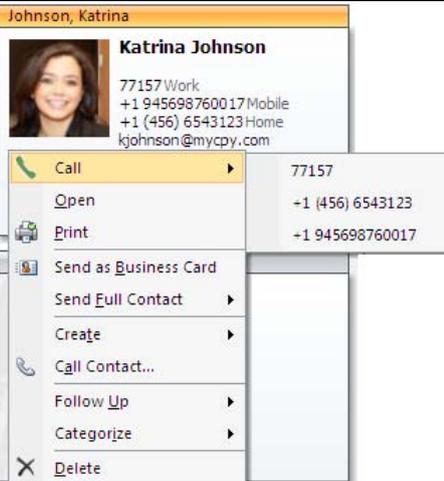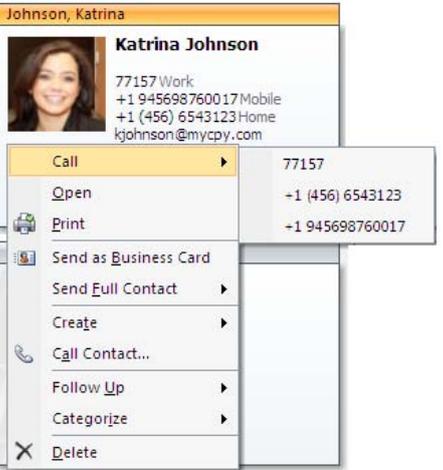- ➢ Personal routing services, including filtering

2　Start My Instant Communicator

	Outlook 2010	Microsoft Outlook 2007
Start the add-in	Start OmniTouch	OmniTouch
Once the user is logged in, buttons are displayed according to user's permissions.		
Add-in is started	Play Call HangUp Record Enter a name or a number OmniTouch	Enter a name or a number

3　Features

Messaging Services	Telephony Services
▷ Play a voice message on your computer or any telephone	Enter a name or number to call a party
Start recording a new message	Make a call
	Hang up
Access to Advanced messaging features:	Access to Advanced Telephony features:
Skip forward in a voice message	Answer a call
Skip backward in a voice message	Transfer a call
Pause a voice message	Start a three-party conference
Stop playing or recording a message	
Access voice mail settings	Access the call history
Play back a voice message on the selected phone number	Open the Web Softphone application
Show sender information	Launch the personal call routing assistant (One number Services)
	Open a contact pop-up window
Help	
	Help

4 Make a call

	Microsoft Outlook 2010	Microsoft Outlook 2007
From Mail and Contact views: select the call button (select the phone number if several numbers are available)		
From an email (call back the sender of a message): 1. right-click a message 2. call (select the phone number if several numbers are available)		
From a contact card: 1. right-click a contact card 2. call (select the phone number if several numbers are available)		
From the sender or any recipient of an email: 1. right-click on the sender or recipient 2. call (select the phone number if several numbers are available)		Not available
From the email address in a contact card: 1. right-click the email address 2. call (select the phone number if several numbers are available)		Not available
From the dial area: 1. enter a number in the text area 2. press the "Enter" key to make a call	Enter a name or a number ▾	Enter a name or a number ▾
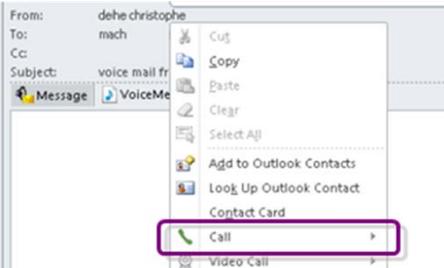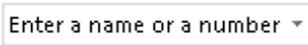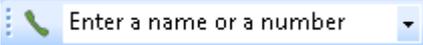
If several phone numbers are available, phone numbers are displayed (5 maximum) in this order of priority: "Business", "Business 2", "Home", "Home 2", "Mobile", "Other" and "Assistant".

5 Directory lookup

|	Outlook 2010	Microsoft Outlook 2007
1. Enter a name in the text area 2. Press the "Enter" key to start the search of the specified user. Results are displayed in a web page via the favorite browser.	Enter a name or a number ▾	Enter a name or a number ▾

6 Listen to a voice message

	Outlook 2010 / Microsoft Outlook 2007
1. Select the voice message you want to play from the list of received messages. 2. From the toolbar or the menu, click on ▷ . The phone set rings: pick it up to hear the message. In automatic pick-up mode, the message is played without warning. Pause and restart playback at any time using the ❚❚ and ▷ buttons. Jump forward or rewind 10 seconds in a message by clicking on ▷▷ and ◁◁ . To stop listening to the message, click on ◻ . To listen to the message again, click on ▷ . 3. When finished with listening, click on ☎ to hang up.	
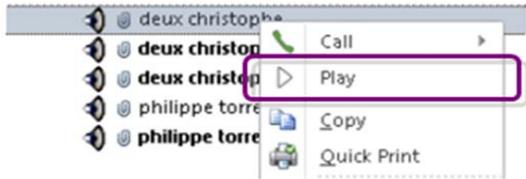
7 Send a voice message (Record)

|	
1. Click the **Record** button ☎ when creating a new mail, when replying or forwarding an email, to add a voice message to the email (current phone will ring and user will be able to record the message). Click on ▣ to stop recording. You can listen to your message by clicking on ▷ . If you want to record your message again, click on ☎ . Doing this erases the previous message. When finished, click on ☎ to hang up.	
2. Send the message	
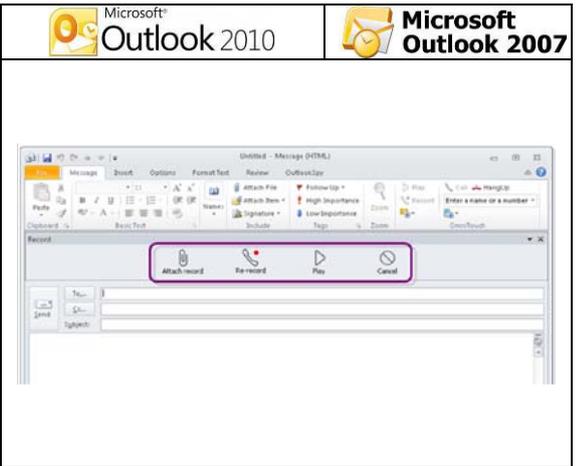
8 Display information about the sender of a message

1. From the list of received messages, select a message.

2. In the toolbar, click on 📧.

   Information about the sender is displayed: last name and first name, office phone number, e-mail address, etc.

9 Voicemail settings

1. In the toolbar, click on 🔧.
2. A web page on your favorite browser allows you to activate greetings and other voicemail options (answer mode only, personal assistant, addressing by name, etc.).

10 Play or record a voice message from another phone set

1. In the toolbar, click on 📱.

2. Enter the phone number of your choice.

You can then listen to and record your messages from this phone set.

11 Access the call history

Click on 📋. The call log is displayed via a web page on your favorite browser.

12 Manually display the caller's directory pop-up

During a call, click on 📇. The contact's pop-up is displayed.

Automatically display the caller's directory popup
In the preferences (refer also to the "Settings" section), select the type of notification of your choice:
- Alert pop-up
- Outlook contact card

13   Display presence information

1. Search a party by name (refer to the "Directory lookup" section).

2. From the contact database, click on ▦. A menu displays information on the selected party:
    ▪ Telephony presence
    ▪ Instant messaging presence
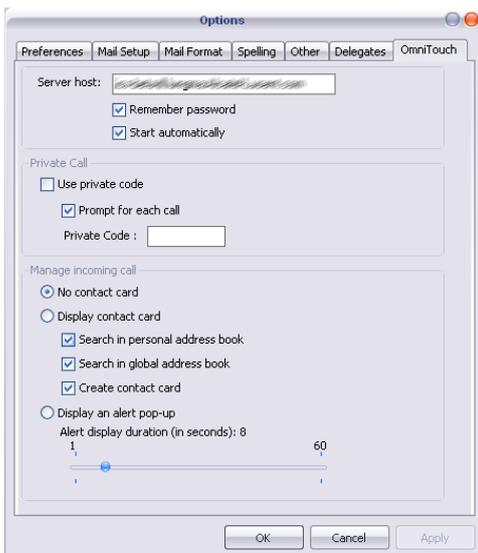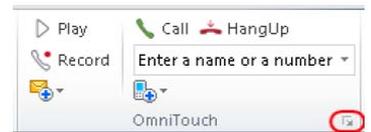   ▪ e-mail address
    ▪ Details

If desired, select one of the following options from this menu:
    ▪ Call
    ▪ Send e-mail
    ▪ Send meeting request
    ▪ Send a voice message

14   Settings

To open My Instant Communicator settings, click the "Tools" menu, select "Options…" then the "OmniTouch" tab to access preferences.

Settings can also be accessed from the Ribbon in the main window of Outlook 2010:

▶ Define how the Outlook plug-in is launched

▶ Define the private code to be used for each call

▶ Manage how to display incoming calls and the duration of popup alerts

15   Enable IMAP

How to configure Outlook (example with Outlook 2007) to receive e-mail messages from an IMAP server (Alcatel-Lucent 46x5 voicemail or Embedded storage of Instant Communications Suite).

- Start Outlook.
- On the **Tools** menu, click **Account Settings**.
- Click **New**.
- Click **Microsoft Exchange, POP3, IMAP,** or **HTTP**, and then click **Next**.
- In the **Auto Account Setup** dialog, click to select the **Manually configure server settings or additional server types** checkbox, and then click **Next**.
- Click **Internet E-Mail**, and then click **Next**.
- In the **Server Information** section, select **IMAP** for **Account Type**.
- In the **Your Name** box, enter your name exactly as you want it to appear to recipients.
- In the **E-mail Address** box, type your e-mail address.
- In the **User Name** box, type your account name.
- In the **Password** box, type your password.
- In the **Incoming mail server** box, type the name of your IMAP4 server.
- In the **Outgoing mail server (SMTP)** box, type the name of your SMTP server.

Note: IMAP4 is a retrieval protocol. You must have SMTP to send your messages.

- Click **Next** after you have completed entering this configuration information, and then click **Finish**.

All of your voice messages will show up in a separate folder (<*Incoming mail server*>).