

Documentation

OpenScape UC Application V7 OpenScape Fusion for Google Apps

User Guide

A31003-S5070-U116-1-7619

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History of Changes

Date	Change	Reason
06/2012	First Draft	

1 Introduction

The documentation on hand explains the **OpenScape Fusion for Google Apps** functionality.

OpenScape Fusion for Google Apps enables users to use OpenScape UC Application features, such as the One-Number Service, device or presence management.

1.1 Target group

This documentation addresses target groups that would like to use OpenScape Fusion for Google Apps to integrate OpenScape UC in Google applications such as Gmail and Google Calendar.

- User

1.2 Document Conventions

This manual uses the following conventions to better distinguish the different types of information.

NOTICE: This signals notes advising a specific feature or making working with the program easier.

IMPORTANT: This signals notes providing high priority information. Please definitely read and heed such notes to avoid loss of data or damages to devices.

Appearance	Purpose
1. Click on OK .	The single instructions steps are numbered.
<ul style="list-style-type: none"> • First alternative – Second alternative 	Alternative instructions are displayed as bulleted lists.
Bold	Menu names, menu entries, dialog buttons, dialog names, buttons and tabs are displayed in bold.
Courier	Path and file names, e.g. c:\Programs\... or Example.txt are displayed in courier.
<i>Reference to a paragraph</i>	References to paragraphs are marked in italics.
<Text in pointed brackets>	Text with individual content are displayed in pointed brackets, e.g. C:\<user directory>\ can mean: C:\Smith\ or C:\kkh\

1.3 Acronym directory

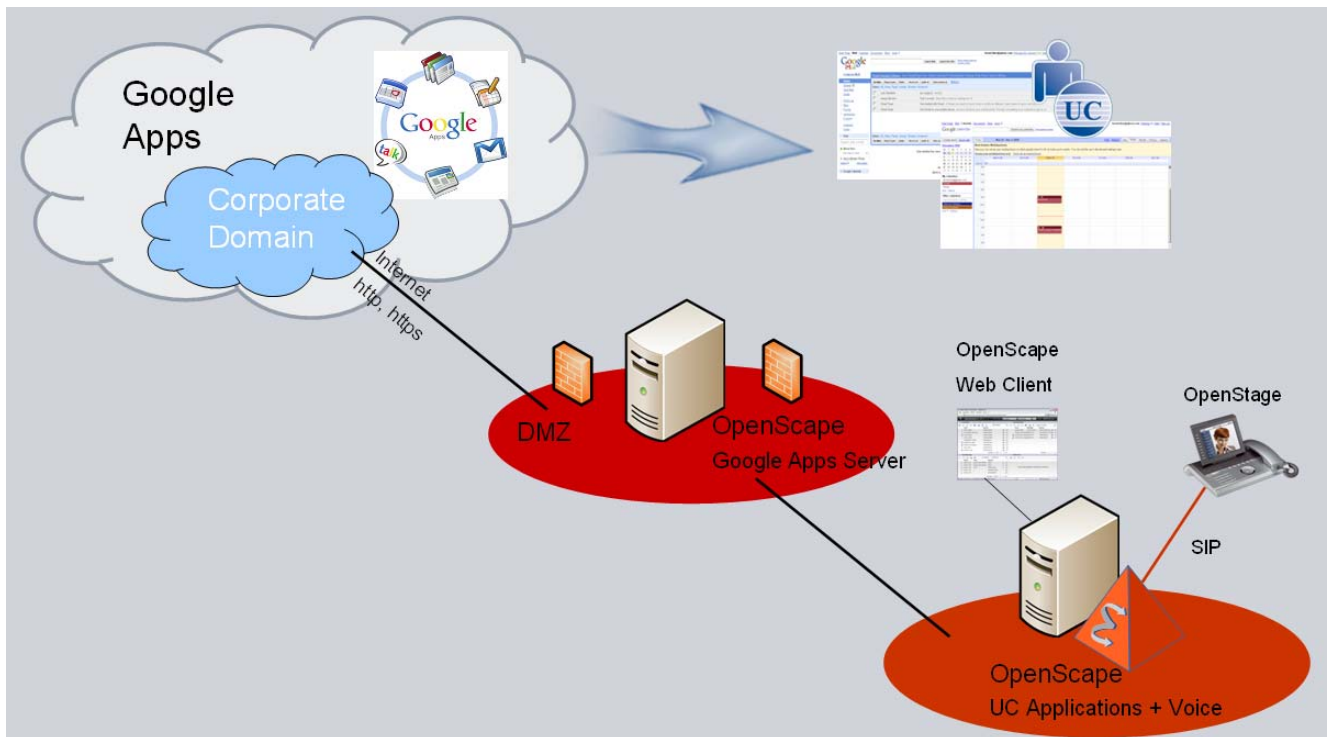
The following paragraph lists the acronyms that are used in this manual in alphabetic order.

Acronym	Meaning
ACD	Automatic Call Distribution
ANI	Automatic Number Identification
APL	Access Protocol Layer
ASR	Automatic Speech Recognition
CAD	Calling Number
CCBS	Completion of Calls to Busy Subscriber
CCNR	Completion of Calls on No Reply
CVS	Concurrent Versions System
DLL	Dynamic Link Libraries
DNIS	Dialed Number Identification Service
DSN	Data Source Name
DTMF	Dual-Tone Multi-Frequency
IP	Internet Protocol
ITU	International Telecommunication Union
IVR	Interactive Voice Response
LCID	Local ID
MSP	As a remote service provider of SEN, GCS responsibilities are not limited to delivering best-in-class services to their customers.
ODBC	Open DataBase Connectivity
RCP	Rich Client Platform
SSML	Speech Synthesis Markup Language
SQL	Structured Query Language
TTS	Text-to-Speech
XML	eXtensible Markup Language

2 OpenScape Fusion for Google Apps

2.1 Overview

OpenScape Fusion for Google Apps is installed on a separate computer in a DMZ in order to have access to the OpenScape UC Application in the intranet from the Google Domain in the internet.



2.2 Features

OpenScape Fusion for Google Apps contains the following features:

2.2.1 Google Domain

- Single sign-on

2.2.2 Google Mail (Gmail)

- Call Management and Management of the Preferred Devices
- Presence Management

- Contact Synchronization
- Click-to-Dial: the user only needs to click on the respective call icon in an e-mail opened in Gmail in order to initiate calls and thus call e.g. the sender of an e-mail.

2.2.3 Google Calendar

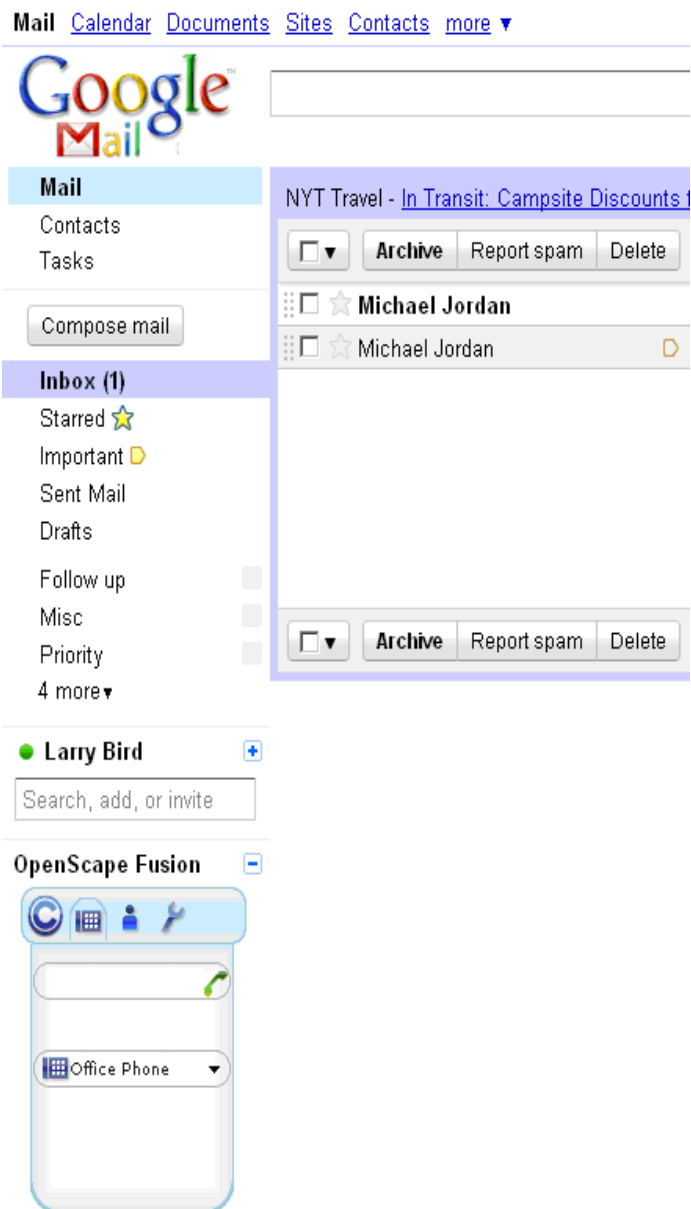
With the help of the calendar entries, telephone conferences can be created and initiated:

- The user can create an OpenScape telephone conference following an appointment that has been entered in the Google Calendar.
- All conference participants are automatically notified and receive the required data to access the conference.

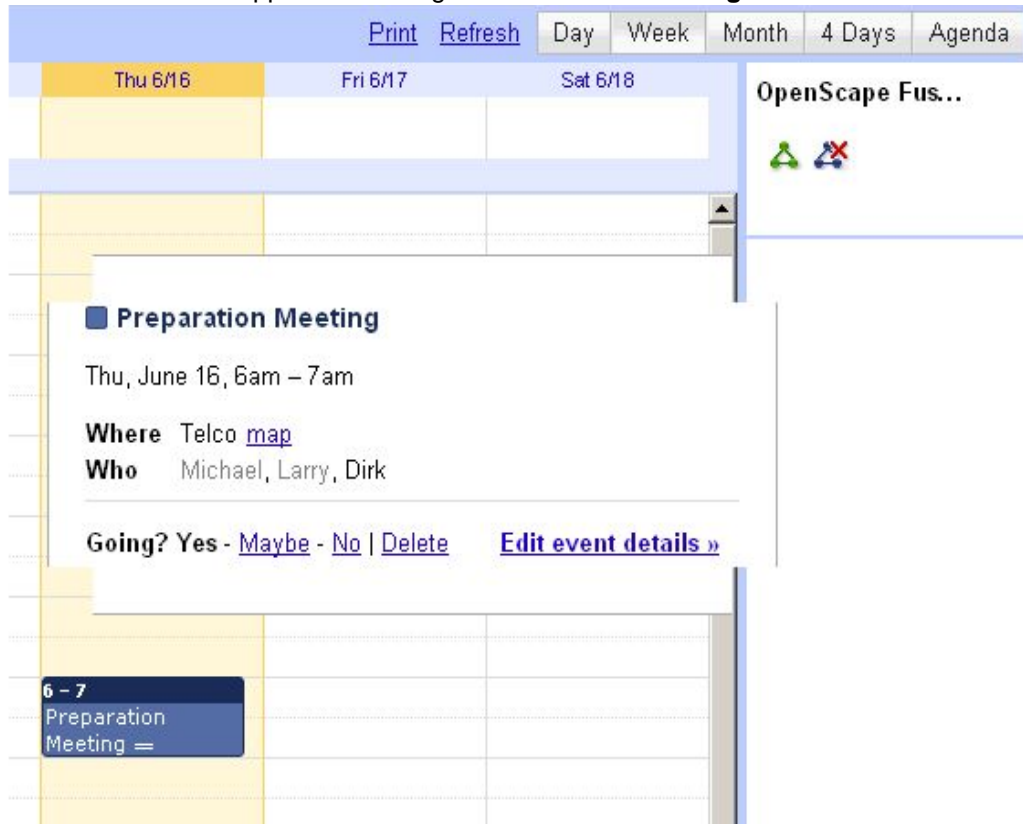
2.2.4 Google Gadgets

The OpenScape Fusion for Google Apps features are provided by Google Gadgets. These are web-based applications that are implemented in the user interfaces of the **Google Mail** and **Google Calendar** applications.

As soon as Gmail is started, the OpenScape Fusion gadget appears at the left hand side of the Google Mail user interface.



If the Google Calendar is opened, the **OpenScape Fusion Calendar gadget** appears at the right hand side of the **Google Calendar** user interface.



NOTICE: If the **OpenScape Fusion gadgets** are not to be displayed, please check your web browser settings and make sure that cookies and javascript are generally accepted.

2.2.5 Language settings

English and German are the languages that are supported. The selection of the browser language determines the gadget language.

The default language is English. If the browser is set to another language than German or English, English is used as the language for the gadget.

2.3 Start OpenScape Fusion for Google Apps

2.3.1 Automatic Start

The **OpenScape Fusion Gadget for Gmail** is automatically started as soon as you call the e-mail service in the Google Apps account.

The **OpenScape Fusion Calendar Gadget** is automatically started as soon as you call the calendar service in the Google Apps account.

The calendar gadget must once be included via the Gmail sidebar gadget "Settings" tab.

2.3.2 Click-to-dial from Gmail


If the user opens an e-mail for the first time, he/she is asked to enter the URL of the Google Apps server. If the Google Apps server cannot be reached or the cookies have been deleted, the user is asked again to enter the URL.

2.3.3 First login


When the user logs in for the first time, a pop-up window opens where the user has to confirm the e-mail address transmission. If pop-ups are disabled, the user needs to click on the Sign-in link.

2.3.4 Hide and Display

Proceed as follows to hide/display the OpenScape Fusion gadgets:

1. Click  to hide the OpenScape Fusion gadget.
The OpenScape Fusion gadget is hidden.

OpenScape Fusion 

2. Click  to display the OpenScape Fusion gadget.
The OpenScape Fusion gadget is displayed.



3 Gmail User Interface

3.1 Overview of the Gmail User Interface

The following figure shows the Gmail user interface of the OpenScape Fusion for Google Apps solution.



The OpenScape Fusion Gmail gadgets provide the following features:


- Client Information
- Administering the preferred Device
- Presence Management
- Configuration Settings
 - Personal contact synchronization
 - Adding a Calendar Gadget
- Make call by number or name
- Click-to-dial function (dialing phone numbers directly from open Google Mail messages)

3.2 Google Apps Information

OpenScape Fusion for Google Apps provides help and status information.



Indicating a warning or an error

A warning or an error is indicated by a yellow warning triangle and is shown if one or more components report a problem – i.e. restricted functionality somewhere.

The following icon on the OpenScape Fusion user interface indicates a warning or an error: 

3.2.1 Displaying Client Information

Proceed as follows to display the client information:

1. Click  in the OpenScope Fusion menu. The **Help** and **About** menu entries are displayed.
2. Click  **About** for version and license information on the OpenScope Fusion for Google Apps client.
3. Click on **? Help** to display the integrated help of OpenScope Fusion for Google Apps gadgets.

3.3 Call Management

Via call management, the user can easily initiate calls and select a preferred device for incoming and outgoing calls. In addition, the preferred devices can be administrated.

Call Management Options

The following figure shows the call set-up field and the selection list box for the preferred device.



NOTICE: The displayed call management/device icon corresponds to the currently preferred device.


3.3.1 Connection Setup



OpenScope Fusion for Google Apps provides an easy way to initiate a call by entering a number or a name from the contact list.

3.3.1.1 Start a call

OpenScape Fusion for Google Apps provides an easy way to initiate a call by entering a number or a name from the contact list.

Step by Step

- 1) Click the **call management/device** icon in the OpenScape Fusion gadget.
The options for call set-up and preferred devices are displayed.
- 2) Enter a telephone number or a name registered in your global or private contacts in the call set-up field (auto-completion) and click .

NOTICE: If multiple telephone numbers are registered for a contact, click the More numbers **More numbers**  icon to display the list of available telephone contacts. In the list, click the  icon next to the number you would like to call. The call is initiated on the preferred device.

- 3) To terminate the call, hang up the preferred device.

3.3.2 Managing Preferred Devices

OpenScape Fusion for Google Apps provides possibilities to add, modify and delete user devices and user device lists. User devices and device lists are used by default for call routing of incoming calls and for outgoing call setup. The user can configure his/her devices and select the preferred device from the list of configured devices.

If a single preferred device is defined, it is used by default for incoming and outgoing calls. If a list of preferred devices is defined, the first device in this list is used by default for outgoing calls. Incoming calls are signalled at the first device as long as the Ring-No-Answer (RNA) timeout of the device is not reached. If the call is not answered within the RNA time of the device, it will be signalled at the next device in the list.

The following figure shows an example of the selection list for preferred devices: with the **Change Setting...** option, you can add, delete and configure devices and device lists.



The selection list provides the following options:

- Select a preferred device
- Select a list of preferred devices
- Change the preferred devices settings

3.3.2.1 How to select the preferred device

Proceed as follows to select your preferred device or device list:

Step by Step

- 1) Click the call management/device icon in the OpenScope Fusion menu.
The options for call set-up and preferred devices are displayed.
- 2) Open the selection list for preferred devices.
- 3) Select a device or a device list.
- 4) The icon of the preferred device/device list is displayed as device icon in the OpenScope Fusion gadget.

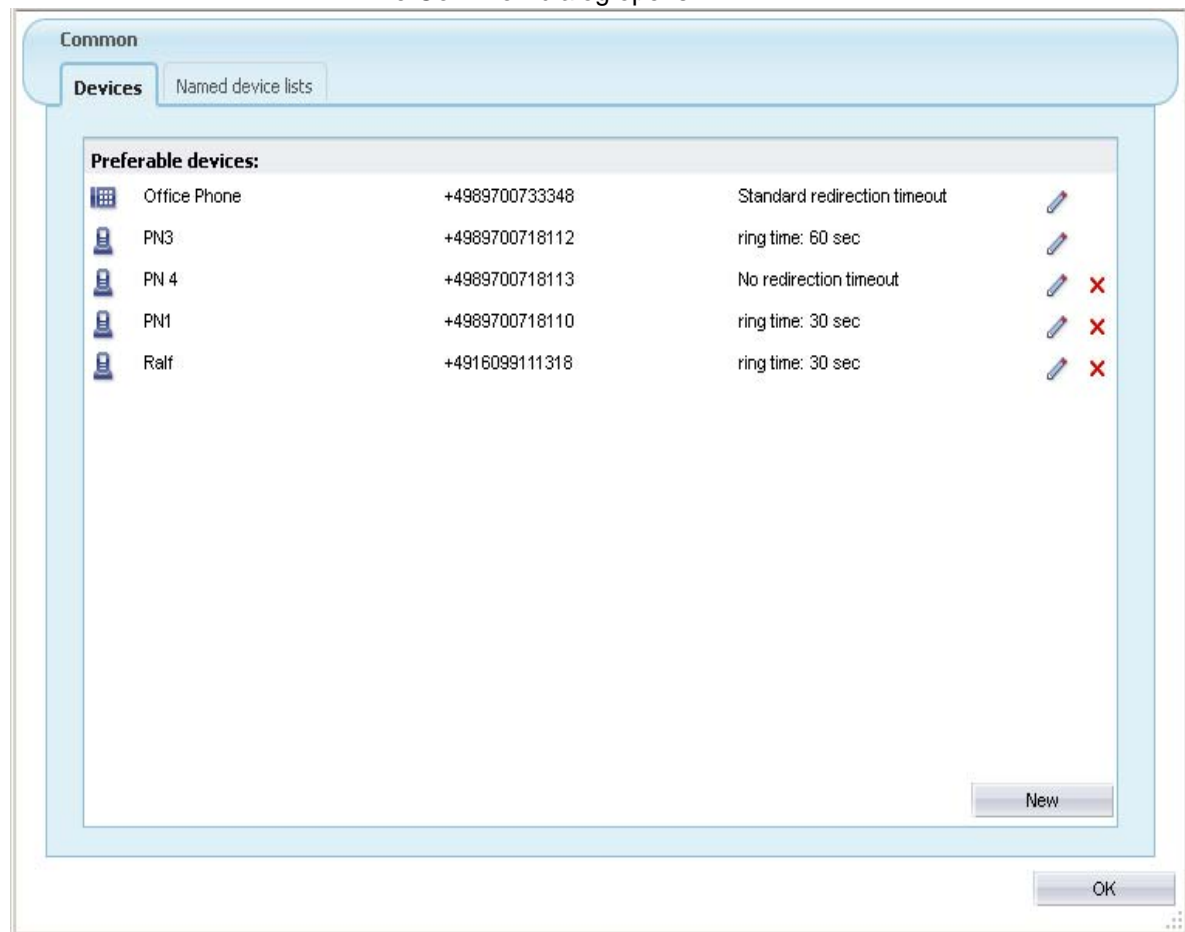
3.3.2.2 How to configure a preferred device

You may add, modify and delete preferred devices as required.

Step by Step

- 1) Click the **call management/device** icon in the OpenScope Fusion gadget.
The options for call set-up and preferred devices are displayed.
- 2) Open the selection list.
- 3) Select **Change Setting....**

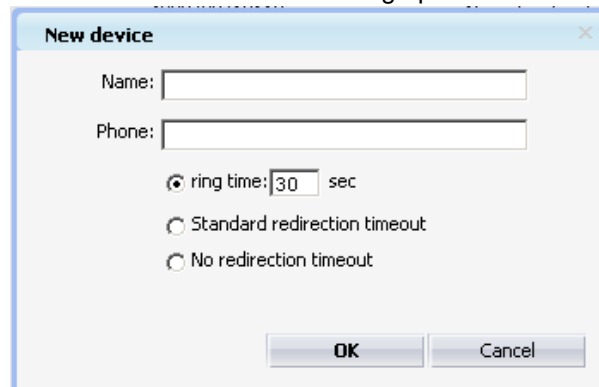
The **Common** dialog opens.



Select the **Devices** tab.

- 4) Proceed as follows to add a **new device**:
 - a) Click on **New**.

The **New device** dialog opens.

A dialog box titled "New device" with a close button (X) in the top right corner. It contains two text input fields: "Name:" and "Phone:". Below these fields are three radio button options: "ring time: 30 sec" (which is selected), "Standard redirection timeout", and "No redirection timeout". At the bottom of the dialog are two buttons: "OK" and "Cancel".

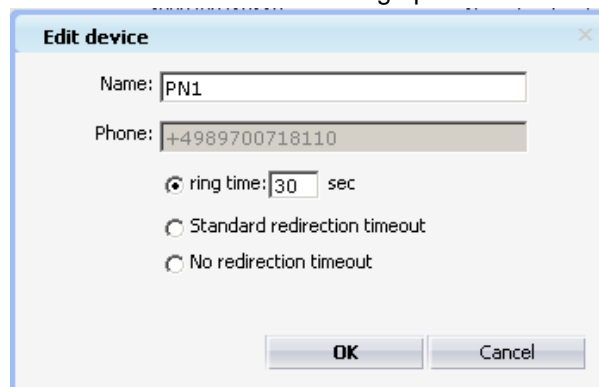
- b) Enter a name and a telephone number (starting with +<country code><area code>, e.g. +492404) for the new device.
- c) Specify the ring time for the new device **ring time: 30 sec** or select the **Standard redirection timeout** or the **No redirection timeout** option and then click **OK**.

The device appears in the list of **preferred devices**.

5) Proceed as follows to **modify device settings**:

- a) Select a device from the **Preferred devices** list and click on the  icon next to the device.

The **Edit device** dialog opens.

A dialog box titled "Edit device" with a close button (X) in the top right corner. It contains two text input fields: "Name:" with the value "PN1" and "Phone:" with the value "+4989700718110". Below these fields are three radio button options: "ring time: 30 sec" (which is selected), "Standard redirection timeout", and "No redirection timeout". At the bottom of the dialog are two buttons: "OK" and "Cancel".

- b) Modify name and ring time as required. Change the standard redirection timeout as required and click **OK**.

6) Proceed as follows to **delete a device**:

- a) Select a device from the **Preferred devices** list and click on the  icon next to the device.

The device is removed from the **preferred devices** list.

- 7) Click **OK** to save all changes.

NOTICE: It is not possible to modify phone numbers. The office phone and the currently selected preferred device cannot be deleted or modified.

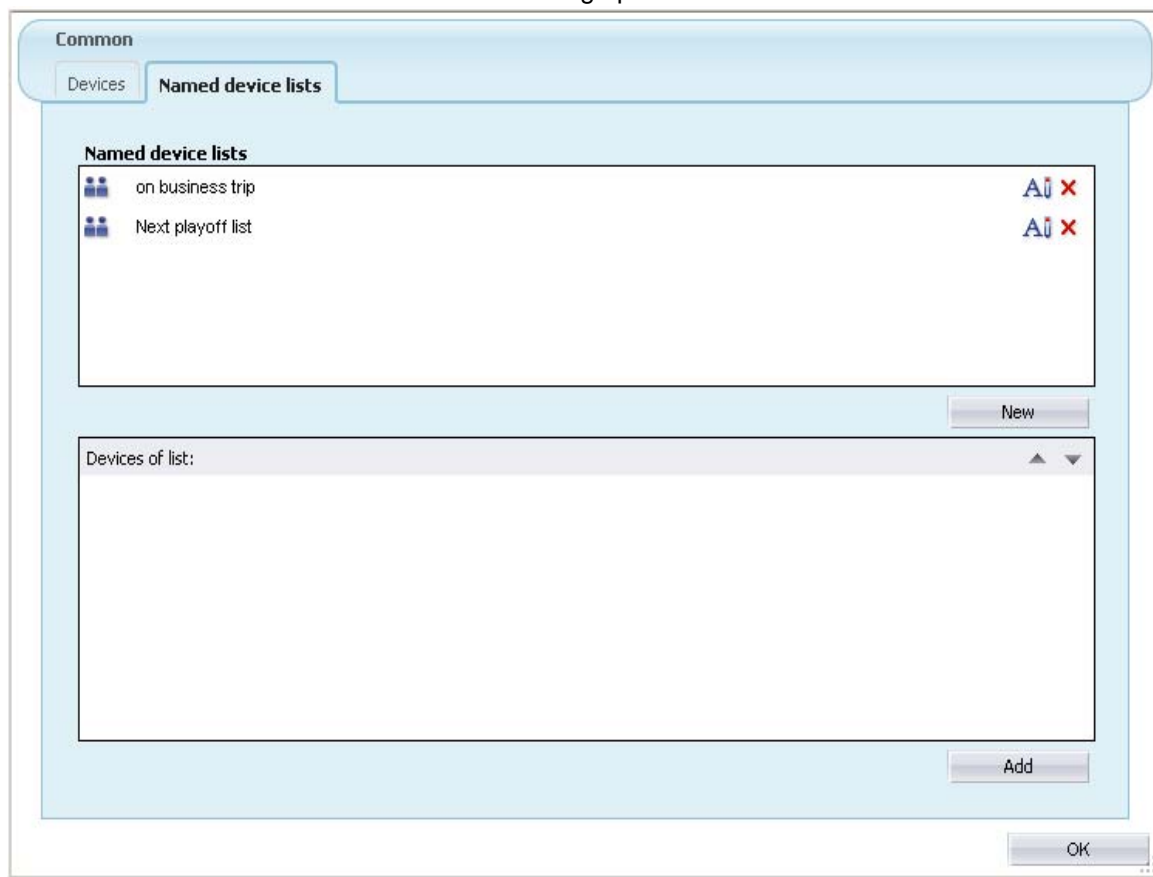
3.3.2.3 How to configure a Device List

You may add, modify and delete preferred devices as required.

Step by Step

- 1) Click the **call management/device** icon in the OpenScape Fusion gadget.
The options for call set-up and preferred devices are displayed.
- 2) Open the selection list.
- 3) Select **Change Setting....**

The **Common** dialog opens.




Select the **Named device lists** tab.

- 4) Proceed as follows to define a **new device list**.

- a) Click on **New**. A new entry is displayed in the **Named device lists** list.
- b) Click on the new entry and enter a name for the device list.
- c) Click **Add** to list the selectable devices.

The **List of preferred devices** dialog opens.



- d) Select the devices to be associated to the new list.
 - e) Click on **Add**. The **List of preferred devices** dialog is closed, the selected devices are associated to the new list.
- 5) Proceed as follows to **modify a device list**:
- a) Select a list from the **Named device lists**. The devices defined for the list are displayed in the **Devices of list** section.
 - b) Select a device in the **Devices of list** section and use the up/down arrows to re-arrange the sequence of the preferred devices as required.
 - c) Click on **Add** to add devices.
 - d) Select a device and click the corresponding icon next to the device to delete the device from the list.
- 6) Proceed as follows to delete a device list:
- a) Select a device list from the **Named device lists** list and click the corresponding icon .
- 7) Click **OK** to save all changes.

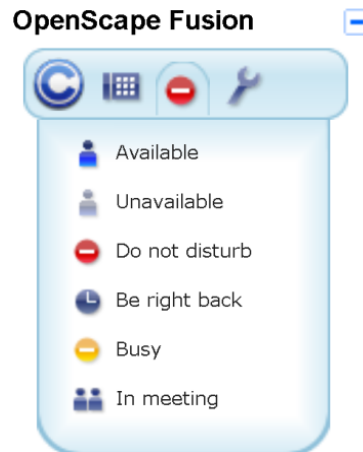
3.4 Presence Management

The user can change his/her own presence status via the presence management menu. This can be done by clicking the presence status icon on the **OpenScape Fusion** interface.

Once per hour, the presence status is automatically synchronized with planned appointments in the **Google Calendar**.

Example: If the current presence status is *Available* and the user has scheduled a meeting in his **Google Calendar**, the presence status is switched to *In meeting*. At the end of the meeting, the presence status is switched back to *Available*.

The following figure shows the presence management menu with the available options:



NOTICE: The presence status icon displayed in the OpenScape Fusion menu changes according to the current presence status.

3.4.1 How to select a Presence Status

Proceed as follows to change your presence status:

Step by Step

- 1) Click the presence status icon in the OpenScape Fusion menu.
The different present status options are displayed.
- 2) Select one of the following presence states:
 - Available
 - Unavailable
 - Do not disturb
 - Be right back
 - Busy
 - In meeting

3.5 Configuration Settings

If you click the configuration settings icon  in the OpenScape Fusion gadget, the following options are provided:

- The user can synchronize Google domain contacts with OpenScape UC Application contacts and vice versa.
- The user can permanently load the OpenScape Fusion calendar sidebar gadget to his/her **Google Calendar**.

3.5.1 Contact Synchronization

The user can synchronize **Google Domain** contacts with **OpenScape UC Application** contacts and vice versa.

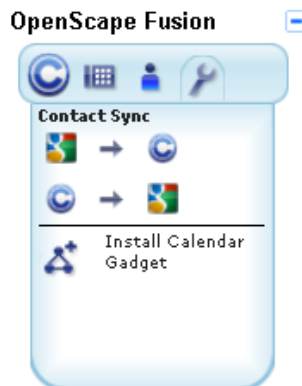
IMPORTANT: The synchronization merges the contact data. To remove a contact, the user has to delete it twice – in the Google contacts and in the OpenScape UC Application contacts.




3.5.1.1 How to synchronize your contacts

Step by Step

- 1) Click  in the OpenScape Fusion gadget.

The configuration options are displayed.





- 2) Click Google -> UC ( → ) to update the private contact information in the OpenScape UC Application with the user's contact information in his/her Google contact list. During synchronization the icons are flashing.
- 3) Click UC -> Google ( → ) to update the contact information in the Google contact list with the user's OpenScape UC Application private contact list. During synchronization the icons are flashing.

3.5.2 How to add a Calendar Gadget

The user can permanently load the OpenScape Fusion calendar sidebar gadget to his/her **Google Calendar** (manage telephone conferences via calendar entries).

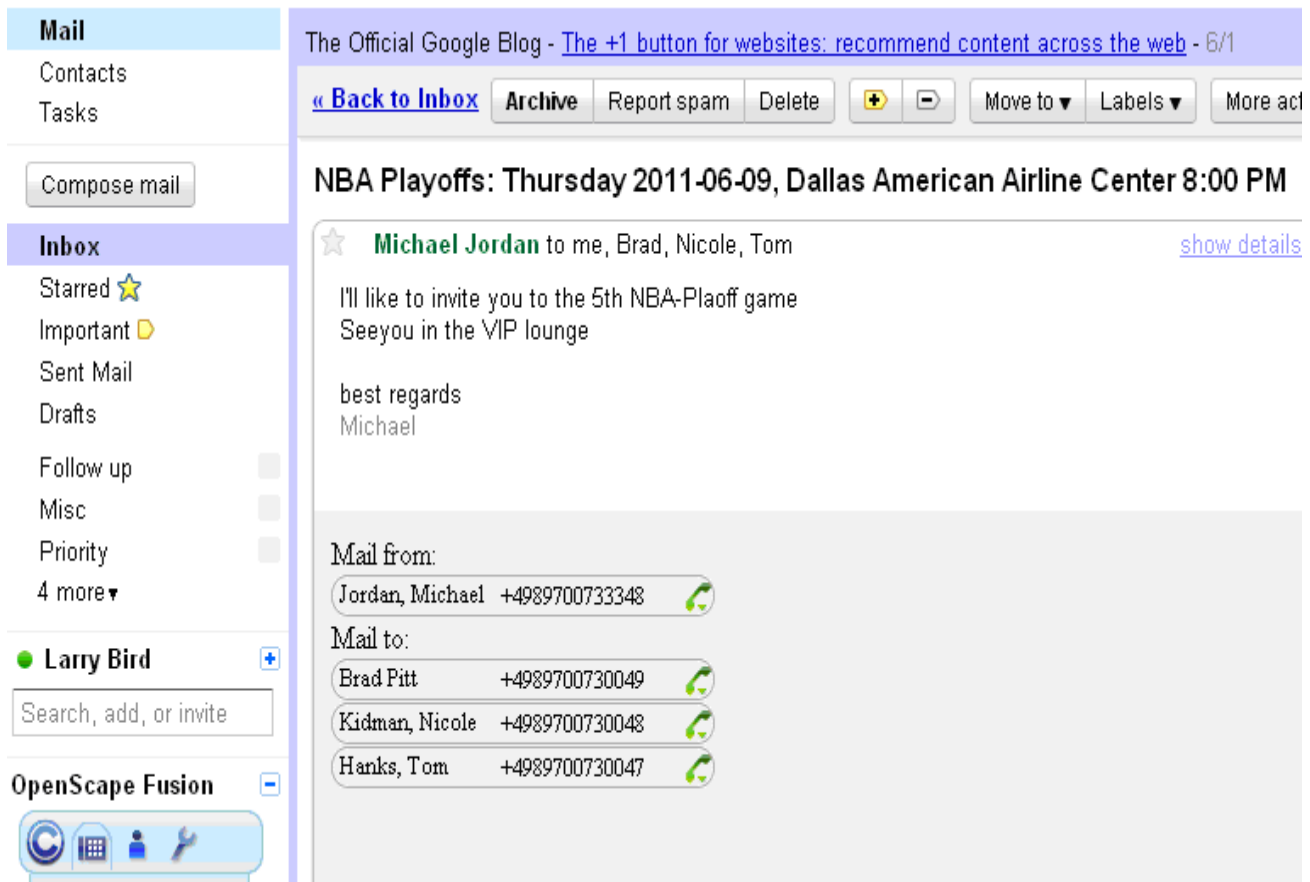
Step by Step

- 1) Click  in the OpenScape Fusion gadget.
The configuration options are displayed.
- 2) Click **Install Calendar Gadget** ().
A dialog is displayed asking you if you want to add the gadget.
- 3) Confirm with **Yes, add this gadget**.
The OpenScape Fusion calendar sidebar gadget is now displayed in the **Google Calendar**.

3.6 Click-to-dial from Gmail

From an open e-mail in Google Mail, the user can establish a telephone call to the originator of the message, or to up to four recipients (configurable), if the corresponding telephone numbers are available.

The telephone numbers are retrieved from the user's Google domain contacts, and from the OpenScape Fusion for Google Apps global and private contacts. The numbers are displayed beneath the message body together with the Click2Dial icon ():





3.6.1 How to start calls directly from Gmail

Proceed as follows to call the originator or other recipients of a Google Mail message:

Step by Step

- 1) Open the e-mail message.
- 2) Click the icon next to the number you would like to call.

NOTICE: If multiple telephone numbers are registered for a contact, click the **More numbers**  icon to display the list of available telephone contacts. In the list, click the  icon next to the number you would like to call. The call is initiated on the preferred device.

- 3) The call is initiated on the preferred device.

4 Manage Telephone Conferences

The user can add, delete and start an OpenScape voice conference from a Google calendar event. The conference participants – the guests specified in the Google calendar event – get a notification via e-mail with conference dial-in data.

All conference participants will be handled in dial-in mode.


4.1 How to configure a telephone conference

Proceed as follows to set up an OpenScape telephone conference for a **Google calendar** event:


Prerequisites

- The **OpenScape Fusion Calendar Sidebar Gadget** is loaded and configured in the **Google calendar**.

Step by Step

- 1) Enter the meeting event in your **Google calendar** invite the required guests and save the changes.
- 2) Select a calendar event.
- 3) Click the **Add conference** icon  in the **OpenScape Fusion calendar sidebar gadget**.

The **Start conference**  and **Remove conference**  icons are displayed in the **OpenScape Fusion calendar sidebar gadget**.

- 4) Add guests to the meeting event in your **Google calendar**.
The conference data in the Google calendars are updated accordingly.
- 5) In order to join a conference, select the meeting event in the **Google calendar** and click the  icon in the **OpenScape Fusion Calendar Sidebar Gadget** to start the conference.
- 6) All participants must hang up to terminate the conference.

4.2 How to delete a telephone conference

Proceed as follows to delete the OpenScape telephone conference entry from the **Google Calendar**:

Step by Step

- 1) Select **Event** in the **Google calendar**.

The **Start conference**  and **Remove conference**  icons are displayed in the **OpenScape Fusion calendar sidebar gadget**.

Manage Telephone Conferences

How to delete a telephone conference

- 2) Click the **Remove conference** icon in the **OpenScape Fusion calendar sidebar gadget**.

The conference data are removed from the **Google calendar** and the conference lists of the **OpenScape UC Application** users.

5 Bug fixing

The following table lists problems with their solution.

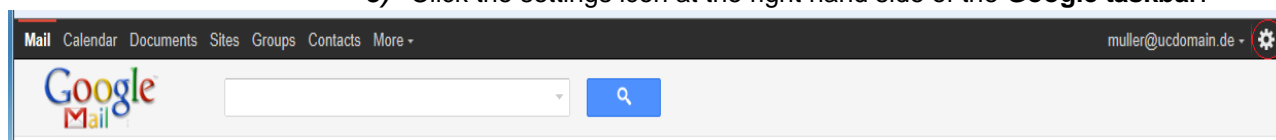
Problem	Reason/Solution
Gmail Sidebar Gadget	
No Gmail sidebar gadget available	Read the following section <i>How to check whether the Gmail sidebar gadget is installed</i> .
The Mail sidebar gadget is not loaded - only the animated load icon is displayed	<p>The OpenScope UC Application server is not available for one of the following reasons:</p> <ul style="list-style-type: none"> • Network problems • Closed firewall ports • OpenScope UC Application server is down • Google Apps user is not assigned to an OpenScope UC Application user (ExternalID) • License is missing
Click-to-dial in Gmail	
Google Apps server URL is requested	Google Apps server is not available or the cookies are deleted or disabled.
Calendar Sidebar Gadget	
No calendar sidebar gadget available	<p>Check whether the calendar sidebar gadget is installed.</p> <ul style="list-style-type: none"> • Add the calendar gadget via the "Settings" tab of the Gmail sidebar gadget
A yellow triangle symbol is displayed in the conference icon.	During operation, the OpenScope UC Application server is not available. The icon disappears when the server is back in service.

5.1 How to check whether the Gmail sidebar gadget is installed

Proceed as follows to check the **Gmail sidebar gadget** installation:

Step by Step

- 1) Log in as Google Apps user at your Google domain.
- 2) Open your **GMail** web site.
- 3) Click the settings icon at the right hand side of the **Google taskbar**.



- 4) Select the **Mail Settings** entry from the drop-down list.
The **Settings** web site opens.
- 5) Click on the **Labs** tab.

Bug fixing

How to check whether the Gmail sidebar gadget is installed

- 6) Check whether Add any gadget by URL is activated under **Enabled Labs**.

If this is not the case, proceed as follows:

- a) Search Add any gadget by URL under **Available Labs**.

- b) Click **Activate**.

At the beginning of the web site the **Save Changes** button is activated.

- c) Click the **Save Changes** button to apply the required changes.

- 7) Change to the **Gadgets** tab.

- 8) Enter the URL of your Google Apps computer in the **Add a gadget by its URL:** field and click **Add**.

The **Gmail sidebar gadget** is now displayed at the left hand side in **Gmail**.

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