

# OpenTouch OTC Skype integration Demo Platform Information

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## Introduction

This document contains the necessary information to manage and deliver the demonstration of Alcatel-Lucent Enterprise’s *OTC Skype integration feature* and to connect to the demo infrastructure.

All information is subject to change as and when the demos are expanded and additional demos put in place. Please check with the content owner (contact details at end of this document) if in doubt, and for the latest version.

It is imperative that under **no circumstances** should you modify any of the configurations applied on any element of the platform. Indeed, as this demo is open to any System Engineer that requests access, we must preserve the present configuration so that all users will be able to use the demonstration script as written.

**If this is your first OTC Skype integration remote demo (eDemo), it is strongly recommended that you familiarize yourself with the entire demo process. This means connecting to the demo platform and completing the demo script in its entirety before executing a customer facing demonstration.**

Please feel free to send any ideas of improvements to the central team (contact details at end of this document).



## How to obtain access to the Demo?

Access is via the Citrix *Virtual Desktop Interface* (VDI) application that will allow to have access to a virtual Microsoft Windows desktop that is configured to demonstrate all features of the AL-E's **OTC Skype integration**.

The process for access is as follows:

1. When on the eDemo **OTC Skype integration** dedicated booking web page ([http://edemo.al-mydemo.com/?page\\_id=1624](http://edemo.al-mydemo.com/?page_id=1624)):
  - fill in the required fields (marked with an \*)
    - the calendar can help selecting the wished demo timeslot
    - a 2 working days delay shall be considered
    - "Email" and "ALE email contact" information may be the same if the demo is requested by an ALE employee, or different if the demo is requested by a non ALE employee.
    - The "Zone" in which the demo will be run (EMEA, APAC, NAR, CALA) is needed to allocate the relevant support for the demonstration
  - Click on the "Submit" button

When do you want to play the demo (use the calendar on the right)...

Demo date \* Start Time \*  
Duration \* Timezone  
Europe/Paris

In which region the demo will be run? EMEA

Please, introduce yourself...

First Name \* Last Name \*  
Email \* Phone \*

Who is your contact at Alcatel-Lucent Enterprise(your email if you are from ALE)  
ALE email contact \*

Enter your Sales force id (if you have one)  
Sales Force id

Comments

Antispam  
What is the biggest animal : elephant or mouse ? \*

Submit

Please book your demo 2 working days (Mon-Fri) in advance

Apr 4 — 10, 2016

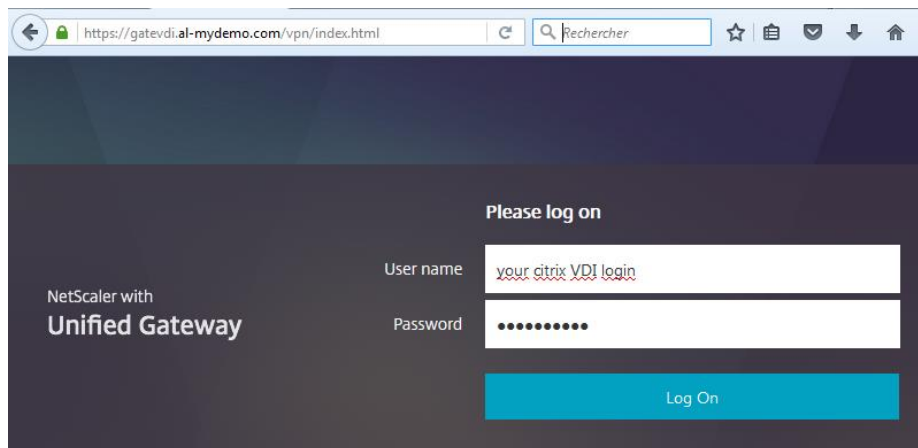
	Mon 4	Tue 5	Wed 6	Thu 7	Fri 8	Sat 9	Sun 10
all-day							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							

Not Available  
No Support

Fields marked with an \* are required.

2. When the demonstration request is approved, you receive a mail confirming the demonstration availability for the wished timeslot. The mail also includes a web URL pointing at a VDI server <https://gatevdi.al-mydemo.com/vpn/index.html> and an associated login/password (available for the requested timeslot only) that will allow initiating a VDI session.
3. Before install [Citrix HDX Realtime Media Engine 2.4](#)

4. Authenticate with the login/password receive by mail, and click on “Ouvrir une session”/ “open session”:



- On second login page, log with **THIS OTC Skype integration** credentials:

Demo OTC S4B connection users (with IPDesktopSoftPhone):

User 1:

Login : al-mydemo\albert.einstein

Password: #edemo2016!

User 2:

Login : al-mydemo\alfred.nobel

Password: #edemo2016!

Demo OTC S4B conversation user:

User 1:

Login : al-mydemo\marie.curie

Password: #edemo2016!

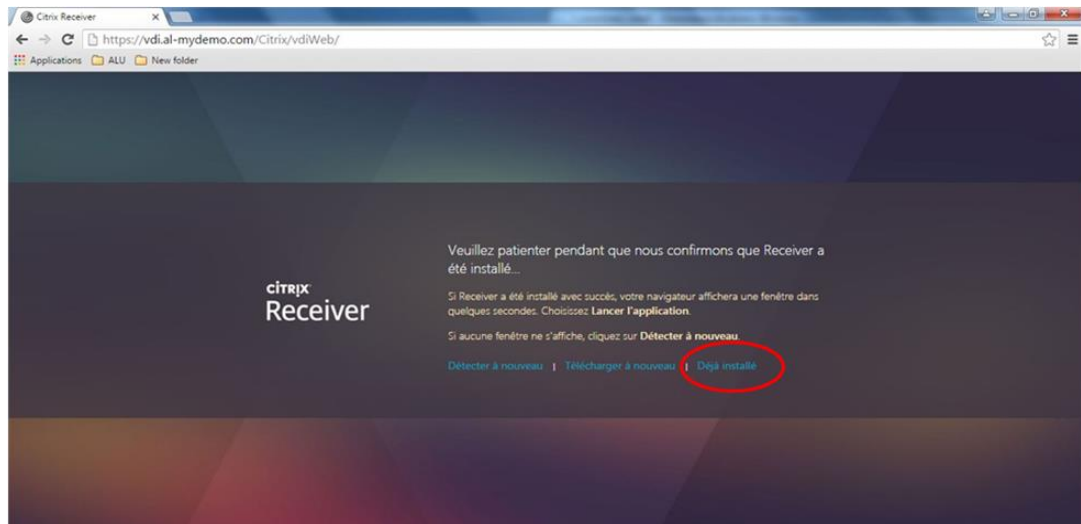
User 2:

Login : al-mydemo\ed.evans

Password: #edemo2016!

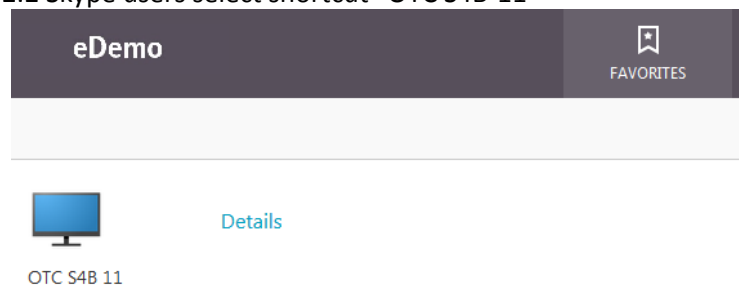
## How to open Citrix Desktop viewer session

1. You already installed the Citrix *Receiver* program at the previous step then if system don't detect it click on "*Déjà installé*":



2. Select shortcut icon to download ".ica" files (if not downloaded automatically)
3. For demonstration

- OTC 2.2 Skype users select shortcut "OTC S4B-11"



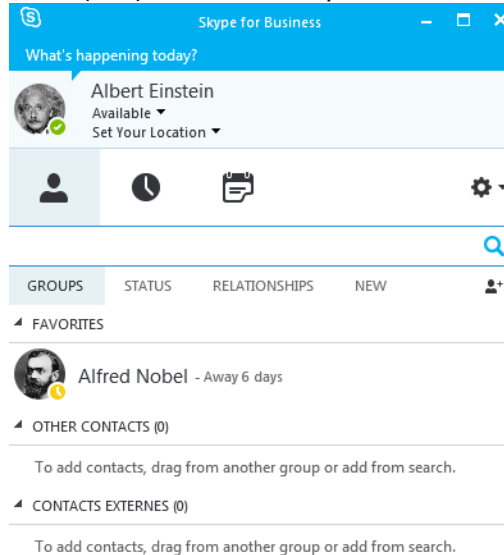
4. Execute the downloaded new ".ica" files:
5. respective user's virtual Windows desktops appears

**Nota:** It's possible to launch two different accounts, separately on two different laptops with the same Netscaler Citrix Login (ebs\login)

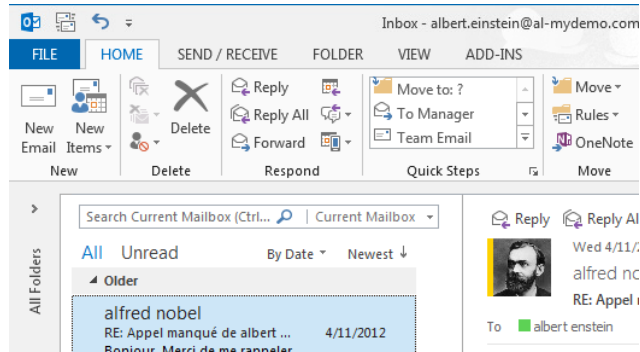
## Quick Brief of OTC Skype integration features

### 1) OTC S4B with Connection users Virtual Desktop:

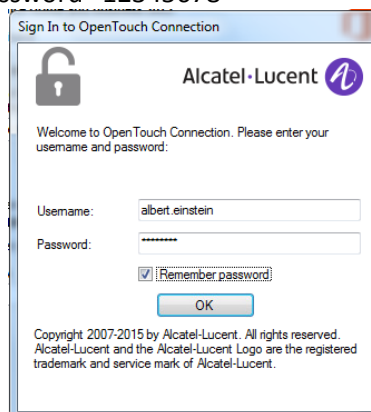
- Skype For Business (S4B) is automatically launched



- OTC is launched automatically and the « Pane » appears in the right of S4B. (if not go to troubleshooting )
- Select Outlook Client icon in the taskbar to launch



- If the OpenTouch Connection login page appears connect your user with the same login and password “12345678”



**2) IP Desktop Softphone for OXE users Virtual Desktop:**

- To connect User's Deskphone, and avoid utilization of a physical one



Be careful in the last 2.2 OTC it's possible (beta) to use the same PC Audio resources to make a call. If it's not working well contact edemo support !

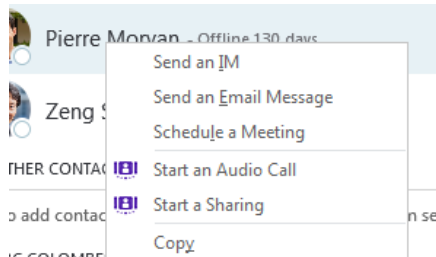


### 3) OTC S4B for Conversation users Virtual Desktop:

- Skype For Business (S4B) is automatically launched and OTC will appear automatically

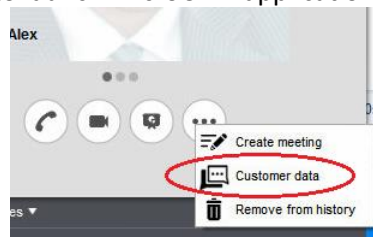


- the right click on a contact give possibility to make a call with OTC



All OTC with Skype for Business' features are Available

- The OTCPC customization plugin is also available.  
This extension with OTC Skype allows adding up to 2 new entries in the miscellaneous menu of a contact card.  
In this context, the menu entry take into account only one image, there is no hover effect or special effect on clicking the menu entry.  
Here we call a macro to launch MicroCRM application to an external Ldap

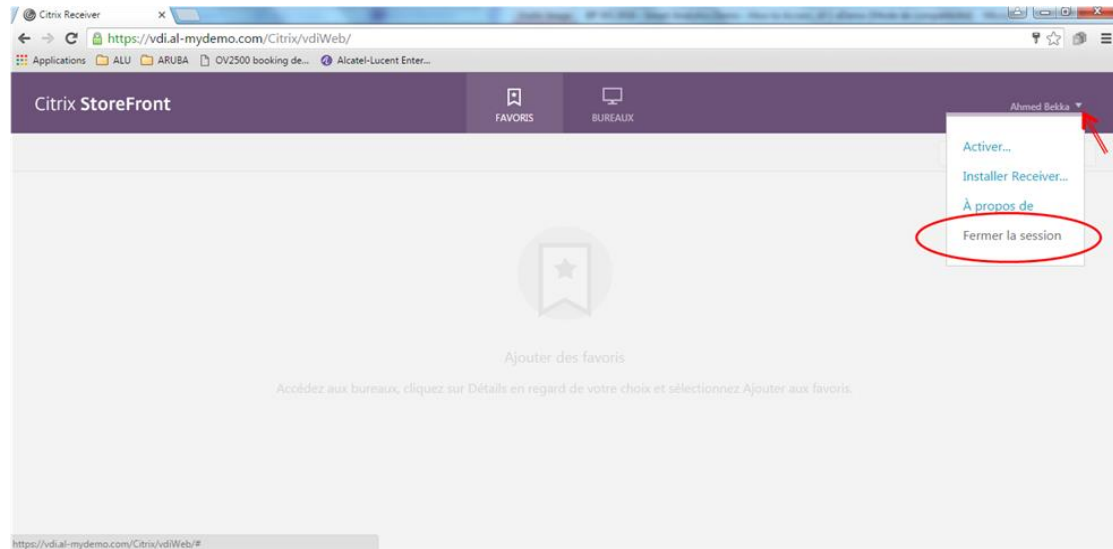


Enjoy your demo !



## How to end of your demo

Please close your VDI session by disconnect your Desktop viewer:



## Conclusion

Good luck and have fun!

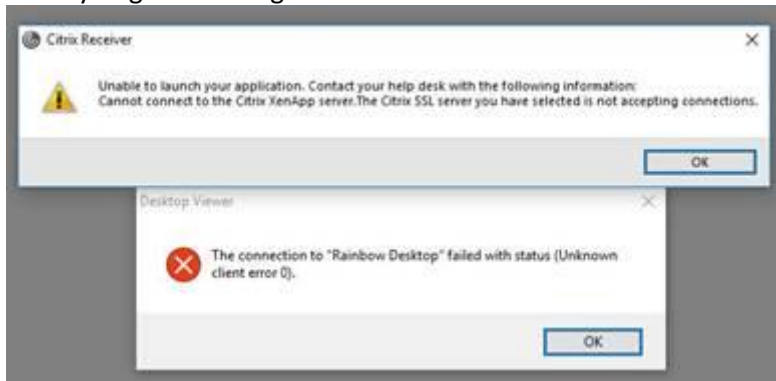
## Contacts

eDemo support team:

[edemo-support@al-enterprise.com](mailto:edemo-support@al-enterprise.com)

## Troubleshooting

- OTC pane not starting automatically : Start TaskManager, found MyInstantCommunicator.exe and kill it.
- Ipdesktop Softphone not connected, contact support
- An error 100101 with VDI: logoff this session and log you again to refresh the connection
- If you get following error:



This probably means that your PC is coming back from hibernate mode.

Right click on the Citrix receiver icon (Just closed to the clock), “advanced preferences” and “Reset receiver” and “yes, reset receiver”.