

Documentation

OpenScape Office V3 Application Launcher

User Guide

A31003-P1030-U109-13-7619

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1 Introduction

This document is intended for the users of Application Launcher and describes its installation, configuration and operation.

1.1 Application Launcher

Application Launcher is a Java-based Windows application for the call-related control of other applications on client PCs. Application Launcher can be used in a CRM system, for example, to automatically open the contact form for each caller.

Application Launcher provides the following features:

- Looking up call-related information on a phone number in either the Directory Service or in system directories
- Configurable screen pops for incoming calls with call-related information and buttons for user actions
- Launching Windows applications or web applications for incoming and outgoing calls
- Transfer of call-related information to applications (e.g., phone number, name of the caller, customer ID)

1.2 Types of Topics

The types of topics include concepts and operating instructions (tasks).

| Type of topic | Contents | Title |
|------------------------|--|--|
| Concept | Explains the "What". | e.g., <i>Call Duration Display on Telephone.</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, e.g., <i>How to Enable or Disable the Call Duration Display on a Telephone.</i> |

1.3 Display Conventions



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

| Purpose | Appearance | Sample |
|-------------------------|----------------------------------|---|
| 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. |

1.4 User Interface Elements

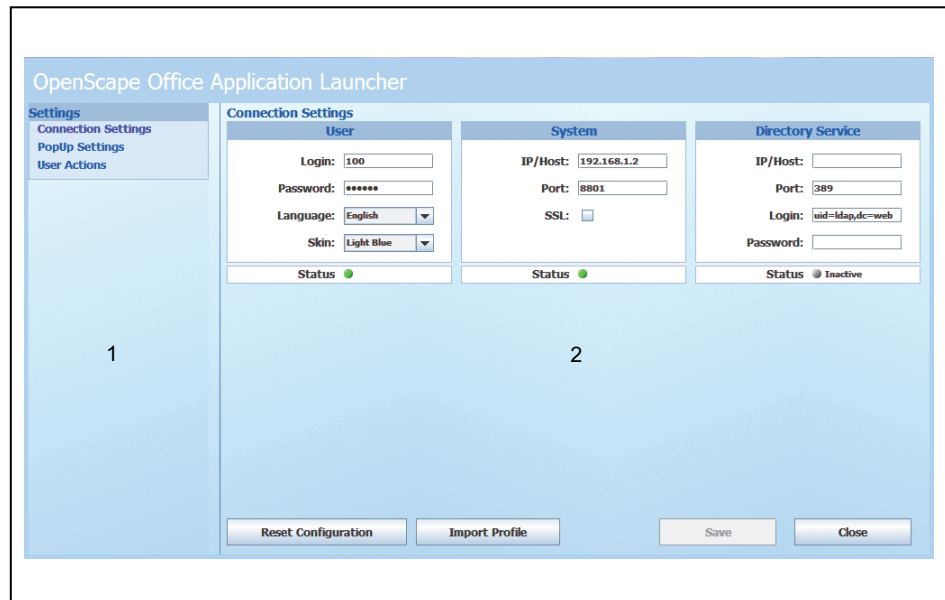
The user interface of Application Launcher consists of the configuration window, the configurable screen pop (PopUp window) and the Call History window.

Application Launcher runs in the background and displays a system tray icon.

| Symbol | Meaning |
|---|-----------------------------|
|  | connected with system |
|  | no connection to the system |

Configuration window

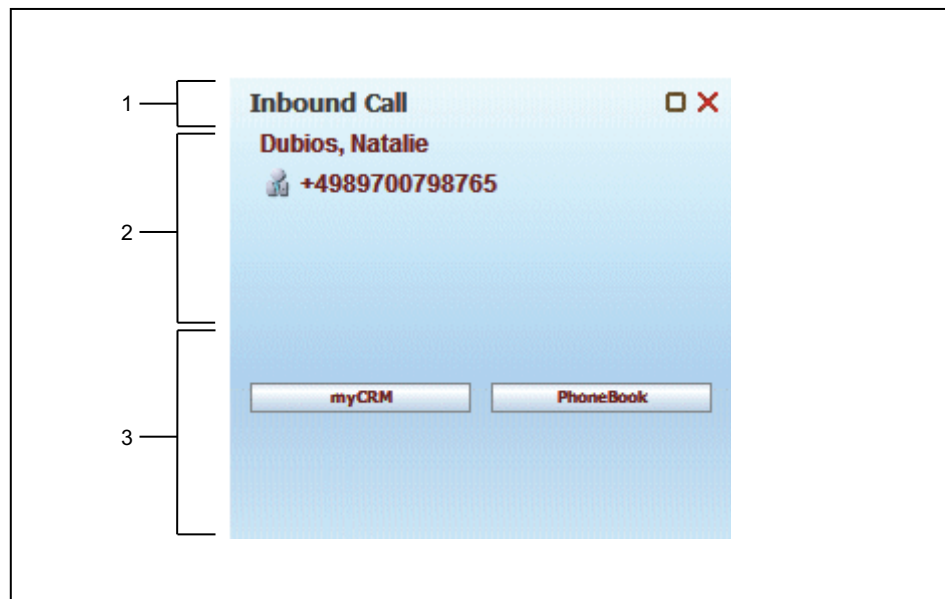
The configuration window consists of the following elements:



- Navigation area (1)
- Workspace (2):
The information and actions available in the workspace depend on the selected function.

Screen Pops

The screen pop can be automatically displayed for calls or opened in the call history after a call. The screen pop consists of the following elements:

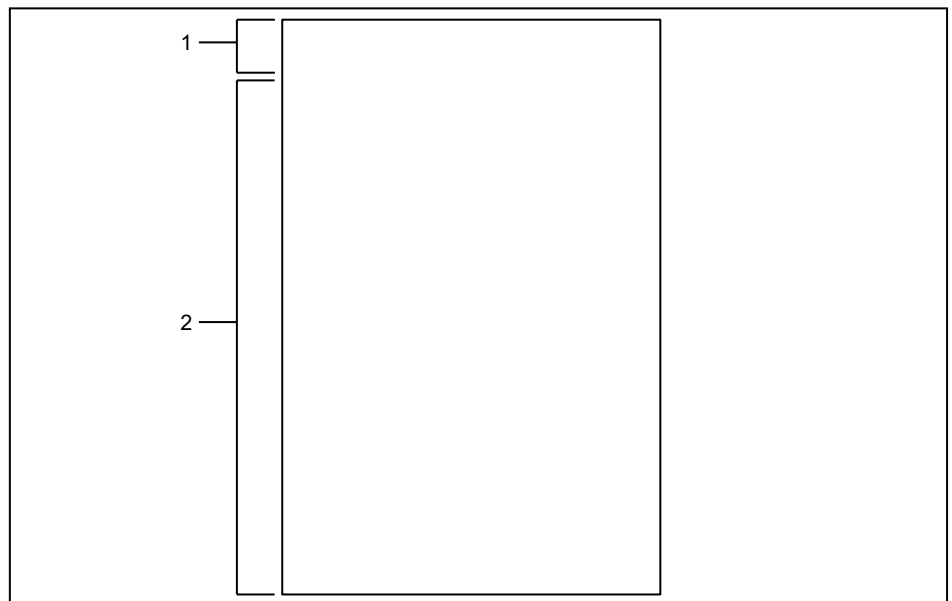


- Title bar (1):

- Direction of the call:
Inbound Call or **Outbound Call**
- **Leave screen pop open** symbol
- **Close** symbol
- Configurable call-related information (2):
e.g., Name, City, Customer ID, E-mail address
- Configurable buttons for user actions (3):
e.g., CRM System, Google Maps or E-mail message

Call History

The Call History window consists of the following elements:



- Title bar (1):
 - Direction of calls: **All**, **Inbound** or **Outbound**
 - **Close** symbol
- Entries for calls (2):
each with the following elements:
 - Call number
 - Direction of call
 - Name, if available
 - Date and Time
 - **Handset** symbol
 - **Exclamation mark** symbol (unanswered); **Check mark** symbol (answered)

2 Installing and Starting Application Launcher

The installation of Application Launcher is subject to specific requirements.

2.1 Prerequisites for Application Launcher

In order to use Application Launcher, the client PC must be equipped with the appropriate hardware and software.

Operating System

Application Launcher can be used in combination with the following operating systems:

- Microsoft Windows 7
- Microsoft Windows Vista
- Microsoft Windows XP

Local administration rights on a client PC are required for the installation, but not for automatic updates.

Windows Update

The PCs always need the current status of all available updates, including Service Packs.

Additional Software

Sun Java \geq 1.6.x (see **Service Center > Download Center**)

Web Services for Mobile Phones

Web services for mobile phones has been enabled in the system for the system connection. The ports configured in the system must be open in the firewalls on the LAN and the client PCs.

Directory Service

If Application Launcher is to use the data from the Directory Service, the Directory Service must be configured in the system. The port configured for this in the system must be open in the firewalls on the LAN and the client PCs.

2.2 How to Install Application Launcher

Prerequisites

- Your PC meets the requirements described under [Prerequisites for Application Launcher](#).
- The administrator of your communication system has activated the web services for mobile phones.
- The administrator of your communication system has made the installation file available to you.

Step by Step

- › Run the setup file and follow the installation instructions on the screen.

Next steps

Start Application Launcher.

Related Topics

- [How to Start Application Launcher](#)
- [How to Uninstall Application Launcher](#)

2.3 How to Start Application Launcher

Prerequisites

- Web services for mobile phones is enabled in the system.
- Application Launcher is installed on your PC.
- The ports for accessing web services for mobile phones via http or https the port for accessing the Directory Service (if Application Launcher is using the Directory Service) are open in the firewalls on the client PC and the LAN.

Step by Step

- › Click on **Start > Program Files > Communications Clients > Application Launcher > Application Launcher**.

INFO: If you changed your password in myPortal for Desktop, myPortal for Outlook, in another client or in the Phone menu of the voicemail box, you will need to change it in Application Launcher as well.

The tray icon of Application Launcher appears.

Next steps

After the first start, configure the system connection and the user data.

Related Topics

- [How to Install Application Launcher](#)
- [How to Change your Password](#)
- [How to Exit Application Launcher](#)

2.4 How to Exit Application Launcher

Step by Step

- › Click in the context menu of the Application Launcher tray icon on **Exit**.

Related Topics

- [How to Start Application Launcher](#)

2.5 How to Uninstall Application Launcher

Step by Step

- 1) Exit Application Launcher.
- 2) Select one of the following options:
 - Windows XP:
Click in the **Control Panel** on **Software**.
 - Windows Vista:
Click in the **Control Panel** on **Programs and Features**.
- 3) Click in the context menu of the **Application Launcher** entry on **Uninstall/Change**.
- 4) If a message about deleting shared files appears, click on **No to all**.

Related Topics

- [How to Install Application Launcher](#)

2.6 Automatic Updates

Automatic updates ensure that the application is always kept up-to-date with the latest version.

If the application determines that there is a newer version than the one currently running, a corresponding message will be displayed. You can decide whether and when to perform the automatic update.

2.6.1 How to Perform Automatic Updates

Prerequisites

- You have received a message such as: Application Launcher update available. Do you want to proceed?

Step by Step

- › Click **Yes**.

Application Launcher closes, performs the automatic update and restarts automatically.

3 How Application Launcher Works

Application Launcher can display the phone number and other call-related information of the communication partner and use these details in calls to launch other applications.

Application Launcher responds to incoming and outgoing calls on the phone of the logged in user.

The system passes the phone number of the communication partner to Application Launcher via the system connection, provided this was transmitted.

Call-Related Information

Using this phone number, Application Launcher searches for further call-related information in exactly one of the following sources:

- Directory Service (via LDAP connection):
any stored information pertaining to the phone number, e.g., customer ID
- All directories of the system (via the system connection):
First Name, Last Name

Screen Pops

Application launcher can display a screen pop for calls with call-related information and possibly with buttons for user actions.

User Actions

User actions launch applications. Application Launcher can execute user actions as follows:

- On clicking an appropriate button in the screen pop (e.g., for a CRM system, Google Maps or e-mail message)
- Automatically

Types of Applications

User actions can launch the following types of applications:

- Windows applications (via a batch file)
- Web applications (via URL)

Transfer of call-related Information to Applications

Every user action can transfer call-related information to an application when calling that application.

Call History

The call history is a detailed list of your inbound and outbound calls. You can call contacts from the call history or open the pop-up window of a call again.

Related Topics

- [Configuration](#)

3.1 How to Call an Application using Buttons

Prerequisites

- Application Launcher has been started and configured on your PC.
- The screen pop has been configured with one or more buttons for user actions.

Step by Step

- › Click on the appropriate button in the screen pop to launch the desired application.

Related Topics

- [Configuration](#)

3.2 How to Prevent the Screen Pop from Closing Automatically

Prerequisites

- A screen pop for the current call is open.

Step by Step

- › Click in the title bar of the screen pop on the **Leave screen pop open** symbol.

3.3 How to Reopen the Screen Pop for a Call in the Call History

Step by Step

- 1) Click on the Application Launcher tray icon.
- 2) Click in the title bar on the desired direction of calls to be displayed: **All**, **Inbound** or **Outbound**.
- 3) Click on the desired entry.

3.4 How to Call a Contact from the Call History

Step by Step

- 1)** Click on the Application Launcher tray icon.
- 2)** Click in the title bar on the desired direction of calls to be displayed: **All**, **Inbound** or **Outbound**.
- 3)** Click on **Handset** in the desired entry.

4 Configuration

Before you use Application Launcher, you will need to configure the system connection, user data, possibly the LDAP connection to the Directory Service, the presentation of the screen pop and the display of call-related information as well as user actions and buttons.

System Connection

The system connection must be configured first. To do this, you need the IP address or host name of the communication system. You can configure encryption with SSL for the system connection and a different port number.

User Data

Under the User Data, you configure the **User Name** and **Password**, the **Language** of the user interface and the appearance of Application Launcher.

Profile with Configuration Data

After configuring the system connection and the user data, you can optionally configure Application Launcher manually or import a profile with configuration data provided by your administrator instead.

LDAP Connection to Directory Service

To search for call-related information on the phone number, you can optionally configure the LDAP connection to the Directory Service. You can configure a different port number for the LDAP connection to the Directory Service.

Appearance of the Screen Pop

You can configure whether screen pops will be displayed during calls and after which delay the screen pop should be automatically closed at the end of a call. You can likewise configure whether the screen pop should appear at the bottom right or be centered on the right. The latter option is advisable if the area to the right under the screen pop is used for other applications.

Displaying Call-Related Information

You can configure whether call-related information displayed in the screen pop should be retrieved by searching in directories of the system or the Directory Service. You can configure the display of fields with call-related information in the pop-up window (max 5 when using the LDAP connection to the Directory Service; max. 2 when using the system connection). You can also have a preview of the screen pop displayed with sample data that you have defined yourself.

Configuration

How to Configure the System Connection and User Data

User Actions

You can configure up to ten user actions for a call. For each user action, you can specify whether that action is to be executed automatically or on clicking a button in the screen pop. You can also configure whether the user action should launch a Windows application or a web application. You can test the buttons in the preview of the screen pop with your own defined sample data.

Passing Arguments to an Application

For each user action, you can define up to five call-related information items, which will then be passed by Application Launcher as arguments when launching an application.

Passing Arguments to a Windows Application

If you want to reference **Argument 1** in a batch file from Application Launcher, you would use %1, and so on. For example:

```
D:\myFiles\exampleCRM.exe %1 %2 %3
```

Passing Arguments to a Web Application

If you want to reference **Argument 1** in a URL from Application Launcher, you would use (arg1), and so on. For example:

```
http://maps.google.com/maps?q=(arg1)%20(arg2)%20(arg3)
```

Argument 1 or (arg1): Street

Argument 2 or (arg2): Postal Code

Argument 3 or (arg3): City

Related Topics

- [How Application Launcher Works](#)
- [How to Call an Application using Buttons](#)

4.1 How to Configure the System Connection and User Data

Prerequisites

- Application Launcher has been started.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **Connection Settings** in the navigation area.
- 3) Enter the IP address or server name of the communication system in the **IP/Host** field in the **System** area.
- 4) Then select one of the following options for the transmission between Application Launcher and the system:

- If you want to use encrypted transmission (https), select the **SSL** check box.
 - If you want to use unencrypted transmission (http), clear the **SSL** check box.
- 5) In the **Port** field, enter a different port number, but only if required.
- 6) Click **Save**.
- A green symbol for the **Status** in the **System** area indicates the proper connection to the system.
- 7) Enter your call number in the **User Name** field.
- 8) Enter your **Password**.

INFO: The password applies to myAgent, myReports, myAttendant, myPortal for Desktop, myPortal for Mobile, myPortal for OpenStage, myPortal for Outlook and Fax Printer as well as phone access to your voicemail box.

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

- 9) Select the desired entry in the **Language** drop-down list.
- 10) Select the desired appearance in the **Skin** drop-down list.
- 11) Click **Save**.
- A green symbol for the **Status** in the **User** area indicates the successful login of the the user.
- 12) Click **Close**.

Next steps

Finish the rest of the configuration by either importing a profile with configuration data or by manually performing the following steps:

If you want to use the Directory Service instead of the directories of the system for call-related information on the phone number, configure the LDAP connection to the Directory Service.

Otherwise, proceed with configuring the display of the screen pop and the display of call-related information.

Related Topics

- [How to Configure the LDAP Connection to the Directory Service](#)
- [How to Configure the Display of the Screen Pop and Call-Related Information](#)
- [How to Import a Profile with Configuration Data](#)

4.2 How to Configure the LDAP Connection to the Directory Service

Prerequisites

- The system connection is configured, and the user is logged on.
- Directory Service is enabled in the system.

Perform the following steps if call-related information for phone numbers is to be found in the Directory Service instead of the directories of the system.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **Connection Settings** in the navigation area.
- 3) Enter the IP address or server name of the system on which the Directory Service is running in the **IP/Host** field in the **Directory Service** area.
- 4) In the **Port** field, enter a different port number, but only if required.
- 5) Enter the name configured for the login in the Directory Service in the **Login** field.
- 6) Enter the password configured for the login in the Directory Service in the **Password** field.
- 7) Click **Save**.

A green symbol for the **Status** in the **Directory Service** area indicates the proper connection to the Directory Service.

- 8) Click **Close**.

Next steps

Configure the display of the screen pop and the display of call-related information.

Related Topics

- [How to Configure the Display of the Screen Pop and Call-Related Information](#)
- [How to Import a Profile with Configuration Data](#)
- [How to Configure the System Connection and User Data](#)

4.3 How to Configure the Display of the Screen Pop and Call-Related Information

Prerequisites

- The system connection is configured, and the user is logged on.
- If you want to use call-related information from the Directory Service: The LDAP connection to the Directory Service is configured.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **PopUp Settings** in the navigation area.
- 3) Choose one the following options in the **Appearance** area:
 - If you do not want any screen pop to be displayed, select the **Hide PopUp Window** check box and proceed with the last step.
 - If you want to display screen pops, clear the **Hide PopUp Window** check box.
- 4) Select the desired setting in the **PopUp Position** drop-down list.
- 5) Enter the desired delay in seconds in the **PopUp Close Delay** field.
- 6) In the **Caller Identification** area, select one of the following option buttons as the **Source** when displaying additional call-related information on the phone number:
 - If you want to use information from the directories of the system, activate the option **System**.
 - If you want to use information from the Directory Service, activate the option **ODS**.
- 7) In the **Label 1** etc. lists, select the desired call-related information to be displayed in each case in the corresponding rows in the screen pop.
- 8) If you want to use your own defined sample data in the preview of the screen pop, click on **Show Preview Default Data** and enter the desired data in the fields under **Preview Default Data**.
- 9) Click **Save**.
- 10) Click on **Popup Preview** to display the screen pop with sample data of call-related information.
- 11) Click **Save** followed by **Close**.

Next steps

Configure the user actions and buttons.

Related Topics

- [How to Configure the System Connection and User Data](#)
- [How to Configure the LDAP Connection to the Directory Service](#)
- [How to Add a User Action or Button](#)

4.4 How to Add a User Action or Button

Prerequisites

- The system connection is configured, and the user is logged on.
- If you want to use call-related information from the Directory Service: The LDAP connection to the Directory Service is configured.
- The display of the screen pop and the display of call-related information are configured.
- If you want to start a Windows application: The appropriate batch file to call the Windows application is available in the file system of your PC.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **User Actions** in the navigation area.
- 3) Click on **Add Action**.
- 4) Select one of the following options in the **Action Type** drop-down list:
 - If you want to start a Windows application, select **Batch File**.
 - If you want to start a web application, select **URL**.
- 5) Select one of the following options:
 - If a button is to be displayed for this action in the screen pop, select the check box **Visible in PopUp**.
 - If no button is to be displayed for this action in the screen pop, clear the check box **Visible in PopUp**.
- 6) Select one of the following options:
 - If this action is to be executed automatically for a call, select the check box **Start this action automatically**.
 - If this action is not to be executed automatically for a call, clear the check box **Start this action automatically**.
- 7) Enter the desired name for the action (and possibly any button in the screen pop) in the **Name** field.
- 8) Select one of the following options for the **Target**:
 - If a Windows application is involved, enter the complete path and file name of the appropriate batch file, e.g., "D:\myfiles\example batch.bat". Alternatively, you can click **Browse** and select the path and file name in the subsequent dialog box.
 - If a web application is involved, enter the complete URL including any arguments to be passed, e.g., `http://maps.google.com/maps?q=(arg1)%20(arg2)%20(arg3)`.
- 9) If you want to pass one or more arguments to the application, select the appropriate entry in the **Argument 1** drop-down list.

- 10) If you want to pass additional arguments to the application, click on **Add Argument** for each such argument and then select the appropriate entry in the **Argument 2 to Argument 5** drop-down list.
- 11) If you want to remove an argument, click on **Delete Argument**. The last argument is removed.
- 12) Click **Save**.
- 13) Click on **PopUp Settings** and then on **Popup Preview** to display the screen pop with sample data of call-related information and to test the function of any buttons that may have been configured.
- 14) Click on a button in the preview of the PopUp window to test its function by using the sample data.
- 15) If you want to add another user action or button, repeat steps 2 through 13.
- 16) Click **Close**.

Related Topics

- [How to Configure the Display of the Screen Pop and Call-Related Information](#)
- [How to Edit a User Action or Button](#)

4.5 How to Edit a User Action or Button

Prerequisites

- The system connection is configured, and the user is logged on.
- If you want to use call-related information from the Directory Service: The LDAP connection to the Directory Service is configured.
- The display of the screen pop and the display of call-related information are configured.
- If you want to start a Windows application: The appropriate batch file to call the Windows application is available in the file system of your PC.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **User Actions** in the navigation area.
- 3) Click on **Edit** in the row of the relevant user action or button.
- 4) Select one of the following options in the **Action Type** drop-down list:
 - If you want to start a Windows application, select **Batch File**.
 - If you want to start a web application, select **URL**.
- 5) Select one of the following options:
 - If a button is to be displayed for this action in the screen pop, select the check box **Visible in PopUp**.

Configuration

How to Edit a User Action or Button

- If no button is to be displayed for this action in the screen pop, clear the check box **Visible in PopUp**.
- 6) Select one of the following options:
 - If this action is to be executed automatically for a call, select the check box **Start this action automatically**.
 - If this action is not to be executed automatically for a call, clear the check box **Start this action automatically**.
 - 7) Enter the desired name for the action (and possibly any button in the screen pop) in the **Name** field.
 - 8) Select one of the following options for the **Target**:
 - If a Windows application is involved, enter the complete path and file name of the appropriate batch file, e.g., "D:\myfiles\example batch.bat". Alternatively, you can click **Browse** and select the path and file name in the subsequent dialog box.
 - If a web application is involved, enter the complete URL including any arguments to be passed, e.g., `http://maps.google.com/maps?q=(arg1)%20(arg2)%20(arg3)`.
 - 9) If you want to pass one or more arguments to the application, select the appropriate entry in the **Argument 1** drop-down list.
 - 10) If you want to pass additional arguments to the application, click on **Add Argument** for each such argument and then select the appropriate entry in the **Argument 2 to Argument 5** drop-down list.
 - 11) If you want to remove an argument, click on **Delete Argument**. The last argument is removed.
 - 12) In the **Label 1 to Label 5** drop-down lists, select the desired call-related information to be displayed in each case in the corresponding rows in the screen pop.
 - 13) Click **Save**.
 - 14) Click on **PopUp Settings** and then on **Preview** to display the screen pop with sample data of call-related information and the buttons just configured.
 - 15) Click on a button in the preview of the PopUp window to test its function by using the sample data.
 - 16) If you want to edit another user action or button, repeat steps 2 through 13.
 - 17) Click **Close**.

Related Topics

- [How to Add a User Action or Button](#)
- [How to Delete a User Action or Button](#)

4.6 How to Delete a User Action or Button

Prerequisites

- The system connection is configured, and the user is logged on.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **User Actions** in the navigation area.
- 3) Click in the row of the relevant user action or button on **Delete**.
- 4) Click **Save** followed by **Close**.

Related Topics

- [How to Edit a User Action or Button](#)

4.7 How to Import a Profile with Configuration Data

Prerequisites

- A suitable profile is present in the communication system.
- Application Launcher has been started on your PC.
- The system connection is configured, and the user is logged on.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **Connection Settings** in the navigation area.
- 3) Click **Import Profile**.
- 4) Click **Close**.

Related Topics

- [How to Configure the System Connection and User Data](#)
- [How to Configure the LDAP Connection to the Directory Service](#)

4.8 How to Change your Password

Prerequisites

- Application Launcher has been started.

Configuration

How to Change your Password

If you changed your password in myPortal for Desktop, myPortal for Outlook, in another client or in the Phone menu of the voicemail box, you will need to change it in Application Launcher as well.

Step by Step

- 1) Click in the context menu of the Application Launcher tray icon on **Settings**.
- 2) Click on **Connection Settings** in the navigation area.
- 3) Enter your new **Password**.

INFO: You must use the same password in Application Launcher as for myAgent, myReports, myAttendant, myPortal for Desktop, myPortal for Mobile, myPortal for OpenStage, myPortal for Outlook, Fax Printer and the phone-based access to your voicemail box. Changing the password in Application Launcher does NOT change the password for the other clients and the phone-based access to the voicemail box.

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

- 4) Click **Save**.

A green symbol for the **Status** in the **User** area indicates the successful login of the the user.

- 5) Click **Close**.

Related Topics

- [How to Start Application Launcher](#)

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