Acano Solution

Acano Manager R1.1
Outlook Plugin & Getting Started Guide

acano

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1 Introduction to the Plugin

The Acano Manager Outlook plugin (add-on module) provides a way to schedule, update and delete calls from Outlook. Calls scheduled using Outlook appear in participants' Outlook calendars.

Acano Manager Endpoints appear in the Invitees List when scheduling a meeting.

Notes: The start mode for calls depends on how you are joining the meeting:

▸ Endpoints scheduled using Outlook are dialed by the Acano solution at the appropriate time

▸ If you are using an Acano client you must dial in

2 Installation Instructions

Follow these steps in order.

1. If you are using LDAP Import to create users, in Acano Manager, go to **Global Settings** and ensure that Use AD Password Verification is selected.

2. Obtain the Outlook plugin exe.file. (Your local administrator will provide this for you.)
1. Close Outlook.
2. Double click on the plugin exe file to run it. Accept the license requirements and use the defaults presented in the installation wizard.
3. Restart Outlook.

   There are two new menu options: Configuration and Sync.
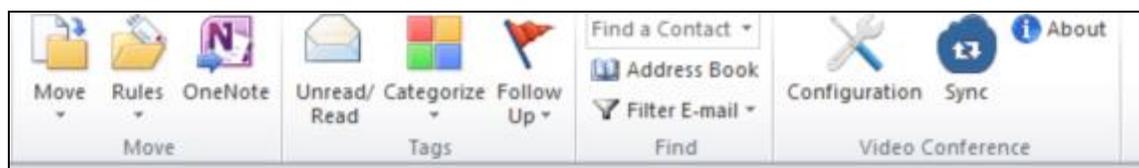
4. Click **Configuration** to register the Outlook plugin with Acano Manager.

5. Enter the URL of the Acano Manager Service host, and your User Name and Password on that host.

6. Click **Login**.

    You see a message to say that you have logged in successfully. You then need to restart the Outlook client once more to be able to communicate with Acano Manager.

7. Select the Sync options.

    You can use the menu option and sync manually at any time with the **Sync** button, but you may want to have your Outlook Calendar sync'ed with the Acano Manager periodically and automatically. In this case, select Auto Sync and set the Sync Frequency (in minutes).

    When sync'ing and mismatches are flagged up; for example if you have changed the start time of a meeting in Outlook since the last sync, you can update the Acano Manager start time to match.

8. Click **Save**.

Installing the Outlook plugin is now complete.

Note: You only need to use the **Configure** function the first time you run the plugin. However, you can update the login and sync details at any time.

3 Scheduling Calls Using Outlook

1. In Outlook, click **New Items** and select **Appointment**.

2. Complete the meeting details.

   If you have a coSpace the meeting will take place in your coSpace. If you do not have a coSpace, a temporary one will be set up for the meeting. In either case, the details for calling into the meeting are provided in the invitation when it is sent.

3. Add the Invitees (participants, endpoints and meeting rooms) and location

4. Click **Add Video Conference**.

   This books the meeting in Acano Manager and displays the invitation to be sent out.

5. If required, add any additional information or edit the invitation and then click **Send**.

   The call invite is sent to every participant, endpoint and meeting room entered in the To field by email, and then appears in their Outlook calendars, as well as in your own calendar. The call can also be viewed from Acano Manager's Call List, as shown below.

   From there the Call Details can be viewed by clicking on the call.

Call List

	Reference No	Customer	Name	Booked By	Setup	Start	Stop	State	Parts	Launcher	Manage
⊞											
⊟	20140324/0002	Acano	Booked via Outlook	System Admin...		14:00	16:00	waiting	V:0/3 AO:0/0	assign	

Alias	Number	Operator Notes	Notes
Gary - VQ	gary.watkins@tryacano.com		
Alex	sip:alex.lloydadams@tryacano.com	Mcu: Acano1 Call ID: 1125 Uri: 115	
Meeting Room - London	2110@vqhd.com	Booked By: System Admin Telephone: 012345 65753583490 Email: sa@test.com	

Note: Meetings can be negotiated and a different time used. However, Acano Manager is not updated with new time until you (the meeting originator) accept a new time and sync with Acano Manager.

3.1 Updating Meetings

Using the Outlook plugin you are only able to edit calls that have been created via the plugin. Both the owner and call participants can take an existing call and propose a new time; after the call owner has agreed it, the call details are updated.

Call details that are updated in either the Acano Manager or the Outlook plugin (by clicking **Send Update**), are reflected in the other application on sync'ing.

3.2 Updating the Email Template

The contents of the email sent as a meeting invitation is stored as a text file. (There is no html version currently.)

You can edit the default contents in a text editor – look in the AcanoManager service \EmailTemplates folder.

Note: If you have customized the template, then when upgrading we recommend that you copy the contents of EmailTemplates folder (a subfolder of the AcanoManager service folder) to another server before you start and copy it back after the upgrade.

3.3 Deleting Meetings Using Outlook

You can delete calls that you are the owner of.

1. In the Outlook Calendar, click on the call and then click **Cancel Meeting**.
2. Click **Send Cancelation**.

The call is removed from people's calendars and also from the Acano Manager Call List page. (Equally, calls deleted in the Acano Manager Call List page are removed from people's Outlook calendars.)