

Documentation

OpenScape Office V3 myPortal for OpenStage

User Guide

A31003-P1030-U104-10-7619

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standard certified by an external certification company.

Copyright © Siemens Enterprise Communications GmbH & Co. KG 2011
Hofmannstr. 51, D-80200 München

Siemens Enterprise Communications GmbH & Co. KG is a Trademark Licensee of Siemens AG

Reference No.: A31003-P1030-U104-10-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

OpenScape, OpenStage and HiPath are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG.
All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.

Contents

1 Introduction	4
1.1 myPortal for OpenStage	4
1.2 Types of Topics	4
1.3 Display Conventions	4
1.4 User Interface Elements	5
2 Installing and Starting myPortal for OpenScape	6
2.1 Prerequisites for myPortal for OpenStage	6
2.2 How to Install myPortal for OpenStage	7
2.3 How to Start myPortal for OpenStage	8
2.4 How to Place myPortal for OpenStage in the Foreground	9
2.5 How to Exit OpenStage	9
3 Unified Communications	10
3.1 Presence Status and CallMe Service	10
3.1.1 Presence Status	10
3.1.1.1 How to Change the Presence Status to Absent	10
3.1.1.2 How to Change the Presence Status to Office	11
3.1.2 CallMe Service	12
3.1.2.1 How to Enable the Call-Me Service	12
3.2 Voicemails	13
3.2.1 How to Listen to a Voicemail	14
3.2.2 How to Delete a Voicemail	14
3.2.3 How to Move a Voice Message	15
3.2.4 How to Display Details of a Voicemail	16
Index	17

1 Introduction

This document is intended for myPortal for OpenStage users who are already familiar with myPortal for Desktop and describes its configuration and operation.

myPortal for Desktop can be used with the following communication systems:

- OpenScape Office V3

1.1 myPortal for OpenStage

myPortal for OpenStage is a web-based solution for unified communications that is optimized for the display of OpenStage telephones.

myPortal for Desktop OpenStage provides the following features:

- Presence status
- Voicemails

Other features you can use with myPortal for Desktop.

1.2 Types of Topics

The types of topics include concepts and operating instructions.

Type of topic	Contents	Title
Concept	Explains the "What".	Usually without a verb, e.g.: <i>Call Functions</i> .
Operating instructions	Describe task-oriented application cases – i.e., the "How" – and assumes familiarity with the associated concepts.	Starts with "How to" followed by a verb, for example: <i>How to Dial a Call Number</i> .

Related Topics

- [Display Conventions](#)

1.3 Display Conventions

This documentation uses a variety of methods to present different types of information.

Purpose	Presentation	Example
User interface elements	Bold	Click OK .
Menu sequence	>	File > Exit
Special emphasis	Bold	Do not delete Name.
Cross-reference text	Italics	You will find more information in the topic <i>Network</i> .
Output	Monospace font, e.g., Courier	Command not found.
Input	Monospace font, e.g., Courier	Enter LOCAL as the file name.
Key combination	Monospace font, e.g., Courier	<Ctrl>+<Alt>+<Esc>
Work Steps and Substeps	Numbered and alphabetical lists	<ul style="list-style-type: none"> Configure the DSL telephony stations with the associated DID phone numbers. <ul style="list-style-type: none"> Click Add. Enter the name of the Internet telephony station under Internet Telephony Station.
Alternative Work Steps	Enumeration	<ul style="list-style-type: none"> If you want to output amounts, enable the check box Display amounts instead of units. If you want to output units, clear the check box Display amounts instead of units.

Related Topics

- [Types of Topics](#)

1.4 User Interface Elements

The user interface of myPortal for OpenStage consists of the main menu and submenus.

The main menu includes the following elements:

- Presence**
- Voicemail**

2 Installing and Starting myPortal for OpenScape

The installation of myPortal for OpenStage is subject to specific hardware and software requirements.

myPortal for OpenStage remains active during a call or when using other functions, but is placed in the background. You can bring myPortal for OpenStage manually to the foreground.

It is not possible to use myPortal for OpenStage and the TUI menu simultaneously.

2.1 Prerequisites for myPortal for OpenStage

In order to use myPortal for OpenStage, the phone must have a suitable hardware and software configuration.

Telephones

myPortal for OpenStage can be used with the following telephones:

- OpenStage 60 V2 and later
- OpenStage 80 V2 and later

Web Browsers

myPortal for OpenStage can be used in combination with the following web browsers (for configuration and administration):

- Microsoft Internet Explorer Version 7
- Microsoft Internet Explorer Version 8 in compatibility mode
- Mozilla Firefox Version 3.6.x

Related Topics

- [How to Install myPortal for OpenStage](#)

2.2 How to Install myPortal for OpenStage

Prerequisites

- Your phone and your PC meet the requirements for myPortal for OpenStage.
- You know the IP address of your OpenStage telephone. If you have any questions, please contact the administrator of your communication system.
- You know the administrator password of your OpenStage telephone. If you have any questions, please contact the administrator of your communication system.
- You know the IP address for accessing your communication system with myPortal for OpenStage. If you have any questions, please contact the administrator of your communication system.

Step by Step

- 1) Enter the following address in the web browser to open OpenStage Manager for your OpenStage telephone: `https://<IP address of your OpenStage telephone>`.
- 2) If you are prompted to select a password, perform the following steps:
 - a) Enter the password in the **New Password** field. You will need this password in the future in order to open OpenStage Manager for your OpenStage telephone. OpenStage
 - b) Enter the same password in the **Password** field.
 - c) Click **Save**.
- 3) Click on the **Administrator Pages (Admin)** tab.
- 4) Enter the administrator password of your OpenStage telephone in the **Enter Admin password** field.
- 5) Click on **Applications > XML applications > Add application**.
- 6) Enter `myPortal` in the **Display Name** field.
- 7) Enter **WS** in the **Application Name** field.
- 8) Enter the IP address for accessing your communication system with myPortal for OpenStage in the **HTTP Server address** field.
- 9) Enter **8801** in the **HTTP Server Port** field.
- 10) Select the value **http** in the **Protocol** drop-down list.
- 11) In the **Program Name on Server** field, enter `HiWebSP/os6080`.
- 12) Select one of the following options in the **Use Proxy** drop-down list:
 - If a proxy is used, select **Yes**.
 - If no proxy is used, select **No**.
- 13) In the **ML Trace enabled** drop-down list, select the value **No**.
- 14) Select the **Restart after change** check box.

- 15) Click **Submit**.
- 16) Click **Log off**.
- 17) Keep pressing the **Service/Application menu** sensor key on your OpenStage telephone until the **Applications** tab appears.
- 18) Use the Up/Down scrolling symbols on the TouchGuide to select the **myPortal** application and click **OK**.

Related Topics

- [Prerequisites for myPortal for OpenStage](#)
- [How to Start myPortal for OpenStage](#)

2.3 How to Start myPortal for OpenStage

Prerequisites

- myPortal for Desktop is installed on your PC.
- You have changed your password in a UC PC client or at the phone menu of the voicemail box to at least 6 digits.

Step by Step

- 1) Keep pressing the **Service/Application menu** sensor key until the **Applications** tab appears.
- 2) Scroll on the TouchGuide to **myPortal**.
- 3) Press **OK** and wait until, among other things, **Log In** appears.
- 4) Scroll to the **Password** line.
- 5) Press **OK**.
- 6) Enter your password.

INFO: The password is the same as for myPortal for Desktop, myPortal for Outlook, myAttendant and myAgent.

NOTICE: If the wrong password is entered five times, your access to all OpenScape Office clients will be locked. Unlocking is only possible by the administrator of your communication system.

- 7) Press **OK**.
- 8) Scroll to the line **Options**.
- 9) Press **OK**.

If the password is valid, the main menu is displayed.

Related Topics

- [How to Install myPortal for OpenStage](#)
- [How to Place myPortal for OpenStage in the Foreground](#)
- [How to Exit OpenStage](#)

2.4 How to Place myPortal for OpenStage in the Foreground

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

If myPortal for OpenStage has been placed in the background by a phone call or the use of other functions, you can manually bring it back to the foreground.

Step by Step

- › Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.

Related Topics

- [How to Start myPortal for OpenStage](#)

2.5 How to Exit OpenStage

Step by Step

- 1) Keep pressing the **Service/Application menu** sensor key until the **Applications** tab appears.
- 2) Scroll on the TouchGuide to **myPortal**.
- 3) Press the arrow key.
- 4) Scroll to the **Stop** line.
- 5) Press **OK**.

Related Topics

- [How to Start myPortal for OpenStage](#)

3 Unified Communications

OpenScape Office offers numerous unified communications features with the myPortal for Desktop and myPortal for Outlook clients, including, for example, presence status, CallMe, conferencing, voicemails and fax.

3.1 Presence Status and CallMe Service

The Presence status and CallMe service display and optimize the availability of subscribers. The Presence status enables simple status-based call forwarding as well as rule-based call forwarding, which can be flexibly configured with UC PC clients.

3.1.1 Presence Status

The Presence status indicates the availability of internal subscribers (including Mobility Entry subscribers) in the Favorites list, the internal directory and via voicemail announcements.

You can change your Presence status in myPortal for OpenStage and also in the Phone menu of the voicemail box. For every change in the Presence status (except for **Office** and **CallMe**), you also define the scheduled time of your return to the **Office** or **CallMe** status.

Call Forwarding to the Voicemail Box

If your Presence status is not **Office** or **CallMe**, the communication system redirects calls to you to your voicemail box by default and notifies the callers via status-based announcements about the nature of your absence and the scheduled time for your return.

3.1.1.1 How to Change the Presence Status to Absent

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.

- 3) Press **OK**.
- 4) Scroll on the TouchGuide to the desired presence status.
- 5) Press **OK**.
- 6) If you want to change the proposed time of your return, proceed as follows:
 - a) Scroll to the line with the proposed time of your return.
 - b) Press the arrow key.
 - c) Press the appropriate digits to enter the time of your return.
 - d) Press **OK**.
 - e) Scroll to the line **Options**.
- 7) Press **OK**.

Related Topics

- [How to Change the Presence Status to Office](#)
- [How to Enable the Call-Me Service](#)

3.1.1.2 How to Change the Presence Status to Office

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.
- 3) Press **OK**.
- 4) Scroll to the presence status **Office**.
- 5) Press **OK**.
- 6) Press **OK**.

Related Topics

- [How to Change the Presence Status to Absent](#)
- [How to Enable the Call-Me Service](#)

3.1.2 CallMe Service

The Call-Me service can be used to define any phone at an alternative workplace as the Call-Me destination at which you can be reached through your own internal phone number. You can use myPortal for Outlook at your alternative workplace exactly as in the office and thus also make outgoing calls from the Call-Me destination.

Inbound Calls

Inbound calls to your internal phone number are forwarded to your Call-Me destination. Your internal phone number is displayed to the caller. Unanswered calls are forwarded to the voicemail box after 30 seconds.

Outbound Calls

For outbound calls with myPortal for Outlook, the communication system sets up two connections. It first calls you at your Call-Me destination. If you answer the call, the communication system then calls the desired destination and connects you with it. Your internal phone number is displayed at the destination (One Number Service).

Presence Status

When the Call-Me service is enabled, the message "Call-Me active" appears in the display of your phone (not for analog and DECT phones). Other subscribers will see your presence status as **Office**.

Activation

You can activate the Call-Me service manually. In addition, the Call-Me service is also reactivated by an automatic reset of the Presence status following an absence, provided it was active earlier. Then following types of CallMe destinations are not supported:

- Group
- Redirected telephone

Deactivation

The CallMe service remains active until your Presence status changes.

3.1.2.1 How to Enable the Call-Me Service

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.
- 3) Press **OK**.
- 4) Scroll on the TouchGuide to the presence status **Office**.
- 5) Press **OK**.
- 6) Scroll to the line **CallMe**.
- 7) Press **OK**.
- 8) Scroll to the line **CallMe destination**.
- 9) Press the arrow key.
- 10) Enter the phone number of the CallMe destination.
- 11) Press **OK**.
- 12) Scroll to the line **Options**.
- 13) Press **OK**.

Related Topics

- [How to Change the Presence Status to Absent](#)
- [How to Change the Presence Status to Office](#)

3.2 Voicemails

You can listen to voicemails in the voicemail box of the communication system and call the respective senders.

New Voicemail Indicator

As soon as a new voicemail is received, this is indicated for **Voicemail** in the main menu with a red exclamation mark.

Folders for Voicemail

myPortal for OpenStage organizes voice messages in the following folders:

- **Inbox**
- **Played**
- **Saved**

The number of messages received is shown next to the folder name.

Listening to Voicemail

When a new voice message is listened to for the first time, the communication system moves it automatically from the **Inbox** folder to the **Played** folder.

3.2.1 How to Listen to a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Call**.
- 9) Press **OK**.

INFO: myPortal for OpenStage plays back voicemails only on the OpenStage telephone.

Next steps

Accept the call from the voicemail box.

Related Topics

- [How to Delete a Voicemail](#)
- [How to Move a Voice Message](#)
- [How to Display Details of a Voicemail](#)

3.2.2 How to Delete a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Move**.
- 9) Press **OK**.
- 10) Scroll to the line **Delete voicemail**.
- 11) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Move a Voice Message](#)
- [How to Display Details of a Voicemail](#)

3.2.3 How to Move a Voice Message

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Move**.
- 9) Press **OK**.
- 10) Scroll to the line **To folder Read** or **To folder Saved**.

11) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Delete a Voicemail](#)
- [How to Display Details of a Voicemail](#)

3.2.4 How to Display Details of a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

You can view the following details about a voicemail:

- Date
- Time
- Length
- Priority
- Phone number of the sender (if available)

Step by Step

- 1) Press the sensor key **Service/Application Menu** as often as needed until the **myPortal** tab with the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Info**.
- 9) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Delete a Voicemail](#)
- [How to Move a Voice Message](#)

Index

A

absence 10

B

Break 10

C

call sender
 voicemail 13
Call-Me 10
CallMe 12
CallMe service 12
concept 4

D

display conventions 5

F

folder
 voicemail 13
functions
 myPortal for Mobile 4

H

Home 10

I

introduction 4

L

Lunch 10

M

Meeting 10
myPortal for Mobile
 functions 4

O

Office 10
operating instructions 4
Out of the Office (Away) 10

P

prerequisites for myPortal for OpenStage 6
presence 10
presence status 10

S

Sick 10

starting myPortal for Mobile 6

T

teleworking 12
topics, types 4

U

user interface
 elements 5
user interface elements 5

V

Vacation 10
voicemail 13
 delete 13
 listen to 13