User Guide
Outlook® Integration for MegaPath One for Desktop

MegaPath® *ONE*

About Microsoft® Outlook® Integration for MegaPath One for Desktop

Microsoft Outlook Integration for MegaPath One for Desktop supports presence status indication and unified messaging between Microsoft Outlook 2007 / Outlook 2010 / Outlook 2013 / Outlook 2016 and MegaPath One.

About this Guide

This guide covers the Microsoft Outlook integration features of MegaPath One. For a full user guide on MegaPath One, download the [User Guide for MegaPath One for Desktop](#).

Getting Started

This section contains the essential information for getting started with Outlook Integration for MegaPath One for Desktop.

Software Requirements

Windows System Requirements:

› Operating System: Windows Vista, Windows 7, 8, and 10
› The installation footprint is approximately 1.6 megabytes (MB)

Outlook

Outlook Integration requires one of the following versions installed on the desktop:
› Outlook 2007
› Outlook 2010 (32- and 64-bit)
› Outlook 2013 (32- and 64-bit)
› Outlook 2016 (32- and 64-bit)

Overview

Integration between Microsoft Outlook and MegaPath One simplifies and streamlines messaging for a more unified messaging experience. The sections that follow describe features and functionality of this integration.

› From within Microsoft Outlook, you can see presence for your MegaPath One contacts, and initiate a call or IM using MegaPath One (Figure 1)
› You also have the option to reply to an email with a one-on-one or group IM chat (Figure 2).

Presence

Every minute, MegaPath One reads Outlook appointments. If there is an appointment running at the current time, the presence is shown as *Busy – In Meeting*. Overlapping appointments are also handled. Check out the examples below to understand the functionality of Presence.

› There is a meeting on the Outlook calendar from 9 am through 10 am. Starting at 9 am, presence in MegaPath One, and in Outlook, is shown as *In Meeting – Busy*.
  − At 9:15 a.m., the meeting ends early, and the user changes presence in MegaPath One to *Available*.
  − In the next minute, MegaPath One again reads Outlook calendar appointments and sees that the meeting is running; however, because the user had already manually changed presence to *Available,* presence is shown as *Available*, not *In Meeting – Busy*.
  − There is an overlapping meeting 9:30 am through 10:30 am. Presence changes to *In Meeting – Busy* starting at 9:30 am.
› User takes a call using MegaPath One. Presence status in MegaPath One and Outlook changes to *In a Call*.
› User deletes a meeting that is underway. Presence status remains as *In Meeting – Busy* until the next time Outlook appointments are checked (once every minute). After that, presence is shown as *Available*.
› The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger a presence change to *In Meeting – Busy*.

Icon	Meaning
🚩 (green)	The green presence icon indicates that the user is online and ready for communication.
🚩 (yellow)	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
🚩 (red)	The red presence icon indicates that the user is busy and does not want to be disturbed.
🚩 (grey)	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
📞 (red)	This icon indicates that the contact is busy on a call. This is an automated presence status.
📅 (red)	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.

Initiate a MegaPath One IM Chat or Call From Outlook

As shown in Figure 1, hover over a contact's name or double-click on their name. From the contact window, select IM or Call. If the contact has more than one phone number, click on the carat next to the phone handset icon to select the number you wish to call.

For an IM chat, the MegaPath One chat window will open, and you can begin typing your message in the chat window.

For a MegaPath One call, the MegaPath dialer window will open and place the call.

Reply to an Email with an IM Chat

As shown in Figure 2, from the Message ribbon in Outlook, click the carat next to IM. Select Reply with IM. To reply to the entire distribution list with IM, select Reply All with IM.
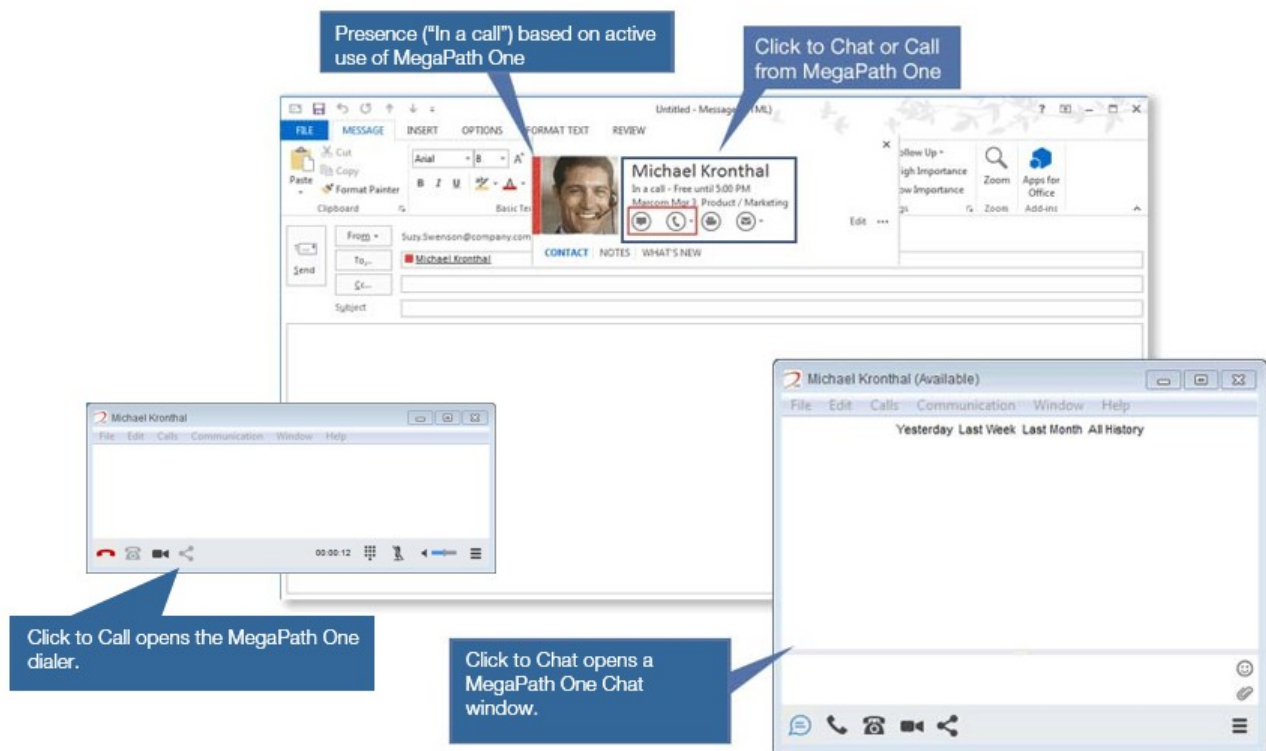

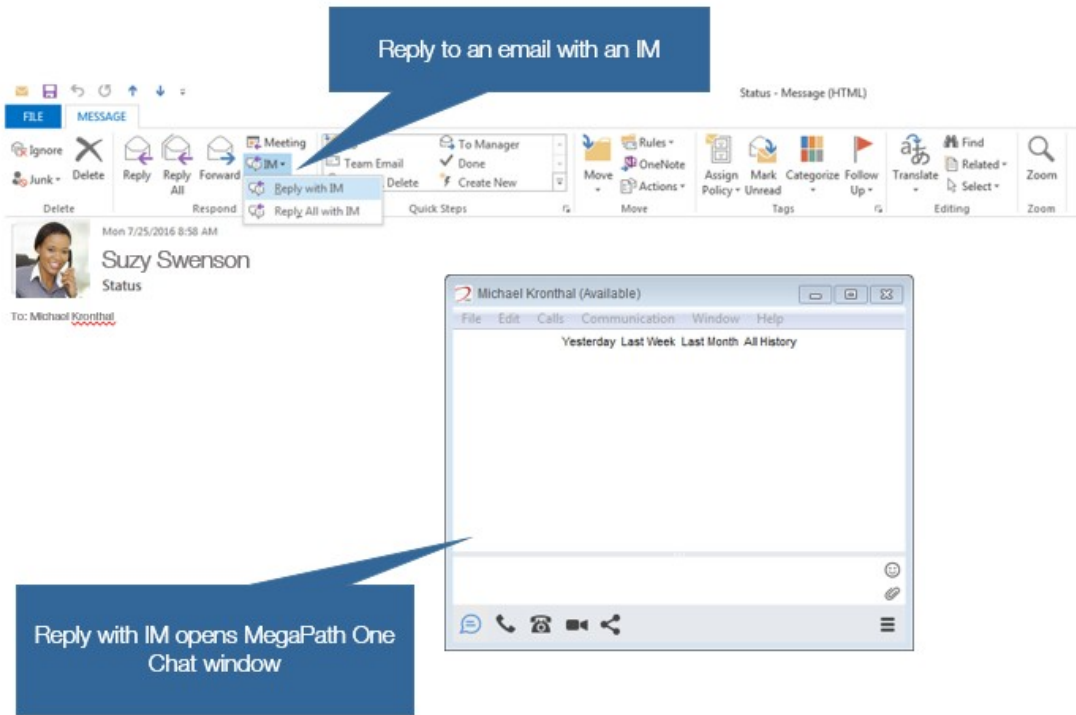Figure 1. Access MegaPath One Calling or Chat from within Microsoft Outlook.

Figure 2. Reply to an email with an Instant Message.

Reply to an Email with a Call to Everyone on the Distribution

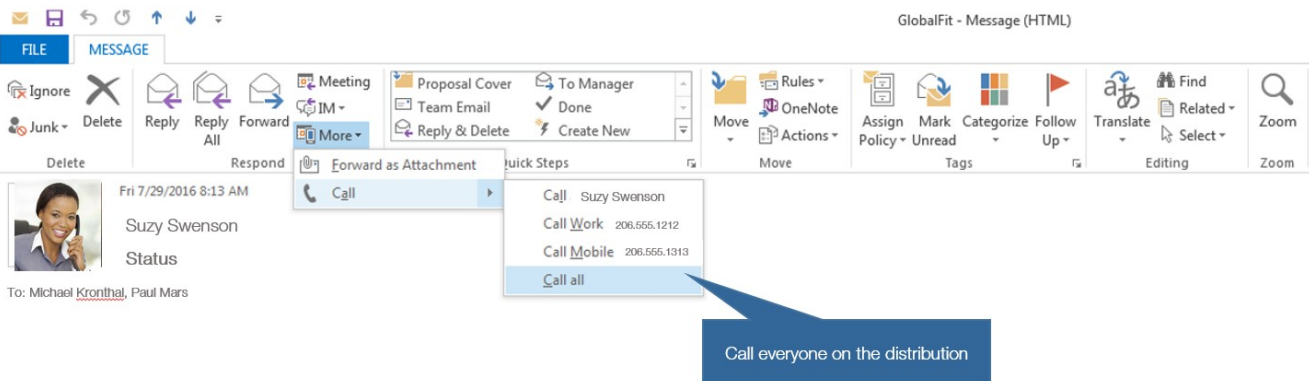As shown in Figure 3, from the Message ribbon in Outlook, click the carat next to **More**. Select Call>Call all

Figure 3. Reply to an email with a call to everyone.