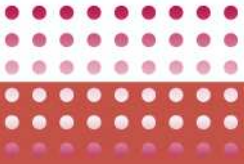


Alcatel-Lucent OmniPCX Enterprise Communication Server

SmartCall version 1.0.x
- User Guide





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1 Introduction

1.1 Intended Readership

This manual targets at users of the application: SmartCall version 1.0.x. This is not relevant to the Administrator of this application

1.2 Applicability Statement

This manual applies to only the use of the application: SmartCall version 1.0.x. It does not cover the installation part of this application

1.3 Purpose

This manual explains the use of the application: SmartCall version 1.0.x. It brings out the not so obvious intricacies of operating the application. This enables the users to get the best out of the application with ease. This application is explained from different perspectives for better understanding

1.4 Scope

This manual covers all activities of the user, after complete installation and configuration of the application. It does not cover the installation part of this application. The installation activities are explained in: **SmartCall INSTALLATION GUIDE.doc**

1.5 Application Overview

The application: **SmartCall** simplifies and provides more functionality on call initiation activities. To use this application, it is necessary to have a XML API monitorable phoneset, running in the system.

The application: **SmartCall** provides an easy way to set up a phone call. It is possible to select the number or e-mail address from anywhere in the PC which can be copied to clipboard, and dial that number using this application. Features of this application are:

- The Call number can be picked up from various sources
- Various Dialing options like phone number and e-mail address
- Call History is maintained in the application
- Shortcut keys are available for easy dialing

1.6 How to use this document

If you are looking for method to use the SmartCall straightaway, then move to section #4 Operation of SmartCall. It provides methods and shortcuts to use

SmartCall from different environments. Section # 7 Right Click explains the rest of the operation.

In Appendix, you can find **Table of Figures**. This lists the names of screenshots used in the body of this manual. Click on any of those listed to move to the section that displays and explains that screenshot.

Rests of the portions are for your general understanding of the application.

1.7 Licensing

There is no licensing mechanism included within the SmartCall. This aspect is managed by the OXE.

1.8 Copyrights

This product is based on software developed by Microsoft.

Copyright (C). All rights reserved.

This document gives product names, which can be trademarks, all of them are recognized as such.

1.9 Related Documents

Smartcall INSTALLATION GUIDE.doc

1.10 Licensing

<<Please provide information on this>>

1.11 Customer Support

Please contact your system administrator or Alcatel-Lucent Business Partner for support

2 SmartCall - an Overview

2.1 The SmartCall application

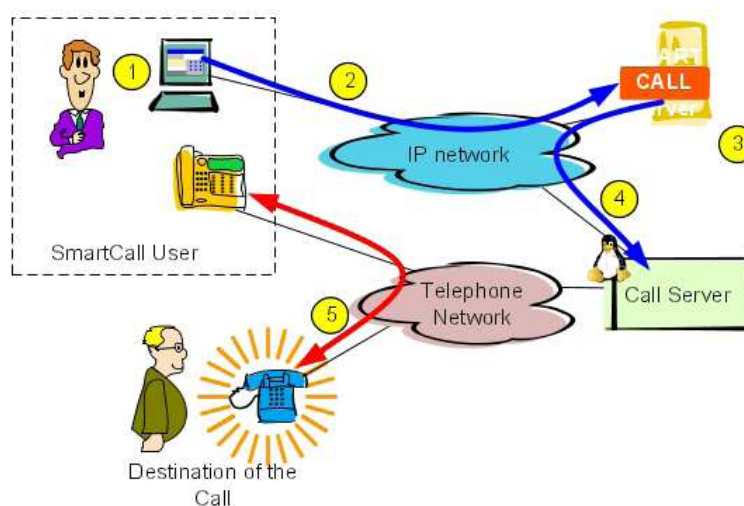
SmartCall is a Pick and Dial out Application, which can dial out any number that is copied to the Clip Board of the PC. SmartCall users select the destination of the call from their workstation and invoke the SmartCall application. Call numbering is not necessary. But this application does not handle incoming calls.

When you make calls,

- The destination of the call can be:
 - A phone number
 - An e-mail address. In this case, an LDAP phone book is required.
- The call can be selected from:
 - A web page on Internet Explorer
 - A Word, Excel or Power Point document
 - Any string of characters that can be copied to the clipboard in a Microsoft window

2.2 Call Process

The following diagram illustrates how this application handles a call:



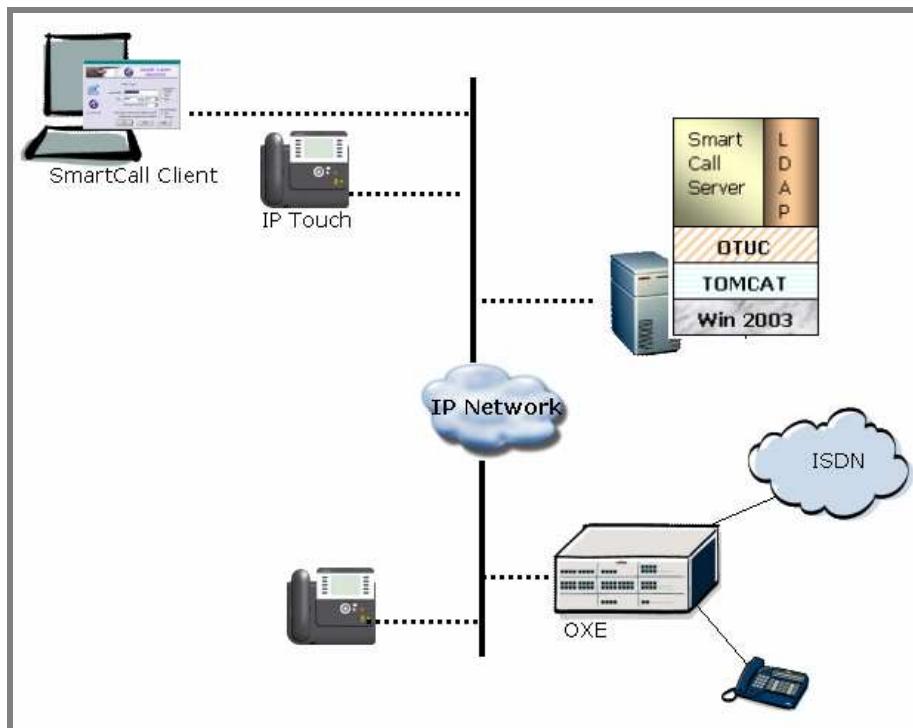
The application handles the calls made by a user, in the following manner:

- The SmartCall user selects a destination on his/her workstation (a SmartCall client application must be running in his workstation)
- The SmartCall client sends a request to the SmartCall Server. The exchanges between SmartCall client and SmartCall server are protected

with the HTTPS (Hypertext Transfer Protocol through Secure Socket Layer) protocol.

- The SmartCall server checks and processes the request. A LDAP (Lightweight Directory Access Protocol) requests phone book.
- The SmartCall Server sends a request asking a phone call establishment between the destination set and the SmartCall user set
- The Call Server sets up the requested call

Below diagram gives the architecture of this setup:




The SmartCall application includes a call log function where calls history is recorded. The SmartCall server processes the destination of the call before transferring the request to the Call Server.

- a. A phone number is processed to accept most numbering formats. For example, a phone number selected in international format: + 44 (0) 11 22 33 44 55 is processed as 00441122334455.

In addition, a prefix conversion is applied to phone prefixes: internal, area, national and international. For example:

- 0044112233xxxx corresponds to an OmniPCX Enterprise extension. It is converted to 3xxxx
- 0044xxxxxxxx is a national number and is converted to 0xxxxxxxxxxx
- International numbers are not modified.



The result of conversions is sent to the Call Server and must be compatible with the Call Server translator. Contact your SmartCall administrator for more details on numbering conversions.

- b. An e-mail address is detected by its '@' character. The SmartCall server requests the associated phone number from the LDAP phone book. The returned phone number is processed as described above.

SmartCall users are identified, in the SmartCall server, by their MS login. The server obtains user phone numbers from the LDAP phone book.

3 Startup

To access the SmartCall features, the SmartCall application must be installed on the user's workstation. For more on the installation, please refer to Installation Guide.

Once this application is installed and configured in your system, it is launched automatically, when you login. Presence of SmartCall icon in the system tray indicates that the application is booted and is ready for use, as in the screenshot below:

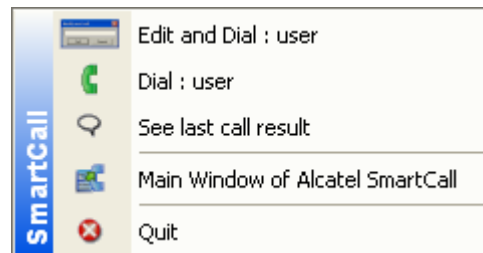


SCREENSHOT 1 - SmartCall icon in system tray

In the above screenshot, the arrow points to the SmartCall icon.

If SmartCall is up and running, you can close it by following the steps below:

1. Right click on its icon in the system tray. The following dialogue box appears:



2. In this dialog box, select **Quit**. This closes the application, after your confirmation.

When the application is closed, it can be launched from Start Menu. Its location is given below:

...\Start Menu\Alcatel-Lucent\Smartcall\SmartCall

4 Operation of SmartCall

Making a call with SmartCall is performed by following the steps given below:

1. The SmartCall user initiates the call
2. The SmartCall client processes the call

3. The SmartCall server processes the call

Among the above listed steps, your task is confined to the first step only, ie: Initiating the call. You can initiate a call in many ways like:

- By copying a string of characters to the clipboard
- Using the SmartCall contextual menu
- Using the Internet Explorer SmartCall specific menu
- Using the MS Office SmartCall specific menu

The below portion explains the above methods of initiating a call, in detail:

4.1 Copying to Clipboard

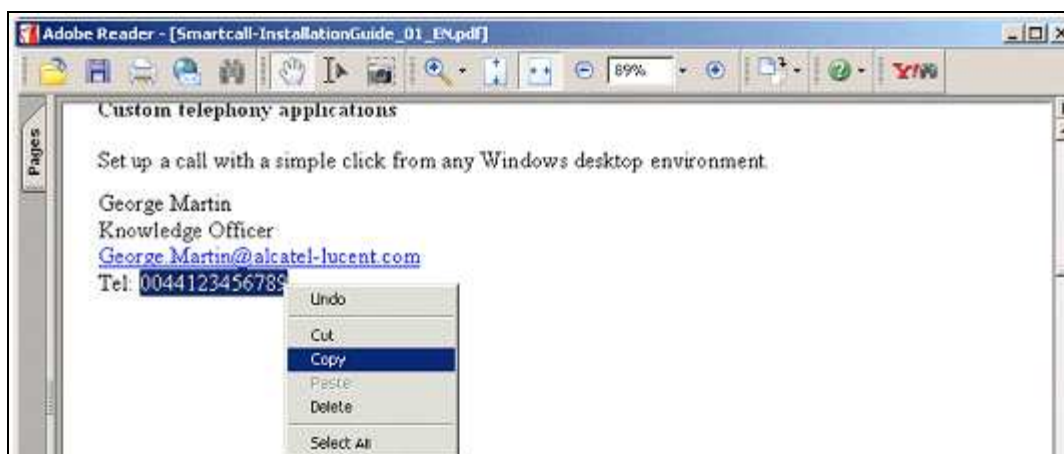
This is the easiest method of initiating a call. This can be done in following 3 ways:

- Select the Destination and Initiate a Call
- Check the Content of the Clipboard
- Modify the Destination

Below, steps to accomplish each of the above are given:

4.1.1 Selecting Destination

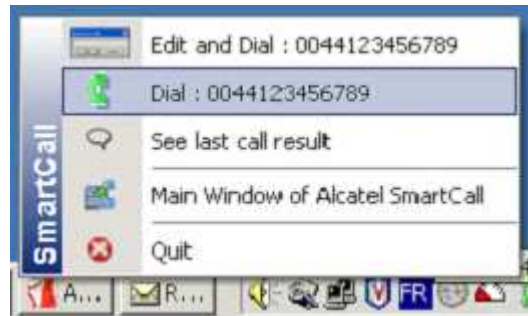
1. From any window, select the desired text and copy it to the clipboard as given below:



SCREENSHOT 2 - Copy to Clipboard

2. Initiate the call using either of the following ways:

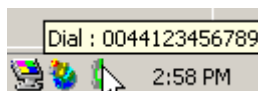
- Double Click the SmartCall icon in the traybar
- Right click the SmartCall icon and select the **Dial** option as below:



SCREENSHOT 3 - Dial Option

4.1.2 Using existing clipboard contents

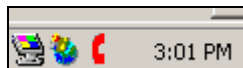
1. Move your mouse over the SmartCall icon. This reveals clipboard contents as below:



SCREENSHOT 4 - Clipboard contents on mouse over

2. Double Click on the SmartCall icon to dial this number.

If the clipboard contains more than 128 characters, the SmartCall client declares the destination as invalid and the SmartCall icon is red as given below:

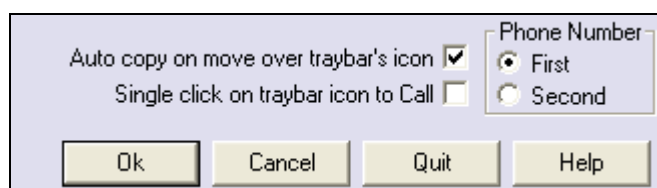


SCREENSHOT 5 - Invalid Destination

4.1.3 Using Auto copy and Single Click

When you move the mouse over SmartCall icon, it copies the contents of the clipboard. Follow the steps below to enable this feature.

1. Right click the SmartCall icon. It displays the menu
2. Select the option: **Main Window of Alcatel-Lucent SmartCall**.
3. In the window that opens, **enable** the option: **Auto copy on move over traybar's icon** as given in the screenshot below:

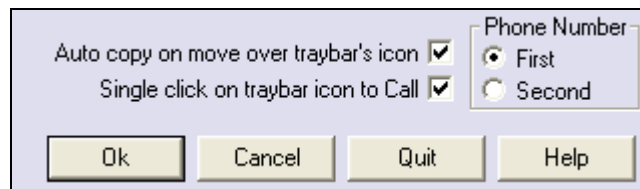


SCREENSHOT 6 - Auto copy on mouse over tray bar icon

4. Click **OK** to accept the changes.

Now you can dial the copied contents in the clipboard or the last dialed number by double clicking on the SmartCall icon. To initiate dialing by a single click on the SmartCall icon, follow the steps below:

1. Right click the SmartCall icon. It displays the menu
2. Select the option: **Main Window of Alcatel-Lucent SmartCall**.
3. In the window that opens, **enable** the option: **Single click on traybar icon to Call** as given in the screenshot below:



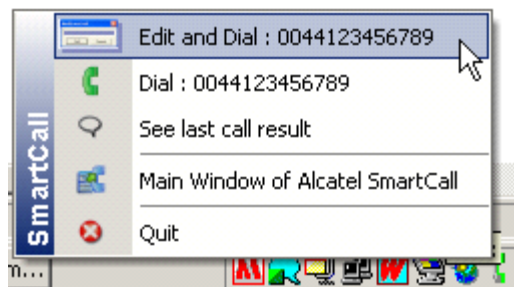
SCREENSHOT 7 - Single click on tray bar icon

4. Click **OK** to accept the changes.

4.1.4 Modifying Destination

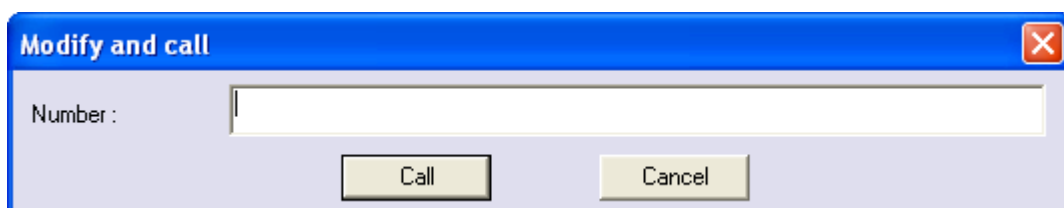
If the string of characters stored in the clipboard is incorrect:

1. Right click the SmartCall icon. This displays a menu as given below:



SCREENSHOT 8 - SmartCall Menu Example

2. Select the **Edit and Dial** option. A Modify and call window displays as below:



SCREENSHOT 9 - Modify and call Window

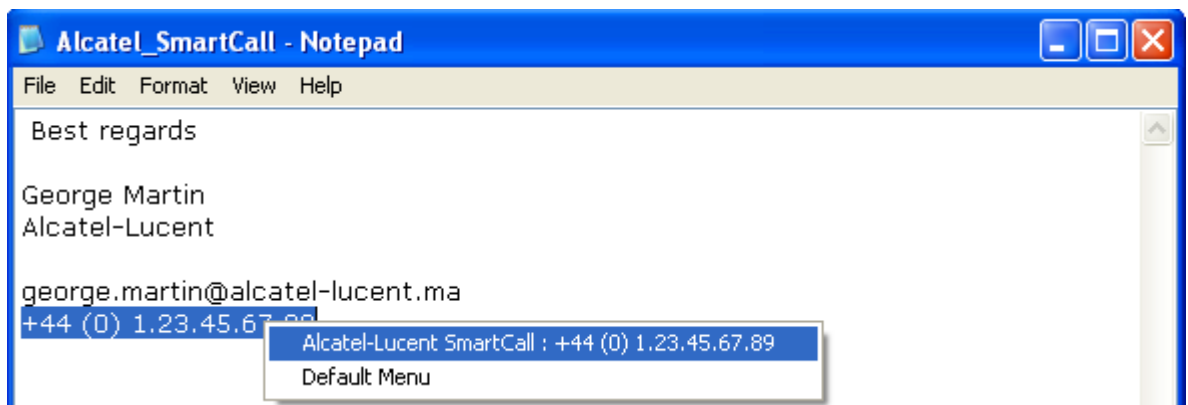
3. Modify the string of characters as desired
4. Click **Dial** to initiate the call

Click **Cancel** to abort

4.2 Using SmartCall Contextual Menu

To initiate a call using the SmartCall menu:

1. Select the required text
2. Press the speed key (Shift or Ctrl) + right click
3. Select the **Call** option



SCREENSHOT 10 - SmartCall Menu

The **Default Menu** option leads you to the standard contextual menu of the window

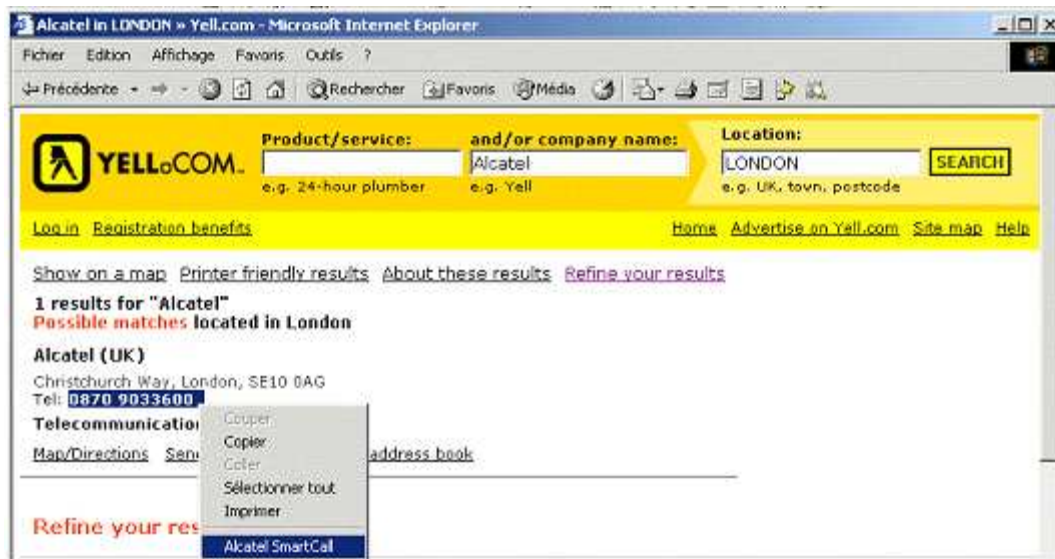
Notes:

- a. *The speed key is defined in the SmartCall Configuration window. It is recommended to select the **Both** option then use any of the Shift or Ctrl keys.*
- b. *This operation is not available on all applications.*

4.3 From Internet Explorer window

To initiate a call from an Internet Explorer window:

1. Select the desired text
2. Right click. An **Alcatel SmartCall** option is added to the menu
3. Select the **Alcatel SmartCall** option

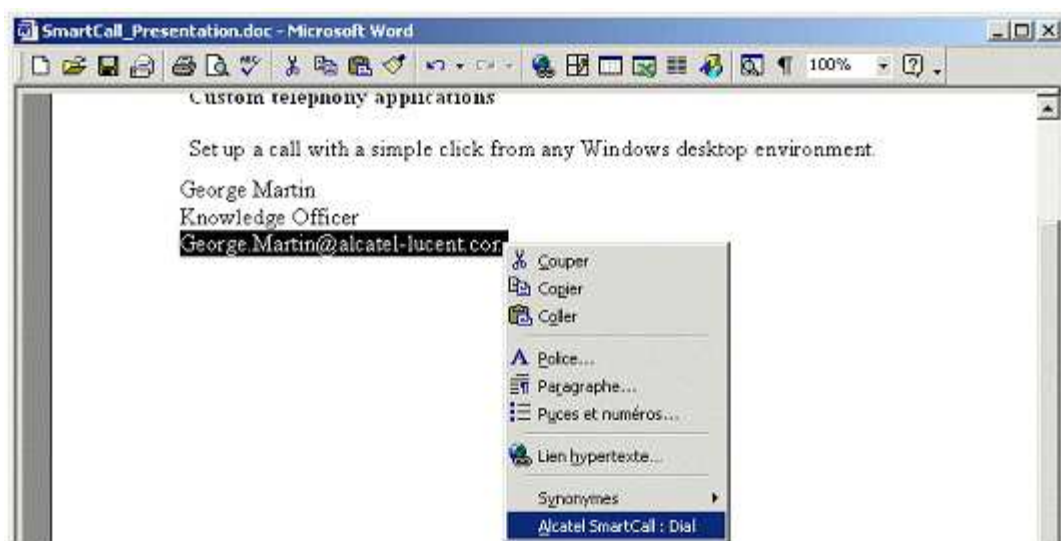


SCREENSHOT 11 - Call Initialized from an Internet Explorer Window

4.4 From Microsoft Office

To initiate a call from an MS Office application: (Word, Excel and Power Point only)

1. Select the requested text
2. Right click right on it. In the menu that displays, you can find **Alcatel SmartCall: Dial** option added
3. Select the **Alcatel SmartCall: Dial** option. The screenshot below illustrates it:




SCREENSHOT 12 - Selection in a Word Document

Note:

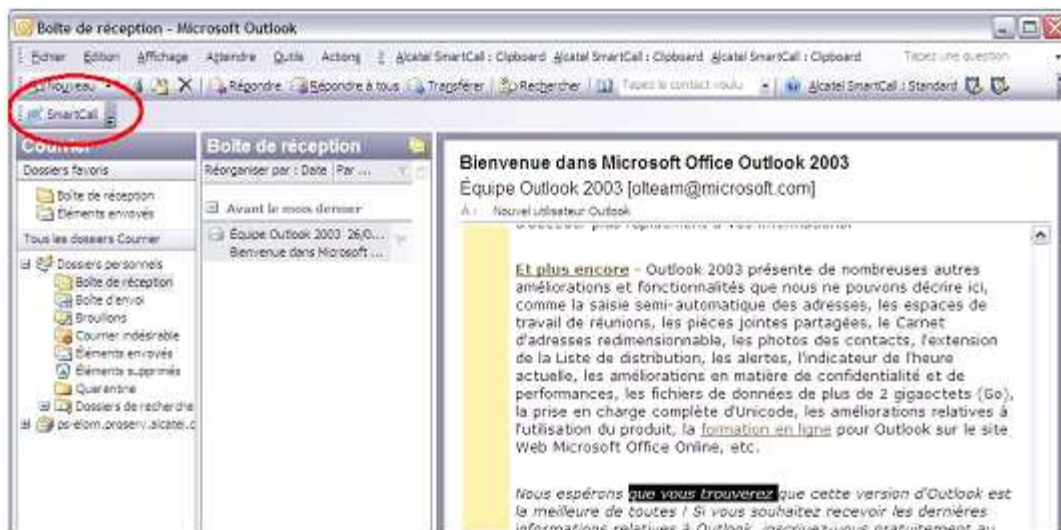
This SmartCall feature is available with:

- o MS-OFFICE 2003 Professional (Word, Excel, PowerPoint)

4.5 From Microsoft Office 2003

The SmartCall application adds a new icon  to the toolbar of Microsoft Office 2003 applications. To initiate a call from an MS Office 2003 application: (Word, Excel, Outlook and Power Point), follow the steps below:

1. Select the requested text
2. Click on the SmartCall icon



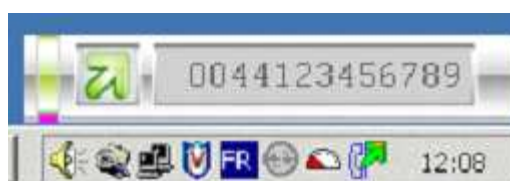
SCREENSHOT 13 - Selection in an Outlook Window

Note:

This SmartCall feature is available with MS-OFFICE 2003 Professional (Word, Excel, PowerPoint, Outlook)

5 Call Processing

When a call is initiated, the call is processed by the SmartCall client and the SmartCall server. When a call is initiated, the SmartCall icon changes. It displays a small window containing the selected destination (telephone number or e-mail address).



SCREENSHOT 14 - Call Initiation

When the destination is considered valid by the SmartCall server, it displays a window. This window shows acceptance, and contains the phone number transferred to the Call Server. Its image is given below:



SCREENSHOT 15 - Accepted Call

When a call is refused by the SmartCall server, a refused window, containing the destination selected, is displayed.



SCREENSHOT 16 - Refused Call

Note:

There are different error codes available. A sample of one is given above.

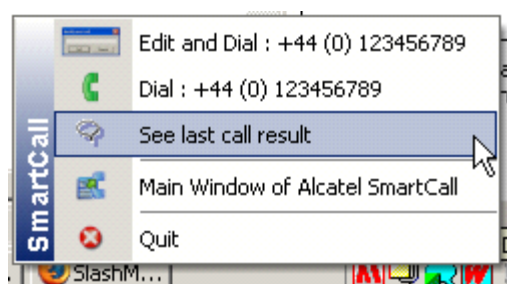
6 Calls History

The SmartCall client application records any call request to the server. The history of calls is available from the Call log window.

6.1 Accessing Call Log Window

To access the Call log window:

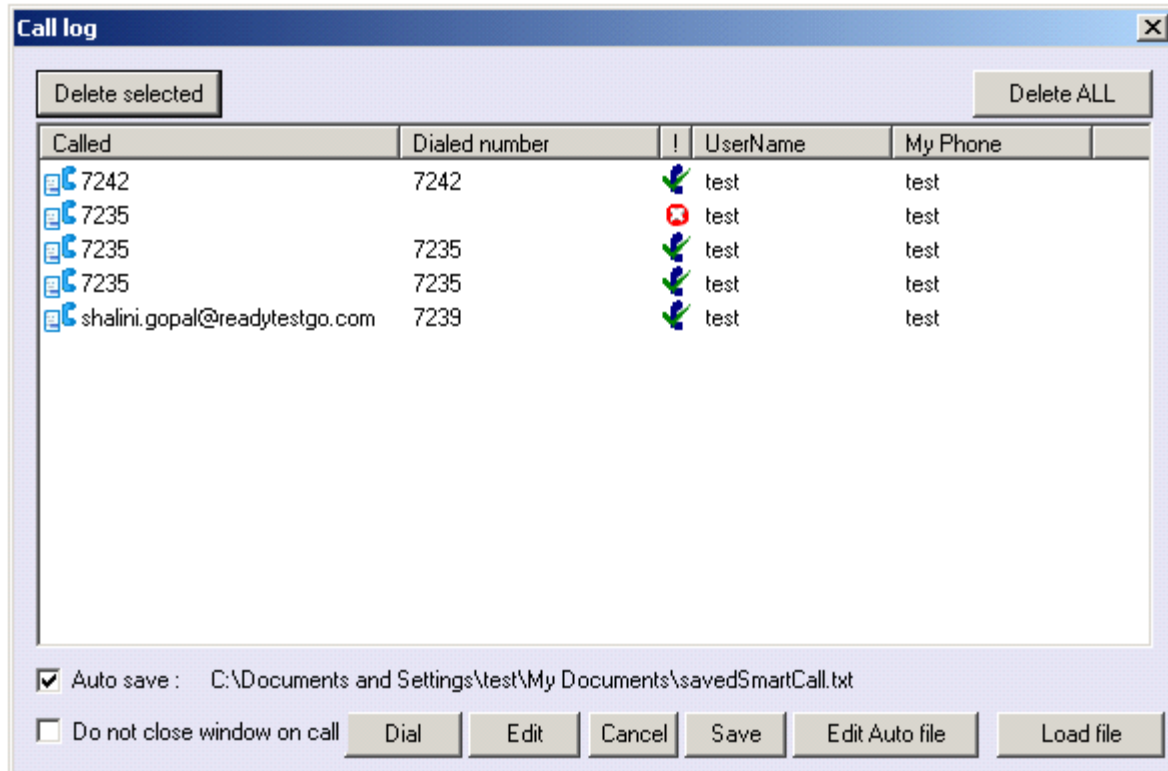
1. Right click the SmartCall icon
2. Select the **See last call result** option



SCREENSHOT 17 - Access to the Call Log Window

6.2 Call Log Window Presentation

The Call log window consists in an information area and action buttons. Its screenshot is given below:





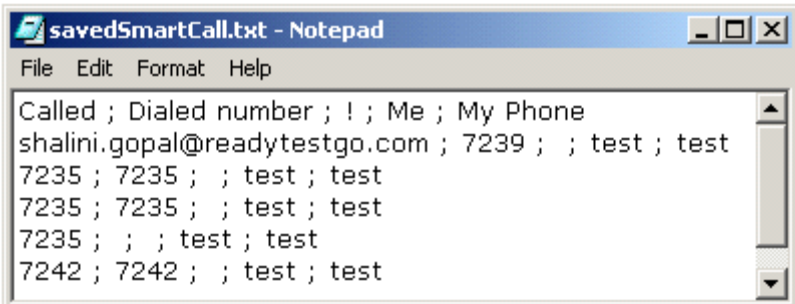
SCREENSHOT 18 - Call Log Window

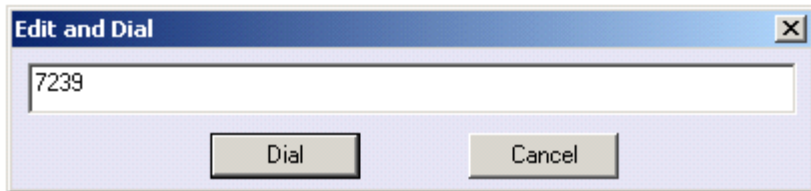
Each line of the table represents one call. As you make more and more calls, their details are all listed in this table. The latest call appears at the top. In the example above, the call given in the second line has failed.

The earliest call in this table is made by using email id: shalini.gopal@readytestgo.com. The SmartCall server has converted it into the related number: 7239, and has transmitted the call.

The table below explains the various fields in this screen:

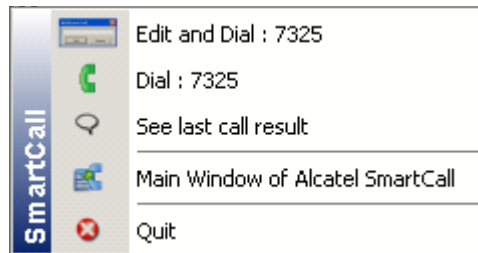
Field/Button	Explanation
Delete Selected	Among the calls listed in the table, click on the one you intend to delete. It gets selected. Then click on this button to delete it.

Field/Button	Explanation
Delete All	Just a click on this button and it deletes all the calls listed in the table.
Called	This column is for identifying the called person. This column displays the name, email id or phone number, as entered by the user.
Dialed number	The number to which the SmartCall server transmits the call. This number is obtained after SmartCall server processes the activity. If the call fails, this column is left empty.
!	This displays the result of the initiated calls in the form of icons. The icon:  indicates that the call is successfully transmitted. The icon:  indicates failure to transmit due to invalid destination, etc.
UserName	This is your MS login user name
My Phone	In this column, the SmartCall user phone number is given. This phone number has been obtained from the LDAP phone book.
Auto Save	<p>When you tick this checkbox, the calls that you make get stored in the text file: savedSmartCall.txt, in the following format.</p>  <pre> savedSmartCall.txt - Notepad File Edit Format Help Called ; Dialed number ; ! ; Me ; My Phone shalini.gopal@readytestgo.com ; 7239 ; ; test ; test 7235 ; 7235 ; ; test ; test 7235 ; 7235 ; ; test ; test 7235 ; ; ; test ; test 7242 ; 7242 ; ; test ; test </pre> <p>In this file, the 1st line contains the field headers, separated by semicolon. The latest call is added at the bottom of this list.</p>

Field/Button	Explanation
Do not close window on call	When you initiate a call, this window would close. To keep this window open after initiating a call, tick this checkbox.
Dial	From the list of call details, select the one you intend to call. Then click this button. This initiates a call to the selected number.
Edit	<p>When you click this button, the below given: Edit and Dial box displays. Key in the required number or edit existing number and click Dial to initiate the call.</p>  <p>SCREENSHOT 19 - Edit and Dial option</p>
Cancel	This closes this screen
Save	Call details that this screen lists can be saved to a file by using this button. It saves these entries in the format of the file: savedSmartCall.txt that is explained earlier in this table. When you click on this button, the explorer window opens. Here you can specify the file where you intend to save the entries. This save process overwrites the existing entries in the file.
Edit Auto file	This opens the file: savedSmartCall.txt. You can view and edit it to your requirements and save it.
Load file	This copies the contents of the file: savedSmartCall.txt and displays them in this screen in the format given there.

7 Right Click

You can access most of the functions of SmartCall by right clicking on the SmartCall icon in the system tray. When you right click on it, the following menu shows up:



SCREENSHOT 20 - Menu display on right click of icon

From the above menu, you can click on the required link, to open its respective screen. The below portion explains each of these menu items.

7.1 Edit and Dial

By default, it displays the matter that is in the clipboard. This facility enables you to edit this matter to your requirement and dial it. To do so, click on it. It opens the following screen:



SCREENSHOT 21 - Edit and Dial option

In the given box, you can enter the email ID or number to dial. Click the button **Dial** to dial your entry. **Cancel** button closes this screen.

7.2 Dial

Here too, you can see the clipboard matter nearby this icon. If this is what you intend to dial, then click this icon. Immediately, it dials the number or email ID that was in display near this icon.

For this function, you have a shortcut. Move the mouse over the SmartCall icon in the system tray. The comment box displays the contents of the clipboard that is loaded to SmartCall. If it is acceptable to you, then you can click on the SmartCall icon to dial it.

7.3 See Last Call Result

This enables you to select any of the previously made calls, and dial it. It also provides many more facilities. They are explained under the head: [6.2 Call Log Window Presentation](#).

7.4 Main Window of Alcatel SmartCall

During the process of installation, the Administrator would have configured SmartCall in a general manner. If you intend to customize the configuration, open this page. It looks as below.



SCREENSHOT 22 - Configuration screen

This screen shows the configurations already in existence. If needed, you can change them. For this purpose, the table below explains each of the fields in this screen.

Field	Explanation
Name	This is the user's login name, automatically picked by the application. You cannot change it.
SmartCall @	Here you can key in the IP address of your system or key in its name.

Field	Explanation
Port	This is the name of the port that connects the system to the SmartCall server
Lang	<p>This is for setting interface language. The options available are:</p> <ul style="list-style-type: none"> ○ DEO: German ○ ESO: Spanish ○ FRO: French ○ GEA: English ○ ITO: Italian <p>You can change the interface language without restarting application.</p>
Hot key	You can program any function key to call the number you have selected. Give the number of the function key here. For example, give '2' here. Then key in a number in notepad, select it and press F2 key. This application calls that selected number
Speed Key	If you select ' Control ' here, then when you press control key and right click, SmartCall's menu displays. If you select ' Both ,' SmartCall's menu displays when you use either Control or Shift key in combination with right mouse click.
Phone Number	If you have 2 terminals connected to your system, then you can use this. First and Second refer to the 2 terminals you have. Based on your selection here, SmartCall uses the selected terminal to make calls.
Auto copy on move over traybar's icon	<p>If you tick this box, then:</p> <p>When you select a number and move mouse over SmartCall icon in system tray, that number gets copied into SmartCall.</p>
Single click on traybar icon to call	If you tick this box, then: When you single click on the SmartCall icon in system tray, it dials the last dialed number. If this box is not ticked, then you will have to double click the SmartCall icon to dial the last dialed number.
Ok	To save and exit this screen






Field	Explanation
Cancel	To exit this screen without saving entries.
Quit	Closes the application after getting your confirmation.

7.5 Quit

This closes the application after getting your confirmation.

8 Different displays of SmartCall icon

Presence of SmartCall icon in the system tray indicates that the application is booted and is active. This icon displays in different forms based on different events. So, just a look at the icon lets you know the position, and based on it, you can take action. Those displays are listed below:

Icon Display	Explanation
	The application is just launched. Its clipboard is empty
	During the process of call initiation, the icon changes. Also, a new window displays the dialed number/email ID.
	This indicates a failed call. A call may fail due to a number of reasons like: wrong number, server not in service, etc.
	Smartcall is active, and has a number in the clipboard. Move the mouse over the icon to see the number in the clipboard. When you click on it, it dials the number in the clipboard.
	Number of characters in the clipboard has exceeded the permitted limit of 128 characters. Now, you cannot dial by just clicking on the icon. To dial, you will have to either select a new set of characters, or use the Edit and Dial option.

9 Appendix

9.1 FAQ's:

When you involve in advanced operations of SmartCall application, you can come across some exceptions from what is given in the manual. They are listed under the caption **Questions** in the table below. Solutions to deal with these limitations are given against them.

Questions	Solution
Special keys utilized by a running application are not available to SmartCall. Eg: F1, F3, F5 in NotePad, F2 in MS Excel	Take care not to assign the special keys utilized by other applications, as Hot Keys or Speed Keys for SmartCall.
SmartCall repair wizard does not give any error messages when the application is running.	Before running the SmartCall repair wizard, ensure that the SmartCall application is closed.
After configuration, no Error Message is shown if there is no connectivity to Smart call server.	Connectivity is checked only at the time of dialing. Appropriate error message displays then.
When Shift is selected as Speed key, Ctrl + Shift + Right mouse click displays Context menu. When only Ctrl key is selected as Speedkey, Shift+ Ctrl + Right Mouse click display Context Menu.	These combinations include Shift/Ctrl + Right mouse click. So, this is normal operation.
SmartCall context menu displays in applications like: Paint, Photoshop, Desktop etc	Irrespective of the application that is in use, SmartCall dials the number that is stored in the clipboard. This enables better use of this application, by providing access to it at all times.



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