# eXpress

Communication
System

# Microsoft Outlook Add-in

## User Guide

Version 3.0.0.2

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## GENERAL INFORMATION

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

## PREREQUISITES

The Express CS add-in for Outlook (hereinafter – the Outlook add-in) must be installed in Microsoft Outlook before the user begins.

**Note.** The Outlook add-in is currently not compatible with Microsoft Office 2021 and Microsoft 365. The user should watch for updates.

## INVITATION OPERATIONS

The user can create a conference invitation or propose to create a conference in response to an incoming email, as well as modify or delete an invitation.
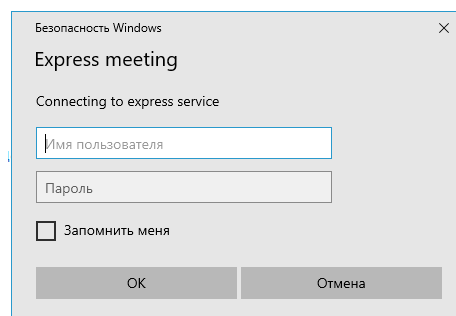
### CREATING CONFERENCE INVITATION

**To create an invitation:**

1. Open Outlook with the installed conference add-in.

2. Click the "Create Meeting" button (with the Express CS logo or your organization's application logo) in the Outlook menu (Figure 1):
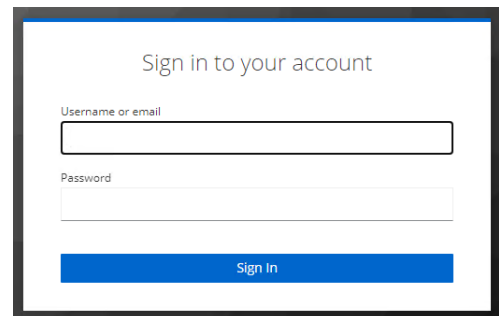


*Figure 1*

**Note:** If a window appears requesting a login and password, enter the user's corporate Express CS server login and password (Figure 2, Figure 3).



*Figure 2*



*Figure 3*

An invitation email template will open (Figure 4):

*Figure 4*

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



*Figure 5*

*Table 1*

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

4. Send the invitation.

The meeting information will appear in the Outlook calendar.

JOINING CONFERENCE VIA INVITATION

**To propose a conference in response to an incoming email,** select the email from the list and click the "Propose Meeting" button (Figure 6) in the Outlook menu.



*Figure 6*

An invitation email template will open (Figure 4). The invitation's recipients, taken from the selected email, will be pre-filled in the address bar.

**To join an already created conference,** click the "Join Express Meeting" button (Figure 7) in the Outlook menu.
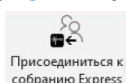


*Figure 7*

A conference link will open.

MODIFYING INVITATION

**To modify invitation parameters,** use the Outlook calendar. After changes are applied in Outlook, they will be automatically transferred to the conference in the Express CS.

**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.

DELETING INVITATION

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

# TROUBLESHOOTING

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

"FAILED TO CREATE MEETING" ERROR

When clicking the button to create a meeting via the Outlook add-in, an error is displayed (Figure 8).
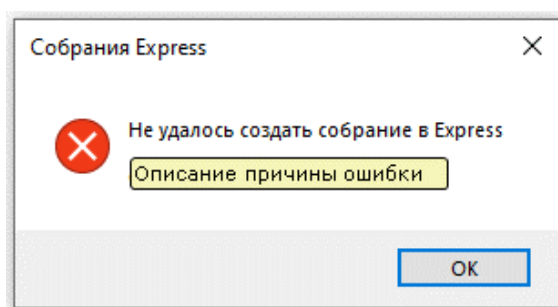


*Figure 8*

**To resolve this error,** contact your administrator and provide them with the log file from the following folder **C:\logs\ExpressMeetingAddIn<date>.log**.

The user has received an invitation where the invitation link is displayed with incorrect encoding (Figure 9):
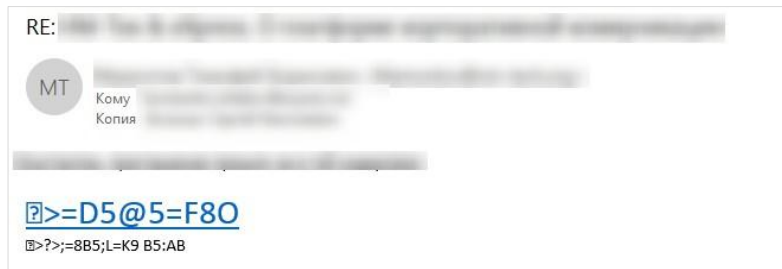


*Figure 9*

**To correct the encoding:**

1. Open the "Settings" app of the Windows OS. In the "Time & Language" section, select "Language & Region" or "Language", depending on the user's operating system version.

2. Click the "Administrative language settings" button.

3. In the window that opens, select the "Advanced" tab.

4. On the "Advanced" tab, select "English" as the language for non-Unicode programs (Figure 10) and click "OK":
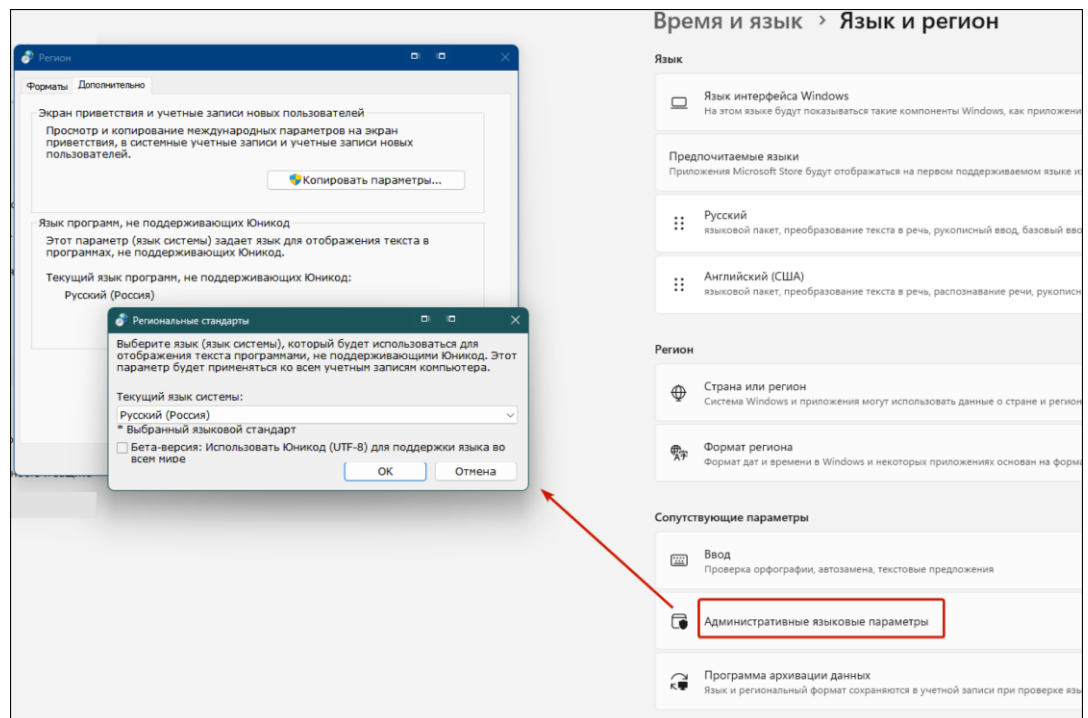


*Figure 10*

5. Close the Windows OS "Settings" app and restart Outlook.

   The email will become readable.

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## COM ADD-IN ISSUE DETECTED

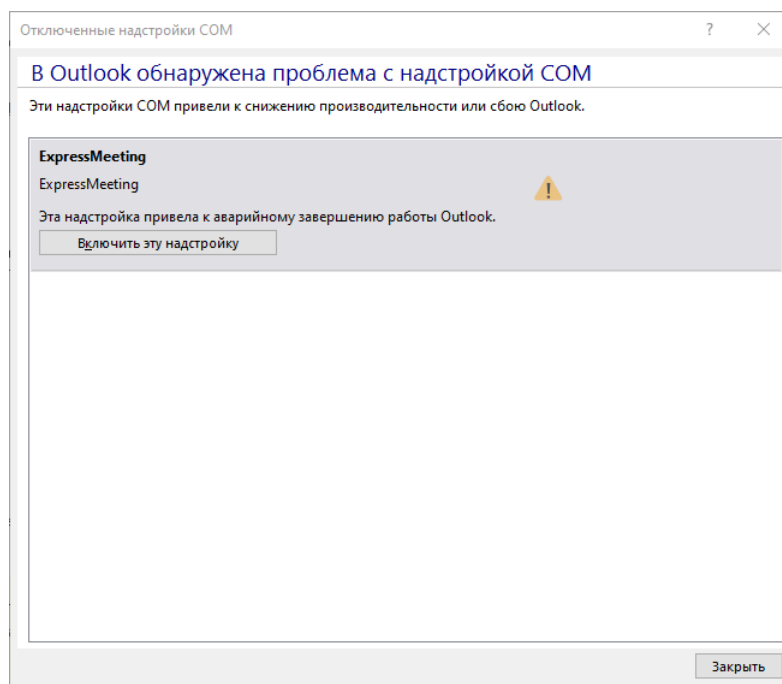When the user starts Outlook, a message about a COM add-in issue appears (Figure 11).

*Figure 11*

### To resolve the issue:

1. Enable advanced logging for the Outlook profile (for instructions on how to do this, see: https://learn.microsoft.com/ru-ru/outlook/troubleshoot/performance/enable-and-collect-logs-for-profile-creation-issues).

2. Restart Outlook.

3. After the issue notification window appears again, send the logs collected using the instructions above, as well as the logs located in the **C:\logs\ExpressMeetingAddIn\<date>.log folder**, to the user's administrator.

## MISSING ADD-IN BUTTON IN OUTLOOK

The add-in is enabled in the Outlook settings (Figure 12), but the add-in buttons are missing from the Outlook menu (Figure 13).
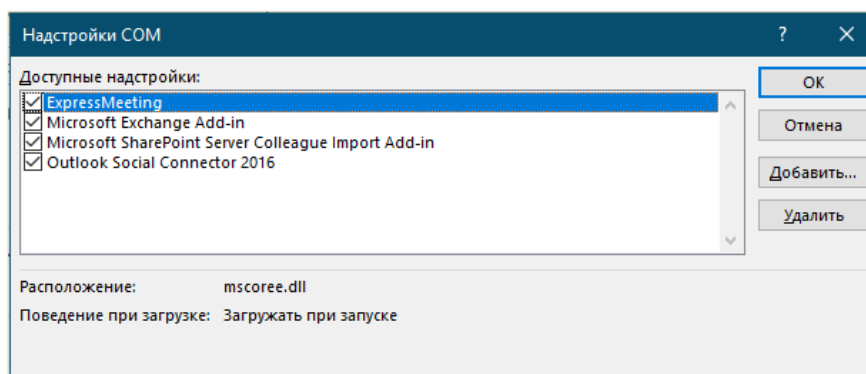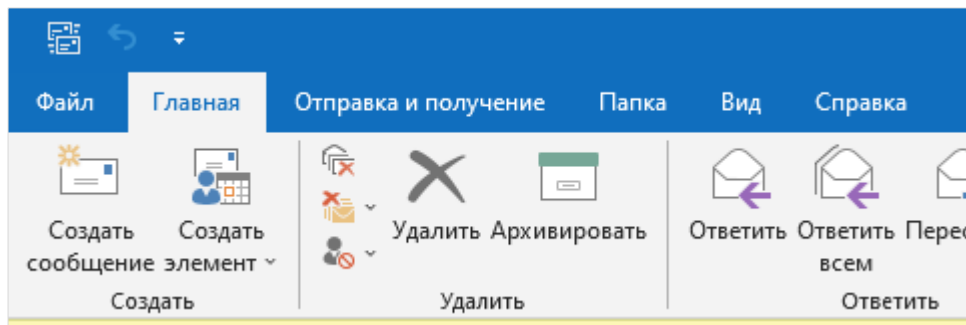


*Figure 12*

*Figure 13*

Reinstalling the add-in and creating a new Outlook profile may help.

**To reinstall the add-in and create a new Outlook profile:**

1. Close Outlook.

2. Reinstall the add-in. Contact the user's administrator for assistance.

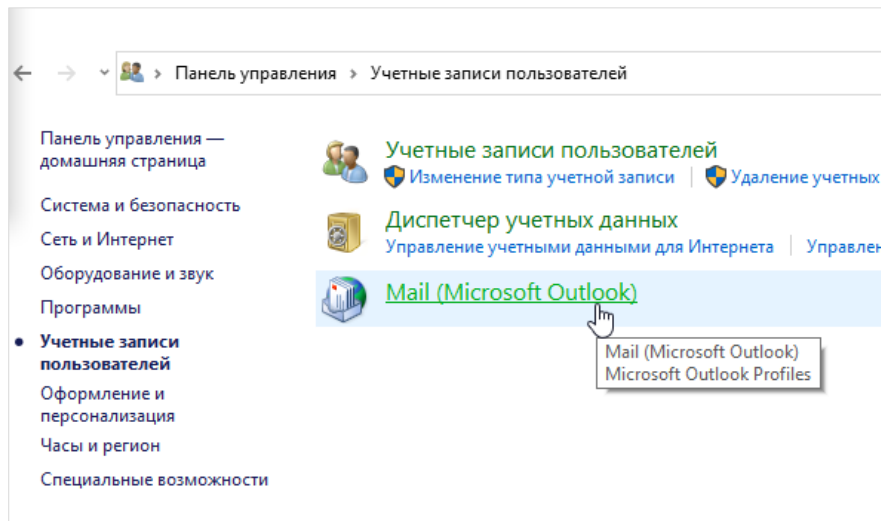3. Open "Control Panel" → "User Accounts" → 'Mail (Microsoft Outlook)" (Figure 14).



*Figure 14*

4. Click the "Show profiles…" button in the "Configurations" section (Figure 15).
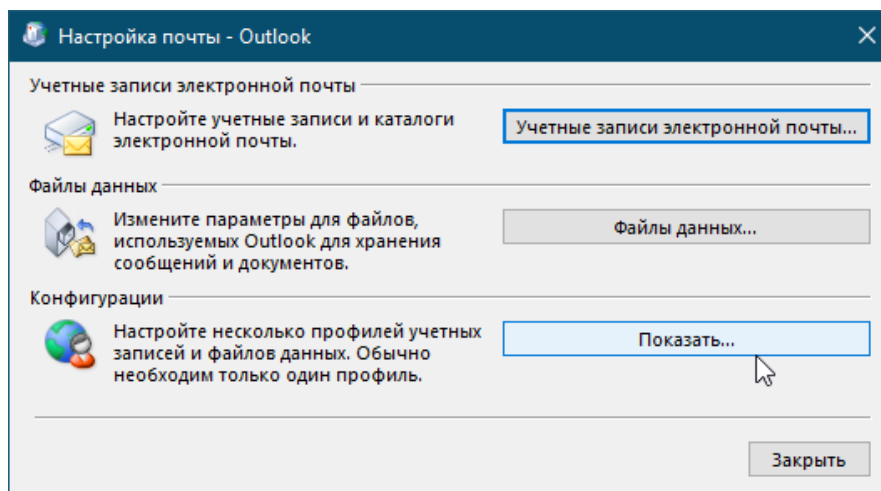


*Figure 15*

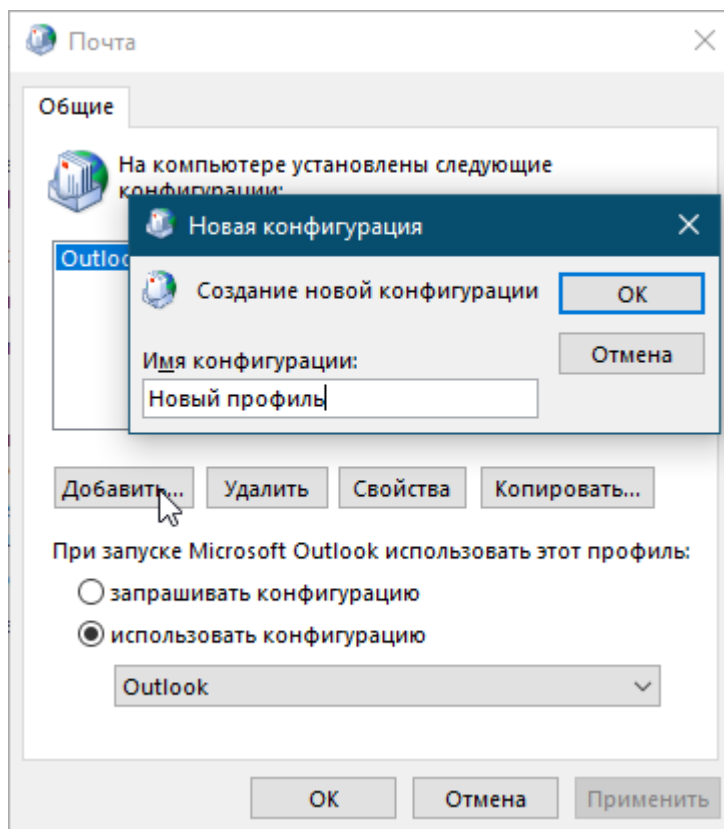5. Add a new profile (Figure 16).

*Figure 16*

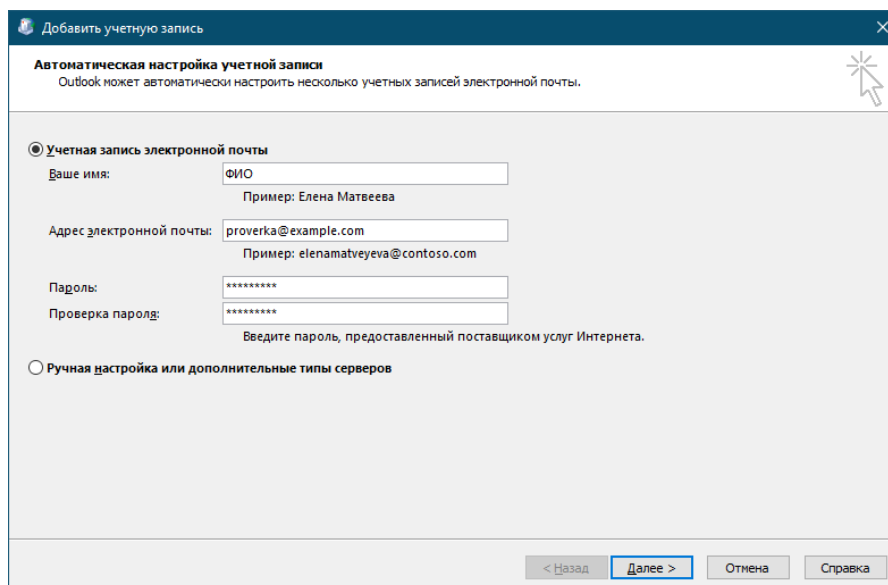6. Specify the user's email account details (Figure 17).



*Figure 17*

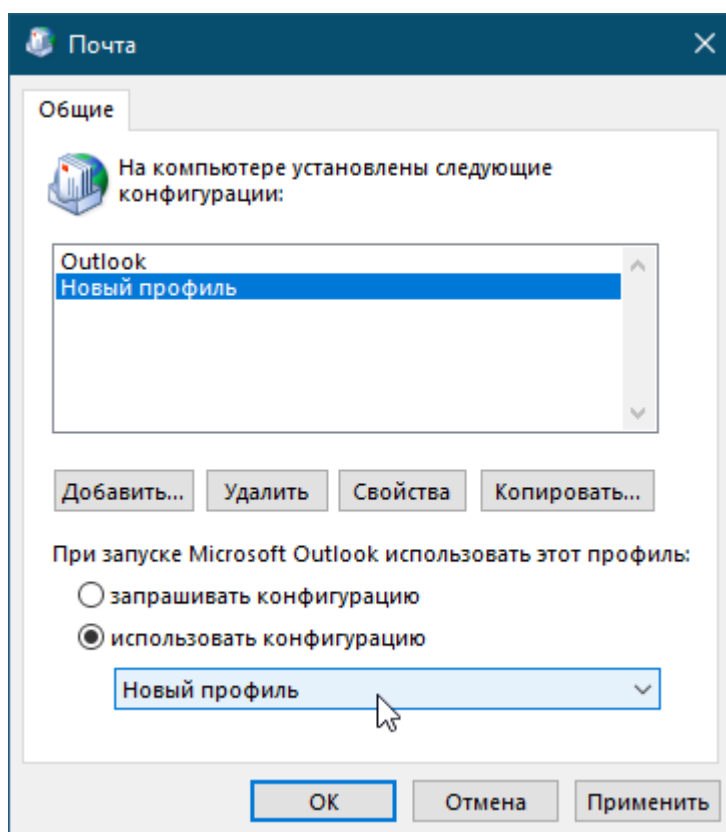7. Select the newly created profile as the configuration (Figure 18).

*Figure 18*

8. Restart Outlook and try enabling the add-in again.

## OUTLOOK ADD-IN VERSION

**To view the version number of the Outlook add-in in use,** hover the mouse pointer over the add-in button in the Outlook menu. A window displaying the current version number will appear (Figure 19):
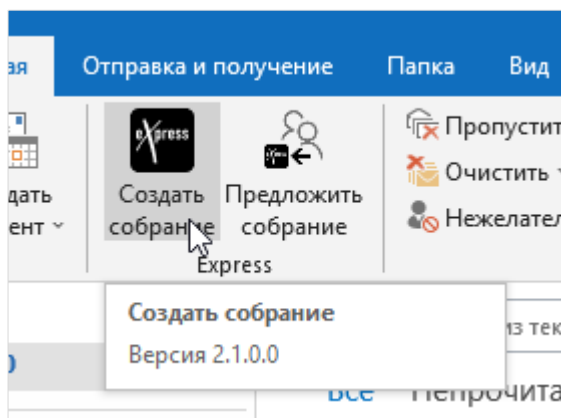


*Figure 19*