



Outlook Add-in for UC-Desktop

User Guide

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1 Introduction

The Outlook Add-in for Altus UC-Desktop provides integration between UC-Desktop and Microsoft Outlook.

This add-in enables Microsoft Outlook to display UC-Desktop contact presence and allows the user to invoke client functions like Chat, Call from Computer, Call from Phone, Video Call from within Outlook.

2 Supported Platforms

Microsoft Outlook 2007 - Windows 7 (32 and 64-bit)
Microsoft Outlook 2010 - Windows 7 (32 and 64-bit)
Altus Voice UC-Desktop Version 10.1.0.3653 or higher

Note: The current version of this add-in cannot be used if you have Microsoft Office Communicator, Microsoft Lync, and Skype 6.1 or above installed. Please uninstall these products if you want to use this add-in.

The following language and locale combinations are supported in the installer and the add-in:

- Chinese (Simplified)
- English
- French
- French (Canada)
- German
- Italian
- Japanese
- Korean
- Spanish
- Spanish (International)

The following third-party components are required to be installed for the add-in to function correctly:

- Microsoft .NET Framework 4 Client Profile
- Microsoft Visual Studio Tools for Office (VSTO) 2010 Runtime

These components will be downloaded and installed by the installer if they are not found. They should not be un-installed or the add-in will not functional correctly.

3 Silent Installation

The installer can be run in silent mode to perform an unattended installation. Please make sure that UC-Desktop and Microsoft Outlook and are stopped prior to starting the installation.

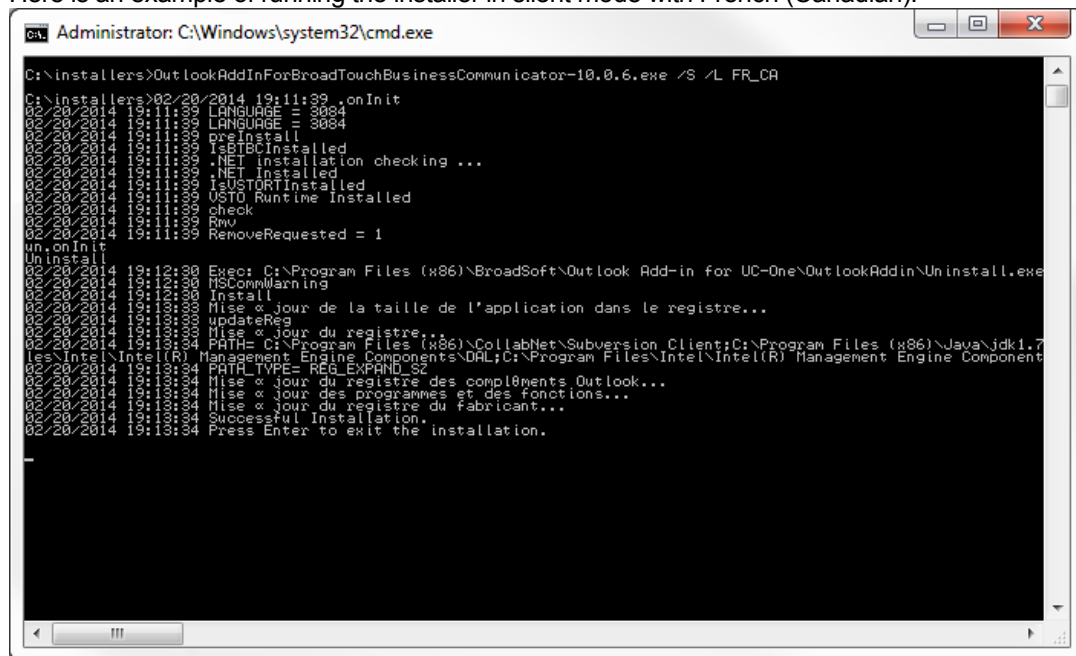
Please note that the installer will not try to download required third-party components (.NET and VSTO) if they are pre-installed on the system. These components should be pre-installed if the UC-Desktop Outlook Add-in installer is run in silent mode without a network connection. Otherwise, the installation will fail and an error message will be displayed on the console.

The installer takes the following command line parameters. All parameters are case sensitive.

Parameter	Description
/S	Required to launch the installer in silent mode.
/L [language]	Used to select the language. [language] can be EN, DE, FR, FR_CA, IT, ES, ES_INT, JA, KO, ZH for English, German, French, French (Canadian), Italian, Spanish, Spanish (International), Japanese, Korean, and Chinese (Simplified) respectively. This parameter is optional; the default language is English if this parameter is not specified.
/ALLUSERS	Used to install the add-in for all users instead of just the user running the installer. This parameter is optional; the default is to install the add-in for just the current user.
/?	Displays command line help.

Note that the installer will silently uninstall previous versions of the add-in.

Here is an example of running the installer in silent mode with French (Canadian).

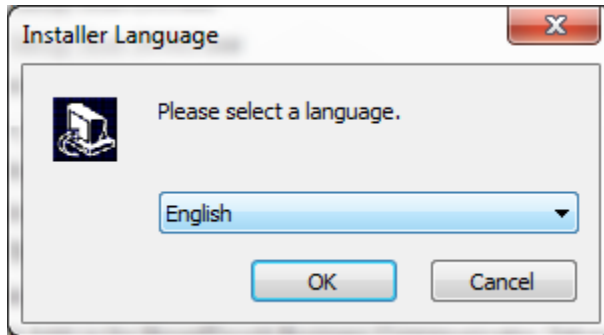


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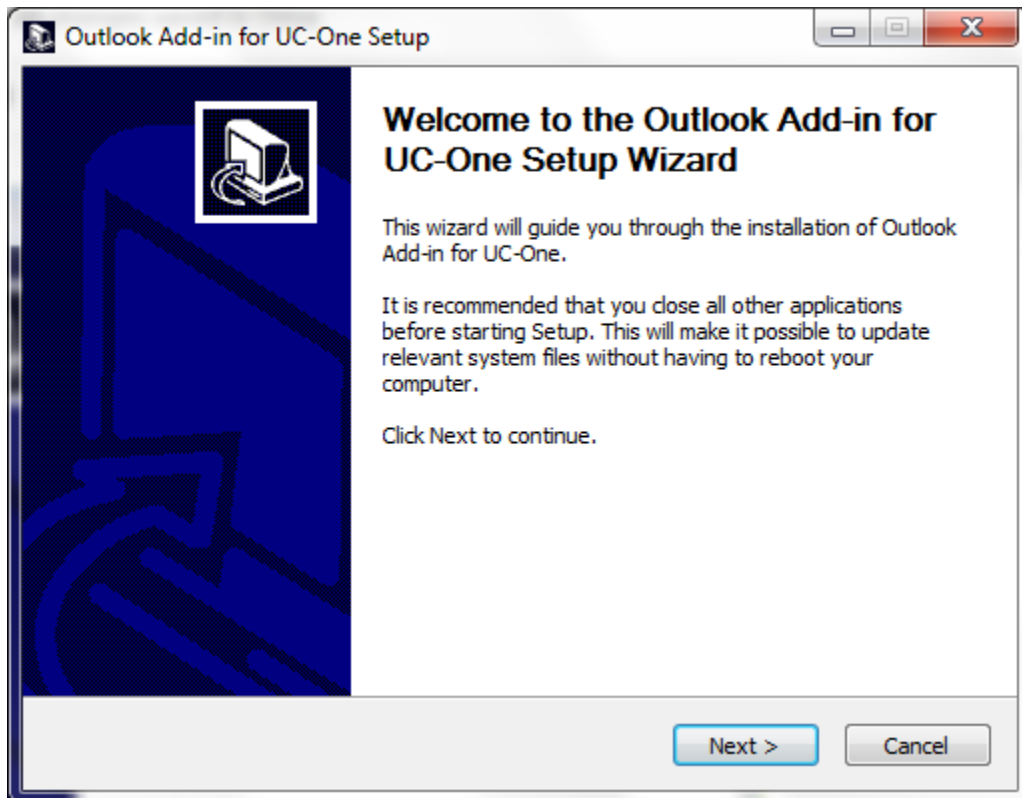
Administrator: C:\Windows\system32\cmd.exe
C:\installers>OutlookAddInForBroadTouchBusinessCommunicator-10.0.6.exe /S /L FR_CA
C:\installers>02/20/2014 19:11:39 _onInit
02/20/2014 19:11:39 LANGUAGE = 3084
02/20/2014 19:11:39 LANGUAGE = 3084
02/20/2014 19:11:39 _preInstall
02/20/2014 19:11:39 IsBTOInstalled
02/20/2014 19:11:39 .NET installation checking ...
02/20/2014 19:11:39 .NET Installed
02/20/2014 19:11:39 IsVSTORInstalled
02/20/2014 19:11:39 VSTO Runtime Installed
02/20/2014 19:11:39 check
02/20/2014 19:11:39 Rvw
02/20/2014 19:11:39 RemoveRequested = 1
_un, onInit
Uninstall
02/20/2014 19:12:30 Exec: C:\Program Files (x86)\BroadSoft\Outlook Add-in for UC-One\OutlookAddIn\Uninstall.exe
02/20/2014 19:12:30 MSCommWarning
02/20/2014 19:12:30 Install
02/20/2014 19:13:34 Mise à jour de la taille de l'application dans le registre...
02/20/2014 19:13:34 updateReg
02/20/2014 19:13:34 Mise à jour du registre...
02/20/2014 19:13:34 PATH= C:\Program Files (x86)\CollabNet\Subversion Client;C:\Program Files (x86)\Java\jdk1.7
02/20/2014 19:13:34 les\Intel\Intel(R) Management Engine Components\DAL;C:\Program Files\Intel\Intel(R) Management Engine Component
02/20/2014 19:13:34 PATH_TYPE= REG_EXPAND_SZ
02/20/2014 19:13:34 Mise à jour du registre des compléments Outlook...
02/20/2014 19:13:34 Mise à jour des programmes et des fonctions...
02/20/2014 19:13:34 Mise à jour du registre du fabricant...
02/20/2014 19:13:34 Successful Installation.
02/20/2014 19:13:34 Press Enter to exit the installation.
  
```

4 Installation Wizard

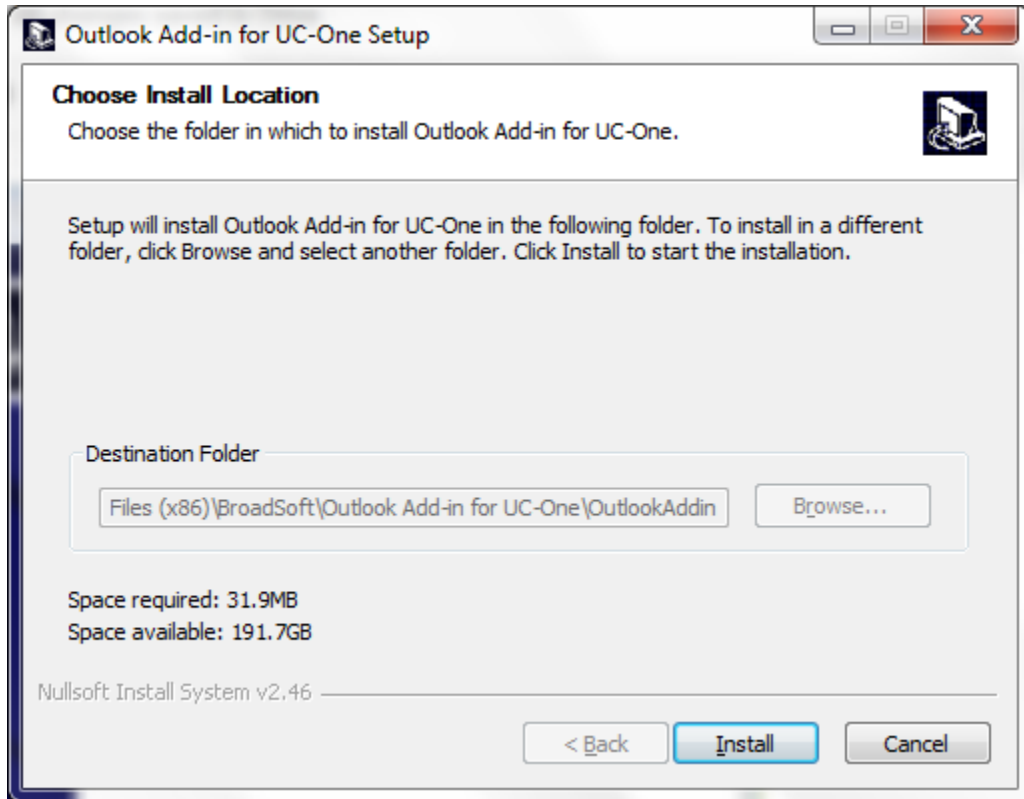
Download the latest installer and double-click to run it. Please make sure that UC-Desktop and Microsoft Outlook and are stopped prior to starting the installation.



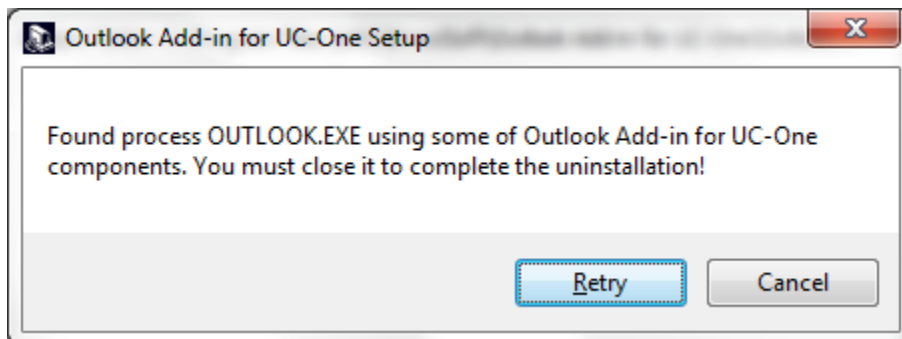
Select your language and click OK.



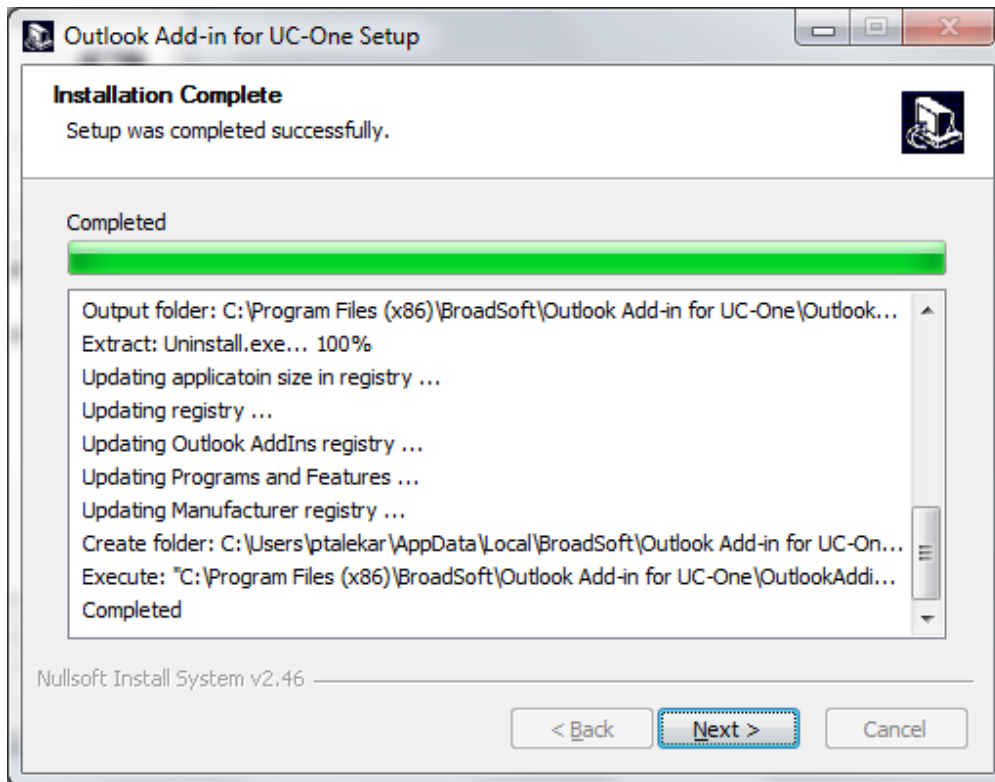
Click Next.



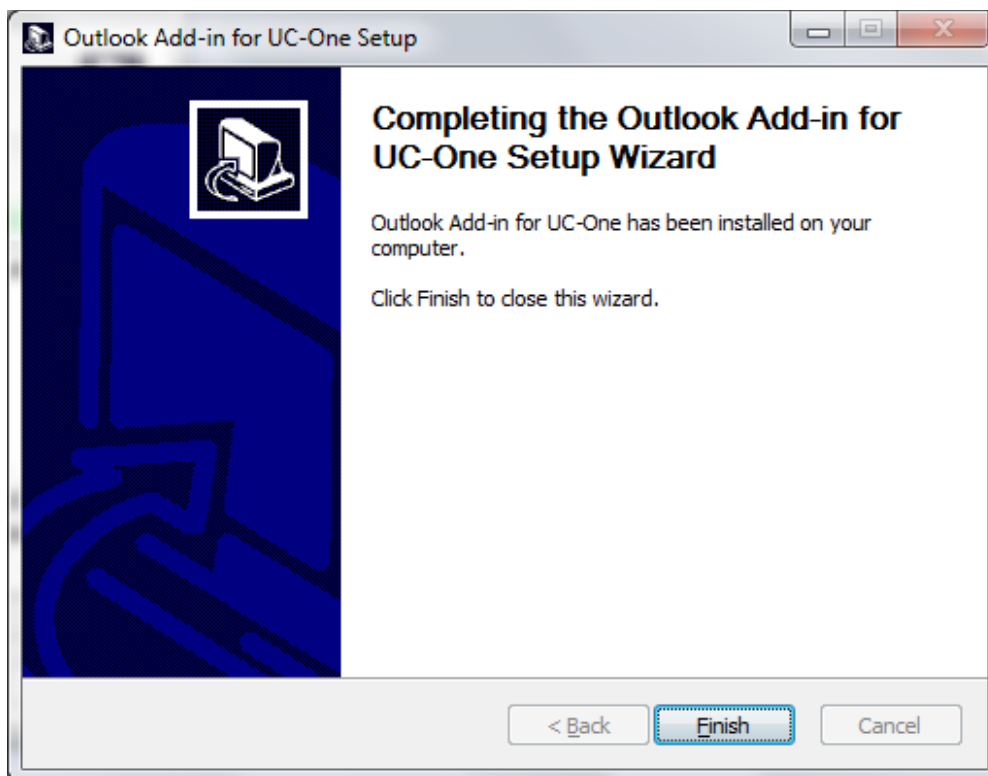
Click Install to install the add-in. Note that the installation location is automatically determined based on your UC-Desktop and cannot be changed.



You might see this error if you have Outlook running. Please exit Outlook and click Retry.



Click Next.



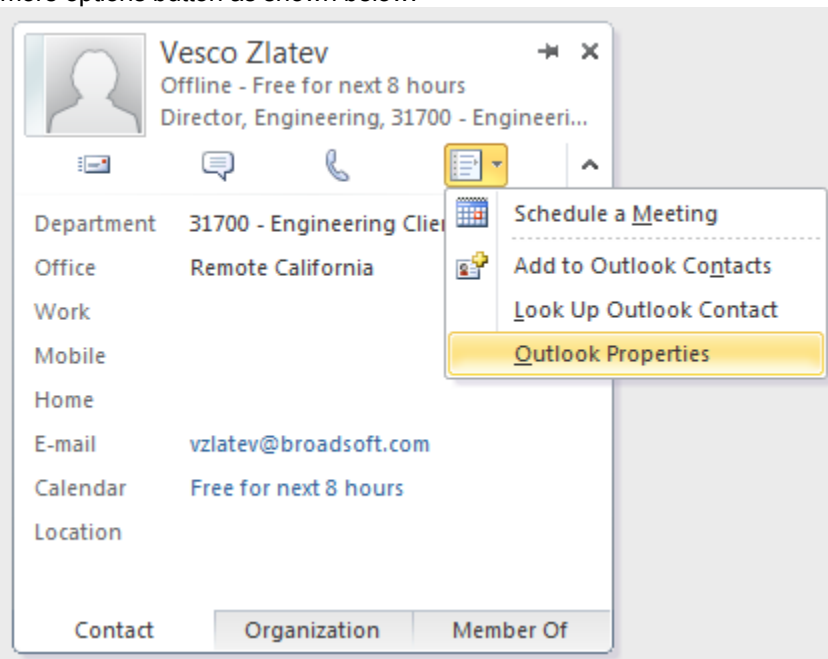
Click Finish.

5 Configuration

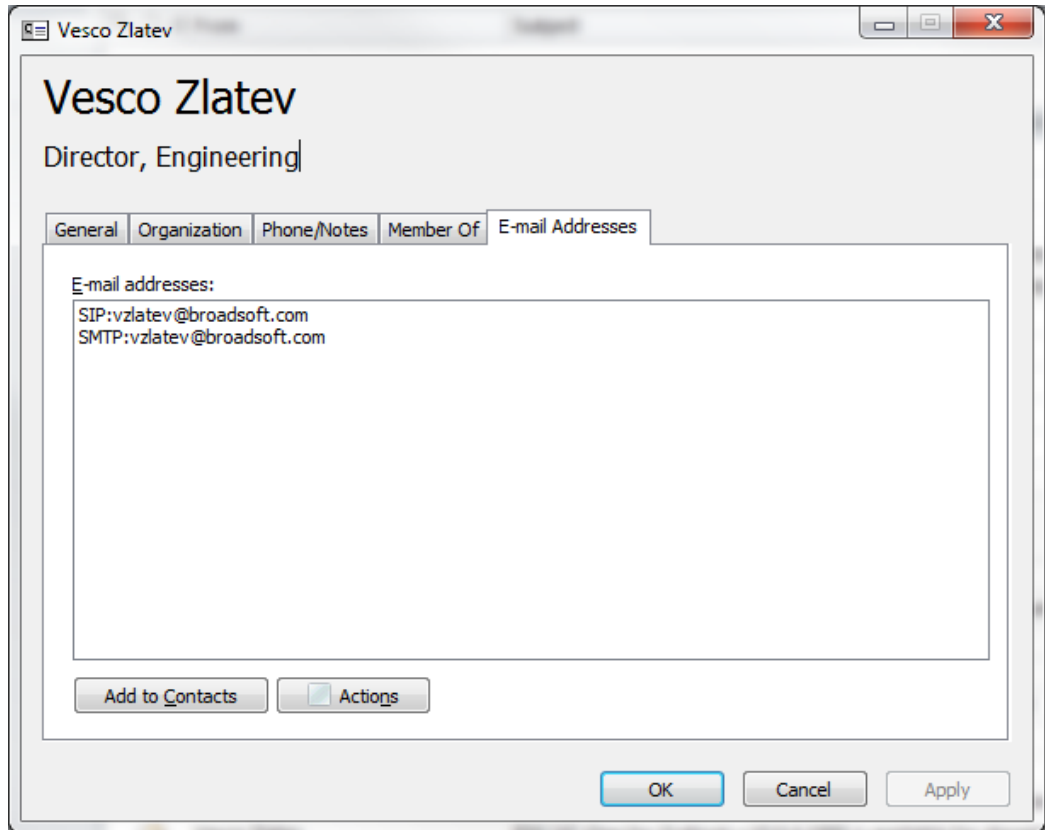
a. SIP Address in Microsoft Outlook Contacts

IMPORTANT: In order for the Outlook Add-in to integrate with UC-Desktop, a SIP address must be set up for each contact. The SIP address for a contact in Outlook has to match the SIP URI, IM&P address or Email field in UC-Desktop. The SIP Address will be in the format of Telephone_Number @atvn.adpt-tech.com. This is usually done by your Microsoft Exchange or Active Directory administrator.

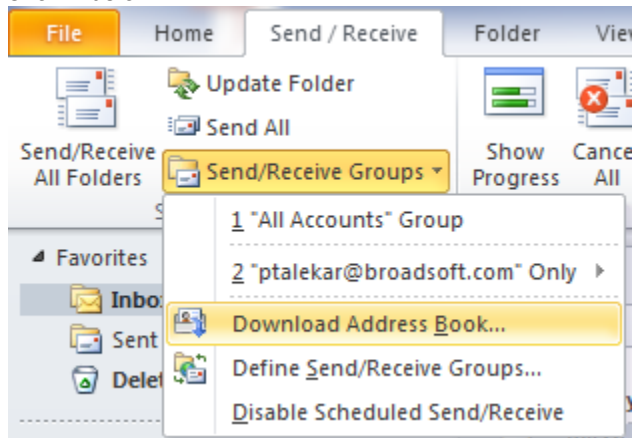
You can check if a SIP address has been configured for contacts by looking at the Outlook properties for a contact. In Outlook 2010, open a contact card and then click on the View more options button as shown below.



Then select the E-mail Addresses tab; it should have a SIP address in the list of E-mail Addresses, as shown below.

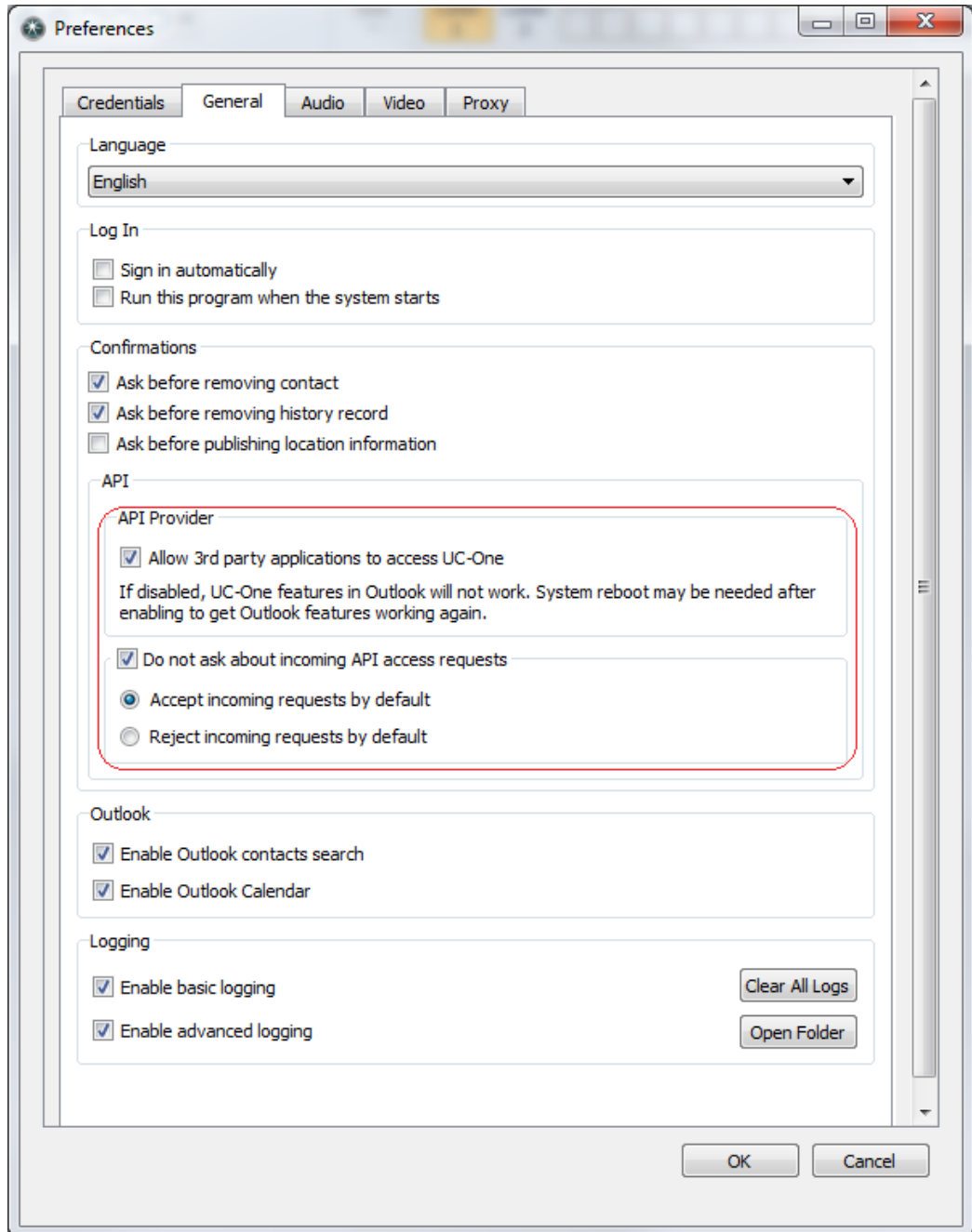


If the SIP address is missing, you can try to update the Address Book from the server as shown below.



b. UC-Desktop Settings


Please make sure that the API settings in your UC-Desktop are enabled as shown below.



6 Features

a. Presence in Outlook

This feature displays the presence of a contact in Outlook. The presence information is retrieved from UC-Desktop and displayed as an icon next to the contact in emails and calendar appointments. Here is an example of an email with the To: and From: fields showing presence for various contacts.


 Thomas Liu


Sent: Tue 7/30/2013 3:56 PM


To: Bill Kwan; Robert Baggatts; Sterling Sahaydak; Mark Wilson;
 Vesco Zlatev; Chris Miles; Alan Colson; Hilary McDaniel;
 Greg Pounds; Mark Hardison; Tony Pilote; Tim Kusumi; Peter Moyer;
 Sheeja Philip; Fred Sarkissian; George Emilov; Robert Jennings;


Cc: Gregory Fosburgh; Roxanne Raymundo; David Stewart;
 Sonali Karnik Kraft; Jed Pell; Paul Locander; Jacobo Ramos;
 Rodney Barney; Iain Lockyer; Jamie Palmer; Phil Proudfoot

A contact's presence can be Available, Away, Busy or Offline as shown below.

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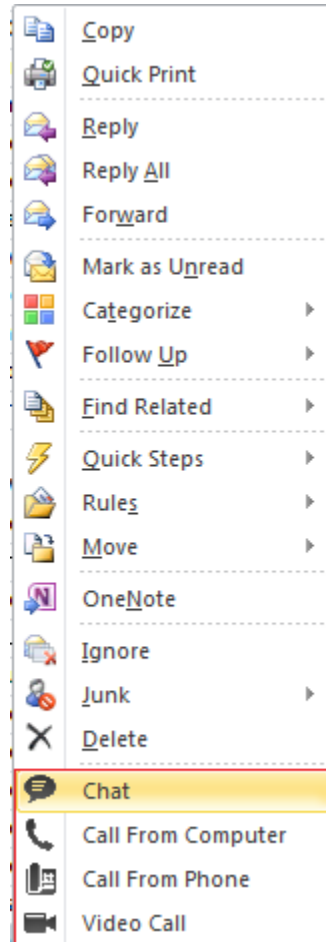
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 Parag Talekar

Note that you need to be signed into UC-Desktop for the presence to be displayed. Additionally, presence is only shown for contacts that have a valid a SIP address and are on your contact list in UC-Desktop.

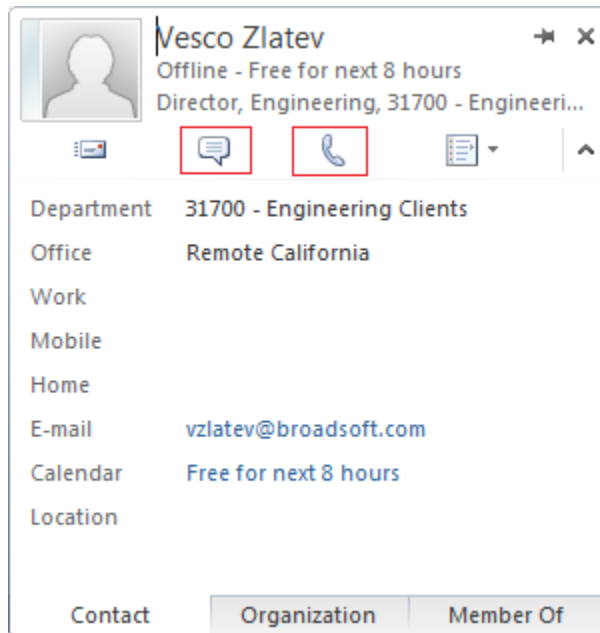
b. Contact Actions in Outlook

This feature allows you to right-click on an email in your Inbox and call or chat with the sender using UC-Desktop. You have the option to Chat, Call from Computer, Call from Phone or Video Call as shown below.



Note that some or all of these options might not be available for some contacts. The contact has to have a valid SIP address and has to be in your contact list in UC-Desktop.

These contact actions are also available on a Contact Card as shown below.



Vesco Zlatev Offline - Free for next 8 hours
Director, Engineering, 31700 - Engineeri...

Department 31700 - Engineering Clients
Office Remote California
Work
Mobile
Home
E-mail vzlatev@broadsoft.com
Calendar Free for next 8 hours
Location

Contact Organization Member Of

7 Miscellaneous

a. Log Files

Log files for the add-in are located in

C:\Users\[user]\AppData\Local\[CompanyName]\Outlook Add-in for [ProductName]\OutlookAddin. Logging is turned on by default.

Log files for the presence gateway are located in

C:\Users\[user]\AppData\Roaming\[CompanyName]\Outlook Add-in for [ProductName]\PresenceGW. Logging is turned off by default, it can be turned on by setting Trace to 1 under HKEY_CURRENT_USER\Software\[CompanyName]\[ProductName]\OutlookAddin\PresenceGW.

Log files for the presence gateway monitor are located in

C:\Users\[user]\AppData\Roaming\[CompanyName]\Outlook Add-in for [ProductName]\PresenceGWMon. Logging is turned off by default; it can be turned on by setting trace to 1 under HKEY_CURRENT_USER\Software\[CompanyName]\[ProductName]\OutlookAddin\PresenceGWMon.

b. Uninstalling Outlook Add-in for UC-Desktop

Follow these steps to uninstall the add-in using a wizard:

- Open Windows Start Menu
- Goto 'Control Panel'
- Select 'Programs and Features'
- Find Outlook Add-in for [ProductName] and click uninstall.

Follow these steps to uninstall the add-in in silent mode:

- Open a cmd window
- Locate Uninstall.exe, this is in c:\Program Files (x86)\[CompanyName]\Outlook Add-in for [ProductName]\OutlookAddin
- Run Uninstall.exe /S

c. Registry Entries

The following table lists all the registry entries added or modified by the installer.

HKEY_LOCAL_MACHINE	
SYSTEM\CurrentControlSet\Control\Session Manager\Environment	Path
SYSTEM\CurrentControlSet\Control\Session Manager\Environment	OUTLOOK_ADDIN
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	DisplayName
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	UninstallString
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	DisplayVersion
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	RegCompany
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	Publisher
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	DisplayIcon
SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	EstimatedSize
SOFTWARE\Broadsoft\InstalledBrandedBTBC	OutlookAddinPath
SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\[ProductName]	EstimatedSize *
SOFTWARE\Wow6432Node\Broadsoft\InstalledBrandedBTBC	OutlookAddinPath *

HKEY_CURRENT_USER	
SOFTWARE\[CompanyName]\[ProductName]\OutlookAddin	Installer Language
Software\[CompanyName]\[ProductName]\OutlookAddin\PresenceGwMon	presencegpath
Software\Microsoft\Office\Outlook\Addins\Communication Add-in	LoadBehavior
Software\Microsoft\Office\Outlook\Addins\Communication Add-in	Description
Software\Microsoft\Office\Outlook\Addins\Communication Add-in	FriendlyName
Software\Microsoft\Office\Outlook\Addins\Communication Add-in	Manifest

* Windows 64-bit only

[ProductName] and [CompanyName] are read from
 HKLM\SOFTWARE\Wow6432Node\Broadsoft\InstalledBrandedBTBC on Windows 64-bit and from HKLM\SOFTWARE\
 Broadsoft\InstalledBrandedBTBC on Windows 32-bit.