

# Documentation

## OpenScape Xpressions Microsoft Outlook Extensions

User Guide

A31003-S2360-U102-7-7619

Communication for the open minded

Siemens Enterprise Communications  
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## Communication for the open minded

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Reference No.: A31003-S2360-U102-7-7619

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# History of Changes

Date	Changes	Reason
2008-07-15	Integration of the new conference extension feature. See <a href="#">Chapter 3, "The Conference Extension for Microsoft Outlook"</a> .	MRS 6
2009-04-15	New note: A conference set up via the Outlook conference extension cannot be deleted in OpenScape Xpressions <i>Web Client</i> . See <a href="#">Section 3.1, "General Considerations"</a> , on page 50.	BR090318164405
2009-04-15	New note: The use of the "local forms for SMTP" may result in a representation error. See <a href="#">Section 1.2.3, "Setup versions of the forms"</a> , on page 13.	BR090312122809
2009-04-15	New feature: The administrator may restrict the use of the Outlook conference extension. See <a href="#">Section , "The Conference Extension for Microsoft Outlook"</a> , on page 49.	CR551
2009-09-18	Added: Description of a workaround for solving the conference button representation problem with Outlook 2003. See <a href="#">Section 3.1.1, "Special Feature in the Installation of the Conference Extension in Microsoft Outlook 2003"</a> , on page 50.	BR090716155858
2009-09-18	The feature of changing the conference type in case of periodically recurring conferences has been modified. See <a href="#">Section 3.2.5.2, "Editing a Conference after the Conference Data Transmission"</a> , on page 58.	BR090626104242
2010-01-29	Improved description of how to start voice and web conferences. See <a href="#">Section 3.2, "Configuring, starting and editing a Conference"</a> , on page 53.	BR100108075650
2010-03-04	Added: Description of the conference control. See <a href="#">Section 3.2.6, "Controlling a Conference"</a> , on page 63.	Review
2010-04-26	Click-to-Dial description added. See <a href="#">Section 1.4, "Integrating OpenScape Xpressions cyPHONE in MS Outlook"</a> , on page 19.	Review
2010- 05-25	New feature: Callback to originators of any Outlook messages and calling any Outlook contact entries via OpenScape Xpressions <i>optiClients 130</i> or OpenScape Xpressions <i>Web Client</i> . See <a href="#">Section 1.4, "Integrating OpenScape Xpressions cyPHONE in MS Outlook"</a> , on page 19.	RQ00030525, RQ00030534
2010- 05-25	New feature: Fax messages can be transmitted "on behalf of..." if sending messages "on behalf of..." has been configured in Outlook. See <a href="#">Section 1.2.2, "Features"</a> , on page 10.	RQ00029347
2010-06-25	Changing conference start time: The conference is started now five minutes before scheduled. See <a href="#">Section 3.2.2, "Starting a Voice Conference"</a> , on page 56.	RQ00029052



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# 1 The *OpenScape Xpressions Outlook Extensions*

## 1.1 Introduction

### 1.1.1 Program Documentation

The *OpenScape Xpressions Outlook Extensions* documentation is available on the product CD. Please obtain information about the basic operation of the *Microsoft Outlook* application from the *Microsoft Outlook* online help.

There are the following further options to inform yourself about the *OpenScape Xpressions Outlook Extensions*:

- **Administrator manual *Microsoft Exchange Gateway***  
The administrator receives here detailed information about the installation and configuration of the Outlook forms.
- **Administrator manual *Server Administration***  
This manual contains the MRS server description (architecture and configuration).
- **User manual *Web Collaboration***  
This manual describes how to operate a web conference that you can configure via the *Outlook Conference Extension* in combination with a voice conference.

### 1.1.2 Who should read this Manual?

The manual in hand addresses the end user who employs the *MRS Outlook Extensions* to help handling his/her daily communications. It describes all features provided by the *OpenScape Xpressions Outlook Extensions*. To understand and operate these features the user must be familiar with the basic *Microsoft Outlook* functionality.

### 1.1.3 Representations in this Manual

#### 1.1.3.1 Figures

Please note that the figures shown in this manual, for example dialogs, icons etc., may slightly vary from the representation on your computer. The figures were created on a system on which the operating system Windows XP with the MS Office version 2003 is installed. The default settings of both systems were used. Deviations result from the installation on other operating systems and from using different Office versions. In addition, variations may occur if you have modified the background design of your system under **Display Properties**.

#### 1.1.3.2 Fonts used in the Manual

...Microsoft Outlook...	Product names are <i>italicized</i> .
<b>Text</b>	Texts from the files described (listings) as well as texts that you enter in files are indicated using font <b>Courier</b> and <b>bold</b> .
...the password <b>123456</b> ...	Words and passages in continuous text that are <b>particularly important</b> or must be <b>complied with</b> appear in <b>bold</b> letters. Buttons, menus as well as dialog names, messages and windows appear in <b>bold</b> as well.
...file localhost.cfg...	Files or directories are indicated using <i>courier</i> font.
<Wildcard>	Entries or specifications that vary according to the situation in which they occur (variables) are placed between pointed brackets and are <i>italicized</i> .

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**NOTE:** indicates notes or recommendations.

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**IMPORTANT:** indicates information you must read.

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## 1.2 General Considerations about the **MRS Outlook Extensions**

### 1.2.1 History of Development of the Versions

In the course of the *MRS server* development the *MRS Outlook Extensions* have been shipped with the product in different development stages. The following variants have been employed at the customers' with the different *MS Outlook* versions:

- With the version HiPath Xpressions 3.0  
The HXOE components (HXOE = HiPath Xpressions Outlook Extensions)
- With the version HiPath Xpressions 4.0 (from the version HiPath Xpressions 5.0 with upgrades only and not at all any more from HiPath Xpressions 5.0 R3)  
The HXE components (HXE = HiPath Xpressions Extensions). They comprise:
  - The Outlook forms (icon and message forms)
  - *SimplyPhone* standard as CTI client with the following functions  
Call via phone number entry  
Callback to selected journal entries  
Telephone partner search
  - *SimplyPhone* Advanced as CTI client with full CTI functionality
- With the version HiPath Xpressions 5.0  
The optiClient extensions components. They comprise:
  - The Outlook forms (icon and message forms)
  - *HiPath Xpressions cyPHONE* as CTI client
- With version OpenScape Xpressions 6  
The optiClient extensions components. They comprise:
  - The Outlook forms (icon and message forms)
  - *OpenScape Xpressions cyPHONE* as CTI client

The conference extension for MS Outlook.

If you require information about older Outlook components, please refer to the manuals or PDF files composed for the corresponding versions. The *OpenScape Xpressions Microsoft Outlook Extensions* installation is described in the *Client Installations* manual.

## 1.2.2 Features

Depending on the version installed, the following *OpenScape Xpressions Outlook Extensions* features are available:

- Displaying special icons in the Outlook journal to improve the message type differentiation.
- Simplified addressing with fax transmission and polling, combined with a convenient editing function to furnish incoming messages with additional text or graphic elements before they are forwarded.
- Convenient SMS message transmission.
- Incoming messages, no matter by which service (fax, e-mail or voicemail), can be furnished with a text and/or voice annotation before forwarding them to one or several addresses. They can also be sent back to the originator as reply, or to all original recipients (if the message came in as carbon copy (CC)). The voice annotation can be recorded via telephone or via a microphone connected to the sound card.
- Generating and sending new voicemails.
- Reading or listening to incoming fax and voicemails in the inbox directory.

---

**NOTE:** A preview to sent fax messages contained in the Outlook directory "Sent Items" is not possible.

---

You have the following options:

- With *Outlook 2003*: Reading respectively playing fax messages and voicemails in the preview window.

---

**NOTE:** Reading respectively playing fax messages and voicemails via the preview window is not possible with *MS Outlook XP*.

---

- With *MS Outlook XP*: Editing fax messages and voicemails in Outlook after opening the messages with a doubleclick. You can then make use of convenient editing functions to furnish incoming fax messages with

additional text of graphical elements before forwarding them. Voicemails can then be played either via sound card or the individual telephone and extended with a voice annotation before they are forwarded.

---

**NOTE:** So that fax messages and voicemails can be directly edited in *Outlook 2003*, the option “Read all standard mail in plain text” must not be set. This option can be found under **Message handling** in the **E-mail options** dialog (can be reached via **Tools > Options > Preferences** tab > **E-mail-options** button).

---

---

**NOTE:** So that fax and voicemails can be represented or put out in offline operation (for example at laptop computers), the **Synchronize forms** checkbox must be set.

In *Outlook XP* and *Outlook 2003* you reach the corresponding settings dialog either via the key combination [Ctrl] + [Alt] + S, or invoke the **Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups** menu. In the dialog now open select the **All Accounts** entry and press the **Edit...** button. In the next dialog, **Send/Receive Settings - All Accounts**, you find the **Synchronize forms** checkbox to the right of the directory tree.

---

- If configured in the Exchange connector, additional information can be represented in the **From** and **Subject** columns of the Outlook journal.
- Using the CTI client *OpenScape Xpressions cyPHONE* for making full use of the MRS server CTI features.

---

**NOTE:** The *OpenScape XpressionscyPHONE* operating instructions are contained in the *OpenScape XpressionscyPHONE* manual.

---

- Usage of the conference extension for *MS Outlook*

### **1.2.2.1 Using the *OpenScape Xpressions Outlook Extensions* with *MS Outlook 2007* and *MS Outlook 2010***

The introduction of Office 2007 has brought a change upon the technical implementation of the Outlook forms. This is automatically considered during the installation and does not influence the functions respectively the representation of the forms.

All *MS Outlook 2003* features described in this manual are also available with *MS Outlook 2007* and *MS Outlook 2010* if not otherwise expressly stated.

### 1.2.3 Setup versions of the forms

Depending on the system environment two methods of implementing Outlook forms:

1. Systems based on *Microsoft Exchange Server*

This version is used when *Microsoft Outlook* is natively operated at a *Microsoft Exchange Server*. For this purpose, the components **Server Based Forms** are used in combination with the **Server Based Forms Client Components**. You find a detailed description of this version's setup in the *OpenScape Xpressions Microsoft Exchange Gateway* manual.

2. Systems based on the MRS server

In this case *Microsoft Outlook* is directly connected to the MRS server by IMAP or POP3 protocol. New messages are sent to the MRS server by SMTP via the SMTP APL . In this case the Outlook forms are used as “**local forms for SMTP**”. You find a detailed description of this version's setup and configuration in the *OpenScape Xpressions Server Administration* manual.

---

**NOTE:** If the Outlook forms are used as “**local forms for SMTP**”, a representation error may result from the following *Microsoft Outlook* 2003 SP3 operation steps:

1. Open a form.
  2. Enter an address in the **To...** field.
  3. Enter an address in the **Cc...** field.
  4. Place the cursor in the **To...** field again.
- The **To...** entry field may now appear minimized.

This behavior is not caused by the use of the **local forms for SMTP** but results from a **Microsoft Outlook** bug.

---

Both applications are handled in the same way, so that the description in this manual is also valid for the “**local forms for SMTP**” version.

## 1.3 Forms for Fax, Fax-on-Demand, Voice and SMS Messages

---

**NOTE:** Since the message forms are integrated as Visual Basic Script, the Office component Visual Basic Scripting Support must be installed on each client computer. Without this component the form code cannot be executed and the forms do not work. This component is an element of the Microsoft Office standard installation, but can be excluded from a customized installation.

---

These forms are entry masks the function of which is specially adjusted to the service for which they are used. The following functions are available via forms:

1. With initiating messages via the File menu respectively the toolbar (Send Forms):

- Sending fax messages.

Fax stationery can optionally be used for fax transmission. The user can select these fax templates via a separate combination field.


---

**NOTE:** This feature must be prepared by the administrator for the selection field to appear.

---

- Polling fax messages (fax on demand)

---

**NOTE:** The function cannot be called via the toolbar. To select this function use the **File > New > Fax on Demand** Outlook menu or click the small triangle next to the  New button.

---

- Convenient SMS message sending
- Sending voicemails.

2. With editing incoming messages (editing forms):

- For all message types (e-mail, fax and voicemails)
  - attaching text and/or voice comments to answer the message.
  - replying with text and/or voice annotation to all original recipients (in case of a message you have received as CC).
  - forwarding with a text and/or voicemail annotation (to one or several addresses)
- For e-mail messages
  - replying and forwarding as fax message.

- replying with SMS message
- For fax messages
  - displaying fax documents (with various viewing features)
  - Editing fax documents (inserting objects and text)
  - Answering or forwarding fax documents (probably with additional text and graphical objects).
  - Sending fax documents “on behalf of...”. This feature concerns users whom you have given your permission to send fax messages on your behalf
- For voicemails
  - playing voicemails
  - Providing voicemail with a text and/or voice annotation
  - Forwarding voicemails (also annotated)
- Sending messages to selected contact entries from the contact directory. Possible are:
  - Fax message to contact
  - Send SMS to contact
  - Voicemail to contact

The corresponding message forms are directly opened with the available address information.

- Opening the *Web Assistant* by mouseclick

The appearance of the single forms windows has mostly been adapted to the typical “look&feel” of the **new e-mail message** Outlook window, so that the user quickly finds his/her way round.

The forms functions are directly accessible via the Outlook toolbar.

---

**NOTE:** Different symbol functions are available depending on whether you invoke the form functions from the inbox journal or contact directory. The currently **unavailable** ones appear in gray.

---



The functions can also be reached via the **File**, **Actions** and **Tools** (*Web Assistant* start) Outlook menus.

## The OpenScape Xpressions Outlook Extensions

*Forms for Fax, Fax-on-Demand, Voice and SMS Messages*

### Displaying the function icons

How to display missing function icons in the toolbar:

1. Click the toolbar in an arbitrary place with the right mousebutton
2. From the open context menu select **UM Forms** to display an icon for each function.


Here the user can choose whether an icon is to be available for each function or the functions are to be collectively called via selection fields according to message types (services).

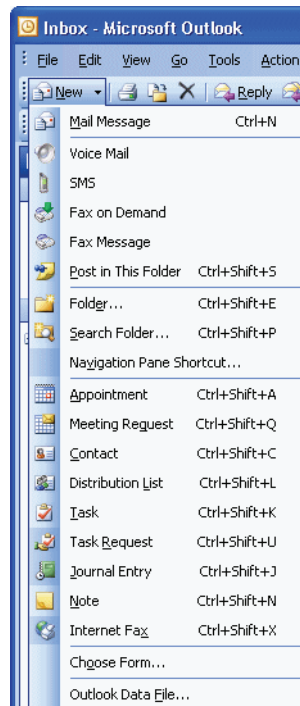
If you want to use the functions collectively according to services, select **UM Forms PopUp** from the context menu.



It is also possible to display both versions in the toolbar.

### Calling the Forms

The forms functions for message transmission are accessible via the small triangle icon next to the  icon.



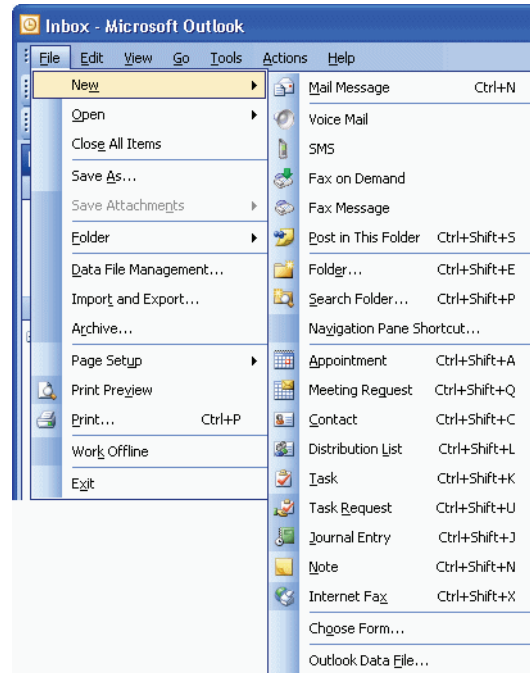


## The OpenScape Xpressions Outlook Extensions

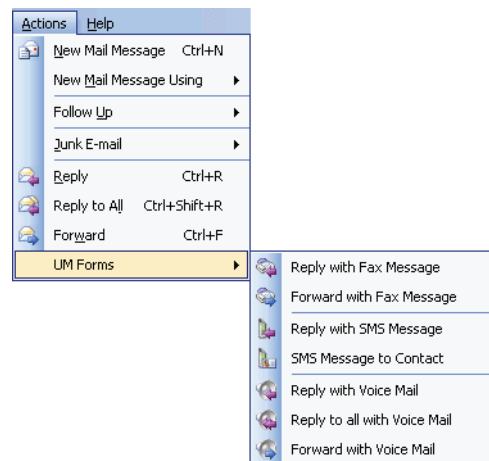
### Forms for Fax, Fax-on-Demand, Voice and SMS Messages

The forms functions for message transmission can also be called via the **File** Outlook menu.

**File > New** and then **Fax, Fax on Demand, SMS** or **Voice message**.



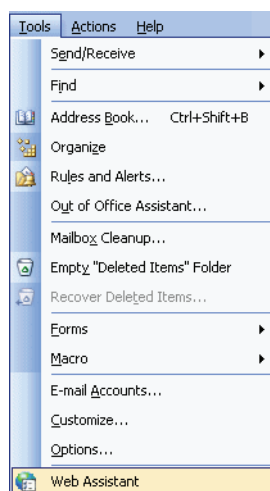
The reply and forward form functions are found in the **Actions** Outlook menu under **UM Forms**.



## The OpenScape Xpressions Outlook Extensions

*Forms for Fax, Fax-on-Demand, Voice and SMS Messages*

You find the functions to start the *Web Assistant* additionally in the **Tools** Outlook menu under **Web Assistant**.



The operation of the single message forms is described in detail in [Section , “Using OpenScape Xpressions Outlook Forms”](#), on page 21.

## 1.4 Integrating *OpenScape Xpressions cyPHONE* in *MS Outlook*

If the CTI client for the MRS server *OpenScape Xpressions cyPHONE* is installed on your workstation, you can use it from within Outlook. After the installation of the CTI client, the Outlook toolbar features the **Dial** button for *OpenScape Xpressions cyPHONE*.



Via this icon you can use the following functions:

- Direct invocation of the *OpenScape Xpressions cyPHONE* application if the application has been started.  
You can then use the CTI client with all its features. You find details about how to operate *OpenScape Xpressions cyPHONE* in the *OpenScape Xpressions cyPHONE* manual.
- Initiation of a telephone call via any journal entries in Outlook. These are in detail:
  - Return call to any message originator.
  - Call to any contact entries in Outlook.

Select the corresponding journal entry and click on the **Dial** button for *OpenScape Xpressions cyPHONE*. The call is initiated at once.

---

**NOTE:** The respective phone numbers required for calling must have been deposited in the contact information.

---

The behavior after triggering this feature depends on the operating modes of the *OpenScape Xpressions optiClient 130*:

- In case of a started *OpenScape Xpressions cyPHONE* the dial process is triggered immediately.
- If *OpenScape Xpressions cyPHONE* has not been started, dialing is either initiated via the call control of *OpenScape Xpressions Web Client* or the client *OpenScape Xpressions cyPHONE* is started automatically. This depends on whether the URL of *OpenScape Xpressions Web Client* is locally entered in the registry.

---

**NOTE:** Each call via *OpenScape Xpressions Web Client* requires specifying the access data. Activate the **Save user data** checkbox in the login dialog if you want the system to remember the access data. The login dialog will then not be displayed anymore.

---

## **1.5 The Conference Extension for *MS Outlook***

The conference extension facilitates scheduling and monitoring conferences. It provides the following conference options:

- Scheduling and initiating a voice conference.
- Scheduling and initiating a web conference.
- Scheduling and initiating a combined voice/web conference.
- Monitoring the scheduled and initiated conferences via the *OpenScape Web Client*.

How to schedule and monitor a conference is described in this manual in [Section , “The Conference Extension for Microsoft Outlook”](#), on page 49.


## 2 Using OpenScape Xpressions Outlook Forms

In the following you find a description of how to use the forms to facilitate your communication.


### 2.1 Sending Messages

#### 2.1.1 Sending Fax Messages

How to send a fax message:

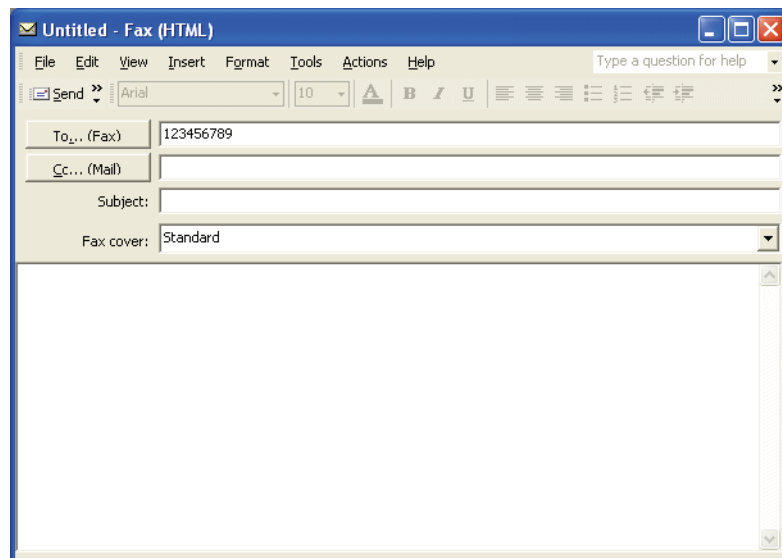
1. Enable the  icon.

---

**NOTE:** You can also trigger this function by selecting the **Fax** option in the **File** menu. It is also possible to select the form via the small triangle next to the  New button.

---

Subsequently the fax transmission form opens.



---

**NOTE:** The functions of this dialog's menu or toolbar correspond to those included in the Outlook window **Mail Message**. If you have questions about the menu functions, the Outlook help will provide the answers.

---

2. Enter the recipient of the fax message into the field next to the **To... (Fax)** button.

Here you can directly enter a fax number. Addressing several subscribers simultaneously is also possible. Enter the calling numbers separated by a semicolon.

If desired you can send a copy of the message by e-mail under **Cc...(Mail)**.

When you click the **To...(Fax)** or **Cc...(Mail)** button, the Outlook address directory opens so that you can make a selection.

---

**NOTE:** Further information on the address book functions is found in the Outlook help.


---

3. Enter a short description of the message contents in the subject line.

---

**NOTE:** The subject text is pasted in the fax message at a point defined by the administrator.

---

4. Place the cursor in the text window and enter the fax text for your message.  
Further insertions (attachments, images, signatures etc.) are handled as in the Outlook message window for e-mails. They are performed via the window's main menu under **Insert**. For additional information please refer to the Outlook manual.
5. Under **Fax cover** you can select fax stationery before sending the message if this has been configured by the administrator. Fax stationery is a form stored on the MRS server and composed of a cover page and specially designed pages that follow. On the latter ones the message text is automatically placed in predefined areas.
6. The fax message is sent via the  icon.

---

**NOTE:** If a user sends a fax message within a MRS system to a user also logged in at this MRS server, the MRS server recognizes this and delivers the message as e-mail.


---

### 2.1.1.1 Sending Fax Messages via Distribution Lists

Using the fax form you can also send fax messages via distribution lists. In doing so, please heed some particularities:

- **Private distribution lists**  
You can only use private distribution lists. These are the lists you have locally compiled in Outlook in the **Contacts** journal.  
You cannot use distribution lists that are stored on the Exchange server as global distribution lists.
- **The Cc field**  
For the **Cc...(Mail)** field you can only use distribution lists the members of which all have an e-mail address.  
Distribution lists with mixed members, thus who have either a fax or an e-mail address, must therefore be addressed via the **To...(Fax)** addressing field. If a mixed distribution list is selected for the **Cc...(Mail)** field, only the e-mail addresses will be considered. No transmissions to fax addresses will take place.
- **Expanded distribution lists**

---

**NOTE:** You expand a distribution list with a click on the branching icon  preceding the name of the distribution list. Thereafter you can see all addresses contained in the distribution list.

---

- When you expand a distribution list in the **To...(Fax)** address field, a message is no longer sent via addressing the distribution list but it is handled as if you had entered all distribution list addresses manually. This changes the internal message transmission process. Consequently, a contact who is referenced in the distribution list via an e-mail address receives the message as fax if also a fax address is stored for this contact in the system.
- If a contact in your private distribution list and an Exchange user in the system have the same name, an error message may appear. In this case change the name of the contact entry. First, remove the respective contact from the distribution list and then, add the renamed contact to your private distribution list again.

To send fax messages via a distribution list please follow the instructions given in [Section 2.1.1, "Sending Fax Messages", on page 21](#). Instead of a single recipient you need, however, to enter the name of the distribution list in the address line or select a distribution list from the private contact directory in Outlook.


## 2.1.2 Fax on Demand

The **Fax on Demand** function allows you to poll prepared fax pages from a fax on demand service by entering a fax number.

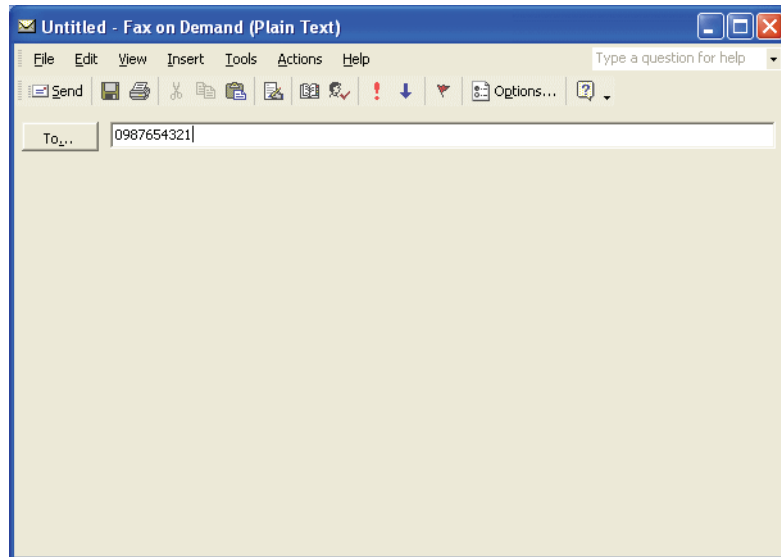
How to poll a fax:

1. From the **File** menu select under **New > Fax on Demand**.
2. The fax on demand form opens.

---

**NOTE:** You can also click the small triangle next to the  **New** button but the function cannot be called via an icon.

---




3. Enter the number of the fax polling service manually in the address line.

---

**NOTE:** If a fax polling service is entered in the address book, select it there (**To...** button).

---

4. The fax message is polled via the  **Send** icon.

The polled fax is immediately displayed in the Outlook preview window. It can be edited like any other fax message.



## 2.1.3 Sending an SMS Message

How to send a SMS message:

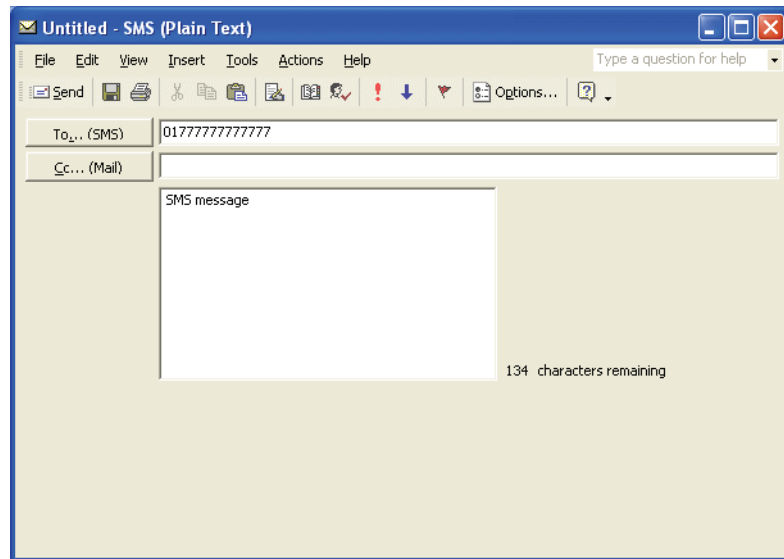
1. Call the SMS transmission form via the  icon.

---

**NOTE:** You can also call this form via **File > New > SMS** or using the **New > SMS** button.

---

The form for sending an SMS message opens.



2. Enter the recipient's cell phone number manually in the address line. You can also select a recipient via the address directory. Click the **To...(SMS)** button, select the address book and then the desired subscriber from the address book.

---

**NOTE:** If the address book is used, the selected contact must dispose of an e-mail or fax address and have a valid entry of the mobile phone number in the **Mobile Phone** field. Outlook needs the e-mail or fax address in order to find the SMS number in the address book.

---

3. Enter an arbitrary text in the SMS form's text field.


SMS messages may consist of a maximum of 160 characters. Depending on the server configuration, fewer characters are available. The administrator will inform you about the precise maximum number of characters. You can check the number of entered characters next to the text entry field as they are counted there.

4. Enable the  button to start the transmission.


## 2.1.4 Sending Voicemails

You can create your own voicemail or insert a text and/or voice annotation in any incoming message type (fax, e-mail or voicemail) before resending it (replying or forwarding) (see [Section 2.4, “Reply and Forwarding Options for Messages”](#), on [page 30](#)).

How to create a new voicemail:

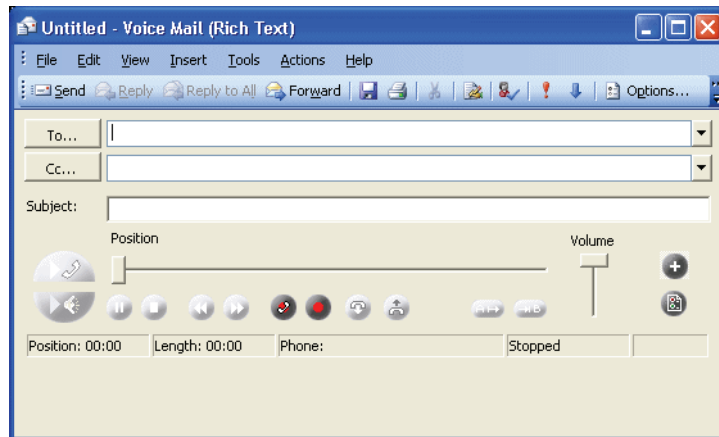
1. Click the  icon.

---

**NOTE:** You can also invoke this function from the Outlook menu **File > New > Voice message** or via the  **New** button, then call **Voice message**.

---

The voicemail form opens.



2. Enter the recipient(s) in the **To...** entry line.

If desired, you can send a copy of the voicemail under **Cc...(Mail)**.



When you click the **To...(Fax)** or **Cc...(Mail)** button, the Outlook address directory opens so that you can make a selection.

---

**NOTE:** Further information on the address book functions is found in the Outlook help.


---





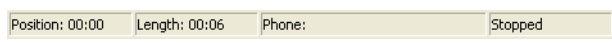
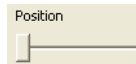

3. Indicate the voicemail by a matching keyword in the subject line.

4. To record the voicemail, click the  icon if you want to make your recording via telephone, or push  for a recording via a microphone attached to the sound card.

**NOTE:** With recordings via microphone you can set the microphone's sensitivity. Use the **Volume** slider to adapt the recording volume to your speaking habits.




In case of recordings via telephone you **cannot** set the volume.


- a) When you choose to **record a voicemail via telephone**: your telephone rings. Pick up the receiver and record your message.
- b) When you choose to **record a voicemail via microphone**: the recording function is immediately available so that you can directly start your recording.
5. Finish your recording with a click on the stop  icon.
6. To check and edit the recording you can use the following functions:

Function	Description
 <b>Playback via telephone</b>	Voicemail playback (check) via telephone. Annotation: The CTI functionality must have been installed for this purpose.
	When you select this function after clicking on the “playback via telephone” icon, your telephone is switched to the hand-free speaking mode. The voicemail is directly and loudly played via telephone or headset. <b>Note:</b> If you have switched the output to a local telephone, this feature is disabled.
	Finishes voicemail output via telephone. This function corresponds to putting the phone down.
 <b>Playback via sound card</b>	Voicemail playback (check) via the PC sound card. This requires an installed sound card with connected speakers.
<p>No matter which medium you employ to play back the message, the <b>Position</b> bar displays the current position that you have reached in your tone document (in relation to the entire recording). The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area).</p> 	
 <b>Position slider</b>	Moving the <b>Position</b> slider with the mouse enables you to skip to an estimated position in the voicemail. Use the <b>Position</b> and <b>Length</b> status information as assisting indicators for this purpose.
 <b>Stop</b>	Stops the message playback and skips to the message start.

## Using OpenScape Xpressions Outlook Forms

### *Sending Messages*

Function	Description
 <b>Pause</b>	Interrupts the playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.

7. Enable  **Send** to send the message.

## 2.2 Starting the *Web Assistant*



In addition to the functions for message handling already mentioned you can open the *Web Assistant* by mouseclick, provided it has been installed. The corresponding icon is displayed in the toolbar. You can also start the *Web Assistant* via the **Tools > Web Assistant** Outlook menu.

The correct *Web Assistant* URL was specified during the installation and you cannot modify it.

## 2.3 The Refresh Icons Button

A rectangular button with the text "Refresh Symbols" in a sans-serif font.

---

**NOTE:** This button is only displayed in the toolbar if you are connected to an SMTP server via Outlook and use the message forms (local SMTP forms).

---

Because of an internal Outlook error the message icons for fax messages and voicemails will no longer be displayed correctly after a certain amount of new messages. All new incoming messages will then be displayed with the default e-mail icon. Via the **Refresh icons** button you can trigger an update of the message icons. By clicking this button the inbox folder is searched for new messages. The correct icons for fax messages and voicemails are automatically set.

## 2.4 Reply and Forwarding Options for Messages

---

**NOTE:** Which type of annotation (voicemail or text) is possible depends on the type of message to be replied to and on the receiving device. It would e.g. be pointless to attach a voice annotation to a fax message addressed to an external fax device.

---

Any type of incoming messages can be replied to and forwarded via various options. An annotation (voicemail or text) can be included as well.




---




**NOTE:** The administrator may configure the following behavior that deviates from the standard case and takes effect with the reply feature **Reply with voice mail** (or **Reply to all with voice mail**): If the OpenScape Xpressions system knows the originator number associated to a received voicemail, the corresponding recipient name is displayed in the address line under **To:** after enabling **Reply with voice mail** (or **Reply to all with voice mail**) in the reply dialog. This is, for example, always the case when an internal caller has sent the voicemail. A warning message then points out that although the message originates from the device of the displayed user, it need not necessarily have been sent by this user himself/herself.

If the originator is unknown because, for example, the call came in from outside, a direct reply via **Reply with voice mail** (or **Reply to all with voice mail**) is not possible. The icon **Reply with voice mail** (or **Reply to all with voice mail**) is inactive in this case.

---

The following reply and forwarding functions are available via toolbar:

Icon/Command	Function
	<b>Reply with voice/text annotation</b> The currently selected message opens in a form dialog with the correct address so that a text and/or voice annotation can be attached. <b>Note:</b> Voicemails can only be answered with a voice annotation.
	<b>Reply to all with voice/text annotation</b> Opens the form for dispatch of the reply message to all subscribers that have received the original message as well. All addresses are automatically copied to the form. The reply message can be supplemented by a voice and/or text annotation. <b>Note:</b> Voicemails can only be answered with a voice annotation.
	<b>Forward with voice/text annotation</b> Opens the form for message forwarding with empty address entry line. The selected message can be forwarded to one or several recipients. The reply message can be supplemented by a voice and/or text annotation. The voicemail is transferred as file attachment in <b>WAV</b> format.

Icon/Command	Function
	<b>Reply with SMS</b> Initiates an SMS message to reply to the selected message. If the corresponding cell phone address entry is available in the database, it is automatically copied to the SMS send form.
	<b>Reply with fax</b> Opens the fax send form. If the corresponding fax address entry is available in the database, it is automatically copied to the send form.
	<b>Forward with fax</b> Opens the fax send form with empty address entry line to forward the message, possibly supplemented by text and/graphic elements.

A tabular overview of all reply and forwarding functions with the associating features is provided under [Appendix C, "Reply and Forwarding Functions Overview"](#).


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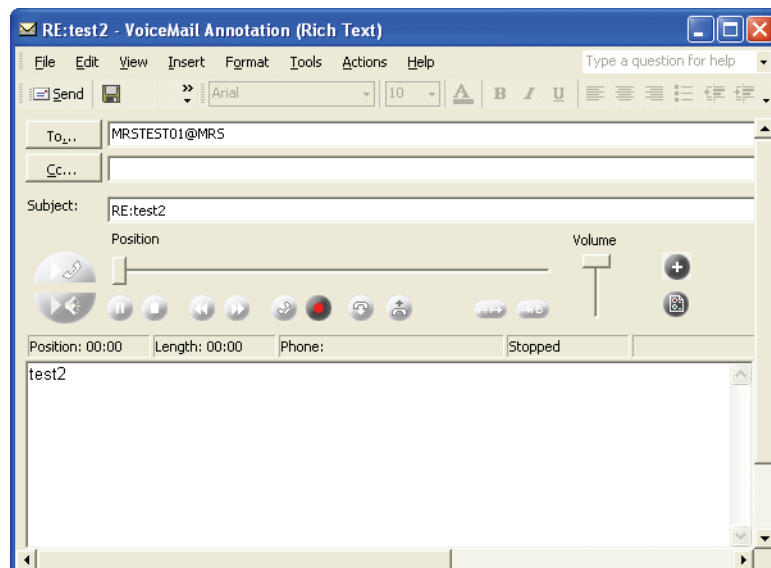
**NOTE:** You can also call the corresponding function via the **Actions > UM Forms** Outlook menu.

---

The procedure for all actions mentioned here and message types is nearly identical, so we will describe one procedure exemplarily by an incoming e-mail. It will be answered by a voicemail annotation.

#### Example: Reply to an incoming e-mail with additional voice annotation.



1. Select the e-mail in the Outlook inbox.
2. Trigger the **reply with voice annotation** function with a click on the  icon.



## Using OpenScape Xpressions Outlook Forms



### Reply and Forwarding Options for Messages





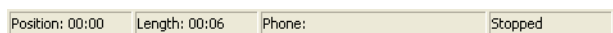
In the form now open the correct address (taken from the e-mail originator) is already entered in the address line. Further recipients could be addressed as well. In this case additional addresses can be entered in the **To...** or **Cc...** address field.

3. To record the voicemail, click the  icon if you want to make your recording via telephone, or push  for a recording via a microphone attached to the sound card.






With recordings via microphone you can set the microphone's sensitivity. Use the **Volume** slider to adapt the recording volume to your speaking habits.

In case of recordings via telephone you **cannot** set the volume.

- a) When you choose to **record a voice mail via telephone**: your telephone rings. Pick up the receiver and record your message. You can also click on the  icon to simulate picking up the receiver. **Note**: Your telephone will then be switched to the hands-free mode and you can directly record the voicemail via telephone or a headset in a loud voice.
  - b) When you choose to **record a voice mail via microphone**: the recording function is immediately available so that you can directly start your recording.
4. Finish your recording with a click on the stop  icon.
  5. To check and edit the recording you can use the following functions:

Function	Description
 <b>Playback via telephone</b>	Voicemail playback (check) via telephone. Annotation: The CTI functionality must have been installed for this purpose.
	When you select this function after clicking on the "playback via telephone" icon, your telephone is switched to the hand-free speaking mode. The voicemail is directly and loudly played via telephone or headset. <b>Note</b> : If you have switched the output to a local telephone, this feature is disabled.
	Finishes voicemail output via telephone. This function corresponds to putting the phone down.
 <b>Playback via sound card</b>	Voicemail playback (check) via the PC sound card. This requires an installed sound card with connected speakers.
No matter which medium you employ to play back the message, the <b>Position</b> bar displays the current position that you have reached in your tone document (in relation to the entire recording). The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area).	
	




Function	Description
 <b>Position slider</b>	Through moving the <b>Position</b> slide with the mouse you can head for an estimated position in the voice message. Use the <b>Position</b> and <b>Length</b> status information as assisting indicators for this purpose.
 <b>Stop</b>	Stops the message playback and skips to the message start.
 <b>Pause</b>	Interrupts the playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.

---

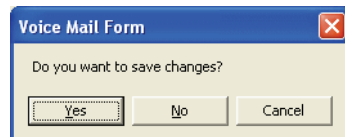
**NOTE:** In addition to a voice annotation a text annotation can be entered. Place the cursor in the message field and enter the text.

---

6. Enable  **Send** to send the message.

#### Not sending a composed message

If you have opened an incoming message to reply to or forward it with an attachment and you stop this procedure after a few steps (e.g. by closing the message window), the message can be moved to the **Drafts** folder for transmission at a later date. For this purpose answer the **Do you want to save changes?** prompt with **Yes**.



For further processing the **Drafts** you can reopen them via the corresponding Outlook directory and eventually send them.

## 2.5 Message Transmission via Contact Entries

You can directly address fax, SMS and voicemails using the entries available in the Outlook **Contacts** directory. If a contact does not contain the corresponding address, for example a cellphone number, triggering the **reply with SMS** function will open the SMS send form but with an empty address entry field. In this case you need to enter the desired address manually.




---

**NOTE:** Note for sending fax messages via the contact entries in Outlook: all data fields available in the contact entries are used for filling in the fax stationery, if variables have been configured for these in the fax stationery definition.


---

How to send a message to a contact:

1. Switch to the Outlook **Contacts** directory.
2. Select the contact the message is to be sent to.
3. Enable one of the following icons for the service you want to use (fax, SMS or voicemail).

- Sending Fax Messages 
- Sending an SMS message 
- Sending a voicemail 

The corresponding send form with the available address entry opens.

4. Enter your text (see [Section 2.1.1, “Sending Fax Messages”, on page 21](#) and [Section 2.1.3, “Sending an SMS Message”, on page 25](#)) or generate a voicemail ([Section 2.1.4, “Sending Voicemails”, on page 26](#)).
5. Push the  **Send** button.

The message is sent and the form closed.

## 2.6 Editing inbound Messages

Incoming fax or voice messages can be edited via the **Inbox** directory by means of special forms in two manners according to the type of message:

- In the Outlook preview window

By selecting the respective entry in the **Inbox** per mouseclick you can view a fax document or listen to a voicemail in the Outlook preview window.

---

**NOTE:** For reasons related to the system, playing a voicemail or displaying a fax message via the preview window is not possible with *MS Outlook XP*. In this case open the voicemail with a doubleclick.

---


- With a double-click on the entry the messages are opened for further processing in a separate window. There all required tools are provided.

### 2.6.1 Editing Fax Messages

---

**NOTE:** Editing fax messages requires the file format for fax messages being set to TIFF in the MRS server settings.

---

If the incoming message is a fax (recognizable by the fax icon  displayed in the icon journal column), there are two basic options to handle it:

- Viewing and replying/forwarding via the preview window

---

**NOTE:** Reading a fax message via the preview window is not possible with *MS Outlook XP*. When you use *MS Outlook XP*, first open the fax message with a doubleclick.

---

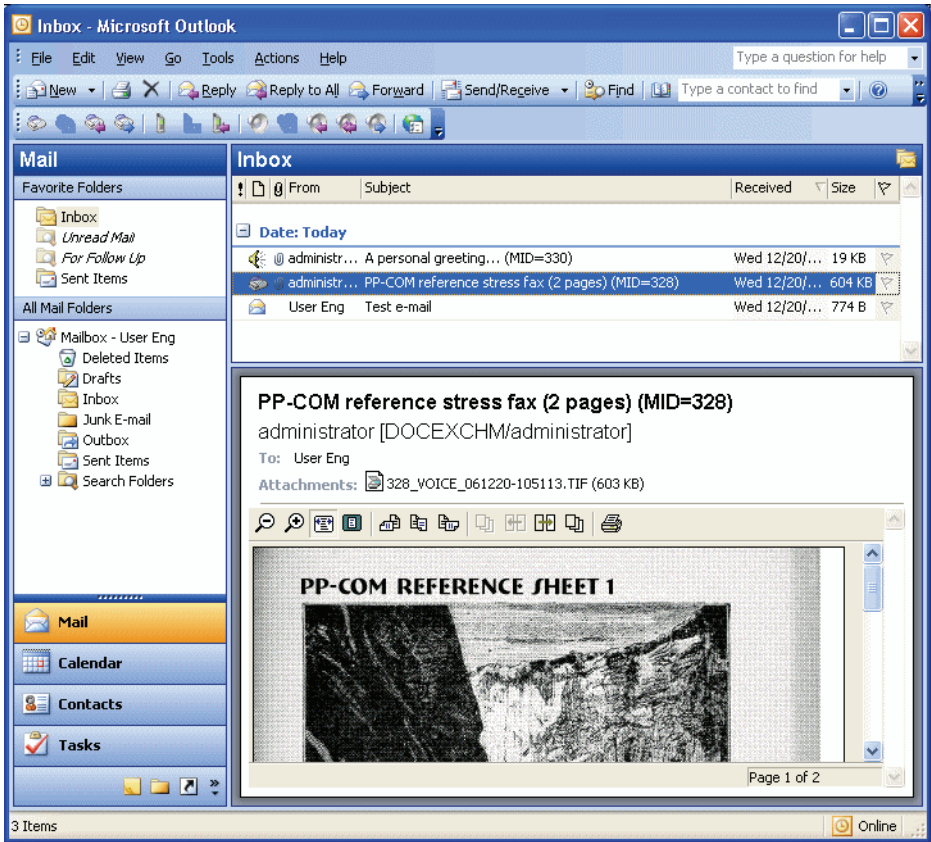
- Editing the fax message before replying/forwarding in a separate window

2.6.1.1 Fax Viewing and Replying/Forwarding via the Preview Window

How to represent a fax message in the preview window.





- 1. Select the fax message in the inbox.









The fax represented in the preview window.



- 2. Select the corresponding viewing tools to optimize the representation.

The following functions are available for this purpose:

Menu item	Description
 Zoom in	Enlarges the fax representation in 8% steps from the basic value (maximum 11 steps).
 Zoom out	Minimizes the fax representation stepwise in 8% steps from the basic value (maximum 11 steps).
 Fit to width	Adjusts the fax to the size of the currently opened window.
 Fit whole page	The fax is represented as complete page regardless the display window size.



Menu item	Description
 <b>Turn left</b>	Rotates the displayed page by 90° counterclockwise.
 <b>Turn over</b>	Rotates the displayed page by 180°.
 <b>Turn right</b>	Rotates the displayed page by 90° clockwise.
 <b>First fax page</b>	Displays the first page of a multipage fax document.
 <b>Previous fax page</b>	Skips back to the previous fax page in a multipage fax document.
 <b>Next fax page</b>	Skips forward to the next fax page in a multipage fax document.
 <b>Last fax page</b>	Skips to the last fax page in a multipage fax document.
 <b>Print</b>	Prints the fax document.

3. For direct fax message answering/forwarding, select the corresponding default icons in the Outlook icon bar.

---

**NOTE:** You can call the desired option from the **Actions** menu as well.

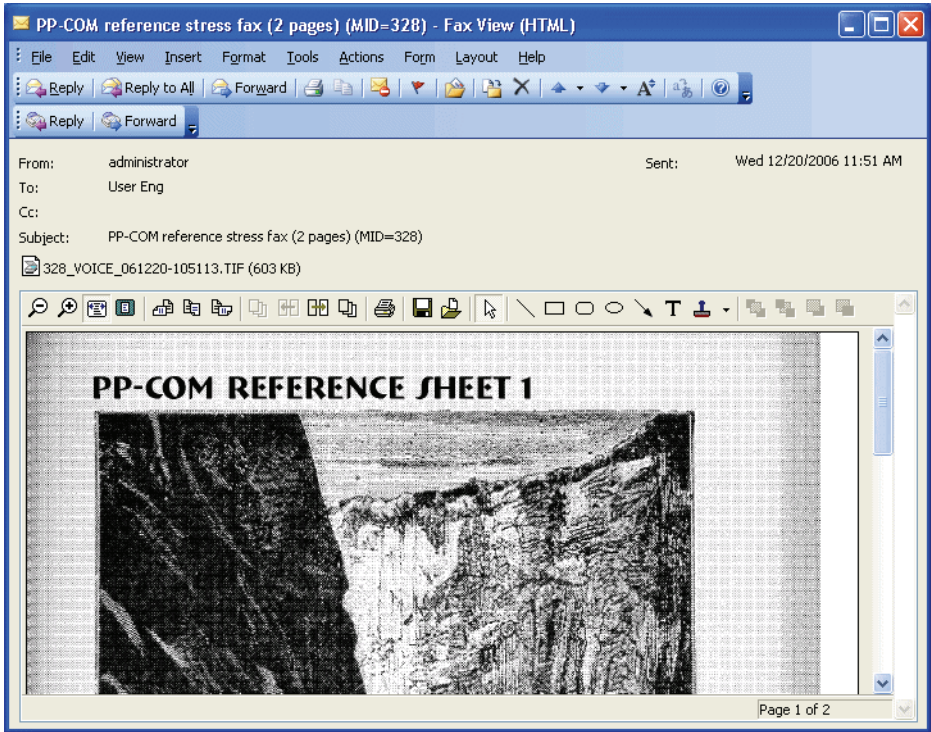
---

- a) After a click on **Reply** the default Outlook e-mail form opens. Besides the recipient address (if the calling number was transmitted), the fax message is already inserted as file attachment. Click the  **Send** button.
- b) After a click on **Forward** the fax form opens. You can now forward the fax message to a fax address entered in the (**To...**) entry field (or inserted from the address directory).  
In addition you can send the fax simultaneously to further recipients under **Cc...** as **e-mail with TIF attachment**. Click the  **Send** button.

2.6.1.2 Editing a Fax in a new Message Window

- 1. Open the fax message with a doubleclick



The editing window with the corresponding fax view opens. Here you find all options to assign additional text to the fax message or to insert graphic objects.










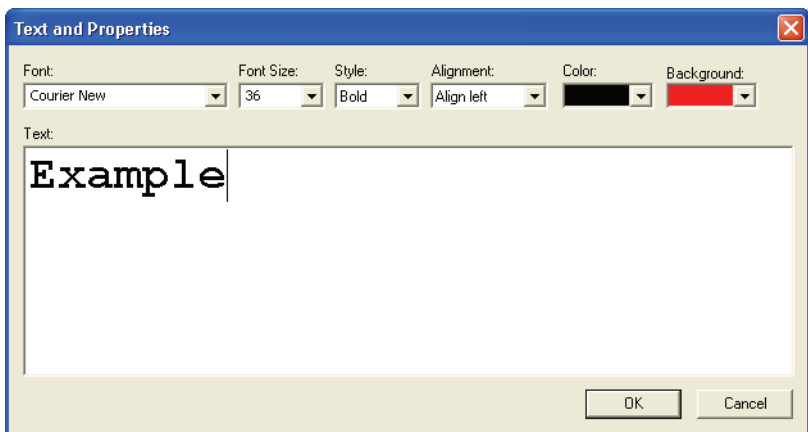
To customize the fax view, utilize the toolbar functions which are the same as in the preview window. In addition you find editing tools here with which you can save the document and insert graphic objects or text:

- 2. Select the desired editing function from the toolbar.

The following functions are available:

Menu item	Description
	Saves fax document modifications temporarily. Inserted elements are integrated in the fax in gray scale representation. In this way you can check the appearance of the fax message in which it will arrive at the recipient later on. <b>Note:</b> This function does not allow the permanent saving of the edited document; use the <b>Save As... function for this purpose.</b>
	Saves a copy of the edited fax document in an arbitrary directory. Enabling this icon opens a file selection dialog. To save a fax you can use the special fax formats TIF fax document (*.TIF, *.TIFF) and fax document (*.fax, *.fg3, *.fg4).

Menu item	Description
 <b>Select</b>	Marks objects already implemented. The mouse pointer, which is initially arrow-shaped, is supplemented with a crossed double arrow if you position it over an element that can be selected. You can select this object by clicking the left mouse button. You can also select objects for editing by keeping the left mouse button pressed and dragging a frame around the element you want to select.
 <b>Line</b>	Generates any straight line in the fax document. Place the cursor at the desired starting point of the line and draw the line with the left mousebutton kept pressed. As long as you hold the mouse button down, you can determine the direction from the origin and the length of the line.
 <b>Rectangle</b>	Inserts a rectangle in the document the same way as a line. Through moving the editing points with the mouse (the mouse pointer changes its appearance depending on the activities performed), the shape of the rectangle as well as its position in the document can be adapted any way you like.
 <b>Round Rectangle</b>	Inserts a round rectangle. In addition to the styling options (lengthening, thickening) by moving the marking point, you can also change the radius of the edges. Seize the inner of the two markers (at the bottom right corner of the rectangle) and move it within the rectangle until the desired shape has been adopted.
 <b>Ellipse</b>	Draws an ellipse or a circle in the fax document. You have the same editing capabilities here that you have for the rectangle.
 <b>Arrow</b>	This function for drawing an arrow is identical with the line function except for an arrow head being attached to the line end.
 <b>Text</b>	By means of this option you can add text objects to your fax. Enabling this function opens the <b>Text and properties</b> window. Enter your text in the entry field. Formatting the text is then performed via the options above of this field. The following options are possible (from left to right):



**Text and Properties**






Font:  Font Size:  Style:  Alignment:  Color:  Background:

Text:



**Example**

OK Cancel



Menu item	Description
	<ul style="list-style-type: none"> <li>• <b>Font:</b> (selection of a font from those installed in Windows).</li> <li>• <b>Size</b> (available from 8 to 72 pt).</li> <li>• <b>Style</b> (Normal, Medium, Semi Bold and Bold).</li> <li>• <b>Alignment</b> (Left, Center, Right and Block).</li> <li>• <b>Color:</b> Opens a color chart from which you can select the desired color for your object. Please note that up to now transmitting colored objects per fax is not possible. Therefore colored parts are converted into a black/white raster before the document is sent. Depending on the color selected, your object may be hard to recognize in the fax document.</li> <li>• <b>Background:</b> When you invoke the color selection, a chart opens from which you can pick a color for the text background.</li> </ul> <p><b>Note:</b> Please remember the restrictions to colored objects in fax documents outlined under <b>Color</b>.</p>
	<p>This icon provides a stamp function. On the one hand you can open a list via the selection icon to insert predefined stamps in the fax document, on the other hand it is possible to define individual stamps or to modify or delete existing ones. You find a detailed description of the stamp function following this table in <a href="#">Section 2.6.1.2, "Applying the stamp function", on page 41</a></p> <p><b>Note:</b> Stamps provided by the system can, depending on your privileges, only temporarily be removed from the list displayed.</p>
 <b>Move to Back</b>	Places the selected object in the background.
 <b>Move to Front</b>	Places the selected object in the foreground.
 <b>Move Forward</b>	Moves the object to the next position in z-order. If you have more than one overlapping object, you can repeat this procedure until the selected object is completely in the foreground.
 <b>Move Back</b>	Moves the object to the previous position in z-order. If you have more than one overlapping object, you can repeat this procedure until the selected object is completely in the background.


### 3. Enable **Reply** or **Forward**.

- After a click on **Reply** the default Outlook e-mail form opens. Besides the recipient address (if the calling number was transmitted), the fax message is already inserted as file attachment. Click the  button.
- After a click on **Forward** the fax form opens. You can now forward the fax message to a fax address entered in the (**To...**) entry field (or inserted from the address directory).  
In addition you can send the fax simultaneously to further recipients under **Cc...** as **e-mail with TIF attachment**. Click the  button.



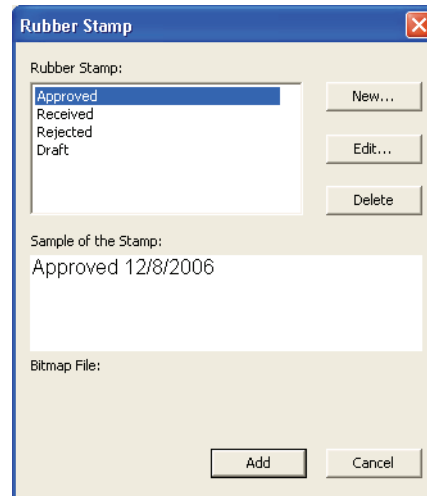
### Applying the stamp function

- **Stamping a fax document**

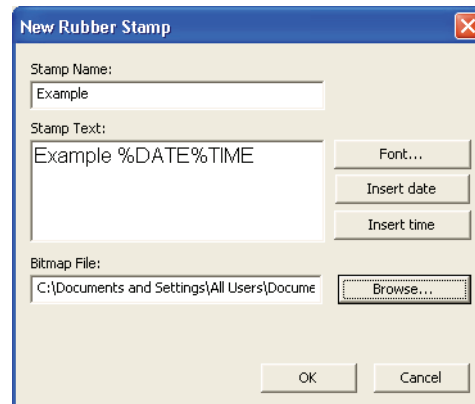
1. Enable the selection button .  
A list with stamps already defined opens. **Note:** The stamps *Approved*, *Received*, *Rejected* and *Draft* are provided as system default with the installation.
2. Select the desired stamp.  
The stamp will appear top left on the currently displayed fax page.
3. Position the stamp text in the desired place of the document.
4. If required, edit the stamp text. Select the inserted stamp text and invoke the **Properties** dialog via the context menu.  
In doing so you can use the same functions as are available for the text function (font, font size, style, alignment, color, and text background color).

- **Defining a new stamp**

1. Enable the stamp  icon. The **Rubber Stamp** dialog opens.



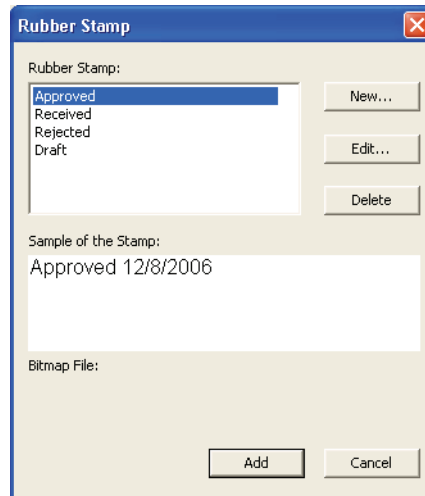
2. Click the **New...** button. The dialog for defining the stamp text opens.



3. Enter a name for the new stamp under **Stamp Name**.  
Under this name the stamp will be displayed in the selection list.
4. Enter the stamp text in the editing window and design it via the **Font...** button.  
In addition you can insert a wildcard for **Date** and **Time** so that the current date and time is displayed with using the stamp.
5. Via the Browse button (a file selection dialog opens) you can additionally include a bitmap file in the stamp. In this way it is possible to integrate, for example, a company logo or a signature in the stamp.
6. Accomplish your settings with **OK**.


- **Editing or deleting a stamp**

1. Enable the stamp  icon. The **Rubber Stamp** dialog opens.



2. Select the name of the stamp the definition of which you want to edit or delete.
3. Push the **Edit...** or **Delete** button.
  - a) Clicking the **Edit...** button opens the stamp definition dialog. Here you can modify all settings (font, parameters for date or time) for the selected stamp.
  - b) Click **Delete** to remove the selected stamp definition from the list.  
**Note:** The stamps *Approved*, *Received*, *Rejected* and *Draft* provided by the system are, depending on your privileges, only temporarily removed from the list.

## 2.6.2 Editing Voicemails

If the incoming message is a voicemail (recognizable by the voicemail icon  displayed in the icon journal column), there are two basic options to handle it:

- Editing in the Outlook preview window

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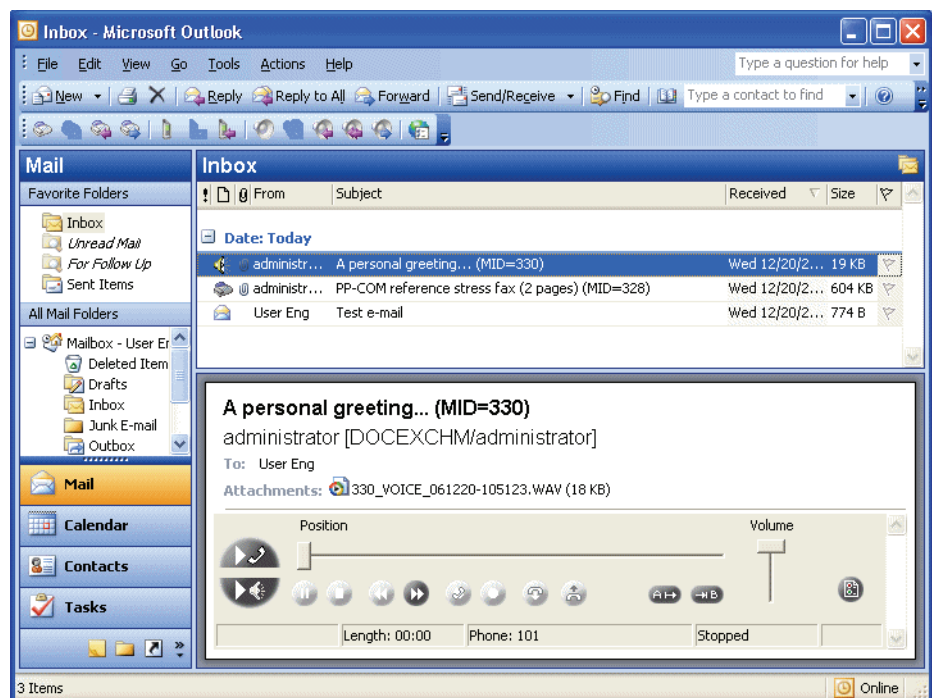
**NOTE:** Playing a voicemail via the preview window is not possible with *MS Outlook XP* nicht möglich. When you use *MS Outlook XP*, first open the voicemail with a doubleclick.



---


- Editing in a separate window

### 2.6.2.1 Editing Voice Messages in the Outlook Preview Window

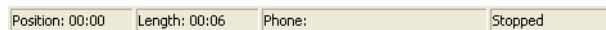
1. Select the received voicemail in the inbox.  
The preview window automatically displays an interface to play the message.




2. Enable the  icon if you want to play the voicemail via telephone, or , for voice message output via speakers (or headphones) attached to the soundcard.


- a) When you choose to **play a voice mail via telephone**: your telephone rings. Pick up the receiver. The voicemail will then be automatically played. You can also click on the  icon to simulate picking up the receiver. **Note:** Your telephone will then be switched to the hands-free mode and the voicemail put out via telephone or a headset in a loud voice.
- b) When you choose **play voice mail via soundcard**: message playback starts immediately.

The **Position** slider indicates the current position in the voicemail (in relation to the entire recording time). The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area).



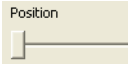






3. Finish the playback with a click on the stop  icon.

Message output is terminated with a simultaneous skip to the message start.

If you want to stop the voicemail playback, simply hang up the receiver. You can also click on the  icon to simulate putting the phone down.



### Features for playing a voicemail

To optimize the voice mail playback, some settings can be performed before the playback is started:

Function	Description
 <b>Position slider</b>	Through moving the <b>Position</b> slide with the mouse you can head for an estimated position in the voice message. Use the <b>Position</b> and <b>Length</b> status information as assisting indicators for this purpose.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Stop</b>	Stops the message playback and skips to the message start.
 <b>Pause</b>	Interrupts voicemail playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
	Defining an A/B repeat How to specify an A/B repeat is described in <a href="#">Section 2.6.2.1, "Defining an A/B repeat", on page 46.</a>
	Enabling this icon opens the <b>Settings</b> dialog to define the playback parameters. Which settings can be performed here is described in <a href="#">Section 2.6.2.1, "The Settings Dialog", on page 46.</a>


#### Defining an A/B repeat

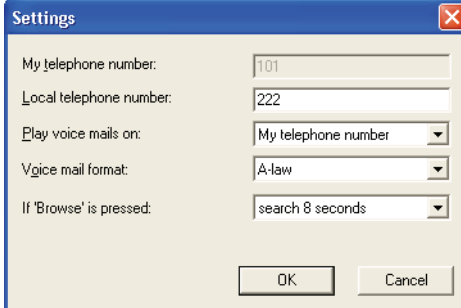
To play a specific clip of a voice message you can define an A/B repeat. Proceed as follows:


1. Place the position slider at the point from where the clip is to begin.
2. Push the  button.
3. Place the position slide at the point where the clip is to end.
4. Push the  button.
5. Push one of the two playback icons.

The clip that you have defined is played with the start of the playback function.

#### The Settings Dialog

Via  you can open the following settings dialog, in which some voicemail playback parameters can be modified.



Option	Description
<b>My telephone number:</b>	This entry line displays your telephone number provided you have a telephone at your workstation and the telephony functions are installed.
<b>Local telephone number:</b>	In this entry field you can specify the telephone number of a connection used only temporarily. By this option all incoming voice messages are routed to the previously defined connection so that you can play them there. Activate this setting via the <b>Play Voice Mails on</b> option.
<b>Play Voice Mails on:</b>	Here, you can switch the telephone designated for playing back the voicemail. You can either listen to the mail by means of your individual workstation telephone ( <b>telephone number</b> ) or you can put out the message via the device that you have specified under <b>Local telephone</b> . <b>Note:</b> If you have switched the output to a local telephone, picking up the receiver cannot be simulated via the  icon.
<b>Voice Message Format</b>	Via the voice format combination field you can define the ISDN message code for your country. In Europe A-Law, in the U.S. mainly $\mu$ -Law is used.
<b>If "Browse" is pressed</b>	Here you can define the time span for a forward/backward skip in the voice message. Four steps are available (1, 2, 4 and 8 seconds).

### Forwarding a voicemail

After you have played the voicemail in the preview window you can send it to further recipients via the **Forward** Outlook standard function.

---

**NOTE:** The voicemail is forwarded as file attachment in WAV format to an e-mail.

---

Proceed as follows:

1. Click the Forward icon in the toolbar.

An e-mail form opens in which the voicemail is already inserted as file attachment.

2. Enter the recipient address

3. If required, edit the entry in the subject line

If an original voicemail subject is available, it is copied to the subject line.

4. You can enter an annotation in the text entry field to round up the e-mail.

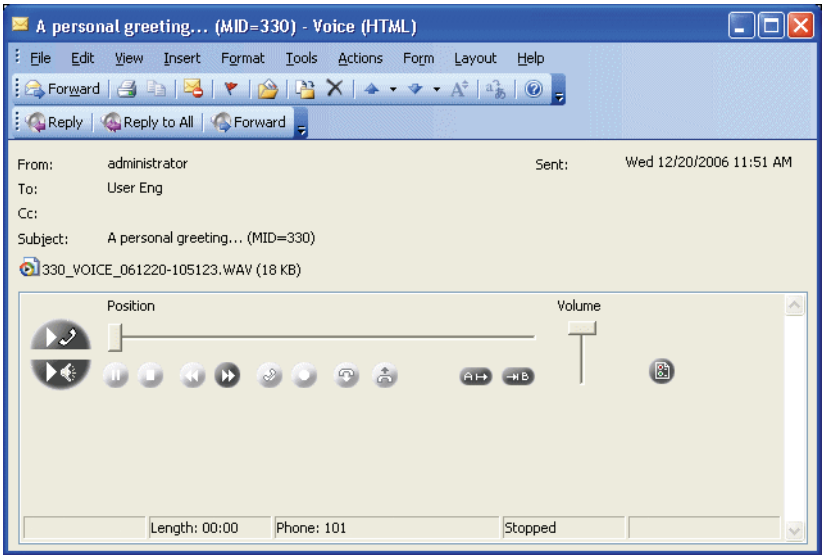
5. Push the  **Send** button.



The message is sent and the form closed.

When forwarded as e-mail, the voicemail annotation is sent as file attachment. If the voicemail is transmitted to a voicemailbox, it is sent as a sound file (WAV).





2.6.2.2 Editing in a separate Window

Like fax messages, a voicemail can be opened in a separate editing window when you double-click the corresponding journal entry.



The above functions are now supplemented by the option to furnish the voicemail with a spoken comment before answering  or forwarding . If the message is forwarded, a text comment can be additionally included in the appropriate entry field.

The following features are additionally available for this purpose:

Function	Description
 <b>Comment recording with telephone</b>	Icon for comment recording via telephone. This function is only available if CTI functions have been implemented.
 <b>Comment recording with Microphone</b>	With implemented sound card and a microphone connected you can use this button to record a voicemail annotation to be attached to the message.
	Attaches a voice comment to the voicemail.
	Overwrites the old voicemail with the voice comment. <b>Note:</b> By clicking the icon you switch to the respective other function.



### 3 The Conference Extension for *Microsoft Outlook*

The conference extension facilitates scheduling and monitoring conferences. It provides the following conference options:

- Scheduling and initiating a voice conference (telephone conference).
- Scheduling and initiating a web conference.
- Scheduling and initiating a combined voice/web conference.

---

**NOTE:** The administrator may restrict the privilege to use these features. The privileges setting can be used to withdraw the privilege to schedule voice or web conferences or both from single users. The buttons for scheduling the corresponding conference types in the Outlook dialog **Untitled-Meeting** are then not available.

---

- Monitoring the scheduled and initiated telephone conferences via the *OpenScape Web Client*.

## 3.1 General Considerations

After you have installed the conference extension in *MS Outlook* you are provided with the features for scheduling and initiating voice and web conferences. You can recognize the successful installation by the conference overview button then available in the *MS Outlook* toolbar.



Via this button you reach immediately the **Conferences** dialog of the *OpenScape Web Client*. This dialog provides an overview of all scheduled voice conferences and also shows the configuration data of the conferences set up in *Microsoft Outlook*.

---

**NOTE:** A conference set up via the *Microsoft Outlook* conference extension cannot be deleted in the *OpenScape Web Client*.

---

To obtain further information about editing conferences please refer to the *OpenScape Web Client* manual.

### 3.1.1 Special Feature in the Installation of the Conference Extension in Microsoft Outlook 2003

If the conference extension is installed in a *Microsoft Outlook 2003* that already hosts the *Google Desktop Outlook Toolbar*, problems may occur when loading the Conference Add-In. Though the status in the COM Add-In list in Outlook gives the impression that the Conference Add-In has been loaded, the buttons for creating a conference in the <subject> **Meeting** are not represented. You can solve this problem by first deactivating both add-ins. Then, reactivate both add-ins in the sequence: conference add-in, *Google Desktop Outlook Toolbar* add-in.

Proceed as follows:

1. Open in Outlook the **COM Add-Ins** configuration dialog via **Tools > Options > tab Other > button Advanced Options > button COM Add-Ins** .
2. Remove the tick from the checkbox next to *Google Desktop Outlook Toolbar*.
3. Remove the tick from the checkbox next to *OpenScape Xpressions Conference Outlook Add-In*.
4. Click on **OK** in this dialog. You return to the **Advanced Options** dialog.
5. Click on the **COM Add-Ins** button again. You return to the **COM Add-Ins** dialog.
6. Tick off the checkbox *OpenScape Xpressions Conference Outlook Add-In*.

7. Tick off the checkbox *Google Desktop Outlook Toolbar*.
8. Confirm your modification by closing all dialogs with the **OK** button.

You can now load the Conference Add-In in Microsoft Outlook 2003 trouble-free.

### 3.1.2 Conference Types

With the *MS Outlook* conference extension you can configure the following conference types:

- **Voice conferences**

This type of conference is exclusively staged via telephone. To join, every conference participant dials in by himself/herself at the scheduled appointment time.

The voice conferences on the *OpenScape Xpressions* server are unmoderated, so that all conference participants are equally privileged to control the conference. Conferences can be controlled via a telephone menu or the *OpenScape Web Client*.

- **Web conferences**

This type of conferences is exclusively staged using an internet connection. The conference client is used for this purpose. Web conferencing describes the collective use of programs and documents during real-time computer conferences. A web conference enables the conference participants to display each other's desktop if allowed by the user. In this way conference participants all over the world can see the same image, knowing what everybody is on about. Documents and the entire desktop can also be shared for editing. Using the additional features you can directly discuss and illustrate matters. These additional features include, for example, the chat and whiteboard function. In case of a web conference the location in which the conference participants are situated is irrelevant. You merely need a PC with internet access and possibly a telephone. This ensures a high degree of flexibility and saves expenses for long journeys, accommodation etc. Since all session data is transmitted encrypted (256-Bit-AES encryption), sensitive data can be transmitted as well. You find details about using a web conference in the *Web Collaboration* manual.


- **Combined voice/web conference**

In case of this conference type, a voice conference is staged simultaneously to a web conference. This a web conference with voice connection.

## 3.2 Configuring, starting and editing a Conference

### 3.2.1 Configuring a Conference

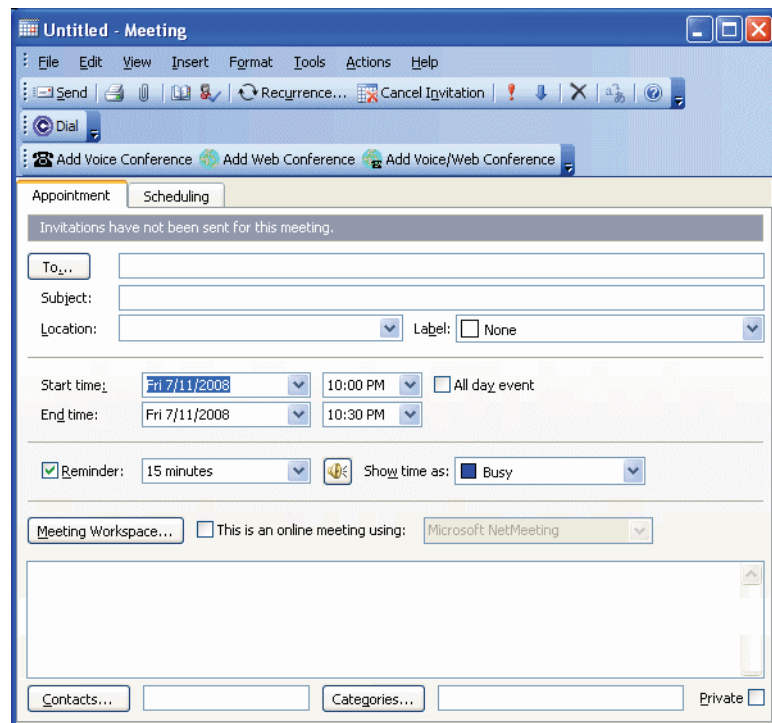
How to configure a conference:

1. Click in *MS Outlook* on the small triangle icon next to the **New**  **New** button. The selection menu opens.
2. In this menu select the **Meeting Request** feature. The **Untitled - Meeting** dialog opens.

---

**NOTE:** You can also reach this dialog via **File -> New -> Meeting Request**.

---



3. Enter the conference participants in the address line.

---

**NOTE:** Via the **To** button you can browse the *MS Outlook* address books or your contact lists for participants and select them.

---

4. Specify the meeting subject.

---

**NOTE:** This entry is mandatory. The subject describes the conference. Under this description the conference will be logged in the message respectively conference journal.

---

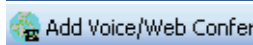
5. Using the **Start time** and **End time** combo boxes schedule the conference.
6. If you want to configure a periodically recurring conference, click on the **Recurrence** button to determine in which intervals the conference is to take place.
7. Depending on the conference type you want to configure, push one of the following buttons:



, to add a *voice conference*,



, to add a *web conference* or



, to add a combined *voice/web conference*.

The conference data is displayed in the bottom section of the **Untitled - Meeting** dialog.

8. In the **Untitled - Meeting** dialog click the **Send** button. The meeting request is sent to the system users as usual. All required information such as conference access data, meeting time and subject is delivered to the selected participants and entered in their *Outlook* calendar as appointment. The conference data are in detail:

- **In case of voice conferences:**

- **Dial the following number to join the conference:**

- Here you find the **conference bridge number** under which you can log on to the conference.

- **Enter the following PIN for identification when requested:**

- Here you find the conference **PIN** with which you authenticate yourself as conference member.

- **In case of web conferences:**

- **Download the conference client under the following URL and start it:**

- The invited participants invoke the specified URL via their web browser to download the conference client for using the web conference.

- **In case of combined voice/web conferences:**

- **Dial the following number to join the conference:**

- Here you find the **conference bridge number** under which you can log on to the conference.

- **Enter the following PIN for identification when requested:**

- Here you find the conference **PIN** with which you authenticate yourself as conference member.

In addition:

- **Download the conference client under the following URL and start it:**

- The invited participants invoke the specified URL via their web browser to download the conference client for using the web conference.

---

**NOTE:** Please remember to provide external conference participants who do not have an e-mail address with the conference information via other communication channels.

---

## 3.2.2 Starting a Voice Conference

The server starts the voice conference at the defined time.

---

**NOTE:** The conference is started five minutes before scheduled. This is to avoid that conference participants whose system time differs from the server time dial in in vain to the conference which is not started yet.

---

As long as only one conference participant has logged on to the voice conference, music-on-hold is played for him/her. How to log on to the conference:

1. Log on to the conference via the **conference bridge number** when the start time of the conference is reached.
2. Enter the conference **PIN** via telephone to authenticate yourself as conference participant.

## 3.2.3 Starting a Web Conference

The conference creator needs to start the web conference if the meeting is to begin as scheduled in the *Outlook* calendar. How to start the conference:

1. When the conference start time is reached, open as conference creator the meeting entry in the *Outlook* calendar.

---


**NOTE:** With the start time having been reached, the **Start Web Conference** button is displayed for the conference creator in the open meeting entry.

---

---

**IMPORTANT:** If you have opened the meeting entry before the start time is reached, the **Start Web Conference** button will not appear until you close and reopen the meeting entry.

---

2. Click the  button. The web conference module is invoked for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on to the conference client with the session ID and password.



### **3.2.4 Joining a Web Conference**

If the web conference has been started by the conference creator, the conference participants can join the web conference as follows:

1. When the conference start time is reached, open as conference participant the meeting entry in the *Outlook* calendar.
2. Click on the download link to download the client software for the conference client.
3. Start the conference client after the download.
4. Enter the session ID and the password for logging on to the web conference.

### 3.2.5 Editing a Conference

You can edit the configured conference before as well as after the transmission of the conference data to the participants. The following editing options are available in both cases.

#### 3.2.5.1 Editing Conference Data before its Transmission

You have prepared a conference by selecting the desired participants, the subject as well as the conference time.

By pushing one of the below buttons you now determine the conference type.



After you have configured the conference by enabling the **Add Voice Conference**, **Add Web Conference** or **Add Voice/Web Conference** button, the buttons will adjust to the selected conference type. They now provide the features described in the following.

#### 3.2.5.2 Editing a Conference after the Conference Data Transmission

After you have sent the conference data, the conference date is entered in your *Outlook* calendar. You can reopen the conference data for editing by doubleclicking the conference calendar-entry.




---

**NOTE:** If you want to change the conference type of a periodically staged conference retrospectively, open the relevant conference entry in the Outlook calendar with a doubleclick. Select the “Open This Series” option to open the conference entry. Only then the buttons for changing the conference type become active. The “Open This occurrence” option lets you edit the conference start time, the subject and the conference members only.


---

#### Editing options

- **In case of a configured voice conference**




-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as pure voice conference into a web conference. The conference access data are then altered from the telephone access data to the web conference access data.
-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure voice conference into a combined voice/web conference. The conference access data for the voice conference will then be supplemented by the access data for the web conference.
-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. For further information about editing conferences with the client *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.

---





**NOTE:** Using the  **Dial** button you can then log on to the conference via the *cyPHONE* CTI client.

---

- **In case of a configured web conference**

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as pure web conference into a voice conference. The conference access data are then altered from the web conference access data to the telephone access data.
-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure web conference into a combined voice/web conference. The conference access data for the web conference will then be supplemented by the access data for the voice conference.
-  **Start Web Conference** The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.


- **In case of a configured voice/web conference**

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as voice/web conference into a pure voice conference. The conference access data for the conference combination will then be reduced to the data required for a pure voice conference: the conference call number and conference PIN.
-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as voice/web conference into a pure web conference. The conference access data for the conference combination will then be reduced to the data required for a pure web conference: the URL for downloading the web conference client, the session ID and the password.
-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. For further information about editing conferences with the client *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.
-  **Start Web Conference** The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.


- **If the start-up time has already been passed**

Depending on the previously configured conference type (voice or web conference respectively combined voice/web conference) you can change the conference type.


### In case of a web conference or voice/web conference

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as pure web conference or voice/web conference into a pure voice conference. The conference access data for the conference combination will then be reduced to the data required for a pure voice conference: the conference call number and conference PIN.


### In case of a pure voice conference or voice/web conference

-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as voice conference or combined voice/web conference into a pure web conference. The conference access data are then altered from those of a pure voice conference to those of a web conference.


### In case of a pure voice conference or pure web conference

-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure voice conference or pure web conference into a combined voice/web conference. The conference access data for the voice conference will then be supplemented by the access data for the web conference.

### In case of voice conferences only

-  **Floor Control** Use this button to switch to the **Floor Control** dialog of the *OpenScape Web Client*. Via this dialog you can then control the telephones involved in the voice conference: locking the conference so that no further members can join it, muting the entire conference, muting single conference members or removing members from the conference. For further information about editing conferences with the client *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.


### In case of voice conferences only

-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. For further information about editing conferences with the client *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.

## The Conference Extension for Microsoft Outlook

### *Configuring, starting and editing a Conference*

#### **In case of web conferences only**

-  **Start Web Conference** The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.

---

**NOTE:** Please note that each modification to the conference configuration must be transferred to the conference members so that they receive the current access data for the conferences.

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---










**NOTE:** Please remember to provide external conference participants who do not have an e-mail address with the modified conference information via other communication channels.

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## 3.2.6 Controlling a Conference

### 3.2.6.1 Controlling a Conference via the Call Control



The following features are available in the call control of the *OpenScape Web Client* for controlling a conference:

Icon	Explanation
<b>In the header</b>	
	<b>Lock conference</b> After you have clicked this icon, other potential conference participants cannot log on to the conference anymore. The icon changes to a closed padlock after you have clicked it.
	<b>Unlock conference</b> Clicking this icon unlocks the conference again.
	<b>Mute conference</b> This feature mutes all microphones of the participating conference participants. Only the voice signal of the conference participant who triggers this function is still transmitted to all conference participants. After you have clicked this icon it appears crossed out. <i>Note:</i> Every conference participant can trigger this feature and also lift the muting of another conference participant.
	<b>Cancel conference muting</b> A click on this icon cancels the conference muting.
	<b>End conference</b> Ends the conference by closing down the connections to the other conference participants.
	<b>Starting a web conference</b> If you have configured a web conference or were invited for a web conference, you can use this icon to set up the connection to the web conference.
<b>During the connection representation of the conference participants</b>	
	<b>Mute participant</b> Mutes the microphone of the respective conference participant. After you have clicked this icon it appears crossed out. <i>Notes:</i> In your call control you can use this feature to temporarily deactivate the microphone of your telephone. The muted conference participants can lift the muting by themselves.
	<b>Cancel muting a participant</b> A click on this icon cancels muting a conference participant.
	<b>Leave conference or remove participant from conference</b> This feature enables you to leave the conference or to remove other conference participants from the conference.

#### 3.2.6.2 Controlling a Conference via Telephone

If you do not have the *OpenScape Web Client* for controlling a conference, you can use the keys of your telephone for this purpose. The telephone keys are used for transmitting control commands to the system by sending DTMF tones.

---

**NOTE:** The administrator can deactivate the operating menu by configuration. Furthermore, he/she can change the assignment of commands to the single keys. In case of doubt, have the menu options announced via  .





---

You can use the following key commands for controlling a conference in the *OpenScape Xpressions* system:








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**NOTE:** The key command description refers to the pre-setting that applies when the *OpenScape Xpressions* server is set up.

---

Key	Key	Command
		<b>Activate menu</b> Via this function you first need to activate the operating menu. This prevents disruptions that may occur during a conference when a telephone key is inadvertently pushed. <b>Note:</b> The administrator can deactivate this behavior by configuration, so that you need not activate the operating menu separately.
then		
		<b>Prompt menu</b> The available menu options are announced to you.
		<b>Lock/unlock conference</b> Once the conference has been locked, no further participants may dial in. Pushing this key once more undoes the restriction.
		<b>Mute self</b> Via this key you can temporarily deactivate the microphone of your telephone. The conference connection is maintained. Pushing this key once more reactivates the microphone.



Key	Key	Command
		<b>Mute conference</b> This feature mutes the microphones of all conference participants. Only the voice signal of the conference participant who triggers this function is still transmitted to all conference participants. <b>Note:</b> Every conference participant can trigger this feature and also lift the muting of another conference participant.
		<b>Handover</b> This function allows you to change the device you use in the conference. Proceed as follows: 1. Push key  for changing the device. 2. Enter the phone number of the device you want to switch to. 3. Complete entering the phone number with  . The entered phone number is announced for you to check. 4. You are then prompted to change the telephone via  or to cancel the process via  .
		<b>Toggle music on hold</b> If you currently are the only conference participant and hear music-on-hold, you can push this key to switch off the music. Pushing this key once more reactivates the music-on-hold.

## **The Conference Extension for Microsoft Outlook**

*Configuring, starting and editing a Conference*

## A Using “Xpressions” Folders in Outlook with *PhoneMail*

Via the telephone user interface (TUI) *Phonemail* you can use a special Outlook folder for message output via telephone. To configure this function, some preparative steps must be taken by the user (at the Outlook client) as well as by the administrator (at the MRS server) in the **sequence** described here.

---

**IMPORTANT:** If you do not stick to this succession, the messages will be lost due to internal Exchange server synchronization mechanisms. We strongly recommend to save the contents of the “Xpressions” folder and of the inbox before activating this feature.

---

1. The corresponding user must first define the “Xpressions” folder in Outlook with the following defaults:
  - The folder may only be called “Xpressions”
  - The folder must be defined in the same level as the inbox folder
2. The user must then share the use of this folder via the *Web Assistant* on the page **Voice mail system -> Edit personal filter**.

Using the “Xpressions” folder via the *PhoneMail* script is now configured.

If the “Xpressions” folder is to be immediately available to the user, the administrator must be notified so that he/she can perform an Exchange APL reboot.

---

**IMPORTANT:** The Exchange APL must be rebooted before messages are moved or transmitted to the “Xpressions” folder. Otherwise all this mail will be lost with rebooting the APL.

---

After the APL reboot the administrator must inform the user that messages can now be moved or, by routing rules, delivered to the “Xpressions” folder.

The “Xpressions” folder will otherwise be activated after the configuration reload (this occurs in 24-hour intervals overnight). In other words, it will not be available until the next day.



## B Service Provider (MSP)

The Service Provider serves as global substructure for all client applications that use *OpenScape Xpressions* server services. Such clients are for example: *OpenScape Xpressions Lotus Notes Extensions*, the *OpenScape Xpressions Microsoft Outlook Extensions*, *Communications* etc. While several client applications can simultaneously be operated on one computer, only one Service Provider entity is available at a time.

The following services are provided:

- Local Database (Cache)

Every client application does not have to keep its own database up to date. If required, the Service Provider synchronizes its local database with the database of the OpenScape Xpressions server. Thereby, the contents of the local database is made available to all client applications so that fast access is always possible.

- Store & Forward Interface

Client applications can send documents to or receive them from a OpenScape Xpressions server. This refers to classic communication per fax, e-mail etc. The *optiClient130* CTI journal operates via this interface as well.

- Transactions Interface

Client applications can communicate with the OpenScape Xpressions server components that support transactions. This enables in particular the CTI functionality for client applications as in *optiClient 130*.

According to requirements the MSP is automatically implemented upon the installation of a OpenScape Xpressions client component. When the installation is completed you will find the file `MSP.INSTALL.LOG` in the TEMP directory of the installing user, helping to detect errors if problems should occur.

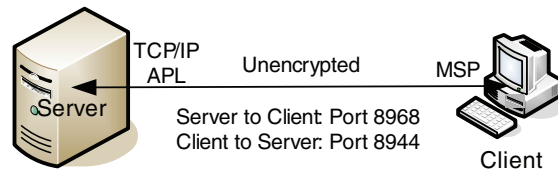
The Service Provider is started by the first client application requiring it. The Service Provider configuration module in the control panel is such an application.

For further information on the service provider and on profile definition refer to the *Server Administration* manual.

## B.1 Connection of the *OpenScale Xpressions* Server to the Clients via the MSP

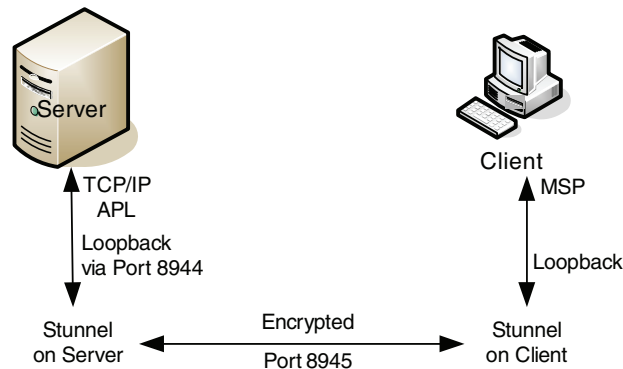
The MSP-based Windows client applications can also communicate with the OpenScale Xpressions server via an IP protocol.

On the server side the TCP/IP APL uses port 8944 for accessing the client. With active delivery from the TCP/IP APL to MSP-based client applications port 8968 is used. This type of communication is not encrypted. By means of a network sniffer you can play all data transmitted between server and client.



You can also communicate via a connection secured by SSL. On the server side, all corresponding requirements have already been met as a certificate has been configured for the **STunnel** program.

For a connection secured by SSL, port 8945 is used. If you then lock port 8944 in the Windows firewall, clients without activated encryption will not be accepted any more.



If a firewall is active on the client, the data transmission between OpenScale Xpressions server and client must be released by the firewall. In other words, if the firewall is active, the MSP on the local clients with the operating systems Windows XP and Windows Vista must be given outgoing access to the OpenScale Xpressions server. For this purpose the `MSPSVC.EXE` and `STUNNEL.EXE` programs are added to the exception list of the firewall. `MSPSVC.EXE` is the Service Provider operated as service. `STUNNEL.EXE` is used for encrypted communication with the MRS server.

The following steps are required:

#### For Windows XP

1. Open the control panel via **Start > Control Panel**.
2. Start the application **Windows Firewall**.  
The **Windows Firewall** dialog opens.
3. Switch to the **Exceptions** tab.
4. Click on the **Add Program...** button.  
The **Add a Program** dialog opens.
5. Click on **Browse...**  
The **Browse** dialog opens.
6. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.

---

**NOTE:** An example of the directory path would be `C:\Program Files\Common Files\Cycos\Service Provider\`

---

7. Select the file `MspSvc.exe` and click on **Open**.  
The selected file is added to the programs of the exception list.
8. In the **Add a Program** dialog click on the **OK** button to complete the selection process for this file.  
You return to the **Windows Firewall** dialog.
9. Click on the **Add Program...** button again.  
The **Add a Program** dialog opens anew.
10. Click on **Browse...** again.  
The **Browse** dialog opens.
11. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.
12. Select the file `stunnel.exe` this time and click on **Open**.  
The file `stunnel.exe` is added to the programs of the exception list.
13. In the **Add a Program** dialog click on the **OK** button to complete the selection process.  
You return to the **Windows Firewall** dialog. The selected programs are now integrated in the list under **Programs and Services**.
14. In the **Windows Firewall** dialog click on **OK**.
15. Close the control panel.

In *Windows XP* the firewall for these programs is now open.

## Service Provider (MSP)

### Connection of the OpenScape Xpressions Server to the Clients via the MSP

#### For Windows Vista

1. Open the control panel via **Start > Control Panel**.
2. Start the application program **Windows Firewall**.
3. There, enable the link **Allow a program through Windows Firewall**.  
The **Windows Firewall** dialog opens.
4. Switch to the **Exceptions** tab.
5. Click on the **Add Program...** button.  
The **Add a Program** dialog opens.
6. Click on **Browse...**.  
The **Browse** dialog opens.
7. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.

---

**NOTE:** An example of the directory path would be `C:\Program Files\Common Files\Cycos\Service Provider\`

---

8. Select the file `MspSvc.exe` and click on **Open**.  
The selected file is added to the programs of the exception list.
9. In the **Add a Program** dialog click on the **OK** button to complete the selection process for this file.  
You return to the **Windows Firewall** dialog.
10. Click on the **Add Program...** button again.  
The **Add a Program** dialog opens anew.
11. Click on **Browse...** again.  
The **Browse** dialog opens.
12. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.
13. Select the file `stunnel.exe` this time and click on **Open**.  
The file `stunnel.exe` is added to the programs of the exception list.
14. In the **Add a Program** dialog click on the **OK** button to complete the selection process.  
You return to the **Windows Firewall** dialog. The selected programs are now integrated in the list under **Programs and Services**.
15. In the **Windows Firewall** dialog click on **OK**.
16. Close the control panel.

In *Windows Vista* the firewall for these programs is now open.



## C Reply and Forwarding Functions Overview

Function	e-mail				Fax message			
	On	Subject	Body	Appendix	On	Subject	Body	Appendix
<b>Reply</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
<b>Forward</b>	No	Yes	Yes	Yes	No	Yes	No	Yes
<b>Reply with fax</b>	Yes	Yes	Yes	No	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Forward with fax</b>	No	Yes	Yes	No	No	Yes	No	Yes (Fax TIFF)
<b>Reply with SMS</b>	Yes	No	No	No	Yes (Fax no.)	No	No	No
<b>Reply with voice mail</b>	Yes	Yes	Yes	Yes	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Reply to all with voice mail</b>	Yes	Yes	Yes	Yes	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Forward with voice mail</b>	No	Yes	Yes	Yes	No	Yes	No	Yes (Fax TIFF)

Table 1 Reply and forwarding functions overview (part 1)

Function	Voice mail				SMS message			
	On	Subject	Body	Appendix	On	Subject	Body	Appendix
<b>Reply</b>	Yes	Yes	No	Yes	Yes	Yes	Yes	No
<b>Forward</b>	No	Yes	No	Yes	No	Yes	Yes	No
<b>Reply with fax</b>	Yes	Yes	No	No	Yes	Yes	Yes	No
<b>Forward with fax</b>	Yes	Yes	No	No	No	Yes	Yes	No
<b>Reply with SMS</b>	Yes	No	No	No	Yes	No	No	No
<b>Reply with voice mail</b>	Yes	Yes	No	pickup	Yes	Yes	Yes	No
<b>Reply to all with voice mail</b>	Yes	Yes	No	pickup	Yes	Yes	Yes	No
<b>Forward with voice mail</b>	No	Yes	No	Yes (WAV)	No	Yes	Yes	No

Table 2 Reply and forwarding functions overview (part 2)



# Glossary

## A

### **Advanced Unified Messaging (AUM)**

Unified Messaging resp. Integrated Messaging extended with CTI functions (Computer Telephony Integration).

### **Automatic Number Identification (ANI)**

Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated per ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if these data are available).

## C

### **Computer Telephony Integration (CTI)**

Computer Telephony Integration is the general technical term for connections between PBXs and computers. It is basically telephony service supported by computer technology. This means in most cases that operation and display of telephony functions at the most different PBXs can occur via an arbitrary client at the computer. To enable this, the MRS server must be up to date with the various operating statuses of the telephone terminal device and be able to pass them on to the respective client.

Services from the most simple applications such as computer aided dialing up to complete call centers can be offered. This also includes supporting service features with their various routing functions, PBX management and creating, editing and storing statistical data.

## D

### **Dialed Number Identification Service (DNIS)**

Transmission of the number originally dialed by the subscriber to trace the rout of incoming calls. This is important with reference to special calling numbers (e.g. 0190 to call a hotline) since a special number call is also transmitted by the provider (e.g. German Telecom) via the normal local loops of the individual PBX. The DNIS now enables to determine whether the caller has dialed the normal PBX extension number of a special calling number.

### **Dual Tone Multifrequency (DTMF)**

Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example "One" is generated by transmission of 1209 Hz and 697 Hz). In contrast to this, defined loop interruptions, generated by the contacts of a mechanical dial (pulse dialing, ten interruptions corresponded to a dialed 0), were formerly used to transmit dial information. In digital networks (ISDN), dial information is digitally generated and transmitted. Transmission of DTMF signals, also supported by digital telephones, can be used to call additional functions via the telephone keypad.

## I

### **Integrated Messaging (IM)**

Integrated Messaging is a Unified Messaging extension. With IM all messages arriving at a mailbox are also transmitted to the MRS server (mailbox replication) and made available to further clients (for example via a telephone). IM will be further developed and eventually replaced with TUM.

### **Interactive Voice Response (IVR)**

By means of voice processing systems e.g the dialogs between customer and call center operator can be optimized. The IVR system enables the customer to pre-structure his/her concern so that call center operators can be assigned according to the specific task. An interested party for example selects a specific product group and is directly forwarded to the corresponding specialist. With pure information services and well structured polling an operator can even be done without. Information could then be provided via a voice mail.

## **M**

### **Mailbox**

Mailbox is a data directory in which all incoming messages, be it an e-mail, a fax, a voice message or another service are stored.

### **Message Store**

Application program that contains the mailboxes of several users, controls access to these mailboxes and stores the messages according to the platform used (the message store can also be a third party product, for example Lotus Notes, Microsoft Exchange or the Cycos AG-owned MRS InfoStore). Per definition a user is assigned to exactly one message store.

## **R**

### **Redirected Number (REDIR)**

“Redirected Number“ is a PBX feature. With an active call rerouting, the telephone number of the originally called subscriber is forwarded with the call to the rerouting destination. In this process the number of the originally called telephone is transmitted as Redirected Number and used by the voice mail system to divert calls to the desired mailbox.

## **S**

### **Service Provider (MSP)**

The Service Provider serves as global substructure for all client applications that want to use MRS server services. These are for example Lotus Notes LSX or MRS Communications. While several client applications can run on one computer simultaneously, only one Service Provider instance is available for updating the local database as well as for transporting data to the server.

### **SMS (Short Message Service)**

Text transmission service per mobile phone. You can send a text message of maximal 160 characters to a mobile phone.

## **T**

### **Telematic**

Derives from abbreviating and combining the terms **telecommunication** and **informatic**. It describes the software controlled interactivity between various protocols used in telecommunication and enables the MRS server to access classic telecommunication services such as telephone, fax etc. This enables the MSR server to access the classic telecommunication services such as telephone, fax etc.

### **Telephone User Interface (TUI)**

Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voice messages but can also be used as entry device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.

**Text To Speech (TTS)**

Conversion of a text mail into a spoken message by means of special programs. This type of transmission is required when you want messages coming in as e-mail to be routed to a telephone.

**Tone Dialing**

See Dual Tone Multifrequency.



# List of Abbreviations

This table shows some important abbreviations.

<b>Abbreviation</b>	<b>Definition</b>
ANI	Automatic Number Identification
ASR	Automatic Speech Recognition
AUM	Advanced Unified Messaging
CTI	Computer Telephony Integration
DNIS	Dialed Number Identification Service
DTMF	Dual Tone Multi Frequency
IM	Integrated Messaging
IVR	Interactive Voice Response
MFV	Multifrequency Dialing
MSP	Service Provider
REDIR	Redirected Number
SMS	Short message service
TTS	Text To Speech
TUI	Telephone User Interface
TUM	True Unified Messaging
UI	User Interface
UM	Unified Messaging
VM	Voice Messages





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