

# Alcatel-Lucent OpenTouch Conversation

The [Alcatel-Lucent OpenTouch® Conversation](#) (OTC) applications provide unified communication services on your devices. Wherever you go, take your office with you. Hold business calls, chat and collaborate from any device with this unified communications app.



Designed for today's mobile workforce, this application brings together IM chat, voice calls, visual collaboration and call history. Invite your customers, partners and colleagues to collaborate in real time - then discover how you can enhance your meetings with video and screen sharing to accelerate decision making and problem solving.

Is your mobile phone's battery running out of batterypower? Do you want to take a call in private, or need to leave the office in a hurry? OpenTouch Conversation makes it easy to shift calls from one device to another, seamlessly. When a call comes in on the business number, both office and mobile phones ring simultaneously making every call easily accessible. And there's more: amount of easy to use features.

Features	Benefits
One phone number across multiple devices CCD service integration	Present a single contact identity Single OpenTouch user account covering both business and part-time CC agent activities
Built-in VoIP software and phone control	Use your computer or smartphone to make a call on the go. Control your desk phone from your computer.
Share screens and documents during one-on-one sessions and meetings	Show documents to fit your discussions and be more responsive during calls and conferences
Groupware services	Be always reachable thanks to PBX advanced call distribution (Manager/Assistant, Hunting Group, Supervision/Call pickup)
Click-to-call and instant messaging from within Microsoft Outlook, Gmail	Improve processes with the integration of business applications
Monitor colleagues' lines and pick up important calls when they are busy	Accelerate business response and save time

## Features

OpenTouch Conversation application	PC One (Freemium)	PC	Mac	Mobile	Web
Use	Phone companion	On-site, off-site	On-site, off-site	On-site, off-site	Meetings
Profiles	Entire staff	Power users	Power users	Mobile workforce	Teams, Guests
Platform	Windows, Mac	Windows	Mac	Android, iPhone	Multi OS PC
Required license	Base	Universal	Universal	Universal	Conference
<b>Multimedia conversations</b>					
Use voice, chat and content sharing in a conversation	■	■	■	■ Voice, chat	■
Multi-party conversations		■	■	■	■
<b>Mobility everywhere</b>					
Maintain a single business identity by using one phone number across multiple devices	■	■	■	■	
VPN-less access over the Internet (requires a HTTP Reverse Proxy)	■	■	■	■	■
VPN-less VoIP and video over the Internet (requires OpenTouch Session Border Controller)		■	■	■	
<b>Contacts</b>					
Search for corporate contacts	■	■	■	■	
Search for local contact (local sources) (*) Microsoft Outlook	■ (*)	■ (*)		■	
Add/Modify (remove) a contact to (from) a favorite list	■	■	■	■	
Multi-criteria directory search		■		■ Android	
Control your privacy and decide who can see your presence information and who can chat or collaborate with you	■	■	■	■	
Import/export personal contacts	■	■	■		
<b>Instant messaging and presence</b>					
Chat securely with colleagues and corporate contacts, and federated contacts (Microsoft Lync/Skype for Business)	■	■	■	■	
Multi-party chat sessions		■	■	■	■
See the real-time availability of colleagues within (OpenTouch users) and outside (Microsoft Lync/Skype for Business) the enterprise network, and identify what type of communication is most appropriate	■	■	■	■	
Set the presence status	■	■	■	■	
See calendar presence information (free/busy) of colleagues, based on Microsoft Exchange calendar information		■	■	■	
Add a custom status message		■	■		
<b>Collaboration</b>					
View, conduct and annotate presentations (Microsoft Office documents, PDF files and pictures)	■	■	■		■
Share/view monitors	View	■	View		■
Transfer files	■	■	■		■
Remote desktop control		■			

OpenTouch Conversation application	PC One (Freemium)	PC	Mac	Mobile	Web
<b>Meetings</b>					
Schedule meetings	■	■	■	■	
Use audio, video, chat and share content	■	■	■	■ Audio, IM	■ No video
See who is talking	■	■	■		■
Add, drop or promote a participant, mute (one or all) participants	■	■	■		■
See capabilities (audio, data) of participants	■	■	■		■
<b>Voice capabilities</b>					
Desk phone/phone control	■	■	■		
Use voice over IP		■	■	■	■ (WebRTC)
G.711 A-law/u-law, G.729 Annex A codecs		■	■		■ No G.729
Voice quality indicator		■	■	■	
Place and release calls	■	■	■	■	
Manage (answer, divert) incoming calls and use other traditional telephony features such as call transfer, call merge, DTMF, call forwarding, call voicemail system, hold call, retrieve call, or mute (unmute) audio	Call forwarding to voicemail	■	■	■	Mute (unmute) audio
Move conversations between devices with a single click (*) including action via QR code or NFC tag (Android)		■	■	■ (*)	
3-party conference calls		■	■	■	
Group supervision and call pick-up		■	■	■ Login/logout	
Hot desking (shared desk phone)		■	■		
Audio recording		■	■	■	■
Use integrated call control features of Plantronics, Jabra and Sennheiser audio devices, including call answer, call end, volume control and synchronized mute	■	■			
Programmable soft keys	■	■	■		
<b>Video capabilities</b>					
Use video in meetings		■	■		
Voice-activated video switching mode		■	■		
H.264/AVC codec profile 3.1 HD video 1280x720 at 30 fps		■	■		
<b>Conversation history</b>					
Unified call log	■	■	■	■	
See past conversations, active conversations and meetings in a single view	■	■	■	■	
Delete and filter events	■	■	■	■	
<b>Notifications</b>					
Check new voice messages, missed calls, callback requests and instant messages	■	■	■	■	
Customized tones for supervision notifications		■	■		
<b>Visual voicemail</b>					
Display and manage voice messages as easily as email using a visual voicemail interface that allows messages to be selected, played or deleted in any order		■	■	■	
<b>Voicemail greeting management</b>					
Allow to manage the voicemail greetings from OTC clients. Always provide callers the appropriate welcome message		■	■	■ (OTC Android Smartphone)	

OpenTouch Conversation application	PC One (Freemium)	PC	Mac	Mobile	Web
<b>CCD agent</b>					
Basic CCD features (login/logout, monitoring)		■	■		
<b>Group Supervision and Call Pickup</b>					
Supervise other users of a group		■	■	■	
Pick up calls of users in this group		■	■		
<b>Hunting group</b>					
Login/logout. The call is presented to all devices		■	■	■	
<b>Manager/Assistant</b>					
An OpenTouch user may benefit from Manager feature (OXE-based services)		■	■	■	
An OpenTouch user may benefit from Assistant feature (OXE-based services)		■	■		
<b>Microsoft integration</b>					
Use Microsoft Office applications to initiate voice calls and instant messages, and display presence information of favorite contacts		■			
Use Outlook for scheduling conferences (invitees receive an e-mail invitation or Outlook appointment that includes a link to the conference), playing and recording voice messages		■			
Complement Skype for Business with enterprise telephony, content sharing, messaging services and phone presence		■			
Communicate with users from organizations using Microsoft Skype for Business		■			
Complement Microsoft Teams with enterprise telephony		■			
<b>Google integration</b>					
Click-to-initiate voice calls from Google Gmail, Google contacts and Google Chrome web pages	■ Windows	■			
Use Google Gmail as an enterprise class platform for email, as well as an integrated platform for voice messaging	■	■	■	■	

## Technical specifications

OpenTouch platform version 2.4 or later	PC One (Freemium)	PC	Mac	Mobile	Web
<b>Microsoft Windows OS</b>					
Windows 7 (32- and 64-bit), Windows 8/8.1 (32- and 64-bit), Windows 10 (32- and 64-bit Support of Surface Pro 4 devices)	■	■			
<b>Apple OS</b>					
macOS High Sierra (10.13), macOS Mojave (10.14); macOS Catalina (10.15)			■		
New app OTC+ available on App Store. iOS 12+ recommended				■	
<b>Google Android OS</b>					
OTC app available on Play Store. Android 5.0+ recommended and Android 10 supported				■	
<b>Browsers</b>					
Google Chrome, Mozilla Firefox, Microsoft Edge - Chromium based, Apple Safari (WebRTC not supported), Microsoft Internet Explorer (WebRTC not supported)					■ (PC, Mac)

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<b>Microsoft integration</b>					
Office 2010, 2013, 2016 and 2019 applications (32- and 64-bits)		■			
Skype for Business 2015/2016 (32- and 64-bit)		■			
Office 365		■			
<b>Virtual environments</b>					
Citrix Virtual Apps and Desktops 7.9 to 7.19	■	■			■
Microsoft Remote Desktop Services 2016/2019:: Virtual Machine based deployment/Desktop publication	■	■			■
MS RDS 2012/2012R2/2016 & 2019: Session based deployment/Desktop publication and Application publication	■	■			■
VDI (Virtual Desktop Infrastructure) supported with RealTime optimization.		■			
VMWare Horizon 7.0 to 7.9		■			■
<b>Security</b>					
HTTPS	■	■	■	■	■
SIP over TLS, Secure RTP		■	■	■	■
Certificate-based authentication	■	■	■	■	
LDAP/LDAPS and RADIUS authentications	■	■	■	■	
Single sign-on (SSO) through Kerberos	■	■	■		
Reverse proxy support	■	■	■	■	■
Session border controller (SBC) support		■	■	■	■
Virtual private network (VPN) support	■	■	■		■
<b>Languages</b>					
Brazilian Portuguese, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, Finnish, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish, Turkish	■	■	■	■	■

## Ordering information

The following license is required for OpenTouch Conversation PC, Mac and Mobile:

- “OpenTouch Connection universal client user option license”, part number 3BA09664JA

Options are as follows:

- Conferencing (for managing scheduled conferences with more than 3 participants): “Conferencing user option license”, part number 3BA09423JA
- Voicemail (to benefit from voicemail and unified messaging services): “OpenTouch Business Edition messaging user option license”, part number 3BA09698JA, or “OpenTouch Multimedia Services messaging user option license”, part number 3BA09697JA• 3MG07040AA
  - 8135 s IP Conference Phone
  - 6.5 m (21 ft.) network cable
  - Power supply
  - Two expansion microphones
  - Safety sheet