

Logging on

How to log on to the *OpenScape UC Application* system with the *OpenScape Web Client*:

- Invoke the internet address of the *Web Client* in the web browser.

The Login page of the *Web Client* opens.

Enter the **User name**, **Domain (if required)** and **Password**.

- Click on **OK**.

The *Web Client* workspace opens.

As a rule you need to log on again if you have not used the *Web Client* for 30 days or are logged off.

Configuring the Workspace

How to configure the workspace views or select a view already defined:

- Select **menu > Homepage** in the main menu.
- Select the desired view via **Select Perspective (Perspective 1...5)**.
- Create the desired function windows in the view.
- Click on **Save**.
- Click on **Close Editing**.

The workspace opens now with the set view.

Changing the Password









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

- Log on to the *OpenScape UC Application* system.
- 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.

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 Web Client*.



Setting the preferred Device





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

- Click on  Office phone /  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.



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 Web Client* 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 rule profile is deactivated. Call rerouting by rules is disabled.

Creating a Contact








How to add a new contact:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts.**
 - Click in the **Contacts** function window 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

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. The connection closes automatically.






Calling a Contact from a Directory

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

- Click on  in the main menu.


The Pearl menu is displayed.

- Select **View > Directory Search**.
- Enter the search criteria in the **Directory Search** function window.
- Click on **Search** .
- 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.

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**, which opens automatically.



Setting Tell-Me-When **

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

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
- 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**.



Deleting Tell-Me-When **

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

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
- Select the contact for whom Tell-Me-When is active.
- Click on .
- Select **Delete Tell-Me-When**




Displaying missed Calls

How to display a list of all missed calls:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **Status Information > Missed Calls**.
- The **Missed Calls** window opens. It contains missed calls only ().

Transferring a Call

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


- Click on  in the **Call Control**.
- For transferring a call to another device select:
- **Handover to** .
- Select a device.
- For transferring a call to a subscriber:
- Enter the phone number of the subscriber in the input field of the **Redirecting call** dialog.
- Click on **Transfer to** .

** Applicable for *OpenScape UC Application* users only



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.

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

Activating a Call Forwarding

How to activate a call forwarding:

- Click in the main menu on **menu > General > Common tab > Forwarding tab**.
 - Select the device to which all incoming calls are routed via the **Preferred device** combo box. The caller cannot see the call forwarding.
- or
- Use the **Forward calls to** combo box to select the device to which all incoming calls are to be routed. The forwarding destination is displayed to the caller.



Deactivating a Call Forwarding

How to deactivate an active call forwarding:

- Click in the main menu on **menu > General > Common tab > Forwarding tab**.
- Select the **Not activated** option in the **Preferred device** or **Forward calls to** combo box.





Sending an E-mail

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

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
 - Click in the **Contacts** function window on  of the desired contact. The default-set e-mail program starts.
 - Enter your message text and send the e-mail as usual.

Starting a Chat **

How to start a new chat:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
 - Click in the **Contacts** function window 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





Playing Voicemails via Telephone





How to play a voicemail via telephone:

- Click on  in the main menu.

The Pearl menu is displayed.

- Select **Status Information > Voicemail**.
- Select the desired voicemail in the **Voicemail Box** function window.
- 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*):

- Click on  in the main menu.

The Pearl menu is displayed.


- Select **Status Information > Voicemail**.
- Select the desired voicemail in the **Voicemail Box** function window.
- 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:

- Click on  in the main menu.

The Pearl menu is displayed.

- Select **View > Conferences**.
- In the **Conferences** function window click on .
- Enter the conference **Name**.
- **Add 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 an Ad-hoc Conference

How to initiate an ad-hoc conference:

- Click on  in the main menu.










The Pearl menu is displayed.

- Select **View > Contacts**.
- Select all desired participants in the **Contacts** function window.
- Click on .
- Enter the conference **Name**.
- Click on **Start**.

All participants are called and connected to the conference.



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

Starting a Meet Me Web Conference

How to start a *Meet Me* web conference:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Conferences**.
 - Click in the **Conferences** function window on  in the row of the desired conference entry.
 - Select **Join to Conference**.



The voice conference connection is set up and the **Call Control** function window opens.

- 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 an ad-hoc web conference:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
 - Select the desired participants in the **Contacts** function window and click on .
 - Enter the conference **Name** and click on **Start**.

The voice conference connection is set up. The **Call Control** function window opens.

- 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.



*** Users with moderator privileges or creators only