



# Alcatel-Lucent OpenTouch™ Connection for Microsoft® Outlook®

## User guide

R2.0

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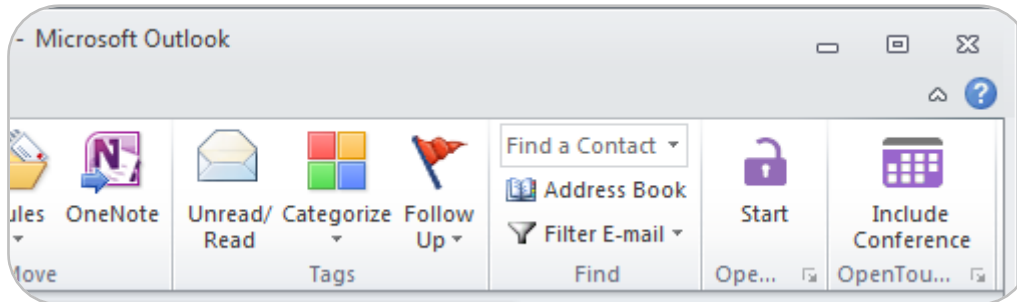
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## 1. OpenTouch™ Connection for Microsoft® Outlook®

The OpenTouch Connection provides a high level of service when associated to Microsoft Outlook. Integration is performed through an “add-in” client, providing conference scheduling, telephony and messaging services and searching personal contacts.

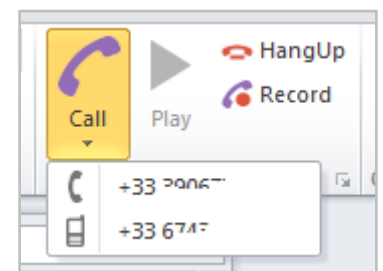
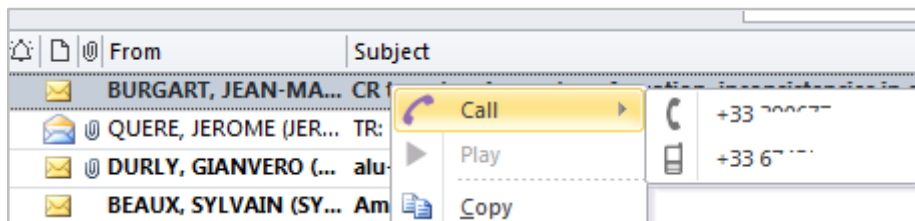


## 2. Start OpenTouch Connection

|   |   |   |
|---|---|---|
| <p>Start the add-in</p>   | <br><p>Start</p>   | <p>Add-in is not automatically started when Outlook is launched. Click the lock icon to start the Telephony &amp; Messaging add-in. The add-in will automatically start OpenTouch Connection application if not launched.</p> |
| <p>Once logged in, buttons are displayed according to user’s permissions.</p> |   |   |
| <p>Add-in is started</p>  | <br><p>OpenTouch </p> | <p>Add-in is automatically started when Outlook is launched. The add-in will automatically start OpenTouch Connection application if not launched.</p>  |

## 3. Make a call

### 3.1 Call the sender of an email.



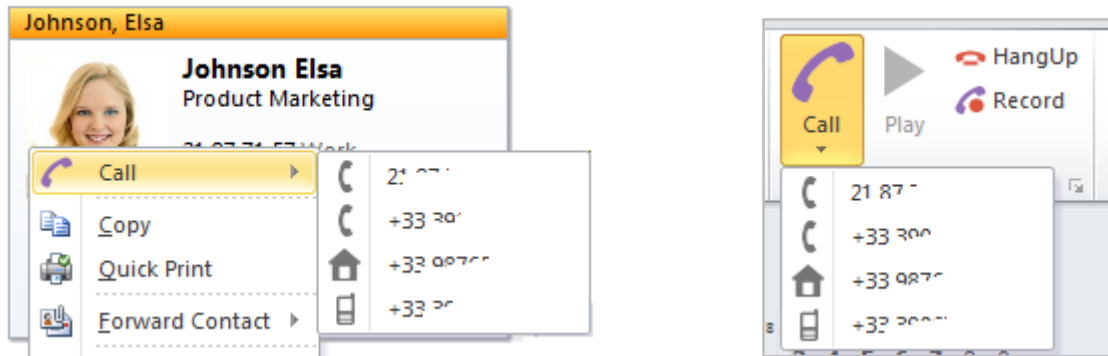
To call the sender of an email:

- Right-click the email and use the Call button
- Or select the email and click the Call button in the Ribbon (Home tab)
- Or open the email and click the Call button in the Ribbon (Message tab)

Phone number to dial can be selected if several numbers are available (numbers are retrieved from the Outlook Personal Folders or from the Exchange Global Address List).

You can also right-click the sender or any recipient of an email and call. The phone number to dial can be selected if several numbers are available (numbers are retrieved from Outlook Personal Folders).

### 3.2 Call from a contact card



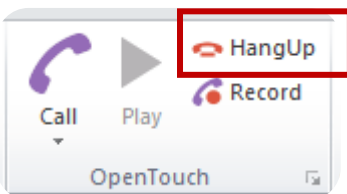
To call from a contact card:

- Right-click the contact card and use the Call button
- Or select the contact and click the Call button in the Ribbon (Home tab)
- Or open the contact card and click the Call button in the Ribbon (Contact tab)

Phone number to dial can be selected if several numbers are available in the contact card.

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”.

### 3.3 End an active call

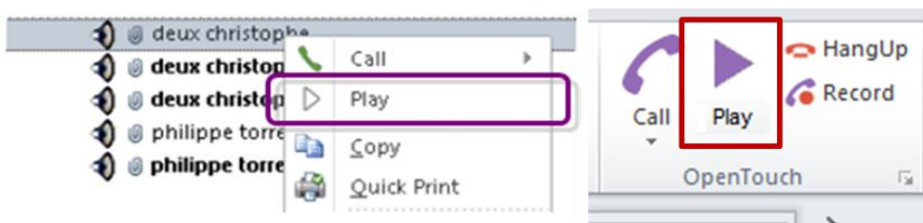


Use the Hang Up button to end any active call.

## 4. Listen to a voice message

To play a voice message received via an email (when using the unified messaging store based on the email server):

- right-click the message and use the Play button,
- or select the message and click the Play button in the Ribbon (Home tab),
- or open the message and click the Call button in the Ribbon (Message tab).

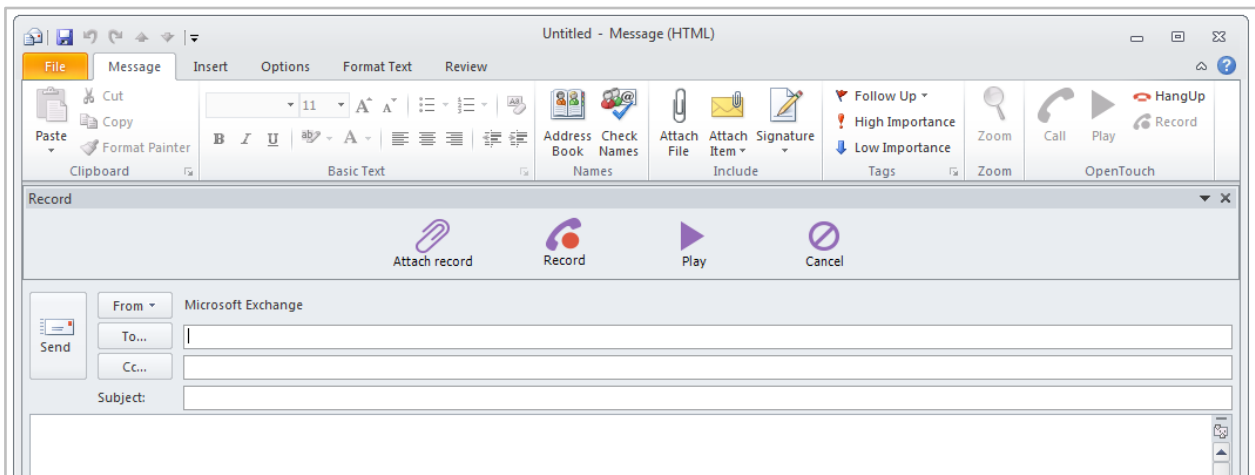
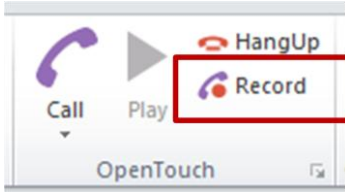



## 5. Recording a message

Click the Record button (when creating a new mail, when replying or forwarding an email) to add a voice message (.wav file) to an email.

Current phone will ring and you will be able to record the message.

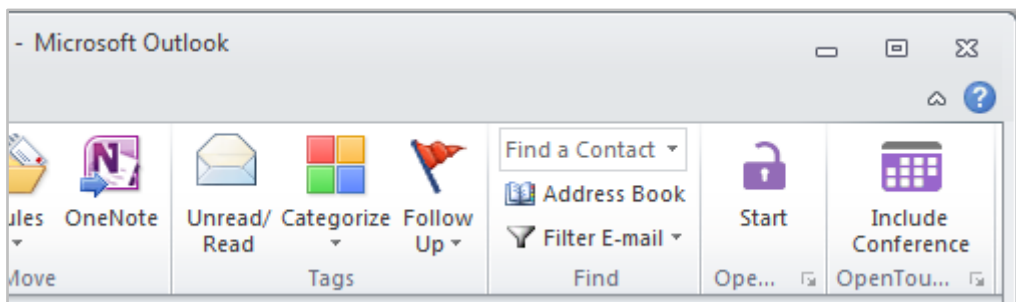
Current recording is ended (see also below) when the record is attached to the email, replayed, cancelled, or if a new record is started. Several recordings can be added to an email.



|   |   |   |                                 |
|---|---|---|---------------------------------|
|  | To attach the latest recorded message.                              |  | To play the recorded message.   |
|  | To record a new message (the previous will be lost if not attached) |  | To cancel the record operation. |

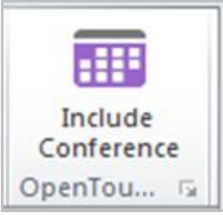

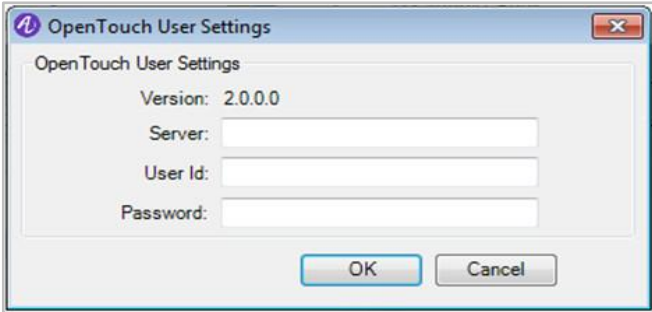
## 6. OpenTouch conference scheduling

Use Microsoft Outlook to schedule OpenTouch conferences. Invitees receive an email invitation or Outlook appointment that includes a link to the conference.

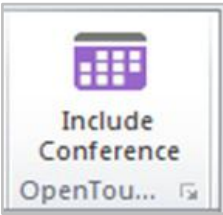
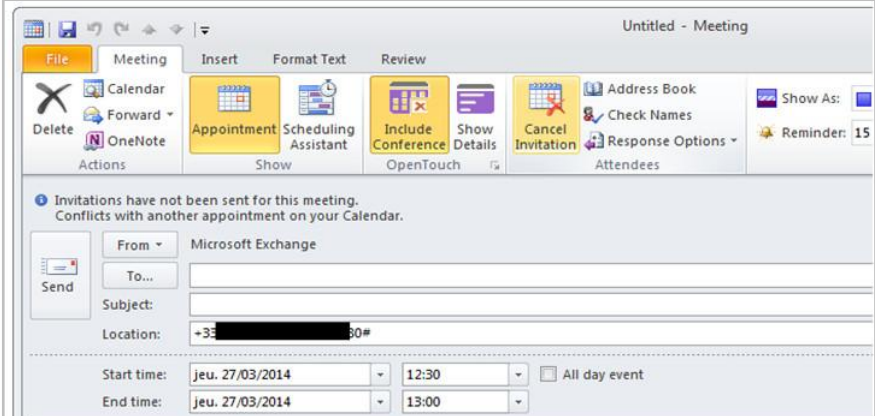


Conferencing add-in is available in Outlook Ribbon via the Home tab

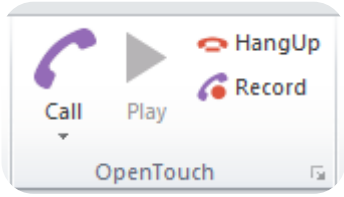

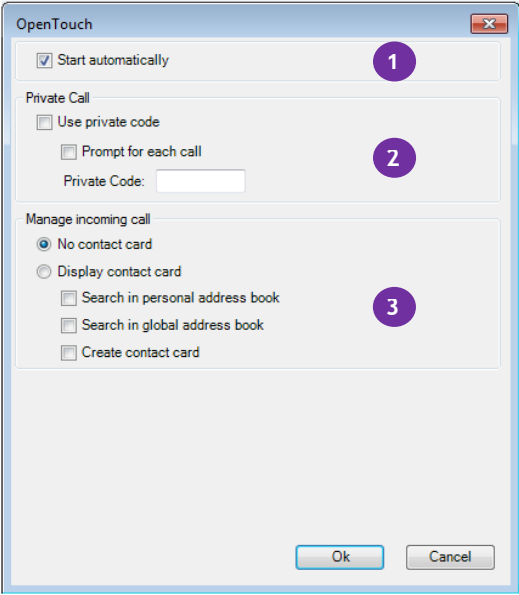
## 6.1 OpenTouch conference user setting

|   |   |
|---|---|
|  | <p>Click on the bottom right corner of the OpenTouch conferencing add-in (  ).</p> |
|   | <p>Enter the OpenTouch server name and credentials (same as OpenTouch Connection) for using the conferencing add-in</p>   |

## 6.2 Include conference

|  |  |
|--|--|
|  | <p>Click to create a new OpenTouch conference (this creates a new appointment in the Calendar with current date and hour) or start creating an appointment and then click the OpenTouch conference icon.</p> |
|  | <p>Complete the appointment and click the Send button so that invitees will receive an email invitation</p>  |
|  | <p>A body is automatically added by the conferencing add-in, including the meeting URL, dial-in numbers and access codes</p>   |

## 7. User option

|  |  |
|--|--|
|                   | <p>Click on the bottom right corner of the OpenTouch application (  ).</p>  |
| <p>When accessed to the user option, you will access the following fields to tick or complete:</p> |  |
|                   | <p><b>1</b> If option is ticked, add-in is automatically started when launching Outlook</p> <p><b>2</b> A business or private code can be specified when making a call (to charge this call on a specific project or department)</p> <p><b>3</b> When receiving an incoming call, an Outlook contact card can be displayed if the calling party can be identified from Outlook Personal Folders or the Exchange Global Address List. Contact cards can be created for calling parties that are not recognized.</p> |