OpenTouch® Conversation for Android Smartphone

User Manual

OXO User
OpenTouch Business Edition and Multimedia Services Conversation user
OpenTouch Business Edition and Multimedia Services Connection user

R2.4

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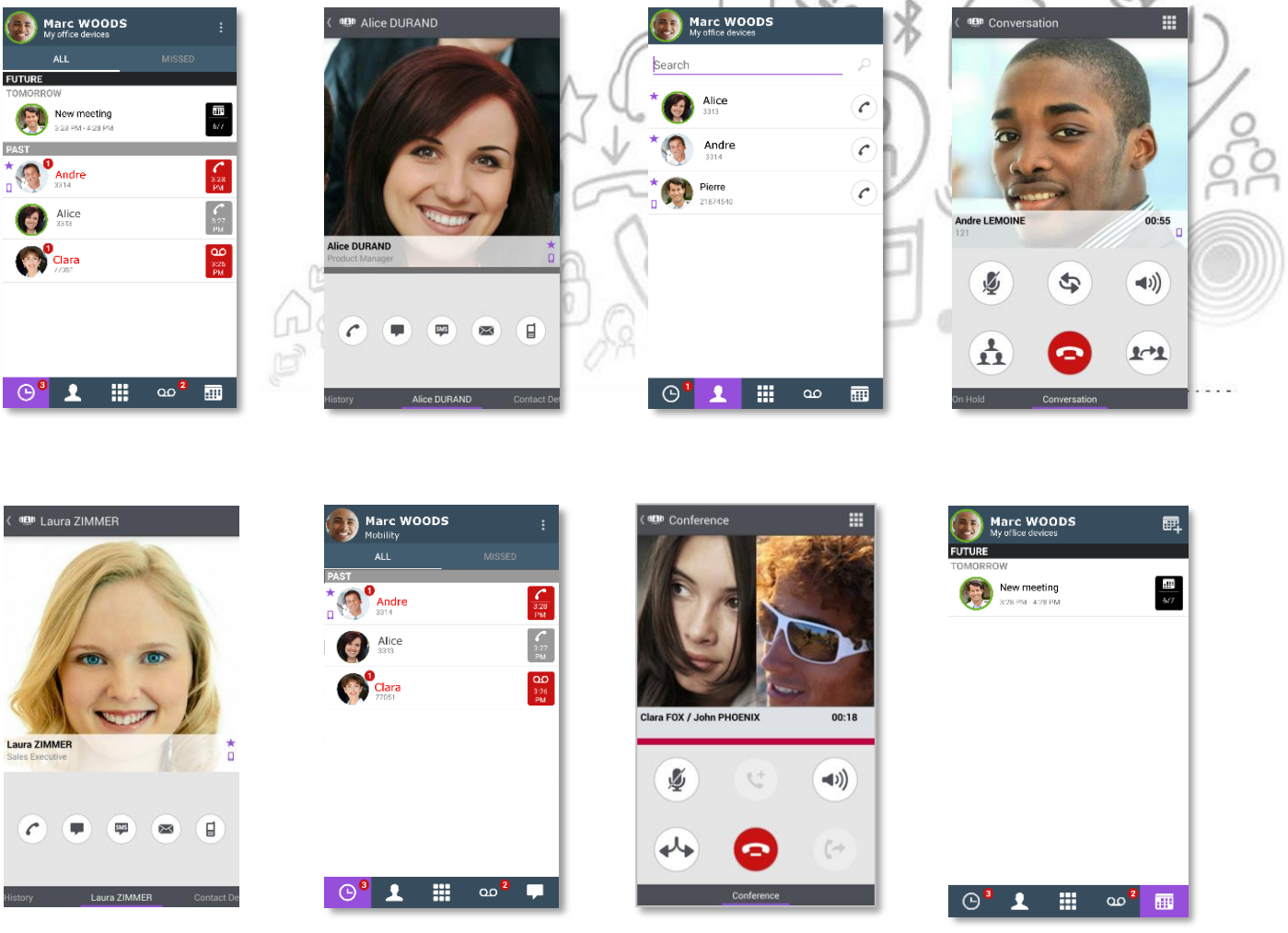

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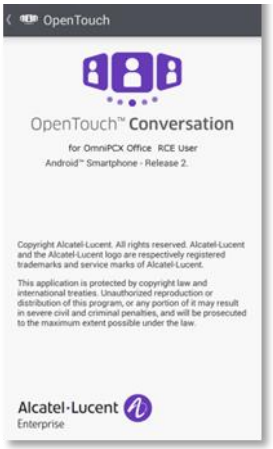
OpenTouch Conversation Application Provisioning

This document describes the services offered by OpenTouch Conversation application for Android smartphone.
The following guidelines are intended to help you get the most out of your device:

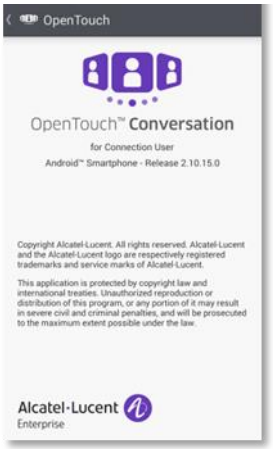
- Local contacts should be enriched with useful details: photo, job title, company, phone numbers, email, IM, address, etc (For example, a photo & caller identification will be used in the Wall).
- Keep your local contacts synchronized across all your devices. For example, you can use Exchange Active Sync or Google Contacts. The idea is to add a new contact on one device only and it is automatically synchronized on the other devices via sync over the air (all OpenTouch clients – Android smartphone & tablet, iPhone & iPad will benefit from this sync).
- When you can, use a Bluetooth® handset so that you can take full advantage of your display whatever the situation.
- Use Corporate WLAN or Wi-Fi when available for less network latency.
- Remember: always drive safely, avoid distractions and follow local laws!.

OpenTouch Conversation for Android smartphone is an application that is common to OXO/OXO Connect (OXO), OpenTouch Business Edition (OTBE) and OpenTouch Multimedia Services (OTMS) infrastructures. Your system administrator will customize the application depending on the host infrastructure. Please consult the corresponding user manual by selecting the corresponding chapter for your system. If you need to check which system you are connected to, please open the 'About' section in the application:



OpenTouch Conversation User Manual for OXO User

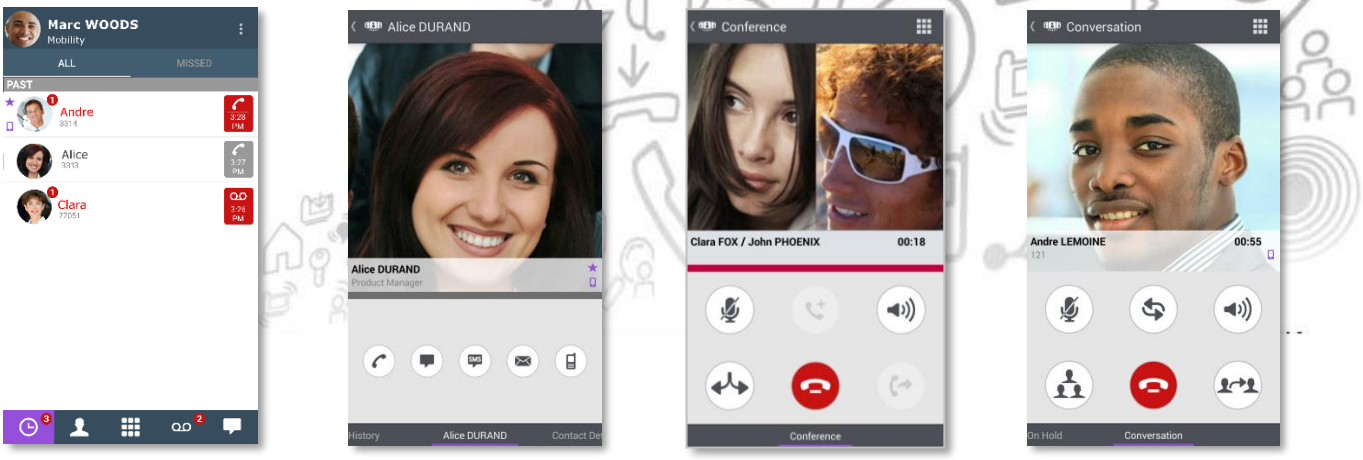
OpenTouch Conversation User Manual for OTBE/OTMS Conversation User



OpenTouch Conversation User Manual for OTBE/OTMS Connection User

Alcatel·Lucent Enterprise

I - OpenTouch Conversation User Manual for OXO User



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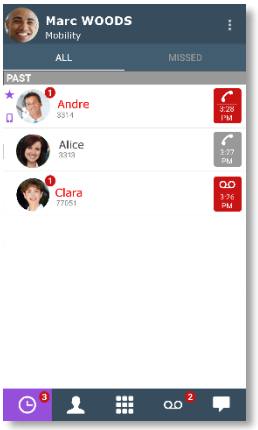
I.1 Start OpenTouch® Conversation

I.1.1 Start the application

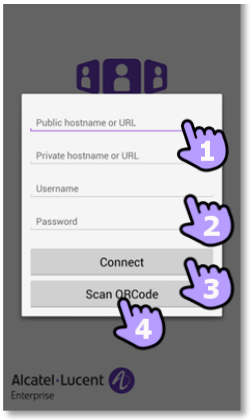
Select the OpenTouch Conversation Icon.



Tip: create an OpenTouch Conversation shortcut on your smartphone homepage.

I.1.2 Sign in

When you connect for the first time, if you have not configured the connection parameters, a connection screen is displayed requiring the OXO/OXO Connect subscriber credentials.



1. Set your connection parameters.
2. Enter your user name (login) - phone's internal number.
   Enter your password. The password is the same as the voicemail.
3. Sign in.
4. In the initial login screen you can see the 'Scan QR Code' button (when necessary, hide the input keyboard). When you press this button, the application scans the QR Code image sent by your system administrator. The application then automatically configures the connection parameters (the number of parameters provided depends on your security policy).

If access to your business is secured by a Reverse Proxy, you will be prompted to enter the Reverse Proxy credentials when you are outside the business.

I.1.3 Voice-over-IP mode

OpenTouch Conversation integrates voice over IP (VoIP) capability allowing the user to place and receive business calls on the mobile through the wireless LAN (WLAN).
Unless you do not wish to use VoIP (deactivated via a dedicated setting), VoIP capability will be provided automatically as soon as the mobile has corporate WLAN coverage and has successfully registered to the SIP server.
A VoIP icon on your mobile shows the VoIP status:

- : VoIP capability is activated.
- : VoIP capability is deactivated via a dedicated setting.
- No icon displayed: cellular mode only or loss of VoIP connection (VoIP capability is temporarily unavailable).

OpenTouch Conversation supports Voice over IP only through a corporate wireless LAN.

I.1.4 VoIP Softphone

Without SIM card, OpenTouch Conversation operates as a VoIP softphone (according to system configuration). In this case, the voice over IP (VoIP) is always enabled. All incoming calls are presented in the OpenTouch Conversation screen. All features dedicated to the cellular mode are deactivated (private call, SMS, business mobile phone number).

I.1.5 Using a Bluetooth® audio device connected to your phone

For cellular calls, use your Bluetooth® headset as you usually do.
For VoIP calls, we recommend to control the OpenTouch Conversation application directly from your smartphone.

I.1.6 Sign out

Open your OpenTouch profile (sliding menu).

Sign out.

I.2 Settings

I.2.1 My profile

Open your OpenTouch profile (sliding menu).

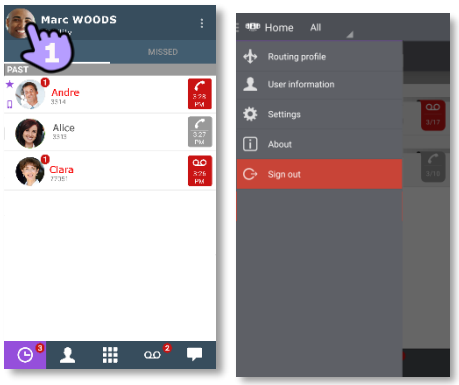
Change your call routing profile.

Display your user information.

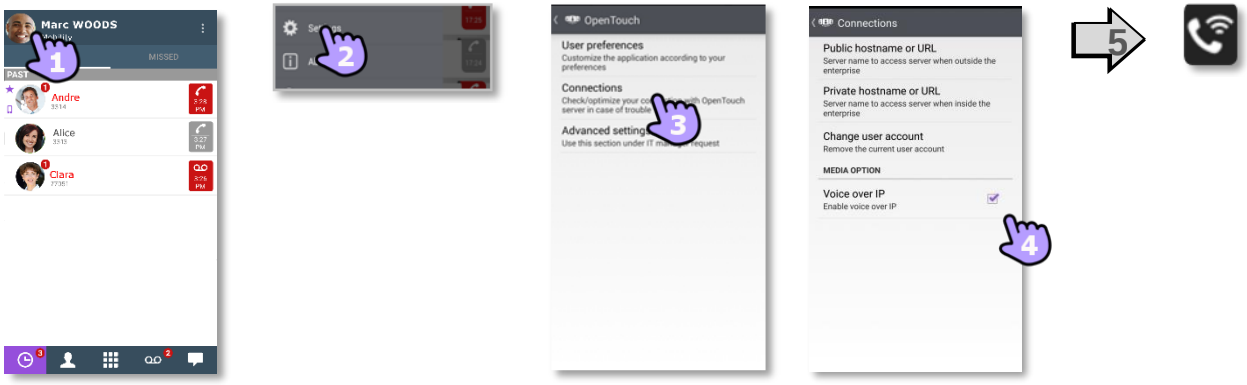
Access to settings.

Software version (About).

Sign out.



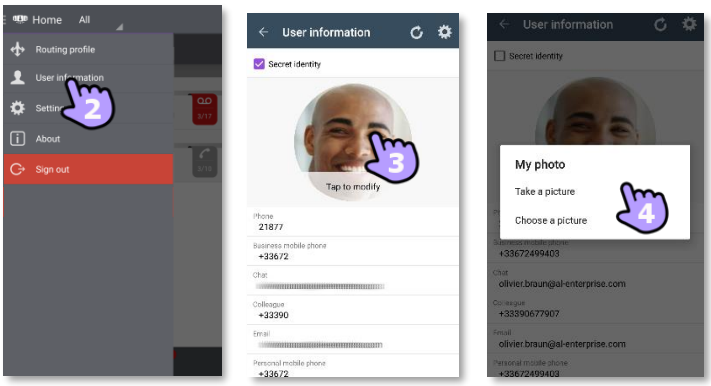
I.2.2 Activate / deactivate VoIP feature



1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open connections settings.
4- Activate / deactivate VoIP feature (Media option).
5- A specific icon is displayed on your home page if the feature is activated.

By default, the VoIP setting is activated.

I.2.3 Change your photo / avatar



1- Open your OpenTouch profile (sliding menu).
2- Display your user information.
3- Tap on your current photo/avatar to change it.
4- Select your new picture.

I.2.4 Settings

Settings depend on your system. Some options are not displayed if not available on your system.

1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open settings.

User preferences	
General	
Automatic start	Choose if the application is started automatically when the device is powered up.
Starting Tab	Define which tab is open at start-up.
Display Firstname / Lastname	Define how the name of your contact is displayed.
VoIP call ringtone	You can choose a ringtone for VoIP calls
Incoming call screen	When you receive an incoming call, you can choose the call presentation screen. You can use either the OpenTouch Conversation application screen by selecting this option or your mobile's native dialer screen.
Allow private calls	When this option is enabled, if you make a call by dialing a number from your mobile phone's native dialer, a popup enables you to choose whether it is a business call or a private call. Otherwise, it is automatically a business call.

Notification settings	
Use notifications Play sound Vibrate	When the OpenTouch Conversation application receives an event such as a missed call or a new voicemail you can be alerted by an Android notification, a sound or a vibration. The sound and vibration depend on the audio configuration of your mobile phone. Select one or more of these options.
Scheduled Conference settings	
Notify next conference Notify new conference	If your system manages meetings, choose to be notified about the next conference and a new conference
Use smartwatch	Display notifications on your smartwatch (if paired and configured with your smartphone).

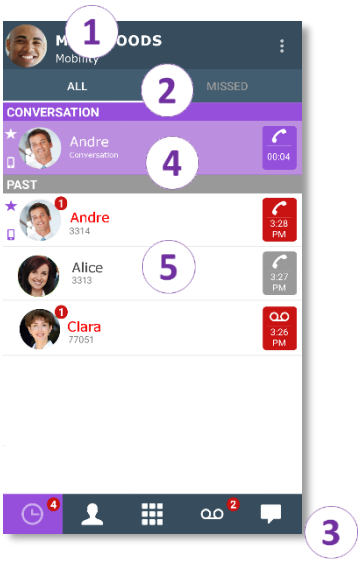
Connections	
Public hostname or URL Private hostname or URL	Connection parameters.
Change user account	Sign out.
Voice over IP	Activate / deactivate VoIP feature.
VoIP via cellular network	Activate / deactivate VoIP via cellular network

For all other security and client management settings, contact your administrator for more information.

Advanced settings	
VoIP quality	Display network quality for voice over IP calls.
Call screen refresh	When screen refresh is slow (for example, when screens do not flow well during conversations), ALE International advise you to use this option for a better user experience. However, this option uses more data and should therefore be used with care.
Calling via Web Service	When this option is used, the make call action, via the data channel, is enabled from 2.5G network (instead of 3G).
Reset device ID	Reset device ID (MAC, IMEI or MEID) that allows to download the Client Management configuration file.
Clear certificates	Clear certificate storage of all contents.
Anonymous Usage Statistics	If checked, we will collect information to provide better services to all of our users. We do not collect personal information.
Logging level	Define the level of the debug logger.
Send log by email	Send saved logs by email for support.

I.3 Homepage

I.3.1 Homepage description



1 My profile: settings and information about the user.

2 Display of all conversation logs.
Display of missed conversations.

3 Tab.
Access features by selecting the dedicated tab:

- Conversation wall.
The number of new events is displayed.
- Contacts and favorites.
- Dialer.
- Voicemail access.
You have unread voice messages (the number of unread messages is displayed)
- Display of instant messages (filter). The number of unread messages is displayed.

I.3.2 Conversation wall (History)

Conversation Wall contains the history of all your conversations.

The Wall is divided into 2 parts:

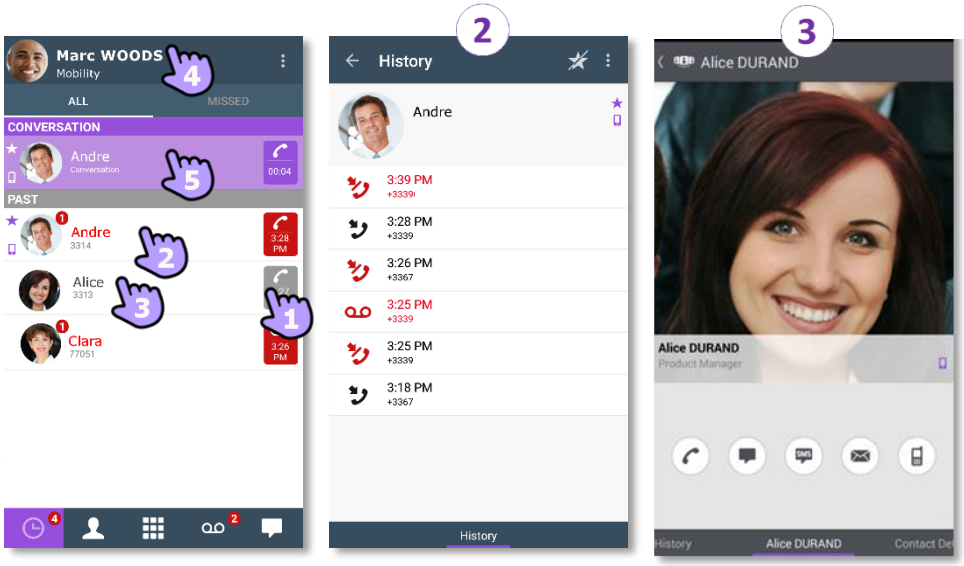
4 Conversation in progress.

5 Past conversations.
All conversations are sorted by date: today, yesterday, this week, last week and before.

How to understand the conversation wall:
Each item represents a conversation log by user, by time slot and by the corresponding number of unread events.

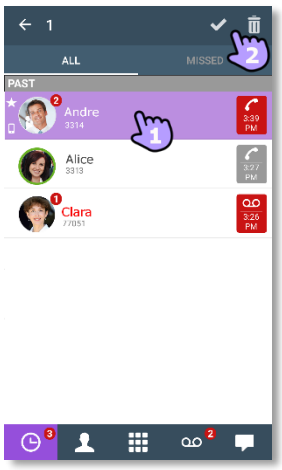
- Red badge: missed or new events.
- Purple badge: ongoing conversation.
- Grey badge: past event.
- Conversation.
- Voice messages.
- Instant messages.
- : This icon indicates a contact from the local directory of the mobile.
- : This icon indicates a favorite contact.

The action on a contact depends on how you select it.



1- Select the badge to direct call the displayed number.
2- If you select an unread event, you open the history card directly.
3- If you select a read event, you put your contact on the stage.
4- To display only new missed calls, select the appropriate filter.
5- Select the current conversation in the homepage to go back to the conversation screen.

I.3.3 To delete one conversation log



You can delete a conversation log if it is acknowledged.

1- Long press on the item.
2- Delete the conversation log.

I.3.4 To acknowledge a missed call

If an item is marked as a missed event, you can acknowledge the event. A conversation log is acknowledged if all events for that item are acknowledged.

1- Long press on the item.
2- Acknowledge the event .

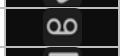
A single event is automaticaly acknowleged when consulting.

I.3.5 To delete all conversations in the wall

1- Press the Android menu button.
2- Delete all conversations.
3- Confirm the deletion.

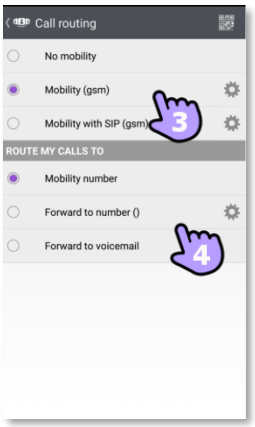
I.3.6 Status icons

Application is connected and fully available.	
Consult the notification bar to identify the issue.	

Call in progress.	
Missed calls.	
new voice message(s).	
New instant message(s).	
Voice over IP activated.	
Voice over IP deactivated.	
Consult the notification bar to identify the issue.	
Selected routing profile with the mobile has no ringing on incoming calls.	

I.3.7 Call Routing

I.3.7.1 Select your routing profile



1- Open your OpenTouch profile (sliding menu).
2- Open the routing profile management.
3- Select a profile... ❯❯ Details of the selected profile are displayed just below.
4- You can customize a selected profile.
Select which devices will ring when you receive an incoming call.
5- Apply.

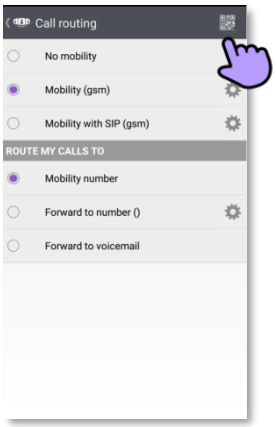
The active routing profile is displayed in the user banner.

The displayed routing profiles depend on your configuration and installation. For example, Office profile is displayed if you have a multi set configuration.
At first launch of the application, a Popup will ask you for nomadic destination number.
The call routing details depend on the selected profile.
No mobility: in this mode, all incoming calls are routed to your desk phone. However you can choose to forward the call to another number or voicemail.
Mobility (mobile): in this mode, all incoming calls are routed to your mobile device.

I.3.8 Change routing profile via QR code or NFC tag

You can modify your current ringing call routing profile with any internal deskphone which is prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example.

You are facing the QR code or the NFC tag of the internal deskphone. Define the new internal number by using one of the following:



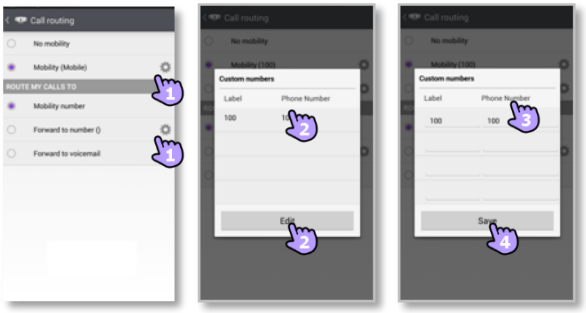
- Tap the NFC tag with your smartphone. The smartphone vibrates if the NFC tag is accepted. The new routing profile (mobility) is displayed.
- Open your OpenTouch profile (sliding menu).
  Open the routing profile management.
  Scan QR Code.

  Your incoming calls will ring on this new deskphone.
  To go back to the initial routing state, tap again the NFC or scan again the QR code.

I.3.9 Define numbers

- Select or define a phone number to use for mobility mode.
- Select or define a number to forward your calls on to.

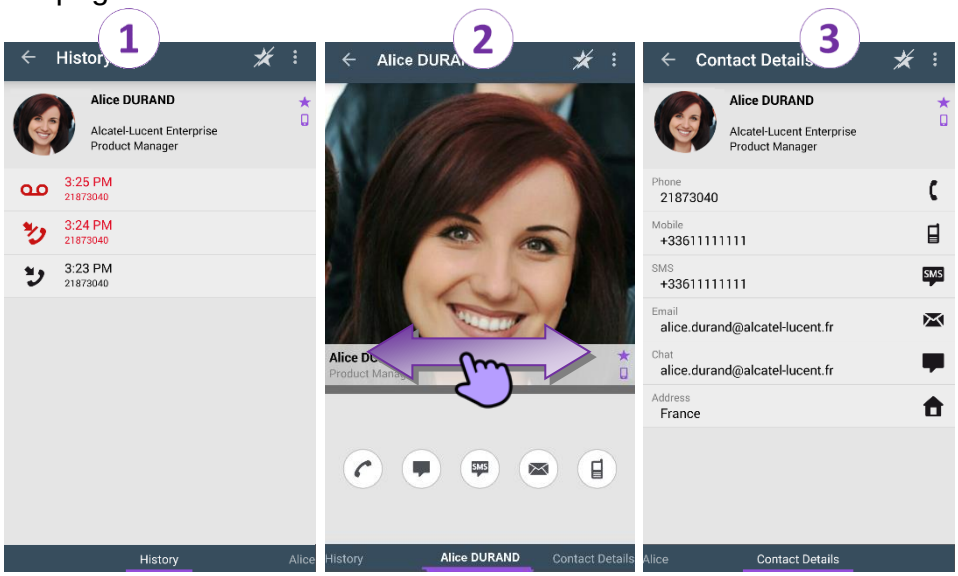
1- Select the number to modify.
2- Select the number in the list of pre-defined numbers, edit the list to modify an existing number or create a new number (maximum of 4 numbers including mobility number).
3- Enter the number and its label.
4- Apply.



I.3.10 Contact card

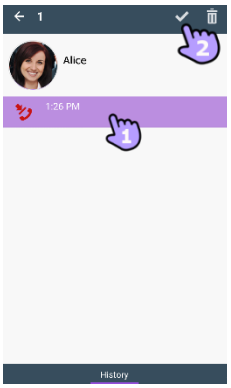
A contact card represents a person.
Open a contact card by selecting a contact in the conversation Wall or in your favorites.

A card contains 3 pages.



- Page 1 is the conversation history with this contact.
- Page 2 is the contact on the stage. The default number used to make a call is the business number (action in gray is not available).
  - Make a call with the default business number
  - Send instant message
  - Send SMS
  - Send e-mail
  - Make a call with the mobile number
- Page 3 is the contact details.
- Swipe right and left to navigate between the 3 pages.

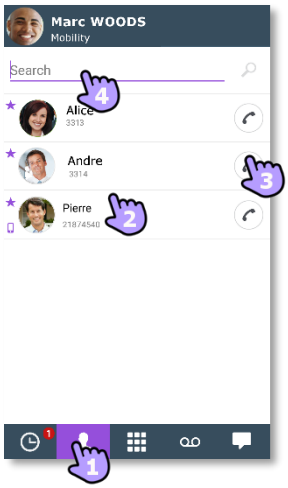
From the conversation history page: you can acknowledge or delete an event or call the contact.



1- Long press on the item.
2- Delete the conversation log.
   Acknowledge the event .

I.3.11 Favorites

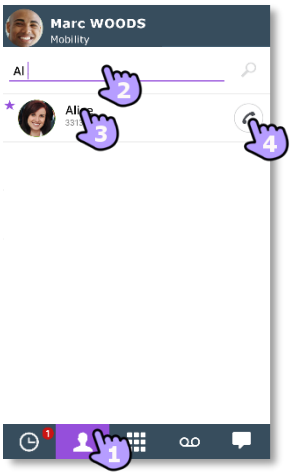
Favorites give you faster access to your preferred contacts.



1- Open your contact tab.
Your favorite contacts are displayed.
Favorites give you faster access to your preferred contacts.
2- Open a contact card.
3- Press the call icon to call your contact.
4- Search for a contact in your local contacts or in a corporate look-up by using the search interface.

: This icon indicates a contact from your local directory.
: This icon indicates a favorite contact.

I.3.12 Search a contact



1- Open your contact tab.
2- Enter the name of your contact.
3- From the search result, select the contact you are searching for.
4- Call your contact.

If the contact is not in your local directory, you can save them as a new local contact.

- Open the contact card.
- Press the Android menu button.
- Add the contact to your local directory.

You can search on your contact's last name or last name/first name:

- “Last name”: The search runs only on contacts' last names.
- “Last name#first name”: The search runs on contacts' last names and first names.
  The search runs as soon as you enter more than 2 characters (predictive search) or when you validate the search.

I.3.13 Add or remove the selected contact to your list of Favorites

Open the contact card of the contact you want to add or remove to your favorites.

Add the contact to your favorites list.

Remove the contact from your favorites list.

I.3.14 Visual Voice Mail

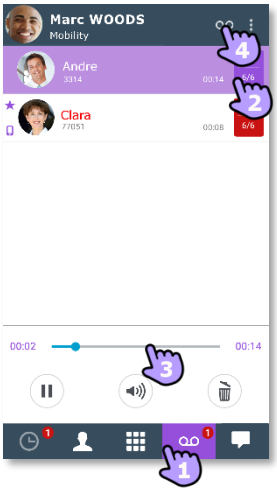
1- You have unread voice messages (the number of unread messages is displayed).
Open your visual voicemail.

2- Select the message to listen to.

3- From the selected message you can:
- Move the cursor along the play bar to go forward or backward in the message.
- / Pause or resume the message.
- Activate/deactivate loudspeaker.
- Delete the message.

4- Customize your voice mail.

5- Press the Android menu button:
- Delete all read messages.
- Calling voice mail.

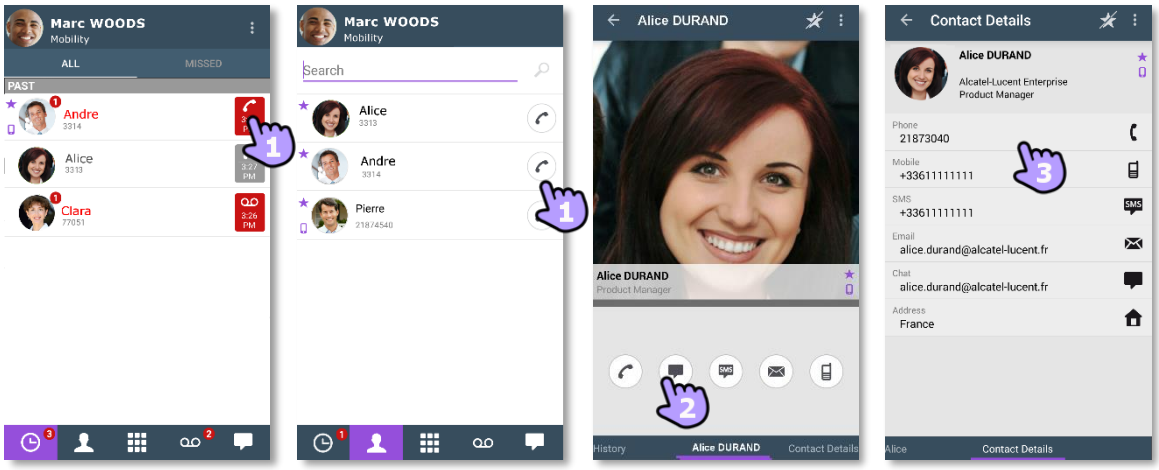


I.4 Conversation

Actions available depend on the type of conversation and system. If an action is not available, the icon is grayed.

I.4.1 Set up a conversation with a contact

- You can make a call from the conversation wall, visual voicemail tab or instant messaging tab.
- You can make a call from a search on your local contacts or from a corporate look-up.
- You can make a call from the contact card (details or history).



How to set up a conversation with a contact:

- Call directly using the displayed phone number.
- Set up different types of conversation (if available).
- Call using a specific phone number from the contact card.

I.4.2 Make a conversation by entering a number

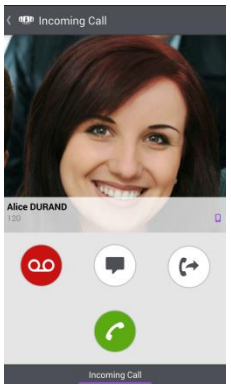
1- Open the keypad.
2- Enter your caller's number.
3- Make the call.

Copy/paste is available from the keypad. You can add the number you entered to the local directory of your mobile (new or existing contact).

I.4.3 Receiving a conversation

Incoming call screen of the OpenTouch conversation is displayed only if the corresponding setting is active. Otherwise, the default Android screen is used.

Answer the call.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to another device or number. Select the destination of the transfer: one of your office devices or a pre-defined number or enter another number.	



If you receive a call while your phone is locked, a pop-up is displayed on the page. Slide to take the call and follow the instructions described in this section.

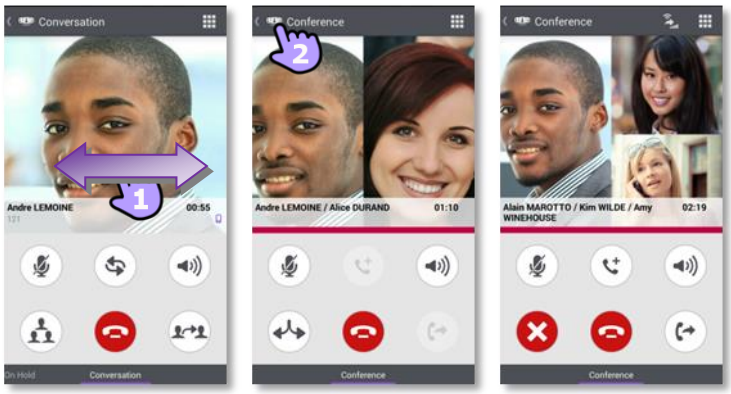
I.5 During conversation

I.5.1 Screen description

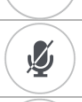
Actions available during a conversation depend on the type of conversation. If an action is not available, the icon is grayed.

You are in conversation with one contact.

You are in a call with more than one caller (hold or conference).



I.5.2 Make a second call / Switching between two calls / Transfer call to your contact on hold / Three-party conference / Send DTMF

End the active call. End the conference and retrieve the first caller. The second is on hold.	
Make a second call.	
Put the distant on hold.	
Recover the call on hold.	
Transfer the call to a predefined number (colleague, …).	
Mute/un-mute the conversation.	
Loudspeaker.	
Display active or on-hold calls by swiping right or left.	
Switching between two calls.	
Transfer call to your contact on hold.	
Setting up a conference.	
End the conference and retrieve your previous caller. The other callers are put on hold.	
Start an instant message with the contact.	
During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
Release all participants from the conversation.	
Send DTMF.	

I.5.3 Audio media switch from your smartphone to any deskphone via QR code and NFC tag

When you are in conversation, you can switch the active audio media from your smartphone to any internal deskphone prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example. You can use this feature to isolate you in a meeting room. When the conversation is ended, the routing profile automatically returns to its previous state.

- Tap directly the NFC tag of the targeted deskphone with your smartphone.
- Select the 'Divert incoming call' icon, then scan the QR code.

I.6 Instant Messaging

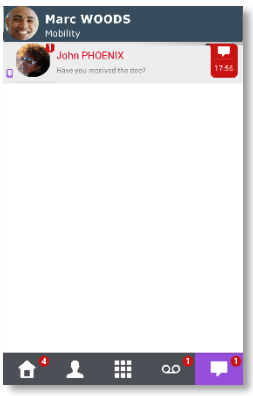
I.6.1 Start an instant message

An instant message is a type of conversation which offers real-time text transmission with your contact.

You start an instant message like other conversation from a contact card.	

I.6.2 Receive an instant message

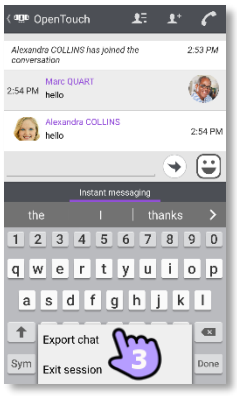
You receive instant messages in the instant messaging tab.
The number of missed instant messages is displayed.



I.6.3 Export an Instant Messaging

You can export the text of a conversation, to copy it into an email for example.

1- Open the conversation to copy.
2- Press the Android menu button.
3- Export chat. The content is copied to the clipboard.
4- Paste the conversation into other application like email (long press in a text box).



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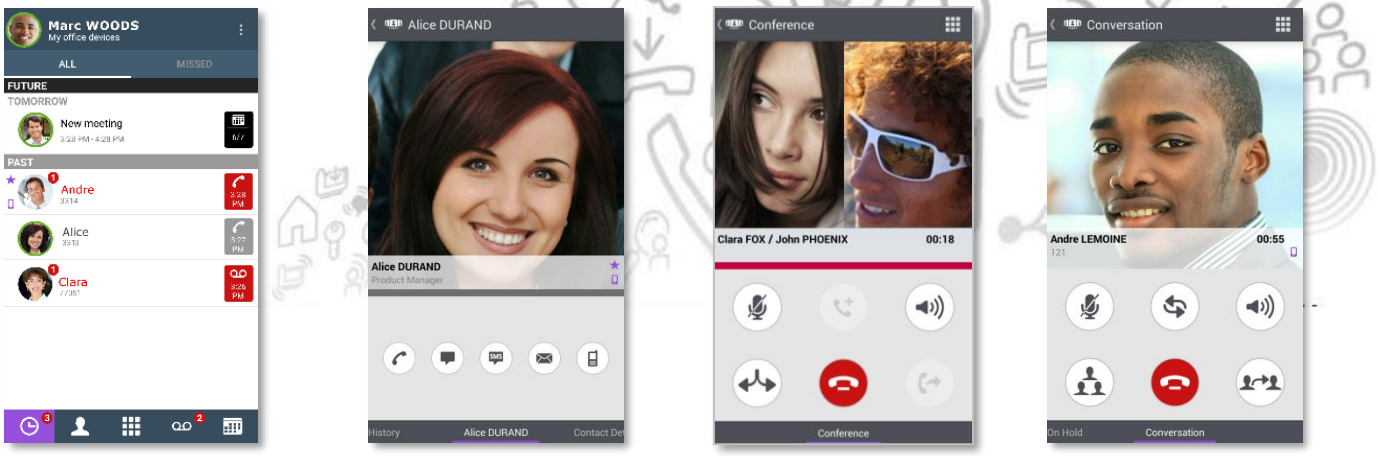
II - OpenTouch Conversation User Manual for OTBE/OTMS Conversation User



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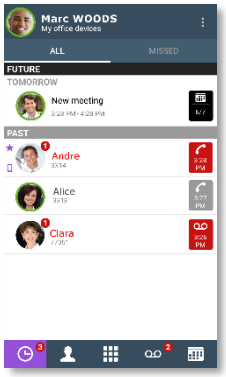
II.1 Start OpenTouch® Conversation

II.1.1 Start the application

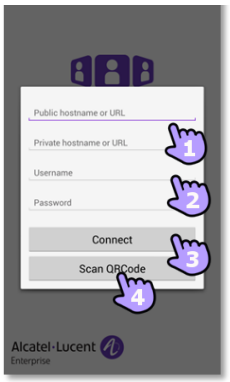
Select the OpenTouch Conversation Icon.

Tip: create an OpenTouch Conversation shortcut on your smartphone homepage.



II.1.2 Sign in

When you connect for the first time, if you have not configured the connection parameters (OpenTouch settings), a login configuration window is displayed to enter the OpenTouch credentials and OpenTouch server address.



1- Set your connection parameters.
2- Enter your user name (login) / Password (OpenTouch user password).
3- Sign in.
4- In the initial login screen you can see the 'Scan QR Code' button (when necessary, hide the input keyboard). When you press this button, the application scans the QR Code image sent by your system administrator. The application then automatically configures the connection parameters (the number of parameters provided depends on your security policy). The QR code can be generated with the OpenTouch Conversation for PC application or with some deskphones.

If access to your business is secured by a Reverse Proxy, you will be prompted to enter the Reverse Proxy credentials when you are outside the business.

II.1.3 Voice-over-IP mode

OpenTouch Conversation integrates voice over IP (VoIP) capability allowing the user to place and receive business calls on the mobile through Wifi or cellular data network.
Unless you do not wish to use VoIP (deactivated via a dedicated setting), VoIP capability will be provided automatically as soon as the mobile has a data network coverage (Wifi or cellular) and has successfully registered to the SIP server.
A VoIP icon on your mobile shows the VoIP status:

- : VoIP capability is activated.
- : VoIP capability is deactivated via a dedicated setting.
- No icon displayed: cellular mode only or loss of VoIP connection (VoIP capability is temporarily unavailable).

OpenTouch Conversation supports Voice over IP outside corporate wireless LAN (including home, hotspot WiFi network).

II.1.4 VoIP Softphone

Without SIM card, OpenTouch Conversation operates as a VoIP softphone (according to system configuration). In this case, the voice over IP (VoIP) is always enabled. All incoming calls are presented in the OpenTouch Conversation screen. All features dedicated to the cellular mode are deactivated (private call, SMS, business mobile phone number).

II.1.5 Using a Bluetooth® audio device connected to your phone

For cellular calls, use your Bluetooth® headset as you usually do.
For VoIP calls, we recommend to control the OpenTouch Conversation application directly from your smartphone.

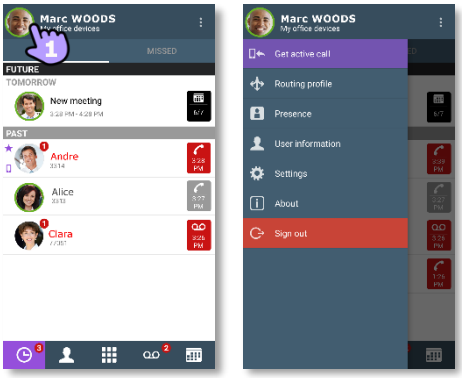
II.1.6 Sign out

Open your OpenTouch profile (sliding menu).

Sign out.

II.2 Settings

II.2.1 My profile



Open your OpenTouch profile (sliding menu).

Get your active call started on another device.

Change your call routing profile.

Change your presence status.

Display your user information.

Access to settings.

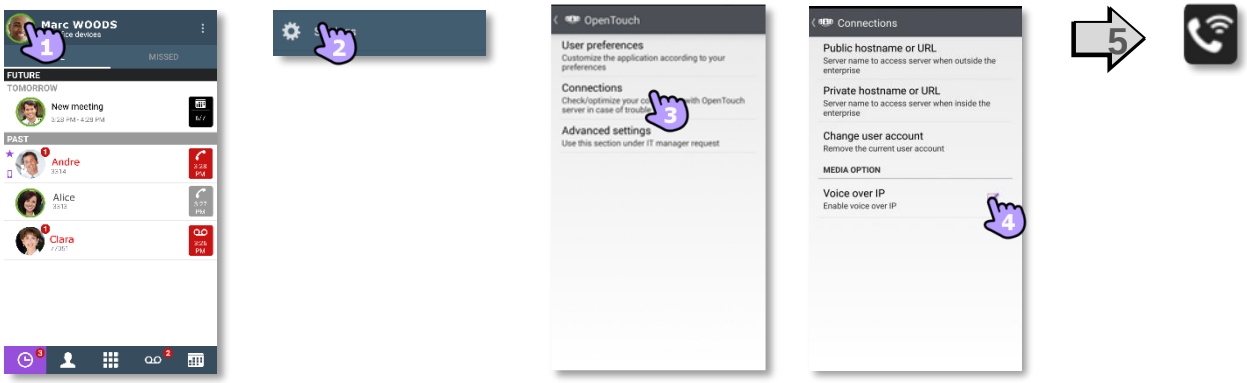
Software version (About).

Activate the Manager/Assistant mode (optional).

Activate / deactivate supervision feature (optional).

Sign out.

II.2.2 Activate / deactivate VoIP feature



1- Open your OpenTouch profile (sliding menu).

2- Access to settings.

3- Open connections settings.

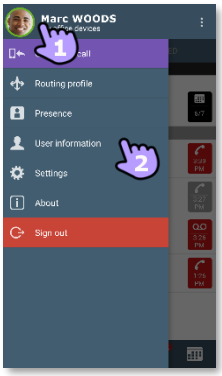
4- Activate / deactivate VoIP feature (Media option).

5- A specific icon is displayed on your home page if the feature is activated.

By default, the VoIP setting is activated.

II.2.3 Change user information

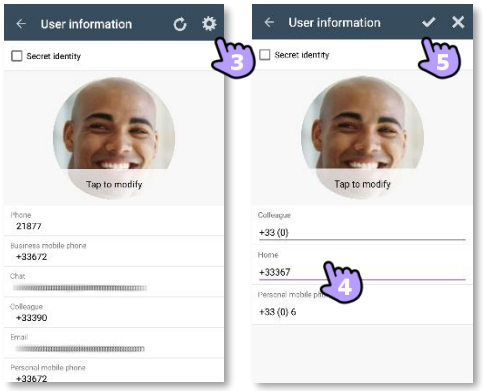
Define your private phone numbers, your photo or avatar.



1- Open your OpenTouch profile (sliding menu).

2- Display your user information.

II.2.3.1 Change your private phone numbers

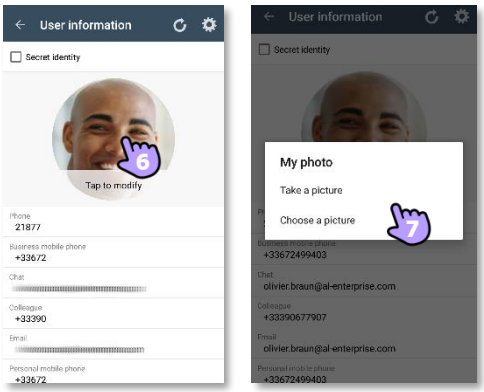


3- Select the edition mode.

4- Define your phone numbers: business, colleague, home or personal mobile phone numbers. The business phone number is mandatory.

5- Save new phone numbers.

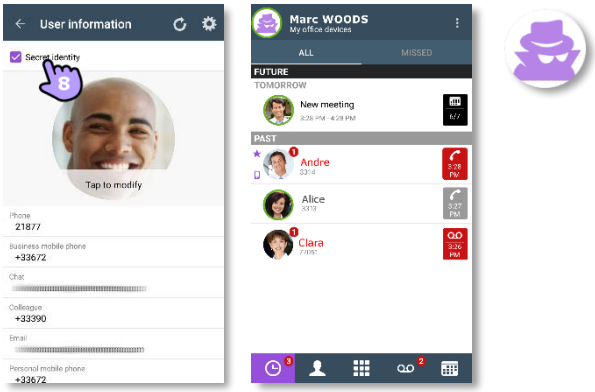
II.2.3.2 Change your photo / avatar



6- Tap on your current photo/avatar to change it.

7- Select your new picture.

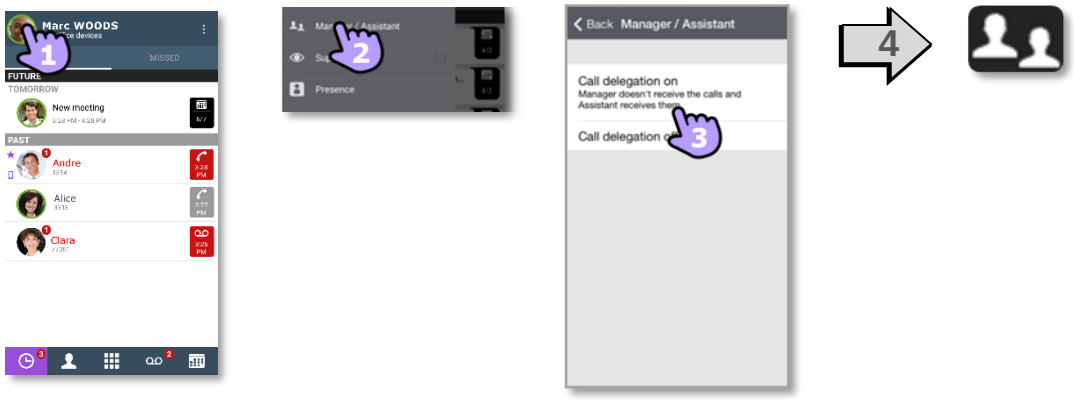
II.2.3.3 Activate/deactivate the secret identity (CLIR)



8- Activate/deactivate the secret identity. Your external caller will not see your phone number.
When the secret identity is activated, the secret avatar is displayed in the top banner of the wall as a reminder.

II.2.4 Manager/Assistant (optional)

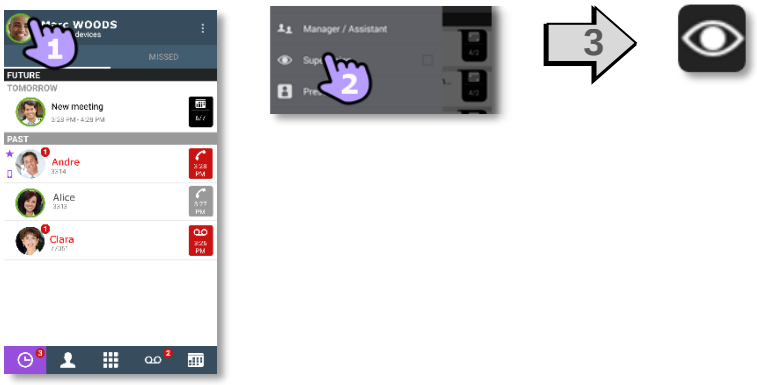
System configuration provides a 'Manager / Assistant' feature so that an assistant can receive all the manager's calls except white list calls. The white list is created by the manager from the deskphone and the corresponding calls are processed according to the active call routing profile.



1- Open your OpenTouch profile (sliding menu).
2- Open Manager / Assistant settings.
3- Activate (on) / deactivate (off) the delegation.
4- A specific icon is displayed on your home page if the feature is activated.

II.2.5 Supervision (optional)

Your business phone number can be supervised. This means that your incoming calls can be picked up by a supervisor when you are absent, busy or off-site.



1- Open your OpenTouch profile (sliding menu).
2- Activate / deactivate supervision feature.
3- A specific icon is displayed on your home page if the feature is activated.

If your phone is supervised, the call log displays the name of the supervisor who has picked up your call.

II.2.6 Settings

Settings depend on your system. Some options are not displayed if not available on your system.

1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open settings.

User preferences	
General	
Automatic start	Choose if the application is started automatically when the device is powered up.
Starting Tab	Define which tab is open at start-up.
Display Firstname / Lastname	Define how the name of your contact is displayed.
VoIP call ringtone	You can choose a ringtone for VoIP calls
Incoming call screen	When you receive an incoming call, you can choose the call presentation screen. You can use either the OpenTouch Conversation application screen by selecting this option or your mobile's native dialer screen.
Allow private calls	When this option is enabled, if you make a call by dialing a number from your mobile phone's native dialer, a popup enables you to choose whether it is a business call or a private call. Otherwise, it is automatically a business call.
Notification settings	
Use notifications Play sound Vibrate	When the OpenTouch Conversation application receives an event such as a missed call or a new voicemail you can be alerted by an Android notification, a sound or a vibration. The sound and vibration depend on the audio configuration of your mobile phone. Select one or more of these options.
Scheduled Conference settings	
Notify next conference Notify new conference	If your system manages meetings, choose to be notified about the next conference and a new conference
Use smartwatch	Display notifications on your smartwatch (if paired and configured with your smartphone).

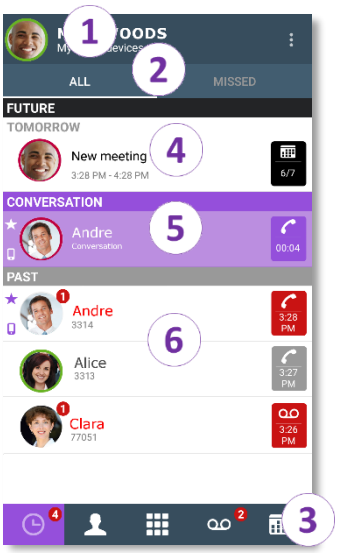
Connections	
Public hostname or URL Private hostname or URL	Connection parameters.
Change user account	Sign out.
Voice over IP	Activate / deactivate VoIP feature.
VoIP via cellular network	Activate / deactivate VoIP via cellular network.

For all other security and client management settings, contact your administrator for more information.

Advanced settings	
VoIP quality	Display network quality for voice over IP calls.
Call screen refresh	When screen refresh is slow (for example, when screens do not flow well during conversations), ALE International advise you to use this option for a better user experience. However, this option uses more data and should therefore be used with care.
Calling via Web Service	When this option is used, the make call action, via the data channel, is enabled from 2.5G network (instead of 3G).
Reset device ID	Reset device ID (MAC, IMEI or MEID) that allows to download the Client Management configuration file.
Clear certificates	Clear certificate storage of all contents.
Anonymous Usage Statistics	If checked, we will collect information to provide better services to all of our users. We do not collect personal information.
Logging level	Define the level of the debug logger.
Send log by email	Send saved logs by email for support.

II.3 Homepage

II.3.1 Homepage description



1. My profile: settings and information about the user.
2. Display of all conversation logs.
   Display of missed conversations.
3. Tab.
   Access features by selecting the dedicated tab:
   - Conversation wall.
     The number of new events is displayed.
   - Contacts and favorites. Depending on the system configuration, you can manage who can see your presence
   - Dialer.
   - Voicemail access.
     You have unread voice messages (the number of unread messages is displayed)
   - Meeting.

II.3.2 Conversation wall (History)

Conversation Wall contains the history of all your conversations.

The Wall is divided into 3 parts:

4. Future meeting if managed by your system.
5. Conversation in progress.
6. Past conversations.
   All conversations are sorted by date: today, yesterday, this week, last week and before.

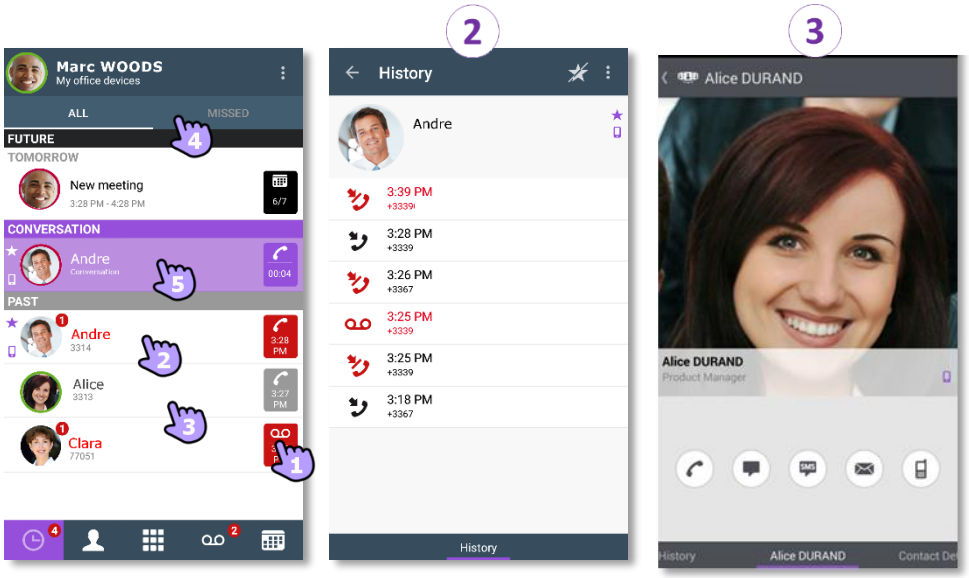
How to understand the conversation wall:

Each item represents a conversation log by user, by time slot and by the corresponding number of unread events.

- Red badge: missed or new events.
- Purple badge: ongoing conversation.
- Grey badge: past event.
- Black badge: future event (meeting).
- Conversation.
- Visual Voice Mail.
- Instant messages.
- Meeting.
- : This icon indicates a contact from the local directory of the mobile.
- : This icon indicates a favorite contact.

The colored bar under the avatar shows the contact's presence status.

The action on a contact depends on how you select it.



1- Select the badge to direct call the displayed number.
2- If you select an unread event, you open the history card directly.
3- If you select a read event, you put your contact on the stage.
4- To display only new missed calls, select the appropriate filter.
5- Select the current conversation in the homepage to go back to the conversation screen.

II.3.3 To delete one conversation log

You can delete a conversation log if it is acknowledged.

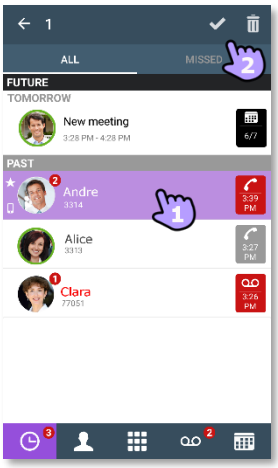
1- Long press on the item.
2- Delete the conversation log.

II.3.4 To acknowledge a missed call

A conversation log is acknowledged if all events for that item are acknowledged.

If an item is marked as a missed event, you can acknowledge the event.

1- Long press on the item.
2- Acknowledge the event .



A single event is automaticaly acknowleged when consulting.

II.3.5 To delete all conversations in the wall

1- Press the Android menu button.
2- Delete all conversations.
3- Confirm the deletion.

II.3.6 Status icons

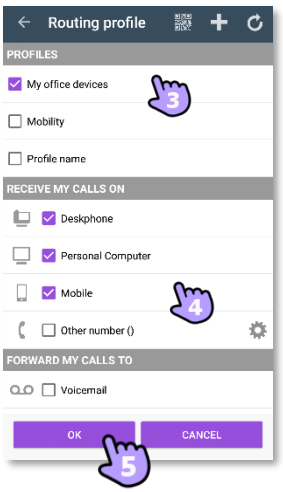
Application is connected and fully available.	
Consult the notification bar to identify the issue.	

Call in progress.	
Missed calls.	
new voice message(s).	
Next meeting(s).	
Voice over IP activated.	
Voice over IP deactivated.	
Consult the notification bar to identify the issue.	
Selected routing profile with the mobile has no ringing on incoming calls.	

II.3.7 Call Routing

II.3.7.1 Select your routing profile

1- Open your OpenTouch profile (sliding menu).
2- Open the routing profile management.
3- Select a profile... ❯❯ Details of the selected profile are displayed just below.
4- You can customize a selected profile.
Select which devices will ring when you receive an incoming call.
5- Apply.

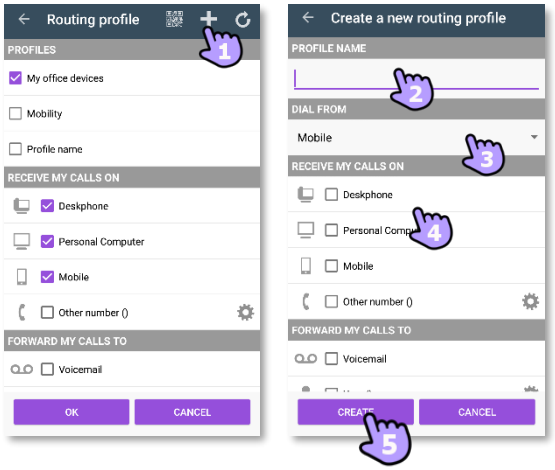


The active routing profile is displayed in the user banner.

	If you selected a routing profile with mobile not ringing, a specific status icon is displayed.

The displayed routing profiles depend on your configuration and installation.

II.3.8 Create a new profile



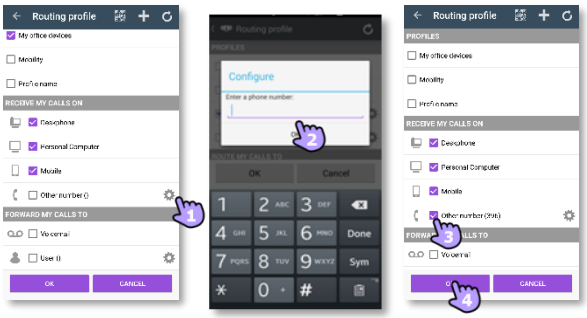
1- Edit the new routing profile.
2- Enter name of the new profile.
3- Select which device will be used to make your calls.
4- Select which devices will ring when you receive an incoming call.
5- Create the new profile. The new profile is displayed on the list of routing profiles.

If you create a routing profile where you define to dial from an other device than your mobile, a warning is displayed.

II.3.9 Define numbers

Select or define a number to forward your calls on to.

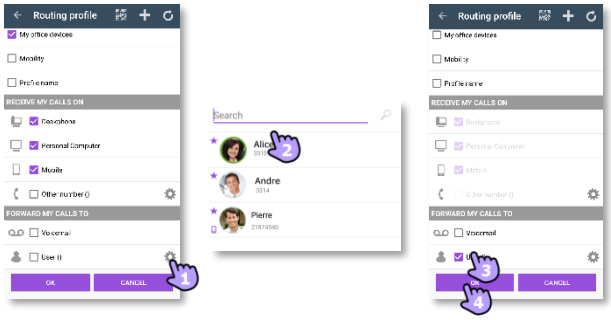
1- Select the edition mode.
2- Enter a phone number then apply.
3- Check that the corresponding profile is selected.
4- Apply.



II.3.10 **Define user**

Select or define a user to forward your calls on to.

1- Select the edition mode.
2- Select a user in the search result (this user must be an OpenTouch user, registered on the same system).
3- Check that the corresponding profile is selected.
4- Apply.

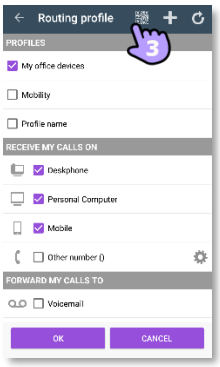


II.3.11 **Change routing profile via QR code or NFC tag**

You can modify your current ringing call routing profile with any internal deskphone which is prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example. One hour after the routing change, the application will prompt the user to keep this configuration or get back to the initial routing state.

You are facing the QR code or the NFC tag of the internal deskphone.

1- Open your OpenTouch profile (sliding menu).
2- Open the routing profile management.
3- Define the new internal number by using one of the following:
   - Scan QR Code.
   - Tap the NFC tag with your smartphone.
4- Apply.
   Your incoming calls will ring on this new deskphone.



II.3.12 **Delete a profile**

1- Select the profile to delete.
2- Open the contextual menu.
3- Delete the profile.

The profile My office devices cannot be deleted (default profile).

II.3.13 **Presence**

The colored bar under the avatar shows the contact's presence status.

Available

Busy

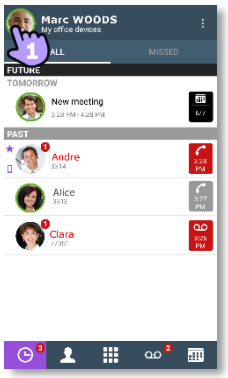
Be right back

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 favorite contact is displayed in the contact card when she/he is in an Exchange meeting with status Free, Working Elsewhere or Tentative so that I know if I can call her/him.

Depending on the system configuration, you can manage who can see your presence (see: Manage your favorites, followers or blacklist).

Change your presence status.

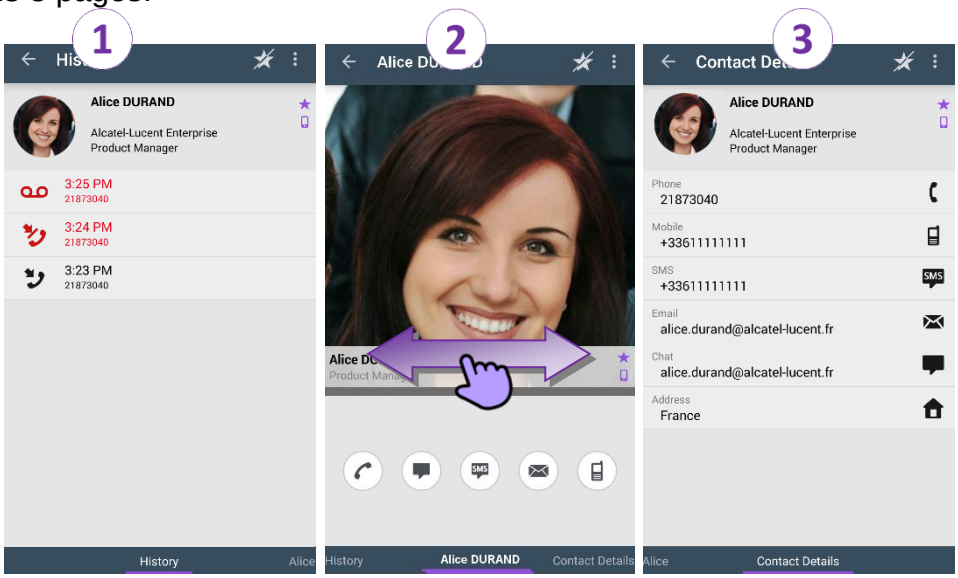


1- Open your OpenTouch profile (sliding menu).
2- Access to the presence feature.
3- Change your presence status.
4- Apply.

II.3.14 Contact card

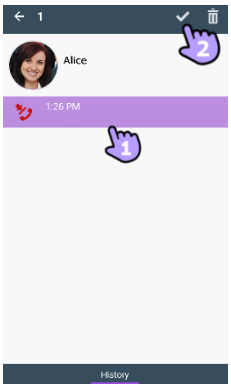
A contact card represents a person.
Open a contact card by selecting a contact in the conversation Wall or in your favorites.

A card contains 3 pages.



- Page 1 is the conversation history with this contact.
- Page 2 is the contact on the stage. The default number used to make a call is the business number (action in gray is not available).
  The color bar under the photo shows your contact's presence status (Available, Be right back, Busy, Appear Offline). The Microsoft Outlook calendar presence (Exchange) of a favorite contact, when available, is displayed in this page (depending on the configuration of the system and the settings of your contact account).
  - Make a call with the default business number
  - Send instant message
  - Send SMS
  - Send e-mail
  - Make a call with the mobile number
- Page 3 is the contact details.
- Swipe right and left to navigate between the 3 pages.

From the conversation history page: you can acknowledge or delete an event or call the contact.



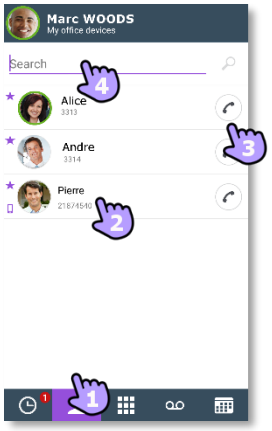
1- ,Long press on the item.
2- Delete the conversation log.
   Acknowledge the event .

II.3.15 Favorites

Favorites give you faster access to your preferred contacts. A favorite contact is a typically a corporate colleague whose real-time presence you can see.

1- Open your contact tab.
Your favorite contacts are displayed.
2- Open a contact card.
3- Press the call icon to call your contact.
4- Search for a contact in your local contacts or in a corporate look-up by using the search interface.

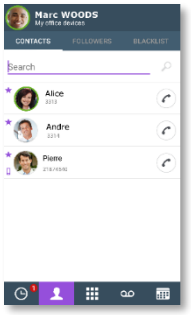
: This icon indicates a contact from your local directory.
: This icon indicates a favorite contact.



If you have other OpenTouch Conversation clients, the same list of favorites is displayed for each client.

II.3.16 Manage your favorites, followers or blacklist (“Privacy”)

The visibility of this feature depends on the system configuration managed by your administrator. If the 'Privacy' option is enabled in your system, you can manage favorite contacts who can see your presence and can start a collaboration session as instant message.



Open the contact page. The page contains three tabs: “*Contacts*”, “*Followers*”, “*Blacklist*”.

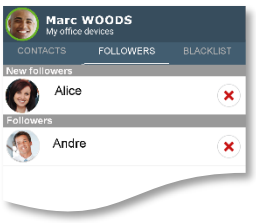
- A contact is a favorite. All favorite contacts are listed in the tab: “*Contacts*”. If your favorite is a corporate colleague, you can see his or her real-time presence. You can start a collaboration session as an instant message.
- A follower is a corporate colleague who has added you as favorite and can see your real-time presence. He or she can start a collaboration session as an instant message. All followers are listed in the tab: “*Followers*”. At any time, you can discard a follower.
- A blacklisted contact is a corporate colleague who has added you as favorite but he or she cannot see your real-time presence because you don't accept him or her as a follower. A blacklisted contact sees your presence as offline and cannot start any collaboration session with you. An instant message will be sent as an offline message. All blacklisted contacts are listed in the tab: “*Blacklist*”.

Contact your administrator for more information.

II.3.16.1 Add a contact as favorite

When you tag a contact as favorite, he or she is added to the list of your favorites and a notification as follower is sent to the contact. He or she is added to the list of your favorites. You can see his or her real-time presence unless he or she decides to add you to the blocked contact list.

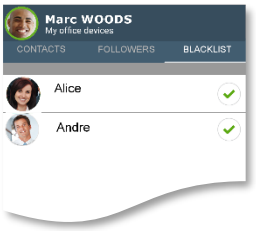
II.3.16.2 Accept or reject a new follower request



Select the tab: “*Followers*”.
A contact wants to add you to his or her list of favorites. You receive his or her notification as a 'follower' request. Each new 'Follower' request is displayed at the top of the tab: “*Followers*” (In the section: “*New followers*”).

	Block the contact. The contact is placed in the 'Blacklist' list, sees your presence as offline and cannot start any collaboration session with you.
Accept new followers	When you exit the 'Folowers' tab, you accept all new followers to see your real-time presence. A warning is displayed before acceptance. Contacts are added to your list of followers.

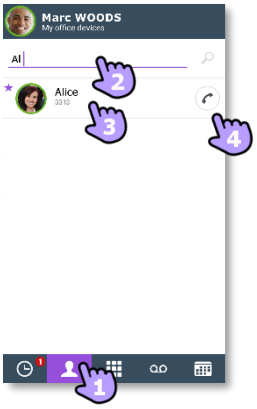
II.3.16.3 Unblock a contact



Select the tab: “*Blacklist*”.
All blocked contacts are listed in the tab: “*Blacklist*”.

	Unblock the corresponding contact. The contact is placed in the 'Followers' list and sees your real-time pressence.

II.3.17 **Search a contact**



1- Open your contact tab.
2- Enter the name of your contact.
3- From the search result, select the contact you are searching for.
4- Call your contact.

If the contact is not in your local directory, you can save them as a new local contact.

- Open the contact card.
- Press the Android menu button.
- Add the contact to your local directory.

The search runs immediately on local contacts (predictive search). You can base your search on 2 strings for better results.
To perform a corporate look-up, select the specific search button.

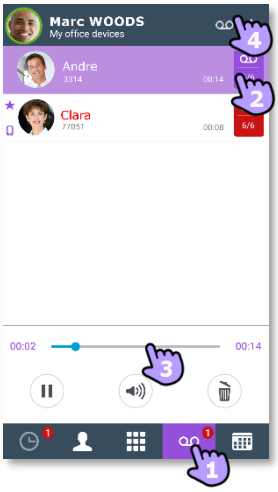
II.3.18 **Add or remove the selected contact to your list of Favorites**

Open the contact card of the contact you want to add or remove to your favorites.

Add the contact to your favorites list.

Remove the contact from your favorites list.

II.3.19 Visual Voice Mail



1- You have unread voice messages (the number of unread messages is displayed).
2- Open your visual voicemail.

Select the message to listen to.

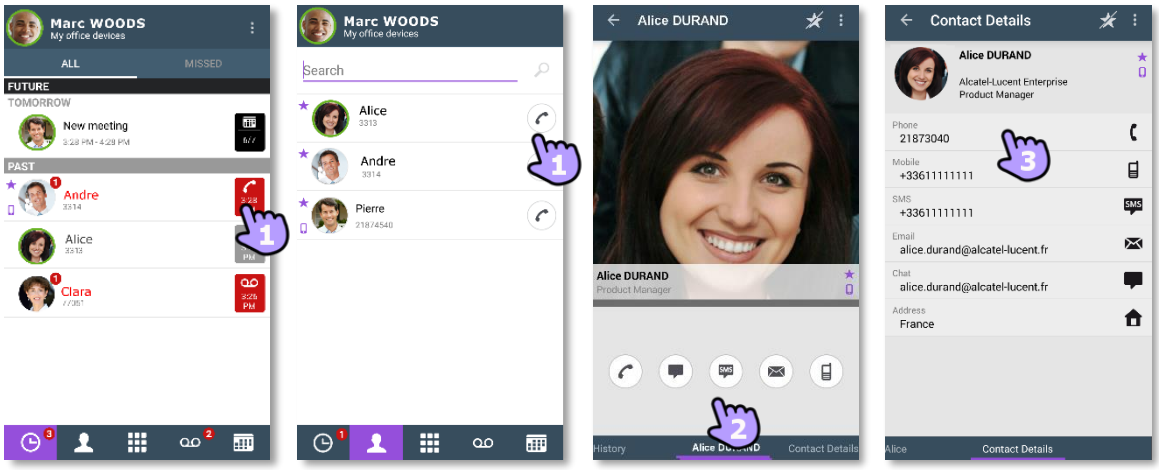
3- From the selected message you can:
   - Move the cursor along the play bar to go forward or backward in the message.
   - / Pause or resume the message.
   - Activate/deactivate loudspeaker.
   - Delete the message.
4- Customize your voice mail.
5- Press the Android menu button:
   - Delete all read messages.
   - Calling voice mail.

II.4 Conversation

Actions available depend on the type of conversation and system. If an action is not available, the icon is grayed.

II.4.1 Set up a conversation with a contact

- You can make a call from the conversation wall, visual voicemail tab, instant messaging tab or a scheduled meeting, if available on your system.
- You can make a call from a search on your local contacts or from a corporate look-up.
- You can make a call from the contact card (details or history).

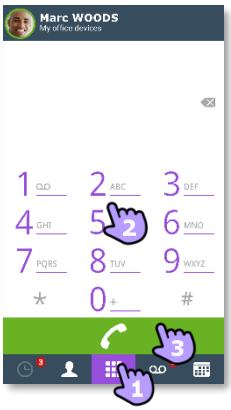


How to set up a conversation with a contact:

1- Call directly using the displayed phone number.
2- Set up different types of conversation (if available).
3- Call using a specific phone number from the contact card.

II.4.2 Make a conversation by entering a number

1- Open the keypad.
2- Enter your caller's number.
3- Make the call.



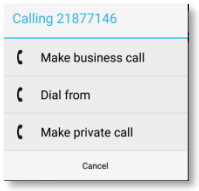
Copy/paste is available from the keypad. You can add the number you entered to the local directory of your mobile (new or existing contact).

II.4.3 Make a private call

If you enable the private call option in the OpenTouch Conversation configuration, you can make private calls from the application, through two different ways:

- Dial the number directly from the native dialer of your cell phone.
- press and hold phone number in the contact card (contact details).

A popup lets you choose to make a business or a private call.

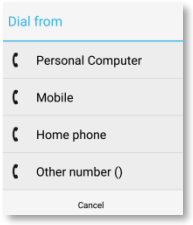


Warning: if you are using your cell phone with a Bluetooth® hands-free car kit, we recommend deciding to handle outgoing calls as always in private in order to drive safely and use of your carkit correctly.

II.4.4 Dial from another device (one-shot)

This feature provides the capability to launch a single call from another device. Select the predefined device or enter the number of a new device to use for making the call. When the conversation is ended, the routing profile automatically returns to its previous state.

- Long press on the phone number to call.
- *Dial from*
- Select the device in the list or define another number.



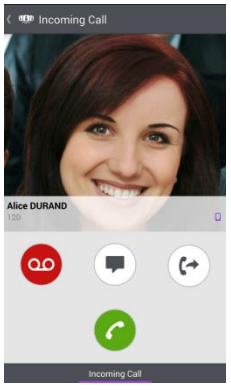
The device list for selection depends on the endpoints registered by the system administrator.

If you enable the private call option in the OpenTouch Conversation configuration, this feature is available with the native dialer.

II.4.5 Receiving a conversation

Incoming call screen of the OpenTouch conversation is displayed only if the corresponding setting is active. Otherwise, the default Android screen is used.

Answer the call.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to another device or number. Select the destination of the transfer: one of your office devices or a pre-defined number or enter another number.	



If you receive a call while your phone is locked, a pop-up is displayed on the page. Slide to take the call and follow the instructions described in this section.

II.4.6 Audio media switch from your deskphone to your smartphone via NFC

During an active call, capability to switch the audio media from your deskphone to your smartphone via a NFC sticker located inside/on your deskphone.

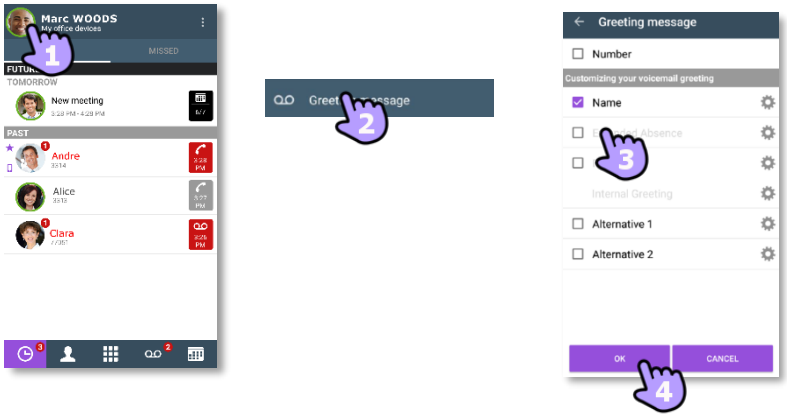
II.4.7 Get your active call started on another device

You set up a call from another device. You need to get this call on your mobile.

1- Open your OpenTouch profile (sliding menu).

2- Get active call.

II.4.8 Welcome greetings management



This menu lets you manage your welcome greeting messages. Welcome greetings are played to callers forwarded to your mail box. Different types of welcome greetings are available. A welcome greeting appears in grey if you have not recorded yet.

- The default greeting / *Number*
  The default greeting is the default message followed by your voice mail number. This message is selected as the default message if no message has been recorded.
- The standard greeting / *Name*
  The standard greeting is a standard text followed optionally by your recorded name.
- *Alternative 1/ Alternative 2*
  The system can provide up to two alternative greetings. These are only available when your system administrator has granted you the right to use them. They are alternative personal greetings, recorded for specific business situations (for instance a greeting when you are in a meeting), activated by you, according to your needs. Once you have returned to normal business operation, you may switch back to your personal greeting or to the standard greeting message. Alternative greetings are played to internal and external callers.
- *Extended Absence*
  The extended absence greeting is dedicated to situations where you are out of the office for a planned period of time, with no or limited access to your voice messages. The aim of this message is to inform internal and external callers of your absence (e.g. when you are on holidays). When an extended absence greeting is activated, callers are explicitly made aware that you may not be able to listen to your voice messages soon. They have to press a key to be able to leave you a message. When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either retain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was played before your extended absence

message was activated. Unlike all other greetings, the extended absence greeting is automatically activated after it is recorded.

- *Personal/Internal Greeting*
  The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu or the Web Interface. It replaces the standard greeting and is played to internal and external callers. You may record an additional personal internal greeting. This personal greeting shall be played to internal callers, while the first personal greeting is played to external callers only.

Activate a greeting message

- Select the message to play when you forward calls to your voicemail.
- Validate your choice.

Manage a welcome greeting

A welcome greeting appears in grey if you have not recorded yet. The message length is limited to 15 seconds.

- Select the message you wish to manage.
- Use the displayed popup to manage the selected greeting message.

Select the greeting message to manage.	
Record the selected greeting message.	
Validate the selected greeting message.	
Activate or deactivate the loudspeaker when you play the selected greeting message.	
Play the selected greeting message.	
Delete the selected greeting message (confirmation is requested). The greeting message that is currently activated cannot be deleted.	

To go back to the default greeting message, you have to delete all recorded messages (*Number*).

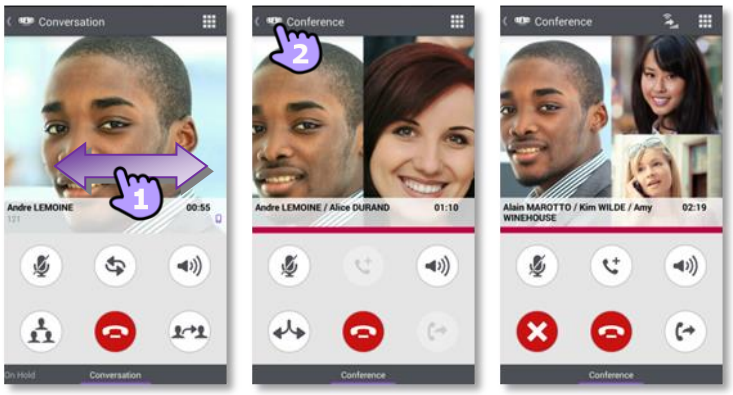
II.5 During conversation

II.5.1 Screen description

Actions available during a conversation depend on the type of conversation. If an action is not available, the icon is grayed.

You are in conversation with one contact.

You are in a call with more than one caller (hold or conference).



II.5.2 Make a second call / Switching between two calls / Transfer call to your contact on hold / Three-party conference / Send DTMF

End the active call. Leave the conference (the call is still active with the other participants).	
Make a second call.	
Put the distant on hold.	
Recover the call on hold.	
Transfer the call to a predefined number or to an internal number via QR code or NFC tag.	
Mute/un-mute the conversation.	
Loudspeaker.	
Display active or on-hold calls by swiping right or left.	
Switching between two calls.	
Transfer call to your contact on hold.	
Setting up a conference.	

During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
Release all participants from the conversation.	
Send DTMF.	
Manual handover VoIP to cellular. If you are in conversation with one caller, you can switch your conversation from Voice over IP mode to Cellular mode.	

II.5.3 Receiving a second call (according system configuration)

During a conversation, another person is trying to call you ›› Name or no. of the caller displayed for 3 seconds.

You are alerted by a notify ringtone (native notify ringtone defined in Android settings).

Answer the call. The first call is on hold.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to another device or number. Select the destination of the transfer: one of your office devices or a pre-defined number or enter another number.	

II.5.4 Audio media switch from your smartphone to any deskphone via QR code and NFC tag

When you are in conversation, you can switch the active audio media from your smartphone to any internal deskphone prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example. You can use this feature to isolate you in a meeting room. When the conversation is ended, the routing profile automatically returns to its previous state.

- Tap directly the NFC tag of the targeted deskphone with your smartphone.
- Select the 'Divert incoming call' icon, then scan the QR code.

II.6 Instant Messaging

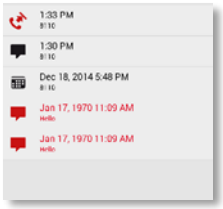
II.6.1 Start an instant message

An instant message is a type of conversation which offers real-time text transmission with your contact.

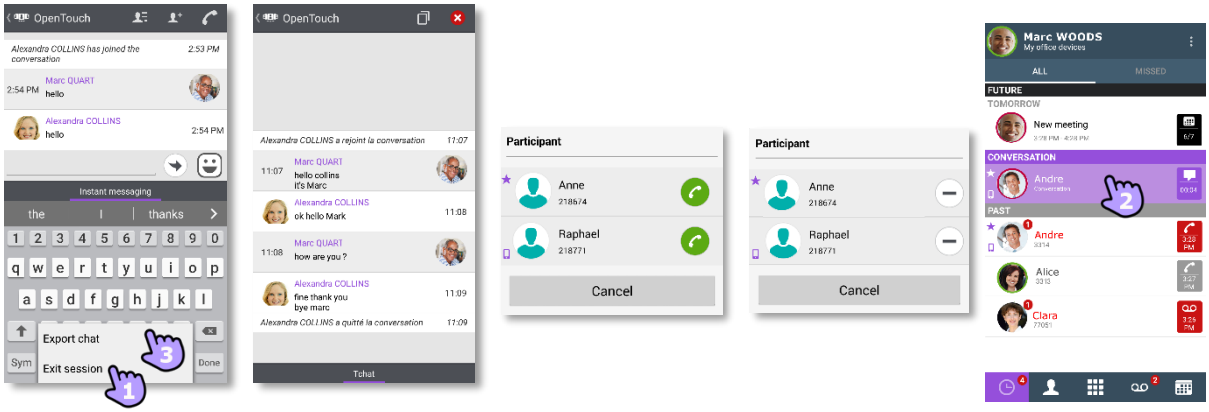
You start an instant message like other conversation from a contact card.	

II.6.2 Receive an instant message

If you are online, you receive instant messages on the Wall.
If you are offline, you receive an instant message as a missed event in the wall. Open the history of your contact to see the missed instant message.



II.6.3 During conversation



Send message.	
Send emoticon.	
Call the participant (audio answer).	
Add a participant to the conversation.	
Display the list of participants. From the list you can also open the contact card of a participant.	
Drop a participant.	
Exit session when you are the last one in the session.	
Exit session when both parties are connected (menu android).	
During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
During a conversation, export the text of the conversation by using the Android menu.	
Export the text of the conversation.	

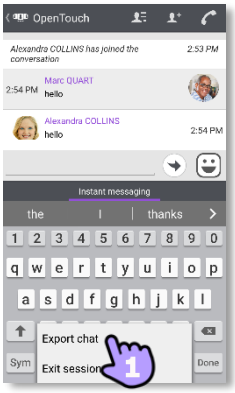
From a group chat, if you want a private chat with one participant, you need to create a new IM session with only this participant.

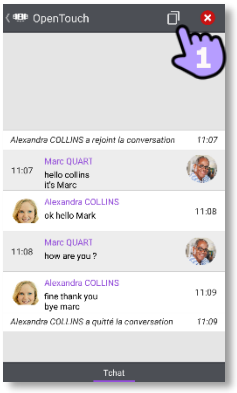
II.6.4 Export an Instant Message

You can export the text of a conversation, to copy it into an email for example.

1. Export chat:
   - Use the Android menu during the conversation.
   - Use the copy icon when the conversation is ended (past even from conversation history).

   The content of the conversation is copied into the clipboard.
2. Paste the text into another application like email (long press on a text box).

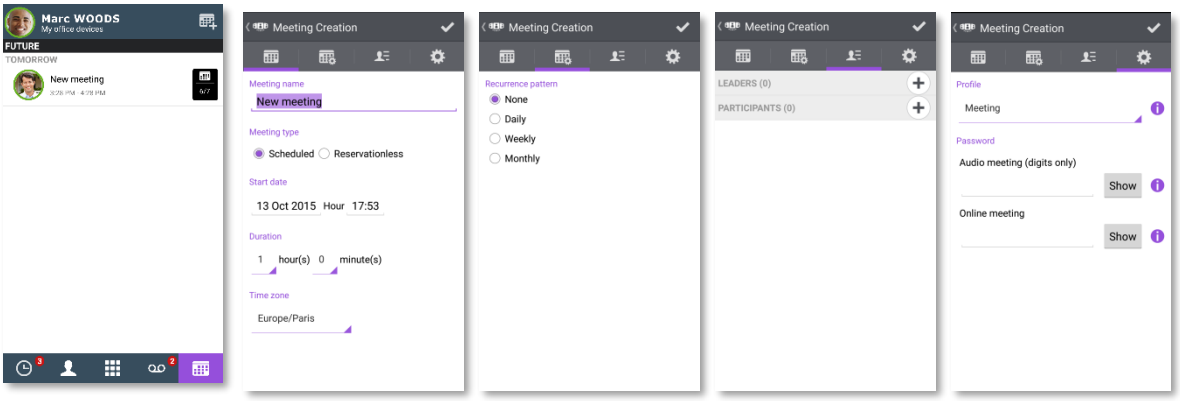




Instant messaging feature can be deactivated by administrator if your system is using a third party instant messaging server.

II.7 Meeting

II.7.1 Create a meeting

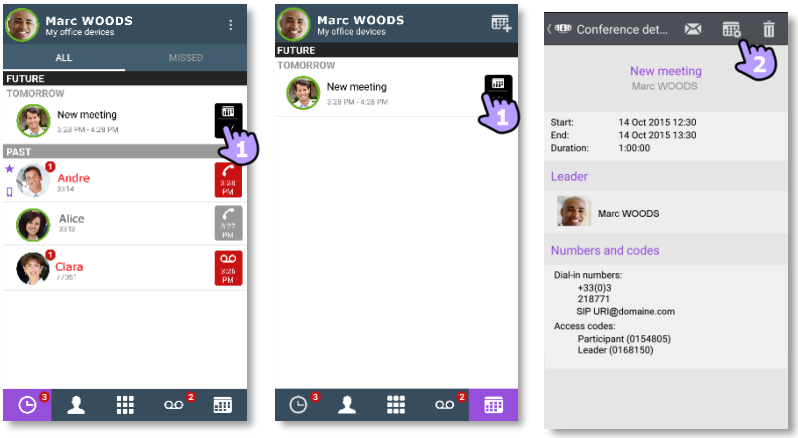


	Select the meeting tab.
	Create a new meeting.
	Select the type of meeting (scheduled or reservation less) and fill in the various appointment fields.
	Define a recurrence pattern if required (none, daily, weekly, monthly)
	Manage leaders and participants of the meeting. ▪ Add a new leader/participant. A meeting leader can add or remove a participant, share a document, and cancel the meeting (depending on the OTC client). Remove a participant by a long press on it.
	Manage a profile and password of the meeting. **Choose a predefined profile for the meeting:** • Meeting: use for interactive business meetings. All licensed features are available • Webinar: use for a Web presentation (large events). Participants only hear and see the Web presentation of leaders • Training: use for a teacher-student scenario. All licensed features are available. The session ends when the teacher hangs up (leader) • Conference call: use for a voice only conference. **Secure access to the meeting:** • You can define a password for an audio meeting (digits only). In this case, an external user has to enter the password to join the audio meeting • You can define a password for an online meeting. In this case, an external user has to enter the password to join the web meeting. Depending on the system configuration, you may need to follow a password policy (consult the password policy).
	Confirm the meeting.

Scheduled meetings and non-reservation meetings are sorted by date in two separate sections.

II.7.2 Manage an existing meeting: send invitation, modify, delete

Future scheduled meetings are displayed on the conversation wall. Scheduled meetings and non-reservation meetings are sorted by date in two separate sections.



1- Open the meeting details from the conversation wall or the meeting tab.
Subject, start and end dates, duration, recurrence if any, owner, participants (with leader and participant information), calling number and SIP URI information, Access code and password (optional) are displayed in this page. The URI is the network identifier of your caller's telephone. Numbers and SIP URI can be used to join the meeting.

2- From this page, you can:

	Send an email containing all the information needed to join the meeting to invite additional people for example. As a leader, a pop-up about leader access code security will be displayed.
	Modify a future meeting.
	Delete a future meeting.

II.7.3 Start meeting

The badge becomes purple five minutes before the conference starts.
There are 3 ways to join a live conference:

- From the conversation wall, select the corresponding badge to join the conference.
- From the conference details, select the corresponding action at the bottom of the screen.
- From your email client, select the link in the invitation you have received by email.

From another set, dial directly the number or the SIP URI to join the meeting. Enter access code and password if necessary. Follow instructions.

Display the real-time list of participants during conference.	

II.8 Smartwatch

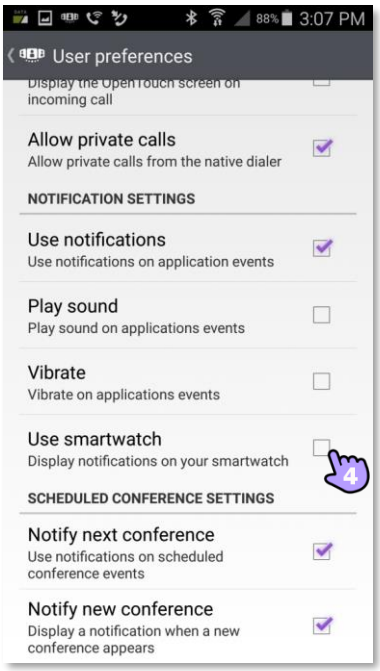
You can use the OpenTouch Conversation with your smartwatch.
You are notified directly on your smartwatch when you receive a new event.
From your smartwatch, connected to a Bluetooth® headset, you are able to:

- Answer an incoming call.
- Forward an incoming call to voice mail.
- Call back the last missed call from history.
- Play the last voice mail.
- Display the new instant message and call the contact of the message.
- Join a meeting.

II.8.1 Before using the smartwatch

Before using your smartwatch, your smartwatch has to be paired with the smartphone running the OpenTouch Conversation application. 'Android Wear – Smartwatch' application has to be downloaded on smartphone. You smartphone and smartwatch have to be synchronized.

1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open settings: User preferences.
4- Select the smartwatch option.
: This icon is displayed on user banner when smartwatch option is enable.



II.8.2 Receiving a call

Answer the call.	
Forward an incoming call to voice mail.	

II.8.3 Missed calls

Select the notification on the smartwatch to open the list of missed calls.	
Call back the last missed call.	

II.8.4 Voice mail

Play the last voice mail.	

II.8.5 Instant messages

Call the sender of the instant message.	
Exit the conversation.	

II.8.6 Meeting

When your are invited to new scheduled/reservationless meeting, your are notified on your smartmatch	
When the scheduled/reservationless meeting starts, you are notified on your smartwatch	
Open the details of the meeting	
Join the meeting.	

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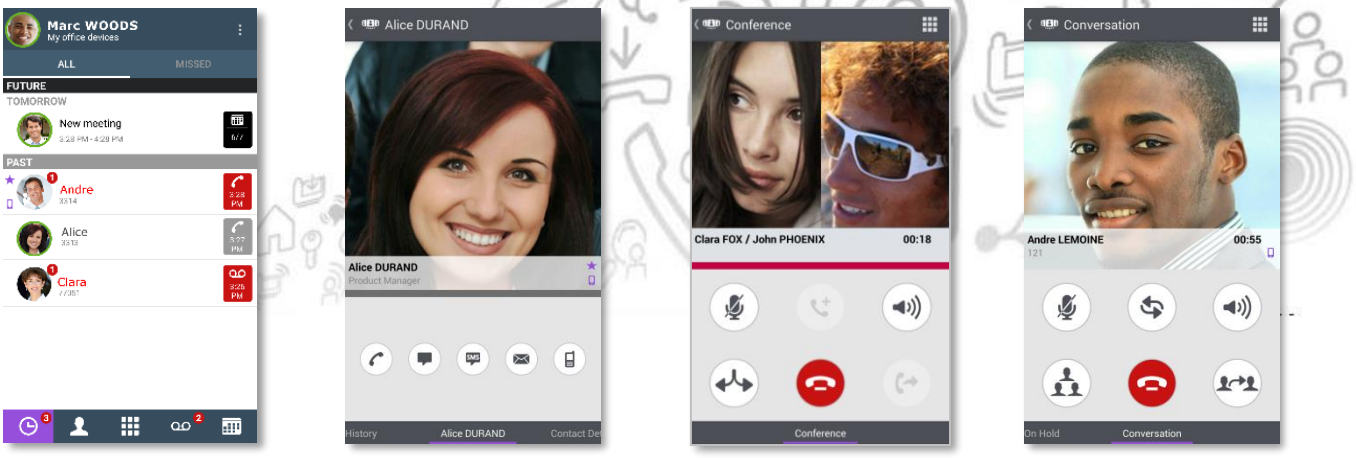
III - OpenTouch Conversation User Manual for OTBE/OTMS Connection User



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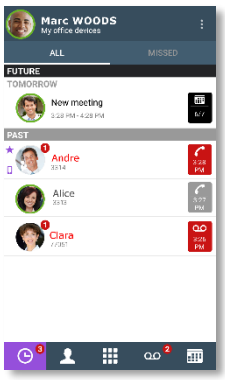
III.1 Start OpenTouch® Conversation

III.1.1 Start the application

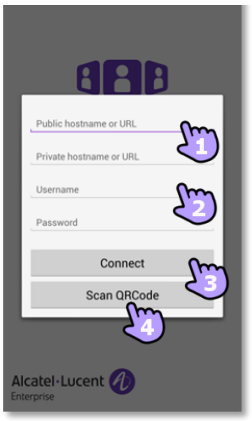
Select the OpenTouch Conversation Icon.

Tip: create an OpenTouch Conversation shortcut on your smartphone homepage.



III.1.2 Sign in

When you connect for the first time, if you have not configured the connection parameters (OpenTouch settings), a login configuration window is displayed to enter the OpenTouch credentials and OpenTouch server address.



1- Set your connection parameters.
2- Enter your user name (login) / Password (OpenTouch user password).
3- Sign in.
4- In the initial login screen you can see the 'Scan QR Code' button (when necessary, hide the input keyboard). When you press this button, the application scans the QR Code image sent by your system administrator. The application then automatically configures the connection parameters (the number of parameters provided depends on your security policy). The QR code can be generated with the OpenTouch Conversation for PC application or with some deskphones.

If access to your business is secured by a Reverse Proxy, you will be prompted to enter the Reverse Proxy credentials when you are outside the business.

III.1.3 Voice-over-IP mode

OpenTouch Conversation integrates voice over IP (VoIP) capability allowing the user to place and receive business calls on the mobile through Wifi or cellular data network.
Unless you do not wish to use VoIP (deactivated via a dedicated setting), VoIP capability will be provided automatically as soon as the cell phone has a data network coverage (Wi-Fi or cellular) and has successfully registered to the call server.
A VoIP icon on your mobile shows the VoIP status:

- : VoIP capability is activated.
- : VoIP capability is deactivated via a dedicated setting.
- No icon displayed: cellular mode only or loss of VoIP connection (VoIP capability is temporarily unavailable).

OpenTouch Conversation supports Voice over IP outside corporate wireless LAN (including home, hotspot WiFi network).

III.1.4 VoIP Softphone

Without SIM card, OpenTouch Conversation operates as a VoIP softphone (according to system configuration). In this case, the voice over IP (VoIP) is always enabled. All incoming calls are presented in the OpenTouch Conversation screen. All features dedicated to the cellular mode are deactivated (private call, SMS, business mobile phone number).

III.1.5 Using a Bluetooth® audio device connected to your phone

For cellular calls, use your Bluetooth® headset as you usually do.
For VoIP calls, we recommend to control the OpenTouch Conversation application directly from your smartphone.

III.1.6 Sign out

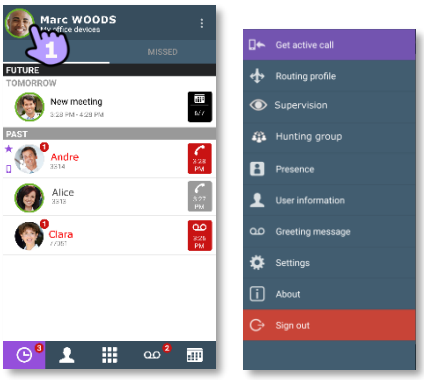
- Open your OpenTouch profile (sliding menu).
- Sign out.

III.2 Settings

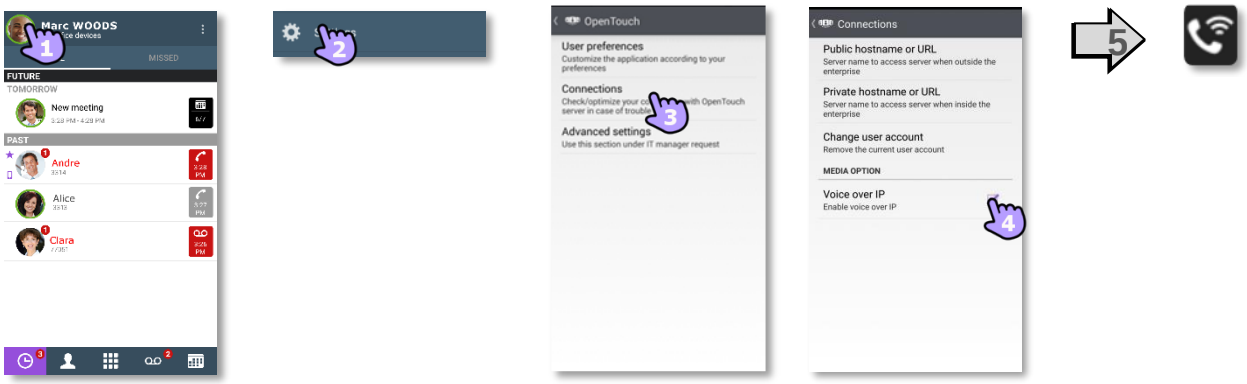
Settings depend on your account configuration. If an option is not displayed, you can contact your administrator for more information.

III.2.1 My profile

- Open your OpenTouch profile (sliding menu).
- Get your active call started on another device.
- Change your call routing profile.
- Activate / deactivate supervision feature (optional).
- Activating / deactivating the hunting group feature (optional).
- Change your presence status.
- Display your user information.
- Welcome greetings management.
- Access to settings.
- Software version (About).
- Sign out.



III.2.2 Activate / deactivate VoIP feature (optional)

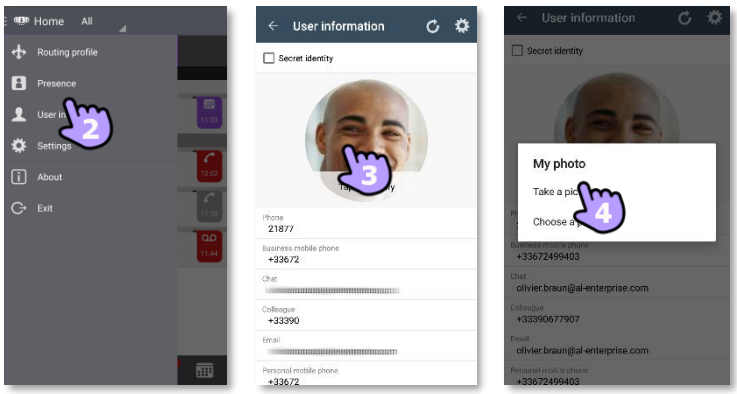


1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open connections settings.
4- Activate / deactivate VoIP feature (Media option).
5- A specific icon is displayed on your home page if the feature is activated.

By default, the VoIP setting is activated.

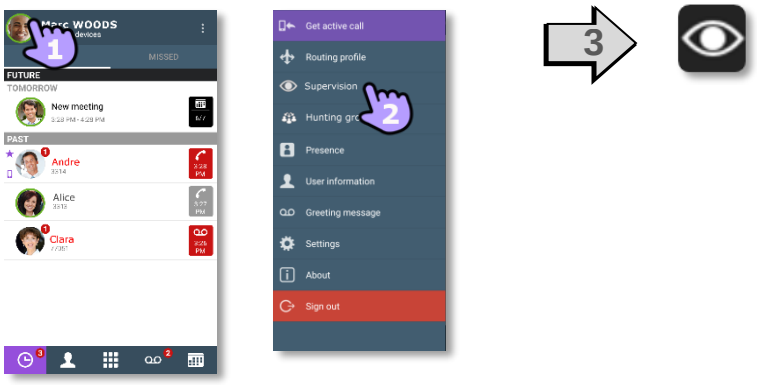
III.2.3 Change your photo / avatar

1- Open your OpenTouch profile (sliding menu).
2- Display your user information.
3- Tap on your current photo/avatar to change it.
4- Select your new picture.



III.2.4 Supervision (optional)

Your business phone number can be supervised. This means that your incoming calls can be picked up by a supervisor when you are absent, busy or off-site.



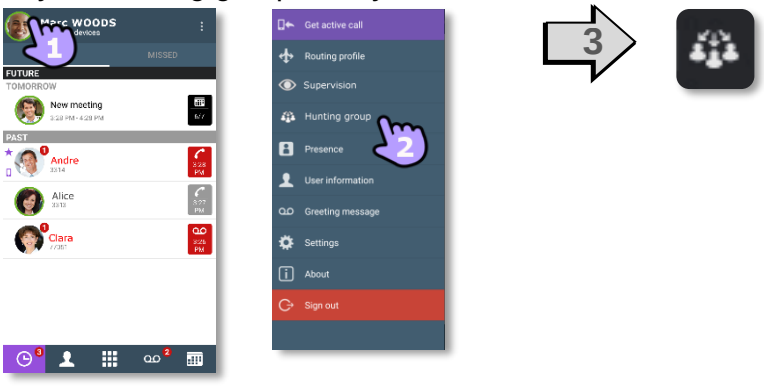
1- Open your OpenTouch profile (sliding menu).
2- Activate / deactivate supervision feature.
3- A specific icon is displayed on your home page if the feature is activated.

If your phone is supervised, the call log displays the name of the supervisor who has picked up your call.

III.2.5 Hunting groups (optional)

The hunting group enables calls to be distributed from from a single number to a group of several phone numbers. If your phone number is part of a hunting group, it can be reached via the hunting group number. You can take a call from all your compatible devices (mobile, deskphone or personal computer if available). You can activate or deactivate this feature from your compatible devices. When you are in the hunting group, a specific icon is displayed on your homepage. Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

To enter into or to leave your hunting group from your mobile, activate or deactivate the feature



1- Open your OpenTouch profile (sliding menu).
2- Activating / deactivating the hunting group feature.
3- A specific icon is displayed on your home page if the feature is activated.

III.2.6 Settings

1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open settings.

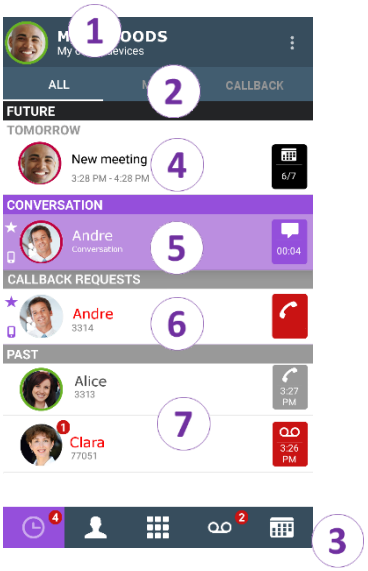
User preferences	
General	
Automatic start	Choose if the application is started automatically when the device is powered up.
Starting Tab	Define which tab is open at start-up.
Display Firstname / Lastname	Define how the name of your contact is displayed.
VoIP call ringtone	You can choose a ringtone for VoIP calls
Incoming call screen	When you receive an incoming call, you can choose the call presentation screen. You can use either the OpenTouch Conversation application screen by selecting this option or your mobile's native dialer screen.
Outgoing calls management	Select how to handle outgoing calls on your mobile when you make a call by using the mobile phone's native dialer: always in private, always in business (via the OpenTouch Conversation) or always at your choice. In the last case, a popup enables you to choose whether it is a business call or a private call. Otherwise, it is automatically selected as a business call.
Notification settings	
Use notifications Play sound Vibrate	When the OpenTouch Conversation application receives an event such as a missed call or a new voicemail you can be alerted by an Android notification, a sound or a vibration. The sound and vibration depend on the audio configuration of your mobile phone. Select one or more of these options.
Scheduled Conference settings	
Notify next conference Notify new conference	If your system manages meetings, choose to be notified about the next conference and a new conference
Use smartwatch	Display notifications on your smartwatch (if paired and configured with your smartphone).
Connections	
Public hostname or URL Private hostname or URL	Connection parameters.
Change user account	Sign out.
Voice over IP	Activate / deactivate VoIP feature.
VoIP via cellular network	Activate / deactivate VoIP via cellular network

For all other security and client management settings, contact your administrator for more information.

Advanced settings	
VoIP quality	Display network quality for voice over IP calls.
Call screen refresh	When screen refresh is slow (for example, when screens do not flow well during conversations), ALE International advise you to use this option for a better user experience. However, this option uses more data and should therefore be used with care.
Calling via Web Service	When this option is used, the make call action, via the data channel, is enabled from 2.5G network (instead of 3G).
Reset device ID	Reset device ID (MAC, IMEI or MEID) that allows to download the Client Management configuration file.
Clear certificates	Clear certificate storage of all contents.
Anonymous Usage Statistics	If checked, we will collect information to provide better services to all of our users. We do not collect personal information.
Logging level	Define the level of the debug logger.
Send log by email	Send saved logs by email for support.

III.3 Homepage

III.3.1 Homepage description



1 My profile: settings and information about the user.

2 Display of all conversation logs.
Display of missed conversations.
Display of callback requests.

3 Tab.
Access features by selecting the dedicated tab:

- Conversation wall.
The number of new events is displayed.
- Contacts and favorites. Depending on the system configuration, you can manage who can see your presence.
- Dialer.
- Voicemail access.
You have unread voice messages (the number of unread messages is displayed)
- Meeting.

III.3.2 Conversation wall (History)

Conversation Wall contains the history of all your conversations.

The Wall is divided into 4 parts:

4 Future meeting if managed by your system.

5 Conversation in progress.

6 Callback requests.

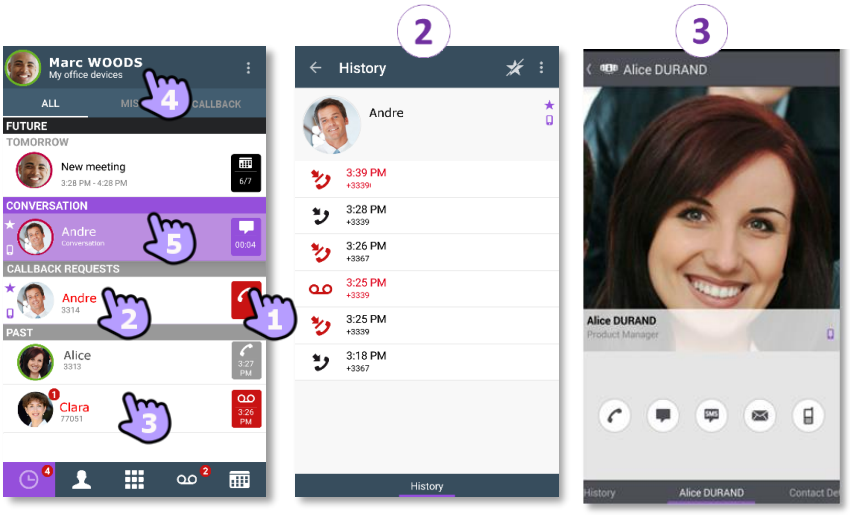
7 Past conversations.
All conversations are sorted by date: today, yesterday, this week, last week and before.

How to understand the conversation wall:
Each item represents a conversation log by user, by time slot and by the corresponding number of unread events.

- Red badge: missed or new events.
- Purple badge: ongoing conversation.
- Grey badge: past event.
- Black badge: future event (meeting).
- Conversation.
- Visual Voice Mail.
- Instant messages.
- Meeting.
- : This icon indicates a contact from the local directory of the mobile.
- : This icon indicates a favorite contact.

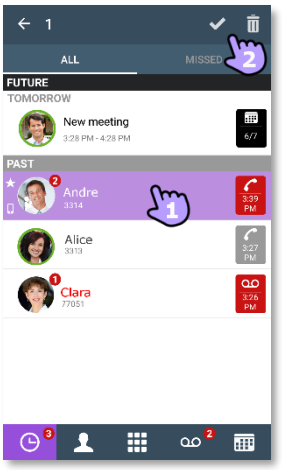
The colored bar under the avatar shows the contact's presence status.

The action on a contact depends on how you select it.



1- Select the badge to direct call the displayed number.
2- If you select an unread event, you open the history card directly.
3- If you select a read event, you put your contact on the stage.
4- To display only new missed calls, select the appropriate filter.
5- Select the current conversation in the homepage to go back to the conversation screen.

III.3.3 To delete one conversation log



You can delete a conversation log if it is acknowledged.

1- Long press on the item.
2- Delete the conversation log.

III.3.4 To acknowledge a missed call

A conversation log is acknowledged if all events for that item are acknowledged.

If an item is marked as a missed event, you can acknowledge the event.

1- Long press on the item.
2- Acknowledge the event .

A single event is automaticaly acknowleged when consulting.

III.3.5 To delete all conversations in the wall

1- Press the Android menu button.
2- Delete all conversations.
3- Confirm the deletion.

III.3.6 Status icons

Application is connected and fully available.	
Consult the notification bar to identify the issue.	

Call in progress.	
Missed calls.	
new voice message(s).	
New instant message(s).	
Callback requests	
Supervision activated (your business phone is supervised).	
Activating Hunting group.	

III.3.7 Call Routing

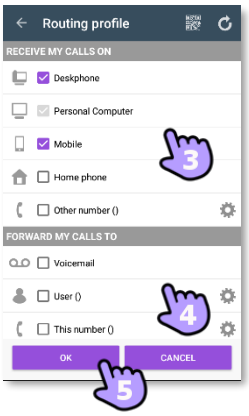
III.3.7.1 Select your routing profile

The call routing profiles displayed depend on your configuration and installation (main phone and other registered devices).

1- Open your OpenTouch profile (sliding menu).

2- Open the routing profile management.

3- Route my calls on
Select which devices will ring when you receive an incoming call. All available devices which you can use to make a call, are listed. The list of devices depends on the system configuration. If you are using a multi-device feature, the main device and all secondary devices (up to 4 devices) are displayed. Some devices are mandatory and cannot be unchecked. For other numbers, you can choose which devices can receive them.
For example, select a profile between:



- Deskphone
- Personal Computer
- Mobile
- DECT
- Home phone
- Other number

4- Immediate forward:

- Immediate forward to voicemail
- Immediately forward to a contact
- Immediate forward to number

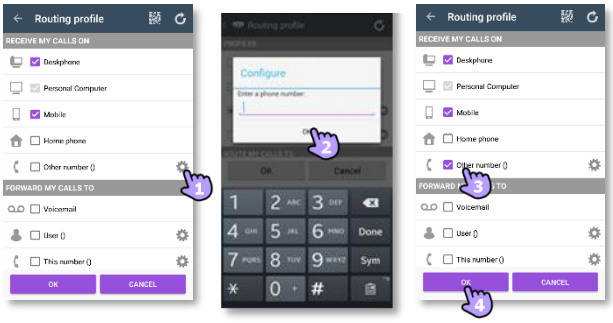
5- Apply.

The active routing profile is displayed in the user banner.

	If you selected a routing profile with mobile not ringing, a specific status icon is displayed.

III.3.7.2 Define numbers (Other number/This number)

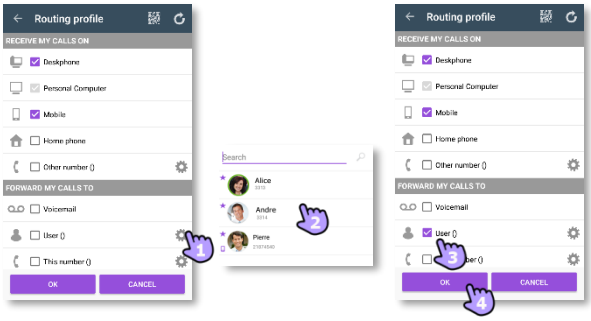
Select or define a number to forward your calls on to.



1- Select the edition mode.
2- Enter a phone number then apply.
3- Check that the corresponding profile is selected.
4- Apply.

III.3.7.3 Define user

Select or define a user to forward your calls on to.

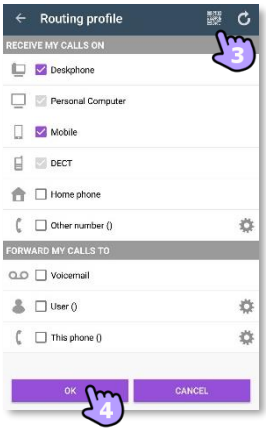


1- Select the edition mode.
2- Select a user in the search result (this user must be an OpenTouch user, registered on the same system).
3- Check that the corresponding profile is selected.
4- Apply.

III.3.8 Change routing profile via QR code or NFC tag

You can modify your current ringing call routing profile with any internal deskphone which is prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example. One hour after the routing change, the application will prompt the user to keep this configuration or get back to the initial routing state.

You are facing the QR code or the NFC tag of the internal deskphone.



1- Open your OpenTouch profile (sliding menu).
2- Open the routing profile management.
3- Define the new internal number by using one of the following:
   - Scan QR Code
   - Tap the NFC tag with your smartphone.
4- Apply.
   Your incoming calls will ring on this new deskphone.

III.3.9 Presence

The colored bar under the avatar shows the contact's presence status.

Available

Busy

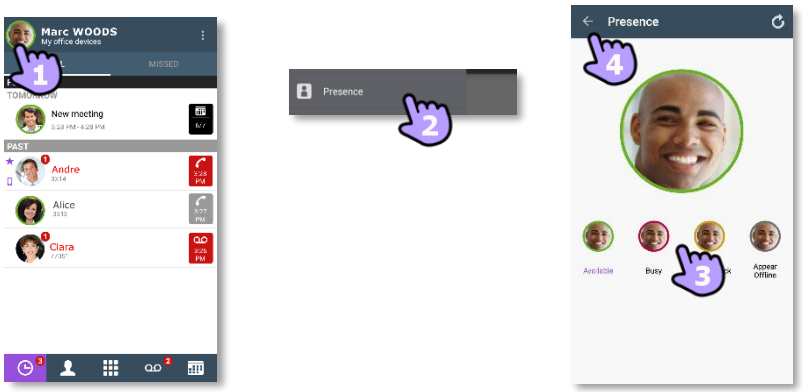
Be right back

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 favorite contact is displayed in the contact card when she/he is in an Exchange meeting with status Free, Working Elsewhere or Tentative so that I know if I can call her/him.

Depending on the system configuration, you can manage who can see your presence (see: Manage your favorites, followers or blacklist).

Change your presence status



1- Open your OpenTouch profile (sliding menu).

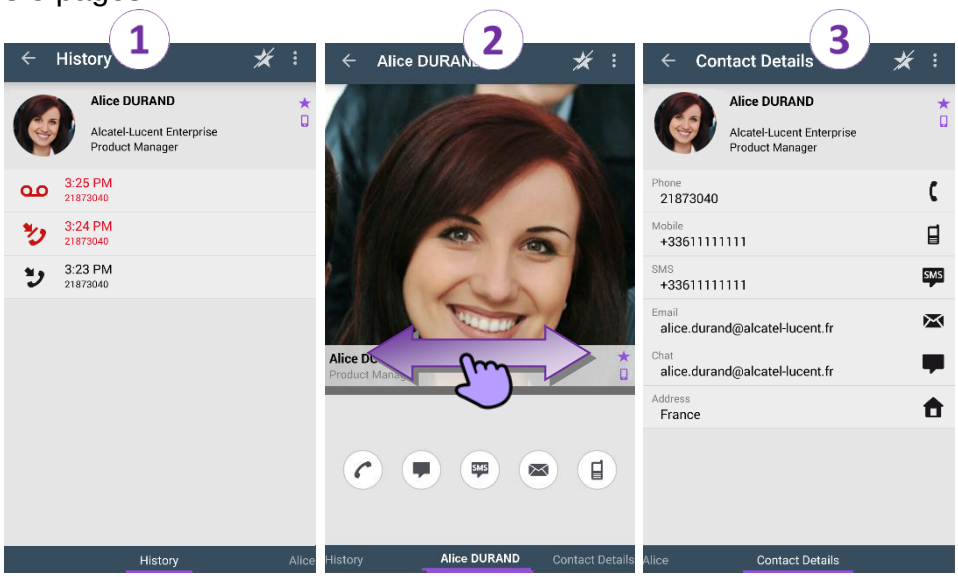
2- Access to the presence feature.

3- Change your presence status.

4- Apply.

III.3.10 Contact card

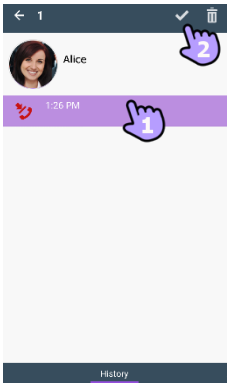
A contact card represents a person.
Open a contact card by selecting a contact in the conversation Wall or in your favorites.
A card contains 3 pages.



- Page 1 is the conversation history with this contact.
- Page 2 is the contact on the stage. The default number used to make a call is the business number (action in gray is not available).
  The color bar under the photo shows your contact's presence status (Available, Be right back, Busy, Appear Offline). The Microsoft Outlook calendar presence (Exchange) of a favorite contact, when available, is displayed in this page (depending on the configuration of the system and the settings of your contact account).

  Make a call with the default business number
  Send instant message
  Send SMS
  Send e-mail
  Make a call with the mobile number
- Page 3 is the contact details.
- Swipe right and left to navigate between the 3 pages.

From the conversation history page: you can acknowledge or delete an event or call the contact.



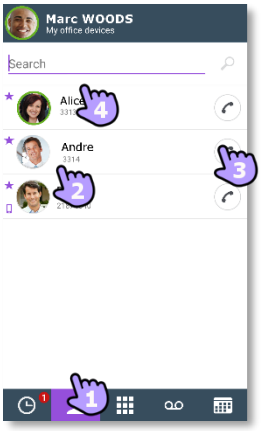
1- Long press on the item.
2- Delete the conversation log.
Acknowledge the event .
Call back the contact.

III.3.11 Favorites

Favorites give you faster access to your preferred contacts. A favorite contact is a typically a corporate colleague whose real-time presence you can see.

1- Open your contact tab.
Your favorite contacts are displayed.
2- Open a contact card.
3- Press the call icon to call your contact.
4- Search for a contact in your local contacts or in a corporate look-up by using the search interface.

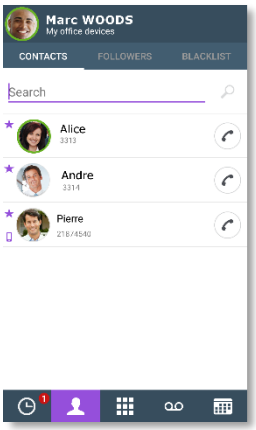
: This icon indicates a contact from your local directory.
: This icon indicates a favorite contact.



If you have other OpenTouch Conversation clients, the same list of favorites is displayed for each client.

III.3.12 Manage your favorites, followers or blacklist (“Privacy”)

The visibility of this feature depends on the system configuration managed by your administrator. If the 'Privacy' option is enabled in your system, you can manage favorite contacts who can see your presence and can start a collaboration session as instant message.



Open the contact page. The page contains three tabs: “*Contacts*”, “*Followers*”, “*Blacklist*”.

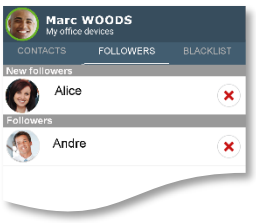
- A contact is a favorite. All favorite contacts are listed in the tab: “*Contacts*”. If your favorite is a corporate colleague, you can see his or her real-time presence. You can start a collaboration session as an instant message.
- A follower is a corporate colleague who has added you as favorite and can see your real-time presence. He or she can start a collaboration session as an instant message. All followers are listed in the tab: “*Followers*”. At any time, you can discard a follower.
- A blacklisted contact is a corporate colleague who has added you as favorite but he or she cannot see your real-time presence because you don't accept him or her as a follower. A blacklisted contact sees your presence as offline and cannot start any collaboration session with you. An instant message will be sent as an offline message. All blacklisted contacts are listed in the tab: “*Blacklist*”.

Contact your administrator for more information.

III.3.12.1 Add a contact as favorite

When you tag a contact as favorite, he or she is added to the list of your favorites and a notification as follower is sent to the contact. He or she is added to the list of your favorites. You can see his or her real-time presence unless he or she decides to add you to the blocked contact list.

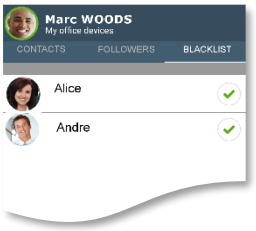
III.3.12.2 Accept or reject a new follower request



Select the tab: “*Followers*”.
A contact wants to add you to his or her list of favorites. You receive his or her notification as a 'follower' request. Each new 'Follower' request is displayed at the top of the tab: “*Followers*” (In the section: “*New followers*”).

	Block the contact. The contact is placed in the 'Blacklist' list, sees your presence as offline and cannot start any collaboration session with you.
Accept new followers	When you exit the 'Folowers' tab, you accept all new followers to see your real-time presence. A warning is displayed before acceptance. Contacts are added to your list of followers.

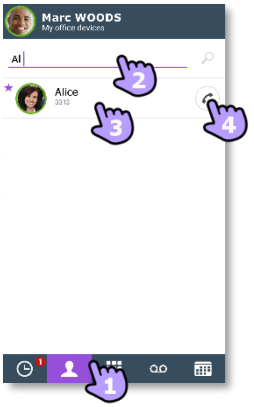
III.3.12.3 Unblock a contact



Select the tab: “*Blacklist*”.
All blocked contacts are listed in the tab: “*Blacklist*”.

	Unblock the corresponding contact. The contact is placed in the 'Followers' list and sees your real-time pressence.

III.3.13 Search a contact



1- Open your contact tab.
2- Enter the name of your contact.
3- From the search result, select the contact you are searching for.
4- Call your contact.

If the contact is not in your local directory, you can save them as a new local contact.

- Open the contact card.
- Press the Android menu button.
- Add the contact to your local directory.

The search runs immediately on local contacts (predictive search). You can base your search on 2 strings for better results.
To perform a corporate look-up, select the specific search button.

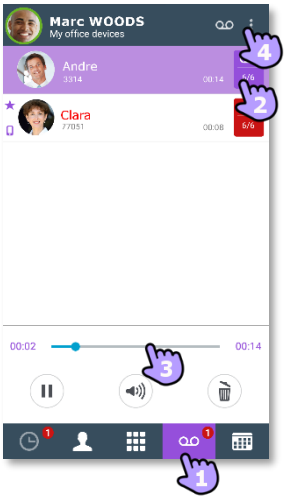
III.3.14 Add or remove the selected contact to your list of Favorites

Open the contact card of the contact you want to add or remove to your favorites.

Add the contact to your favorites list.

Remove the contact from your favorites list.

III.3.15 Visual Voice Mail

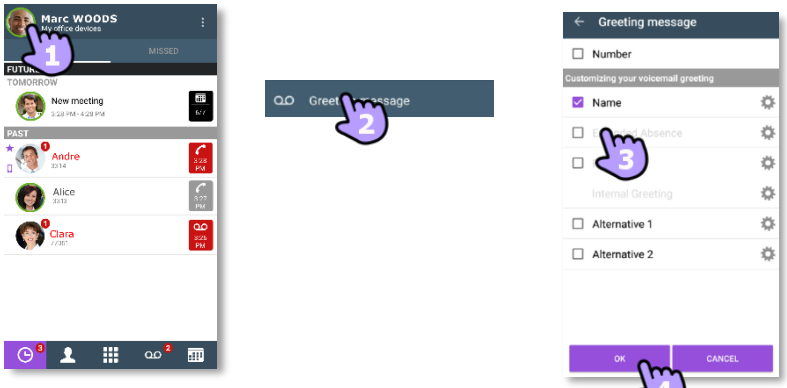


1- You have unread voice messages (the number of unread messages is displayed).
2- Open your visual voicemail.

Select the message to listen to.

3- From the selected message you can:
   - Move the cursor along the play bar to go forward or backward in the message.
   - / Pause or resume the message.
   - Activate/deactivate loudspeaker.
   - Delete the message.
4- Customize your voice mail.
5- Press the Android menu button:
   - Delete all read messages.
   - Calling voice mail.

III.3.16 Welcome greetings management



This menu lets you manage your welcome greeting messages. Welcome greetings are played to callers forwarded to your mail box. Different types of welcome greetings are available. A welcome greeting appears in grey if you have not recorded yet.

- The default greeting / *Number*
  The default greeting is the default message followed by your voice mail number. This message is selected as the default message if no message has been recorded.
- The standard greeting / *Name*
  The standard greeting is a standard text followed by your recorded name.
- *Alternative 1/ Alternative 2*
  The system can provide up to two alternative greetings. These are only available when your system administrator has granted you the right to use them. They are alternative personal or internal greetings, recorded for specific business situations (for instance a greeting when you are in a meeting). Once you have returned to normal business operation, you may switch back to your personal greeting or to the standard greeting (Name) message. Alternative greetings are played to internal and external callers.

- *Extended Absence*
  The extended absence greeting is dedicated to situations where you are out of the office for a planned period of time, with no or limited access to your voice messages. The aim of this message is to inform internal and external callers of your absence (e.g. when you are on holidays). When an extended absence greeting is activated, callers are explicitly made aware that you may not be able to listen to your voice messages soon. They have to press a key to be able to leave you a message. When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either retain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was played before your extended absence message was activated. Unlike all other greetings, the extended absence greeting is automatically activated after it is recorded.
- *Personal/Internal Greeting*
  The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu or the Web Interface. It replaces the standard greeting and is played to internal and external callers. You may record an additional personal internal greeting. This personal greeting shall be played to internal callers, while the first personal greeting is played to external callers only.

Activate a greeting message

- Select the message to play when you forward calls to your voicemail.
- Validate your choice.

Manage a welcome greeting
A welcome greeting appears in grey if you have not recorded yet. The message length is limited to 15 seconds.

- Select the message you wish to manage.
- Use the displayed popup to manage the selected greeting message.

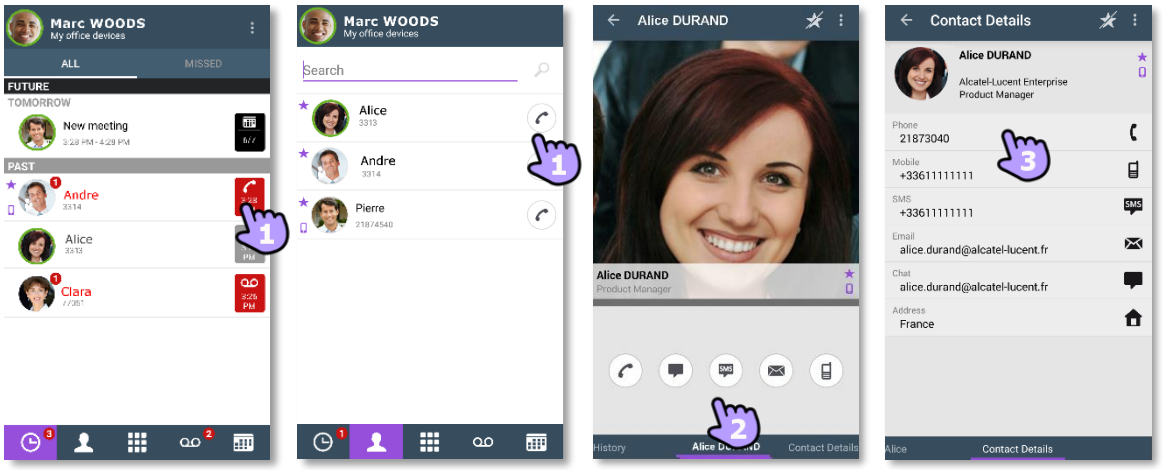
Select the greeting message to manage.	
Record the selected greeting message.	
Validate the selected greeting message.	
Activate or deactivate the loudspeaker when you play the selected greeting message.	
Play the selected greeting message.	
Delete the selected greeting message (confirmation is requested). The greeting message that is currently activated cannot be deleted.	

To go back to the default greeting message, you have to delete all recorded messages (*Number*).

III.4 Conversation

III.4.1 Set up a conversation with a contact

- You can make a call from the conversation wall, visual voicemail tab, instant messaging tab or a scheduled meeting, if available on your system.
- You can make a call from a search on your local contacts or from a corporate look-up.
- You can make a call from the contact card (details or history).

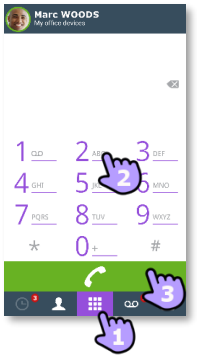


How to set up a conversation with a contact:

1- Call directly using the displayed phone number.
2- Use different types of media for conversation (if available).
3- Call using a specific phone number from the contact card.

III.4.2 Make a conversation by entering a number

1- Open the keypad.
2- Enter your caller's number.
3- Make the call.

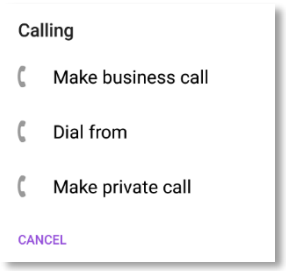


Copy/paste is available from the keypad. You can add the number you entered to the local directory of your mobile (new or existing contact).

III.4.3 Make a private call

Depending on the settings of the OpenTouch Conversation application, this feature lets you dial a number directly from the native dialer and choose how to handle the private outgoing call:

- Always in private: the outgoing call, dialed from the native dialer is handled by your mobile (private call).
- Always in business: the outgoing call, dialed from the native dialer is handled by the OpenTouch Conversation application (business call).
- Always at your choice: a popup with for you to make your choice (private call or business call) is displayed.

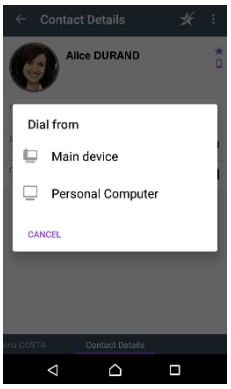


Warning: if you are using your cell phone with a Bluetooth® hands-free car kit, we recommend deciding to handle outgoing calls as always in private in order to drive safely and use of your carkit correctly.

III.4.4 Dial from another device (one-shot)

This feature provides the capability to launch a single call from another device. If you are using the multi-device feature, the main device and all secondary devices (up to 4 devices) can be used for making the call. When the conversation is ended, the routing profile automatically returns to its previous state.

- Long press on the phone number to call
- *Dial from*
- Select the device in the list.

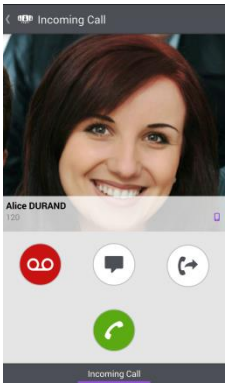


III.4.5 Receiving a conversation

Incoming call screen of the OpenTouch application, is displayed only if the corresponding setting is active. Otherwise, the default Android screen is used.

III.4.5.1 VoIP mode

Answer the call.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to a predefined number (colleague, …).	



III.4.5.2 Cellular mode

Call is presented in the native dialer.

Answer the call.	
Forward the incoming call to your private voice mail.	

III.4.6 Audio media switch from your deskphone to your smartphone via NFC

During an active call, capability to switch the audio media from your deskphone to your smartphone via a NFC sticker located inside/on your deskphone.

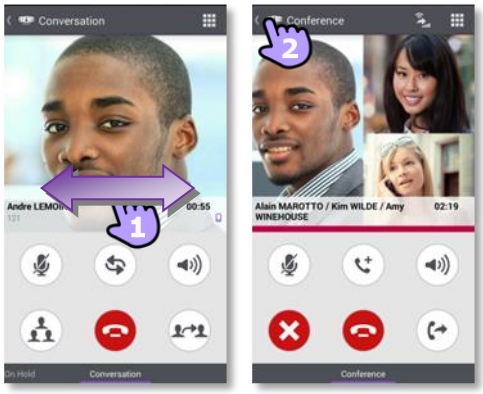
III.5 During conversation

The actions you can perform during a conversation depend on the connection mode (VoIP or Cellular) and the type of conversation.

III.5.1 Screen description

You are in conversation with one contact.

You are in a call with two contacts (hold or conference).



III.5.2 Make a second call / Switching between two calls / Transfer call to your contact on hold / Three-party conference / Send DTMF

End the active call. Leave the conference (the call is still active with the other participants).	
Make a second call.	
Put the distant on hold.	
Transfer your call to another device or to an internal number via QR code or NFC tag. If you are using the multi-device feature, you can transfer your call to all available devices (main device, personal computer, home phone or other phone number).	
Mute/un-mute the conversation.	
Activate/deactivate loudspeaker.	
Display active or on-hold calls by swiping right or left.	
Switching between two calls.	
Transfer call to your contact on hold.	

Setting up a conference (Three-party conference).	
Release all participants from the conversation.	
During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
Send DTMF.	

III.5.3 Media switch via QR code and NFC tag

When you are in conversation, you can switch the active audio media from your smartphone to any internal deskphone prepared with QRcode or NFC tag. You can find a QR code or NFC tag in a meeting room for example.
You can use this feature to isolate you in a meeting room. When the conversation is ended, the routing profile automatically returns to its previous state.

During a conversation, you are facing a QR code or the NFC tag of the internal deskphone.
Define the new internal number by using one of the following:

- Tap directly the NFC tag with your smartphone.
- Divert the incoming voice call by scanning the QR code.

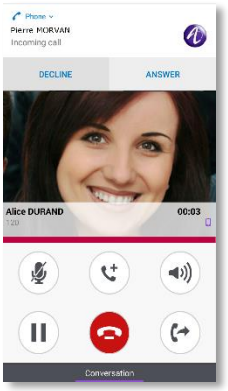
III.5.4 Receiving a second business call - VoIP mode (according system configuration)

During a conversation, another person is trying to call you ›› Name or no. of the caller displayed for 3 seconds.

You are alerted by a notify ringtone (native notify ringtone defined in Android settings).

Answer the call.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to a predefined number (colleague, …). Contact your system administrator to add new number(s).	

III.5.5 Receiving a private call during a VoIP business call



You are in a business conversation via the OpenTouch Conversation in VoIP mode. You receive a new incoming private call (not managed by the OpenTouch system) ›› a popup is displayed.
You can answer or decline the incoming call.
When you answer, your business conversation is put on hold.
When you end the second call, you recover the call on hold by selecting the answer call icon.

III.6 Instant Messaging

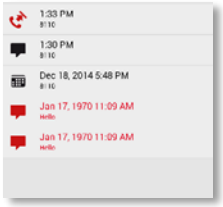
III.6.1 Start an instant message

An instant message is a type of conversation which offers real-time text transmission with your contact.

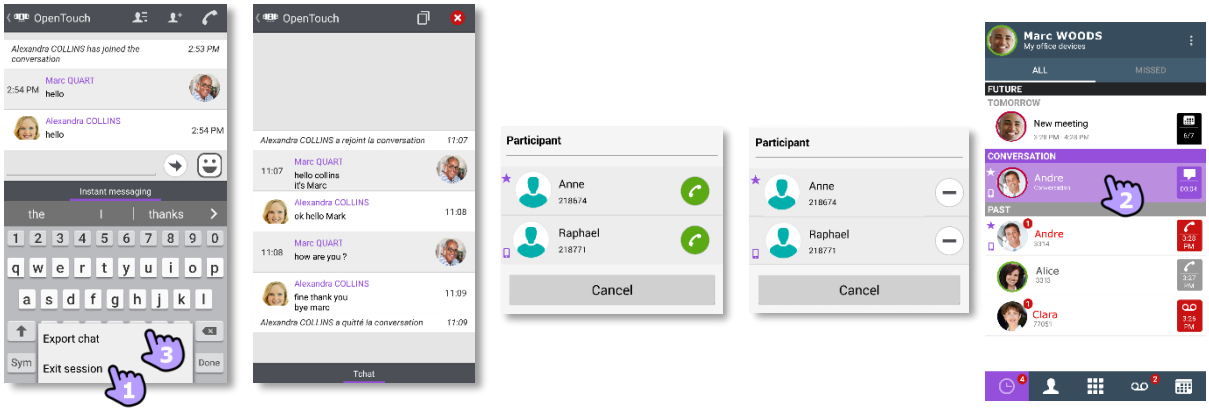
You start an instant message like other conversation from a contact card.	

III.6.2 Receive an instant message

If you are online, you receive instant messages on the Wall.
If you are offline, you receive an instant message as a missed event in the wall. Open the history of your contact to see the missed instant message.



III.6.3 During conversation



Send message.	
Send emoticon.	
Call the participant (audio answer).	
Add a participant to the conversation.	
Display the list of participants. From the list you can also open the contact card of a participant.	
Drop a participant.	
Exit session when you are the last one in the session.	
Exit session when both parties are connected (menu android).	
During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
During a conversation, export the text of the conversation by using the Android menu.	
Export the text of the conversation.	

From a group chat, if you want a private chat with one participant, you need to create a new IM session with only this participant.

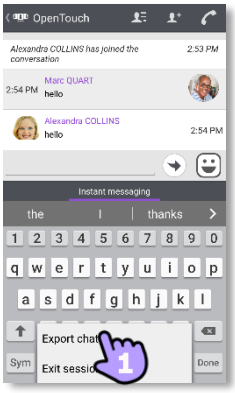
III.6.4 Export an Instant Message

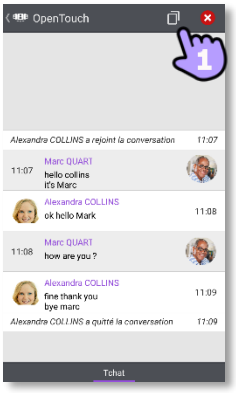
You can export the text of a conversation, to copy it into an email for example.

1- Export chat:
   - Use the Android menu during the conversation.
   - Use the copy icon when the conversation is ended (past even from conversation history).

The content of the conversation is copied into the clipboard.

2- Paste the text into another application like email (long press on a text box).

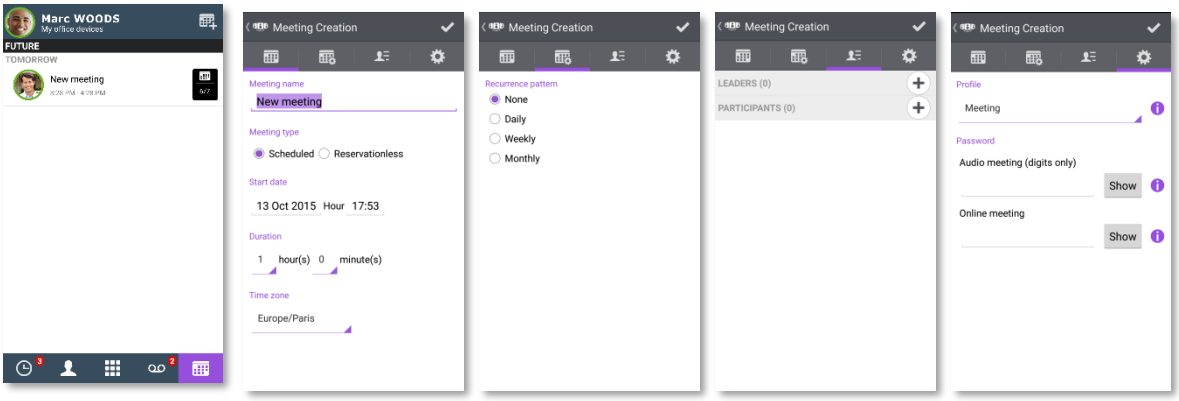




Instant messaging feature can be deactivated by administrator if your system is using a third party instant messaging server.

III.7 Meeting

III.7.1 Create a meeting

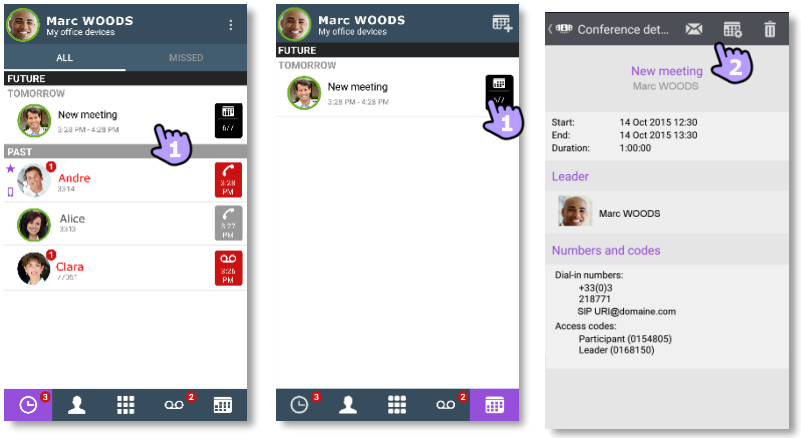


	Select the meeting tab.
	Create a new meeting.
	Select the type of meeting (scheduled or reservation less) and fill in the various appointment fields.
	Define a recurrence pattern if required (none, daily, weekly, monthly)
	Manage leaders and participants of the meeting. ▪ Add a new leader/participant. A meeting leader can add or remove a participant, share a document, and cancel the meeting (depending on the OTC client). Remove a participant by a long press on it.
	Manage a profile and password of the meeting. **Choose a predefined profile for the meeting:** • Meeting: use for interactive business meetings. All licensed features are available • Webinar: use for a Web presentation (large events). Participants only hear and see the Web presentation of leaders • Training: use for a teacher-student scenario. All licensed features are available. The session ends when the teacher hangs up (leader) • Conference call: use for a voice only conference. **Secure access to the meeting** • You can define a password for an audio meeting (digits only). In this case, an external user has to enter the password to join the audio meeting • You can define a password for an online meeting. In this case, an external user has to enter the password to join the web meeting. Depending on the system configuration, you may need to follow a password policy (consult the password policy).
	Confirm the meeting.

Scheduled meetings and non-reservation meetings are sorted by date in two separate sections.

III.7.2 Manage an existing meeting: send invitation, modify, delete

Future scheduled meetings are displayed on the conversation wall. Scheduled meetings and non-reservation meetings are sorted by date in two separate sections.



1- Open the meeting details from the conversation wall or the meeting tab. Subject, start and end dates, duration, recurrence if any, owner, participants (with leader and participant information), calling number and SIP URI information, Access code and password (optional) are displayed in this page. The URI is the network identifier of your caller's telephone. Numbers and SIP URI can be used to join the meeting.

2- From this page, you can:

	Send an email containing all the information needed to join the meeting to invite additional people for example. As a leader, a pop-up about leader access code security will be displayed.
	Modify a future meeting.
	Delete a future meeting.

III.7.3 Start meeting

The badge becomes purple five minutes before the conference starts.
There are 3 ways to join a live conference:

- From the conversation wall, select the corresponding badge to join the conference.
- From the conference details, select the corresponding action at the bottom of the screen.
- From your email client, select the link in the invitation you have received by email.

From another set, dial directly the number or the SIP URI to join the meeting. Enter access code and password if necessary. Follow instructions.

Display the real-time list of participants during conference.	

III.8 Smartwatch

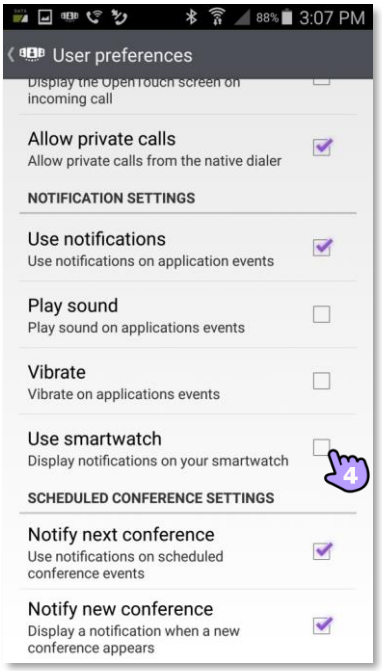
You can use the OpenTouch Conversation with your smartwatch.
You are notified directly on your smartwatch when you receive a new event.
From your smartwatch, connected to a Bluetooth® headset, you are able to:

- Answer an incoming call.
- Forward an incoming call to voice mail.
- Call back the last missed call from history.
- Play the last voice mail.
- Display the new instant message and call the contact of the message.
- Join a meeting.

III.8.1 Before using the smartwatch

Before using your smartwatch, your smartwatch has to be paired with the smartphone running the OpenTouch Conversation application. 'Android Wear – Smartwatch' application has to be downloaded on smartphone. You smartphone and smartwatch have to be synchronized.

1- Open your OpenTouch profile (sliding menu).
2- Access to settings.
3- Open settings: User preferences.
4- Select the smartwatch option.
: This icon is displayed on user banner when smartwatch option is enable.



III.8.2 Receiving a call

Answer the call.	
Forward an incoming call to voice mail.	

III.8.3 Missed calls

Select the notification on the smartwatch to open the list of missed calls.	
Call back the last missed call.	

III.8.4 Voice mail

Play the last voice mail.	

III.8.5 Instant messages

Call the sender of the instant message.	
Exit the conversation.	

III.8.6 Meeting

When your are invited to new scheduled/reservationless meeting, your are notified on your smartmatch	
When the scheduled/reservationless meeting starts, you are notified on your smartwatch	
Open the details of the meeting	
Join the meeting.	

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