OpenTouch Conversation Web

User manual

R2.2

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Alcatel·Lucent *A*
Enterprise

1. OpenTouch Conversation® Web

OpenTouch Conversation Web is an OpenTouch conferencing client for employees and guests of your enterprise that gives access to collaboration services such as instant message, document or desktop sharing, participants management…

OpenTouch Conversation Web is a web application running with any recent browsers without specific installation to access main features.

Advanced features like sharing your desktop require a software installation.

2. Start OpenTouch Conversation Web

You receive an invitation for a conference. Your email contains an URL to connect you to the meeting. Click to the URL invitation to open the welcome page.

The header displays the title and the organizer of the meeting.

Select your language

1. Define your avatar/photo which appears during the meeting. Everyone in the meeting will see this avatar/photo.
   o Import a picture from your device.
   o Choose an available avatar.
   o Take a picture by using camera of your device.
   o Keep the predefined avatar.
2. Type your first and last name (required)
3. Select how to join the audio meeting:
   o Without audio because you are already in audio conversation with this conference.
   o Call-back option by entering the number to be call back for the meeting. If a password is required for audio meeting, you will have to enter the password (digits only) to join the audio meeting (external user).
   o Join in VOIP (on your computer).
4. If the meeting organizer has provided you with leader role, you can deal with advanced features as managing presentation (change page, upload document, annotate) and attendance (mute, add, drop people). Skip this step to join as a participant.
5. If a password is required for the online meeting, you have to enter the password to join the web meeting (external user).
6. Join the meeting. If you have selected the call-back option, the system will dial the provided number.

Diagnostic ⚠

A warning is displayed, launch the diagnostic (click on the link) and follow instructions. A software installation is required only if you have to share your desktop.
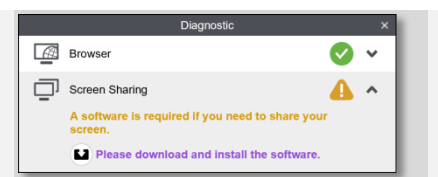

You join a meeting as a participant or a leader. The leader can access advanced features.
The leader role:

- o   Add or remove participants.
- o   Mute or un-mute a participant.
- o   Share documents.
- o   Annotate documents.
- o   Share desktop.
- o   Promote participants to leader role.

You can join the audio meeting by dialing numbers or SIP URI noted in the invitation. Enter access code and password if necessary and follow instructions.

3. Homepage
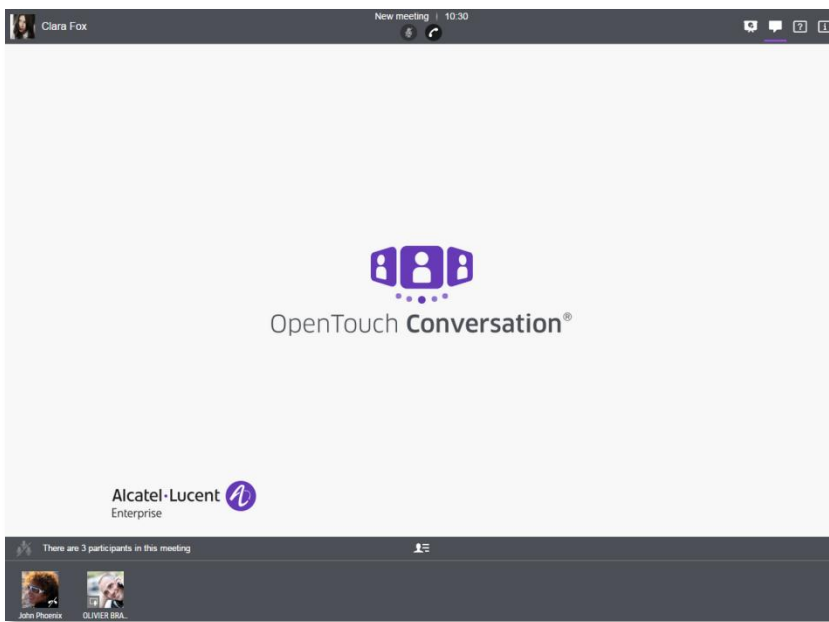
Your photo/avatar and your name are displayed in the header and are seen by everyone in the meeting.

The stage displays shared content as documents, web presentations or desktop sharing.

List of participants of the meeting.

Actions available depend on your role in the meeting (leader or participant).

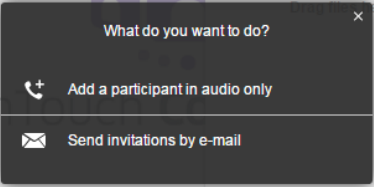|	
	Mute/un-mute the conversation (line is muted when the microphone is red).
	Call yourself back or hang up your audio line.
	Share documents or your desktop during the conversation.
	Start a public instant message and see a list of ongoing public and private conversations.
	Display/close the list of participants.
	Help.
	About.

4. Manage participants

Actions available depend on your role in the meeting (leader or participant) and the type of conversation (audio).

👥	Display the list of participants	
On the photo/avatar, the role and the conversation type are displayed. • 🖥️ The participant has the leader role. • 🚫 The participant joins the meeting without audio.		

Select a participant to display available actions		
🎤	Mute/un-mute (leader).	
💬	Start a private instant message with the selected participant.	
🖼️	Promote the selected participant to leader role (leader).	
👤×	Drop the selected participant (leader).	

5. Add a participant to the meeting (leader)

👥	Display the list of participants	
+	• 📞⁺ Add a participant in audio only, by entering his/her number. • ✉️ Send invitation by email.	

6. Start an instant message during the meeting

💬	Start a public instant message and see a list of ongoing public and private conversation. A new message is	
💬	Start a private instant message with the selected participant in the list of participants.	

During conversation

➜	Send message.
☺	Insert emoticons.
Use "Shift + Enter" keys to enter a line break and send more than one line in the same message.	
The title bar of the instant message window displays the participant or the list of participant who see the instant messages. If you have one or more private instant messages, you can switch between participants: select it in the list of conversations. ⬛ : close the selected instant message.	

6.1 Share documents during the meeting

If you have the leader role, you can share documents with all participants of the meeting.

🖥	Use the share icon to start sharing documents. The number of uploaded documents (ready to share) is displayed.

Management panel:

＋	Add a new document by selecting the file on your computer (leader). You can add the document by drag and drop it in the application. Select how to share the document : • 🖥 All participants can only view the document. • 📎 All participants can only download the document. • 🖥 All participants can view and download the document.
▶	Share the document (leader)
📥	Download the document to your personal computer.
🗑	Delete the document (leader).

Controls (top bar of the conversation window)
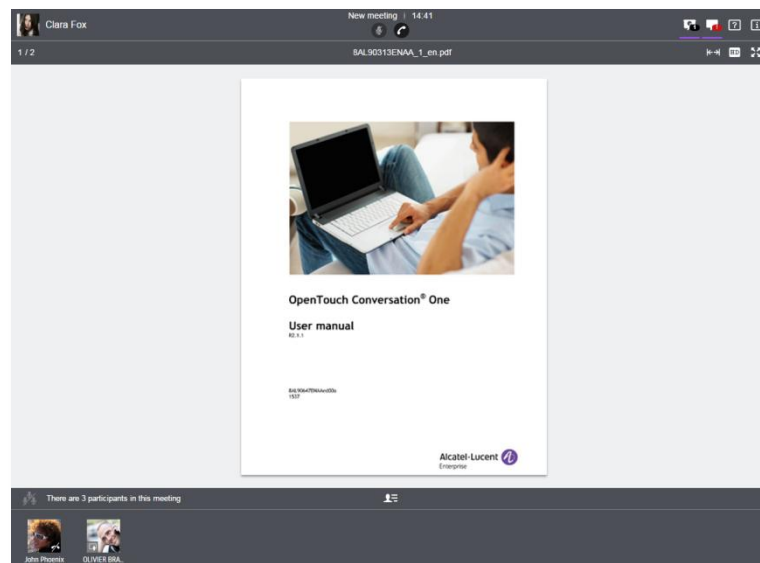
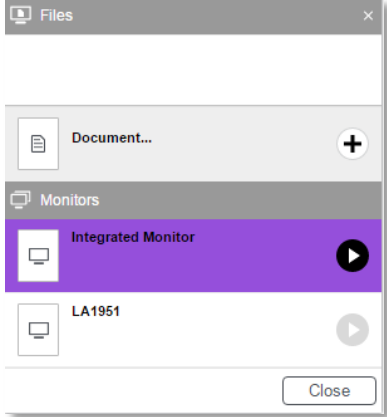
|	
⏹	Stop the document sharing (leader).
◀ ▶	Go to the previous or next page of the document (leader).
⏮ ⏭	Go to the first or last page of the document (leader).
1	Select a page in the document (leader).
⊞	Use thumbnails to display the pages of the document (leader).
⛶ ↔	Use the full or wide screen mode.
HD	Use the highest resolution to display the document.

Annotation tools (leader):

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

6.2 Share your desktop during a conversation (leader)

If you have a leader role, you can share your desktop with all participants of the meeting. An Alcatel-Lucent Enterprise software is required if you have to share your desktop via the OpenTouch Converation Web (OTC Desktopsharing). Please check your configuration by selecting the diagnostic when you start the OpenTouch Conversation Web and follow instructions if the software is not installed.

🗔	Use the share icon to start sharing your desktop.	
▶	Select the monitor to share. A popup requires a validation.	
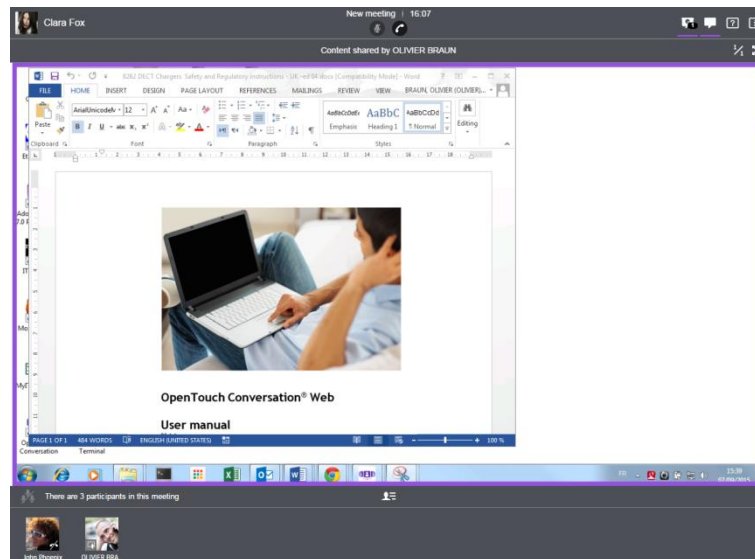
Management panel:

▶	Share a monitor with the other participants (monitors you are connected to, are automatically displayed).
⏸	Pause the sharing.
⏸	Resume the sharing.
⏹	Stop the sharing.
⤢ ¼	Use the full screen mode.