

OpenTouch™ Conversation for iPhone

User guide

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1. Start OpenTouch™ Conversation

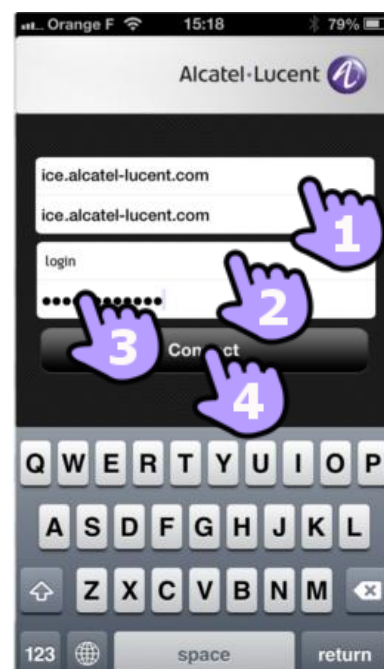
Select the OpenTouch Conversation Icon.



2. Settings

2.1. Sign in

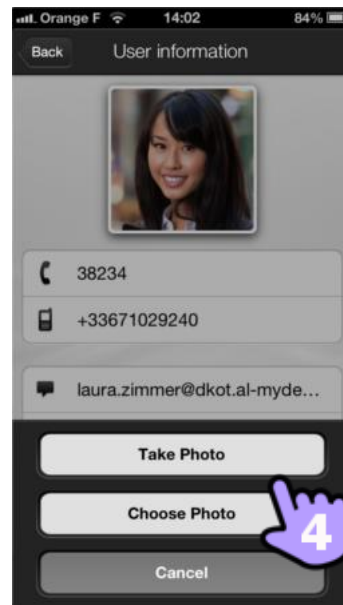
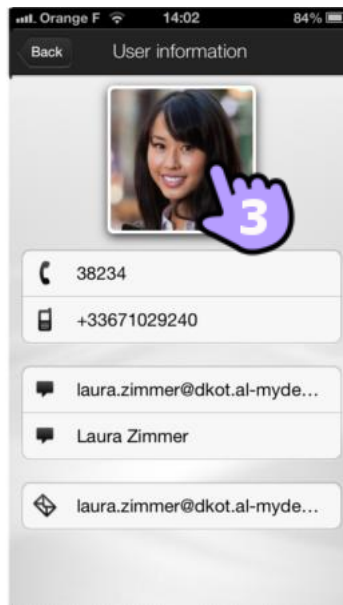
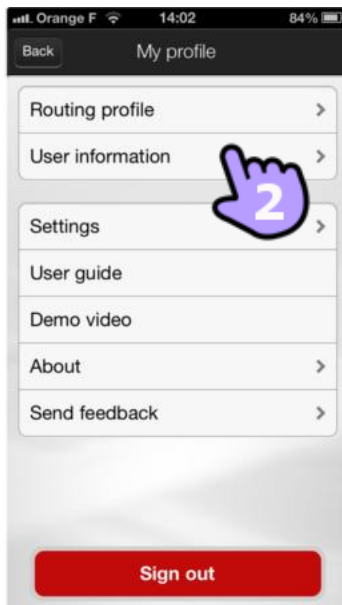
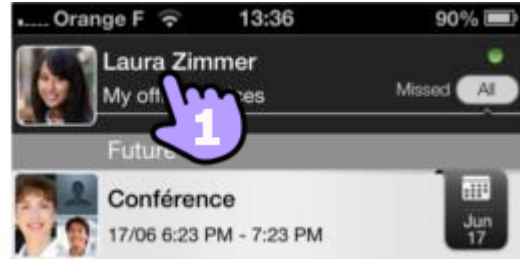
1. Set your connection parameters
2. User Name (OpenTouch user login)
3. Password (OpenTouch user password)
4. Sign in



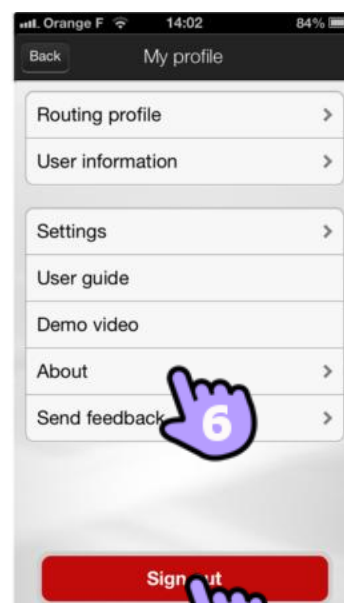
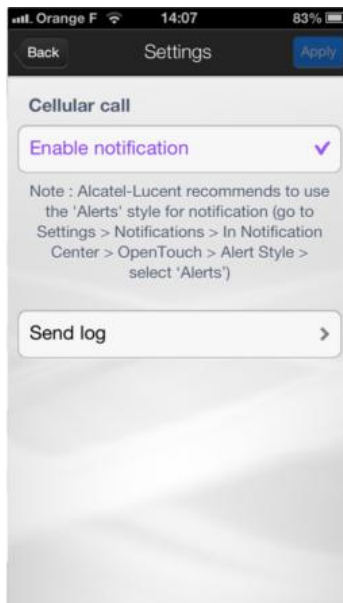
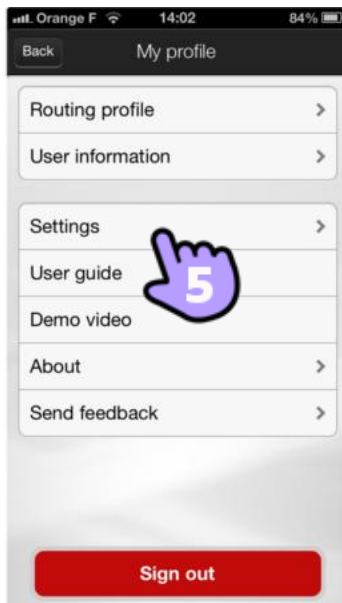


2.2. My profile

1. Open the OpenTouch Conversation settings
2. Display your user information
3. Change your photo / avatar
4. Select a your new picture



5. Access to settings
6. Software version
7. Sign out

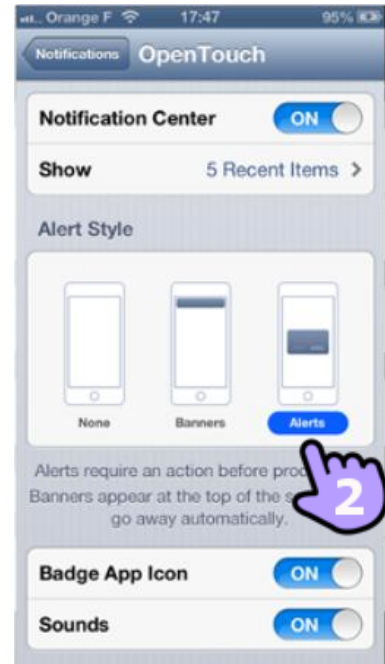




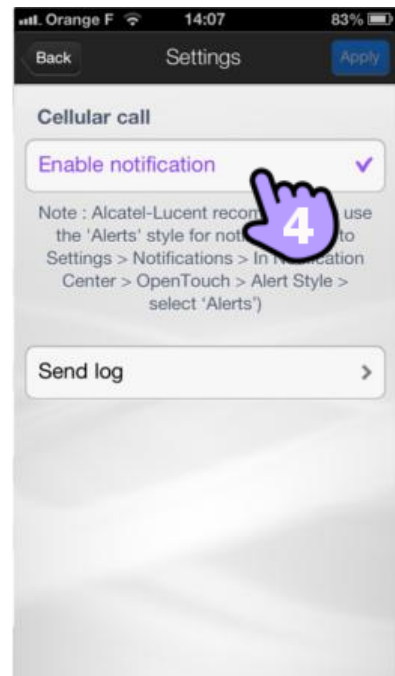
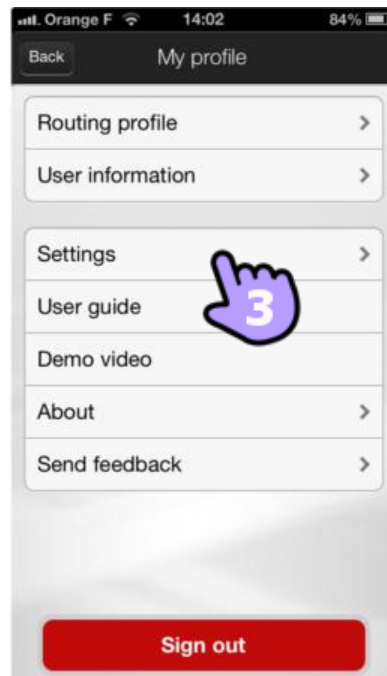
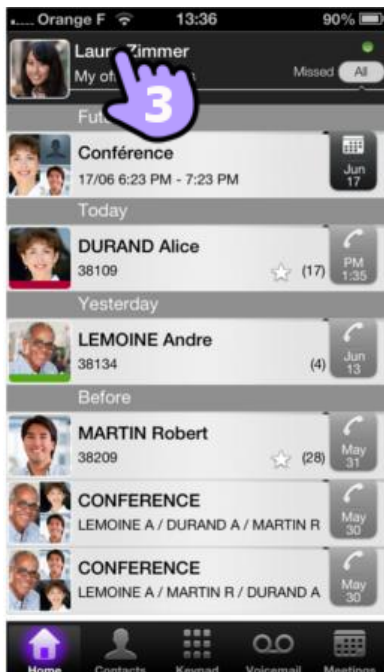
2.3. Notifications

We recommend to configure notifications as follow :

1. Open iPhone notification settings for OpenTouch™ Conversation
2. We recommend to use alert style for notification



3. Open the OpenTouch Conversation settings
4. Be sure that enable notification is checked

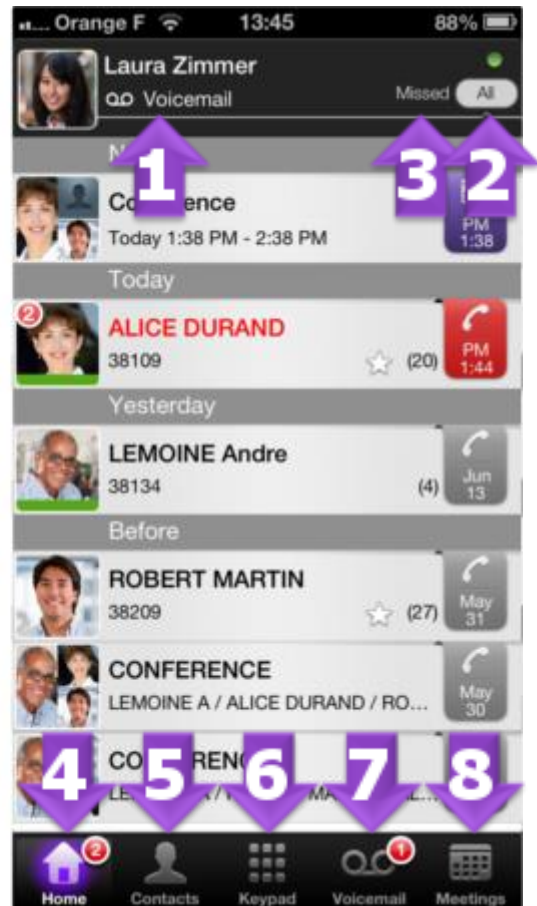




3. Homepage

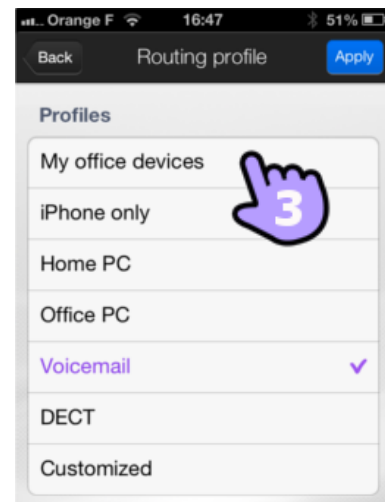
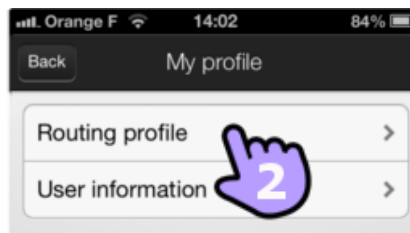
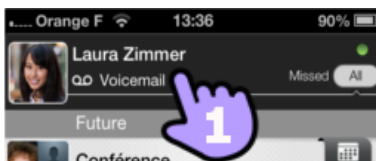
3.1. Homepage description

1. My profile: settings and information about the user
2. Display of all the conversation log
3. Display of missed conversations (filter)
4. Conversation wall
The number of new events is displayed
5. Contacts and favorites
6. Dialer
7. Voicemail access
You have new voice messages (the number of unread messages is displayed).
8. Incoming conferences (filter)



3.2. Call routing

1. Open the OpenTouch Conversation settings
2. Open the routing profile management
3. Select a new profile ...





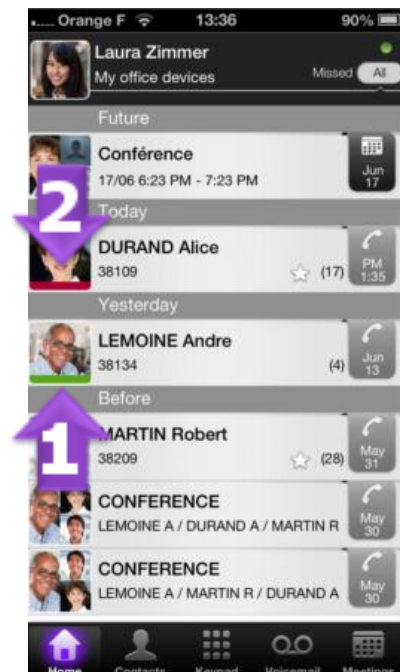
4. Details of the new selected profile
You can customize a selected profile
Select which devices will ring when you receive an incoming call
5. Apply
6. The call routing is displayed in the user banner



3.3. Presence

The color bar under the avatar represents the phone presence of your correspondent:

1. Available
2. Busy



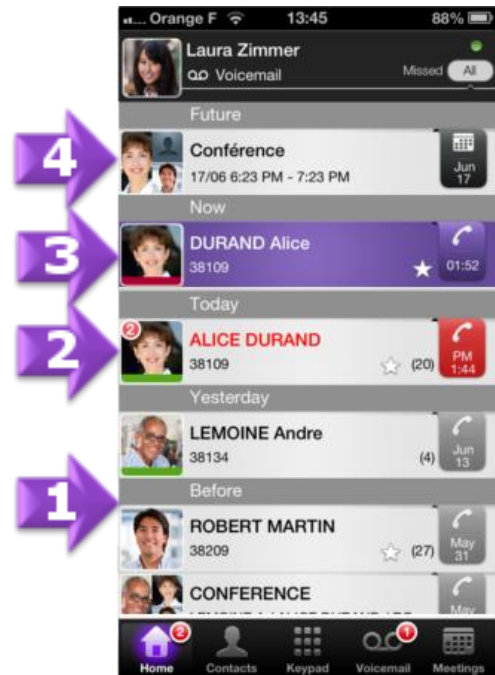


3.4. Conversation wall

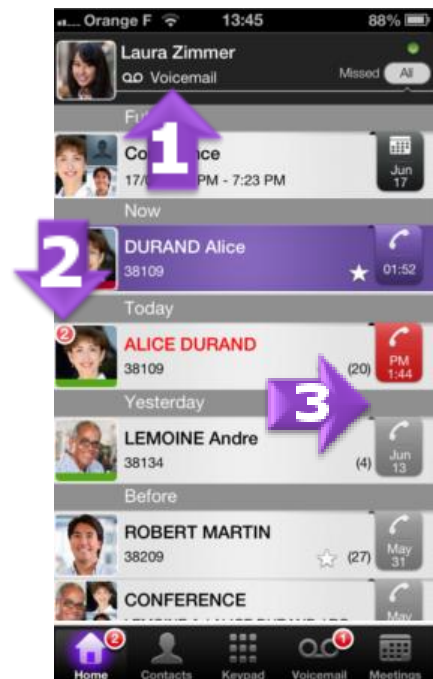
The conversation wall contains both your history of all conversations and future meetings.

The wall is divided into 3 parts:

1. Past conversations
2. Today's conversations
3. Conversation in progress
4. Future meetings



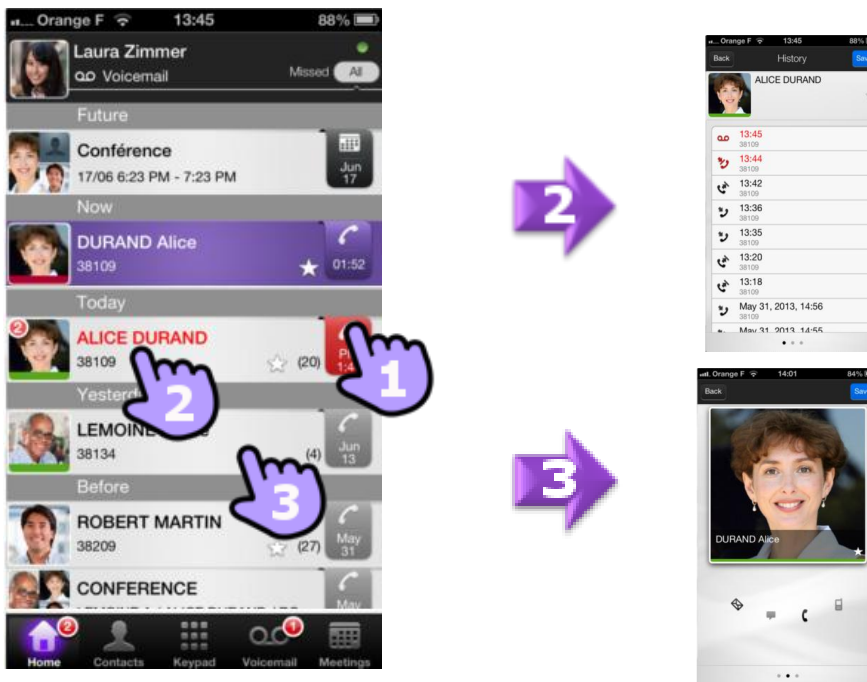
1. The call routing is displayed in the user banner.
2. Each item represents a conversation log per user, per time slot and the corresponding number of events.
3. The badge contains the icon associated with the media used during conversation (phone, voice mail and meeting). The red badge indicates a missed call.
4. : This icon indicates a contact from your IOS local directory.
5. : This icon indicates a favorite contact.
6. The presence of your contact is displayed under his/her avatar.



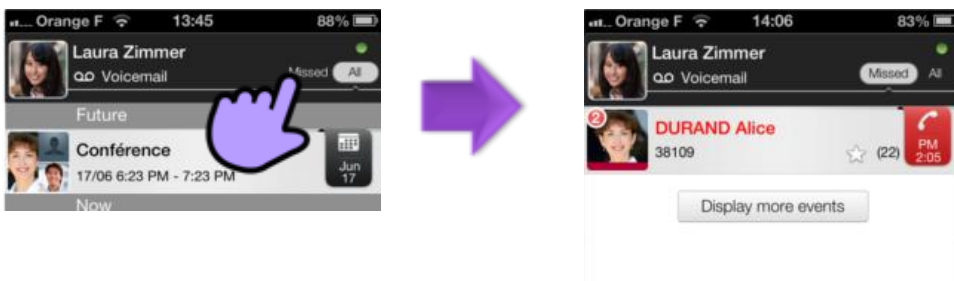


The action on a contact depends on how you select it:

1. Select the badge to direct call the displayed number
2. If you select an unread event, you open directly the history card
3. If you select a read event, you put your contact on the stage

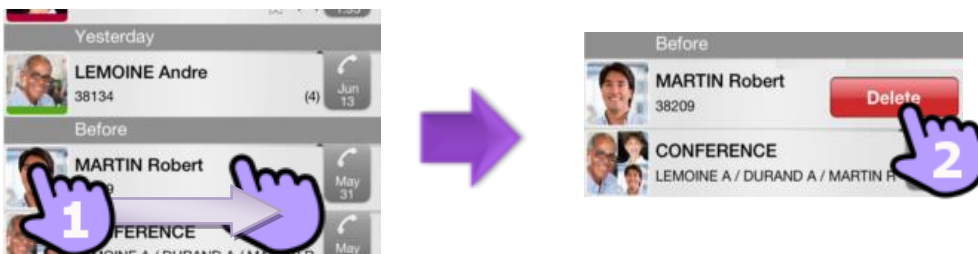


To display only new missed calls, select the appropriate filter.



To delete one conversation log:

1. Swipe right on the item
2. Delete the conversation log

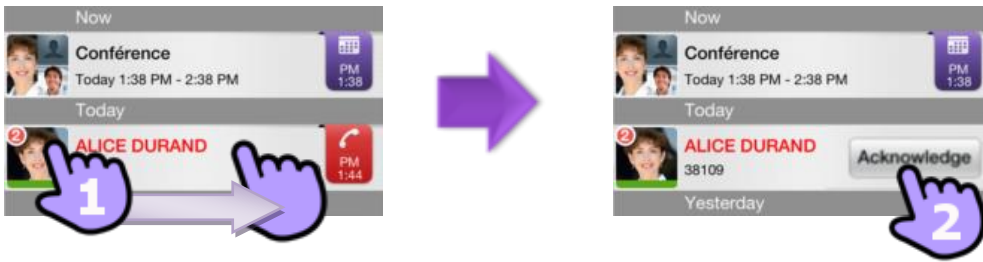




To acknowledge a missed call:

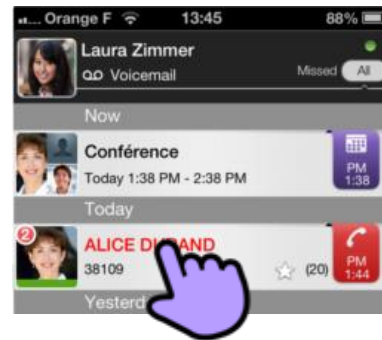
If an item is marked with new event, you can acknowledge the event.

1. Swipe right on the item
2. Acknowledge the event



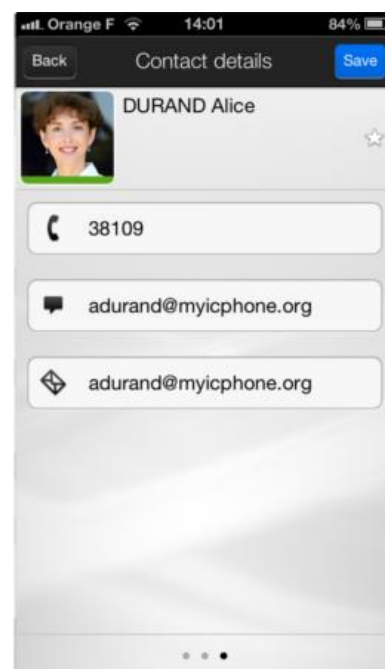
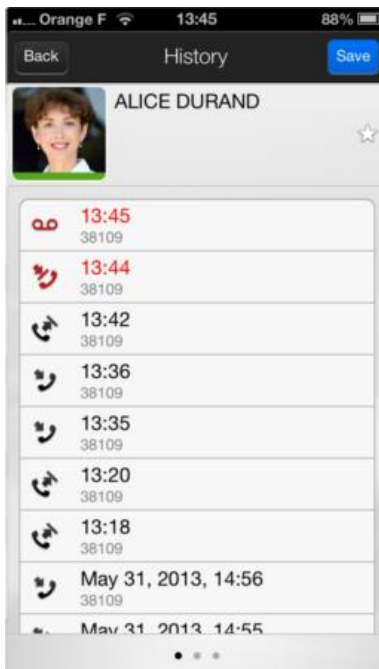
3.5. Contact card

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:

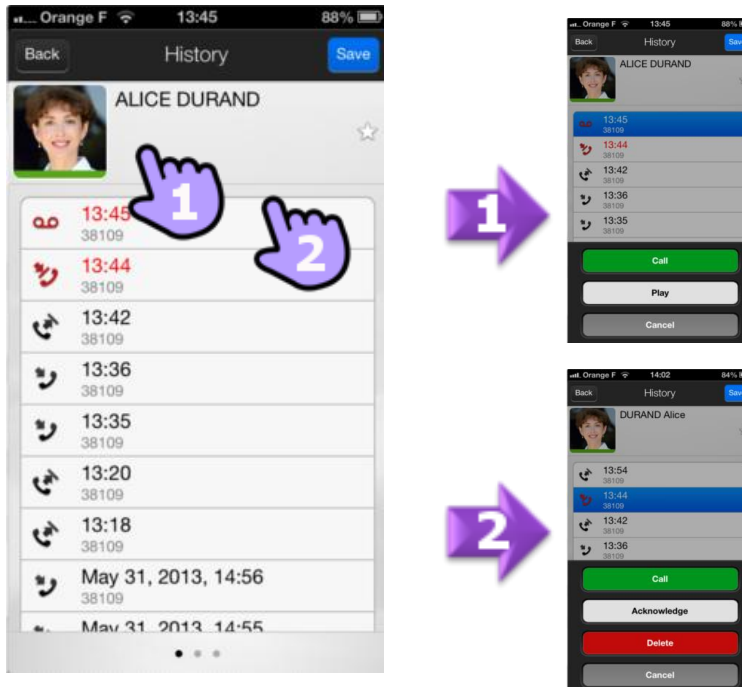
- Page 1 is the conversation history with this contact
- Page 2 is the contact on stage. By default, make call uses the business one number
- Page 3 is the contact details
- Swipe right and left to navigate between the 3 pages





From the conversation history page:

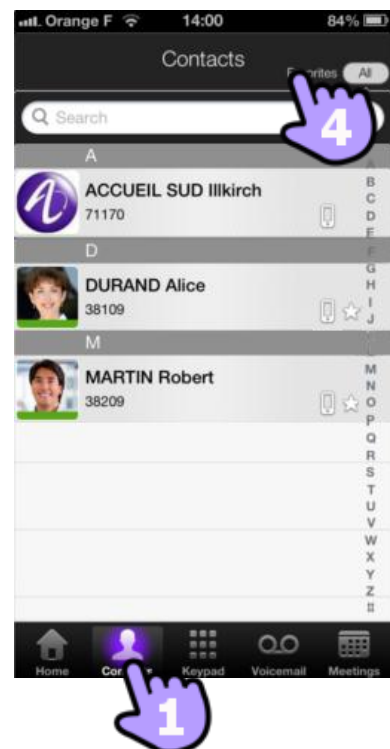
1. You can play a voicemail or call the originator of the voicemail
2. You can acknowledge or delete an event or call the correspondent



3.6. Contacts and favorites

1. Open your contact tab
 2. All your contacts are displayed
 3. A favorite contact is marked by a star
 4. To display only your favorite contact, select the favorite filter.
- Favorites give you a quick access to your preferred contacts

The contact tab also includes some temporary entries (corporate lookups, incoming or outgoing calls) thanks to a local cache mechanism. This cache mechanism is cleared when you exit the application.





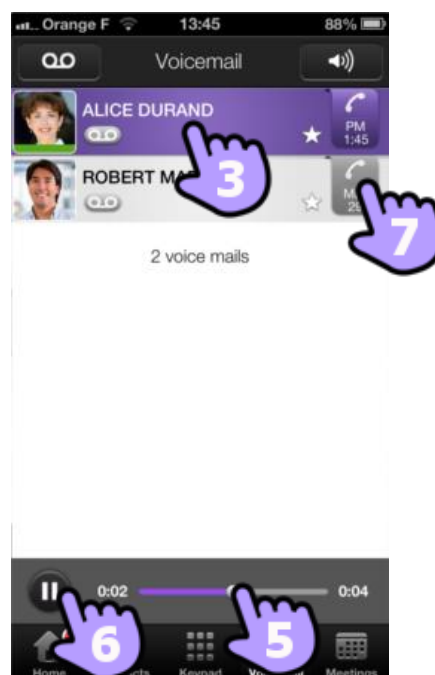
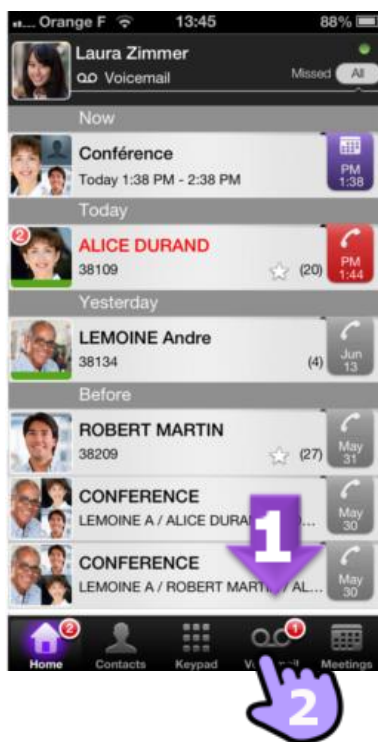
3.7. Add a contact to your local directory

1. Open the card of a correspondent
2. If the correspondent is not in your local directory, you can add it



3.8. Visual Voice Mail

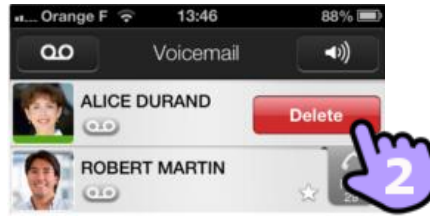
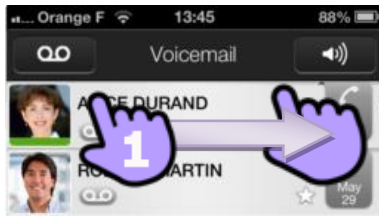
1. You have unread voice messages (the number of unread messages is displayed)
2. Open your visual voicemail. All read and unread messages are displayed
3. Select the message to listen to
4. Listen to the messages
5. Move the cursor along the play bar to go forward or backward in the message
6. Pause or resume the message
7. Direct call back





To delete a message

1. Swipe right on the item
 2. Delete the message
- You cannot delete an unread message.



4. Conversation

4.1. Make a conversation with a contact

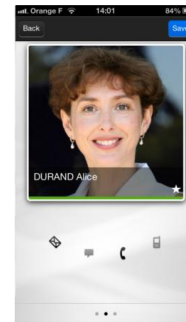
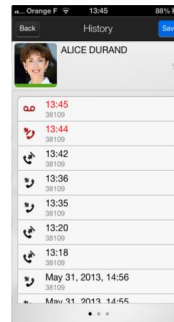
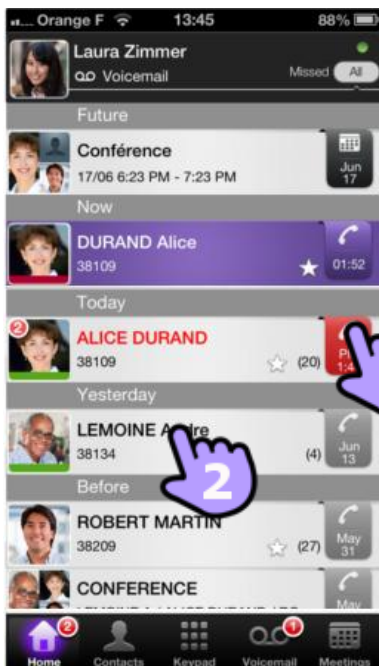
1. You can make a call from the Conversation Wall
2. You can make a call from the search on your local contacts or from a corporate look-up





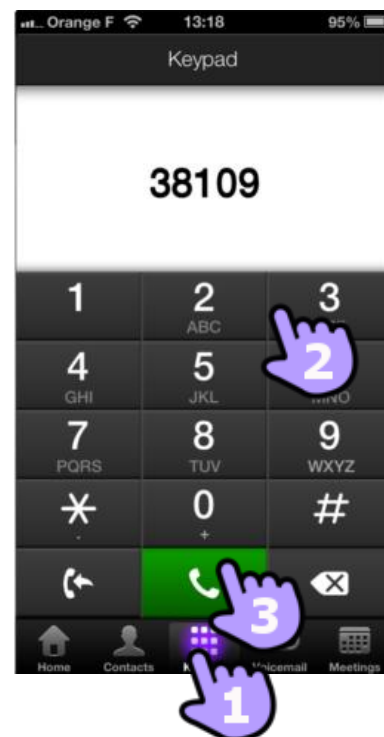
How to make a conversation with a contact:

1. Direct call by using the displayed phone number
2. Call from the contact card



4.2. Make a conversation by entering a number

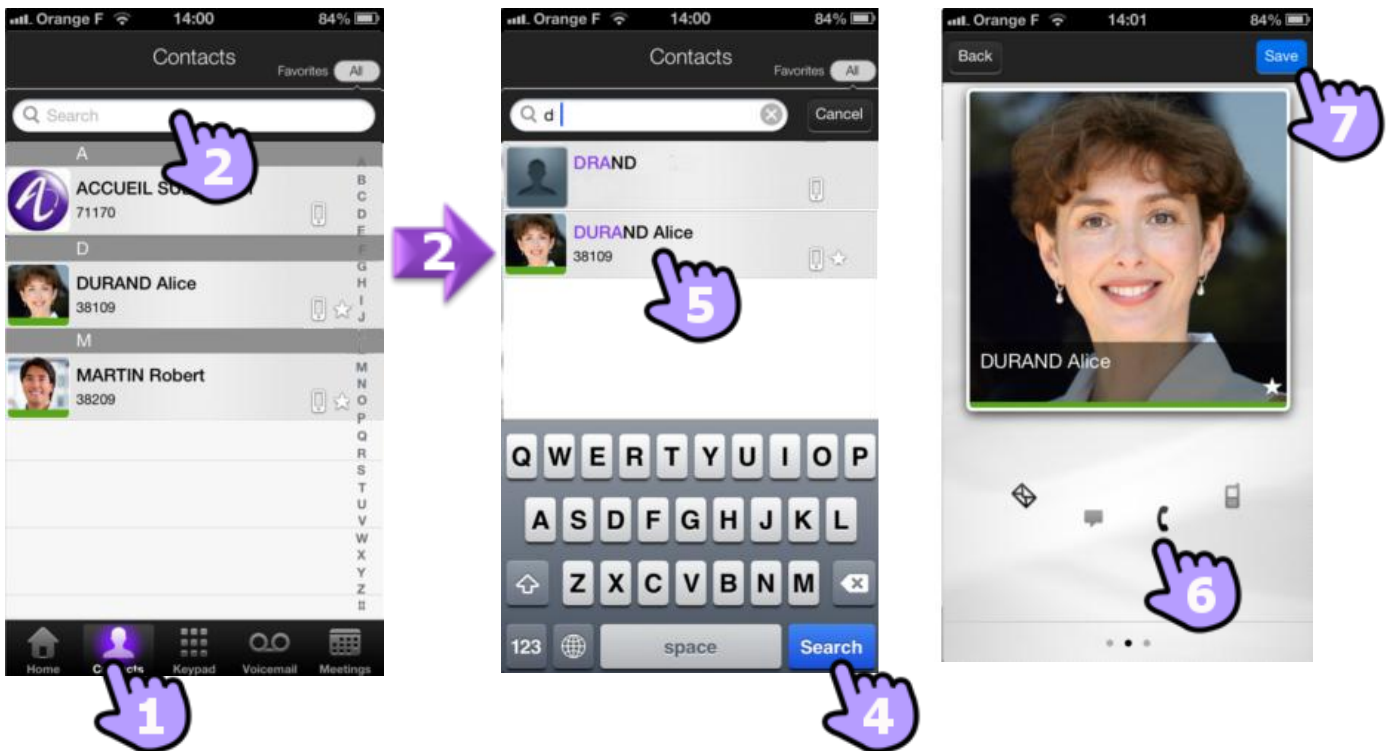
1. Open the keypad
2. Enter your correspondent's number
3. Make the call





4.3. Search a contact

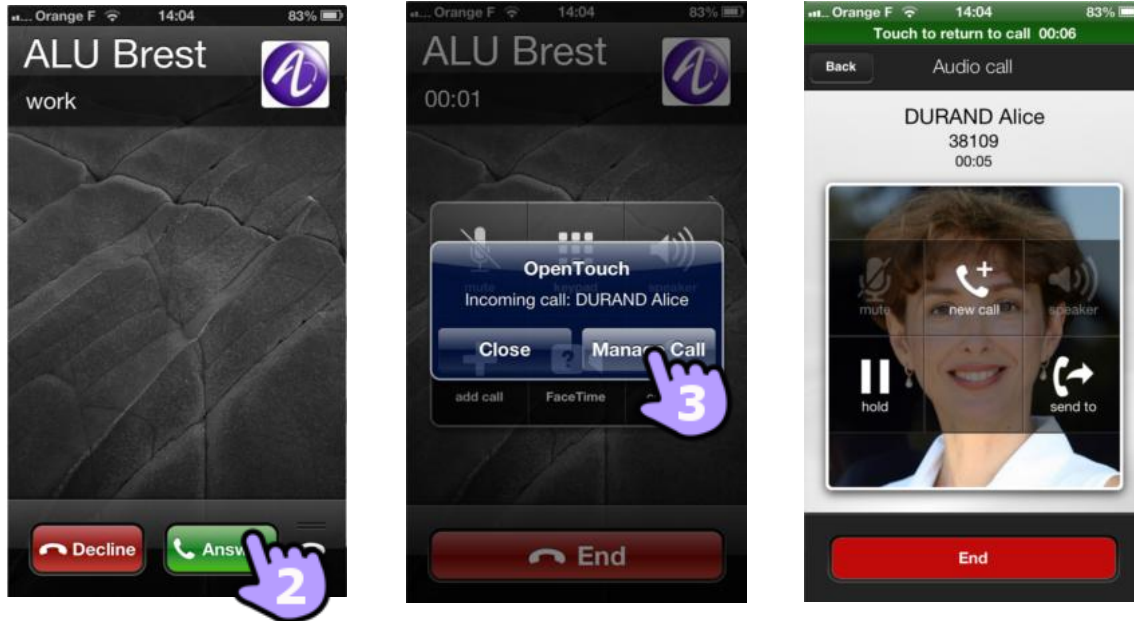
1. Open your contact tab
2. Enter the name of your correspondent
3. Search is immediately done on local contacts (predictive search). You can base your search on 2 strings for a better result.
4. To perform a corporate look-up, select the specific search button
5. Select the correspondent you search
6. Call your correspondent
7. If the correspondent is not in your local directory, you can add it





4.4. Receiving a conversation

1. Call is presented into the native dialer
2. Answer the call
3. A pop-up notification allows you to decide whether you want to manage the call in the OpenTouch Conversation application or not.
You have to configure properly the notification settings (Notification).
4. You are in conversation



4.5. Get your active call started on another device

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

1. Open the keypad
2. Select the « get call » icon

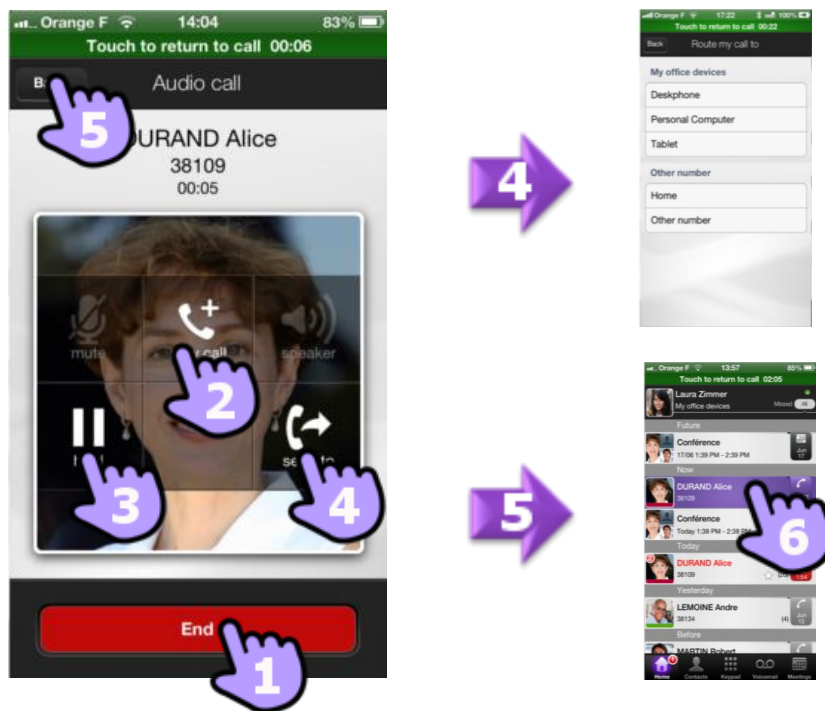




5. During conversation

5.1. Screen description

1. Hang up the conversation
2. Make a second call
3. Put a correspondent on hold.
4. 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
5. During the conversation, you can check information by consulting the conversation wall
6. Select the current conversation in the conversation wall to go back to the conversation screen

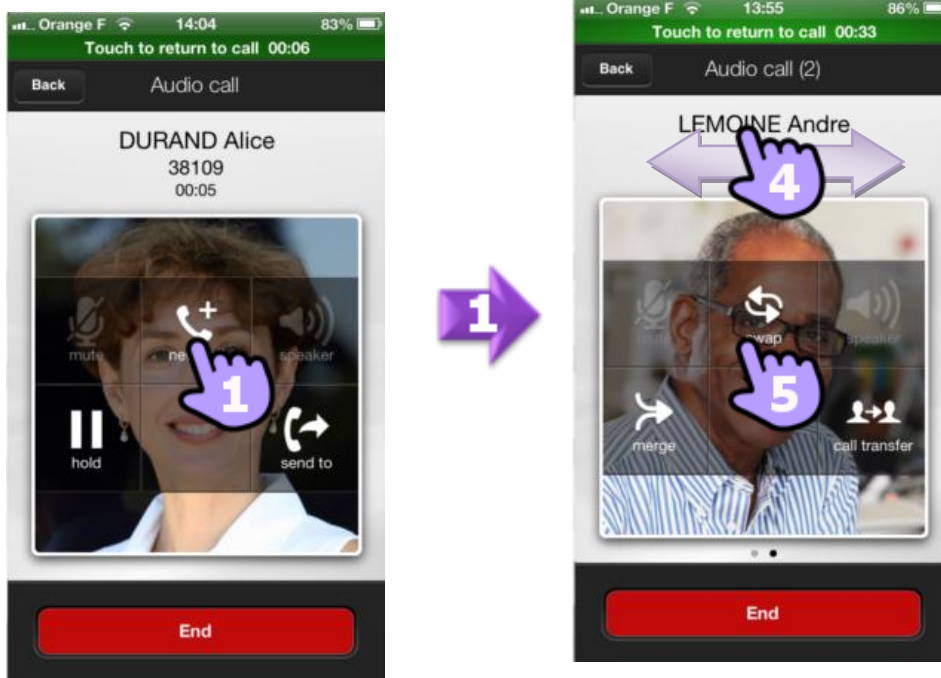




5.2. Make a second conversation

You are in conversation

1. Add a correspondent to the conversation
2. Make a conversation by using the keypad, the contact phonebook or the Conversation Wall
3. You are in conversation with the second correspondent and the first one is on hold
You want to switch from one correspondent to the other
4. Swipe left or right
5. or use the swap button



5.3. Transfer call to your correspondent on hold

You are in conversation with the second correspondent and the first one is on hold.

1. Transfer call to your correspondent on hold
2. The two correspondents are connected

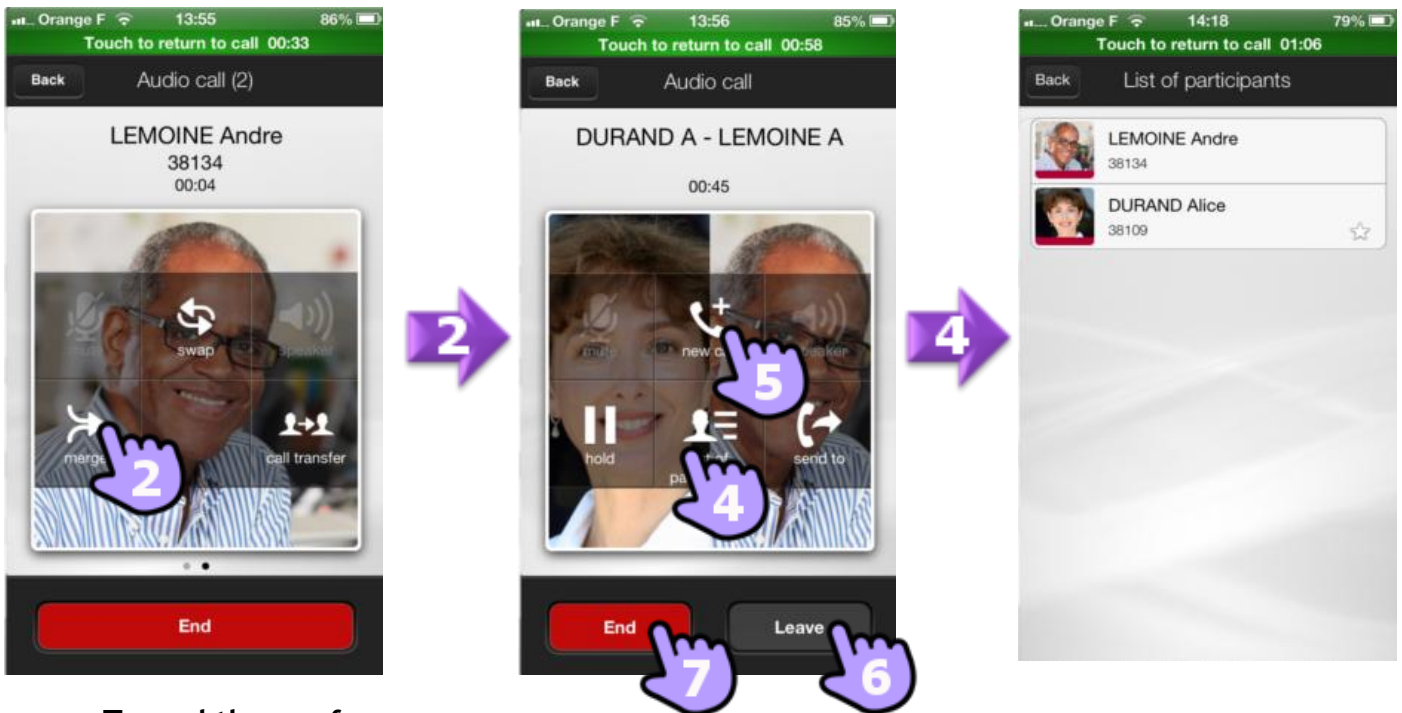




5.4. Three-party conference and more (ad-hoc conference)

The conference function allows the user, in contact with two correspondents, to set up a three-way conference.

1. You are in conversation with the second correspondent and the first one is on hold
2. Setting up a conference
3. **You are in conference mode**
4. Display the list of participants
You can consult the card of the participants
5. Add if necessary a new participant (ad-hoc conference)



To end the conference

6. If you initiated the conference, you can leave the conference and put your two correspondents in conversation
7. You end the conference with all participants

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