OpenTouch Conversation® One

User manual

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1. OpenTouch Conversation® One

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

2. Installation

OpenTouch Conversation One is a Chrome extension.

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

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

3. Start OpenTouch Conversation

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

Enter the username and password. If you are outside the company, enter your remote access credentials and the public address of your OpenTouch system by activating the remote access option ( ).

When connected, the application homepage is displayed.
4. Homepage

The user banner displays your photo/avatar, your name and your current routing profile.

Feature tabs

Search for a contact / dial a number / create a favorite contact

Information about the selected tab:
- List of all your favorite contacts
- Settings

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>List all your favorite contacts.</td>
<td></td>
</tr>
<tr>
<td>Configure your application.</td>
<td></td>
</tr>
<tr>
<td>Search for a contact in the Company's directory.</td>
<td></td>
</tr>
<tr>
<td>Create a favorite contact.</td>
<td></td>
</tr>
<tr>
<td>Start an audio conversation with a selected contact.</td>
<td></td>
</tr>
<tr>
<td>Start an instant messaging conversation with a selected contact.</td>
<td></td>
</tr>
</tbody>
</table>

The colored circle around the avatar shows the contact's presence status.

Some features are optional and appear in grey.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversation Wall or history (optional).</td>
<td></td>
</tr>
<tr>
<td>Visual Voice Mail (optional).</td>
<td></td>
</tr>
<tr>
<td>Meetings (optional).</td>
<td></td>
</tr>
</tbody>
</table>
5. Change your photo / avatar

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

Current photo/avatar.

Select a new photo/avatar:
- ✔ Change your photo/avatar.
- ✗ Cancel.

Import a new photo from your computer:
- ✔ Validate the imported photo.
- ✗ Cancel.

Take a picture by using the camera on your computer:
- ✔ Validate the picture.
- ✗ Cancel.

6. Presence

The colored circle around a photo/avatar shows the contact’s presence status.

Available   Busy   Be right back   Appear Offline

Change your presence status.

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

Available   Busy   Be right back   Appear Offline

Select your presence status. Your current photo/avatar in the user banner is updated.
7. Define numbers
You can define numbers which appear in the call routing feature.

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

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

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

- Click your current call routing profile in the user banner.
- Select which device will be used for incoming and outgoing calls:
  - Mobile.
  - Personal Computer.
  - Home phone.
  - Other number: enter new number.
- Select voicemail to immediately forward all incoming calls to your voicemail.
Phone number format
- Short number for an internal contact.
- Canonical number: +Country/RegionCode (AreaCode) Number or +Country/RegionCode Number for an internal or external contact.
- Contact number without country code for a contact in the same country.

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

9. Search for a contact
- From the search/dial area, enter the name of your contact
- A look-up is immediately performed on your favorite contacts
  - To run a search in your organization, press the RETURN key in the search bar or click on the search button (3 characters minimum)
  - To cancel the search

10. Favorites
Favorites give you faster access to your preferred contacts.

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

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

You can create a new favorite contact.
- Select the Create button.
- Enter the phone number, first name and last name of your contact.
- Validate.
10.2 Remove a contact from your favorites list

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

11. Answer a conversation

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

12. Start an audio conversation

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

Start an audio conversation with a selected contact.

You can also enter a number in the search/dial area.

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

Phone number format

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

During conversation

End the active call
13. Start an instant messaging conversation

You can start an instant messaging conversation from your favorites list or a directory lookup.

Start instant messaging with a selected contact.

### During conversation

- ![send](image)
  - Send message.

- ![emoticons](image)
  - Insert emoticons.

- ![participants](image)
  - List of participants.

- ![share](image)
  - Share document during the conversation.

### 13.1 Share documents during instant messaging

Use the share icon to start sharing documents.

**Management panel:**

| ![add](image) | Add a new document by selecting the file on your computer. You can add the document by dragging and dropping it to the application. Select how to share the document:
| ![view](image) | All participants can only view the document. |
| ![download](image) | All participants can only download the document. |
| ![download](image) | All participants can view and download the document. |
| ![share](image) | Share the document. |
| ![download](image) | Download the document to your personal computer. |
| ![delete](image) | Delete the document. |
Controls (top bar of the conversation window):

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="" /></td>
<td>Stop document sharing</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Go to the previous or next page of the document.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Go to the first or last page of the document.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Select a page in the document.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Use thumbnails to display the pages of the document.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Use the full-screen mode or Fit the document to the window or display the actual size.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Use the highest resolution to display the document.</td>
</tr>
</tbody>
</table>

Annotation tools:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="" /></td>
<td>Use a pen (to draw freehand), a highlighter (to highlight a specific area) or shapes (to draw lines and rectangles) to annotate the document. Use the eraser to remove annotations or remove all annotations from current page.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Change the color.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Change the size.</td>
</tr>
</tbody>
</table>

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

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