

eXpress

Communication
System

Microsoft Outlook (OWA) Add-in

User Guide

Version 1.1.2.0



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GENERAL INFORMATION

This guide describes how a user of Outlook Web Access (OWA) or Microsoft Outlook (hereinafter – Outlook) for macOS can create, modify, and delete a conference (meeting) invitation in the Express CS using the Outlook add-in. It also describes the steps for troubleshooting potential issues with this add-in.

PREREQUISITES

Before starting work, the Express CS add-in for Outlook (hereinafter – the Outlook add-in) must be installed in Outlook Web Access, and the add-in's server-side component must also be installed and configured. To do this, contact your organization's system administrator.

Note: The OWA add-in is intended for Outlook Web Access and Outlook for Mac. For the add-in to function, it must be deployed on the OWA server and enabled for the user.

ENABLING ADD-IN IN OUTLOOK WEB ACCESS

To enable the add-in:

1. Open the web version of Outlook (Outlook Web Access) and log in.
2. In the settings menu, select "Manage add-ins" (Figure 1):

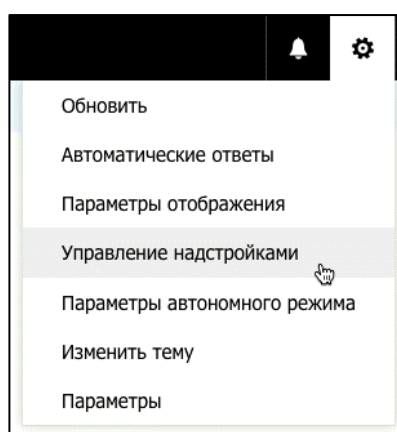


Figure 1

3. In the "Manage add-ins" section, select the checkbox for the Express add-in (Figure 2):

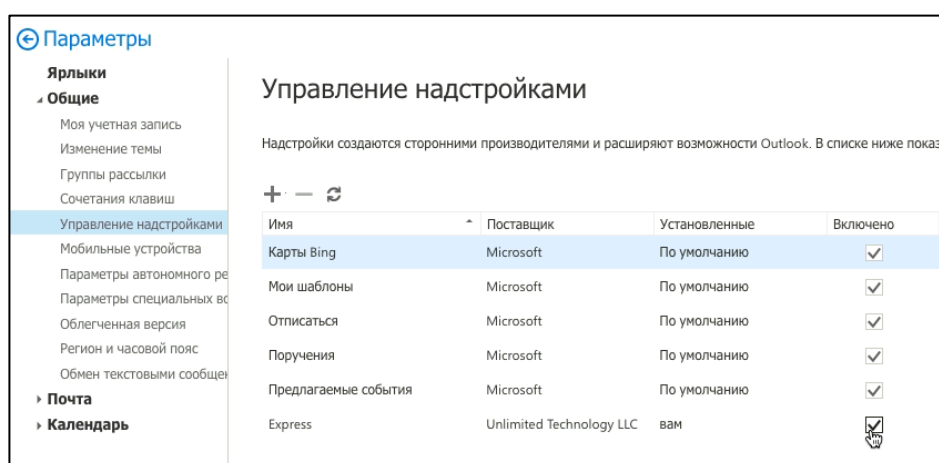


Figure 2

ENABLING ADD-IN IN OUTLOOK FOR MACOS

To enable and correctly update the add-in:

1. Open Outlook for macOS.
2. On the Home tab, click the "Get Add-ins" button (Figure 3).

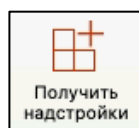


Figure 3

3. In the "Manage Add-ins" section, select the checkbox for the Express add-in (Figure 4):

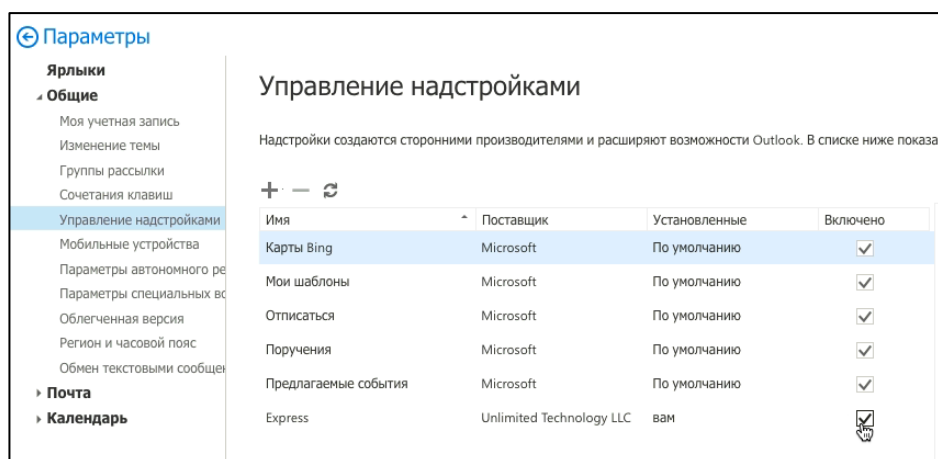


Figure 4

4. Quit the Outlook application via the Dock (Figure 5):

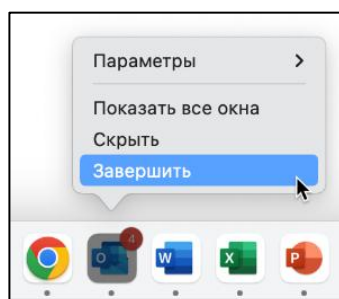


Figure 5

5. Launch Outlook for macOS again.

INVITATION OPERATIONS IN OUTLOOK WEB ACCESS

The user can create a conference (meeting) invitation, as well as modify or delete an invitation using the Outlook Web Access calendar.

CREATING INVITATION

To create an invitation:

1. Open the web version of Outlook (Outlook Web Access) and log in.
2. Navigate to "Calendar" by clicking the corresponding button in the main menu (Figure 6):

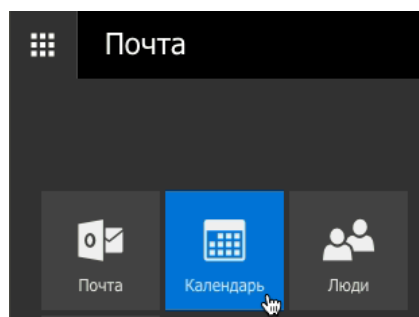


Figure 6

3. Select a day and create a calendar event (Figure 7):

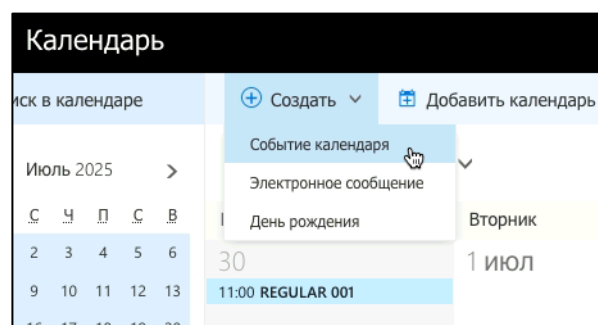


Figure 7

4. Select participants and the event time, then click the add-in button on the toolbar (Figure 8):

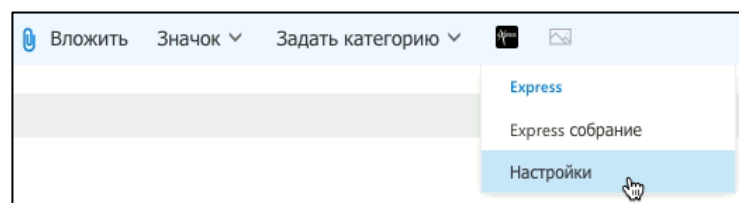


Figure 8

An additional Express add-in settings window (Figure 9) and an invitation email template (Figure 12) will open.

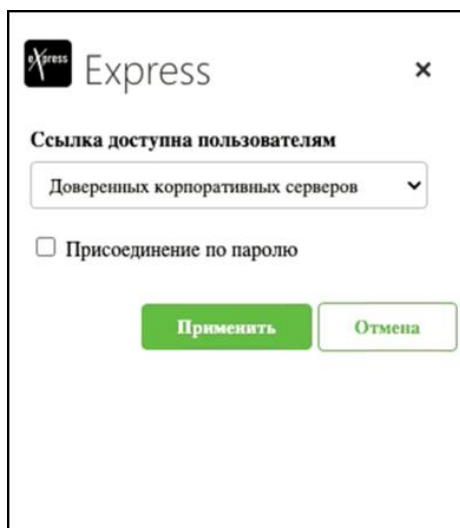


Figure 9

Note. The first time the user accesses the add-in, authentication will be required.

In the pop-up window, allow the new window to open (Figure 10):

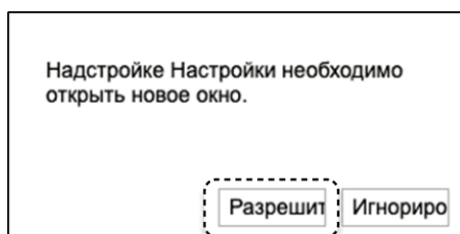


Figure 10

In the authentication window, enter the Keycloak login and password (Figure 11):

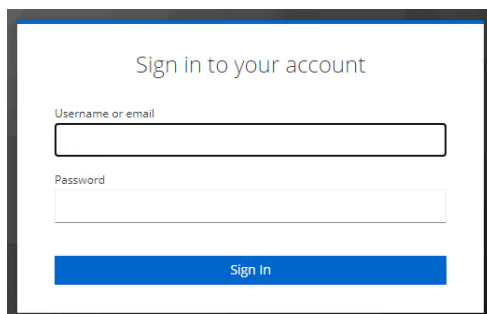


Figure 11

Figure 12

5. Configure the invitation parameters (Figure 13, Table 1):

Figure 13

Table 1

Element	Parameters
1	Conference link
2	Accompanying text Important! The structure of the opened template cannot be changed. The user must enter the accompanying text below the horizontal line.
3	Cancel invitation. If the email window is closed, the invitation will be canceled, and the changes made will not be saved
4	Configuring recurring conference settings
5	Open Express add-in settings
6	Conference recipients (if a recipient is registered on the user's server, the conference will appear in their application)
7	Setting a password to join the conference via the link

Element	Parameters
8	Menu for selecting user access level: Public (all, including guests), Trusted (users from trusted corporate servers), Corporate (users from any corporate server)

6. Save the invitation.

The meeting information will appear in the Outlook calendar.

JOINING INVITATION

To join an already created conference, open the conference event in the calendar and click the invitation link.

MODIFYING INVITATION

To modify invitation parameters, use the Outlook calendar. After making changes in Outlook, click the add-in button again.

Important!

If changes are made to the conference parameters in the Express CS, they will not be transferred to the meeting in the Outlook calendar.

For meeting changes to be correctly reflected in the conference within the Express CS, click the add-in button again after modifying the meeting in Outlook. Alternatively, click it only at the very end, once the list of participants and the time have been finalized.

DELETING INVITATION

To delete an invitation, delete both the meeting in the Outlook calendar and the corresponding conference in the Express CS application.

INVITATION OPERATIONS IN OUTLOOK FOR MACOS

The user can create a conference (meeting) invitation, as well as modify or delete an invitation using the Outlook for macOS calendar.

CREATING INVITATION

To create an invitation:

1. Open Outlook for macOS with the Outlook add-in installed.
2. Navigate to "Calendar" by clicking the corresponding button in the main menu (Figure 14):



Figure 14

3. Select a day and create a meeting or appointment in the calendar (Figure 15):

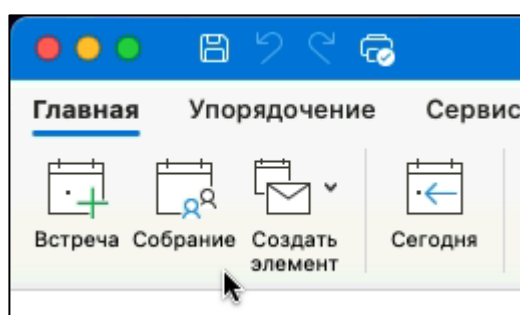


Figure 15

4. Select participants and the event time, click the add-in button on the toolbar, and select the "Settings" item (Figure 16):

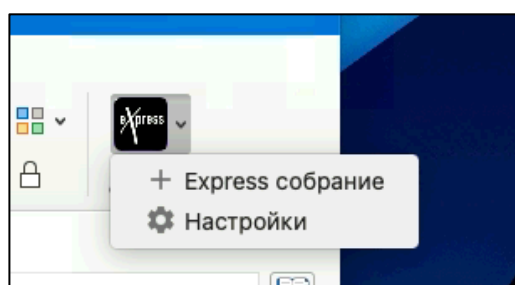


Figure 16

The add-in settings window will open (Figure 17):

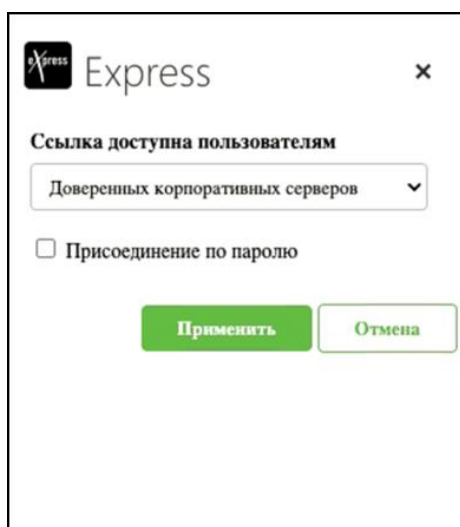


Figure 17

Note. The first time the user accesses the add-in, authentication is required: enter the Keycloak login and password (Figure 18):

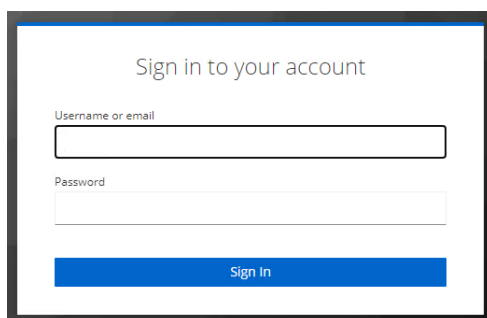


Figure 18

5. Click the add-in button again and select "Express Meeting" in the list that opens (Figure 19):

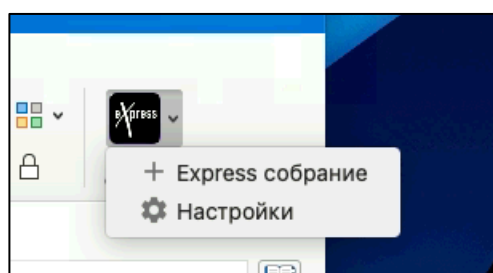


Figure 19

An invitation email template and add-in settings will open (Figure 20):

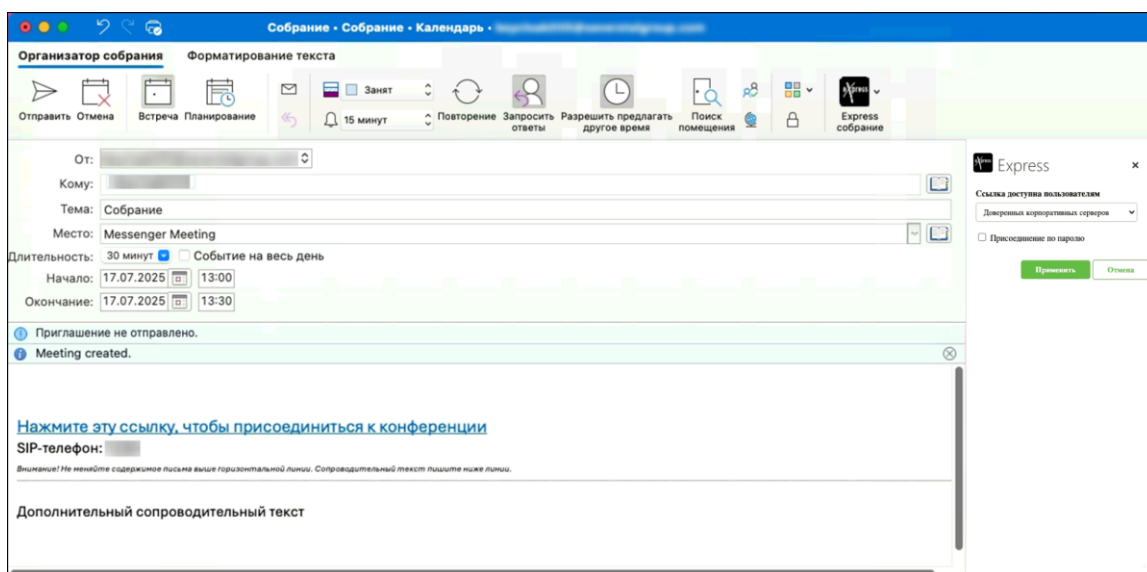


Figure 20

6. Configure the invitation parameters (Figure 21, Table 2):

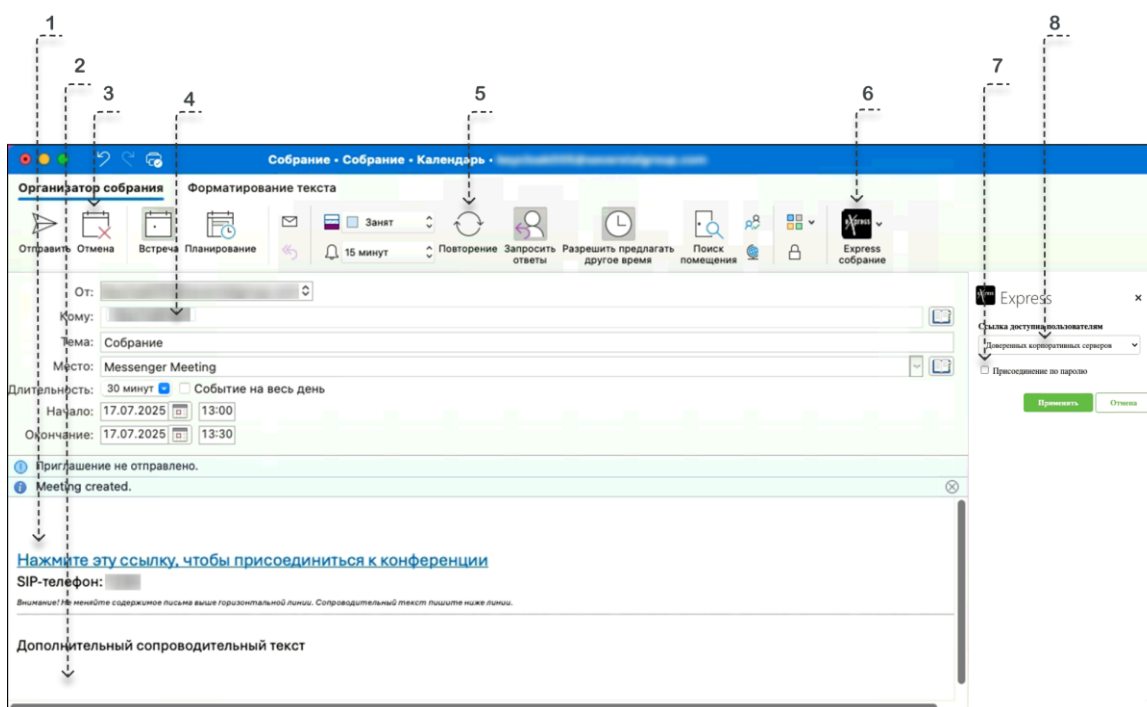


Figure 21

Table 2

Element	Parameters
1	Conference link
2	Accompanying text Important! The structure of the opened template cannot be changed. The user must enter the accompanying text below the horizontal line
3	Cancel invitation. If the email window is closed, the invitation will be canceled, and the changes made will not be saved
4	Conference recipients (if a recipient is registered on the user's server, the conference will appear in their application)
5	Configuring recurring conference settings
6	Opening Express add-in settings
7	Setting a password to join the conference via the link

Element	Parameters
8	Menu for selecting user access level: Public (all, including guests), Trusted (users from trusted corporate servers), Corporate (users from any corporate server)

JOINING INVITATION

To join an already created conference, open the conference event in the calendar and click the invitation link.

MODIFYING INVITATION

To modify invitation parameters, use the Outlook calendar. After making changes in Outlook, click the add-in button again.

Important!

If changes are made to the conference parameters in the Express CS, they will not be transferred to the meeting in the Outlook calendar.

For meeting changes to be correctly reflected in the conference within the Express CS, click the add-in button again after modifying the meeting in Outlook. Alternatively, click it only at the very end, once the list of participants and the time have been finalized.

DELETING INVITATION

To delete an invitation, delete both the meeting in the Outlook calendar and the corresponding conference in the Express CS application.

OUTLOOK ADD-IN VERSION

VIEWING ADD-IN VERSION VIA OUTLOOK WEB ACCESS

To view the add-in version via Outlook Web Access:

1. Open the web version of Outlook (Outlook Web Access) and log in.
2. In the settings menu, select the "Manage Add-ins" section (Figure 22):

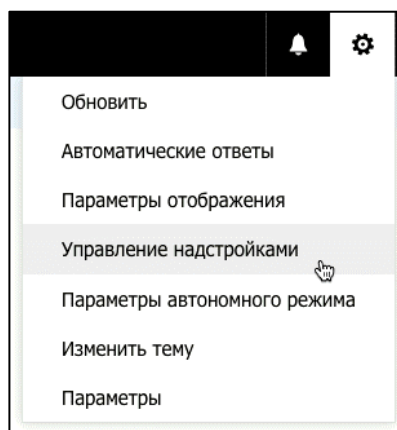


Figure 22

3. In the "Manage Add-ins" section, select the Express add-in and view its version (Figure 23).

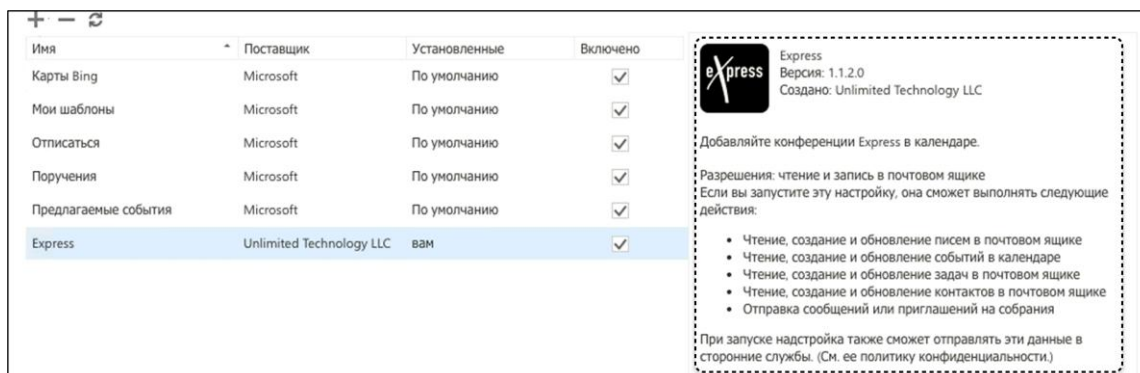


Figure 23

VIEWING ADD-IN VERSION VIA OUTLOOK FOR MACOS

To view the add-in version via Outlook for macOS:

1. On the "Home" tab, click the "Get Add-ins" button (Figure 24).

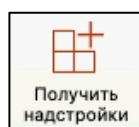



Figure 24

2. In the "Manage Add-ins" section, select the Express add-in and view its version (Figure 25):

Имя	Поставщик	Установленные	Включено
Карты Bing	Microsoft	По умолчанию	<input checked="" type="checkbox"/>
Мои шаблоны	Microsoft	По умолчанию	<input checked="" type="checkbox"/>
Отписаться	Microsoft	По умолчанию	<input checked="" type="checkbox"/>
Поручения	Microsoft	По умолчанию	<input checked="" type="checkbox"/>
Предлагаемые события	Microsoft	По умолчанию	<input checked="" type="checkbox"/>
Express	Unlimited Technology LLC	вам	<input checked="" type="checkbox"/>



Express
Версия: 1.1.2.0
Создано: Unlimited Technology LLC

Добавляйте конференции Express в календаре.

Разрешения: чтение и запись в почтовом ящике
Если вы запустите эту настройку, она сможет выполнять следующие действия:

- Чтение, создание и обновление писем в почтовом ящике
- Чтение, создание и обновление событий в календаре
- Чтение, создание и обновление задач в почтовом ящике
- Чтение, создание и обновление контактов в почтовом ящике
- Отправка сообщений или приглашений на собрания

При запуске надстройка также сможет отправлять эти данные в сторонние службы. (См. ее политику конфиденциальности.)

Figure 25

TROUBLESHOOTING

This section describes the most common issues encountered while using the add-in in Outlook and how to resolve them.

For more detail on how to view an add-in version detail and collect additional diagnostic information, proceed to this [article](#).

CHANGES FROM OUTLOOK FOR MACOS (OWA) NOT REFLECTED IN CONFERENCE IN APPLICATION

For meeting changes to be correctly reflected in the conference within the Express CS, after modifying the meeting in Outlook, click the add-in button again. Alternatively, click it only at the very end, once the list of participants and the time have been finalized.

"GET ADD-INS" BUTTON IS INACTIVE OR MISSING IN OUTLOOK FOR MACOS

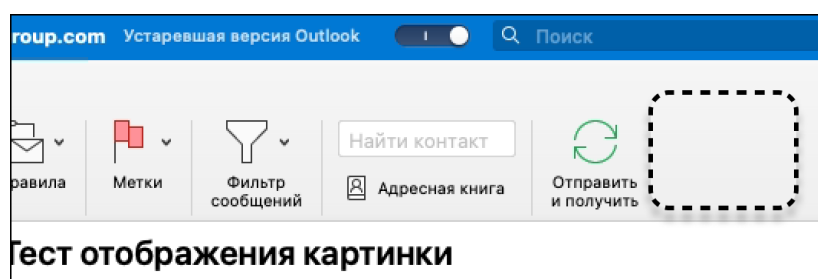


Figure 26

To enable add-ins in Outlook for macOS (Figure 27):

1. Open the Outlook menu and select "Preferences".

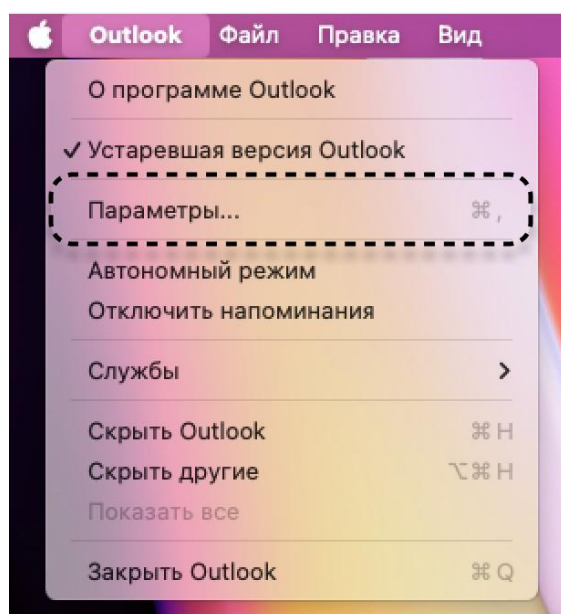


Figure 27

- Open the "Privacy & Security settings" (Figure 28):

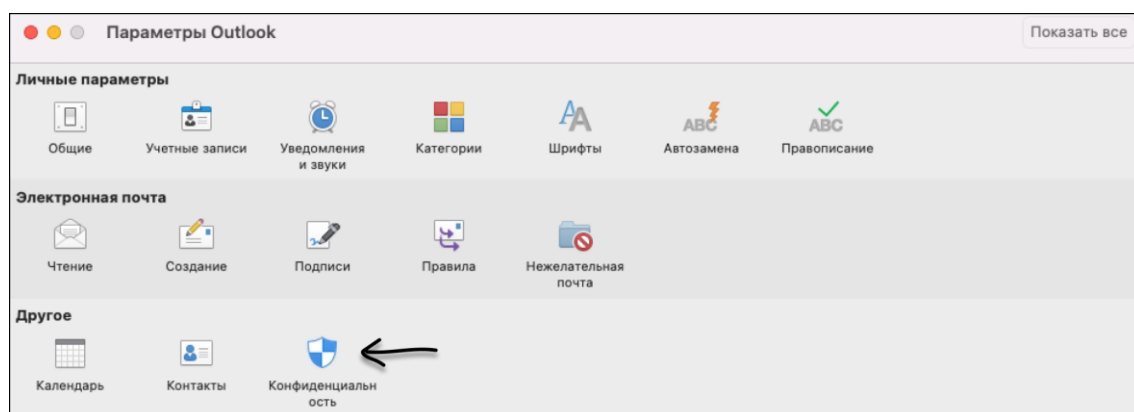


Figure 28

- Enable "Optional connected experiences" (Figure 29):

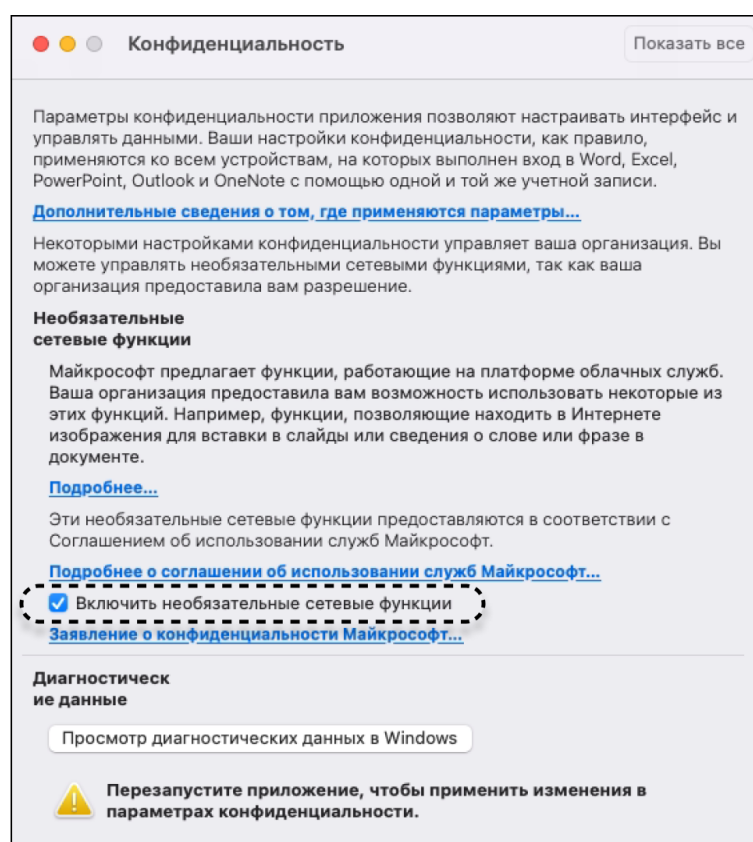


Figure 29

EXPRESS ADD-IN IS BLOCKING SENDING OF THIS MESSAGE IN OUTLOOK FOR MACOS

- "Express add-in is blocking sending of this message in Outlook for macOS" error (Figure 30):

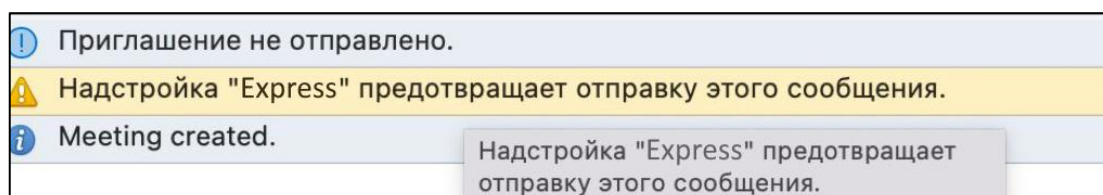


Figure 30

To resolve this error:

1. Open Outlook for macOS.
2. On the "Home" tab, click the "Get Add-ins" button (Figure 31).

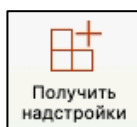


Figure 31

3. In the "Manage Add-ins" section, clear and then re-select the checkbox for the Express add-in (Figure 32):

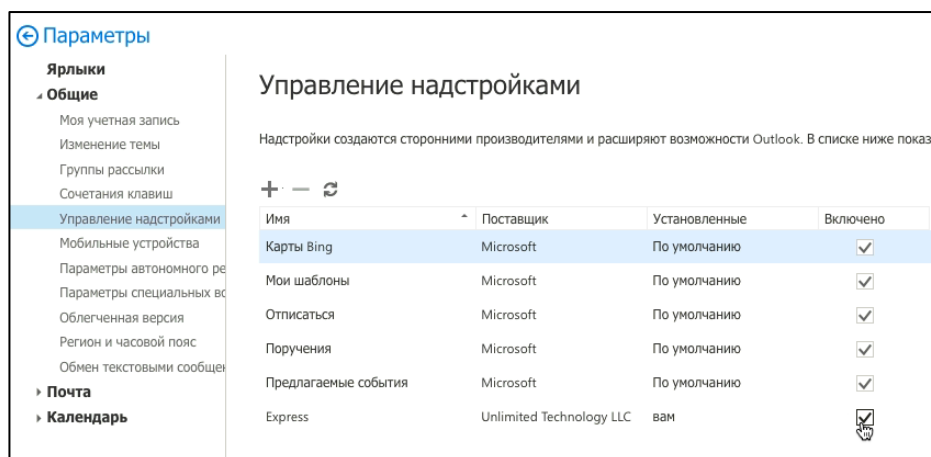


Figure 32

4. Quit the Outlook application via the Dock (Figure 33):

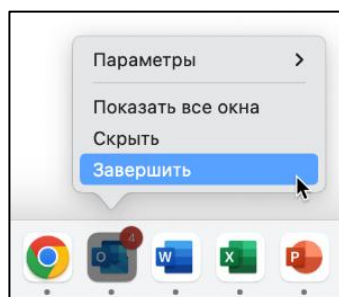
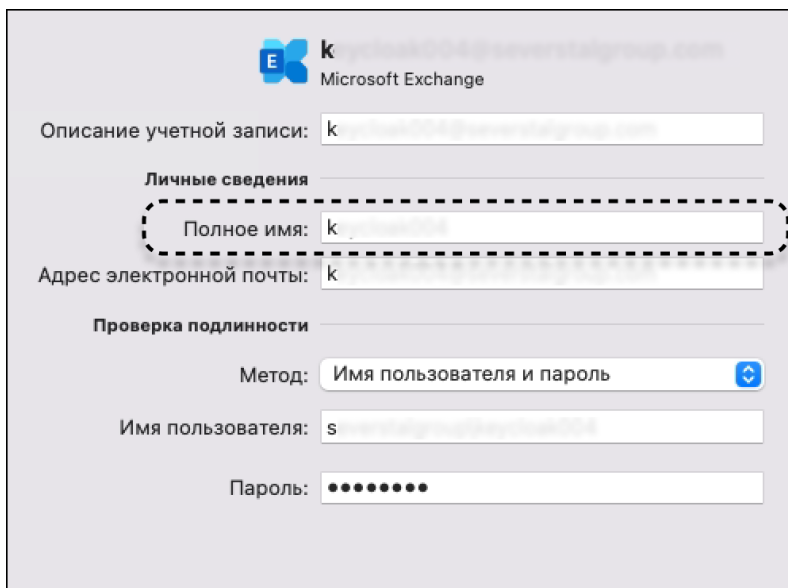


Figure 33

5. Launch Outlook for macOS again.

WHITE WINDOW DISPLAYED WHEN OPENING ADD-IN IN OUTLOOK FOR MACOS

To resolve the error, verify that Outlook is using a Microsoft Exchange mail account and that the Full Name field is filled in for this account ([Figure 34](#)):



The screenshot shows the Outlook account setup window for a Microsoft Exchange account. The window has a light gray background and a blue header bar with the Outlook logo and the text "k Microsoft Exchange". Below the header, there are several sections:

- Описание учетной записи:** A text field containing "k".
- Личные сведения:** A section with a dashed box around the "Полное имя:" field, which contains "k".
- Адрес электронной почты:** A text field containing "k".
- Проверка подлинности:** A section with a dropdown menu for "Метод:" set to "Имя пользователя и пароль". Below it are fields for "Имя пользователя:" (containing "s") and "Пароль:" (masked with dots).

Figure 34