

Logging on

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

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

The Login page of the *Web Client* opens.

- Enter the **User name**, **Domain** (if required) and **Password**.
- Click on **OK**.

The *Web Client* workspace opens.

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

Configuring the Workspace


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

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

The workspace opens now with the set view.

Setting the preferred Device

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

- Click on  **Office phone** in the main menu.
 - Select the desired device from the list.
- You can allocate different devices, taken from the device list, for in or outgoing calls.

Changing the Password


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

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

The password has been changed.

Setting your own Presence Status

How to set the individual presence status:

- Click on  **Available** in the main menu.
- Select the appropriate presence status from the list.

The set presence status is displayed to the *OpenScape UC Application* users whom you have given permission to see your presence status.

How to allow or disallow *OpenScape UC Application* users to see your presence status is described in the *OpenScape Web Client* manual.



Creating/editing Rule Profiles

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

How to create a rule profile:

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

The **Rules** dialog opens.


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

The procedure is detailed in the *OpenScape Web Client* manual.

Activating a Rule Profile

How to activate a rule profile:

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

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

Deactivating a Rule Profile



How to deactivate a rule profile:

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

The rule profile is deactivated. Call rerouting by rules is disabled.

Creating a Contact








How to add a new contact:

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

The new contact is integrated in the contact list.







Calling a Contact

How to call a contact from the contact list:

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


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

Meaning of the telephone status icons in the contact list:

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

Requesting a Callback

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

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

The callback function is active. A confirmation announcement is played. The connection closes automatically.






Calling a Contact from a Directory

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

- Click on  in the main menu.



The Pearl menu is displayed.

- Select **View > Directory Search**.
- Enter the search criteria in the **Directory Search** function window.
- Click on **Search** (.
- Enable  of the desired search result. If  select the desired phone number.

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



Setting Tell-Me-When *

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

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
- Select the desired contact.
- Click on .
- Select **Set Tell-Me-When**
- Set the desired option under **When Changes to**.
- Select the desired option under **Action**.
- Define the desired timeout under **Expires in**.
- Click on **OK**.


Displaying missed Calls

How to display a list of all missed calls:

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

Dialing a Phone Number



How to dial any phone number:

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

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



Deleting Tell-Me-When *

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


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

Transferring a Call

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

- Click on  in the Call Control.
- For transferring a call to another device select:
- Handover to .
 - Select a device.

For transferring a call to a subscriber:


- Enter the phone number of the subscriber in the input field of the Redirecting call dialog.
- Click on Transfer to .

* Applicable for *OpenScape UC Application* users only



Consultation




How to consult a subscriber during an active call:

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

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

Controlling a Consultation Call

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

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

Activating a Call Forwarding

How to activate a call forwarding:

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



Deactivating a Call Forwarding

How to deactivate an active call forwarding:

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





Sending an E-mail

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

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

Starting a Chat *

How to start a new chat:

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **View > Contacts**.
 - Click in the **Contacts** function window on ,  or  of the contact entry. The **Instant Messaging** function window appears.
 - Enter the message text in the bottom area.
 - Click on **Send**.

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

* Applicable for *OpenScape UC Application* users only





Playing Voicemails via Telephone





How to play a voicemail via telephone:

- Click on  in the main menu.

The Pearl menu is displayed.




- Select **Status Information > Voicemail**.
- Select the desired voicemail in the **Voicemail Box** function window.
- Click on  for this voicemail.
- Select **Telephone**.
- Click on . When you pick up the receiver the playback starts immediately.

Further operating options:





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

Playing Voicemails via Browser

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

- Click on  in the main menu.
- The Pearl menu is displayed.
- Select **Status Information > Voicemail**.
 - Select the desired voicemail in the **Voicemail Box** function window.
 - Click on  for this voicemail.
 - Select **Browser**.
 - Click on . The voicemail is played via speakers attached to the PC or via headset.

Further operating options:


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

Starting/creating a Meet Me Conference

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

- Click on  in the main menu.

The Pearl menu is displayed.

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

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

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


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

The *Meet Me* conference starts.




Starting an Ad-hoc Conference

How to initiate an ad-hoc conference:

- Click on  in the main menu.










The Pearl menu is displayed.

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

All participants are called and connected to the conference.



Controlling a Conference

Control options of a conference in the **Call Control**:


-  Start a web conference
-  Copy PIN to clipboard
-  Unlock conference
-  Lock conference for further dial-ins
-  Mute conference or participants
-  Lift conference or participant muting
-  Leave conference
-  End conference^{**}
-  Display conference settings

Starting a Meet Me Web Conference

How to start a *Meet Me* web conference:

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



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

- Click on  in the **Call Control**.
- Click on **Run** in the File Download dialog.
- Confirm the security prompt with **Run**.


The connection to the web conference server is set up.

Starting an Ad-hoc Web Conference

How to start an ad-hoc web conference:

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

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

- Click on  in the **Call Control**.
- Click on **Run** in the File Download dialog.
- Confirm the security prompt with **Run**.

The connection to the web conference server is set up.



^{**} Users with moderator privileges or creators only