OpenTouch Conversation One

User manual

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Alcatel·Lucent Enterprise

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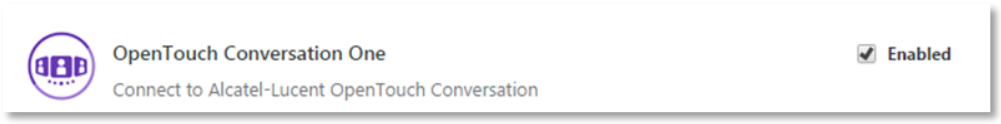
1. OpenTouch Conversation® One

OpenTouch Conversation One is a free client for Google Chrome that enables both Conversation users and Connection users to call and collaborate: click to call, instant messaging with shared documents, directory look-up, presence, favorites list.

2. Installation

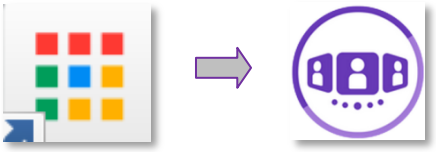
OpenTouch Conversation One is a Chrome extension.

1. Google Chrome browser is required
2. Install OpenTouch Conversation One via the Chrome Web Store

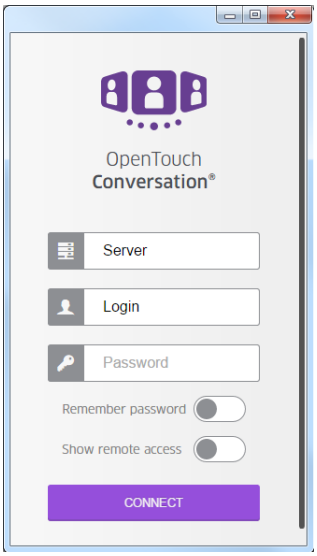


If necessary, check that the Chrome extension is enabled after installation (chrome://extensions/).

3. Start OpenTouch Conversation



Start OpenTouch Conversation One from the application launcher of Google Chrome.

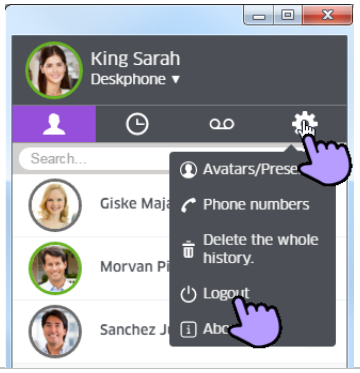


Enter the username and password. Validate the “Remember password” checkbox to store the password for the next connections ( ).
If you are outside the company, enter your remote access credentials and the public address of your OpenTouch system by activating the remote access option ( ).

When connected, the application homepage is displayed.

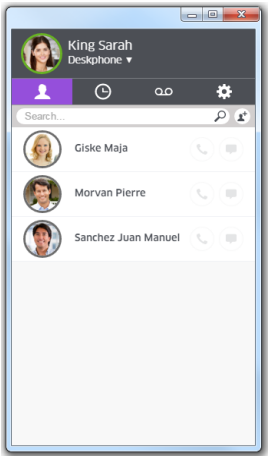
3.1 Logout

- Open the settings by selecting the settings tab (see homepage description).
- Select logout option.

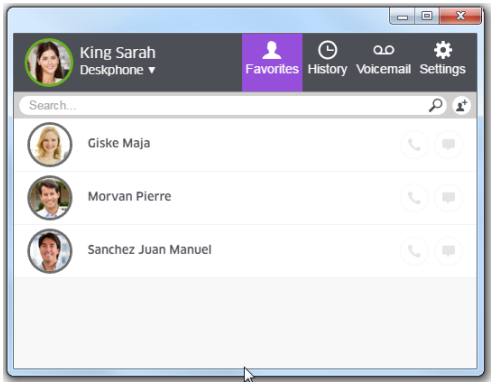


4. Homepage

The homepage is automatically adapted to the window size.



The user banner displays your photo/avatar, your name and your current routing profile.
Feature tabs
Search for a contact / dial a number /create a favorite contact
Information about the selected tab: • List of all your favorite contacts • History • Voicemail • Settings

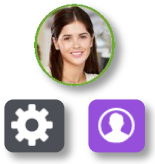


The user banner displays your photo/avatar, your name and your current routing profile.	Feature tabs
Search for a contact / dial a number /create a favorite contact	
Information about the selected tab: • List of all your favorite contacts • History • Voicemail • Settings	

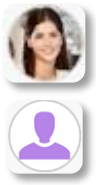
From this page, access all the features and configuration options of the application.

	List all your favorite contacts.
	Conversation Wall or history. The number of missed conversations is displayed (Instant messages and calls).
	Access to voicemail. The number of new voicemails (unread) is displayed.
	Configure your application.
	Search for a contact in the Company's directory. Dial a number (enter or drap-and-drop a number)
	Create a favorite contact.
	Start an audio conversation with a selected contact.
	Start an instant messaging conversation with a selected contact.
	The colored circle around the avatar shows the contact's presence status. The Microsoft Outlook calendar presence (Exchange) can be displayed under the name of your contact (depending on the configuration of the system and the settings of your contact account).

5. Change your photo / avatar



Open the settings by selecting your current avatar/photo in the user banner or the settings tab.

	Current photo/avatar.	
	Select a new photo/avatar: • Change your photo/avatar. • Cancel.	
	Import a new photo from your computer: • Validate the imported photo. • Cancel.	
	Take a picture by using the camera on your computer: • Validate the picture. • Cancel.	

6. Presence

Your presence status is displayed regarding your activity: available, busy or offline. However, you can change it manually.
The colored circle around a photo/avatar shows the contact's presence status.

Available

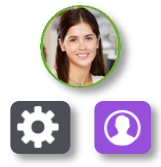
Busy

Be right back

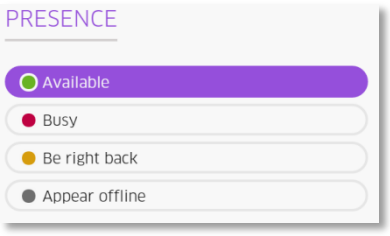
Appear Offline

The OpenTouch Conversation presence status of your contact can be augmented with the Outlook calendar presence (Exchange – depending on the system). The calendar presence of your contact is displayed under the name of your contact (History or favorites) when she/he is in a meeting or is free, so that you know if you can call her/him.

Change your presence status.

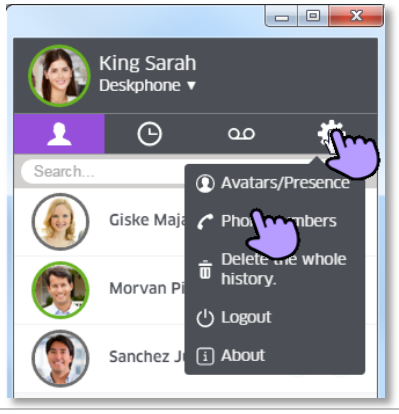
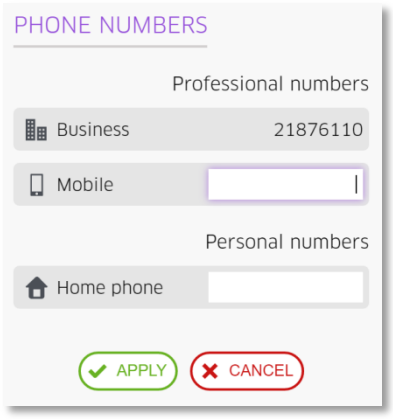


Open the settings by selecting your current avatar/photo in the user banner or the settings tab.

Available Busy Be right back Appear Offline	Select your presence status. Your current photo/avatar in the user banner is updated.	

7. Define numbers

You can define numbers, which appear in the call routing feature.

• Open the settings by selecting the settings tab. • Open the phone numbers settings.	
• Your business phone number is defined by the administrator. • Enter your mobile phone and your home phone. • Validate.	

Phone number format

- Canonical number: +Country/RegionCode (AreaCode) Number or +Country/RegionCode Number for an internal or external contact.
- Contact number without country code for a contact in the same country.

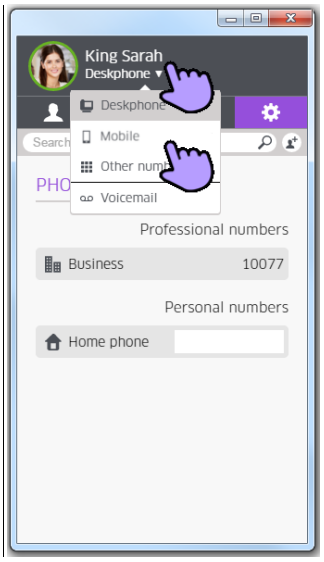
8. Call Routing / Forward to voicemail

Call routing lets you choose which device will ring when you receive an incoming call and will be used for making calls. The current call routing profile is displayed in the user banner.

- Click your current call routing profile in the user banner. The current selection is selected (gray) in the list.

- Select which device will be used for incoming and outgoing calls (the call routing profiles displayed depend on your configuration and installation):
  - Mobile (depends on configuration).
  - Home phone.
  - Other number: enter new number.
- Select voicemail to immediately forward all incoming calls to your voicemail (unselect it to cancel the forward).

The routing profile is displayed in the user banner.
This icon in the user banner indicates that all incoming calls are forwarded to your voicemail.



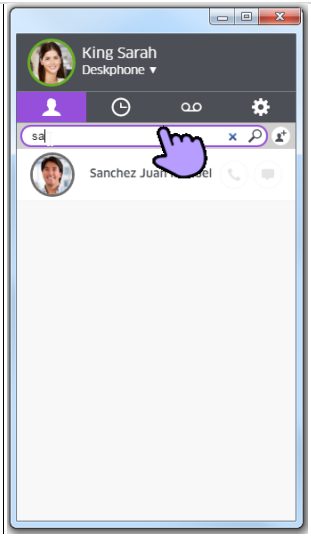
Phone number format

- Internal short number of an OpenTouch Connection user.
- Internal short number of an OpenTouch Conversation user but only if you are connected as an OpenTouch Connection user (if connected as an OpenTouch Conversation user, you cannot enter an OpenTouch Conversation user short number).
- Canonical number: +Country/RegionCode (AreaCode) Number or +Country/RegionCode Number for an internal or external contact.
- Contact number without country code for a contact in the same country.

Predefined phone numbers are defined in the settings of the application.

9. Search for a contact

- From the search/dial area, enter the name or the firstname of your contact
- A look-up is immediately performed on you favorite contacts
- To run a search in your organization, press the RETURN key in the search bar or click on the search button (3 characters minimum)
- The result of the search is displayed.
- You can filter the result :
  - If you have first entered characters of the name, enter the next characters of the name or the first characters of the firstname after a space character (name firstname).
  - If you have first entered characters of the firstname, enter the next characters of the firstname and/or the first characters of the name after a space character (firstname name).
- To cancel the search



10. Favorites

Favorites give you faster access to your preferred contacts.

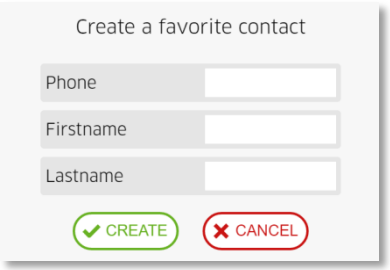
10.1 Add a contact to your favorites list

You can add a contact to your favorite contacts by searching in the corporate directory.

From the search result, select the star on the photo/avatar of the contact to add.
Your contact is added to your favorites list.

You can create a new favorite contact.

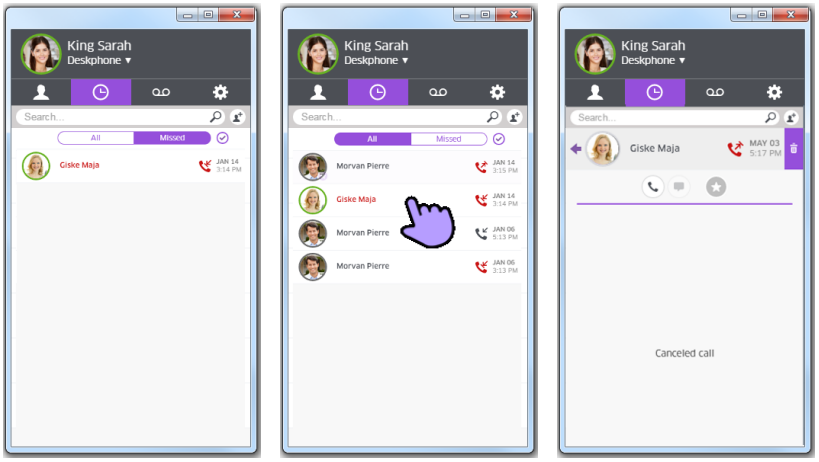
- Select the Create button.
- Enter the phone number, first name and last name of your contact.
- Validate.



10.2 Remove a contact from your favorites list

From your favorites list, unselect the star to remove the contact from your favorites list.

11. History



Open the call history by selecting the history tab.

All conversations (calls and instant messages) are displayed in the history:

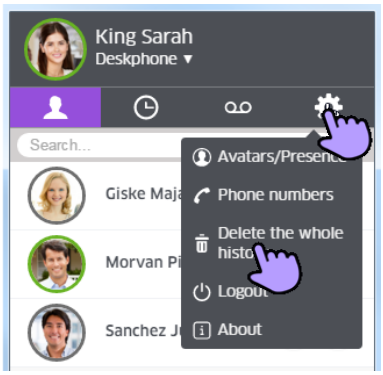
- Answered incoming call and Instant message
- / Outgoing call (unanswered/answered)
- Missed call

Unread events are in red.

	• Display all events or only missed events.
	• Acknowledge all missed events.
	• Select an entry to display the details of the conversation and available actions.
	• Start an audio conversation with a selected contact.
	• Start instant messaging with a selected contact.
	• Add to favorite list.
	• Remove from favorite list.
	• Remove the selected conversation from the history
	• Go back to the history

Delete the whole history

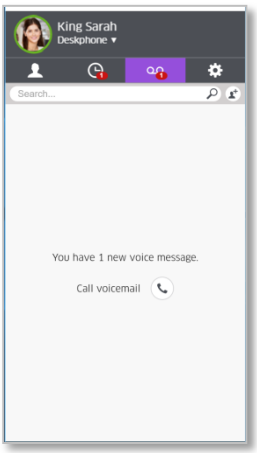
- Open the settings by selecting the settings tab.
- Delete the whole history.



12. Voice mail

The number of new voicemail is displayed.

To listen to your voice messages, select the voicemail tab, call your voicemail and follow instructions from the voicemail server.



13. Answer a conversation

Depending on your call routing, answer an incoming call with the device selected in the current profile.

14. Start an audio conversation

You can start a conversation from your favorites list, a directory look-up or history.

	Start an audio conversation with a selected contact.	

You can also enter a number or drag-and-drop an existing number from other application in the search/dial area.

	• Enter or drag-and-drop the number of your contact. • Start an audio conversation by pressing the RETURN key in the search bar or click on the call button.	

Phone number format

- Short number for an internal contact.
- Canonical number: +Country/RegionCode (AreaCode) Number or +Country/RegionCode Number for an internal or external contact.
- Contact number without country code for a contact in the same country.

During conversation

	End the active call

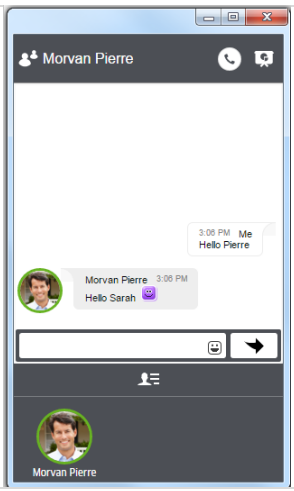
15. Start an instant messaging conversation

An instant message is a type of conversation which offers real-time text transmission with your contact. You can start an instant messaging conversation from your favorites list or a directory lookup.

	Start instant messaging with a selected contact.	

During conversation

	Send message.
	Insert emoticons.
	List of participants.
	Share document during the conversation.
	Call the participant
Use "Shift + Enter" keys to enter a line break and send more than one line in the same message.	



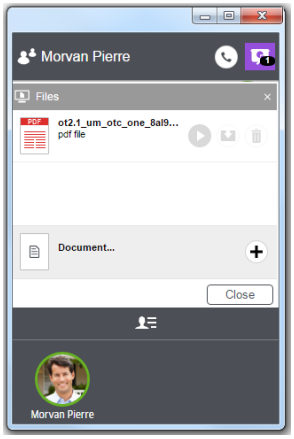
Instant messaging feature can be deactivated if you are using a third party instant messaging server.

15.1 Share documents during instant messaging

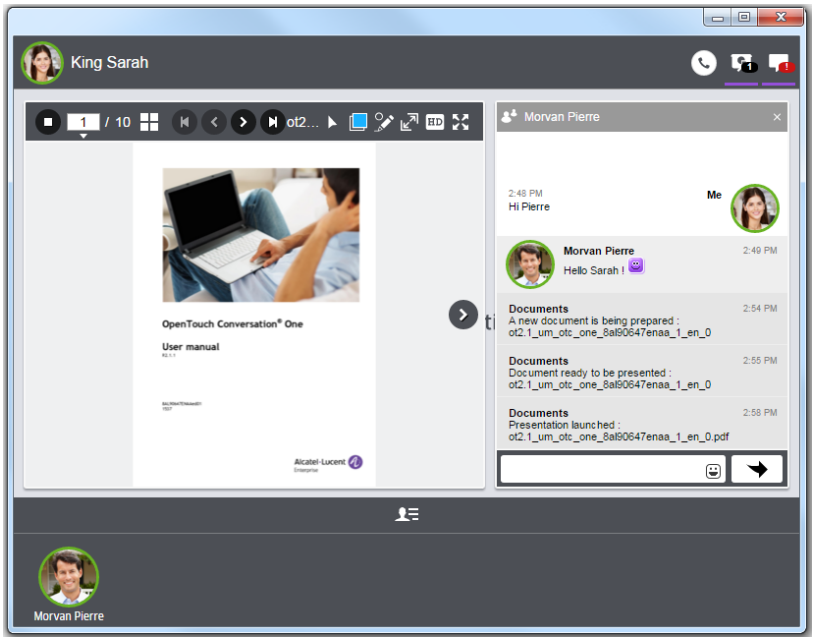
	Use the share icon to start sharing documents. The number of shared documents is displayed.

Management panel:

	Add a new document by selecting the file on your computer. You can add the document by dragging and dropping it to the application. Select how to share the document: • All participants can only view the document. • All participants can only download the document. • All participants can view and download the document.
	Share the document.
	Download the document to your personal computer.
	Delete the document.



Controls (top bar of the conversation window):



	Stop document sharing
	Go to the previous or next page of the document.
	Go to the first or last page of the document.
	Select a page in the document.
	Use thumbnails to display the pages of the document.
	Use the full-screen mode or fit the document to the window or display the actual size.
	Decrease the resolution to display the document when bandwidth is limited. By default, the high resolution is used.

Annotation tools:

	Use a pen (to draw freehand), a highlighter (to highlight a specific area) or shapes (to draw lines and rectangles) to annotate the document. Use the eraser to remove annotations or remove all annotations from current page.
	Change the color.
	Change the size.

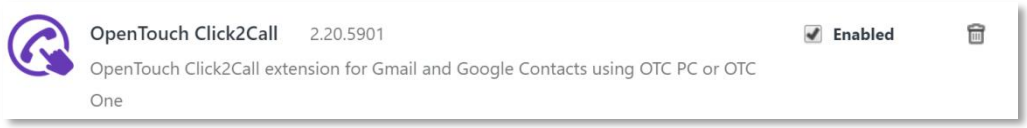
If your contact is using OpenTouch Conversation for PC, they can share their screen with you.

16. OpenTouch Click2Call extension for Gmail and Google Contacts

OpenTouch Click2Call is a free extension for OpenTouch Conversation One, that allows making call from any Gmail and Google contacts.

16.1 Installation

OpenTouch Click2Call is a Chrome extension.
Install OpenTouch Click2Call via the Chrome Web Store.

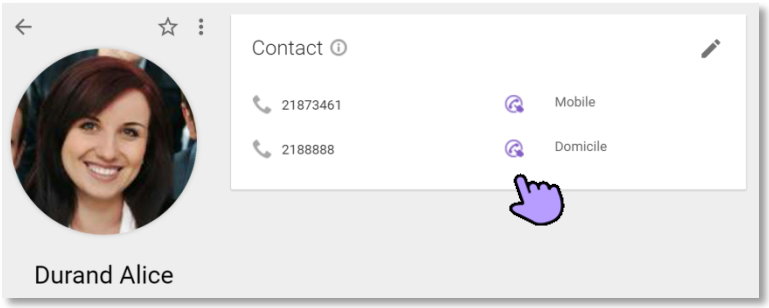


If necessary, check that the Chrome extension is enabled after installation (chrome://extensions/).
At the first start, you have to allow OpenTouch Click2Call to use information about your contact.

16.2 Make a call from a Gmail or Google contact

Select the Click2Call icon of your contact. The call is managed by the OpenTouch application.

If you select the Click2Call icon in Google list of contacts, the first number of your contact, defined in Google card, is used. If you want to use another number of your contact, open the Google card and select the Click2Call icon of the corresponding number.



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