

Alcatel-Lucent OpenTouch™ Connection for Microsoft® Lync™

User guide

R2.0

8AL90634USAAed01
March 2014

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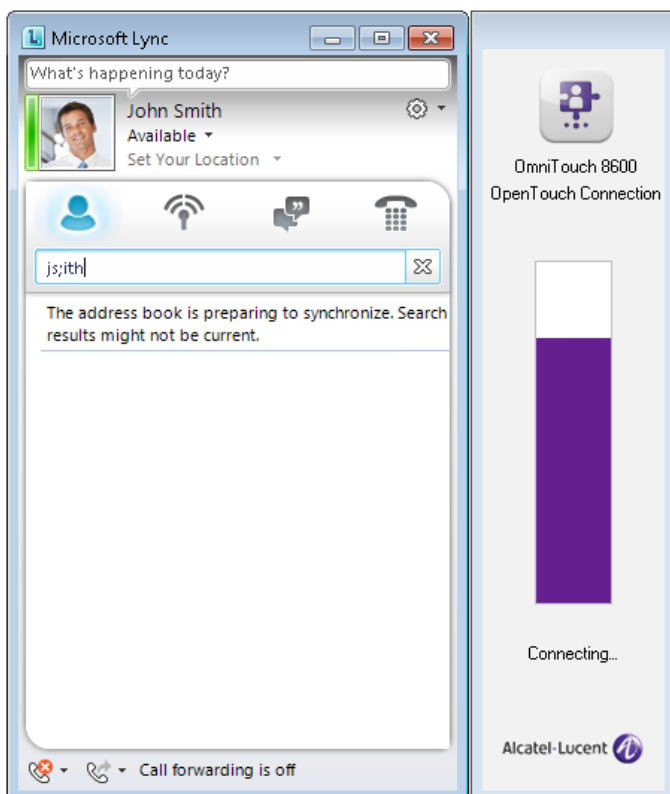
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1 OpenTouch Connection for Microsoft Lync

OpenTouch Connection for Microsoft Lync is a new desktop integration feature that enhances Microsoft IM & Presence functions with Alcatel-Lucent unified communications, providing advanced telephony and messaging services to end-users:

- ▶ Integrated Softphone with wide band audio for PC to PC communications, Single sign in
- ▶ Deskphone control, Primary device management (“current phone” for the audio media)
- ▶ Phone presence displayed in Microsoft Lync 2010
- ▶ Drag and Call, Direct dial, Call session management, Call control, Call forwarding
- ▶ Notifications, Visual voicemail, Call history
- ▶ Quickly set your personal options

2 Start/Exit OpenTouch Connection



User starts Lync:

- OpenTouch Connection control pane is automatically started after few seconds
- A progress bar is displayed as illustrated
- OpenTouch Connection authentication window appears at the first connection to Lync or if the password is not stored (“Remember password” option)

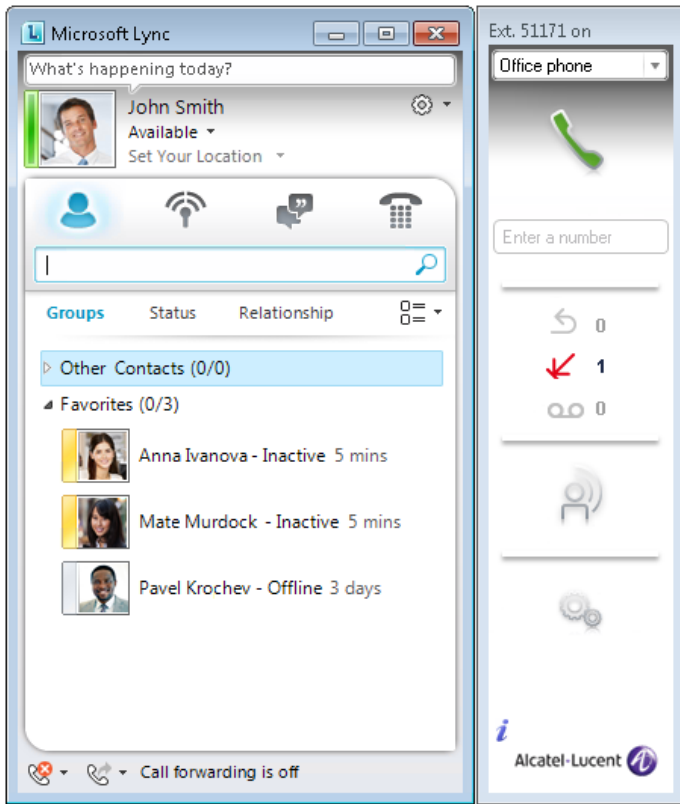
User exits from Lync:

- OpenTouch Connection is automatically stopped and the control pane is closed



3 Control pane


OpenTouch Connection control pane for Microsoft Lync :




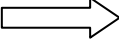

- ← User's extension
- ← Current phone for audio, call forwarding
- ← Call area/Call button
- ← Dial area
- ← Notifications (callback request, missed calls, voice messages)
- ← Access to the session window or call history
- ← Settings
- ← About

4 Making a call


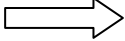

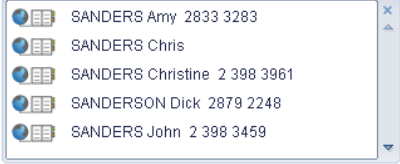
4.1 Calling using “drag and drop”

	<p>Call area/Call button</p> <p><u>Drag and drop to launch a call</u></p> <ul style="list-style-type: none"> • Any phone number from any application • Any name from any application (this will perform a directory lookup using OpenTouch Connection) • Any user from the contact list
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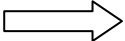


Drag and drop a number

	<p>Drag and drop the number in the call area</p> 		<p>Drag and drop a phone number from any application. Call is automatically launched if the number is well formatted.</p>
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Drag and drop a name

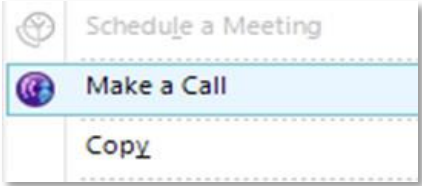
	<p>Drag and drop the name in the call area</p> 		<p>Drag and drop a name from any application. An OpenTouch Connection lookup is automatically performed on that name.</p>	
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Drag and drop a contact

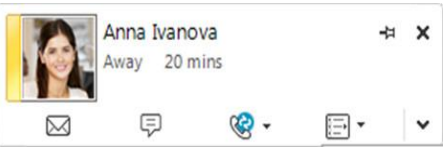

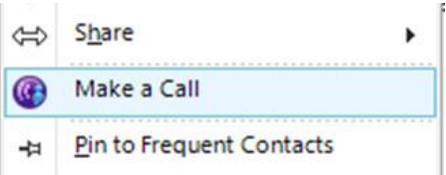
 <p>Anna Ivanova</p>	<p>Drag and drop the contact in the call area</p> 		<p>Phone numbers associated to that contact are displayed (call is automatically launched if only one number is available)</p>	
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4.2 Calling from a contact




Right click from a contact

<p>Select a contact and proceed a right-click to access the menu options</p>		<p>Click on the “Make a call” option to start the call.</p>
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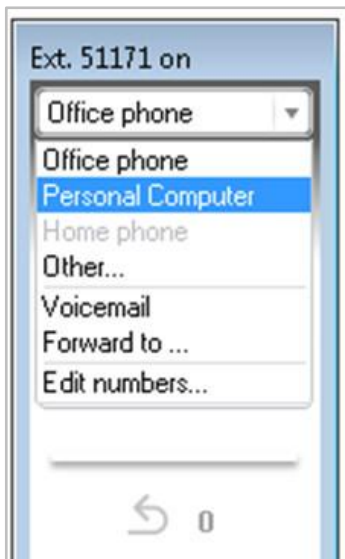
Call from a Lync contact card

<p>Select a contact card from the buddy list, from a conversation window.</p>	<p>Click on the “Options” icon</p>	<p>Click on the “Make a call” option to start the call.</p>
		

4.3 Call by entering a number

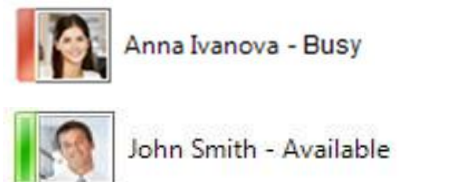
	<p>Drag and drop a phone number in the call area and edit it, or simply enter a phone number, to make the call (use either the Call button or the RETURN key)</p>	<p>To make the call Use either the Call button or the RETURN key</p>
		

5 Setting the current audio device








- ← People can reach you with one phone number, no matter what device is used. Change here the current device for all incoming and outgoing voice communications by keeping a single identity
- ← Route all calls to the voicemail or any other phone number
- ← Specify personal phone numbers like the home phone, mobile phone and colleague phone

6 Phone presence

	<p>When you make or receive 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</p>
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7 Incoming call notification

When receiving an incoming call, the OpenTouch Connection toast window is displayed.





	<ul style="list-style-type: none"> •  : Take the call •  : Divert the call to voicemail •  : Divert the call to any pre-defined phone number •  : Answer with an instant message (using the Lync chat window)
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8 Searching people



OpenTouch Connection uses the Lync lookup capabilities (Lync users, Outlook users, Active Directory users) to search for people.

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

9 Checking notifications

	<p>Use the alert indicators to check:</p> <ul style="list-style-type: none"> •  : Callback requests •  : Missed calls •  : New voice messages <p>The number of new events is displayed. Click an icon to directly access to the corresponding message list in the OpenTouch Connection dashboard window.</p>
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10 OpenTouch Connection dashboard window

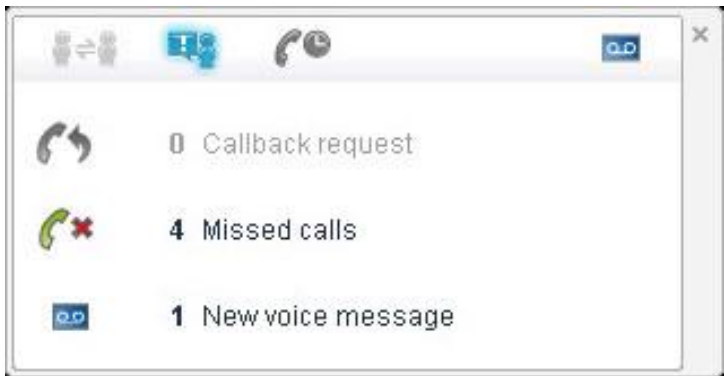
	<ul style="list-style-type: none"> • Click this button to open the OpenTouch Connection dashboard window for accessing the call session view, the call history view and the notification view 
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 Call Session Window



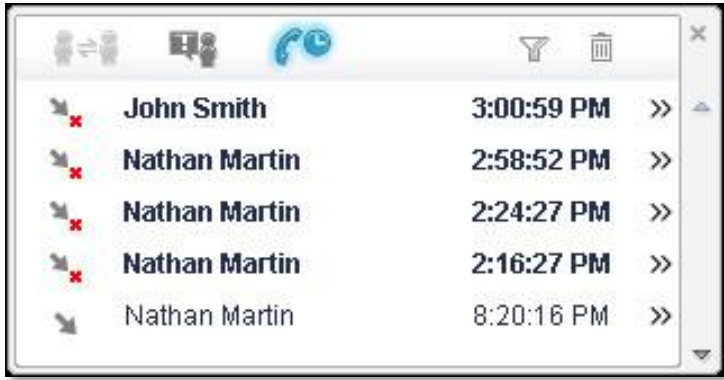
	End an active call
	Callback request
	Send an instant message (presence busy in this example).
	Transfer a call
	Leave a voice message
	Make a 3-party conference call
	Remove the latest participant of a conference call
	End a 3-party conference call
	Use this icon to access to access features such as “Audio Controls”, “Send an email”, “Voice frequency mode”, ...









 Notification Session Window



	Number of callback requests
	Number of missed calls
	Number of new voice messages
Click an item to display the corresponding list of events.	

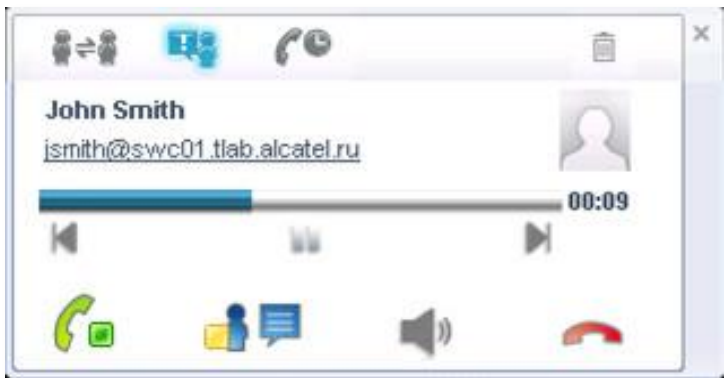
Call History Session Window











	Missed incoming calls
	Unanswered outgoing calls
	Answered incoming calls
	Answered Outgoing calls
	Voicemail
	Filter to display : Voice calls and voice messages (both items are selected), Voice calls only, Voice messages only
	Delete all entries
	Display the contact's information card
Click an item to call the contact back.	

11 Listening to a voicemail

When listening to a voicemail, the visual voicemail window opens.

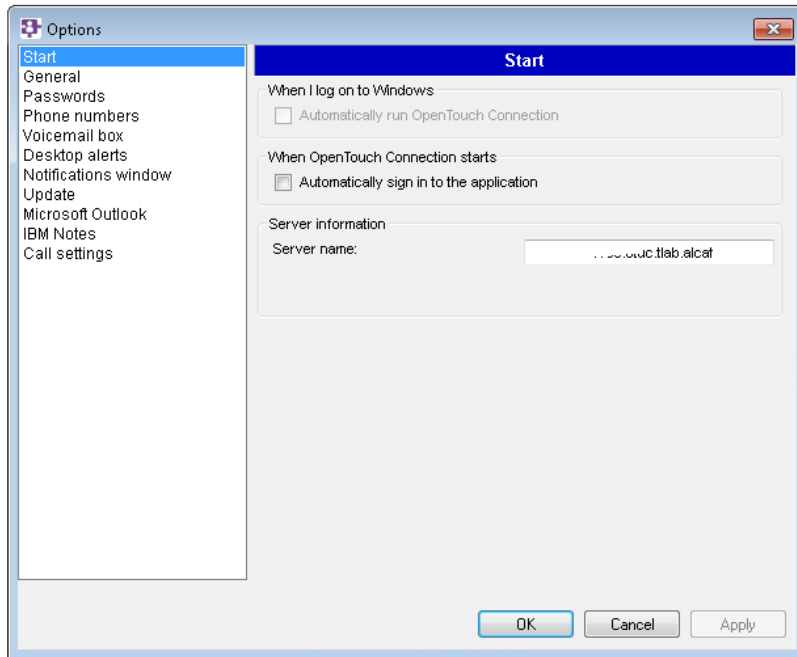


	Call the sender (use the presence indicator to check if the contact is on the phone or not)
	Send an instant message
	Activate/deactivate the speakerphone when using voice over IP on the PC
	Hang up the voice session
	Previous message, Next message
	Pause the message, Play/Resume the message
	Send an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

12 Setting parameters



Access OpenTouch Connection settings page (personal and business numbers, voicemail, notifications, call forwarding...)



13 Logging out from Lync application

OpenTouch Connection control pane remains active when the user signs out from Lync client. Telephony services are not deactivated in this case.

