

OpenTouch® Conversation for Android Smartphone

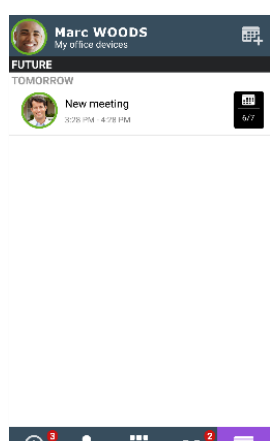
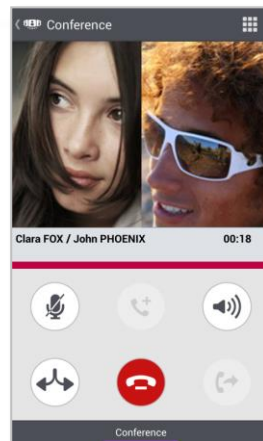
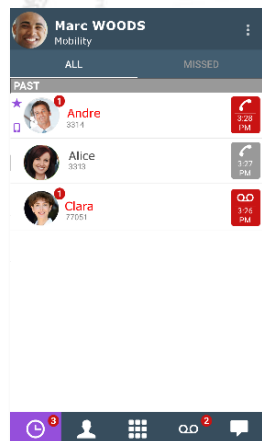
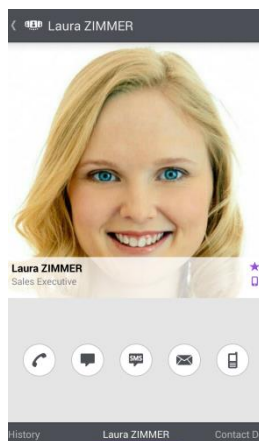
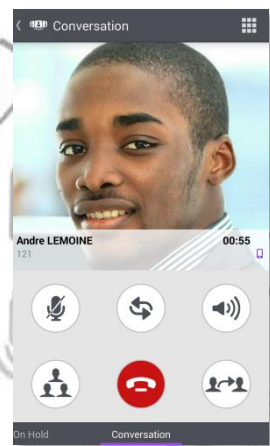
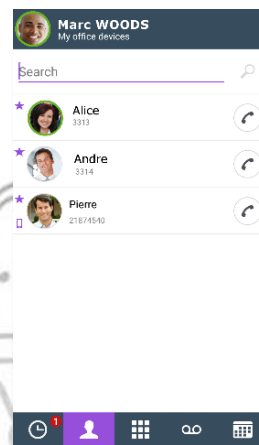
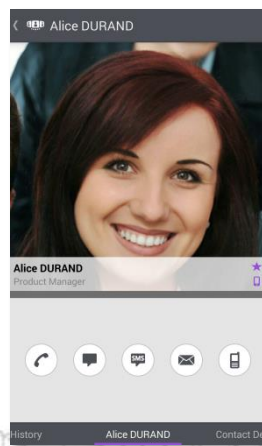
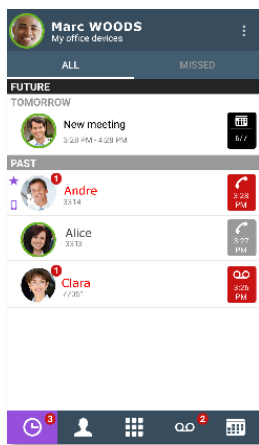
User Manual

Chapter 1: OpenTouch User

Chapter 2: OXO User

R2.6

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Direct link to the Google Play





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This document describes the services offered by OpenTouch Conversation application for Android smartphone.

OpenTouch Conversation Application Provisioning

Restricted access

The OpenTouch Conversation application requires access to some of your phone's features such as your contacts, the microphone or the camera for QR Code processing. When you use the application for the first time, you are prompted to allow the application to have access to these features.

This setting can be changed in the privacy menu of the Android settings.

Certificates

At the first connection, you could be prompted to accept certificates, to ensure security of the data transfer when the application communicates with the Call Server of your company.

If the certificate has changed due to, for example, expiration or domain modification, you will be informed immediately and you will have to accept the new certificate.

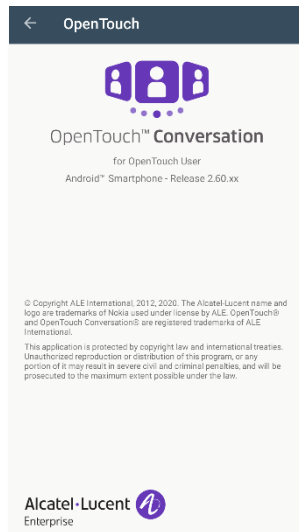
Guideline

The following guidelines are intended to help you get the most out of your device:

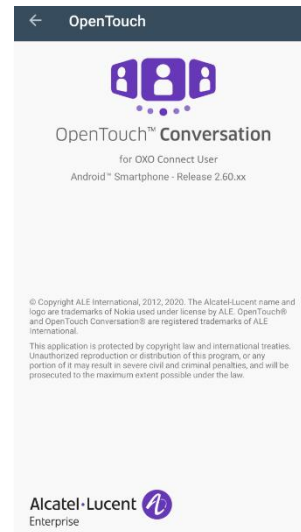
- Local contacts should be enriched with useful details: photo, job title, company, phone numbers, email, IM, address, etc (for example, a photo & caller identification will be used in the Wall).
- Keep your local contacts synchronized across all your devices. For example, you can use Exchange Active 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 and iPhone) 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: any actions that cause you to be distracted while driving are potentially dangerous and should be avoided. Some jurisdictions have made it illegal to use a phone while driving.



OpenTouch Conversation for Android smartphone is an application that is common to OpenTouch Multimedia Services (OTMS) and OXO Connect 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:



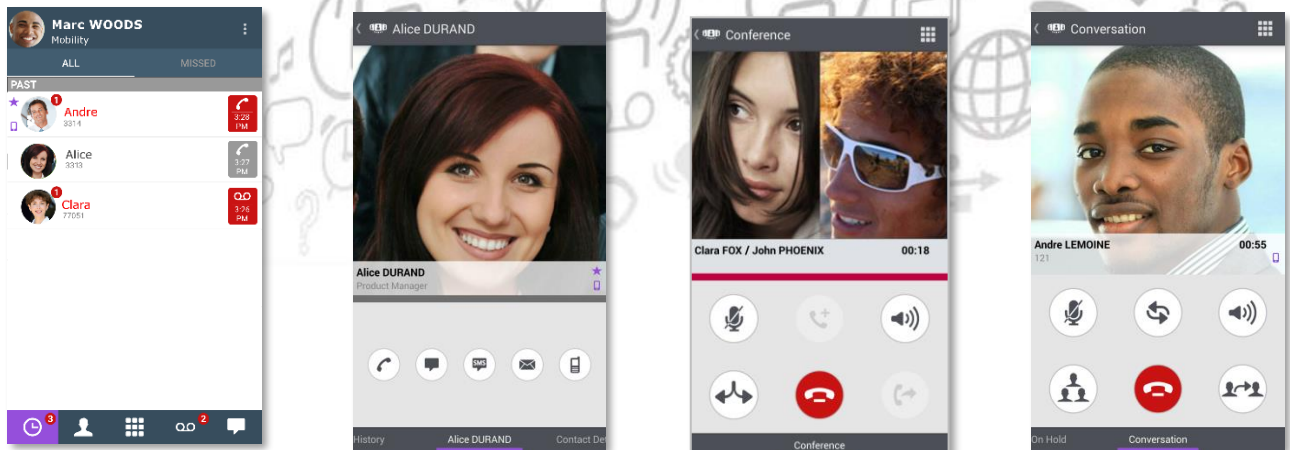
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Manual for OpenTouch User
- Chapter 1 -



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I - OpenTouch Conversation for OpenTouch user





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.

Depending on the system configuration (IT Manager), the application can be launched automatically when you switch on your mobile phone.

I.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 'Scan QR Code' button (when necessary, hide the input keyboard). Press this button when you want to scan 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). Note that the QR code can be retrieved from the OpenTouch Conversation for PC application.



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

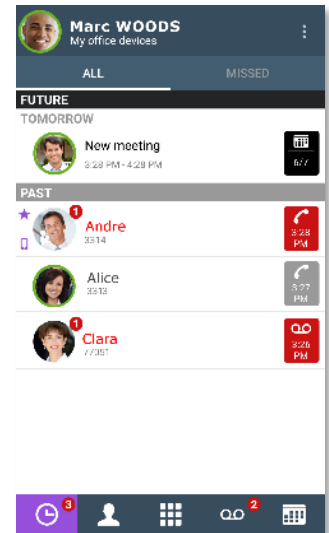
I.1.3 Voice-over-IP mode

OpenTouch Conversation integrates voice over IP (VoIP) capability allowing the user to place and receive business calls on the mobile through Wi-Fi or cellular data network.

Unless you do not wish to use VoIP (via a dedicated setting), VoIP capability will be provided automatically as soon as your IT Manager sets it and the cell phone has a data network coverage (Wi-Fi or cellular through a dedicated setting) and has successfully registered to the call server.

A VoIP icon on your mobile shows the VoIP status:

-  : VoIP capability is activated and operational.
-  : 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 Wi-Fi network) and mobile data network 3G/4G/4G+.

1.1.4 VoIP Softphone

Without SIM card, OpenTouch Conversation for Android smartphone 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 (such as use of business mobile phone number, SMS, fallback mode).

1.1.5 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.

1.1.6 Sign out

If you close the application using the Android sliding method (that means, slide up the application window), the OpenTouch Conversation is not stopped, only its display.

To end the application, you have to sign out of the application.



Open your OpenTouch profile (sliding menu).



Sign out.

1.2 Settings

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

1.2.1 My profile



Open your OpenTouch profile (sliding menu).



Get your active call started on another device.



Change your call routing profile.



Manager/Assistant filtering (optional).



Activating / deactivating the hunting group feature (optional).



Activate / deactivate supervision feature (optional).



Change your presence status.



Display your user information.



Welcome greetings management.



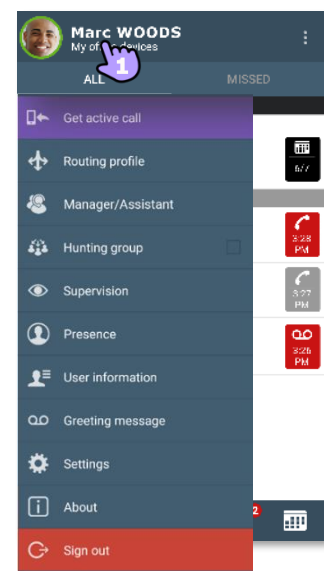
Access to settings.



Software version (About).

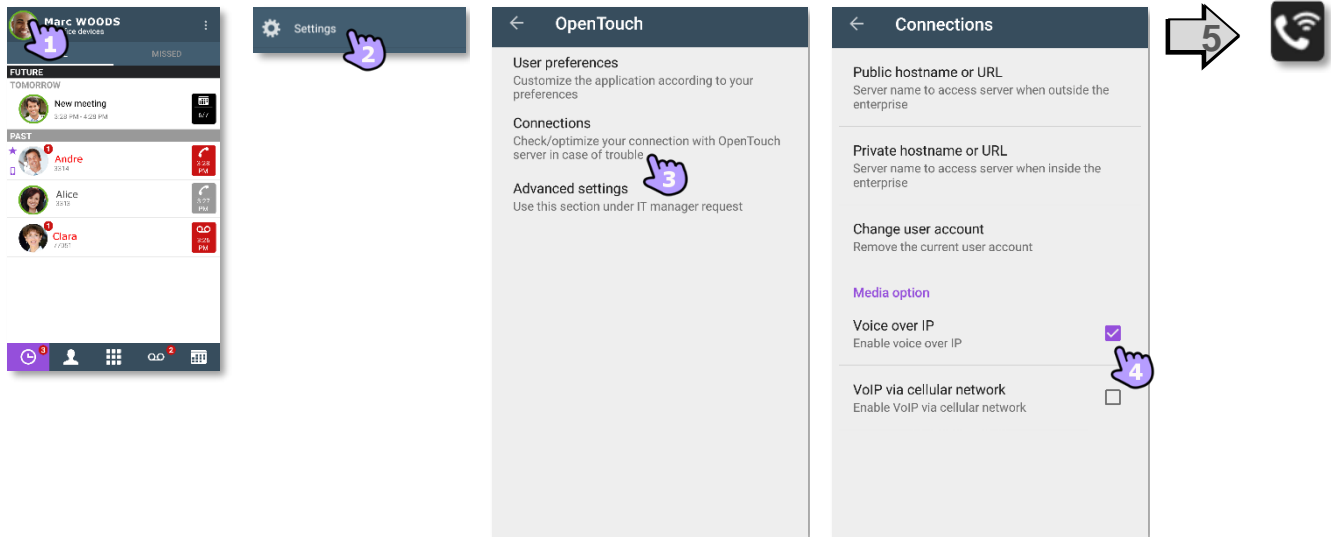


Sign out.





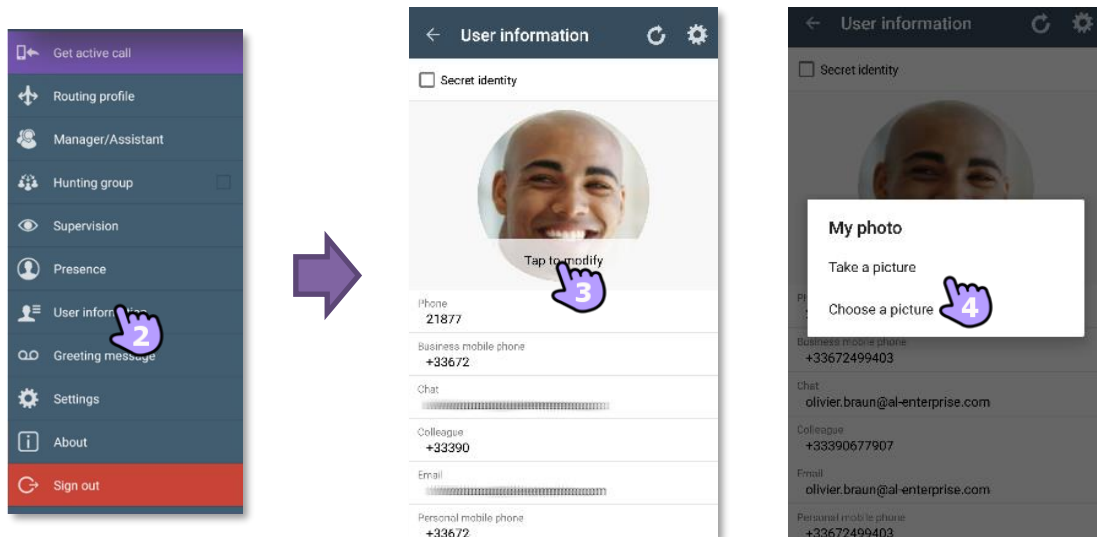
I.2.2 Activate / deactivate VoIP feature (Optional)



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

By default, the VoIP setting is activated when your IT manager sets it.

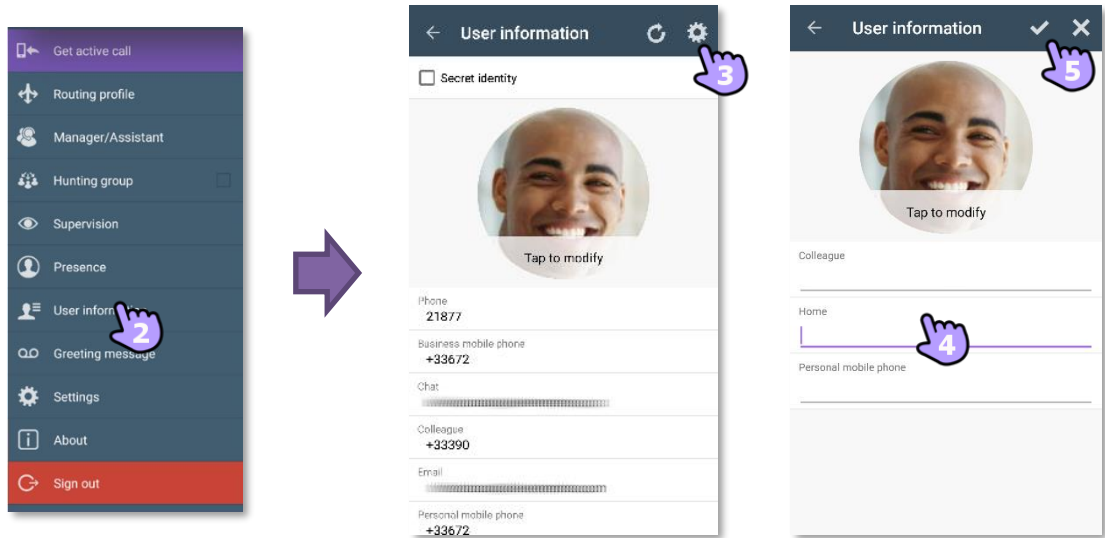
I.2.3 Change your photo / avatar



- 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.



1.2.4 Add personal numbers

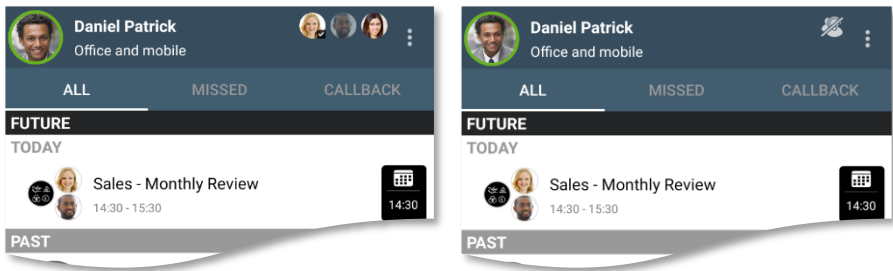


- 1- Open your OpenTouch profile (sliding menu).
- 2- Display your user information.
- 3- Select the edition mode.
- 4- Enter desired personal numbers (colleague, home, personal mobile).
- 5- Apply.

1.2.5 Manager/Assistant (optional, depending on system configuration)

This function is available for users in a management role. It allows a manager to delegate calls towards an assistant depending on the selected filter.

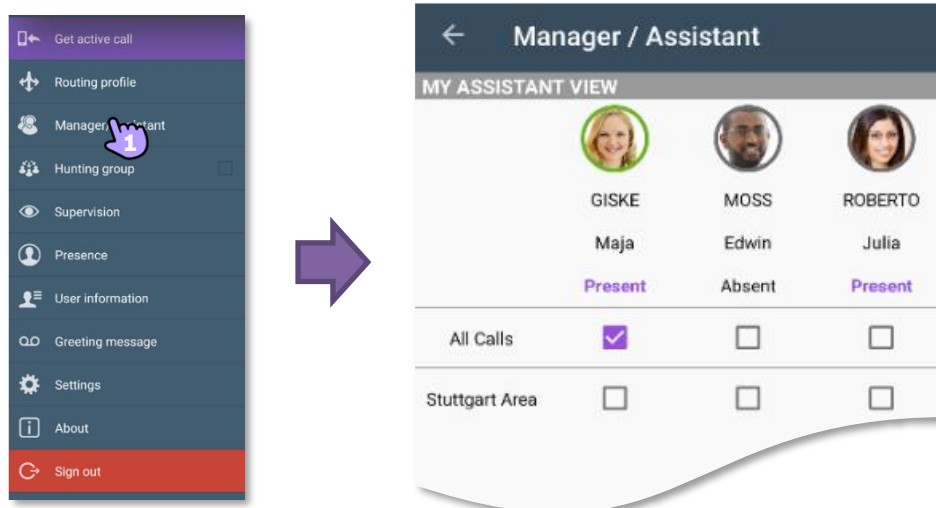
1.2.5.1 Presentation



<ul style="list-style-type: none">• A manager can have several assistants.• Photos/avatars of registered assistants are displayed in the 'Me Area'. If the assistant is currently absent, the avatar is grayed (manager/assistant presence). The manager/assistant presence indicates if the assistant is available to assist you and is different than OpenTouch rich presence. A tick on a photo/avatar indicates an active filtering rule with this assistant.	
<ul style="list-style-type: none">• This icon indicates that the list of assistants view is incomplete. Select the manager/assistant menu to open the complete view.	
<ul style="list-style-type: none">• This icon is displayed when no filtering rule is activated.	



1.2.5.2 Complete view and filters



Select the manager/assistant menu in order to view or change the filtering rules as necessary.

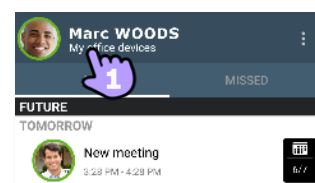


- All assistants are listed including also their rich presence and absence information.
- All available filters are listed (one line per existing filter). Filters depend on the system configuration and are defined by the administrator.
- A filter can be assigned to one assistant only.



In the example, Maja and Julia are present. All incoming calls are filtered by Maja. It is possible to filter calls from the Stuttgart area via either Edwin (when back) or Julia. You can unselect all filters if needed.

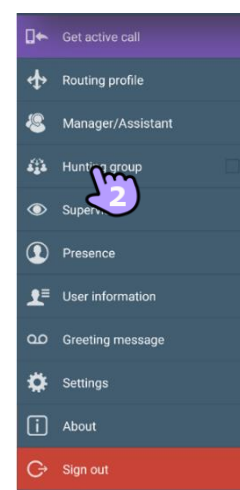
1.2.6 Hunting groups (optional, depending on system configuration)

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, desk phone 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.



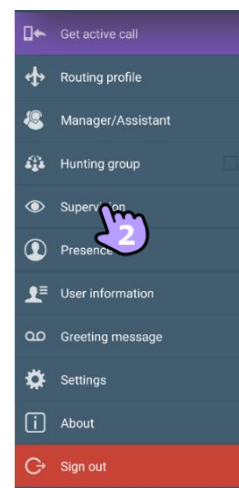
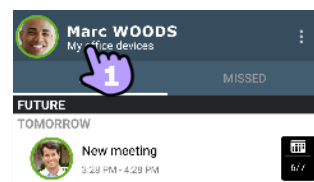


I.2.7 Supervision (optional, depending on system configuration)

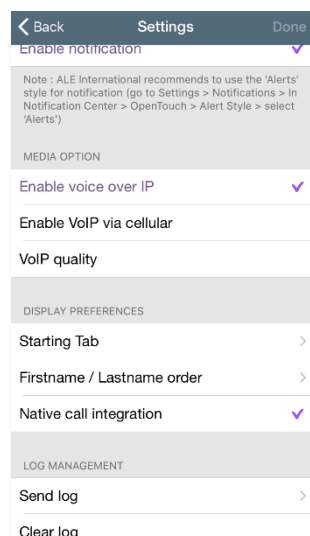
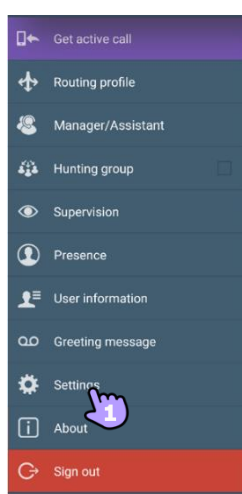
Your business phone number can be supervised. This means that your incoming calls can be picked up by a supervisor when you are absent, busy or off-site.



- 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.



I.2.8 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.
VoIP volume boost	If you are in a noisy environment during a VoIP conversation, you can increase the native audio level with max 12dB boost (4 steps of 3dB). This option is activated by default. You can disable the VoIP volume boost by unselecting this option.
Notification settings	
Use notifications	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.
Play sound	
Vibrate	
Use smartwatch	Display notifications on your smartwatch (if paired and configured with your smartphone).
Scheduled Conference settings	
Notify next conference	If your system manages meetings, choose to be notified about the next conference and a new conference
Notify new conference	
Connections	
Public hostname or URL Private hostname or URL	Connection parameters.
Change user account	Delete the account of the current user.
Voice over IP	Activate / deactivate VoIP feature.
VoIP via cellular network	Activate / deactivate VoIP via cellular network

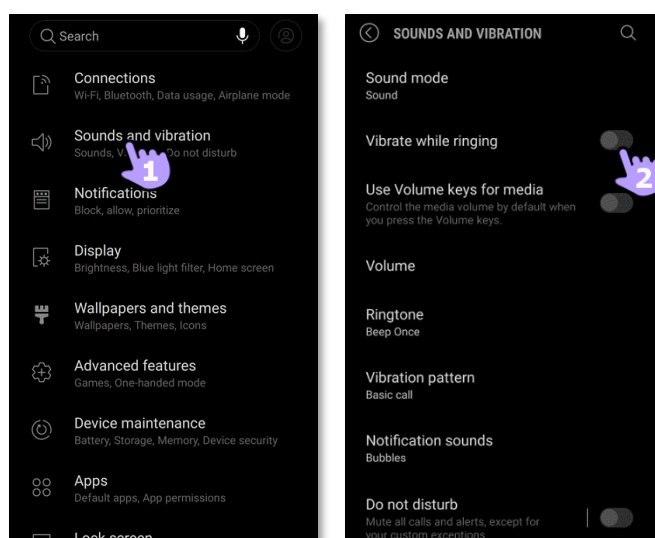
For all other security and client management settings, contact your administrator for more information.




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 advises 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.

1.2.9 Vibration settings for incoming calls

To configure your mobile to vibrate while ringing when receiving an incoming call (VoIP or cellular mode), you have to activate this feature in the Android settings.



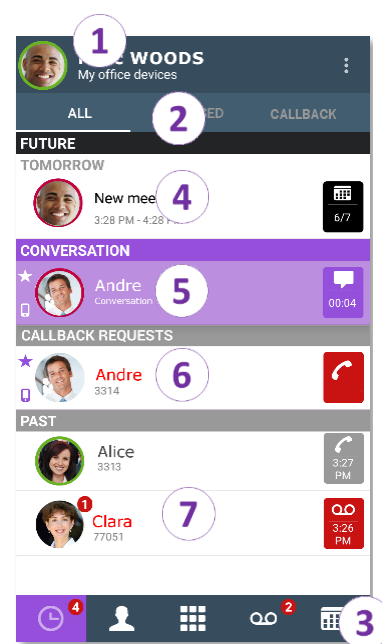
1.  Open the Android settings for sounds and vibration.
2. Select the option: *Vibrate while ringing*.



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.
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.



I.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.

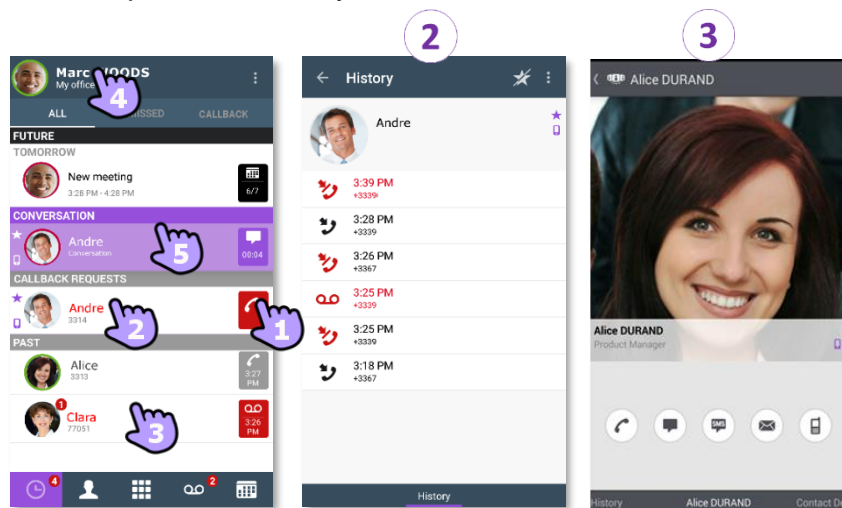
How to understand the conversation wall: each item represents a conversation log by user, by time slot and by the corresponding number of unread events.

- 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.

I.3.3 To delete one conversation log


You can delete a conversation log if it is acknowledged.

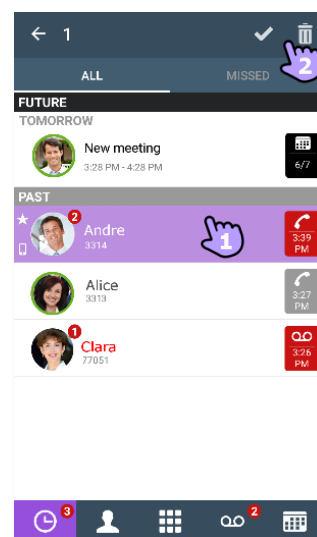
- 1- Long press on the item.
- 2-  Delete the conversation log.

I.3.4 To acknowledge a missed call

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 automatically acknowledged 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 To acknowledge all new missed call logs

- 1-  Press the Android menu button.
1. Acknowledge all missed calls.
2. Confirm the acknowledgement of all missed calls.



I.3.7 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.	
Manager/Assistant: no filtering rule activated.	
Activating Hunting group.	
Supervision activated (your business phone is supervised).	

I.3.8 Call Routing

I.3.8.1 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. Receive 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 between:

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

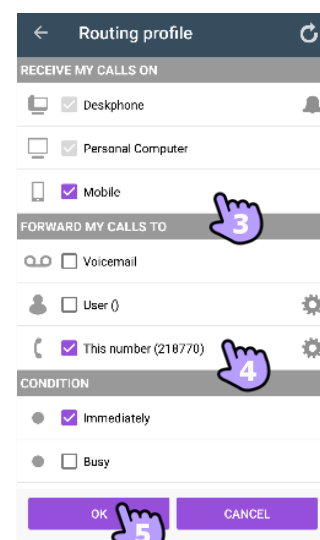
4. Forward my call to

Forward all incoming calls to:

- Voicemail
- User(): to a defined user ().
- This number(): to a defined number ().

With the following condition:

- Immediately (no condition)
- If no reply
- If busy
- If busy or no reply








5. Apply.

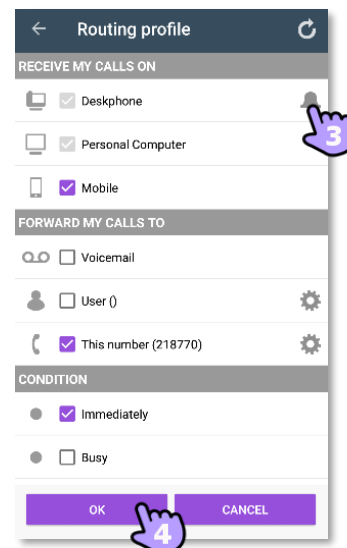
The active routing profile is displayed in the user banner.



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

I.3.8.2 Mute or unmute the ringing of your DeskPhone

1.  Open your OpenTouch profile (sliding menu).
2.  Open the routing profile management.
3.  Mute or unmute the ringing of your Deskphone by selecting the icon. This can be useful if you do not want to disturb the people around you. You can also mute the ringtone of your desk phone when you are away from your office.
4. Apply.

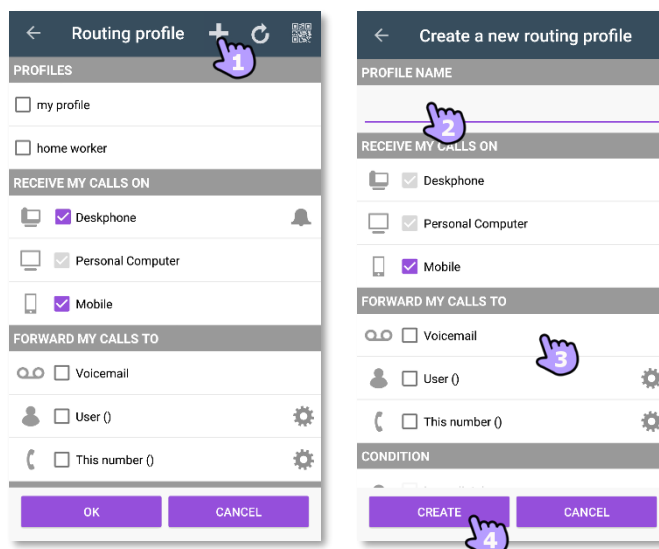



I.3.8.3 Define and save routing profiles

This feature depends on the system configuration (user profile) and is controlled by the IT manager.

The routing profile is enhanced by the capability to define and save personal profiles.

I.3.8.4 Create a new profile




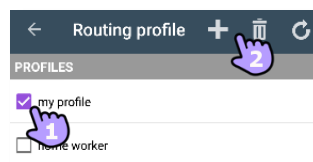
- 1-  Edit the new routing profile.
- 2- Enter name of the new profile.
- 3- Define your routing profile by selecting available options.
- 4- Create the new profile.

The new profile is displayed on the list of routing profiles.



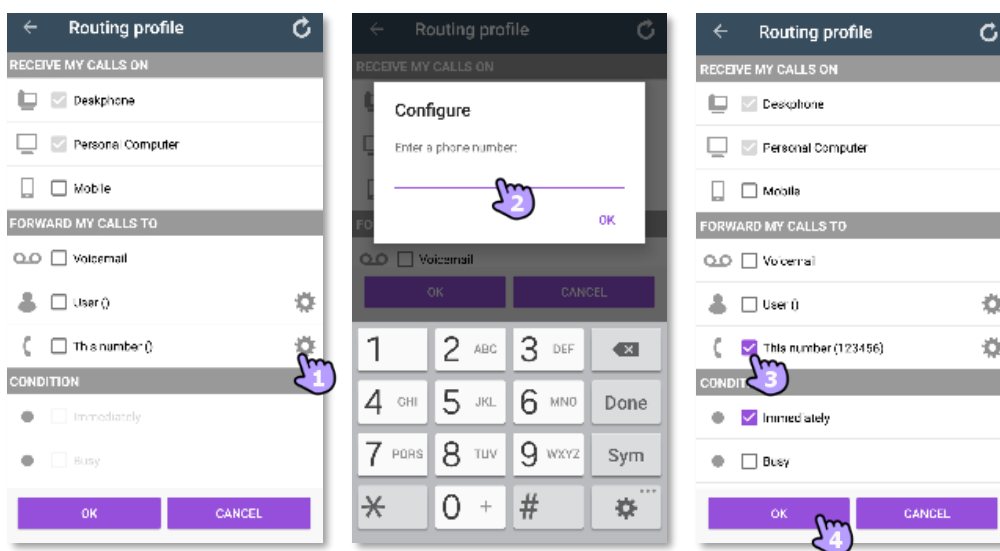
I.3.8.5 Delete a profile


- 1- Select the profile to delete.
- 2-  Delete the profile.



I.3.8.6 Define numbers (This number)

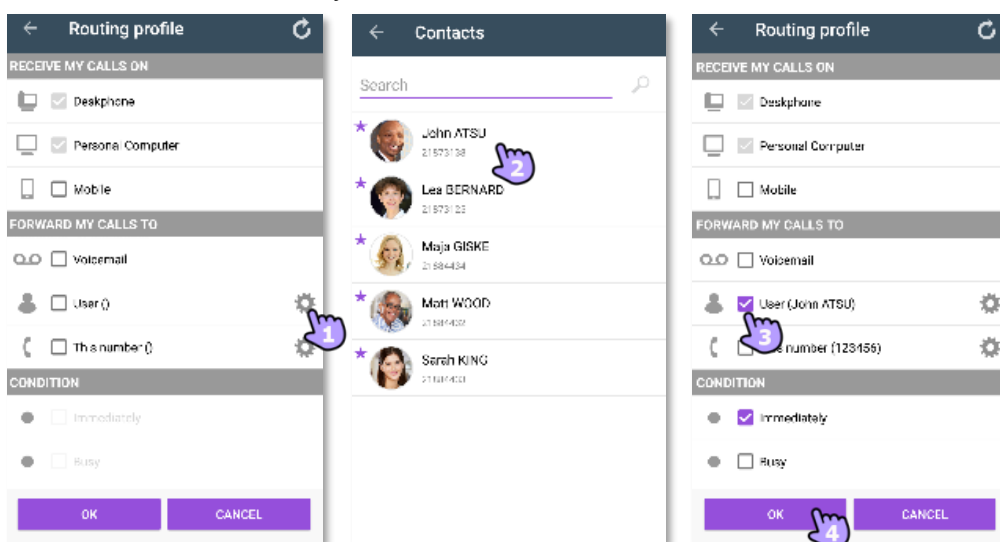
Select or define a number to forward your calls on to.




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

I.3.8.7 Define user (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.

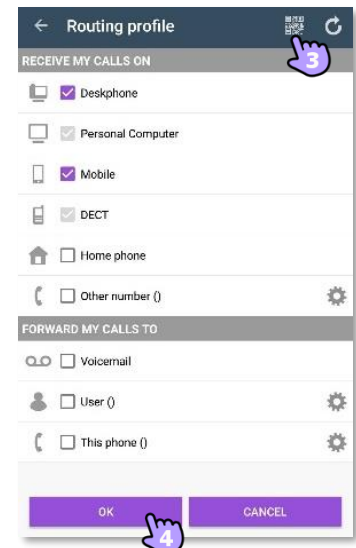
I.3.9 Change routing profile via QR code or NFC tag

You can modify your current ringing call routing profile with any internal desk phone 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 desk phone.

- 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 desk phone.



I.3.10 Presence

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



Available



Busy



Be right back



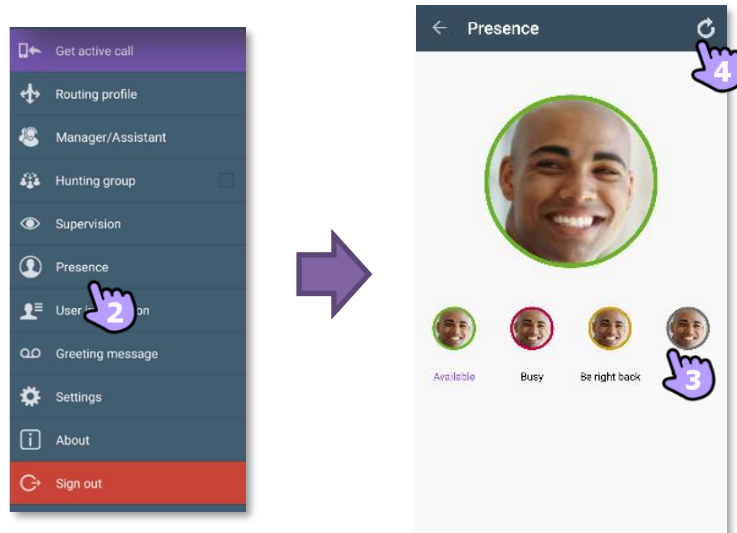
Appear Offline



To get the last status presence, remember to refresh the conversation history tab or the contact tab.

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



I.3.10.1 Change your presence status



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

I.3.10.2 Automatic call forwarding on manual presence change (optional, depending on system configuration)

Your administrator can activate automatic forwarding when you manually change your status presence to: "Busy", "Be right back" Or "Appear Offline".

The administrator must configure your account to define how your incoming calls will be managed when you are not available: no notification of incoming calls, forwarding to your voicemail, a colleague or a number defined by the administrator.

When you change your status presence, your incoming calls are managed by the administrator as defined and the call routing is displayed in the user banner.

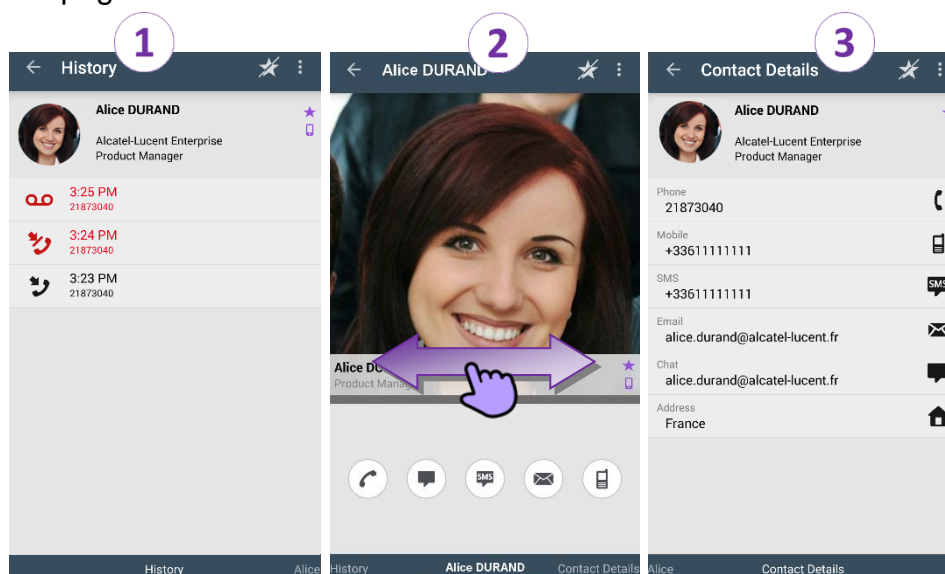


I.3.11 Contact card

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.

The color bar under the photo shows your contact's presence status (Available, Be right back, Busy, Appear Offline).

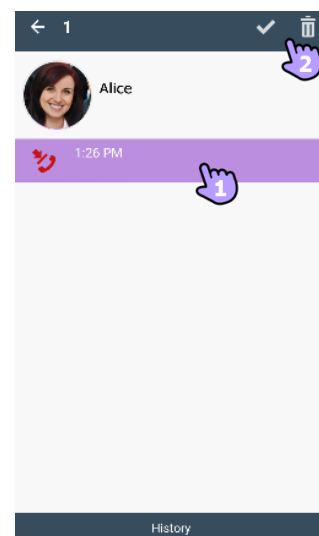
- Make a call with the default business number.
- Send instant message.
- Send SMS.
- Send e-mail.
- Make a call with the mobile number.

Icon is inactive (grayed out) when the corresponding contact detail is not provided.

- 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.
- 3- Acknowledge the event .
- 4- Call back the contact.





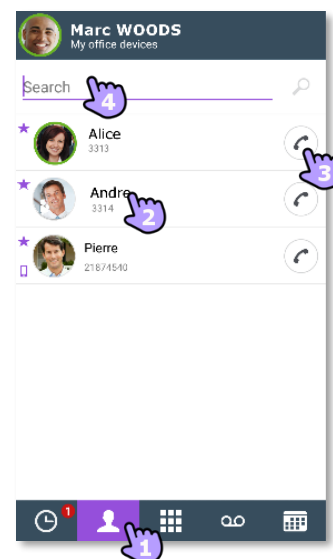


1.3.12 Favorites

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.



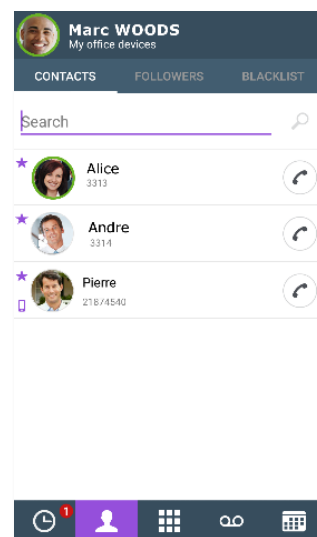
If you have other OpenTouch Conversation clients, the same list of favorites is displayed for each client.

1.3.13 Manage your favorites, followers or blacklist ("Privacy") (optional, depending on system configuration)

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".



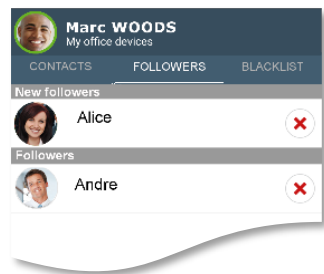
Contact your administrator for more information.



I.3.13.1 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.

I.3.13.2 Accept or reject a new follower request

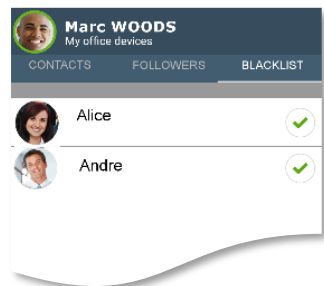


Select the tab: “Followers”.

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.

I.3.13.3 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.
--	---




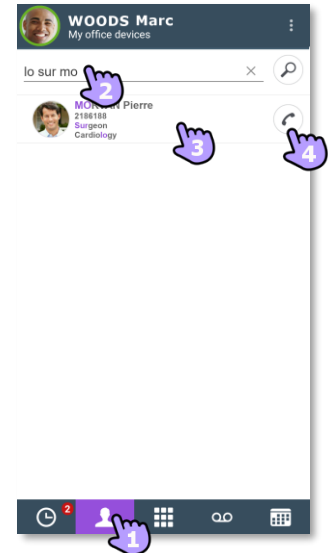
I.3.14 Search a contact

The search is performed through your local and corporate directories. OpenTouch Conversation offers a multi-criteria directory search, depending on the system configuration. It allows you to search in the corporate directory using first name, last name and up to 5 other customizable attributes. The result lists any contacts whose attributes match the entered strings. The search is made easier by highlighting the searched strings in the results.


1.  Open your contact tab.
2. Search your contact by entering any letters or numbers. The search runs on local contacts as soon as you enter more than 2 characters (predictive search).
 -  To perform a corporate look-up, select the specific search button.

Use one of the following:

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.

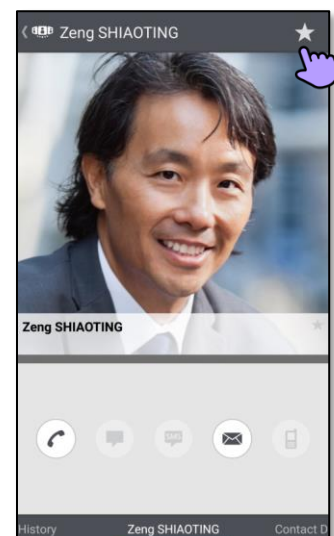
User has the possibility to enter up to 5 strings separated by white spaces.

If you search a contact beginning with a string, enter '%' before the searched string.
To exclude the attribute containing a string: enter '-' before the string.

I.3.15 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.

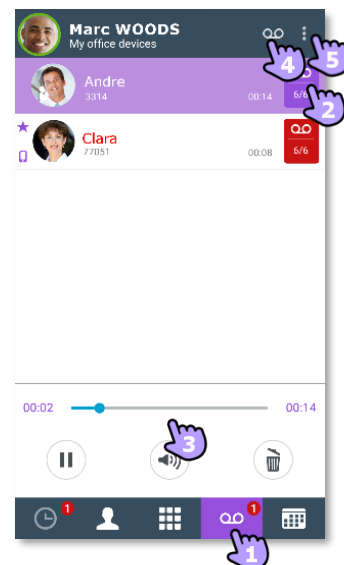
-  Add the contact to your favorites list.
-  Remove the contact from your favorites list.



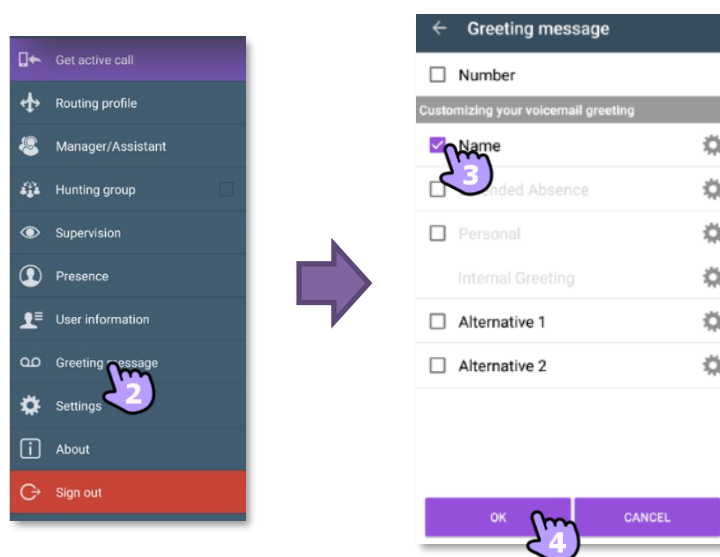


I.3.16 Visual Voice Mail



- 1-  You have unread voice messages (the number of unread messages is displayed).
- 2- Open your visual voicemail.
- 3-  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.3.17 Welcome greetings management



This menu lets you manage your welcome greeting messages. Welcome greetings are played to callers forwarded to your mail box.

- 1-  Open your OpenTouch profile (sliding menu).
- 2-  Open the welcome greeting management.
- 3- Select the voicemail greeting.
- 4- Apply.



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.

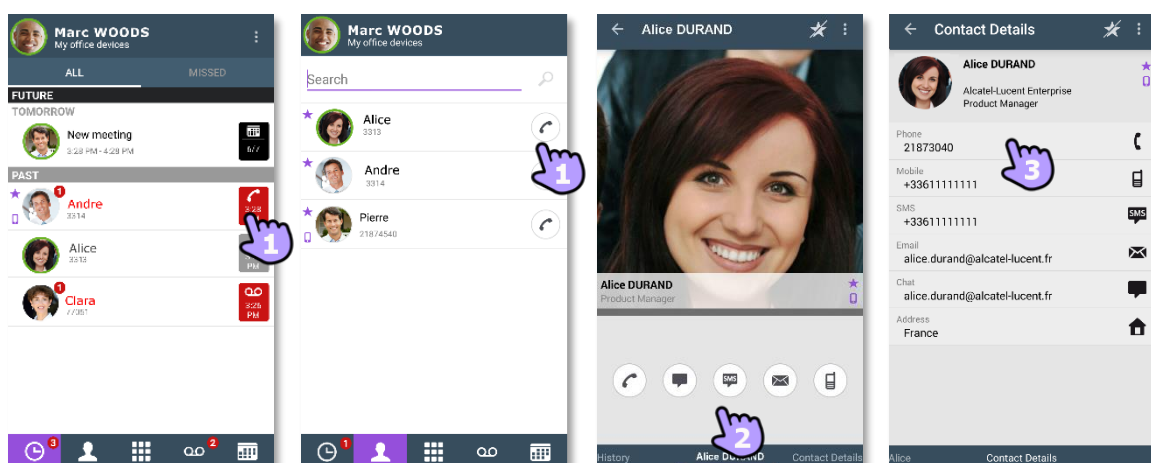
Select the greeting message to manage.	
Record the selected greeting message.	
Validate the selected greeting message.	
Activate or deactivate the loudspeaker when you play the selected greeting message.	 
Play the selected greeting message.	
Delete the selected greeting message (confirmation is requested). 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*).

I.4 Conversation

I.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:

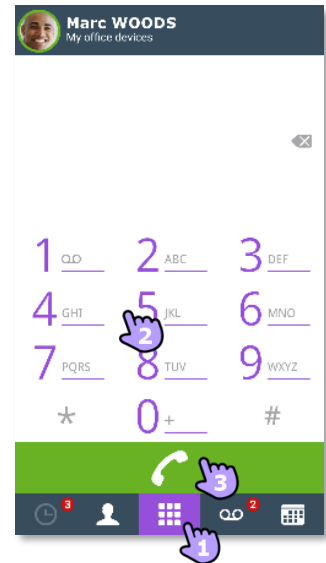
- 1- Call directly using the displayed phone number.
- 2- Use different types of media for conversation (if available).
- 3- Call using a specific phone number from the contact card.



I.4.2 Make a conversation by entering a number

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

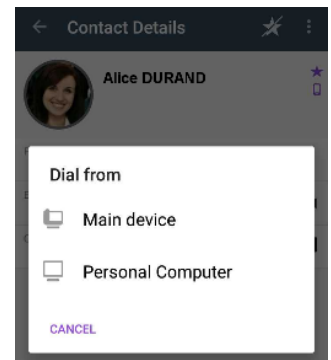
Copy/paste is available from the keypad. You can add the number you entered to the local directory of your mobile (new or existing contact).



I.4.3 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 (from contact card details).
- *Dial from*
- Select the device in the list.





I.4.4 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.







I.4.4.1 Cellular mode

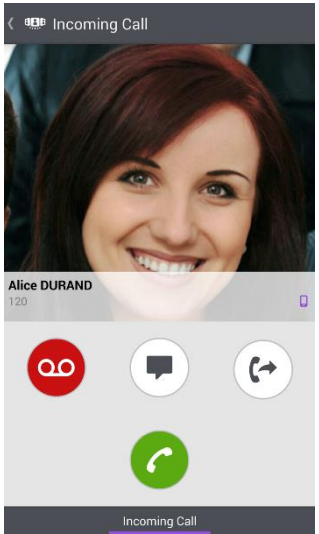
Call is presented in the native dialer.

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



1.4.4.2 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, ...).	
Reject the call. The incoming call is ended.	
Mute the ringing by pressing the volume button of your mobile (vol+ or vol-). Your phone no longer rings but the call is still presented. You can still answer the call after you have ignored it.	



1.4.5 Audio media switch from your desk phone to your smartphone via NFC

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



1.5 During conversation

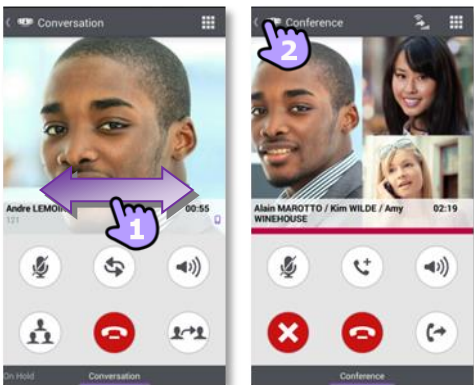
The actions you can perform during a conversation depend on the connection mode (VoIP or Cellular) and the type of conversation.

1.5.1 Screen description

You are in conversation with one contact.





















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





1.5.2 Make a second call / Switching between two calls / Transfer a call / Blind transfer / 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.	
Record/Stop recording the conversation.  This icon is displayed when recording (the recording is stored in your voicemail box).	  → <i>Start recording</i>
Open contact card during conversation.  Press the Android menu button. Select the menu: <i>Contact card</i>	 → <i>Contact card</i>




1.5.3 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 desk phone 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 desk phone. 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.

1.5.4 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).

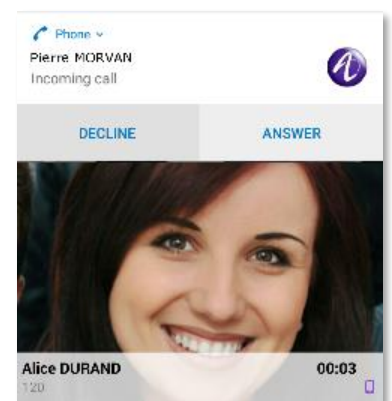
Answer the call.	
Forward an incoming call to voice mail.	
Decline the call with an instant message.	
Transfer the call to a predefined number (colleague, ...). Contact your system administrator to add new number(s).	

1.5.5 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.





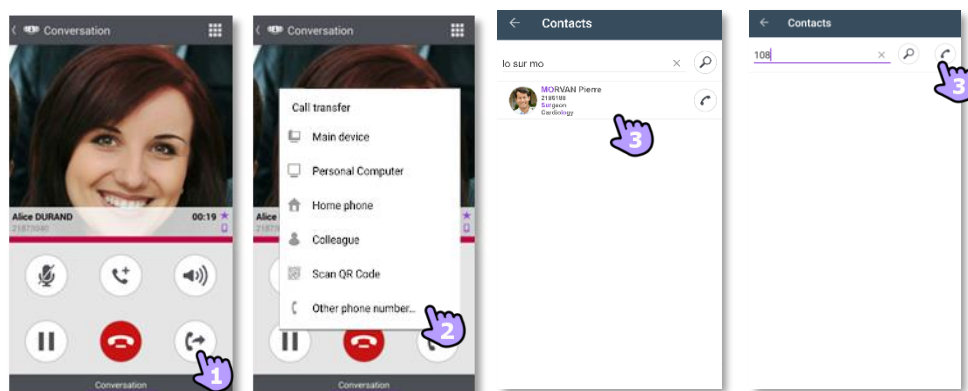
I.6 Audio level boost for a noisy environment





If you are in a noisy environment during a VoIP conversation, you can increase the native audio level with max 12dB boost (4 steps of 3dB).

- During a conversation, when you reach the maximum native volume by successively pressing the volume increase button, you will hear a specific tone inviting you to consult the notification displayed on the screen. A warning is displayed about hearing damage caused by prolonged listening at high volume. To boost the audio level, you have to accept the risk. Note that this acceptance is permanent. This notification is displayed only the first time you accept to boost the audio level. Keep in mind that you can cancel this action at any time by unselecting the following option in settings: *VoIP volume boost*. The audio volume is increased by the first level (1/4). The level of the volume booster is displayed on the screen.
- Press the increase volume button again to boost to a higher level (maximum 4 levels).

I.7 Transferring immediately a call to another number

During a conversation, you can transfer the call to another number using the search by name or by dialing the number directly.



1.  During a conversation, select the transfer icon.
2.  Select the option to call another phone number.
3. Use one of the following:
 -  Use the search feature and select your contact in the list.
 -  Dial the number directly and select the call icon to start the call.



I.8 Instant messaging

I.8.1 Start an instant message

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

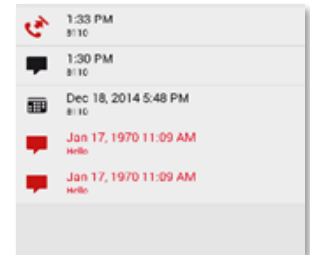
You start an instant message like other conversation from a contact card.



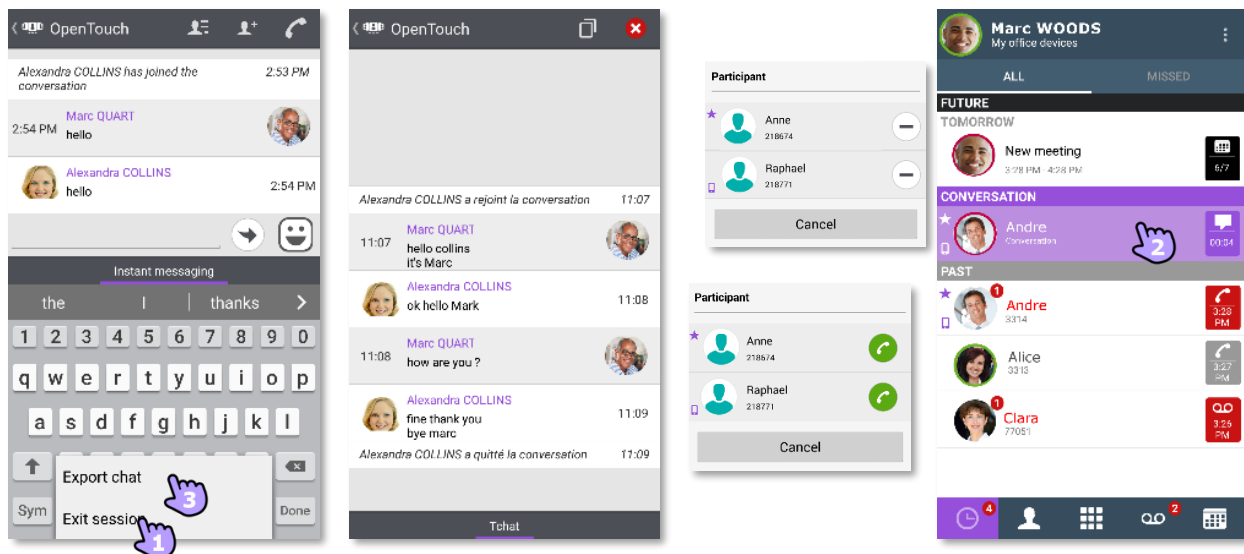
I.8.2 Receive an instant message

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.






I.8.3 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).	

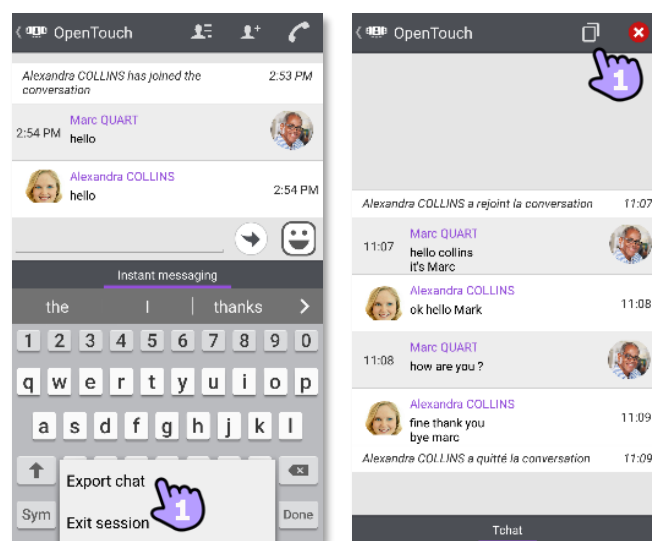


During the conversation, you can check information by consulting the Conversation Wall. Select the current conversation in the Conversation Wall to go back to the conversation screen.	
During a conversation, export the text of the conversation by using the Android menu.	
Export the text of the conversation.	


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.

1.8.4 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.



I.9 Meeting



I.9.1 Create a meeting

The screenshots show the 'Meeting Creation' interface with the following fields and options:

- Meeting name:** New meeting
- Meeting type:** Scheduled (selected), Reservationless
- Start date:** 13 Oct 2015, Hour: 17:53
- Duration:** 1 hour(s), 0 minute(s)
- Time zone:** Europe/Paris
- Recurrence pattern:** None (selected), Daily, Weekly, Monthly
- Leaders (0):** +
- Participants (0):** +
- Profile:** Meeting (info icon)
- Password:** Audio meeting (digits only) [Show] (info icon), Online meeting [Show] (info icon)

	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).
	<p>Manage leaders and participants of the meeting.</p> <ul style="list-style-type: none"> Add a new leader/participant *. <p>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.</p> <p>* In the case of a local contact (phone's local contact), it's necessary to fill an IM mail address in order to add this contact to the meeting.</p>
	<p>Manage a profile and password of the meeting.</p> <p>Choose a predefined profile for the meeting:</p> <ul style="list-style-type: none">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. <p>Secure access to the meeting</p> <ul style="list-style-type: none">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.

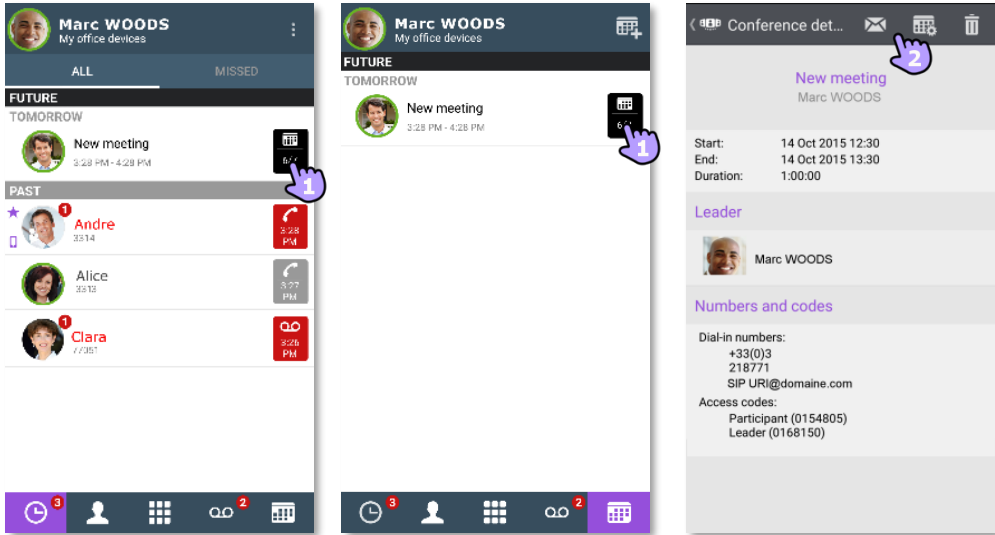


	Depending on the system configuration, you may need to follow a password policy ( consult the password policy).
	Confirm the meeting.




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

1.9.2 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, access code and password (optional) are displayed in this page. Numbers 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.



I.9.3 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 call action at the bottom of the screen.

From the conference details, use another set, dial the number directly to join the meeting. Enter access code and password, if necessary. Follow instructions.

Display the real-time list of participants during conference.



Note: sometimes, you could receive an email invitation with the OTC Web link only to join the conference from your smartphone. Open the OTC Web link in your native Chrome browser and join with audio only.





I.10 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.

I.10.1 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.

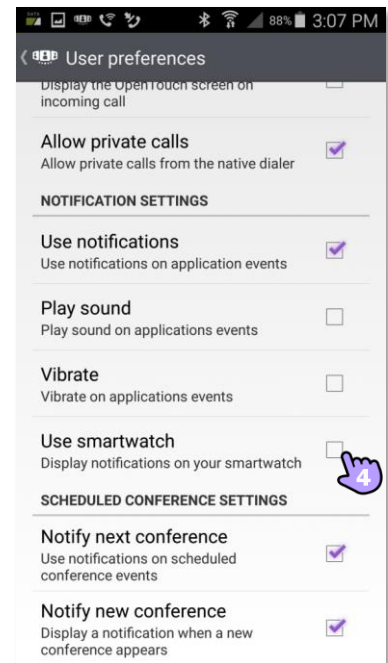
1-  Open your OpenTouch profile (sliding menu).

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.





I.10.2 Receiving a call

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





I.10.3 Missed calls

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





I.10.4 Voice mail

Play the last voice mail.	
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I.10.5 Instant messages

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



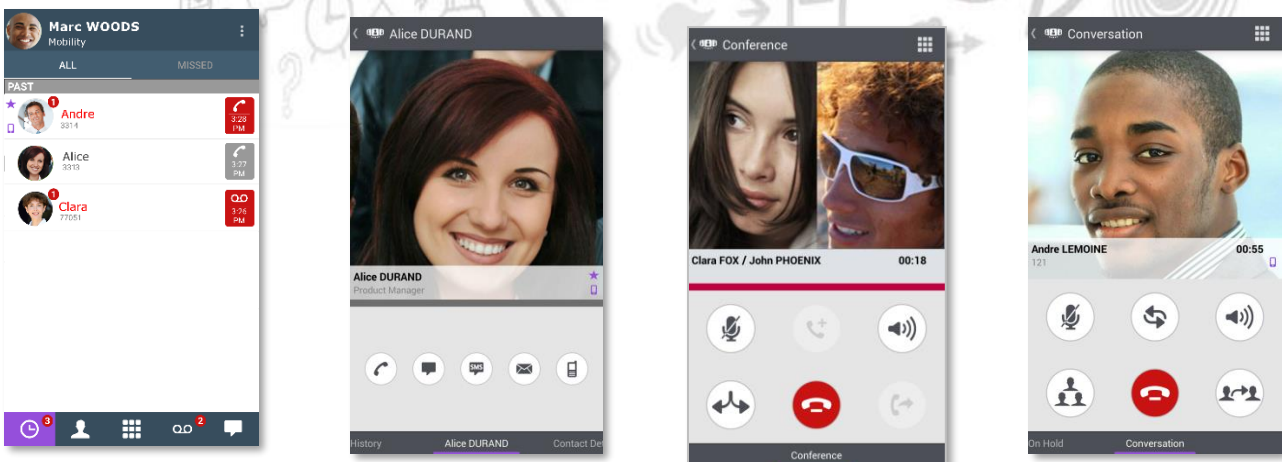
I.10.6 Meeting

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





II - OpenTouch Conversation for OXO user





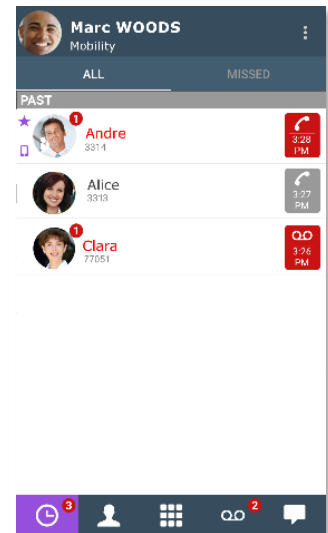
II.1 Start OpenTouch® Conversation

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, 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 'Scan QR Code' button (when necessary, hide the input keyboard). Press this button when you want to scan 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).







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 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 and operational.
-  : 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.

II.1.4 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.1.5 Sign out



Open your OpenTouch profile (sliding menu).



Sign out.



II.2 Settings

II.2.1 My profile



Open your OpenTouch profile (sliding menu).



Change your call routing profile.



Display your user information.



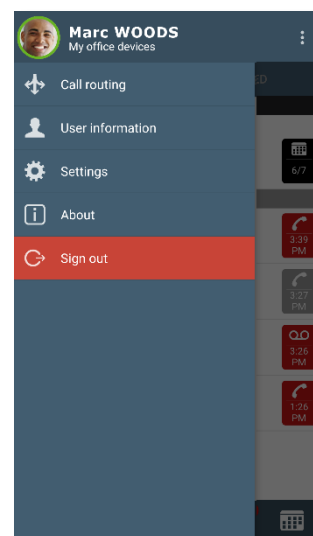
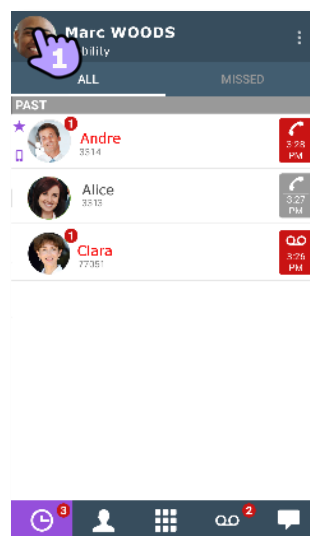
Access to settings.



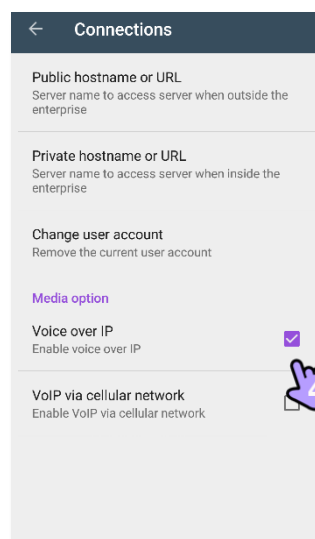
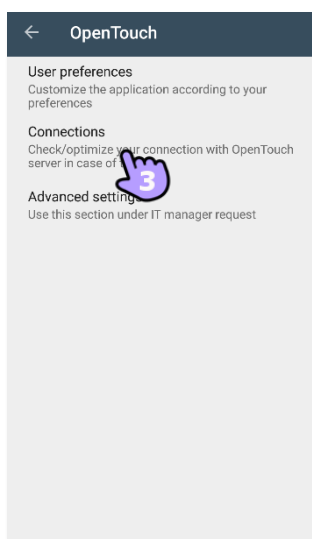
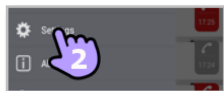
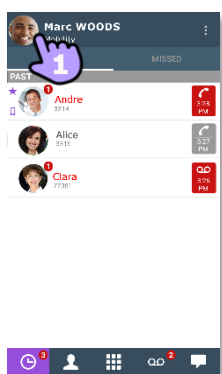
Software version (About).





Sign out.



II.2.2 activate / deactivate VoIP feature

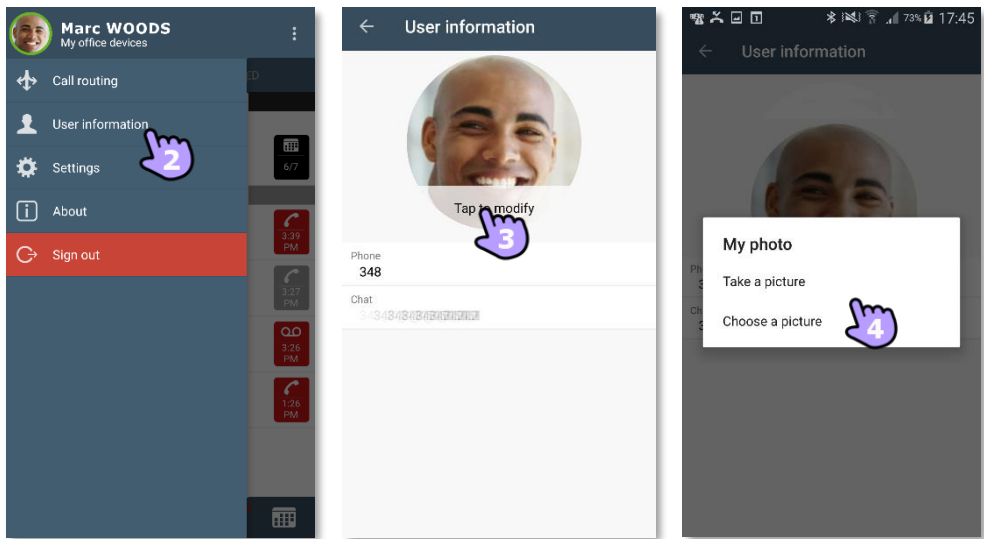




1.  Open your OpenTouch profile (sliding menu).
2.  Access to settings.
3. Open connections settings.
4. Activate / deactivate VoIP feature (Media option).
5. A specific icon is displayed on your home page if the feature is activated.

By default, the VoIP setting is activated.





II.2.3 Change 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.

II.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.



Notification settings	
Use notifications	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.
Play sound	
Vibrate	
Use smartwatch	Display notifications on your smartwatch (if paired and configured with your smartphone).

Connections	
Public hostname or URL	Connection parameters.
Private hostname or URL	
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.

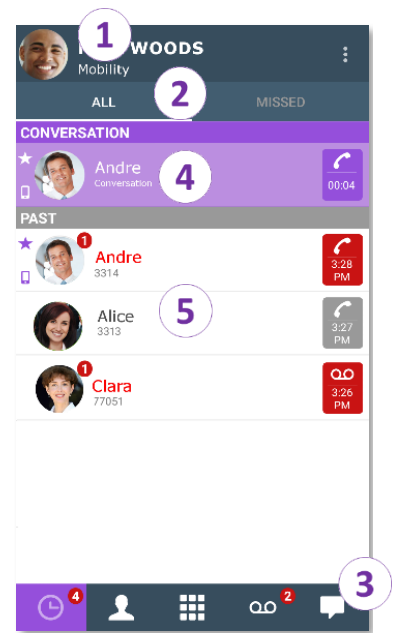
Advanced settings	
VoIP quality	Display network quality for voice over IP calls.
Call screen refresh	When screen refresh is slow (for example, when screens do not flow well during conversations), ALE International advises you to use this option for a better user experience. However, this option uses 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.
 -  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.



II.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.

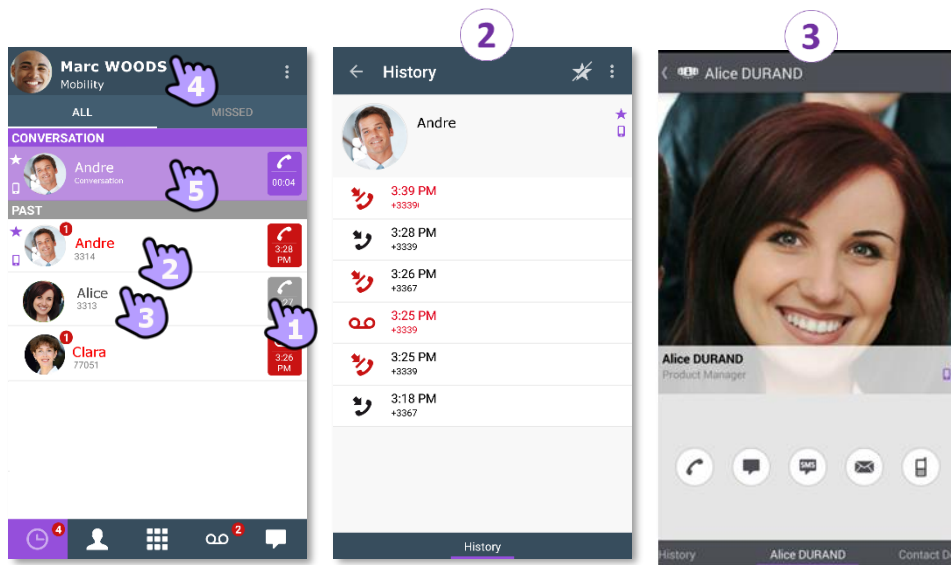
How to understand the conversation wall:

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


II.3.3 To delete one conversation log

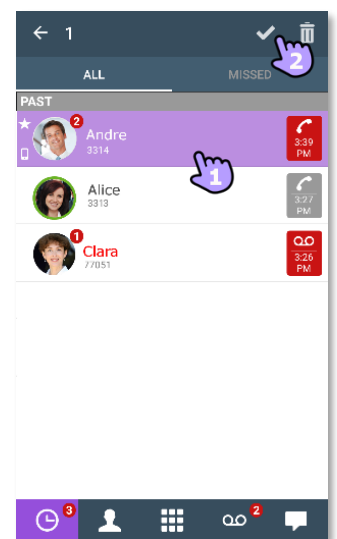
You can delete a conversation log if it is acknowledged.

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

II.3.4 To acknowledge a missed call


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 automatically acknowledged when consulting.

II.3.5 To delete all conversations in the wall




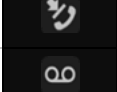
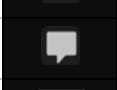





1.  Press the Android menu button.
2. Delete all conversations.
3. Confirm the deletion.



II.3.6 To acknowledge all new missed call logs

1.  Press the Android menu button.
2. Acknowledge all missed calls.
3. Confirm the acknowledgement of all missed calls.

II.3.7 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 no mobile ringing on incoming calls.	

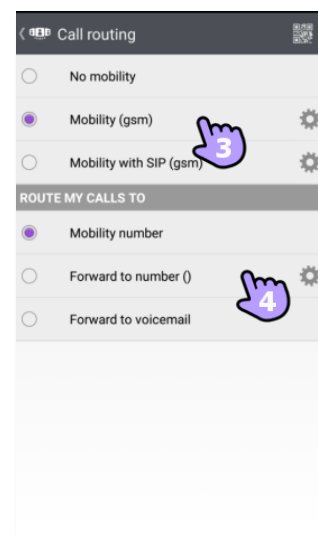


II.3.8 Call Routing



II.3.8.1 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 pop-up 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.

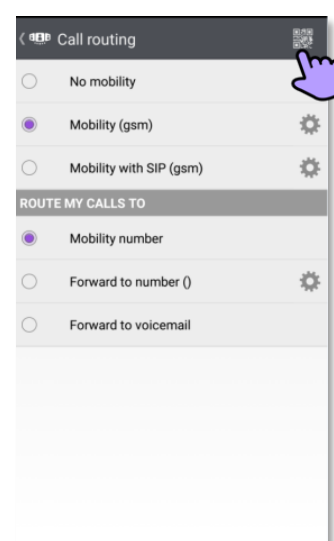
II.3.9 Change routing profile via QR code or NFC tag

You can modify your current ringing call routing profile with any internal desk phone 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 desk phone. 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.

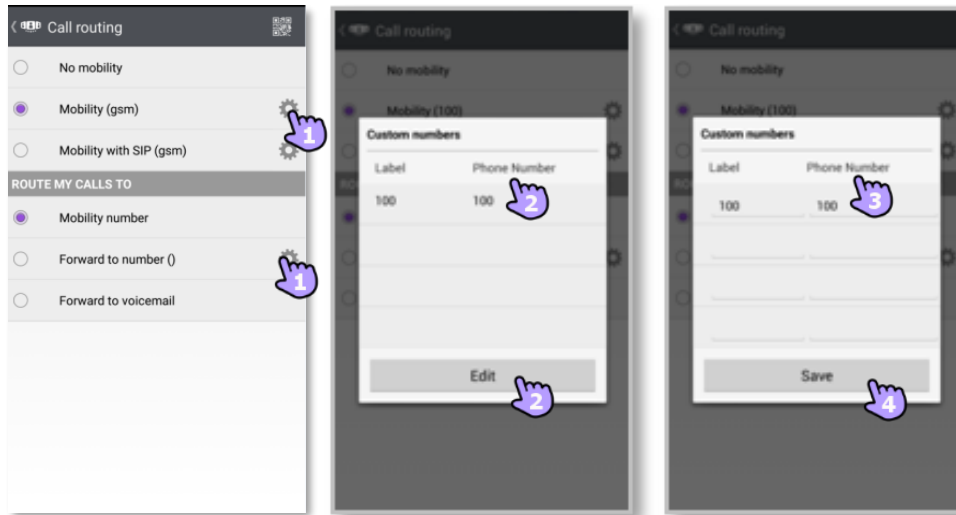


Your incoming calls will ring on this new desk phone.

To go back to the initial routing state, tap again the NFC or scan again the QR code.



II.3.10 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.



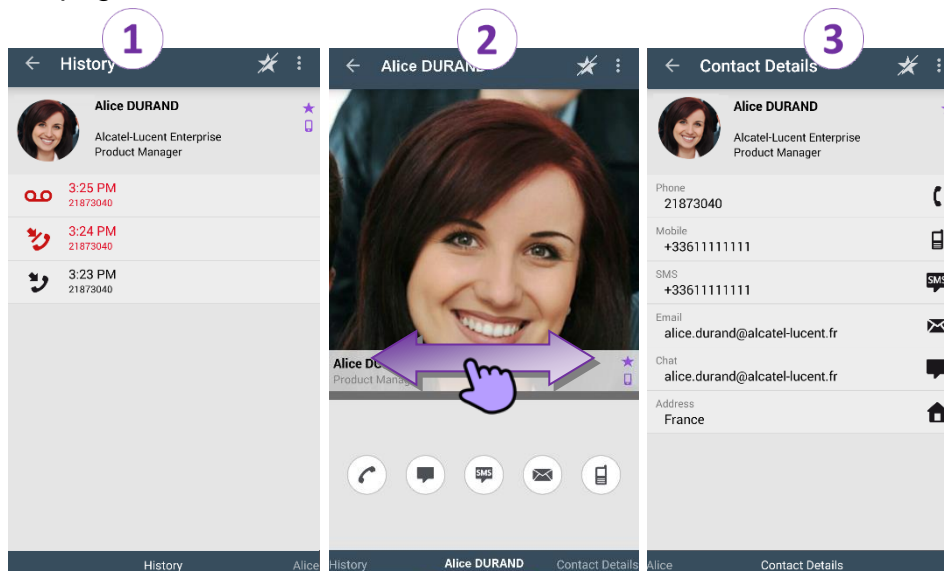
II.3.11 Contact card

A contact card represents a person.

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



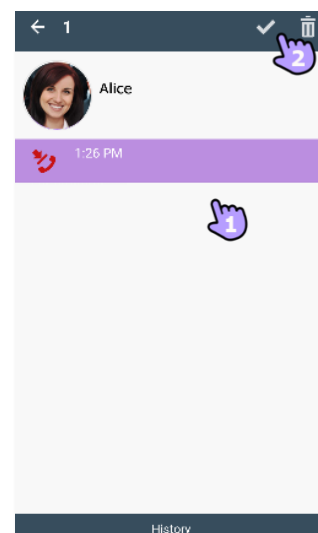
A card contains 3 pages.



- 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.
 - Make a call with the default business number.
 - Send instant message.
 - Send SMS.
 - Send e-mail.
 - Make a call with the mobile number.Icon is inactive (grayed out) when the corresponding contact detail is not provided.
- 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 .





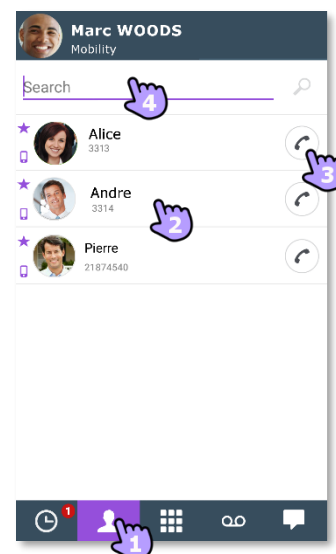


II.3.12 Favorites



Favorites give you faster access to your preferred contacts. The favorite contact is saved in your local directory.

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.

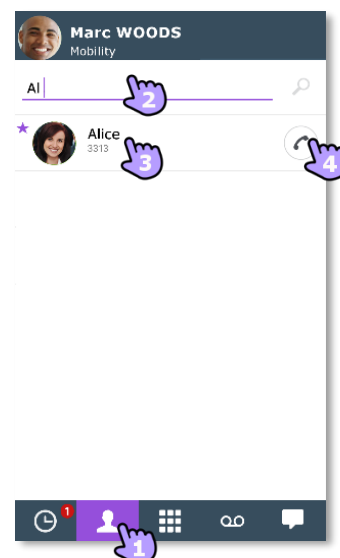


II.3.13 Search a contact

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.







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

Add the contact to your favorites list.

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









2.  Add the contact to your favorites list.
The favorite contact is saved in your local directory.

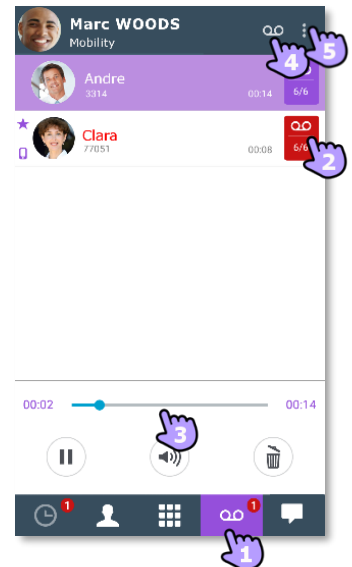
Remove the contact from your favorites list

- 1- Long press on the favorite you want to remove.
- 2-  Delete the conversation log.



II.3.15 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.



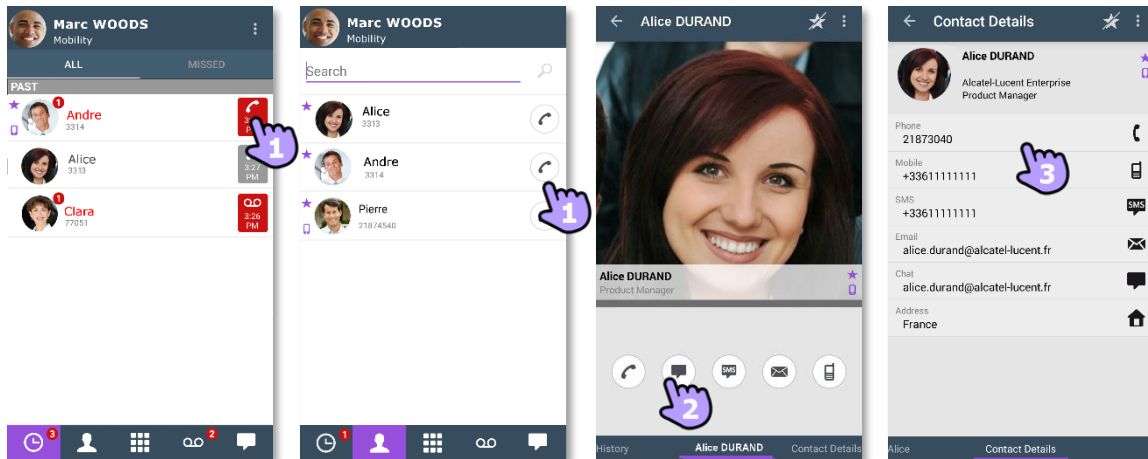


II.4 Conversation

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 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).



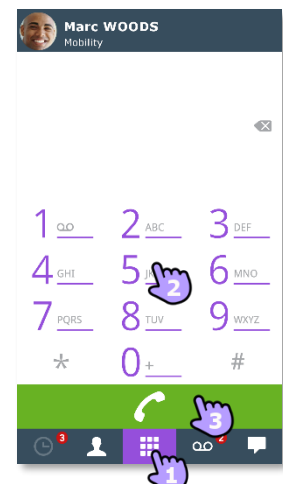
How to set up a conversation with a contact:

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 contact'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).

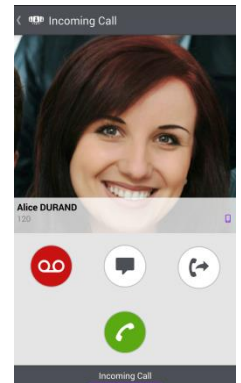




II.4.3 Receiving a conversation

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.5 During conversation

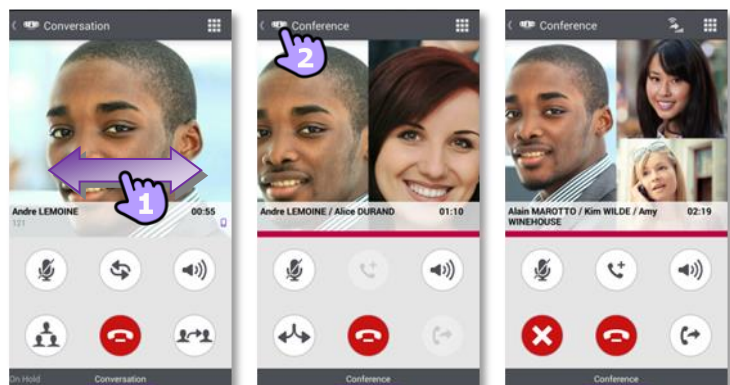
II.5.1 Screen description

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. 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.	



II.5.3 Audio media switch from your smartphone to any desk phone via QR code and NFC tag

When you are in conversation, you can switch the active audio media from your smartphone to any internal desk phone 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 desk phone 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

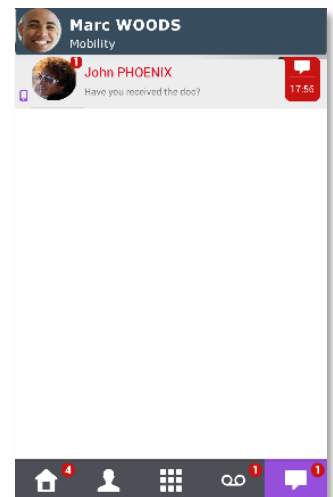
An instant message is a type of conversation which offers real-time text transmission with your contact.

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



II.6.2 Receive an instant message

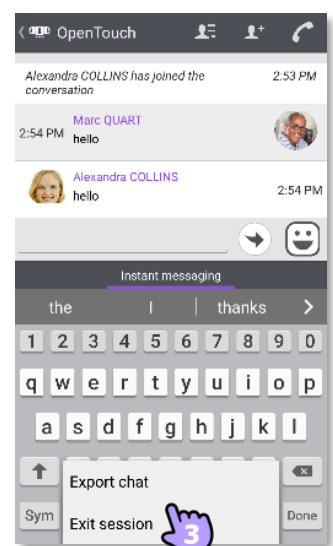
You receive instant messages in the instant messaging tab. The number of missed instant messages is displayed.



II.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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