

Starting the Program

- Select *OpenScape Desktop Client* in the Start menu.

Logging on

You need to log on to the program and to the *OpenScape UC Application* system.

- Start the program.
- Select a **Profile** or create a new one.
- Keep the **Language** or select another one.
- Click on **OK**.

The program starts with the selected profile settings.

The logon page of the *OpenScape Web Client* opens.

- Enter **User name**, **Domain** (if required) and **Password** for accessing the *OpenScape UC Application* server.
- Click on **OK**. The workspace opens.

As a rule you need to log on to the *OpenScape UC Application* system again if you have not used the *OpenScape Desktop Client* for 30 days or are logged off of the *OpenScape UC Application* server.

Logging off

How to log off of the *OpenScape UC Application* system:

- Select **menu > Log off** in the main menu. You are logged off of the *OpenScape UC Application* system.

The login screen of the *OpenScape Web Client* opens.

Changing a Profile

How to start the program under another profile:

- Shut down the program.
- Keep the **shift key** pressed and select *OpenScape Desktop Client* in the **Start** menu.


Keeping the **shift key** pressed ensures that the Logon dialog is displayed even if no LIN number can be configured for the profile.

- Select the desired **Profile** from the drop-down list.
- Click on **OK**.

The program starts with the selected profile settings.

Ending the Program

How to shut down the *OpenScape Desktop Client*:

- Rightclick the OpenScape icon (e. g. ) in the notification area of the Windows task bar.
- Select **Exit OpenScape** in the displayed context menu.

Changing the Password

How to change the password for logging on to the *OpenScape UC Application* system:


- Start the *OpenScape Desktop Client*.
- Log on to the *OpenScape UC Application* system with the current password.
- Select **menu > Change Password** in the main menu.
- Enter the **Old Password**.
- Enter the **New Password**.
- Confirm the new password in the **Repeat new Password** field.
- Click on **OK**.

The password has been changed.



Configuring a Sound Device


How to configure a sound device:

- Rightclick the OpenScape icon (e. g. ) in the notification area of the Windows task bar.
- Select **OpenScape Options**. The **Settings** dialog opens.
- Click on **Add** on the **Audio Schemes** tab.
- Enter a name for the audio scheme under **Description**.
- Select the audio hardware for the **Voice recording**.
- Select the audio hardware for the **Audio Response**.
- Specify the hardware for sounding ring tones under **Signal response**.
- Select the audio hardware for controlling special hardware features under **Controller**.
- Click on **OK**.

The new audio scheme appears in the list of configured audio schemes and is active. The desired audio device is thus configured and will be used.

Setting your own Ring Tone

How to customize the *OpenScape Desktop Client* ring tone:

- Rightclick the OpenScape icon (e. g. ) in the Windows task bar.
- Select **Personal Settings > Ring tones**. The dialog **Settings > Advanced tab > HiPath** or **SIP Service Provider > Ring tones** opens.
- Activate the **Use individual ring tones** checkbox.
- Select the desired WAV or MP3 file via the browse button
- Click on **Open**. The file selection dialog closes.
- Click on **OK**.

The **Settings** dialog closes.










Opening Function Windows

How to open a function window in the workspace of the main view:









- Click in the main view on the desired tab in the row of tabs under the main menu.

Softphone Menu

You find the Softphone menu in the middle section of the main view's status bar. Depending on the communications system used - *OpenScape Voice* (SIP) or *HiPath 4000* (HFA) - it provides the following features:

-  /  Muting on/off
-  Voice recording (SIP only)
-  Speaker
-  Headset
-  Additional speaker
-  DTMF dialing (telephone keypad)
-  Video camera on/off (SIP only)
-  Volume menu

To the right of the Softphone menu the following icons are available:

-  /  or  /  Status of the connection to the communications system (SIP or HFA)
-  /  Connection status of the *OpenScape UC Application* server
-  /  Local web page displayed (no connection to the *OpenScape UC Application* server, only basic SIP telephony services are available) / server-based web page displayed (switching to local web page is possible)



Setting the preferred Device





How to set or modify the device for in or outgoing calls:

- Click on  in the main menu.
- Select the desired device.

Different devices can be assigned for incoming or outgoing calls.

You can use a named device list* for incoming calls only.

Depending on the preferred device currently used, the **device** combo box in the main menu displays one of the following icons:

-  Office phone (phone number assigned by the administrator)
-  User-defined device
-  User-defined named device list
-  Several devices have been selected for incoming and outgoing calls

Adding a Device

How to add a device to the list of preferred devices:

- Click in the main menu on **menu > General...**
- Switch to the **Common > Devices** tab.
- Click on **New**.
- Enter **Name** and **Phone** number.
- Perform redirection timeout settings or keep the default setting.
- Click on **OK**.

The device appears in the list of preferred devices.

- Click on **OK**.



The **General settings** dialog closes. You can select the new device via the **device display** in the main menu.

Adding a Named Device List

How to add a named device list to the list of preferred devices:

- Click in the main menu on **menu > General...**
- Switch to the **Common > Named device list** tab.
- Click on **New**.

A **New named device list** is added to the list of named device lists.

- Click on **New named device list**.
- Enter the desired name.
- Confirm the entry with the **return key**.
- Click on **Add**.
- Select the desired devices from the preferred devices list.
- Click on **Add**.
- Specify the priority of every selected device within the named device list via  and .
- The first device in the named device list has top priority.
- Click on **OK**.








The **General settings** dialog closes. You can select the named device list via the **device display** in the main menu.

* At a *HiPath 4000*, no named device lists can be configured or selected as preferred device.



Setting your own Presence Status

How to set the individual presence status:


- Click on  in the main menu.
- Select the appropriate presence status from the list.
 -  Available
 -  Unavailable
 -  Do not disturb
 -  Be right back
 -  Busy
 -  In a meeting

The set presence status is displayed on the side of the system users who may see your presence status.

How to control the display of your presence status on the other *OpenScape UC Application* users' side is outlined in the manual *OpenScape UC Application V7 OpenScape Desktop Client Enterprise Web Embedded Edition*.

Creating a Contact








How to create a new contact:

- Open the **Contacts** function window.
- Click on .
- Enter the contact data.
- Click on **OK**.

The new contact is integrated in the contact list.







Calling a Contact

How to call a contact from the contact list:

- Click on  in the main menu.
- The Pearl menu is displayed.
- **Select View > Contacts.**
 - Click in the row of the desired contact entry on ,  or .
 - If ,  or  select the desired phone number.


The connection is set up and displayed in the **Call Control**.

Meaning of the telephone status icons in the contact list:

- ,  Busy
- ,  Ready to make/take calls
- ,  No status information available

Dialing a Phone Number


How to dial any phone number:

- Enter the phone number in the **<Name or Number>** input field of the main menu.
- Click on  in the main menu.

The connection is set up and displayed in the **Call Control**.

Requesting a Callback



How to request a callback from an internal subscriber who is busy or does not answer the phone:

- Click on  in the **Call Control**.

The callback function is active. A confirmation announcement is played.

Transferring a Call




How to transfer an incoming or active call to another subscriber:

- In the **Call Control**, click on .
- Enter the phone number of the subscriber in the input field of the **Redirecting Call** dialog.
- Click on **Transfer to** .



Calling a Contact from a Directory




How to find a contact in a directory and call him/her from there:

- Open the **Directory Search** function window.
- Enter the search criteria.
- Click on .
- Enable  of the desired search result. If  select the desired phone number.

The connection is set up and displayed in the **Call Control**, which opens automatically.

Controlling a Consultation Call

During a consultation call, the following options are available in the **Call Control** to control the held call:

-  Toggle between held and active call
-  Connect held and consulted subscriber
-  Start a *Merge Calls* conference

Calling from Microsoft-Outlook


How to initiate a call from the *Microsoft Outlook* address book:

- Switch to the *Microsoft Outlook* client address book.
- Select the desired contact.
- Click on **Dial** in the *Microsoft Outlook* icon bar.
- If the selected contact has several phone numbers: Select the desired one in the selection dialog and click on **Connect**.

The call is initiated. The **Call Control** opens.

Consultation

How to consult a subscriber during an active call:


- In the **Call Control**, enter the phone number of the desired subscriber in the **New Call** input field.
- Click on  to the right of the **New Call** field.

The connection to the original conversational partner is automatically held. Parallel to this, the connection to the consultation call subscriber is set up.

Displaying missed Calls




How to display a list of all missed calls:

- Click on **Missed Calls** in the tab bar under the main menu.

The workspace displays the missed calls () only.

Starting a Chat **

How to start a new chat:

- Open the **Contacts** function window.
- Click on ,  or  of the contact entry. The **Instant Messaging** function window appears.
- Enter the message text in the bottom area.
- Click on **Send**.



The sent text and the reply are displayed in the top area.


** Applicable for *OpenScape UC Application* users only




Starting/Ending Video Streaming

How to switch a video connection to an active call:


- Click on  in the SoftPhone menu. The **Video** window with your own video image opens.
- Click on . Your video image appears in a red frame and is sent to the connection partner. The video image of the connection partner is automatically received and displayed in the **Video** window.

A click on  stops the automatic transmission of your video image.

A click on  in the SoftPhone menu closes the **Video** window.

Setting Tell-Me-When **

How to activate the Tell-Me-When feature for a contact:

- Open the **Contacts** function window.
- Select the desired contact.
- Click on .
- Select **Set Tell-Me-When**
- Set the desired option under **When Changes to**.
- Select the desired option under **Action**.
- Define the desired timeout under **Expires in**.
- Click on **OK**.

Activating a Call Forwarding

How to activate a call forwarding:


- Open the **Forward Call** function window.
- Use the **Preferred device** combo box to select the device to which all incoming calls shall be routed. The caller cannot see the call forwarding.

or

- Use the **Forward Calls to** combo box to select the device to which all incoming calls shall be routed. The forwarding destination is displayed to the caller.

Sending an E-mail

How to send an e-mail to a contact who can be reached via his/her e-mail address:


- Open the **Contacts** function window.
- Click on  of the desired contact.

The pre-set e-mail program starts.

- Enter the message text and send the e-mail as usual.

Deleting Tell-Me-When **

How to deactivate the Tell-Me-When feature for a contact:

- Open the **Contacts** function window.
- Select the contact for whom Tell-Me-When is active.
- Click on .
- Select **Delete Tell-Me-When**

Deactivating a Call Forwarding

How to disable an active call forwarding:

- Open the **Forward Call** function window.
- Select the **Not activated** option in the **Preferred device** or Forward calls to combo box.



** Applicable for *OpenScape UC Application* users only

Creating/editing Rule Profiles

Rule profiles are used to reroute incoming calls to a specific device with the help of rules. A rule must be assigned to at least one rule profile.

How to create a rule profile:

- Click on  in the main menu.
- Select **Add/Edit Profile**

The **Rules** dialog opens.


- Create a profile to contain the rule on the **Activate profile** tab.
- On the **List of persons** or **Date lists** tab create a person or date list (optional).
- On the **New / edit** tab define and configure the desired rule and assign it to a profile.

The procedure is detailed in the *OpenScape Desktop Client Enterprise Web Embedded Edition* manual.

Activating a Rule Profile

How to activate a rule profile:

- Click on  in the main menu.
- Select the desired rule profile.

Call rerouting by rule is active and indicated by an arrow and by .

Deactivating a Rule Profile

How to deactivate a rule profile:



- Click on  in the main menu.
- Click on **Deactivate rule profile.**

The selected rule profile is inactive.





Call rerouting by rules is disabled.

Playing Voicemails via Telephone

How to play a voicemail by telephone:



- Open the Voicemail Box function window.
- Select the desired voicemail.
- Click on  for this voicemail.
- Select Telephone.
- Click on . When you pick up the receiver the playback starts immediately.

Further operating options:





-  Pause playback
-  Stop playback, reset to start
-  Fast-forward
-  Rewind

Playing Voicemails via Browser

How to play a voicemail via browser (*Windows Media Player*):

- Open the **Voicemail Box** function window.
- Select the desired voicemail.
- Click on  for this voicemail.
- Select **Browser.**
- Click on . The voicemail is played via speakers attached to the PC or via headset.


Further operating options:

-  Pause playback
-  Stop playback, reset to start
-  Mute playback
-  Set playback volume



Starting/creating a Meet Me Conference

How to create and start a *Meet Me* conference:

- Open the **Conferences** function window.
- Click on .
- Enter the conference **Name**.
- Add the desired participants.
- Select **Open Conference** if all participants are to have the same status (no moderator). This option must be inactive for a moderated conference.
- Click on **OK**.

The data for joining the conference is automatically created and sent to all participants by e-mail.



The invited participants can see the conference in the **Conferences** window.

- Click on .
- Select **Join to Conference**.

The *Meet Me* conference starts.

Starting a Meet Me Web Conference


How to start a *Meet Me* web conference:

- Start the desired *Meet Me* conference in the **Conferences** function window (.
- Click on  in the **Call Control**.
- Click on **Run** in the **File Download** dialog.
- Confirm the security prompt with **Run**.

The connection to the web conference server is set up.

Starting an Ad-hoc Web Conference


How to start a spontaneous web conference:

- Start the desired ad-hoc conference.
- Click on  in the **Call Control**.
- Click on **Run** in the **File Download** dialog.
- Confirm the security prompt with **Run**.

The connection to the web conference server is set up.

Starting an Ad-hoc Conference










How to initiate an ad-hoc conference:

- Open the **Contacts** function window.
- Select the desired participants.
- Click on .
- Enter the conference **Name**.
- Click on **Start**.

All participants are called and connected to the conference. The **Call Control** opens.

Controlling a Conference

Options to control a conference in the **Call Control**:

-  Start web conference
-  Unlock conference
-  Lock conference for further dial-ins
-  Mute conference or participant
-  Unmute conference or participant
-  Change device (resume conference)
-  Leave conference
-  End conference^{***}
-  Add participant

*** Users with moderator privileges or creators only



Quick Guide

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