

OSO Clients, myPortal

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1 OpenScape Office – Application Suite (UC)

1.1 General information

Use the following entries according to your exercise and infrastructure.

- "Classroom" infrastructure
or...
- "Flying Classroom" infrastructure

Aim:

Getting to know extended functions of the UC Clients.

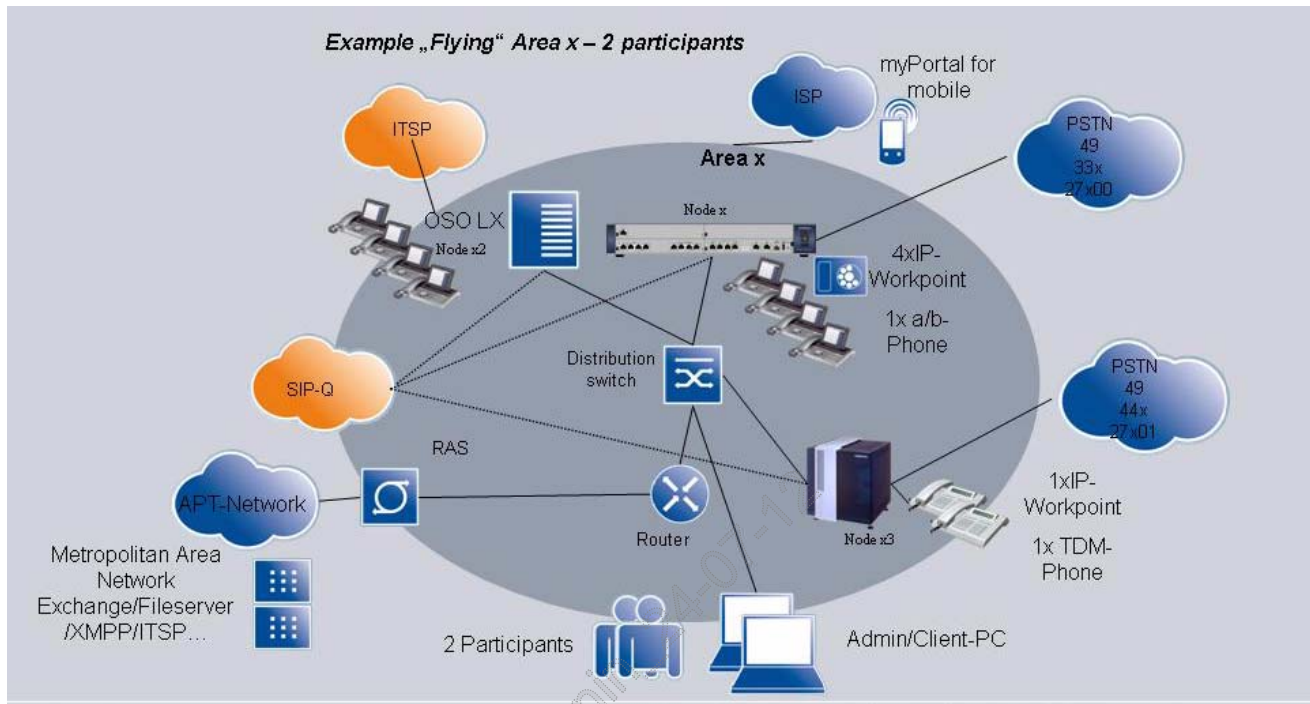
The exercise is divided into:

- myPortal for Outlook
- myPortal for Desktop
- myPortal for Mobile
- myPortal for OpenStage
- Fax Printer
- myAttendant

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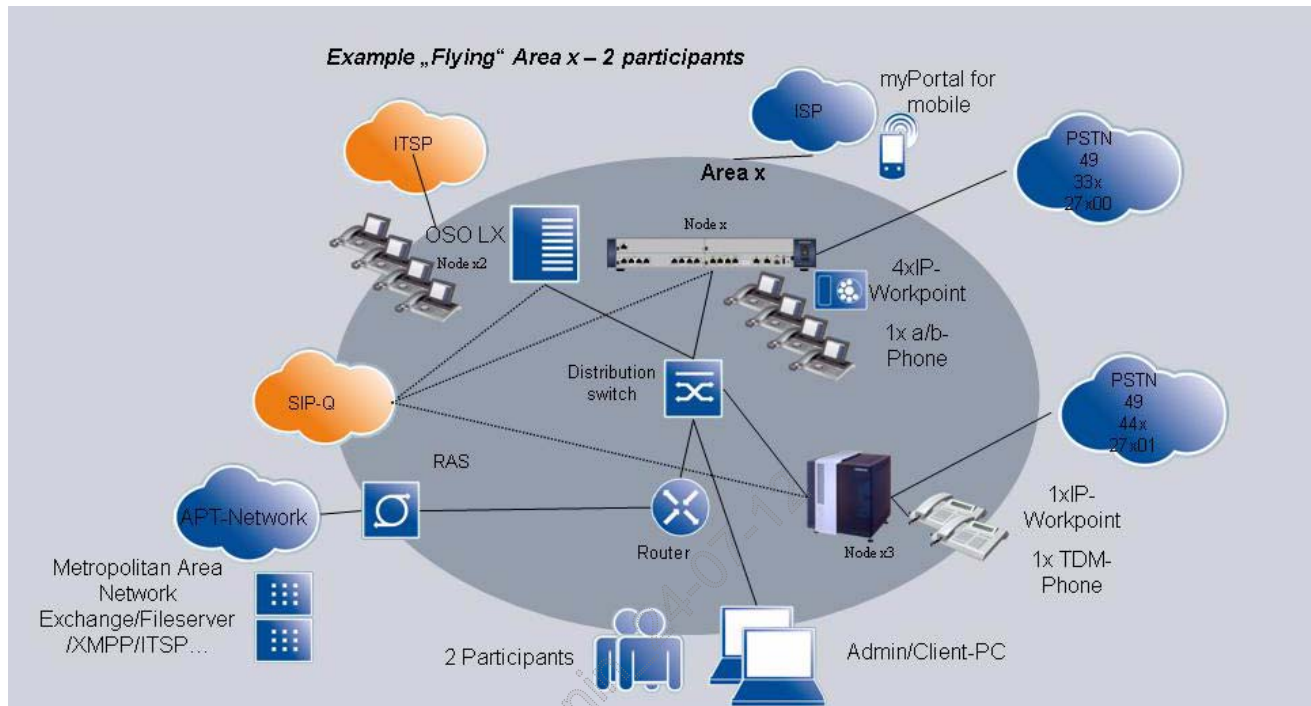
1.2 "Classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.3 "Flying classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.4 Prerequisites

The course participant can administer the system at the administrator level.

Laboratory environment: Please use the general Module III for numbering plans, IP addresses, routing environment etc.

Preconfiguration:

- Systems have been reloaded
- The system can be accessed via IP
- Basic installation has been carried out

2 OSO Client features

Starting point:

The systems are preconfigured.

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

2.1 Installation

2.1.1 Silent installation

Requirements:

- PC meets the requirements for OpenScape Office Client - e.g. latest version of Microsoft "DotNet Framework"
- Local administration rights on the client PC
- The CommunicationsClients.exe file is available on the client PC



Please note the information in the "ReadMe" file.

Aim:

"Silent Installation" of myPortal for Outlook + fax driver and log file.

Solution:

Open a DOS box on the client PC.

Type in:

```
CommunicationsClients.exe /passive /L*V "C:\ccinstall.log"  
ADDLOCAL=OutlookIntegration,FaxPrinter
```



The entry is case-sensitive.



Note: There is also the option of installing via the network drive - e.g. via the Samba Share of the system. Ask your lecturer...

2.1.2 Silent uninstall

To uninstall a component, enter the corresponding parameter as follows:

REMOVE= <e.g. OutlookIntegration>

Example: CommunicationsClients.exe /passive REMOVE=OutlookIntegration

Finished...

2.2 Client settings

The following examples show excerpts of the client functions.

2.2.1 Personal details

The customer can directly update UC-relevant parameters, e.g. "Mobile call number - without CO code prefix.

The screenshot shows a 'Setup' window with a sidebar on the left containing the following menu items: Personal Details, My Personal Details, My Picture, My Preferences, Call Rules, Communications, VoiceMail Profiles, and Sensitivity. The main area is titled 'My Personal Details' and contains the following fields:

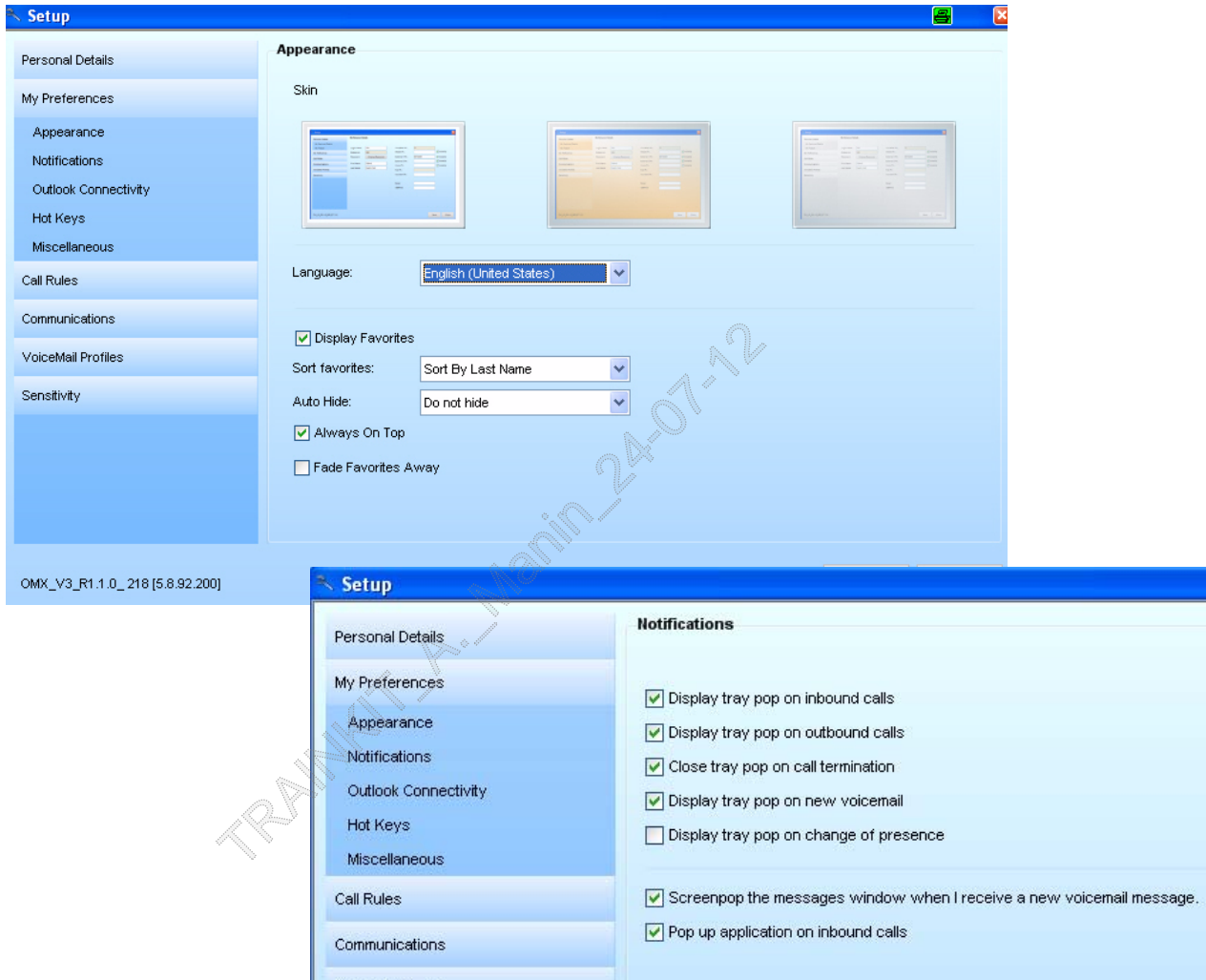
Field	Value	Visibility
Login Name:	102	
Extension:	102	
Password:	Change Password	
First Name:	Richard	
Last Name:	S	
VoiceMail Number:	1171	
Mobile Number:	070704007470	<input checked="" type="checkbox"/>
External Number 1:		<input checked="" type="checkbox"/>
External Number 2:		<input checked="" type="checkbox"/>
Home Number:		<input checked="" type="checkbox"/>
Fax Number:	16102	
Assistant Number:		
Email:	richards@openoffice.training.be	
XMPP ID:		@<Not Configured>

At the bottom left, the version 'OMX_V3_R1.1.0_218 [5.8.92.200]' is displayed. At the bottom right, there are 'Save' and 'Close' buttons.

2.2.2 My Preferences

The customer can make personal settings for...

- Layout, language and display - as preferred.



2.2.2.1 Outlook connectivity

- Outlook calendar integration

Prerequisite:

Outlook is open on the Client PC > Direct access of OSO add-ons to calendar entries.

Function:

Presence-relevant "Subject" is synchronized with the UC presence - e.g. subject line with "Meeting" status.

- Exchange calendar integration

Prerequisite:

Outlook closed on the Client PC, nevertheless, a - future - calendar entry should be synchronized with OSO.

Function:

Presence-relevant "Subject" is synchronized with the UC presence - e.g. subject line with "Meeting" status.



Note: This function is linked with the OSO server > Exchange configuration - see Module 5 Active Directory Integration

Setup

Outlook Connectivity

☐ No Calendar Integration
☐ Outlook Calendar Integration
☒ Exchange Calendar Integration

☒ Automatically generate calendar appointments from my presence changes.
 Exchange PST

The following outlook storage locations will be used when searching for caller information.

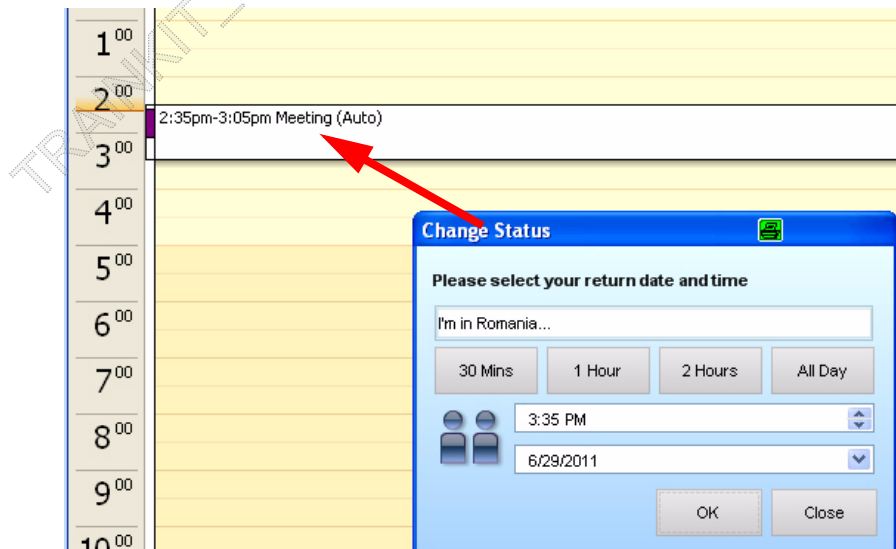
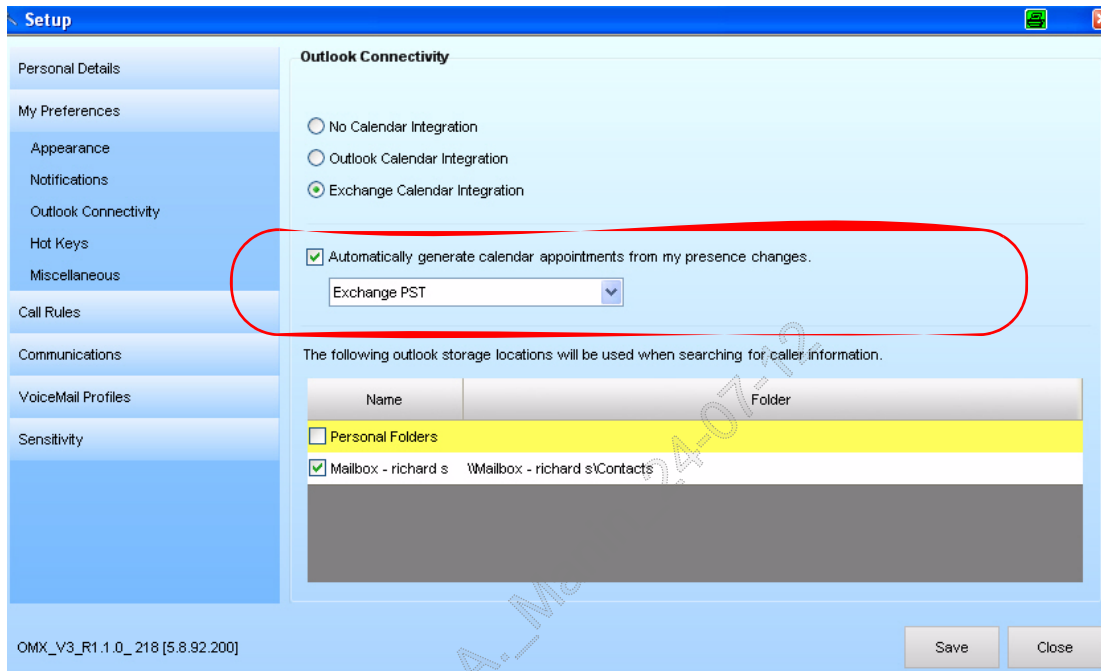
Name	Folder
<input type="checkbox"/> Personal Folders	
<input checked="" type="checkbox"/> Mailbox - richard s	Mailbox - richard s\Contacts

- Transfer UC presence to Outlook - Local PST or in our example: Exchange PST.

Automatic generation of a calendar entry, depending on UC presence status.

Function:

UC Client activated presence, this is shown in Outlook as a calendar entry - e.g. "Meeting".



- Outlook contacts

There is a screen pop of the contact if the caller number agrees with the entry of the contact data.



Note: Applies to Exchange User Accounts and their contacts. Synchronization via contacts in "Public Folders" must be configured separately, see Module 5 "Active Directory Integration".

Setup

Personal Details
My Preferences
Appearance
Notifications
Outlook Connectivity
Hot Keys
Miscellaneous
Call Rules
Communications
VoiceMail Profiles
Sensitivity

Outlook Connectivity

☐ No Calendar Integration
☐ Outlook Calendar Integration
☒ Exchange Calendar Integration

☒ Automatically generate calendar appointments from my presence changes.

Exchange PST

The following outlook storage locations will be used when searching for caller information.

Name	Folder
<input type="checkbox"/> Personal Folders	
<input checked="" type="checkbox"/> Mailbox - richard s	WMailbox - richard s\Contacts

OMX_V3_R1.1.0_218 [5.8.92.200]

Save Close

2.2.2.2 Hot keys



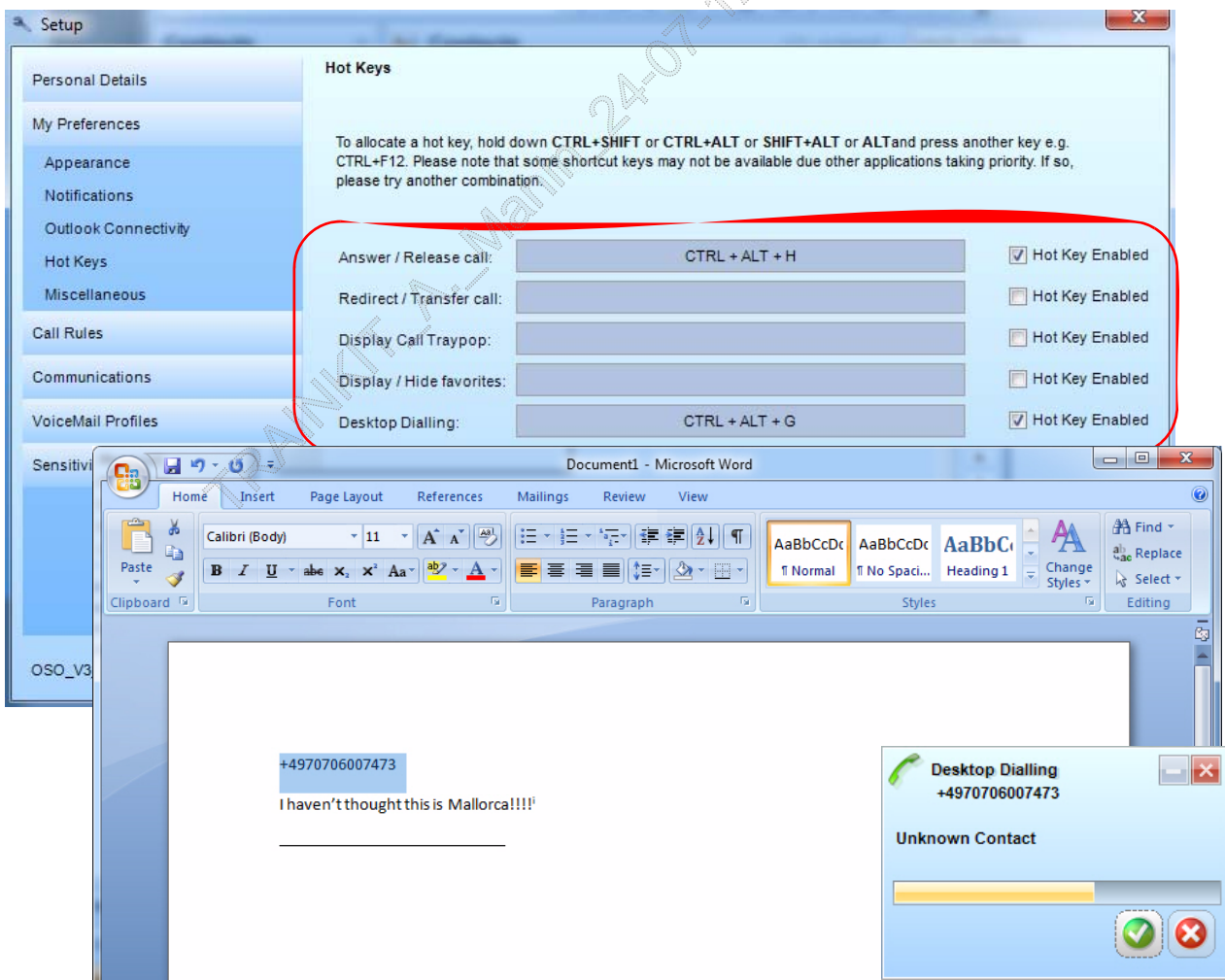
Make sure that the hotkey key combination is not occupied by a Windows internal function!

- Accept/Disconnect call

Hot keys for working efficiently - see example of "Receiving/Releasing calls" by key combination.

- Desktop dialing

Correct marking of the call number is important. In our example, keep the CTRL + ALT key pressed and, with the right mouse key pressed, mark the call number to be dialed with the cursor.





Note: Normalization of the call number is carried out in the system. The call number to be dialed should be present in canonical or dialable format without CO code. Further information on supported call number formats can be obtained from the administrator documentation!

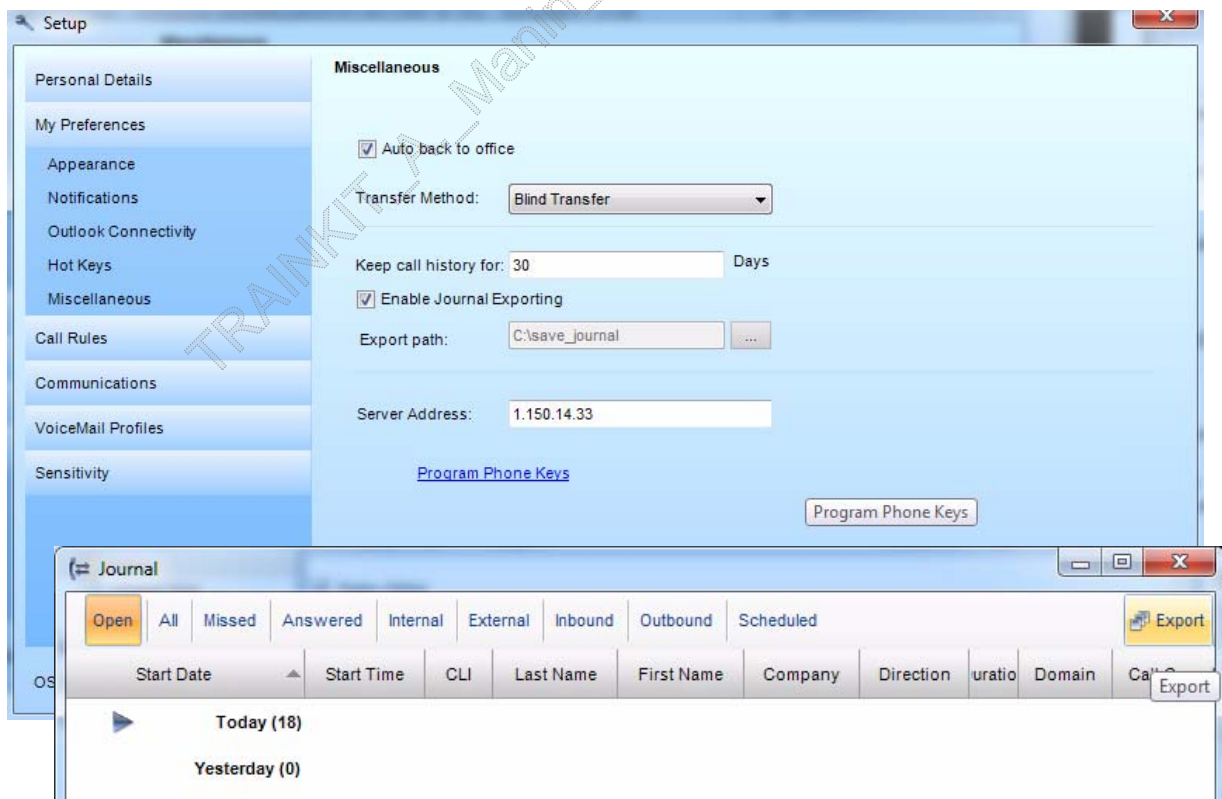
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2.2.2.3 Miscellaneous

- *Autoback to office*
sets the presence status back to "Office" upon expiry of the specified time.
- *Transfer Method*
Blind Transfer and Attendant Transfer are used when forwarding a call:
 - Blind Transfer immediately couples the caller forward to the destination caller.
 - Attendant Transfer allows you to first announce the caller and then transfer the call.
- *Keep call history*
specifies how long the caller journal should be stored.
- The *Enable Journal Exporting* checkbox
specifies a log file which is saved under *Export path* at each start of the myPortal application.



Note: The export can also be carried out manually by the client. To do this, go to the "Journal" tab and click on "Export". The journal is generated under the **Export path** (csv file).



2.2.3 Call rules

- Forwarding destinations

Determination of the presence-dependent forwarding destinations - e.g. Out of office to the mobile call number.

- Rules engine

Similar to Outlook, determines what should happen with a new incoming caller - e.g. forwarding to a specific target subscriber...



Note: Wildcards (* and ?) are permitted.

2.2.4 Communications

- Voicemail settings
 - Depending on the presence, recording can be activated or deactivated - e.g. there is no recording when "Ill".
 - Selection of the voice mail language for announcement prompts - e.g. English.

Setup

- Personal Details
- My Preferences
- Call Rules
- Communications
 - VoiceMail Settings**
 - VM Notification
 - Fax Notification
- VoiceMail Profiles
- Sensitivity

VoiceMail Settings

VoiceMail recording when I am **in the office**: Active

VoiceMail recording when I am **in a meeting**: Active

VoiceMail recording when I am **sick**: Inactive

VoiceMail recording when I am **on a break**: Active

VoiceMail recording when I have **gone out**: Active

VoiceMail recording when I am **on holiday**: Active

VoiceMail recording when I am **at lunch**: Active

VoiceMail recording when I have **gone home**: Active

VoiceMail Language: English (United Kingdom)

- Voice mail notification

With a new incoming voice message on your voice mail, notification is carried out via:

- E-mail > System puts e-mail with *.wav attachment in your e-mail postbox.
- Outbound > the configured outbound call number is selected.
- SMS > via the "E-mail to SMS" service - Germany only.

Setup

Personal Details
My Preferences
Call Rules
Communications
VoiceMail Settings
VM Notification
Fax Notification

VM Notification

Notification	Office	Meeting	Sick
Email	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outbound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Outbound Notification Times

- Fax notification

With new incoming fax messages, notification is carried out via:

- E-mail > System puts e-mail with *.wav attachment in your e-mail postbox.
- SMS > via the "E-mail to SMS" service - Germany only.

Setup

Personal Details
My Preferences
Call Rules
Communications
VoiceMail Settings
VM Notification
Fax Notification

Fax Notification

Notification	Office	Meeting	Sick	Break	Out of Office
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.2.5 Voicemail profiles

- Personal Attendant

A personal attendant can be configured for presence states and "Busy".

Procedure:

1. Recording announcement that can be called: "Busy right now, you can reach my personal representative (102) by dialing digit 1 - or, simply stay on the line, you will be immediately connected to the central call attendant (100)."
2. Activate the profile.
3. Follow the call management of the system! When "Busy", the caller must be given access to the mailbox.

Setup

VoiceMail Profiles

Custom profile for when I am busy Greeting recorded

Digit	Action	Target	Notes
0	-None-		
1	Transfer	102	
2	-None-		
3	-None-		
4	-None-		
5	-None-		
6	-None-		
7	-None-		
8	-None-		
9	-None-		
None	Transfer	100	

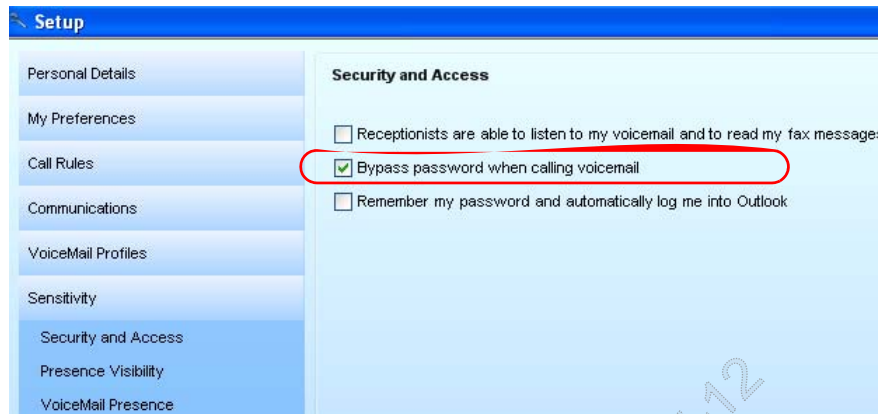
☒ Profile Active ☒ Skip Dynamic Greeting

OMX_V3_R1.1.0_218 [5.8.92.200]

2.2.6 Sensitivity

- Security and access

The password request does not appear when it is a "well known" call number - e.g. the mobile call number of the subscriber.

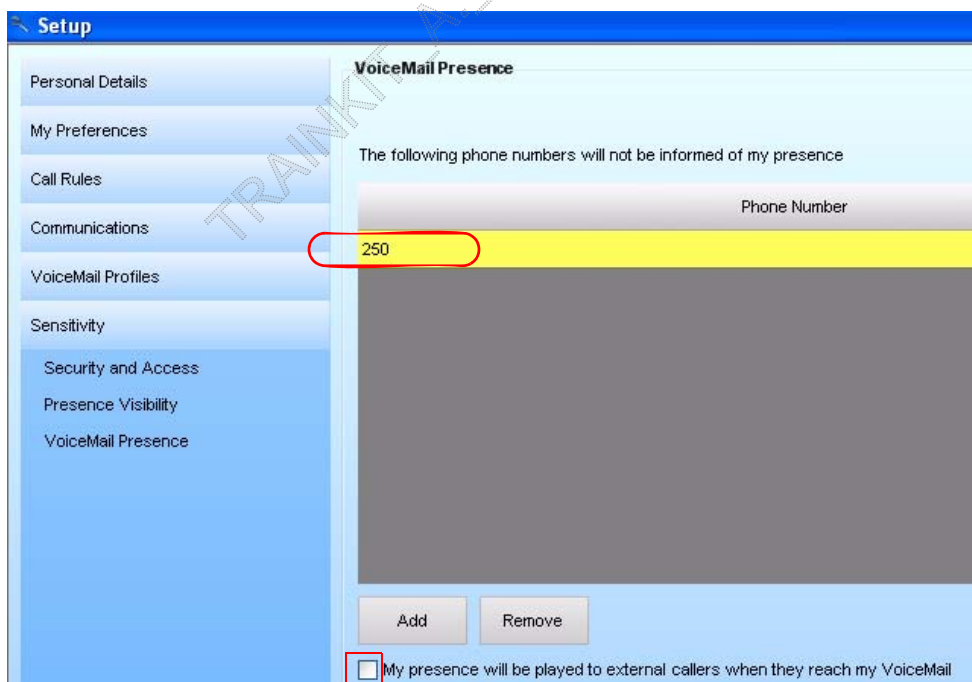


- Presence visibility

The individually configured call numbers are not notified of the presence status.

- Voicemail Presence

External call numbers are not notified of the presence status (checkbox)



2.3 Features

Examples of some features:

2.3.1 Presence status

Aim:

In the "Vacation" status, the additional information "In Mallorca" should be visible to other OSO clients.

Solution:

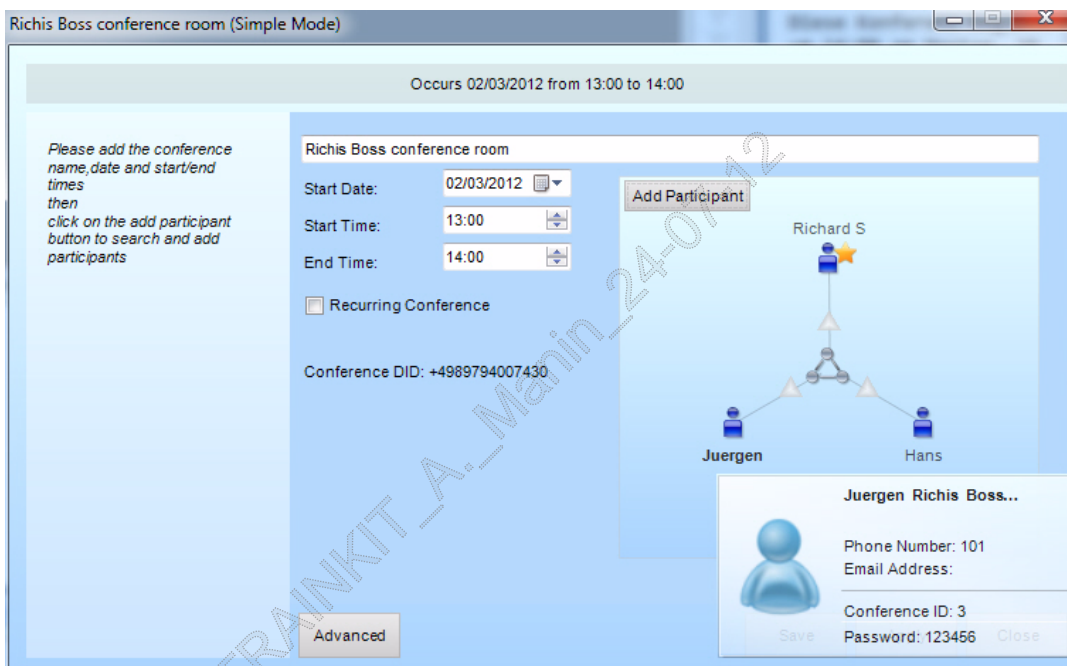
- On myPortal client x, activate the "Vacation" status with the additional text "In Mallorca"
- The additional text appears on MouseOver on the favorites bar of myPortal client y.

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2.3.2 Conference

In our example a recurring Friday afternoon conference should be created with the following criteria.

- Creating a conference
 - Name, start time and participants...
 - Setting up the participants - e.g. simply drag the desired contact into the Participant window per drag & drop...
or...
Add Participant - for adding the conference participant manually.



– Creating a recurring conference...

Richis Boss conference room (Simple Mode)

Occurs 02/03/2012 from 13:00 to 14:00

Please add the conference name, date and start/end times then click on the add participant button to search and add participants

Richis Boss conference room

Start Date: 02/03/2012

Start Time: 13:00

End Time: 14:00

☒ Recurring Conference

Conference ID: +4989794007430

Add Participant

Richard S

Recurring Conference

Start Date: 02/03/2012

End Date: 02/03/2012

Start Time: 13:00

End Time: 14:00

☐ Daily Recurrence

☒ Weekly Recurrence

☐ Monthly Recurrence

Every 1 week(s) on

☐ Monday ☐ Tuesday ☐ Wednesday

☐ Thursday ☒ Friday

☐ Saturday ☐ Sunday

Exceptions...

Scheduler...

Save Cancel

- Checking the conference room under "Scheduler"...

The image shows two overlapping windows from a Siemens software interface. The top window is titled 'Recurring Conference' and contains the following fields and options:

- Start Date: 02/03/2012 (calendar icon)
- End Date: 02/03/2012 (calendar icon)
- Start Time: 13:00 (time picker)
- End Time: 14:00 (time picker)
- Recurrence options: ☐ Daily Recurrence, ☒ Weekly Recurrence, ☐ Monthly Recurrence
- Frequency: Every 1 week(s) on
- Days: ☐ Monday, ☐ Tuesday, ☐ Wednesday, ☐ Thursday, ☒ Friday, ☐ Saturday, ☐ Sunday
- Buttons: Exceptions..., Scheduler ..., Save, Cancel

The bottom window is titled 'Scheduler: Richis Boss conference room'. It displays a calendar view for the room 'Richis Boss conference room'.

Calendar details:

- Room: Richis Boss conference room
- Start Time: 13:00, Date: 02/03/2012
- End Time: 14:00, Date: 02/03/2012
- Room ID: 012
- Time slots: 03:00, 04:00, 05:00, 06:00, 07:00, 08:00, 09:00, 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00
- Attendee: Richard S

A large, semi-transparent watermark 'TRAINKIT_A._Manin_2407-12' is overlaid diagonally across the bottom half of the image.

- //Permanent conferencing without password prompt. The conference room is always open to the associated participants.
- ////Automatic recording - country-specific. Please pay attention to the release!
- ////To enter the conference room, "*" must be entered (via DTMF).
- ////Conference DDI is specified system-wide.
- ////Selection of the language prompt - e.g. Portuguese

Please add the conference name, date and start/end times then click on the add participant button to search and add participants

Richis Boss conference room

Start Date: 02/03/2012
Start Time: 13:00
End Time: 14:00

☐ Recurring Conference

Conference DID: +4989794007430

Add Participant

Richard S

Juergen

Hans

Juergen Richis Boss...

Phone Number: 101
Email Address:
Conference ID: 3
Password: 123456

Advanced

Occurs every week on Friday effective 02/03/2012 until 02/03/2012 from 13:00 to 14:00

Choose between the different conference types (MeetMe, Permanent and Open). Activate and/or deactivate the different functions. These selections will be your new default settings for all new conferences.

Conference Type: Meet Me Conference (No Password)

Conference Language: Spanish (Spain)

☒ This conference is active

☒ This conference requires the conference controller to be present

☒ Force called participant to enter "*" (star) to join the conference

☐ Automatically start phone conference with web collaboration.

☒ Automatically record this conference.

☐ Automatically send email invitation to conference participants

Conference Invitation

The following text will be appended to your conference invitations.

this is the typical friday conference at Mallorca!

Basic Save Apply Close

Folder List

- All Folders
- Mailbox - richard s
- Calendar
- Contacts
- Deleted Items
- Drafts
- Inbox
- Journal
- Junk E-mail
- Junk E-Mail
- Notes
- Outbox
- Sent Items
- Sync Issues

Contacts

4000, HPPath
 Business: +49 (70) 70400 - 7470
 Mobile: +49 (151) 1234

Node 70400, HPPath
 Business: +49 70704007476

Philip
 Business: +49 (89) 79600 - 6200
 E-mail: philip@openoffice.training.bay

Sys1, H3
 Business: +49 (70) 70400 - 7470

Vogel, Hans
 Business: +49 (70) 70400 - 7470
 Home: +49 (70) 70400 - 7470
 E-mail: hansv@openoffice.training.bay

Internal Directory

Extension	Return Time	Last Name	First Name	Mobile	Assistant	External 1	External 2	Home	Fax	Email Address
100	V	Hans						16100		hansv@openoffice.training.bay
101	W	Juergen						16101		
102	S	Richard		070704007470				16102		richards@openoffice.training.ba
1150		analog								

Conference Window
 Occurs 6/30/2011 from 10:00 AM to 11:00 AM
 This conference will next occur Thursday, June 30, 2011 10:00:00 AM
 General Settings | Schedule Time | Participants
 Richard S
 Hans V
 HPPath 4000
 per drag&drop or... add manually
 Stop Conference
 Send Invitations
 Save Apply Cancel

- If necessary (and configured), send e-mail notification...

Send Invitations

Your conference has been modified. It is therefore suggested that you re-send your invitations for this conference to your participants.

Email Address	State
richards@openoffice.training.bay	Invitations have not been sent
hansv@openoffice.training.bay	Invitations have not been sent

Would you like to send your invitations now?

Edit Yes No

2.3.3 Dialing with myPortal – different call number formats

Aim:

Showing the different options for commencing dialing with myPortal:

General - call number format and procedure:

- Canonical: +49 (89) 7007 - 98765
- Dialable: Used for manual dialing and Callme - e.g. 0004989700798765 - including CO code.
- Dialable: Used for directories/contacts - e.g. 004989700798765 - no CO code.



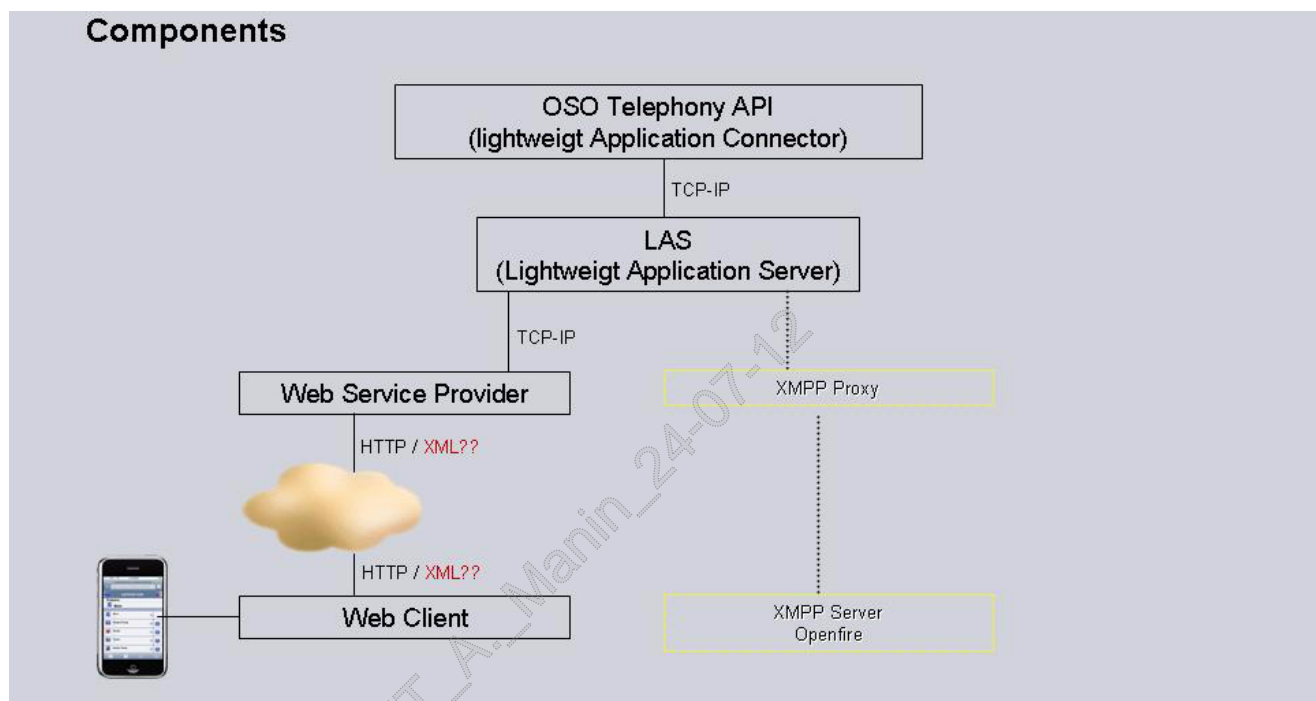
Note: It is preferable to use the canonical format. This makes a call number unique in every situation.

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3 myPortal for Mobile and OpenStage

3.1 General information

Architecture...



3.1.1 Network

The Web Service is available on each system in the network. The clients are registered locally on the OSO. All OSO systems be capable of being accessed via https.

3.1.2 Web Service Provider (WebSP)

The Web Service Provider is a new server component that allows the user OpenScape Office functions from mobile or web-based devices (mobile devices with Web Browser, OpenStage HFA telephones). The service is available to all OpenScape Office users. Each user can set up a session to the server. For example, a user can set up a session via one OpenStage in parallel, but not a second.

3.1.3 Communication from Client to WebSP

http (s) is used for communication between client and WebSP. All clients use the same IP address and port.

WebSP uses Servlet technology (Java-based) and runs on an Apache Tomcat Server. WebSP uses the same Tomcat as the WBM of the OSO.

3.1.3.1 Supported Graphical User Interface (GUI)

- OpenStage 60/80 HFA
Standard XML application interface is used.
- Mobile browser
HTTP contents. Presence status of other subscribers are not automatically updated.

3.1.3.2 HTTP request - details

devicetype	requesttype	servletname	Response contenttype
OpenStage 60/80 HFA	POST	os6080	XML
Mobile browser	GET	GET	HTML

Table 3-1

3.1.4 Authentication

The client registers with user name and password. Logon information is stored in the OSO database. The Mobility Entry table is also checked.

3.1.5 Client startup

If logon was successful, the mobile subscriber sees the main menu. Navigation is possible with the "arrow" keys in the browser application. Navigation by device keys is not supported at present. (status: 11/2011).

3.1.6 Phone book handling

Depending on the screen resolution of the Smart Phone, WebSP sends the contents. An update of the contents is carried out by scrolling up/down or by using search.

3.1.7 Voicemail handling

The Voicemail menu overview is displayed. The user can use his voice mail conveniently.

3.2 Clients for web services

WebSP supports different clients. The content of the web pages is provided by WebSP, the display appears at the client depending on the display size and setting.

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3.2.1 HTML Client

The HTML pages have been optimized for mobile web browsers.

- Reference Smartphone is the "Iphone"
- Small display to at least 320x240
- Tablet PC support - (as of Version 3 Step 2)
 - e.g. ipad, Samsung Galaxy
- Touchscreen support
- No frames
- As few Java scripts as possible
- No special support for high resolution graphics
- No terminal-specific requirement
- Optimized charging times
 - fewer resource files per page
 - optimized compression
 - optimized caching
- "Event Push" mechanism for events

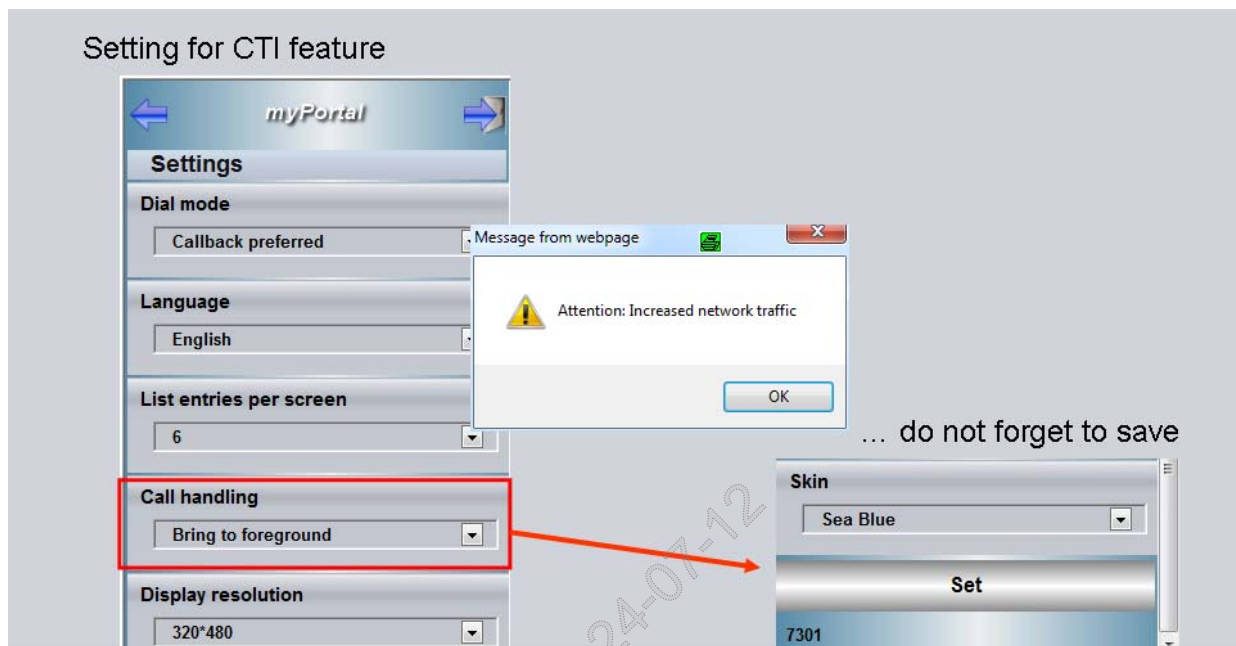
The content is dynamically generated by WebSP. Multi-language support is a feature of WebSP.

3.2.2 CTI features

Aim: Availability of the most important call features for mobile users:

- Call transfer
All OSO directories can be used
- Consultation
All OSO directories can be used
- Toggle
- Conference
System conference, up to 8 OSO MX participants, up to 5 HiPath 3000 participants
- Deflect call

3.2.2.1 Activation of call handling...

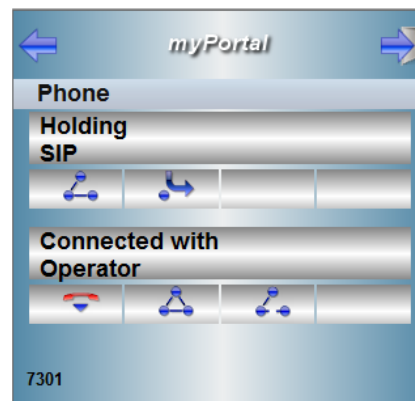


Browser link:

[http:// IP-Adr. or DynDNS-Name:8801](http://IP-Adr. or DynDNS-Name:8801)

[https:// IP-Adr. or DynDNS-Name:8802](https://IP-Adr. or DynDNS-Name:8802)

Login with myPortal User-Name and Password



3.2.3 Supported platforms

Different platforms are supported for mobile terminals...



3.3 myPortal for Tablets

The following statements apply especially to tablet PCs:



- Support for multiple tablet platforms:
iOS, Android, Blackberry, *others to be verified*
- GUI optimized for different displays:
 - More like a desktop client
 - Folder concept (auto-adjustment)
 - Quick access to favorites, presence, dialing
- Additional dial modes
 - Support for installed SIP apps
 - Associated dialing for a desktop phone
- Adjustable for both GSM and pure WLAN devices

3.4 Client configuration

3.4.1 Mobile devices

The implementation of the web browser and Java midlet engines in Smartphones differs, it is therefore difficult to realize the perfect resolution for each Smartphone. A corresponding recommended list can be obtained at wiki.siemens-enterprise.com

3.4.2 OpenStage 60/80

- Display name: Freely configurable
- Application name: WS
- HTTP Server address: OSO IP address
- HTTP Server port: 8801 for http; 8802 for https
- Program name on server: "HiWebSP/os6080"

The screenshot shows the 'Add application' configuration form in the Siemens myPortal. The form is titled 'Add application' and contains the following fields:

- Display name: WS
- Application name: WS
- HTTP Server address: xxxxxxxxxxxx
- HTTP Server port: 8801
- Protocol: http
- Program name on server: HiWebSP/os6080
- Use proxy: No
- XML Trace enabled: No
- Debug program on server: ☐
- Number of tabs: 0
- Tab 1 Display Name:
- Tab 1 Application Name:
- Tab 2 Display Name:
- Tab 2 Application Name:
- Tab 3 Display Name:
- Tab 3 Application Name:
- Restart after change: ☐

The 'Submit' and 'Reset' buttons are located at the bottom of the form.

3.5 Diagnostics

Trace: Where necessary, please pull the following trace data, adapting the period of time as appropriate...

The screenshot shows a web interface titled "Service Center - Diagnostics - Trace". Below the title bar is a section labeled "Diagnosis Logs". This section contains a list of protocols with checkboxes and two time selection blocks. The protocols listed are: Trace Log, Event Logs (checked), Admin Protocol, Licence Protocols, Customer Trace, Framework Protocol, Diagnosis Log, Slot Module Protocols, OpenScape Office Protocols (checked), Application Protocols (checked), System Diagnosis Protocols, PPP Log, and CoreLog Protocol. The first time selection block is for "Complete Trace Log" with a "From" date of "07 Dec 2011 11:45:00" and a "To" date of "Now". The second time selection block is also for "Complete Trace Log" with a "From" date of "30 Nov 2011" and a "To" date of "Now". At the bottom of the window is a navigation bar with buttons: Help, Abort, Back, Next, All Logs, and Load.

Service Center - Diagnostics - Trace

Diagnosis Logs

☐ Trace Log Complete Trace Log From: 07 Dec 2011 11:45:00 To: Now

☒ Event Logs

☐ Admin Protocol

☐ Licence Protocols

☐ Customer Trace

☐ Framework Protocol

☐ Diagnosis Log

☐ Slot Module Protocols

☒ OpenScape Office Protocols Complete Trace Log From: 30 Nov 2011 To: Now

☒ Application Protocols

☐ System Diagnosis Protocols

☐ PPP Log

☐ CoreLog Protocol

Help Abort Back Next All Logs Load

4 myPortal for Mobile

4.1 myPortal for Mobile configuration exercise

Starting point:

The OpenScape Office and the myPortal for Mobile client are connected with the Internet service provider (ISP). DynDNS accounts have already been preconfigured and are available for the following dynamic hosts - *Scenario APT Munich*:

- osox.hipx.dyndns.org - x=1 to 6

Your lecturer will provide the password for the DynDNS login.

For the exercise, use the APT-x PC (x=1 to 6, *APT Munich only*)

Aim:

- myPortal for mobile access to instant messaging/presence functions.



Note:

Depending on your infrastructure, the function test can also be performed locally. Use a client PC with the corresponding browser and open the following URL:

- `http://<IP address MX>:8801`
- or...
- `https://</IP address MX>:8802`

4.1.1 Solution

Prerequisite for myPortal for mobile access is that a Mobility Entry subscriber must be configured....



Note:
These features require the subscriber to have the "Comfort Plus" license.

WBM configuration...

Home Administrators **Setup** Expert mode Data Backup License Management Service Center

Setup

- Wizards
- Basic Installation
- Network / Internet
- Telephones / Subscribers
- Central Telephony
- User Telephony**
- Security
- OpenScape Office

User Telephony

- Edit** **Class of service**
Set up classes of service with external call numbers that can be assigned to subscribers, e.g., emergency numbers, allowed numbers, denied numbers and assignment of class of service for night service
- Edit** **Station name and release**
Edit station and group names and reset lock code for individual stations
- Edit** **Group Call / Hunt Group**
Set up incoming calls for station group (parallel, linear or cyclical call order)
- Edit** **Call Forwarding**
Set up central system-wide station number assignments, and forwarding "after timeout" and "on busy"
- Edit** **Call Pickup**
Configure stations in a pickup group with the option of answering each other's calls
- Edit** **Team Configuration**
Set up stations in a team where incoming calls are simultaneously signaled at all stations in parallel with the main station, and outgoing calls can be connected using the main station number
- Edit** **Mobile Phone Integration**
Set up a link between a mobile phone and an internal station with the goal of enabling incoming and outgoing availability under one station number (One Number Service)

Select GSM or WLAN mode....

Setup - Wizards - User Telephony - Mobile Phone Integration

Change Mobility Entry allocation

Mobility Entry	Fax
Call number:	66102
Direct inward dialing:	66102

Desk phone

Call number: 102
Name: juergenw
Direct inward dialing: 102

Mobile phone mode in-house

GSM Mode ☒
WLAN Mode ☐

Mobile phone

Trunk access code+Mobile call number: 00175123456
Internal call number mobile phone: 6612
Internal name: juergenw
*!Username for myPortal web: Automatic

Help Abort Back OK & Next

Username for myPortal web set to "Automatic" > Verify user name and password.



Note:

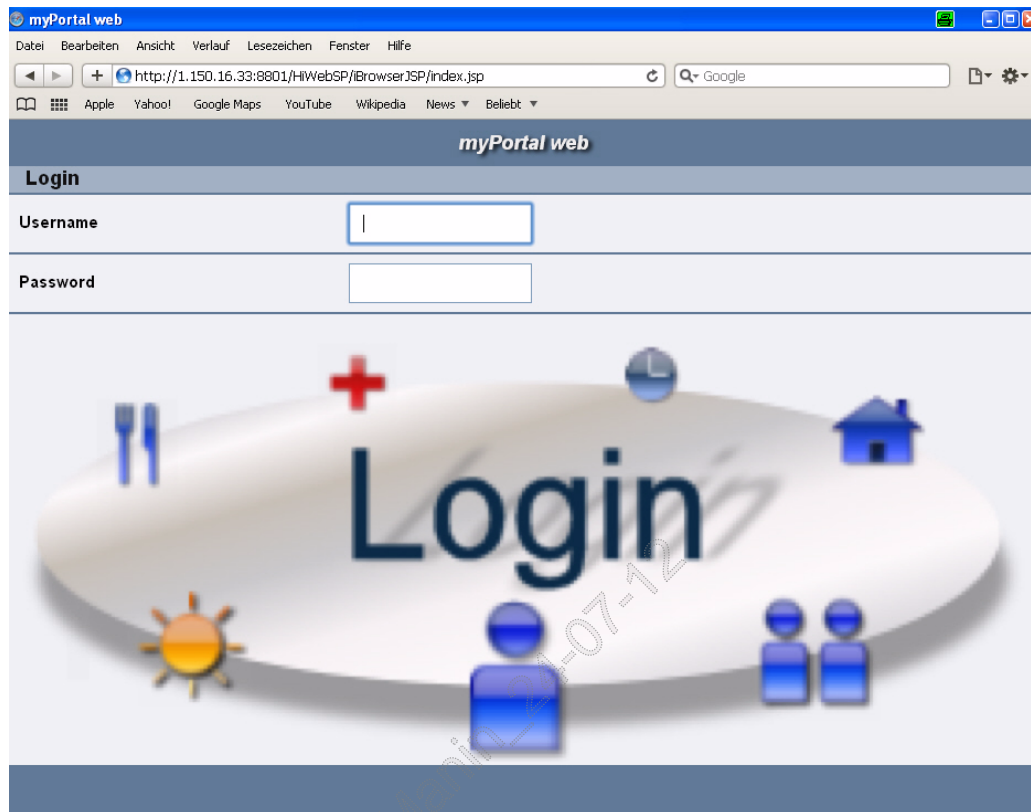
User name and password are stored in the OSO database. myPortal/myPortal for Outlook use the same login.



Tip:

The default password should be changed!

Login...



Test the following functions:

- Presence status change?
- Internal/external call connection
- Callback setting
- Voicemail

Were the tests successful? Space for your notes....

4.2 myPortal web services wizard exercise

Starting point:

Web Service access is configured - client logon to WebSP is possible.

Aim:

Microsoft Outlook contacts should be displayed on the Smartphone.

4.2.1 Solution

Create a connection from the Desktop PC where Outlook has been installed to the WebSP as follows:

- www.example-for-a-domain.com:8802/admin

APT-Munich - use "MX"

- <https://1.150.1x.33:8802/admin> (x=1 to 6 corresponding to your area)
- Logon with user name and password
- Click on: "Import contacts" > please note the message text.

Administration

- Administration
- User Management
- Import Contacts

Import Contacts

Outlook Contacts

Number of contacts in Outlook: 2
Do not import contacts without phone numbers: ☐

Note

A Java-Applet is used to read the Outlook contacts. Please make sure that there is at least a Java Version 6 Plugin active within your browser. To provide the Java-Applet access to your Outlook contacts please answer the security dialogs accordingly. Accessing your Outlook contacts may also trigger a security dialog from Outlook, please grant at least one minute access to your Outlook contacts. Please make sure that all call numbers are in a canonical format!

Delete imported contacts

Start import

The contacts are displayed on the Smartphone....



5 myPortal for OpenStage

5.1 Exercise

Starting point:

An OpenStage 60/80 is available and has been set up

Aim:

- Installation of the application (xml) on the OpenStage terminal
- Performing a function test
- Creating a trace file

Prerequisites:

- Login via myPortal for Desktop / Outlook Integration has been performed in advance.
- The default password has been changed.

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5.1.1 Solution

Installation of the application (xml) on the OpenStage terminal

Installation of the application on OpenStage 60/80

Application name on OS display

Application-Name fix: WS

Address of OSO

Port:
http: 8801 or https: 8802
Note: https not yet supported (Oct. 2011)

Program name is fix:
HiWebSP/os6080

Start of the XML Application after Submit

Now activate the application on the OpenStage device

- Use the login with the changed password (not 1234).



Note:
All UC-applications use the same password for authorization.

Question: Do I need the “Comfort Plus” license?

Answer: No, it is not needed.

Question: Can the presence states be updated in the database?

Answer: Yes, this is possible.

Question: Can the presence forwarding destinations be changed, e.g. from default voice mail to any call number?

Answer: No, no destination can be changed except for “Call Me”.

6 myPortal – Fax Printer

Starting point:

The systems are preconfigured.

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

6.1 Exercises

The fax driver function always assumes that a myPortal client application is installed - e.g. myPortal for Desktop.

6.1.1 Silent installation

Requirements:

- PC meets the requirements for OpenScape Office Client - e.g. latest version of Microsoft "DotNet Framework"
- Local administration rights on the client PC
- The CommunicationsClients.exe file is available on the client PC



Please note the information in the "ReadMe" file.

Aim:

"Silent Installation" of myPortal for desktop + fax driver and log file

Solution:

Open a DOS box on the client PC.

Type in:

```
CommunicationsClients.exe /passive /L*V "C:\ccinstall.log"  
ADDLOCAL=myPortal,FaxPrinter
```



The entry is case-sensitive.



Note:

There is also the option of installing via the network drive - e.g. via the Samba Share of the system. Ask your lecturer...

6.1.2 Silent uninstall

To uninstall a component, enter the corresponding parameter as follows: REMOVE= <e.g. my-Portal/myAttendant>

Example: CommunicationsClients.exe /passive REMOVE=myPortal

Finished...

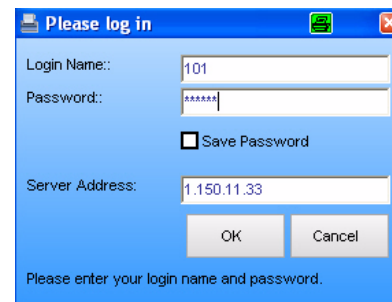
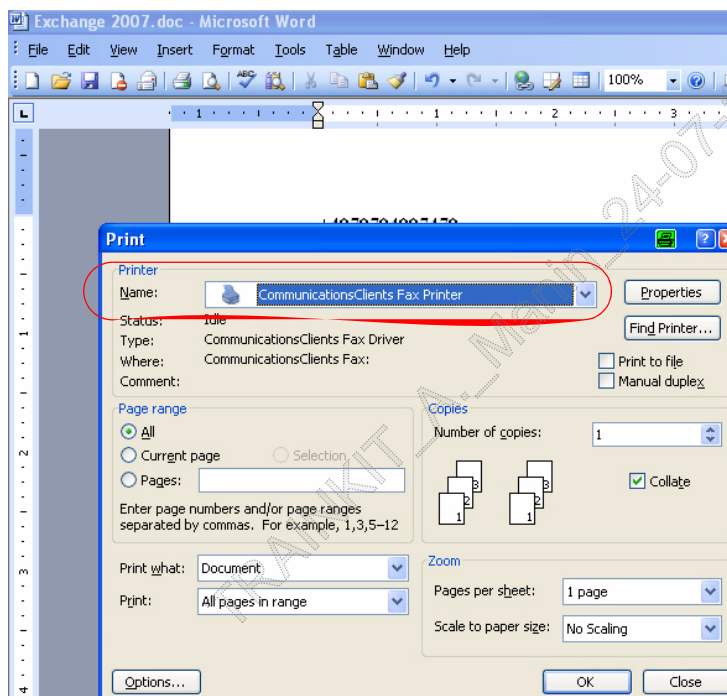
6.1.3 Fax printer

Aim:

Editing settings and sending a fax.

Procedure:

- Print the desired document
 - Send the document to be sent to the printer driver - e.g. MS Word.
 - Logon with Application Suite User - e.g. 101



- Configure the user settings - e.g. sender call number...

Setup

Personal Details | Cover Page | Headerlines

Juergen W

Sending documents on behalf of:

Senders Fax Number:

Language:

Skin:

- Optional: Fax cover sheet - via Fax Cover Editor...

Setup

Personal Details | **Cover Page** | Headerlines

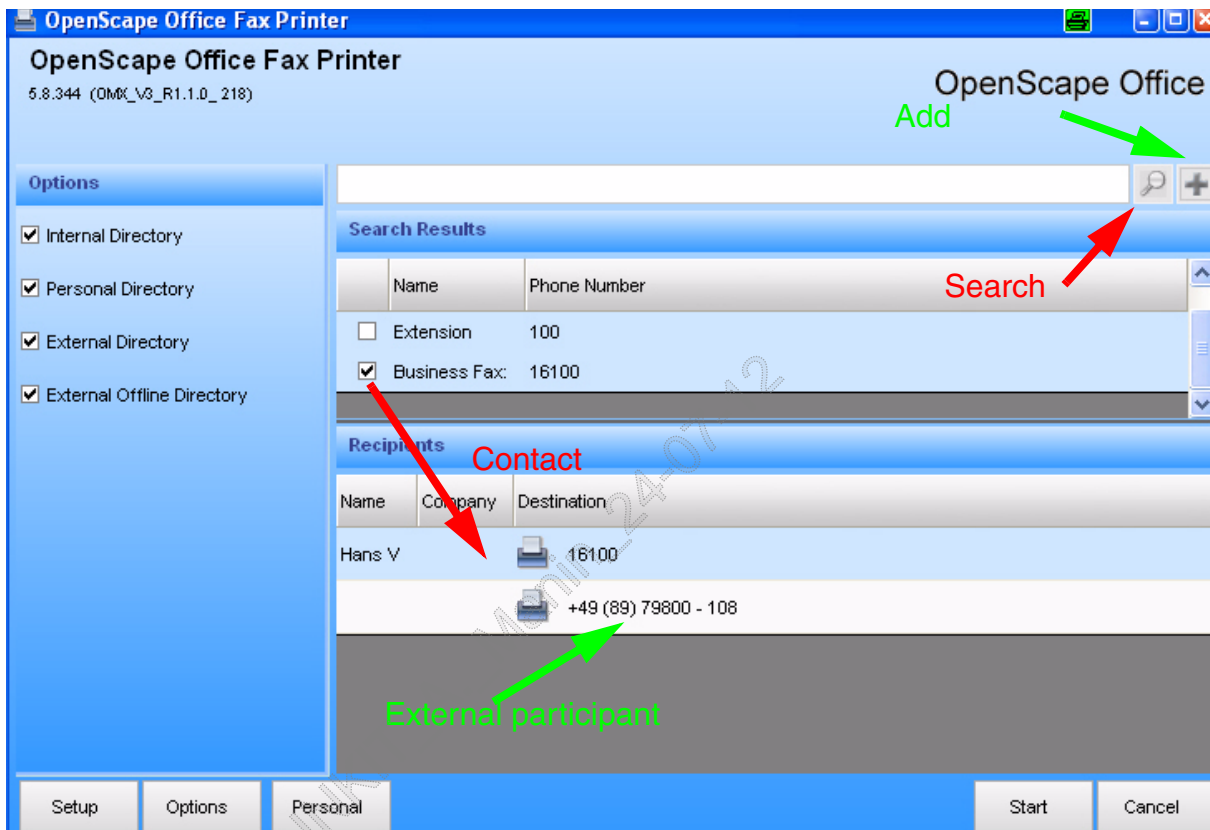
juergens cover.ocp

New

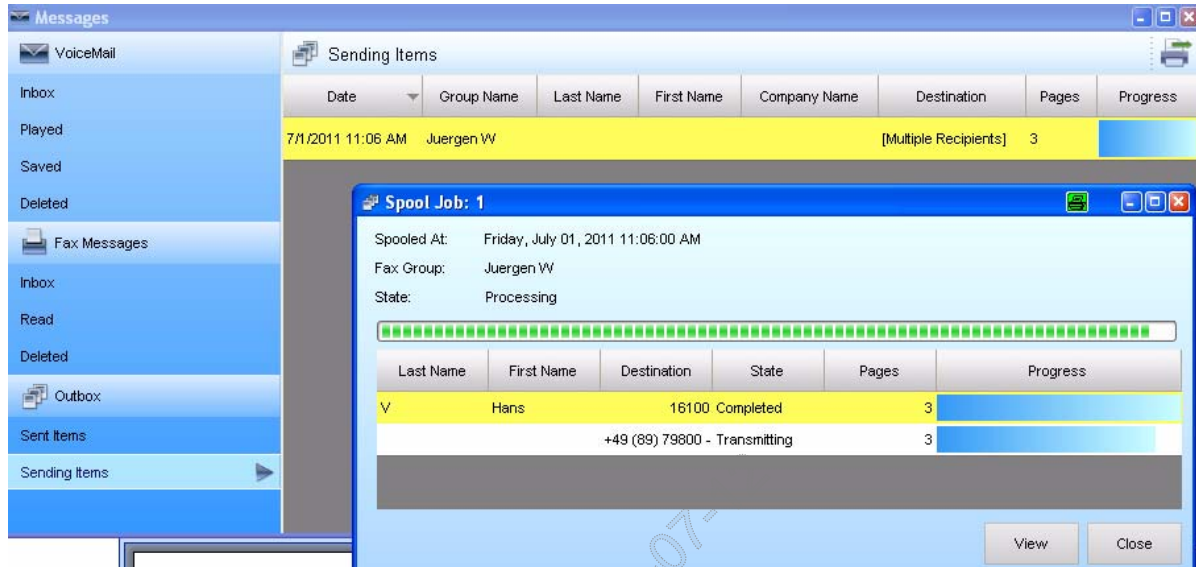
Clear

Preview

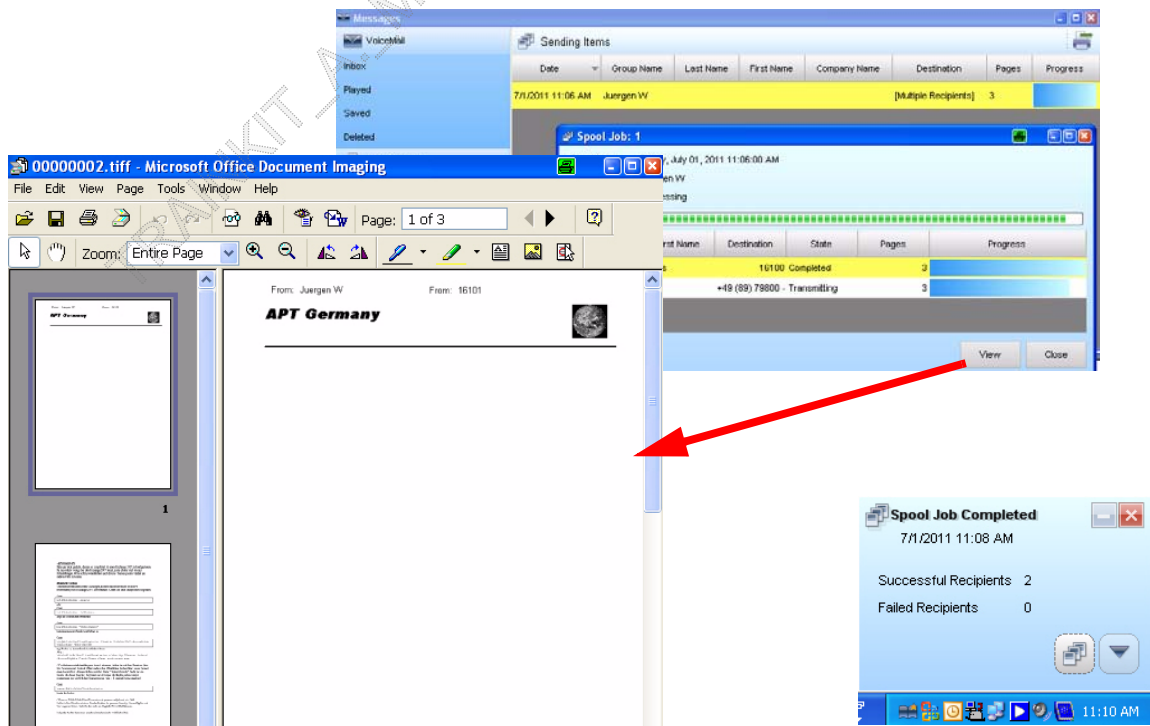
- Add fax recipient
 - Send via "Search" - e.g. all directories and selection of the fax call number and/or
 - Manual adding of the external fax number and click on "+"



- Send Items
 - During sending...



- Send Items
 - Sent successfully...



7 myAttendant

Starting point:

The systems are preconfigured.

Aim:

Check the features and functions in the "standalone" system or via interworking if configured.

**Note:**

Only the delta to myPortal for Desktop is displayed. Further information can be obtained in ???chapter "myPortal for Desktop".

7.1 Install

7.1.1 Silent installation

Requirements:

- PC meets the requirements for OpenScape Office Client - e.g. latest version of Microsoft "DotNet Framework"
- Local administration rights on the client PC
- The CommunicationsClients.exe file is available on the client PC



Please note the information in the "ReadMe" file.

Aim:

"Silent Installation" of myPortal for desktop + fax driver and log file

Solution:

Open a DOS box on the client PC.

Type in:

```
CommunicationsClients.exe /passive /L*V "C:\ccinstall.log"  
ADDLOCAL=myPortal,FaxPrinter
```



The entry is case-sensitive.



Note:

There is also the option of installing via the network drive - e.g. via the Samba Share of the system. Ask your lecturer...

7.1.2 Silent uninstall

To uninstall a component, enter the corresponding parameter as follows: REMOVE= <e.g. my-Portal>

Example: CommunicationsClients.exe /passive REMOVE=myPortal

Finished...

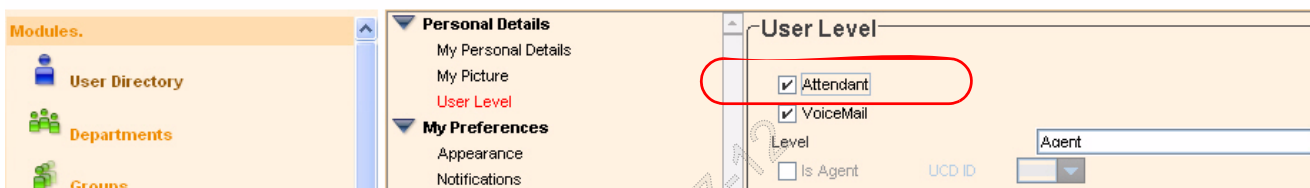
7.2 Client settings

The following example show excerpts of the client functions.

7.2.1 User level

This decides whether myPortal for Desktop or myAttendant is carried out via the Attendant Flag.

- Application Suite - User Directory...
 - Activate the "Attendant" checkbox.



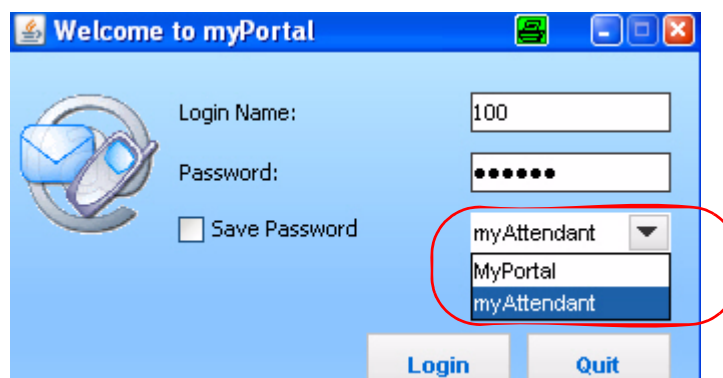
7.2.2 Login



Note:

When starting myPortal for the first time, the selection window with myAttendant is **not yet** visible. Start myPortal again.

- Start the application...
 - "myAttendant" selection



7.2.3 BLF - group setup

The BLF should be configured automatically - e.g.:

- All sites
 - Sorted according to last name
 - First configure a "Site" name - e.g. OSOMX Area1
- then....
- Auto Populate - "Site" based

7.2.4 Communications

- Forwarding destinations can be defined.
 - Configuration of destination for the states: Emergency and Unattended.
 - Call forwarding is carried out as required - e.g. Unattended to 102.

Setup

- Personal Details
- My Preferences**
- Call Rules
- Communications**
- VoiceMail Profiles
- Sensitivity
- myAttendant
 - Group Setup
 - LAN Messages
 - DIDs
 - Communications
 - Backup And Restore

Communications

Emergency Forward: 101

Unattended Forward: 102

SMS Provider:

myAttendant

Dial

Hans V Operational

Name: Save

CLI/Company: Clear

Calling For:

Operational

Night Service

Unattended

Emergency

Click on "Operational"
then....
Select "Unattended", for example

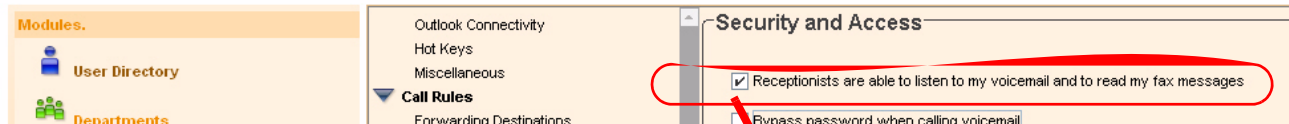
7.2.5 Message center

myAttendant can read and process the subscriber messages.

- Access to voice and fax messages...
 - User must permit myAttendant access

OpenScape Office

OMP_OSO_V3_R1.1.0_218 (5.8.218)



Attendant Message Center

VoiceMail Messages

Inbox Played Saved Deleted

Type	Date	Time	Group N...	CLI	Last Na...	First Na...	Company	Priority	Duration
	6/29/2011	3:44:36...		101	W	Juergen		Normal	00:00:03
	6/29/2011	3:43:49...		101	W	Juergen		Normal	00:00:03

VoiceMail Messages

Mailbox	Normal	Urgent	Private
Inbox	2	0	0
Played	0	0	0
Saved	0	0	0
Deleted	0	0	0
Total	2	0	0

Fax Messages

Fax Group	New	Read	Deleted
Richard S	0	0	0

LAN Messages

Abbreviations

This table shows some important abbreviations.

Abbreviation	Definition
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T	
----------	--

TUI	Telephone User Interface
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W	
----------	--

WebSP	Web Service Provider
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