



BCM RIs 6.0

InTouch

Task Based Guide

**Copyright © 2010 Avaya Inc.
All Rights Reserved.****Notices**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

InTouch.....	6
Overview.....	6
Features of InTouch.....	6
Prerequisites.....	6
PC Hardware & Software Requirements	7
Flowchart	8
Creating a LAN CTE Client Privilege in Element Manager	9
Accessing Element Manager	9
Creating the LAN CTE Entry.....	12
Installing LAN CTE Software on the Client PC	16
Installing the InTouch Application	24
Starting InTouch for the first time	30
Multiple DN Numbers.....	31
Accessing the InTouch Options screen.....	32
The InTouch Interface.....	36
The InTouch Outlook Toolbar	37
Adding Contacts	38
Prime Contacts	42
Promoting a Contact	42
Outlook Calendar 'Mining'	44
The Call Window.....	45
Making a Call	45
Viewing Missed Calls	47
InTouch Presence/ Status updates	49
Additional Information.....	50
InTouch Administrator Installation.....	50
Pre-Installation Steps.....	50
InTouch Installation Steps	52

Troubleshooting.....	54
Generating a Diagnostics File.....	54
Avaya Documentation Links	58

InTouch

Overview

InTouch is a new application that runs within Microsoft Outlook on your Windows based PC. It integrates Email, Instant Messaging (through Skype and/or MSN Messenger) BCM Telephony Features and Calendar Management in a powerful yet intuitive software portal.

Features of InTouch

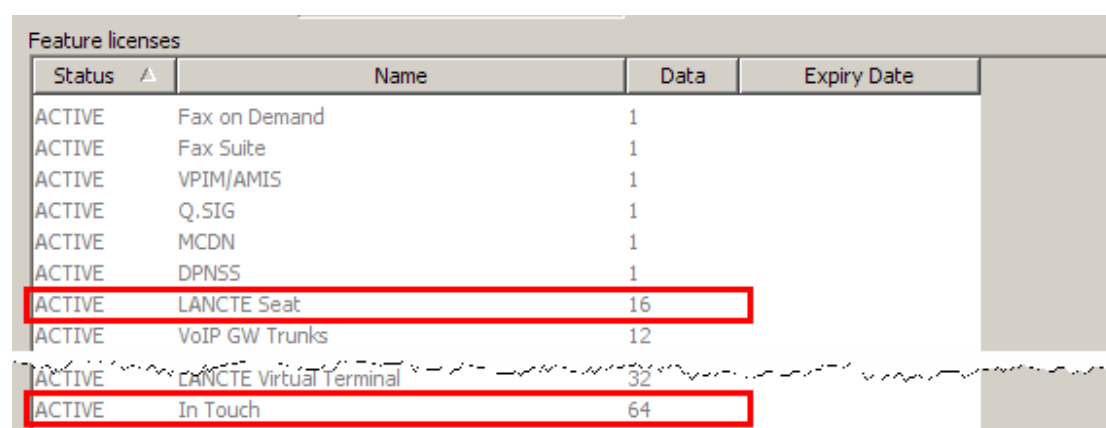
Listed below are some of the key features of InTouch:

- One touch interaction between Email, BCM Telephony, Outlook Calendar and Instant Messaging.
- Integrates with MSN Messenger and Skype applications.
- Simplifies multiple communication methods.
- Create a singular contact list from various address books
- View availability with Outlook calendar mining for Prime Contacts

Prerequisites

Before commencing installation, please ensure that the following criteria is met:

- LAN CTE must be installed on each computer that will use the InTouch application, refer to the **Installing LAN CTE Software on the Client PC** section of this guide for more information. Also, a LAN CTE Client Privilege should be configured for each computer using InTouch (refer to the **Creating a LAN CTE Client Privilege in Element Manager** section of this guide).
- Microsoft .Net framework 3.5 (service pack 1) must also be installed.
- Each user has a registered DN, and Email account on the Exchange server.
- You have purchased enough LAN CTE and InTouch licences to meet demand.



Status ▲	Name	Data	Expiry Date
ACTIVE	Fax on Demand	1	
ACTIVE	Fax Suite	1	
ACTIVE	VPIM/AMIS	1	
ACTIVE	Q.SIG	1	
ACTIVE	MCDN	1	
ACTIVE	DPNSS	1	
ACTIVE	LANCTE Seat	16	
ACTIVE	VoIP GW Trunks	12	
ACTIVE	LANCTE Virtual Terminal	32	
ACTIVE	In Touch	64	

PC Hardware & Software Requirements

The hardware and software requirements for the InTouch application are listed below.

Operating System

- Windows XP Professional SP3
- Windows Vista SP2 Business, Ultimate or Enterprise editions (32/64 bit)
- Windows 7 Professional, Enterprise, and Ultimate editions (32/64 bit)

Microsoft .NET Framework

- Framework 3.5 Service Pack 1 – (at the time of writing, this can be obtained from <http://www.microsoft.com/net/Download.aspx>)

Microsoft Outlook

- 2002 (XP)
- 2003
- 2007

Microsoft Exchange

- 2000
- 2003

Minimum Skype Version (optional)

- 3.8.0.188

Minimum MSN Version (optional)

- 14.0

BCM Software Version (minimum)

- BCM 50 Release 5.0
- BCM 450 Release 5.0

Windows Installer Version

- Windows Installer 3.1

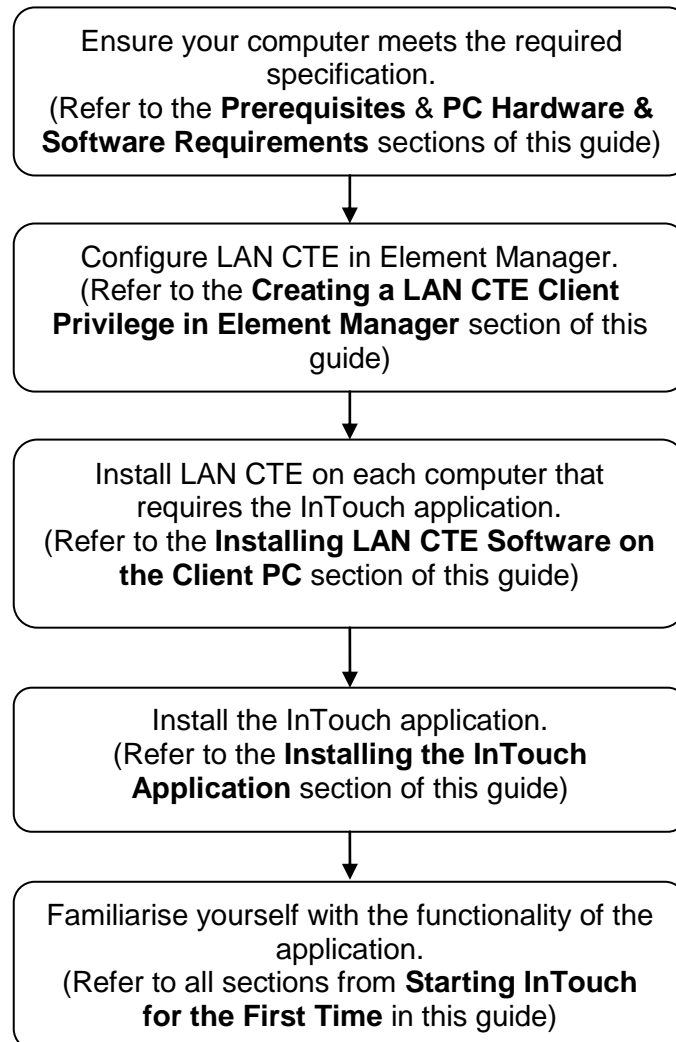
Minimum Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- At least 20 MB of available space for installation and an additional 10 MB of available space for configuration and any cached contact data
- A Network Connection with a speed of 10Mb/s (minimum)

Note. The space needed on your computers hard drive will vary depending on the amount of contacts stored within the InTouch application.

Flowchart

Use the following flowchart to guide you through installation and functionality of the InTouch application.



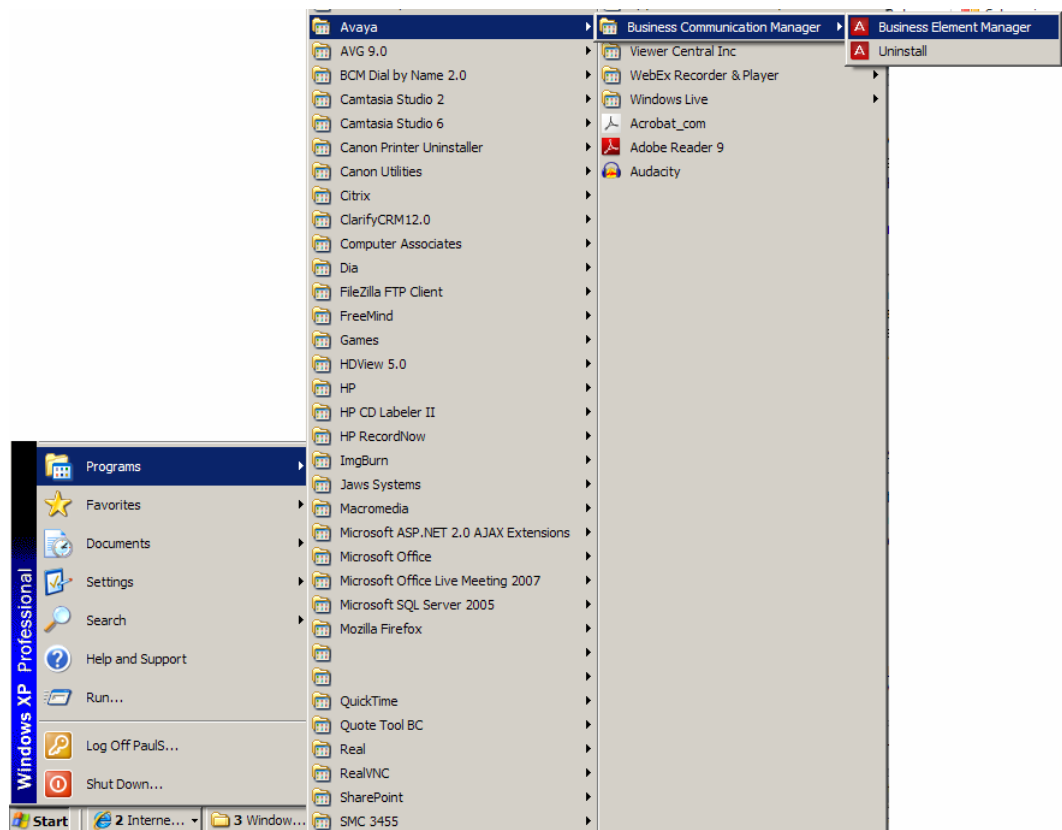
Creating a LAN CTE Client Privilege in Element Manager

Before installing the InTouch application, you should setup the LAN CTE Client Privilege entries. These are created within Element Manager; and they associate your extension (DN) to your computer. You should configure an entry for each computer that will be running the InTouch application.

Accessing Element Manager

LAN CTE client privileges are setup within Element Manager. To access this application use the following procedure.

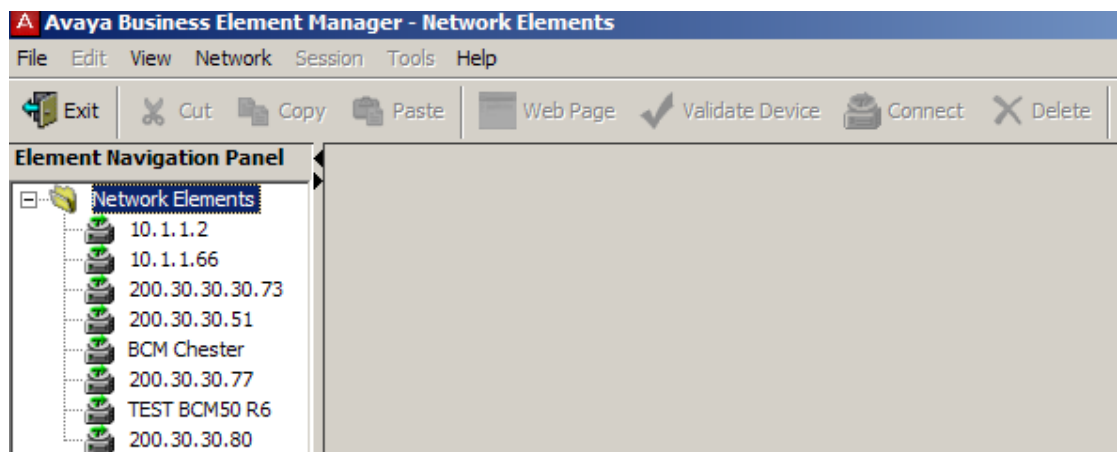
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



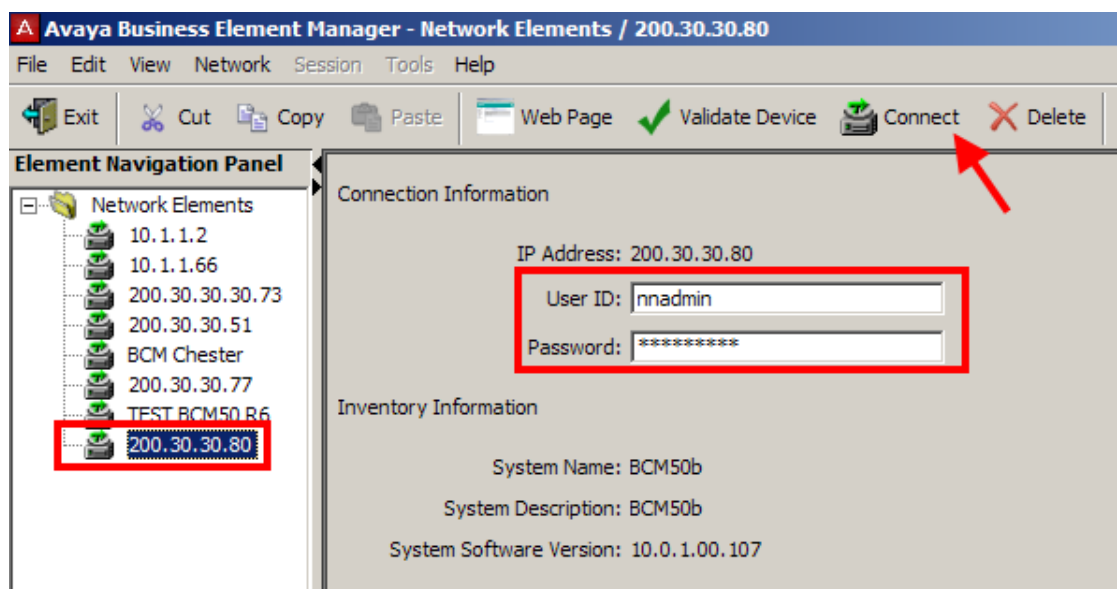
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.

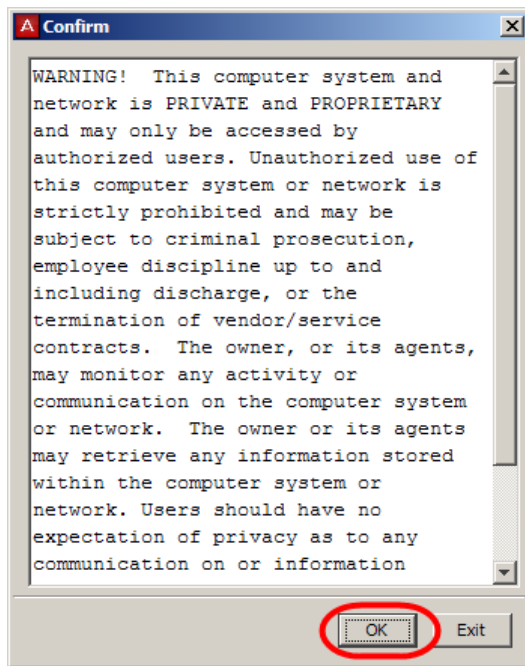


4. Open the **Network Elements** folder and select the IP Address of the BCM.

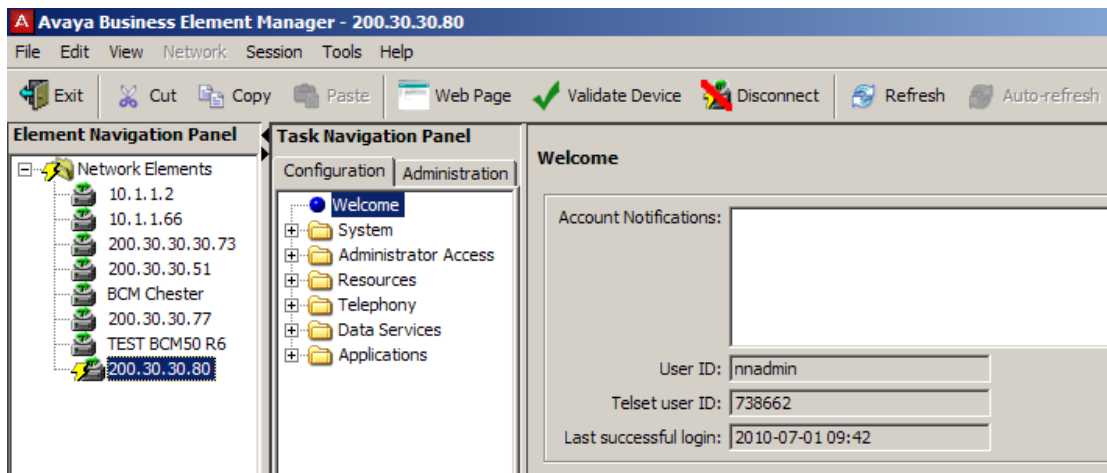


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

6. A warning screen will appear, read the warning and click **OK**.

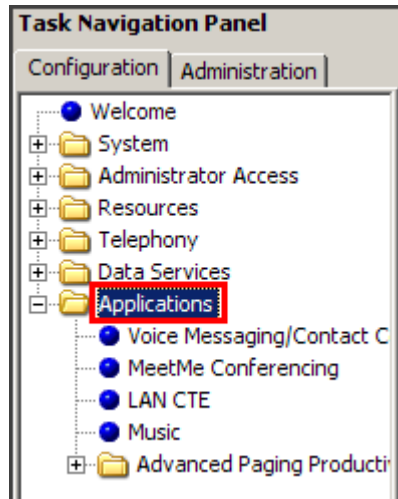


7. You will be presented with the Element Manager interface.

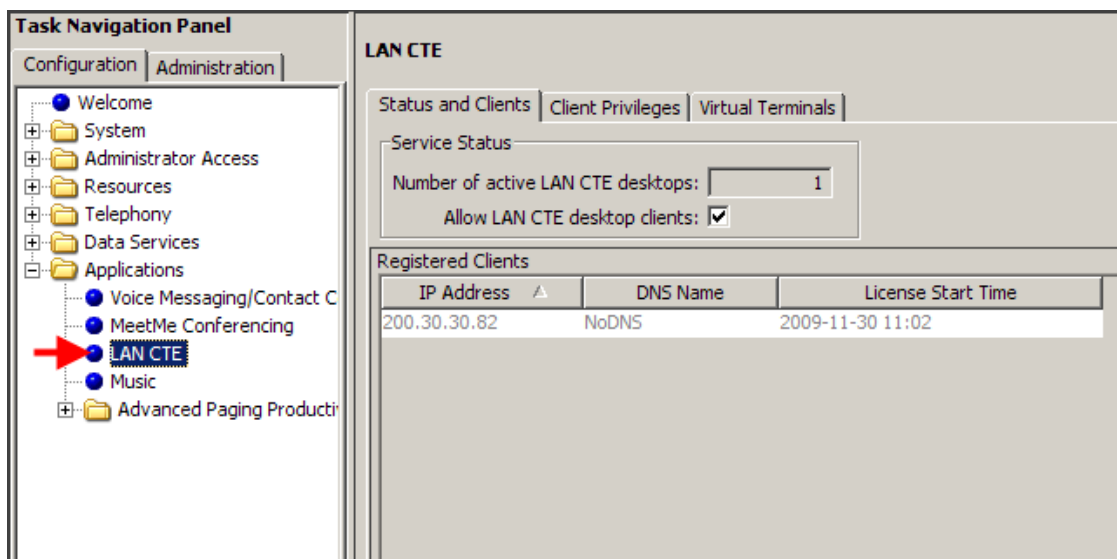


Creating the LAN CTE Entry

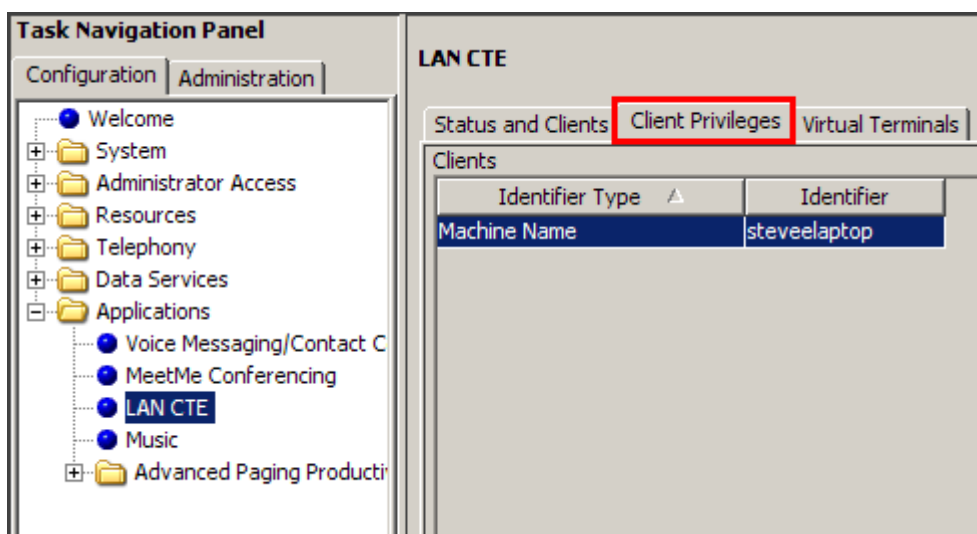
1. Once you have accessed the Element Manager application, click on the **Applications** Folder.



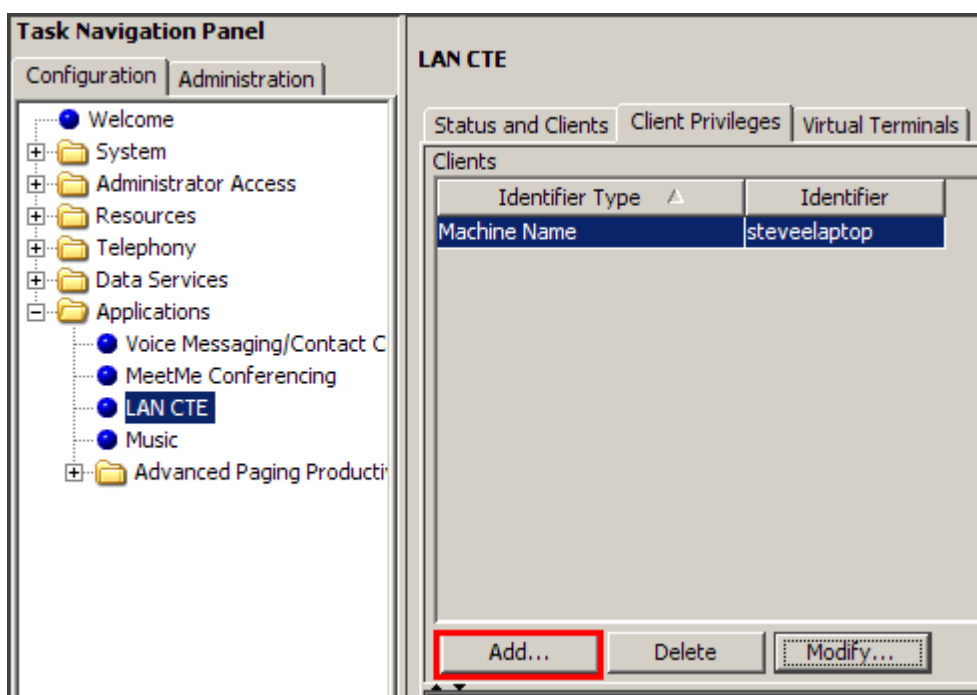
2. Next, click on the **LAN CTE** option.



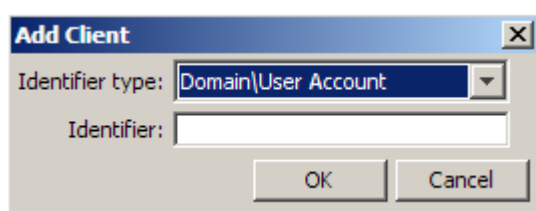
3. And finally, the **Client Privileges** tab.



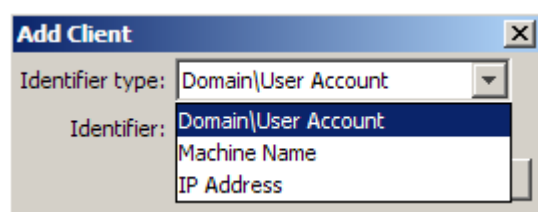
4. To create a new Client Privilege, click on the **Add** button.



5. This will open the new entry window.



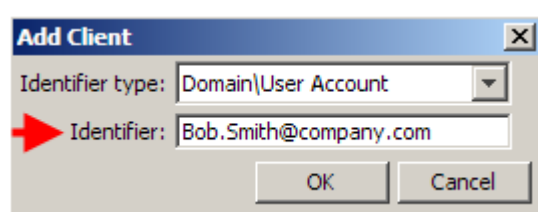
6. Use the drop down menu to select what Identifier you would like to use.



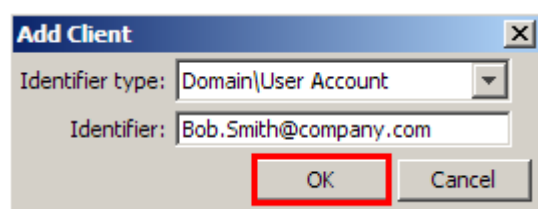
Identifier Type Options

Attribute	Description
Domain\User Account	Enter your network domain name (e.g. <i>Bob.Smith@company.com</i>).
Machine Name	Your computers domain name (e.g. <i>bobsmith_desktop</i>).
IP Address	Your computers IP address (e.g. <i>10.1.1.10</i>).

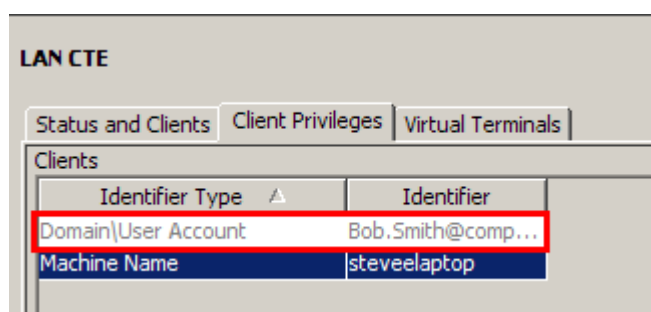
7. Once selected, enter the relevant details in the Identifier field.



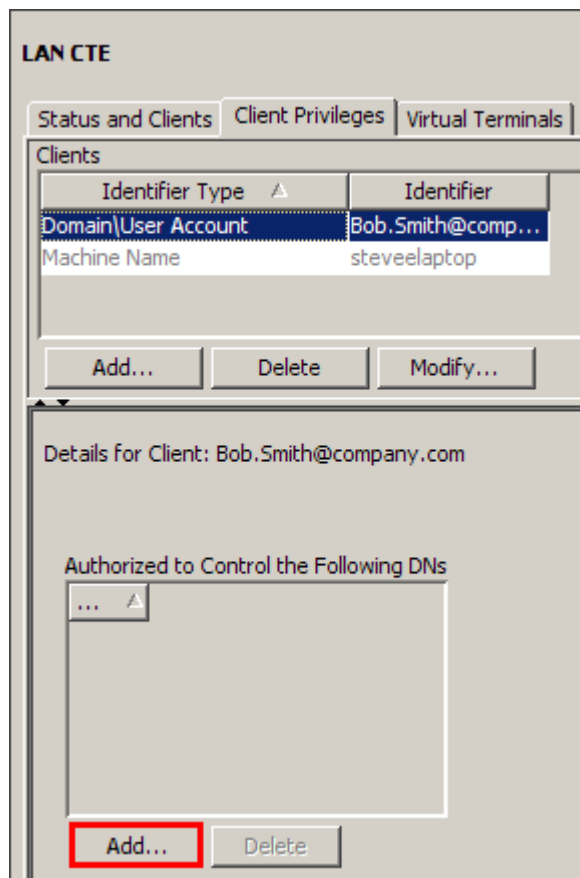
8. Then click the **OK** button to save the settings.



9. Your newly created entry will be displayed in the Clients list.



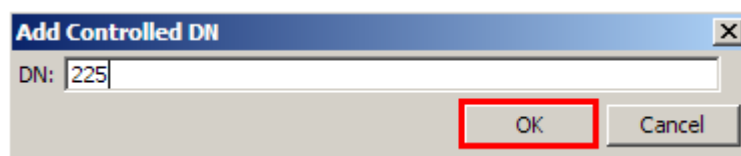
10. Next, click on the **Add** button at the bottom of the 'Authorized to Control the Following DN's' box.



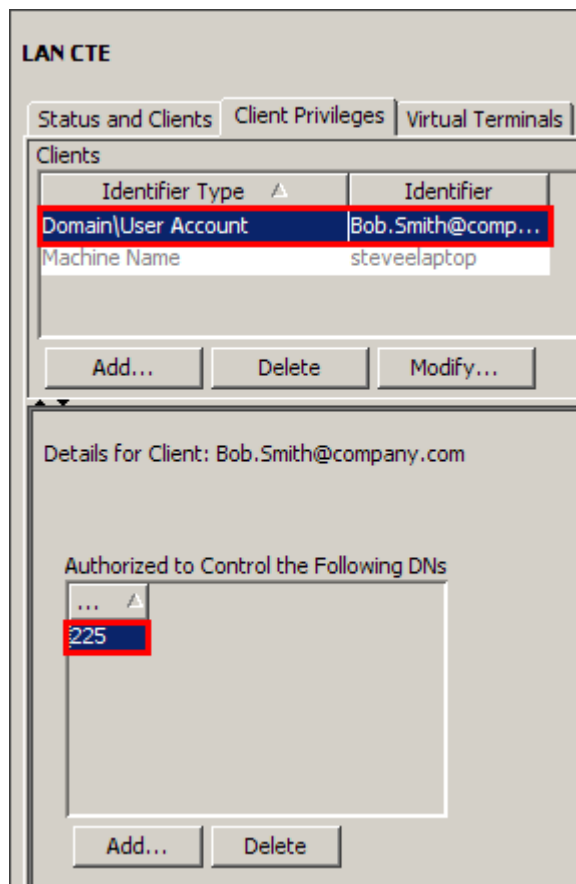
11. Enter the DN associated for this entry, (this can be repeated if multiple DN's are necessary).



12. Click the **OK** button to save the details.



13. You have now successfully associated the Desktop/User to the relevant DN(s).

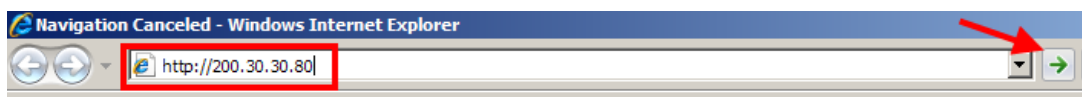


14. Now install the LAN CTE application on the required PC. Refer to the **Installing LAN CTE Software on the Client PC** section of this guide.

Note: You should repeat this process for all computers that require the InTouch application.

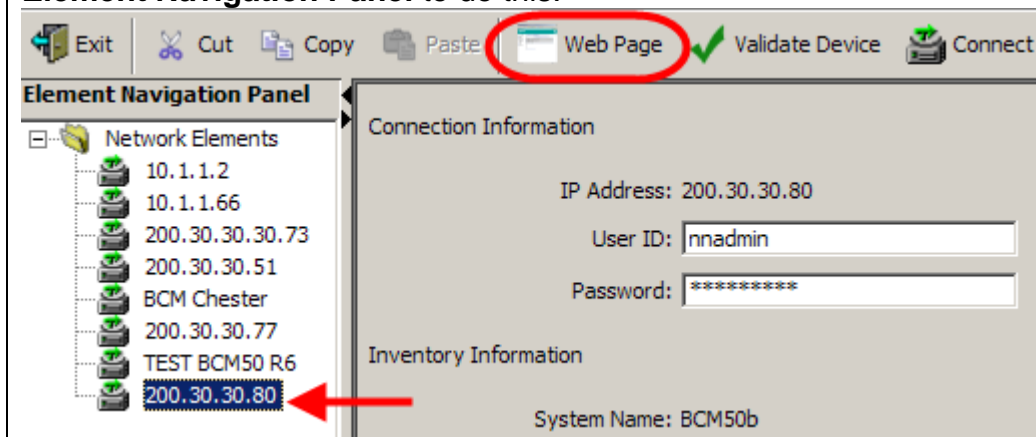
Installing LAN CTE Software on the Client PC

1. Open Internet Explorer. In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

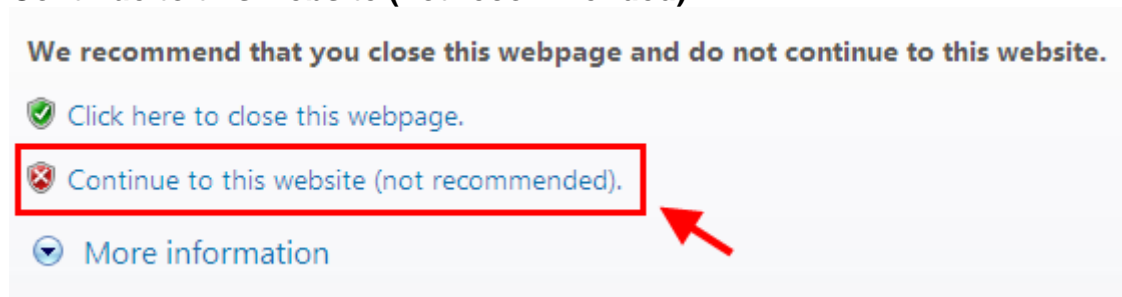


2. Click on **Go**, or press **Return** on your keyboard.

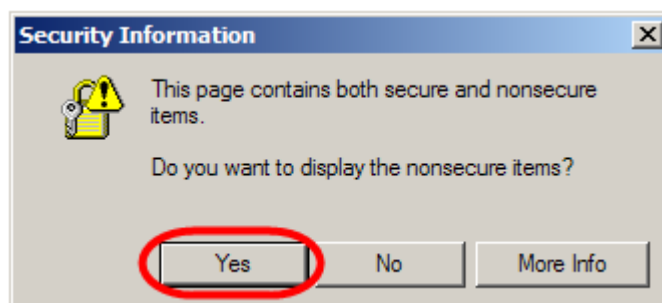
Note: You can also use the **Web Page** button in Element Manager to launch a web browser session. The BCM you wish to access must be selected in the **Element Navigation Panel** to do this.



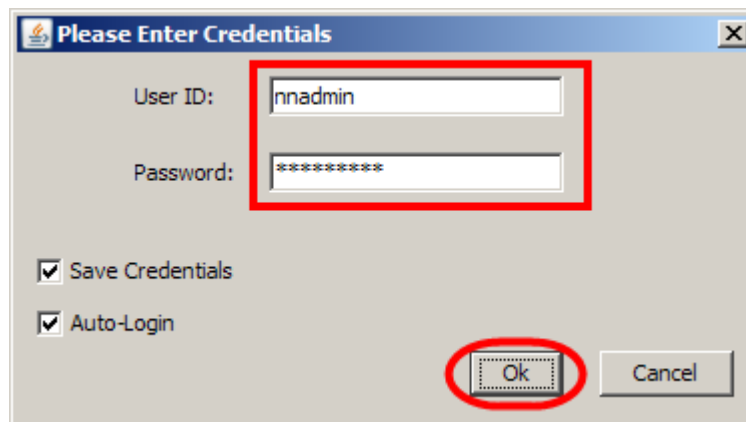
3. If you are presented with the **Certificate Error** window, click on **Continue to this website (not recommended)**.



4. Accept any further security messages that you may get presented with.



- You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: **nnadmin** Password: **PlsChgMe!** Click on **OK**.

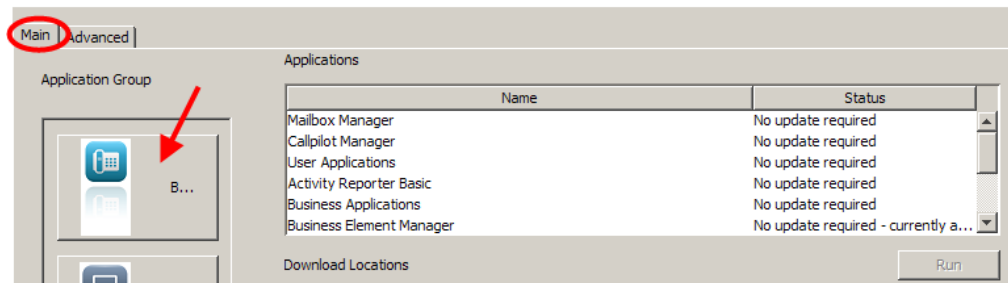


- In the **Welcome to BCM** window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

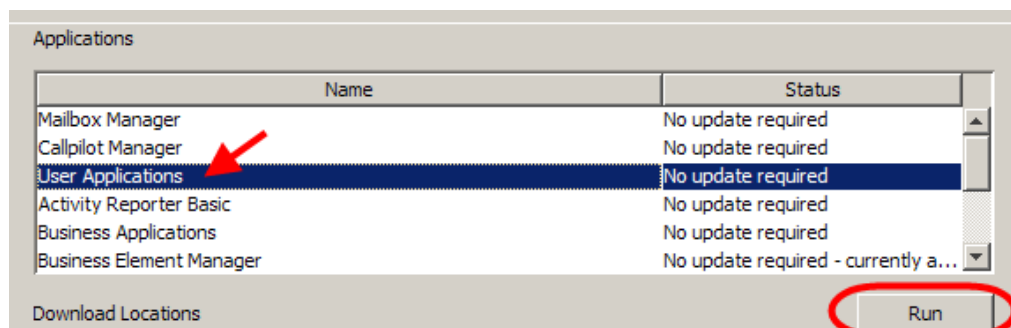
Welcome

to

BCM



- In the **Applications** area, select **User Applications**, and click on **Run**.

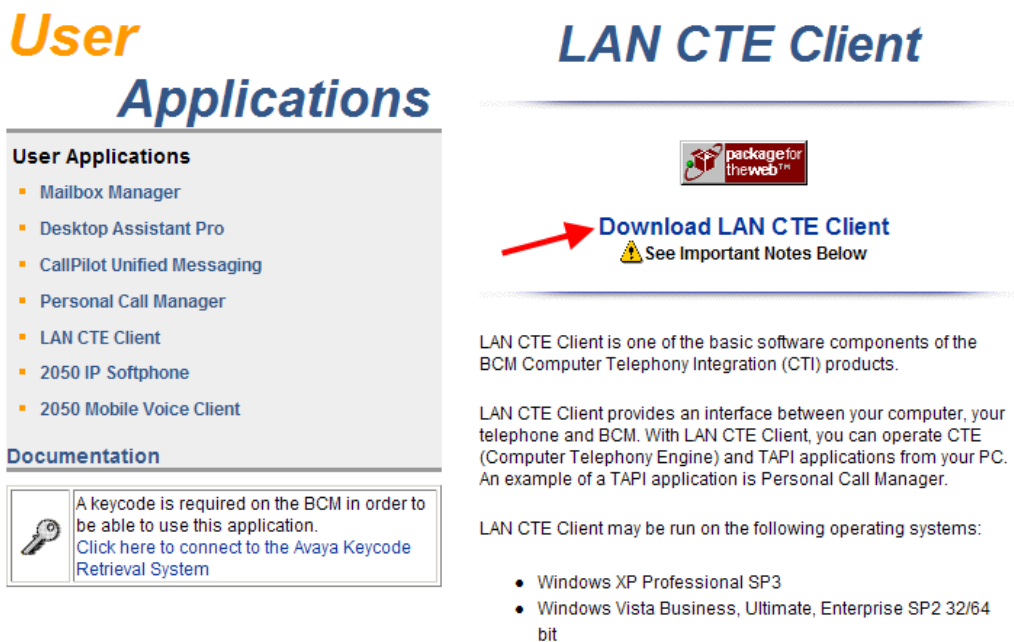


- Again, accept any security messages that appear, and if prompted enter any login details.

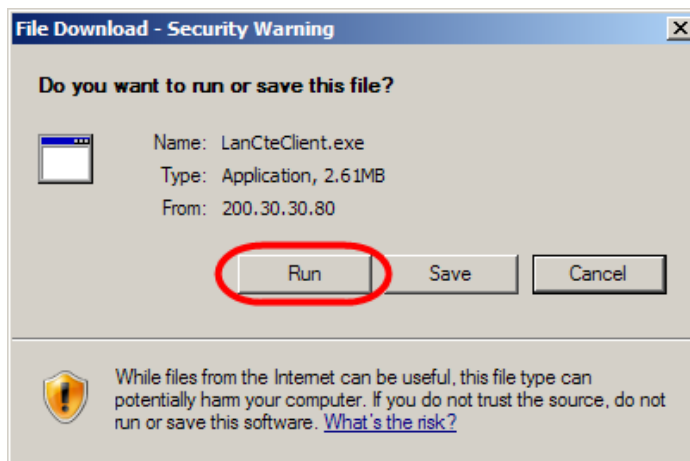
9. In the User Applications screen. Click **LAN CTE Client**.



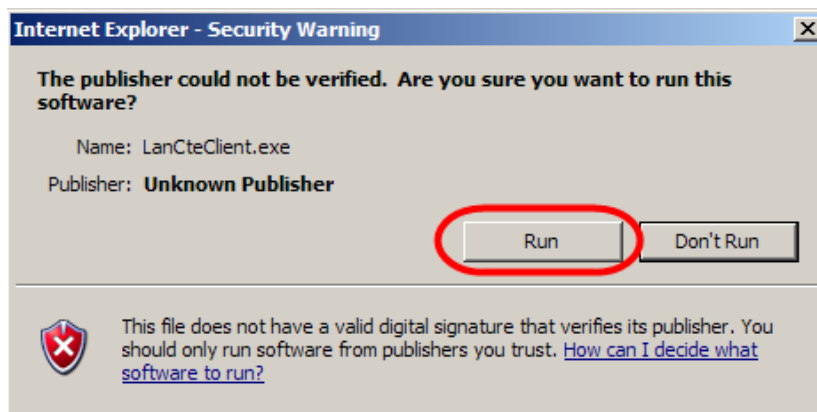
10. Click the **Download LAN CTE Client** link.



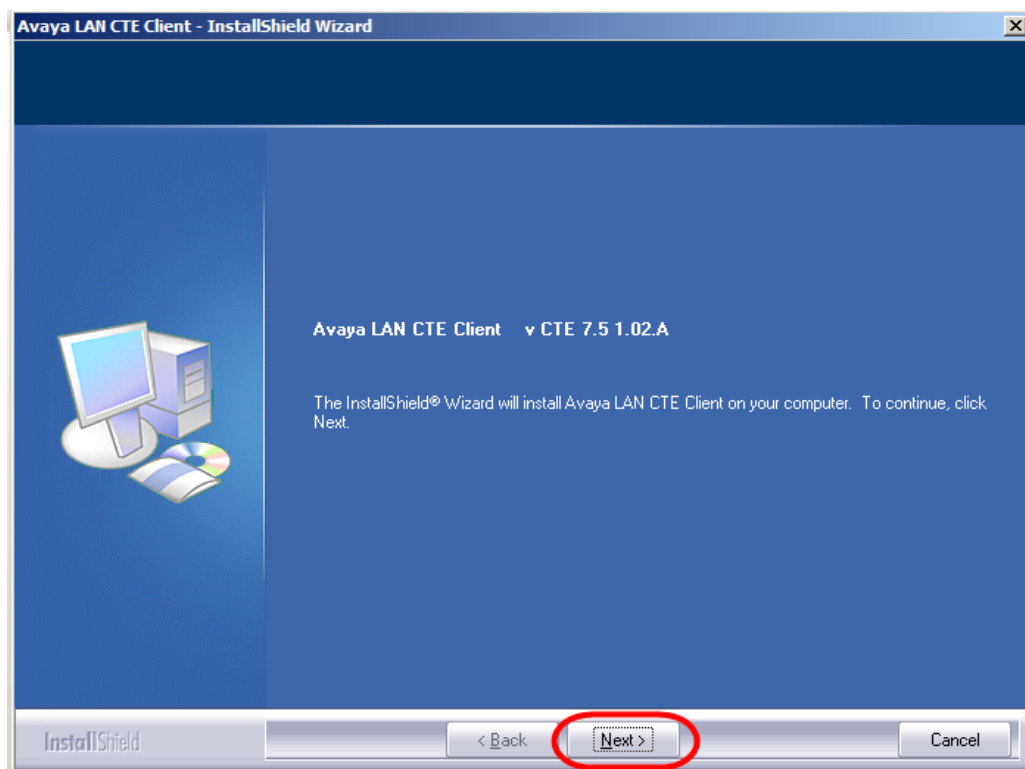
11. Select the **Run** button.



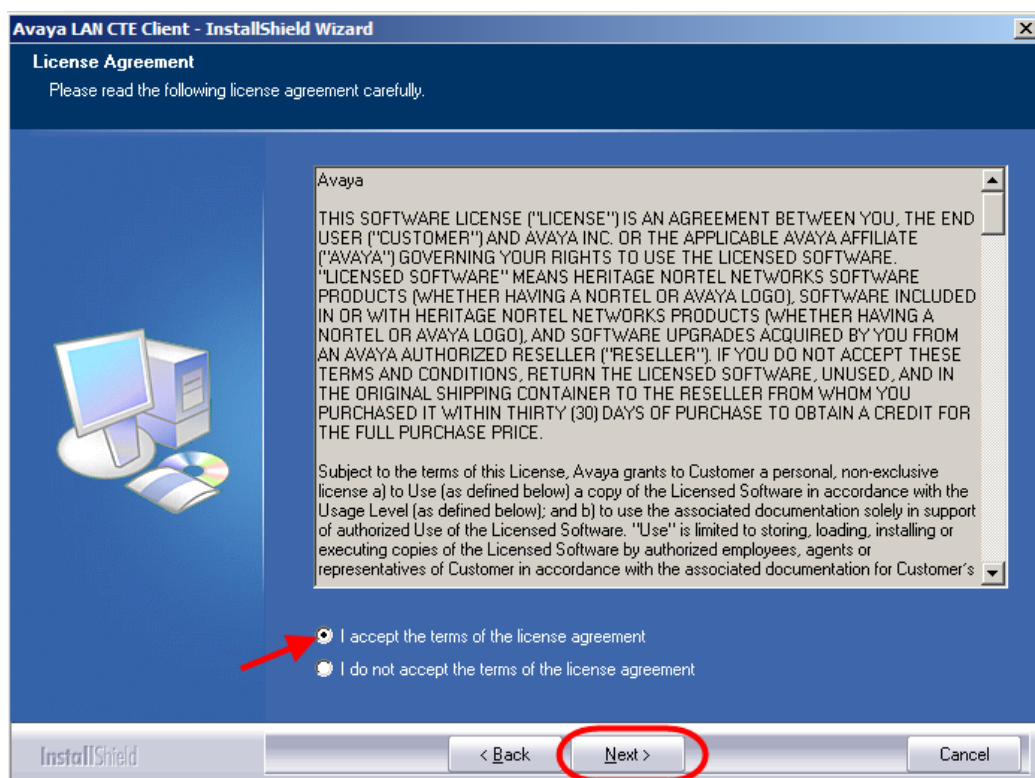
12. Accept the **Security Warning** and click on **Run**.



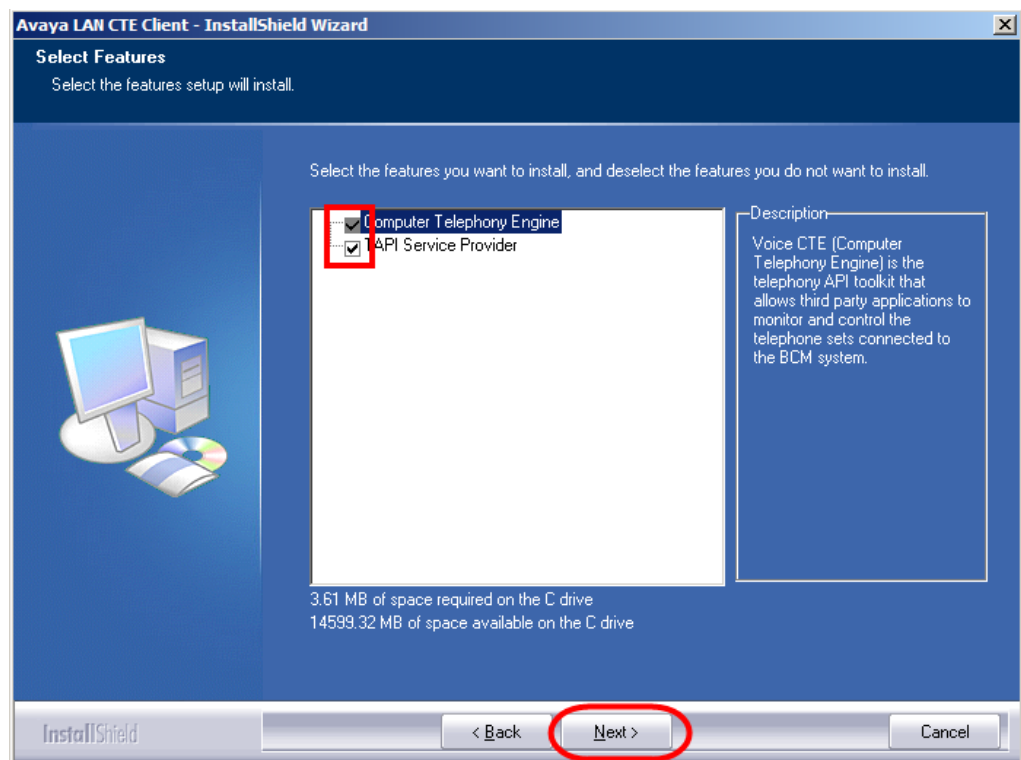
13. The **Install Shield** screen will appear. Click **Next**.



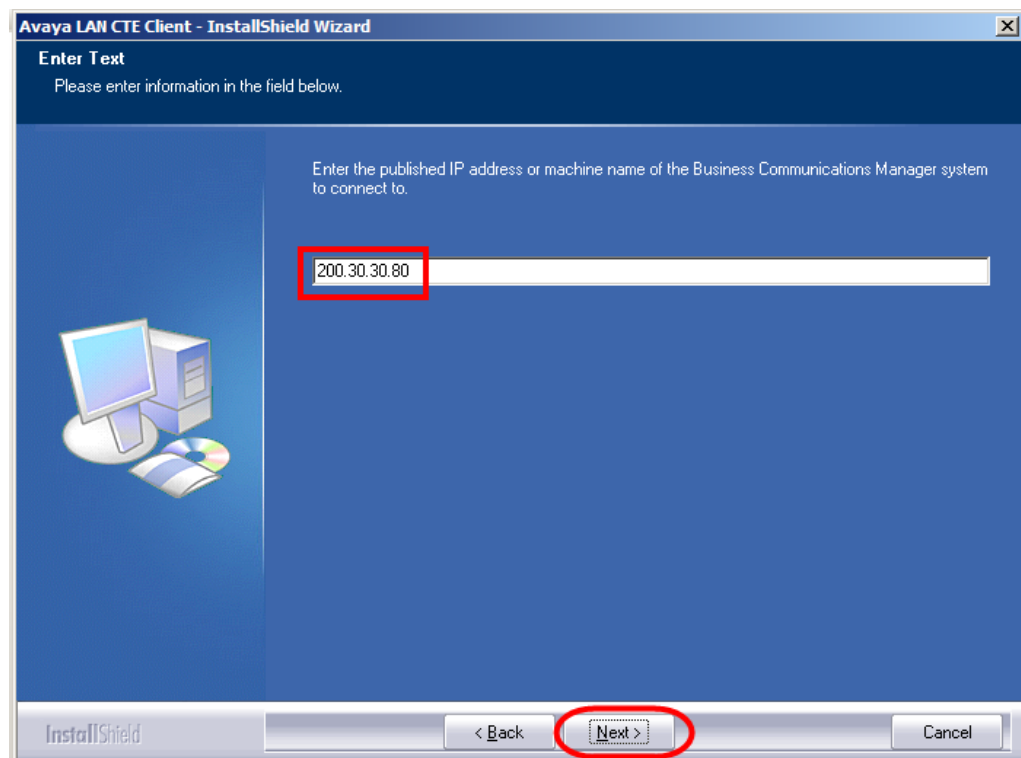
14. The Software License screen will appear. Select the **I accept the terms of the license agreement** radio button. Then click **Next**.



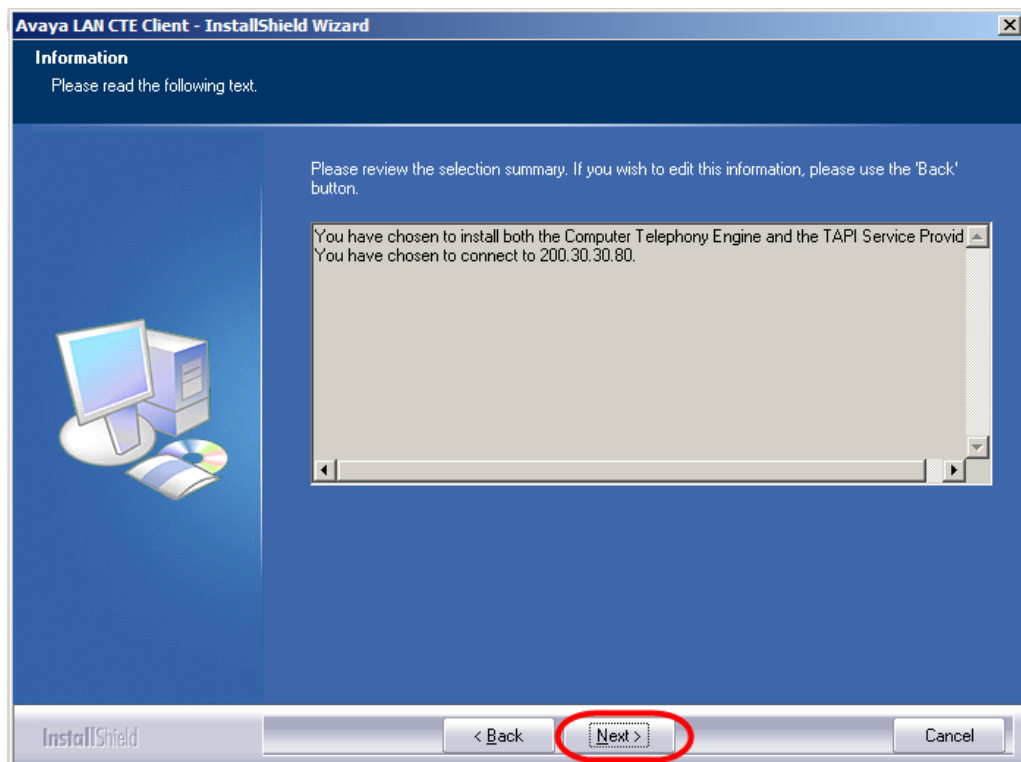
15. Ensure that the **Computer Telephony Engine** tick box and the **TAPI Service Provider** tick box are ticked and click **Next**.



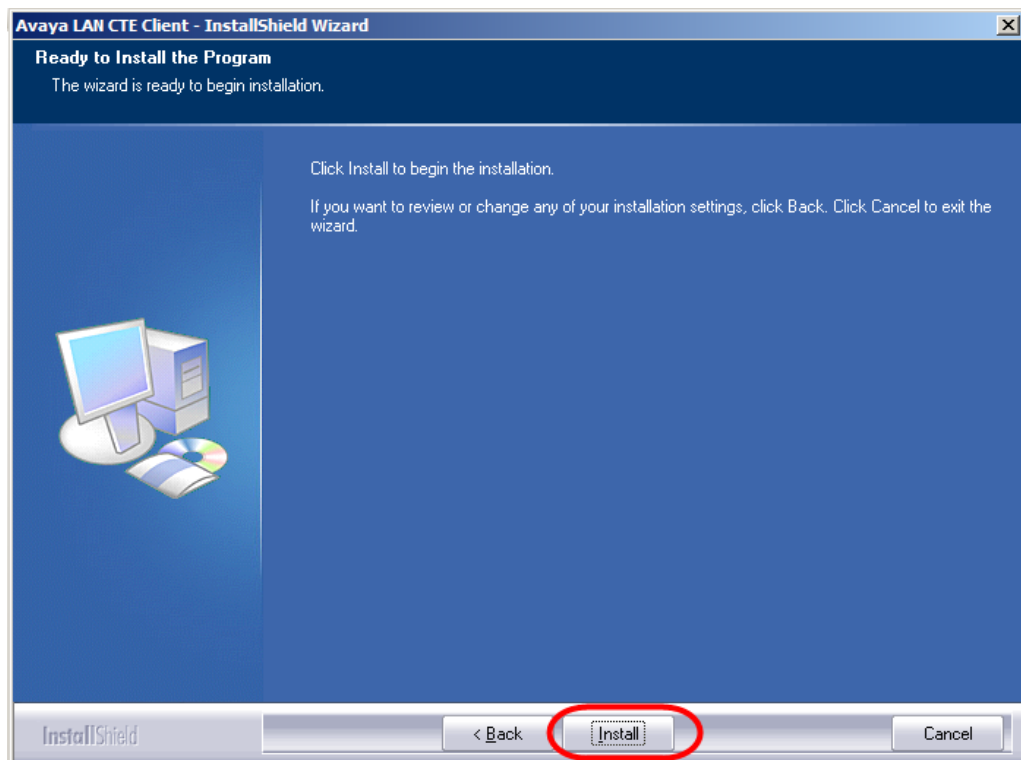
16. Enter the **Published IP Address** or the **Machine Name** of the Business Communications Manager. Click **Next**.



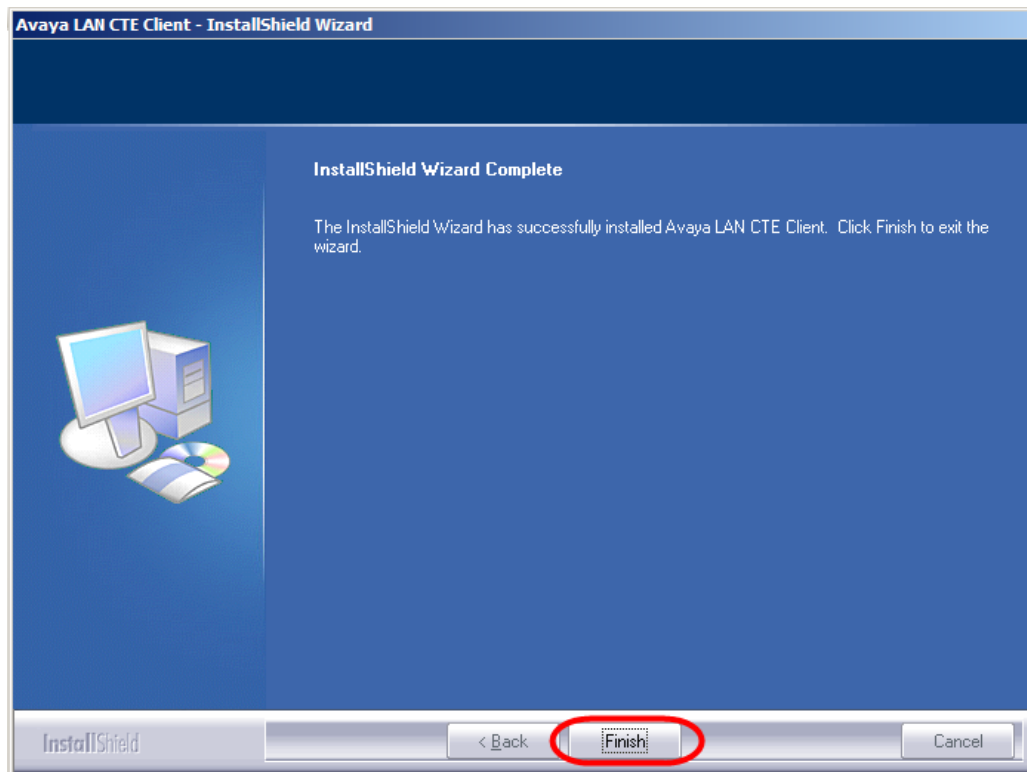
17. You will be requested to review a selection summary screen. Read the details to ensure they are correct and click **Next**. If the details are not correct click **Back**.



18. The **Ready to Install the Program** screen will appear. Click **Install**.



19. The **Install Wizard Complete** window will appear. Click **Finish**. The PC should be rebooted after LAN CTE has been installed.



20. Repeat this process for **EVERY** PC that will use LAN CTE.

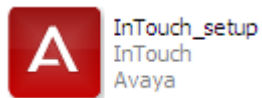
Note: The PC should always be rebooted after the LAN CTE installation has been completed.

Installing the InTouch Application

Once LAN CTE is configured within Element Manager and the LAN CTE application installed on the PC, you can begin the InTouch installation. Please visit www.avaya.com to download the InTouch installation files.

Note: It is possible for an administrator to offer a pre-configured installation procedure, which would reduce the installation time for large number of installs. Refer to the **InTouch Administrator Installation** section of this guide for instructions of how to create the pre-configuration file.

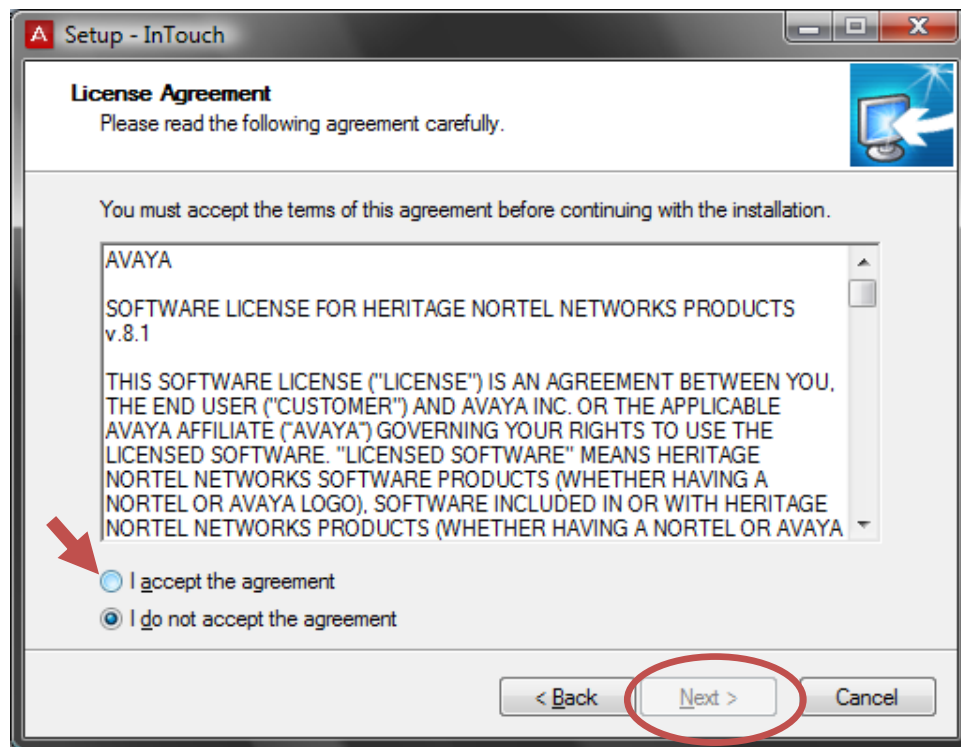
1. For this scenario, we will begin the installation process by double clicking on the **InTouch_setup** icon, contained within the location you downloaded/extracted the file to.



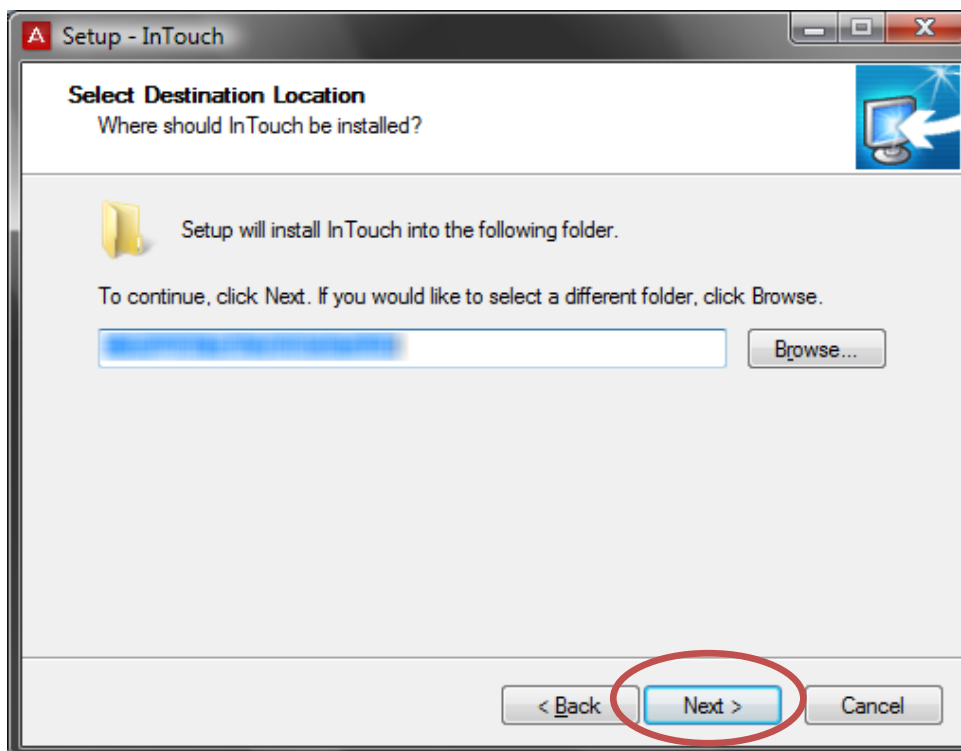
2. You will be presented with the Welcome screen. Click **Next** to continue.



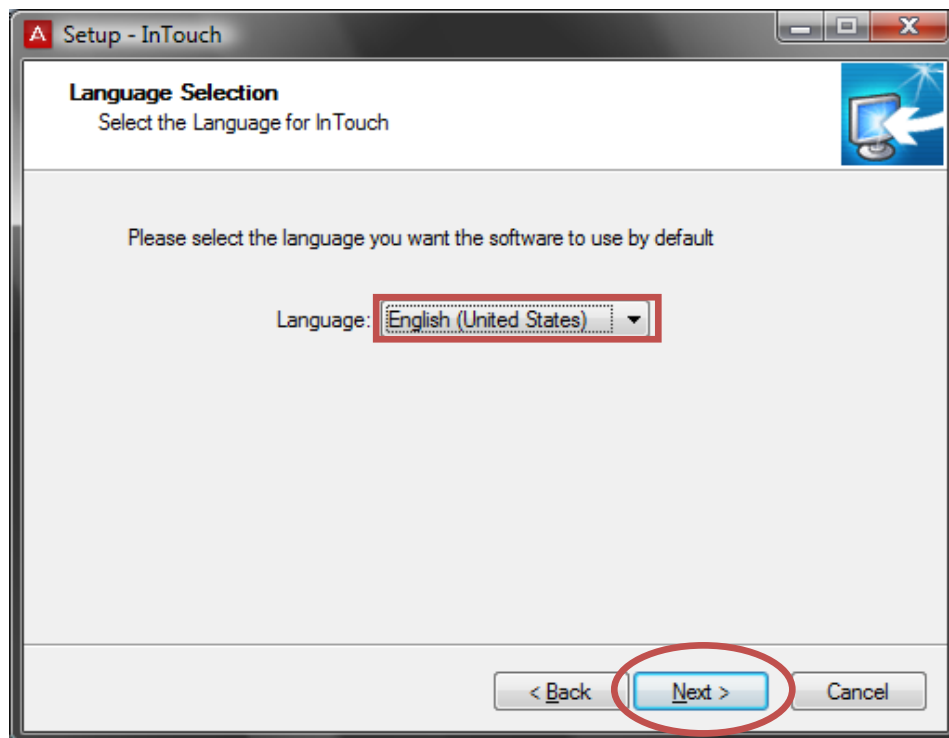
3. Accept the Licence agreement by clicking into the relevant field and click **Next** to continue.



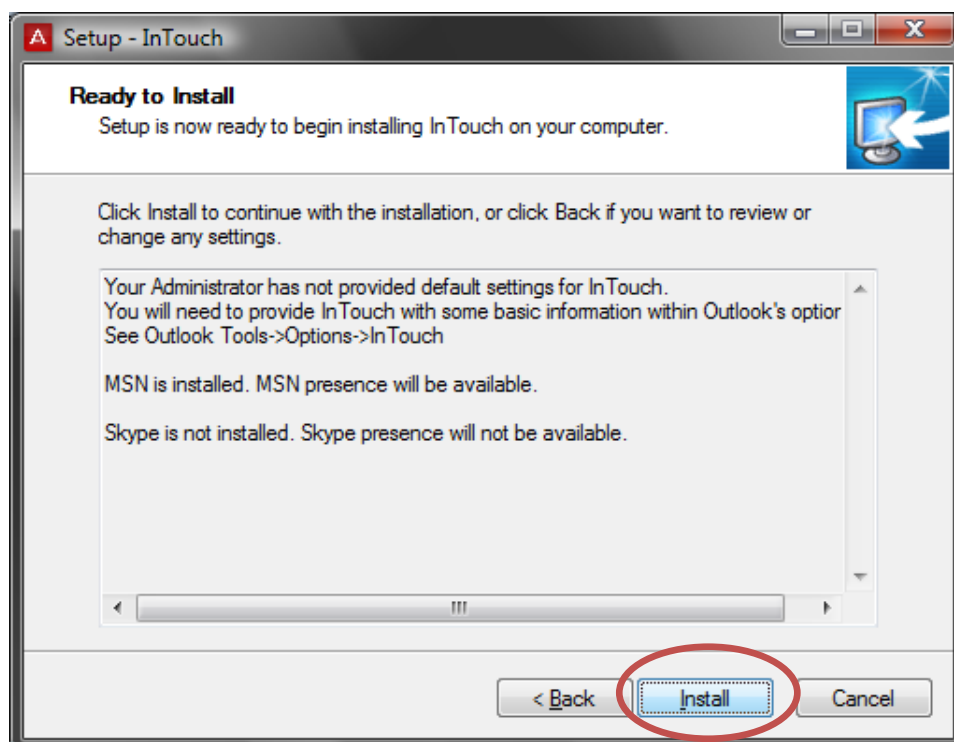
4. Specify your desired installation location (the default location will be populated). Once complete click **Next** to proceed.



5. Select your desired language (the default is English, United States) and click **Next**.



6. The application checks for any Skype and/or MSN Messenger installations, it also checks for your registered DN before providing you with a summary. Click **Install** to begin.

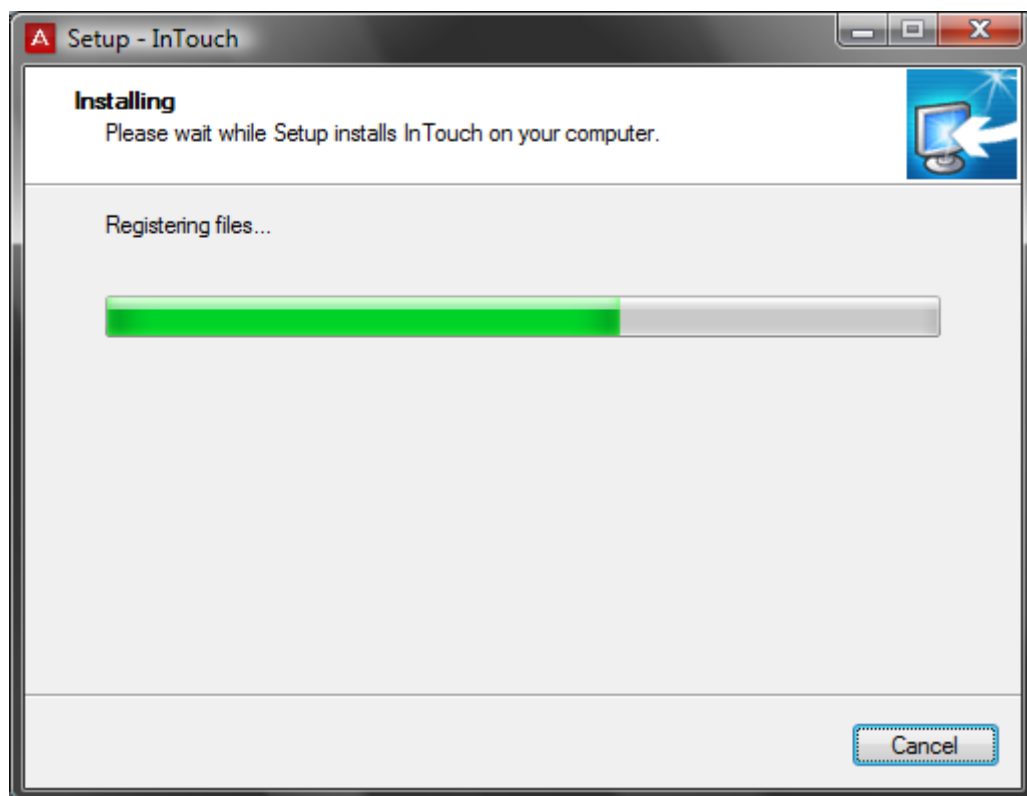


Note: If you are an administrator requiring a streamlined process for rolling out the application to multiple computers, please refer to the **InTouch Administrator Installation** section of this guide.

7. Outlook should be closed prior to installation, however the installer will prompt you if this is required. Once the program is closed, you can click on **Retry**.

Note. If Outlook is already closed, this message will not appear.

8. The program will install automatically on your computer

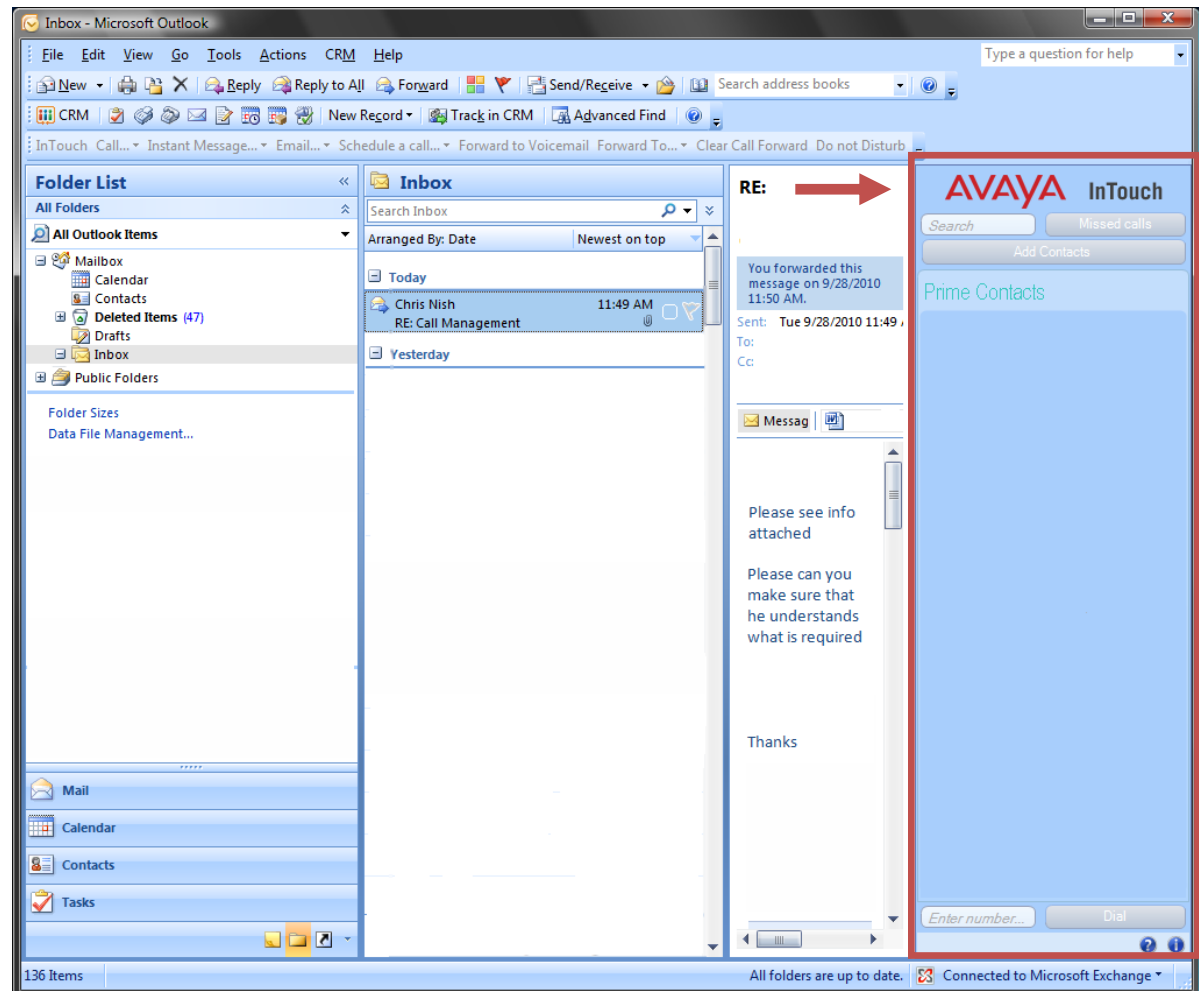


9. Once complete, click on Finish to end the installation.

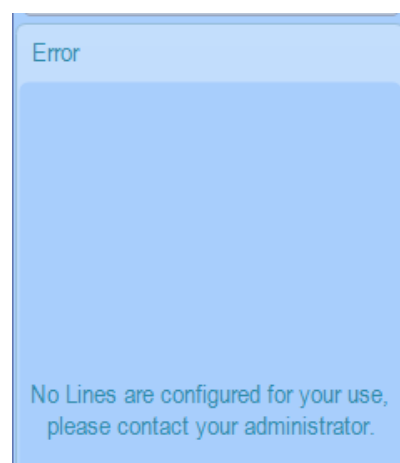


Starting InTouch for the first time

Once installed, you can open Outlook and test the installation. If you have a single DN registered to you on the BCM – InTouch will automatically start with those telephony details.



If you do not have a DN registered on the BCM, or InTouch cannot find any telephony details for you, it will display the following error.



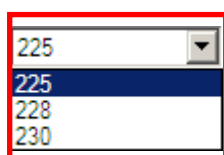
You may need a LAN CTE Client Privilege entering on the BCM (please refer to the **Creating a LAN CTE Client Privilege in Element Manager** section of this guide for more information.)

Multiple DN Numbers

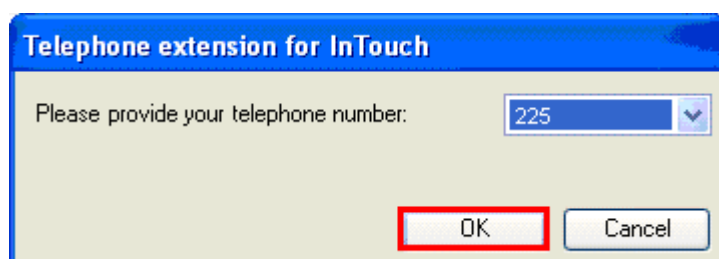
If you have several registered DN numbers on the BCM, InTouch will present you with a list at startup. The user must select the primary telephone number for InTouch to use (for telephony services).



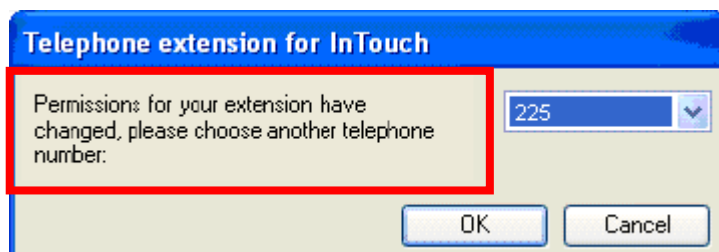
1. Click on the drop down arrow and select the number you wish to use for the InTouch client



2. Click on the OK button to save the details. This is the DN that InTouch will use automatically at startup.



3. If the administrator changes the BCM DN list whilst the InTouch client is running, the user will receive the following message.

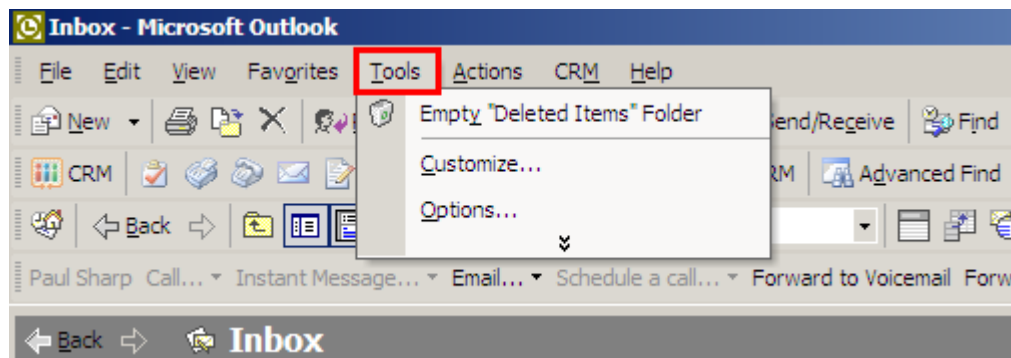


4. The user will be prompted to select another DN number for the InTouch client to use for its telephony services.

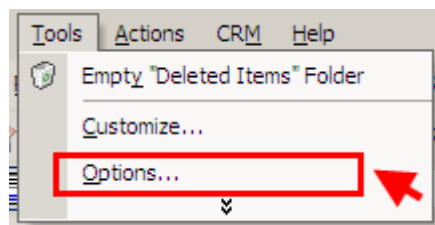
Accessing the InTouch Options screen

You may need to access the InTouch options screen, perhaps to enter or change some of your telephony details. This is accessible from within the Outlook application.

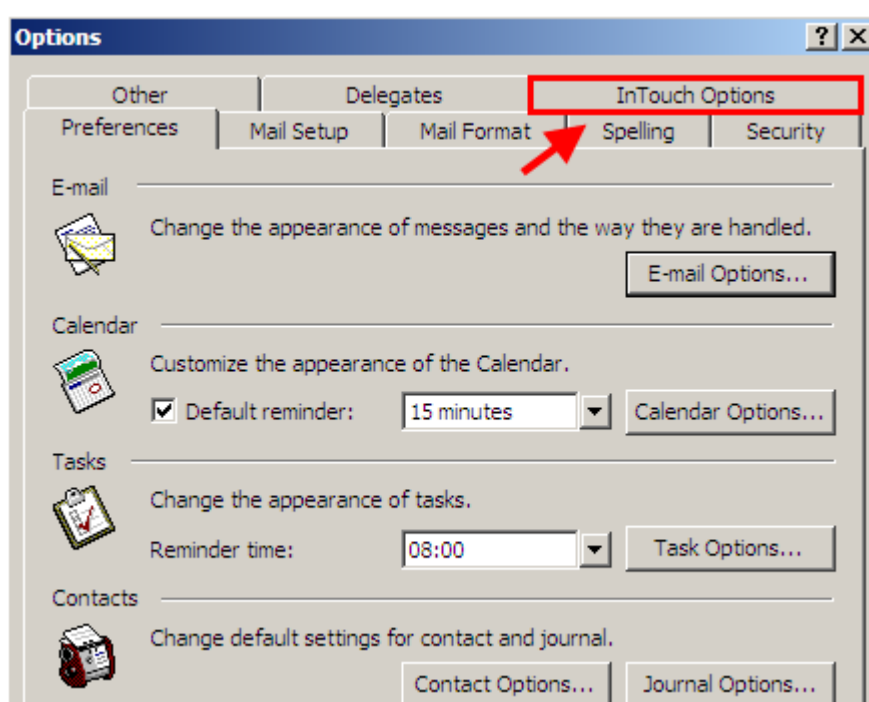
1. First, go to the **Tools** menu in Outlook.



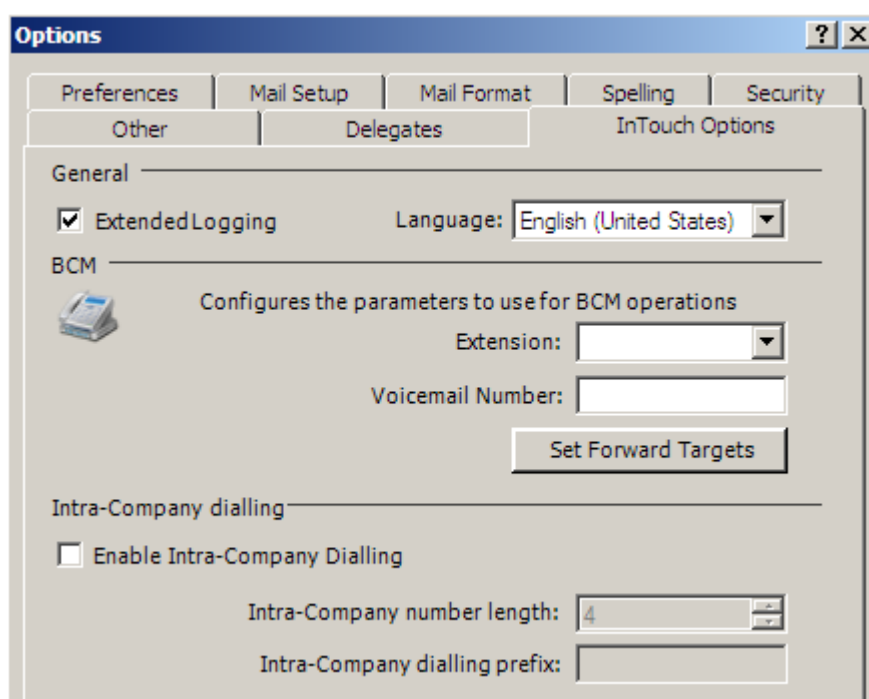
2. Then click on **Options**.



3. Next, click on the **InTouch Options** tab.



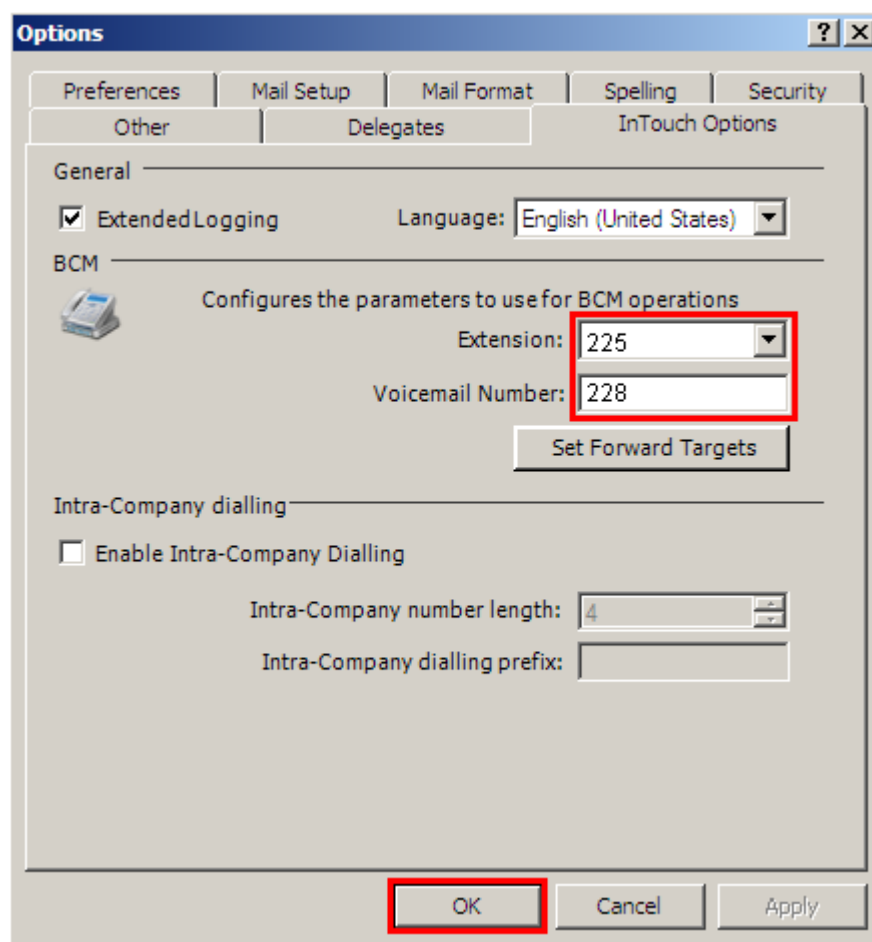
4. You are now presented with the InTouch Options screen.



InTouch Options Screen

Attribute	Description
Extended Logging	This option enables extended logging of InTouch messages.
Language	Select the Language for InTouch to use
Extension	Input the DN that the application will use for any BCM call related features.
Voicemail Number	The number any forwarded calls would be directed to for Voicemail. The Voicemail DN can be found by entering Feature 985 on any telephone with a display.
Set Forward Targets	Allows you to enter any forwarding names/numbers that can be selected from a drop down list within Outlook.
Enable Intra-Company Dialling	Enables or disables intra company dialling.
Intra-Company Number Length	Phone numbers with fewer digits than the specified length are dialed as internal numbers. Phone numbers that match the specified length are dialed with the intra-company prefix. The entered number length must be longer than internal extensions.
Intra-Company Dialling Prefix	Phone numbers that match the specified length (as mentioned above) are dialed with this prefix.

5. Once you have entered the required information, click on **OK** to save the settings.

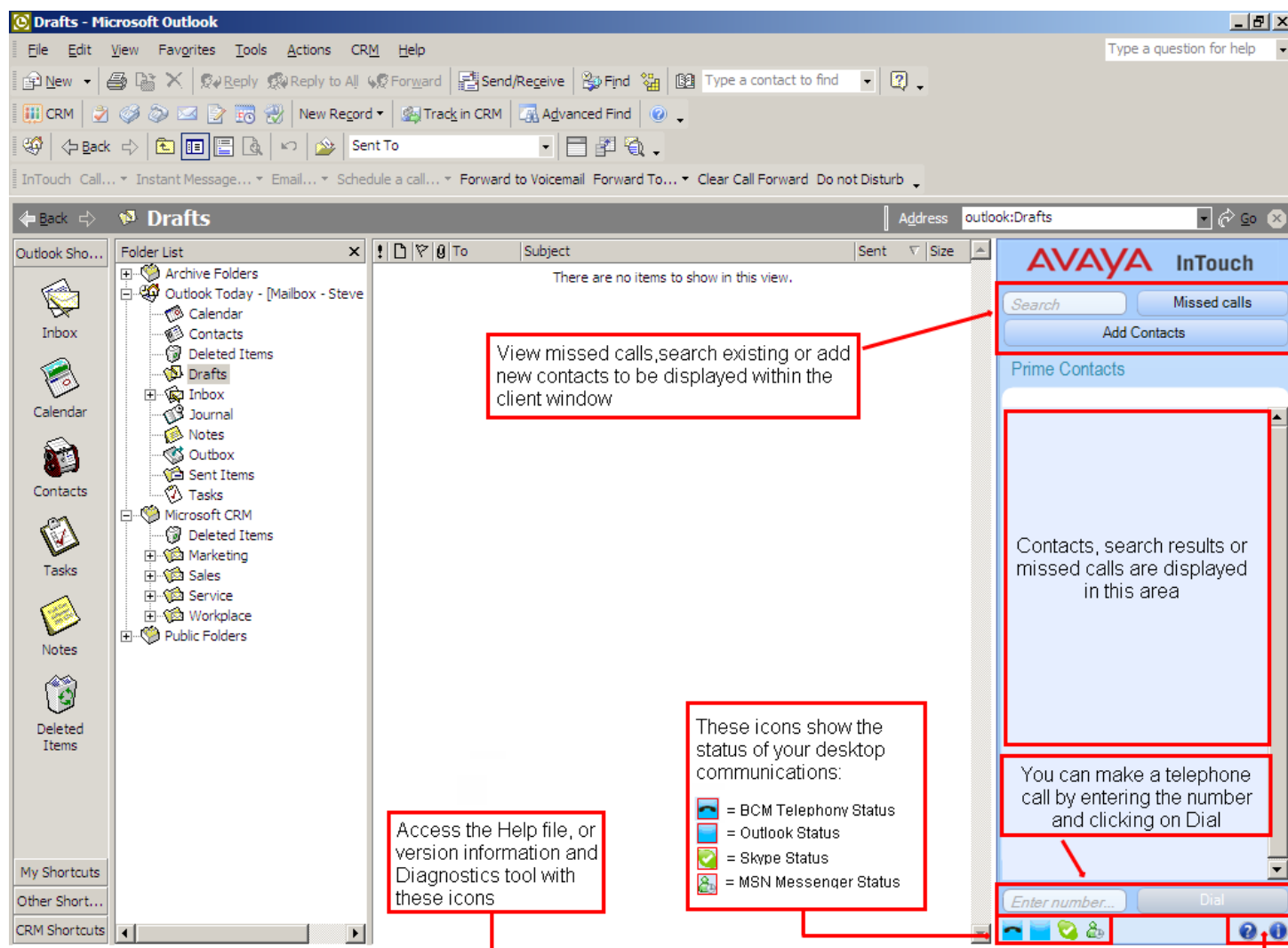


6. Your InTouch details are now stored for future use.

The InTouch Interface

The interface is displayed within Outlook and cannot be resized or removed without uninstalling or disabling the application. The InTouch panel will be blank at first, but can be configured to display any contacts from multiple locations (this is discussed later in this guide).

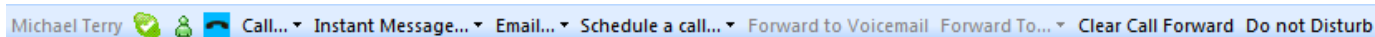
Here is an overview of the interface.



Note. Skype and MSN Messenger status information will only be shown if they are installed and active on your computer, or the computer of any contacts you have in your list.

The InTouch Outlook Toolbar

InTouch also installs a toolbar within the Outlook client offering single click functionality for various features. The displayed options may vary depending on which version of Outlook you have installed, and the contact information held for the person you are dealing with.



All available toolbar options are displayed below.

InTouch Toolbar Options

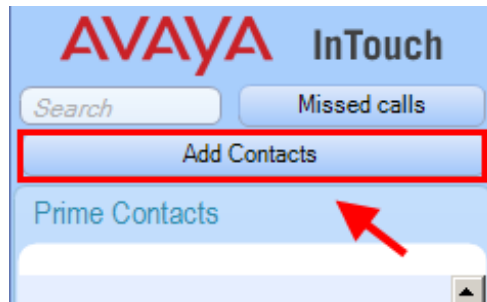
Attribute	Description
Call	Displays all ways to initiate a call with the individual (depending on what is installed) and can include BCM telephony, Skype and MSN Messenger calls.
Instant Messaging	Start a chat session using the Skype or MSN Messenger software (if available).
Email	Open a blank Email to this recipient.
Scheduler	Schedule a task that will prompt you to call this individual at a specific time and date.
Forward to Voicemail	Forward a call to your specified voicemail.
Forward to	Select a forwarding target to send a call to.
Clear Call Forward	Clear any call forward set against your DN.
Do Not Disturb	Sets your DN to Do Not Disturb. Click again to disable the feature.

Note. For more information on inputting Call Forward Targets, refer to the **Accessing the InTouch Options Screen** section of this guide.

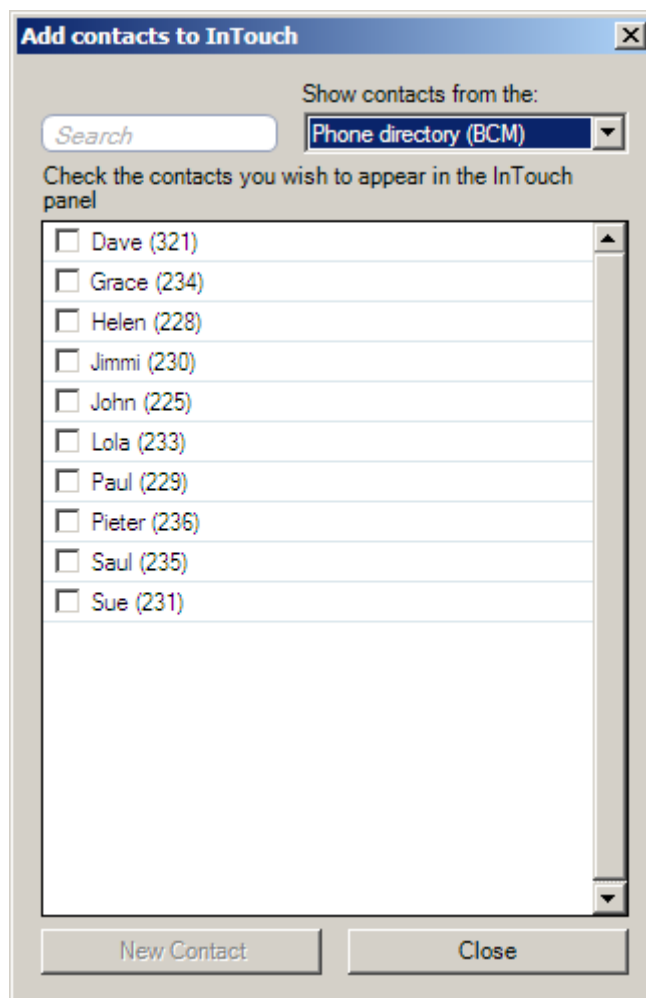
Adding Contacts

Adding contacts to the application is a very simple process. InTouch will display all contacts, including the Outlook global address book and any personal entries you have stored – along with your Skype and MSN contacts (if applicable) allowing you to add them to a centralised list that is displayed within the application window.

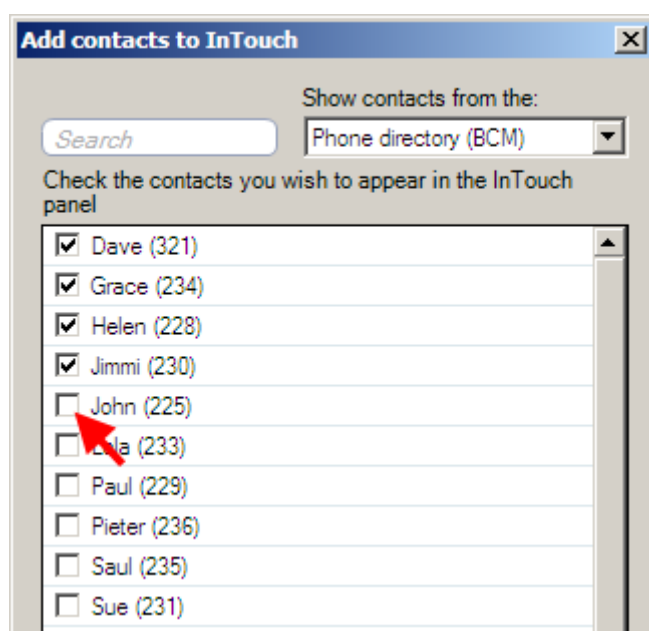
1. To add new contacts first click on the **Add Contacts** button.



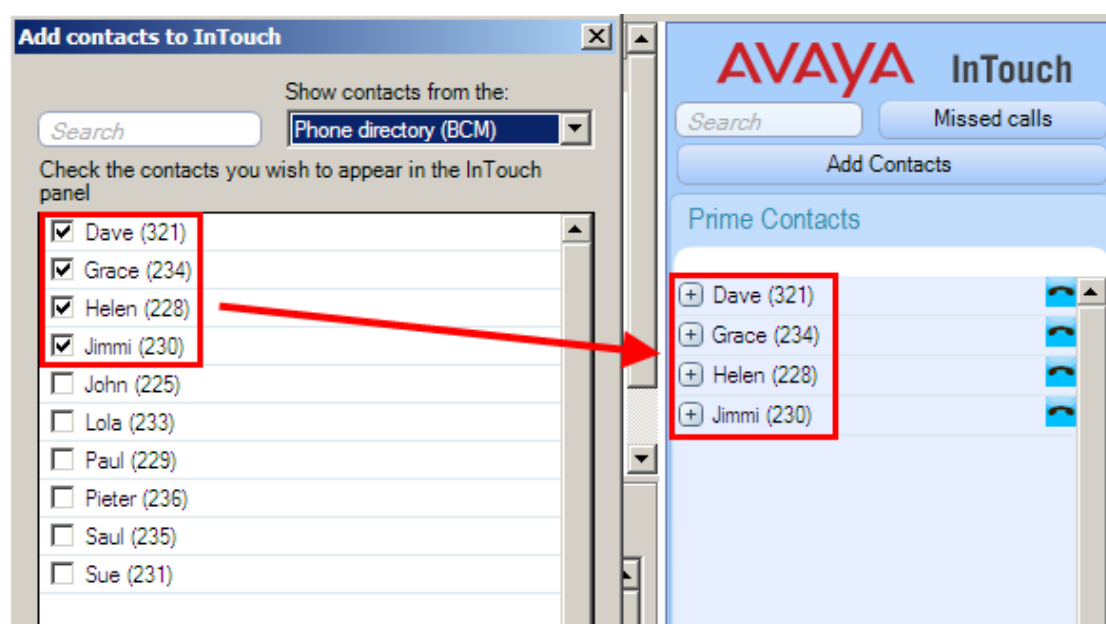
2. The Add Contacts box is displayed (by default this shows the phone directory of the BCM).



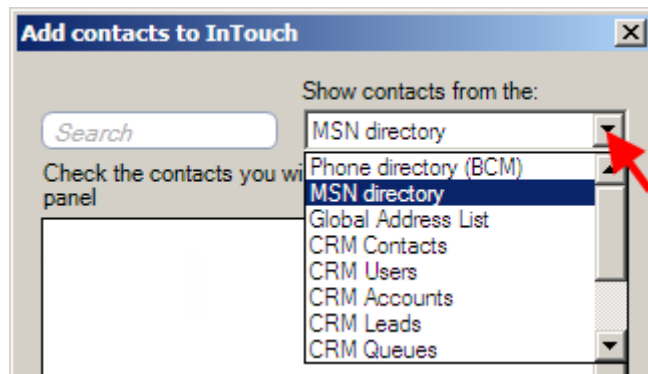
3. You can include a contact by clicking into the box on the left of the entry.



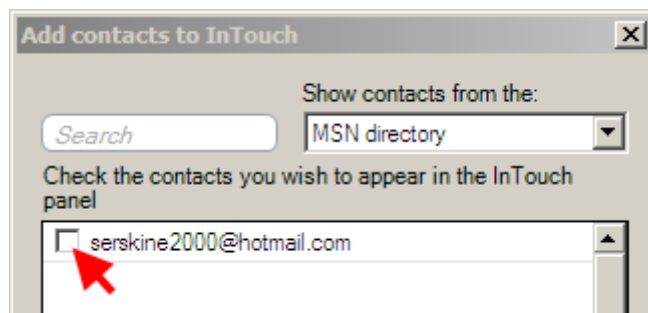
4. As you tick each contact, your client window will reflect the additions.



- To add contacts from another source (for example your MSN address book) select this from the drop down menu.



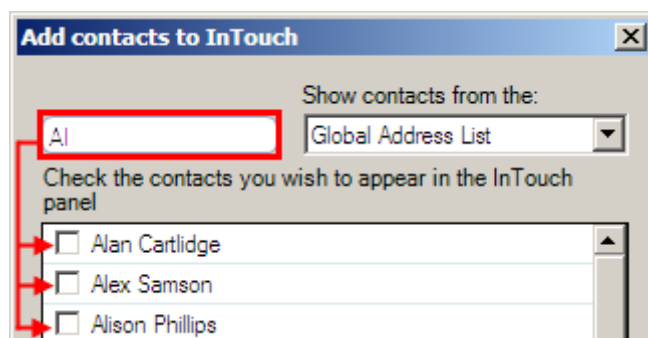
- Once selected the address book for that source will be displayed. Select any contacts by placing a tick next to them.



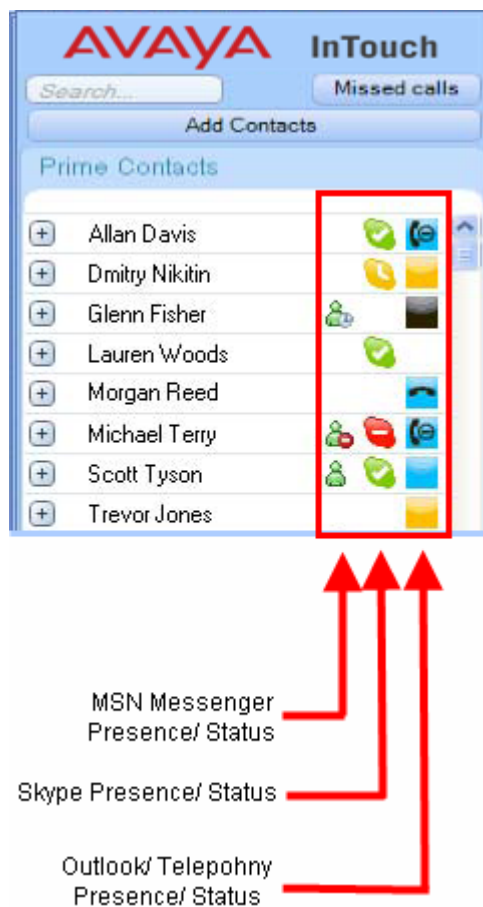
- These will be added to the client window as you select them.



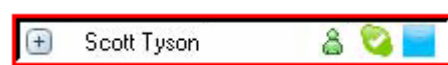
- To use the search facility, start typing the name of the contact you are looking for and InTouch will present you with any matches.



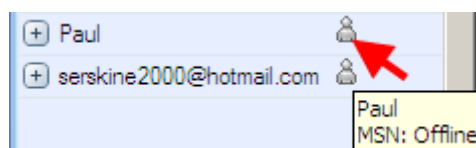
9. Your contact list can be compiled of Outlook, Personal, Skype and MSN Messenger contacts. Any associated Presence or Status updates are also displayed via the client window.



Note. If a contact has multiple communication methods (e.g. MSN Messenger and Skype) all associated presence or status updates will be displayed next to that contact entry (see below).

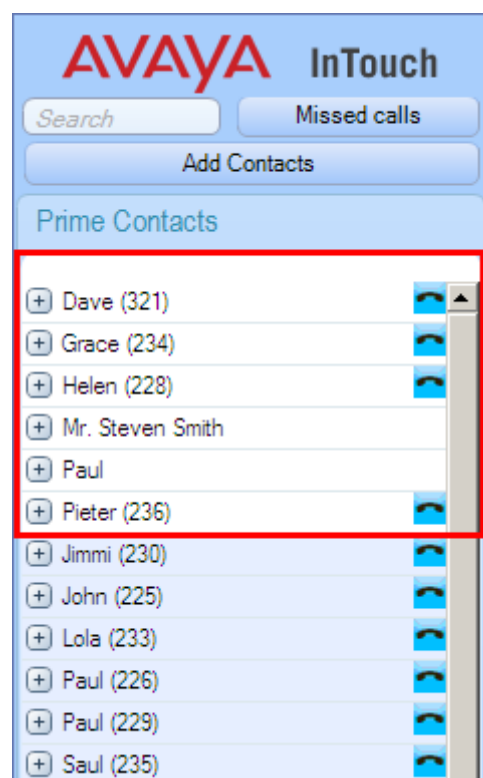


Note. To see what the status icons mean for any of the applications, hover your mouse pointer over the icon to see a description.



Prime Contacts

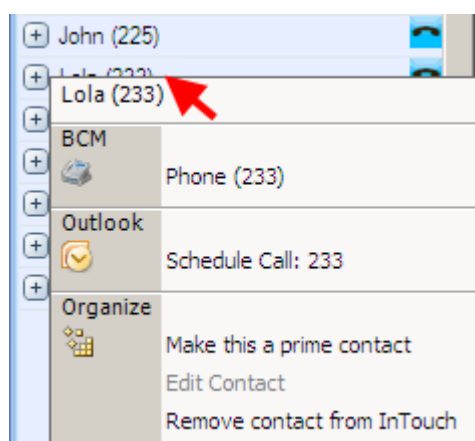
Prime contacts are essentially normal contacts that have been 'promoted' within the client window. Prime contacts appear with a different background colour to normal contacts (white) and are always shown at the top of the list. This makes your frequently used contacts easily accessible without the need to search.



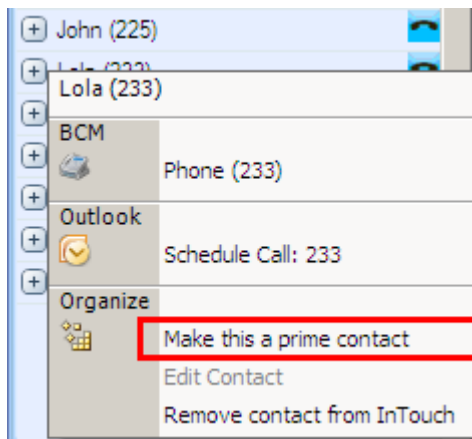
Promoting a Contact

Promoting a contact adds that contact to the Prime Contacts list.

1. To promote a regular contact to the Prime Contacts list, **right click** on any entry.



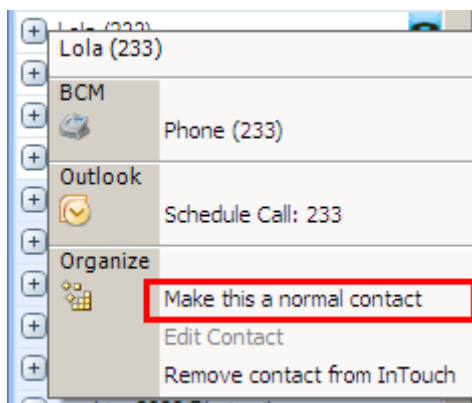
2. Next, click on the **Make this a prime contact** option.



3. Your newly promoted Prime Contact will now be displayed at the top of the client window.



4. To demote a contact back to the normal list, again **right click** on the entry and select the Make this a normal contact option.














Outlook Calendar 'Mining'

Mining is a term used to depict the applications ability to review/ read contacts calendar entries and display a status according to the availability of a Prime contact.

Different types of status icons are displayed for these contacts to show whether a person is.

- Available – has no calendar entries showing at the current time.
- Busy – has a current calendar entry that is active.
- Out of Office – the calendar currently shows this person as unavailable.

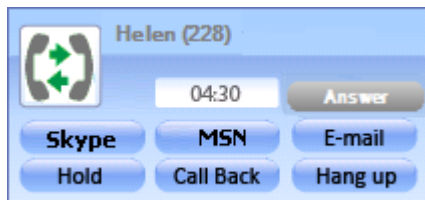
The following details the respective icons used to depict the status of a Prime Contacts, based upon their Outlook calendar availability.

	Outlook Calendar State		
	No current calendar activity	Current calendar activity	Unavailable/ Out of office
BCM not detected			 Black icon is shown regardless of the telephony state
Idle			
Busy			
Do not Disturb			
Information Unavailable			

Note. This is performed on Prime Contact entries only; normal contacts will not be applicable to calendar mining.

The Call Window

The call window appears whenever you make or receive a call. Depending on the contacts capabilities, certain functions may be activated for use. All available functions are listed below.

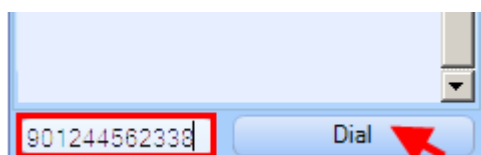


Call Window Functions

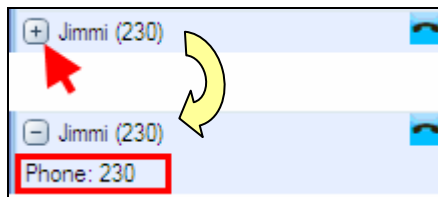
Attribute	Description
Answer	Answers an incoming call
Skype	(Only available if the contact is running Skype) This button initiates a Skype chat session.
MSN	(Only available if the contact is running MSN Messenger) This button initiates a MSN Messenger chat session.
E-mail	(Only available if the contact has an associated Email address) This button generates a new Email message.
Hold	This button places a call on hold, or un-holds a currently held call.
Call Back	(Only available if the CLID is available) This button creates a new calendar entry in Outlook as a call back reminder.
Hang up	Disconnects the current call.

Making a Call

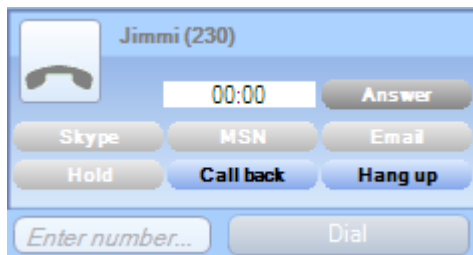
There are three different ways to initiate a call from within the InTouch client. The first way is to simply enter a telephone number into the Enter Number field (near the bottom of the screen) and click **Dial**.



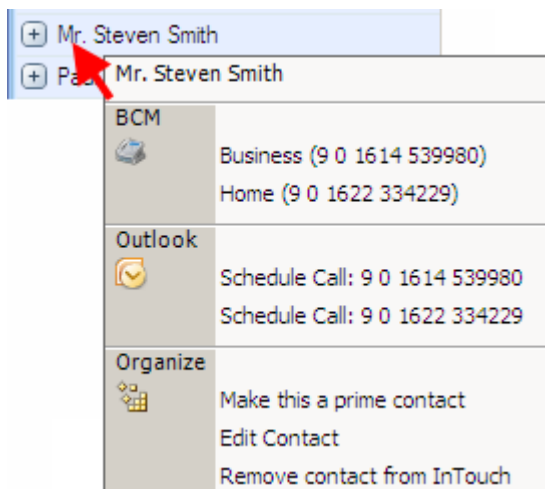
The next method (utilising contact entries) is to click on the **+** symbol next to a contacts name.



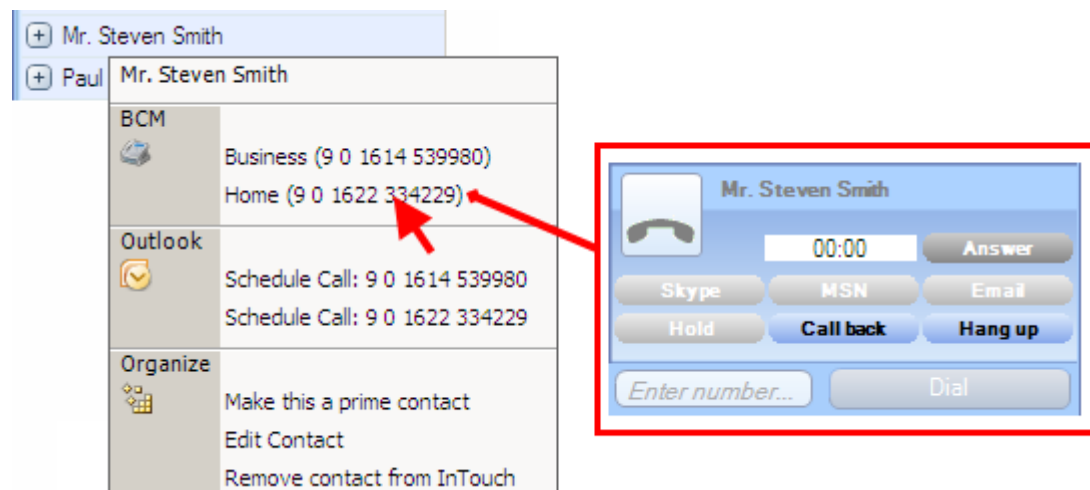
This expands the view to show any contact details for that entry, including internal or external telephone numbers and Email addresses. To call one of these numbers, **double click** on the entry.



The final method is to **right click** on a contact entry.

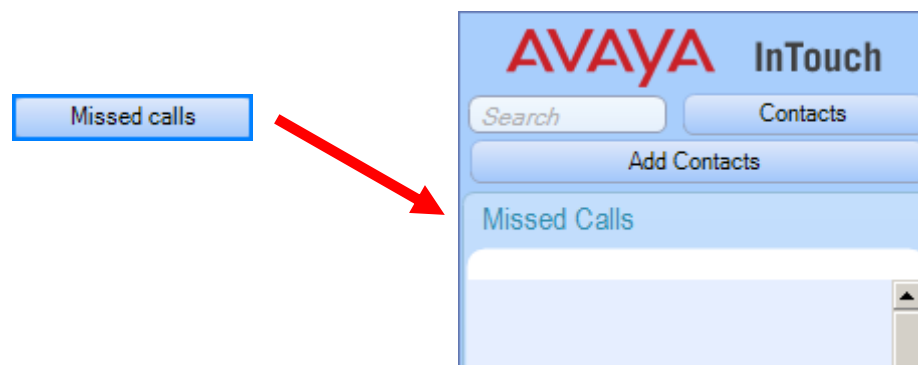


Then click on any phone number to initiate a call.



Viewing Missed Calls

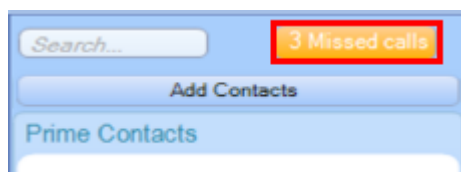
The second button at the top of the client window is Missed Calls. When you click on this, your viewing window will display the Missed Calls panel.



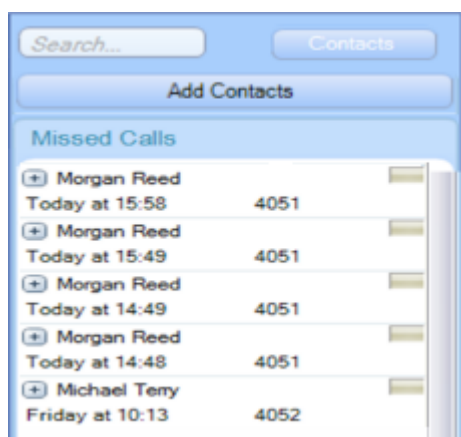
To return to the Contact list, click on the Contacts button at the top of the client window.



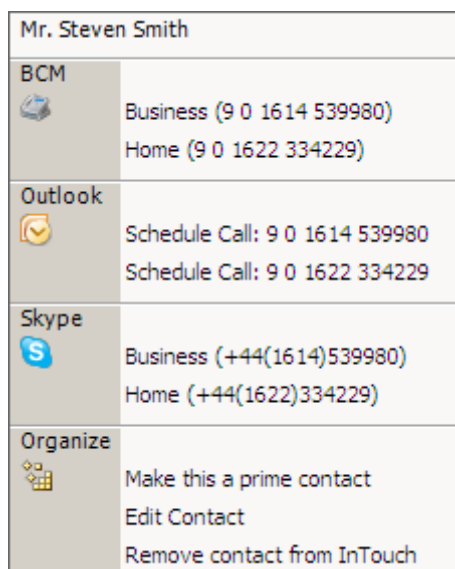
Should you miss any calls whilst the application is running, the button changes colour to notify you, showing the total number of calls that have been unanswered.



The Missed Call list will display the telephone number(s), along with the date and time of the call. If possible, the name of the person calling will be displayed (if they are a contact from within your list).



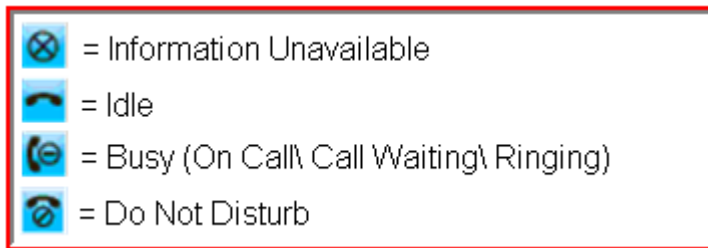
By right clicking on an entry, you will see any other information held for that contact, for example, an Email address or mobile phone number.



InTouch Presence/ Status updates

Not including Prime Contacts, MSN Messenger and Skype, (as they have their own presence states and icons) normal contacts within InTouch have their own telephony status symbols that are displayed within the client application.

There are 4 status icons that may be displayed to show BCM Telephony states within the InTouch application.



Note. The Information Unavailable status may be encountered at system start-up, when InTouch is querying the BCM telephony lines – or when a soft phone is not running/ connected to the BCM.

Note. Prime Contact status updates differ from regular contacts; please refer to the **Outlook Calendar 'Mining'** section of this guide.

Additional Information

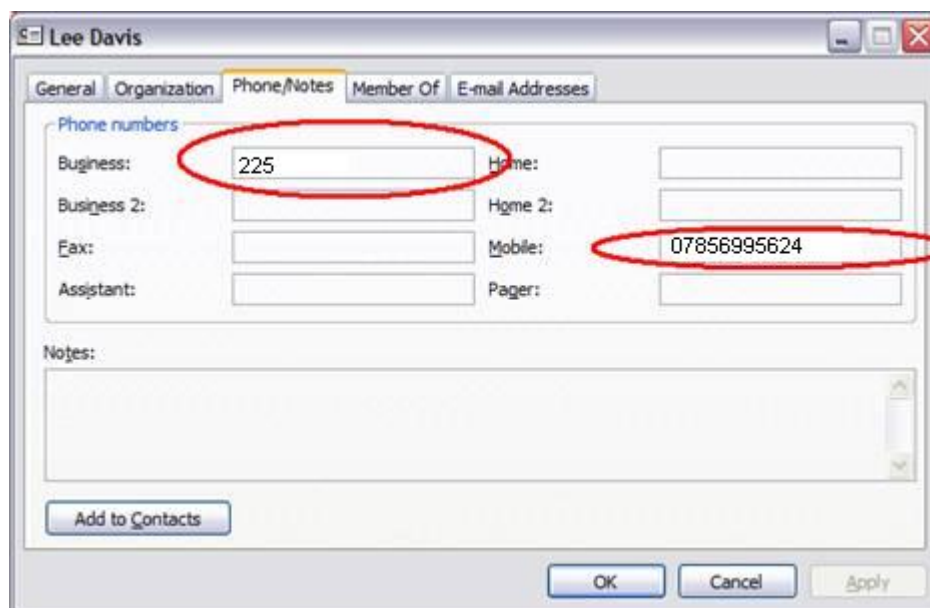
InTouch Administrator Installation

System administrators may require a process to roll out the InTouch application to multiple desktop machines in a short period of time. This is a two part process, first completed by the administrator (following the pre-installation steps) then by either user or administrator (installing the required applications locally from a published location on your network).

Note: This task is not a requirement, but will make the rollout process quicker for system administrators tasked with many installations. These tasks are in addition to the prerequisites set out at the beginning of this guide.

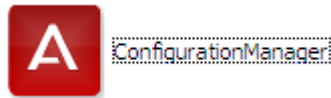
Pre-Installation Steps

1. Ensure that the contact information for each user is correct, and contains the users DN and email address information (a mobile telephone number is optional).



2. Download the InTouch administrator setup files from www.avaya.com.
3. Download the LAN CTE client installer from your BCM (refer to the **Installing LAN CTE Software on the Client PC** section of this guide).
4. Download the .Net framework 3.5 service pack 1 from <http://www.microsoft.com/net/Download.aspx>.
5. Place all installer files in a central location on your network (that is accessible for installation purposes).

6. Run the InTouch **Configuration Manager** application by double clicking on it.



7. This opens the Configuration Manager window. Enter any required details as defined below.

InTouch Pre-configuration Wizard

Specify the default configuration you wish InTouch to be installed with and save it. When the "SettingsMain.xml" file you have saved is included in the same directory as the InTouch installer, it will be used as the default configuration.

Telephony

Voicemail DN:

BCM IP Address:

☒ Override location for Phone and Modem Dialing Rules

Country:

External dial digit:

Area code:

☒ Enable Intra-company dialing

Intra-company number length:

Intra-company dialing prefix:

Export SettingsMain.xml file

Enter the group voicemail DN (if applicable)

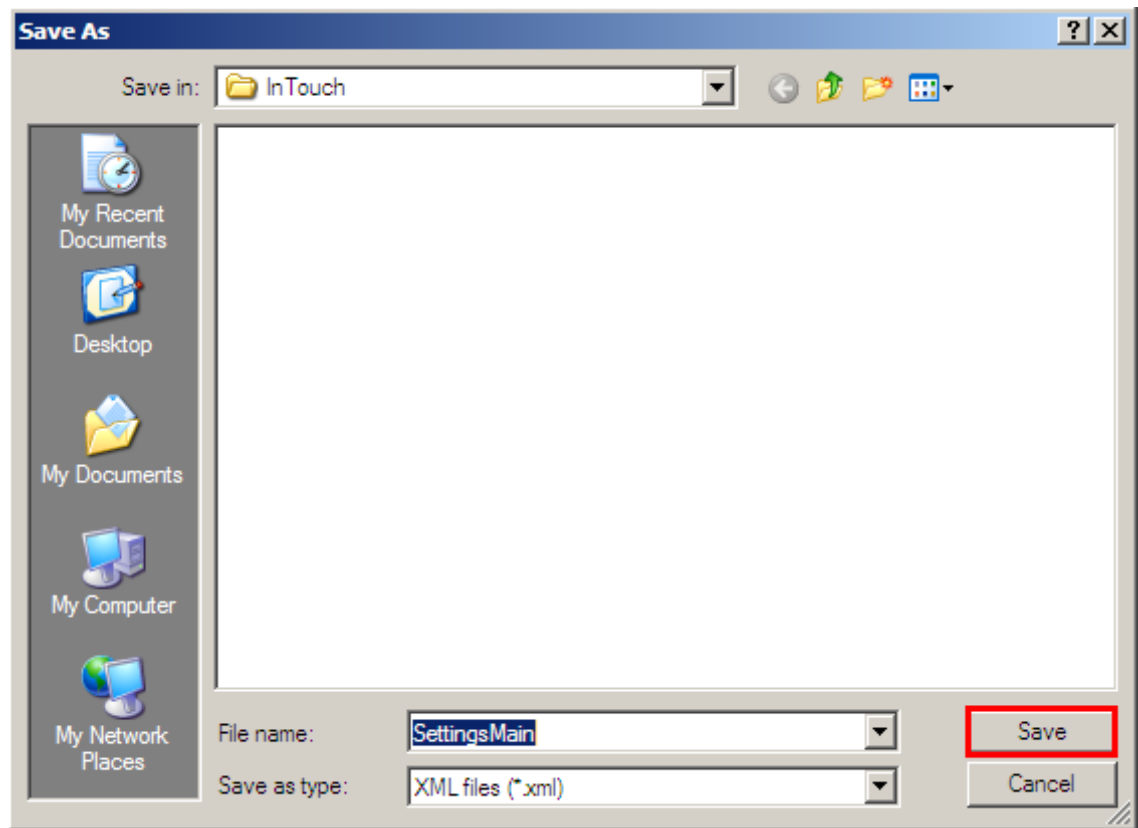
Enter the IP address of the BCM

Use these sections to define your:

- >Country of origin
- >Any external dial digit
- >Local area code
- >Intra company dialing length and prefix

Click to export the settingsmain.xml file

8. Next, specify the central network location (defined previously) to export your settings file to. Click on **Save**.



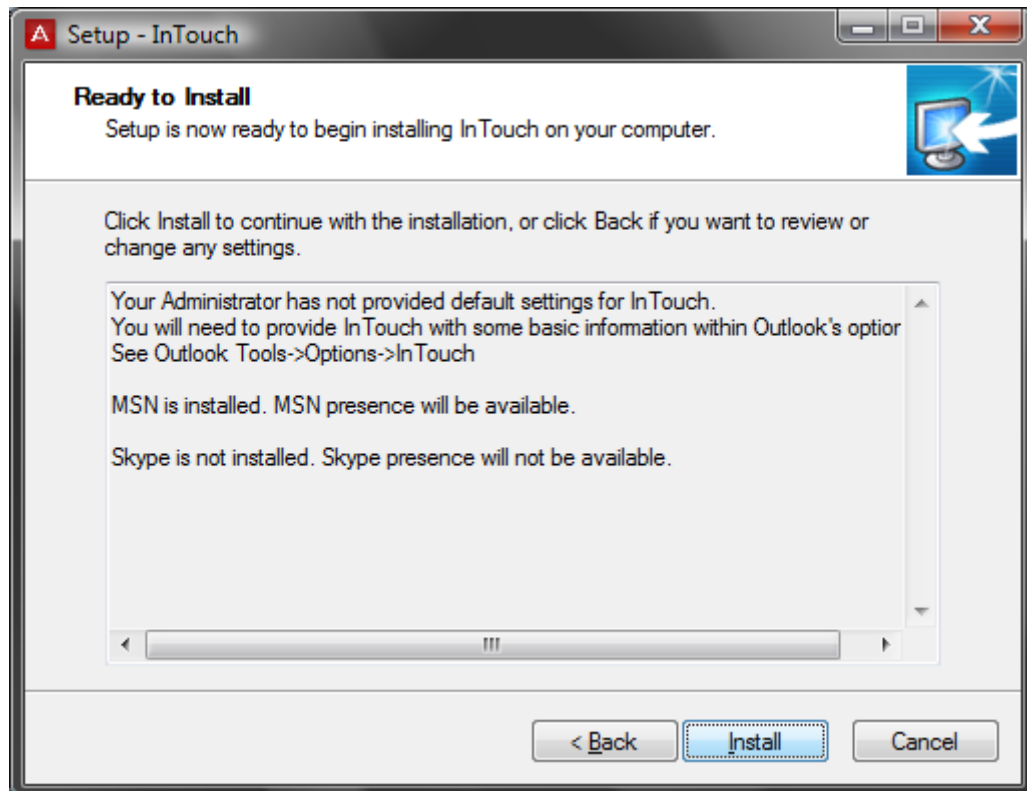
9. Your central network location should now contain:
 - The It Touch setup file.
 - The InTouch Configuration Manager file (if required).
 - Lan CTE Client file.
 - The Microsoft .NET 3.5 Service pack 1 file.
 - The SettingsMain.XML file.

InTouch Installation Steps

Once the files are all centrally located on your network, you can easily install them onto the local user machines. To do this correctly, please follow the steps below in numerical order (as depicted).

1. Create LAN CTE associations between PC's and DN's (refer to the **Creating a LAN CTE Client Privilege in Element Manager** section of this guide)
2. Install the **LAN CTE** client (refer to the **Installing LAN CTE Software on the Client PC** section of this guide for more information).
3. Install the **Microsoft .Net 3.5** application, downloaded from the Microsoft web site.

4. Install the InTouch application; refer to the **Installing the InTouch Application** section of this guide.
5. Test the application by opening Outlook, adding any additional information as necessary. For more information on this, please refer to the **Starting InTouch for the First Time** section of this guide.
6. Installed this way, InTouch will not present the configuration error message when installing (as shown in the **Installing the InTouch Application** section of this guide).



Note: It is not a requirement to have BCM DN numbers populated in an active directory (accessible from the Global Address Book) – but this would enhance the overall user experience.

Note: It is not advisable to perform the InTouch installation on a computer connected to the network location that contains your installation files via a VPN connection.

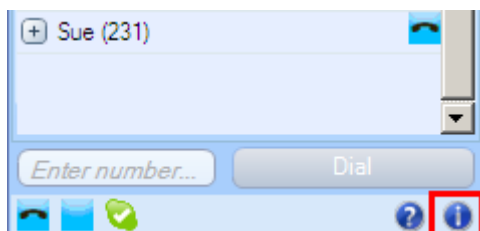
Troubleshooting

For general troubleshooting tips, please refer to the InTouch Administration Guide. For support purposes, this section will demonstrate how to generate a diagnostic text file that may be used to help diagnose system related problems.

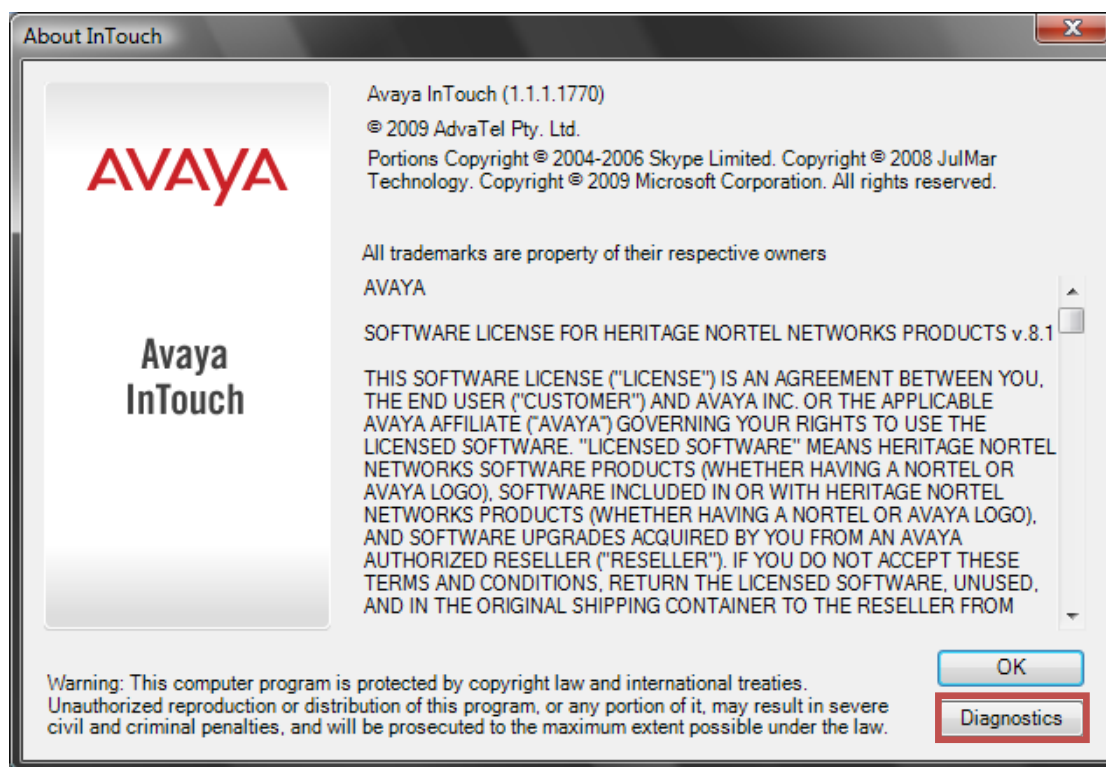
Generating a Diagnostics File

The Diagnostics tool is located in the 'About' section of the application. To access it, please follow the procedure below.

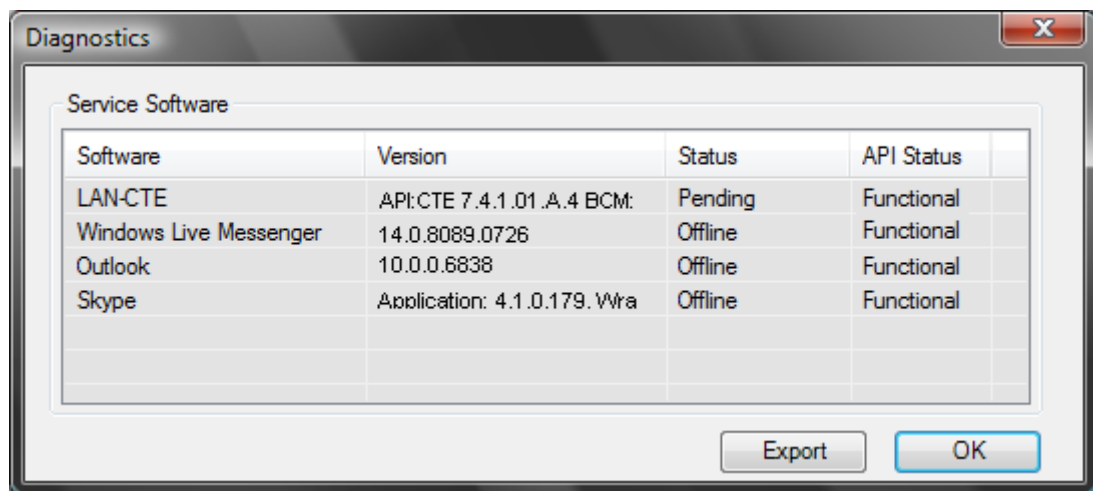
1. Click on the **About InTouch** icon at the bottom of the client window (located next to the Help icon).



2. This will open the About page, Click on the **Diagnostics** button.

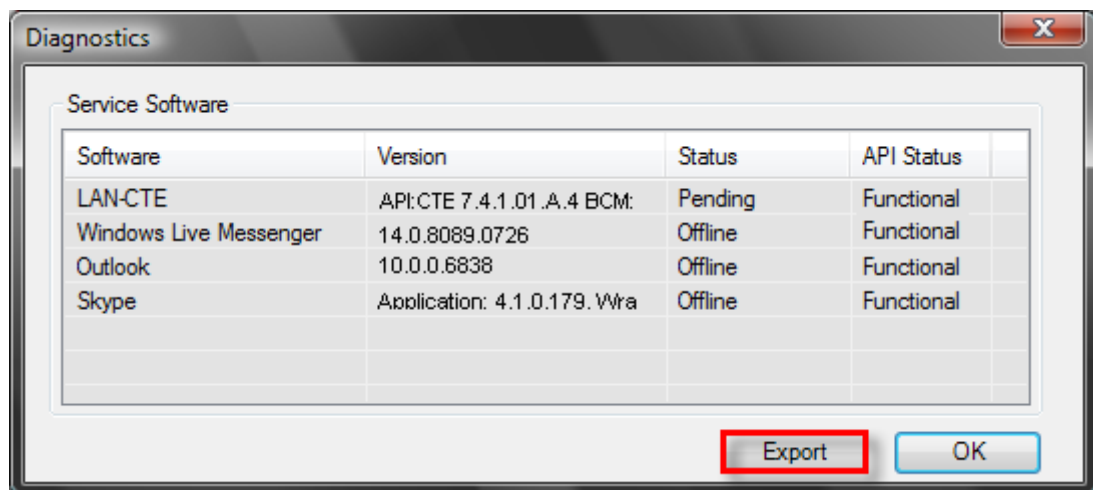


3. This will present you with a snapshot view of the related components utilised by the application (as applicable), and will provide the version and status of those elements.

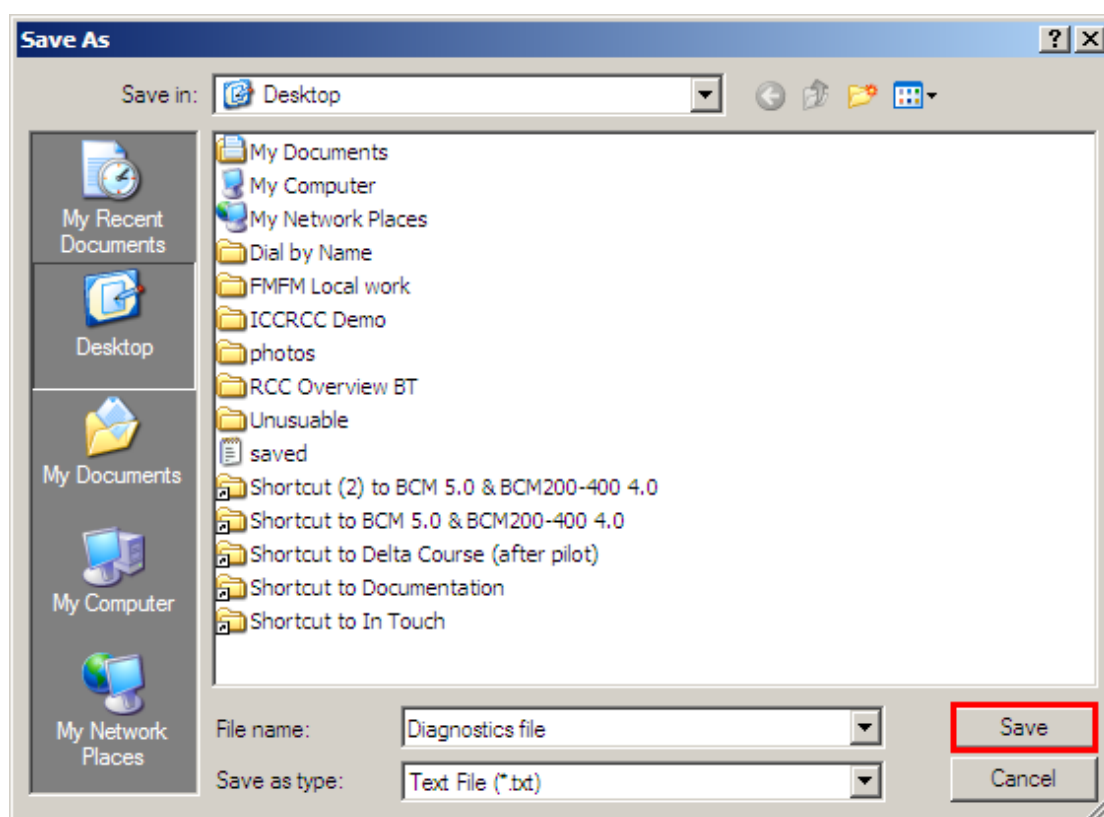


4. If you require a more detailed report, you can generate a text file that contains information such as.
- What processes are running on the computer?
 - Installed DLL files and locations
 - Software names and versions
 - Build information of the computer

Click on the **Export** option to begin the process.



5. Name the file and select a location where you would like it to be stored, then click on **OK**.



Avaya Documentation Links

- [InTouch Administration Guide](#)
- [InTouch User Guide](#)