

# Unified Communication

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# 1 OpenScape Office – Application Suite (UC)

## 1.1 General

Use the following entries according to your exercise and infrastructure.

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

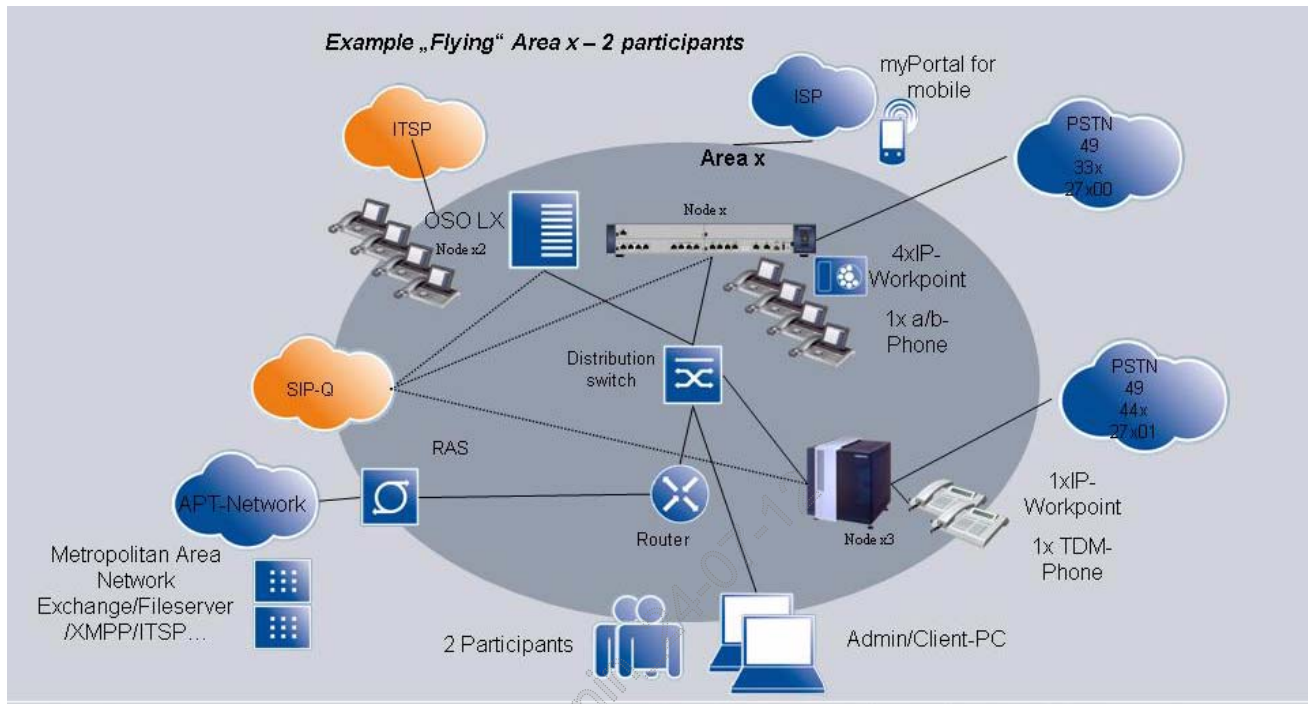
### Aim:

Getting to know the Application Suite Server settings...

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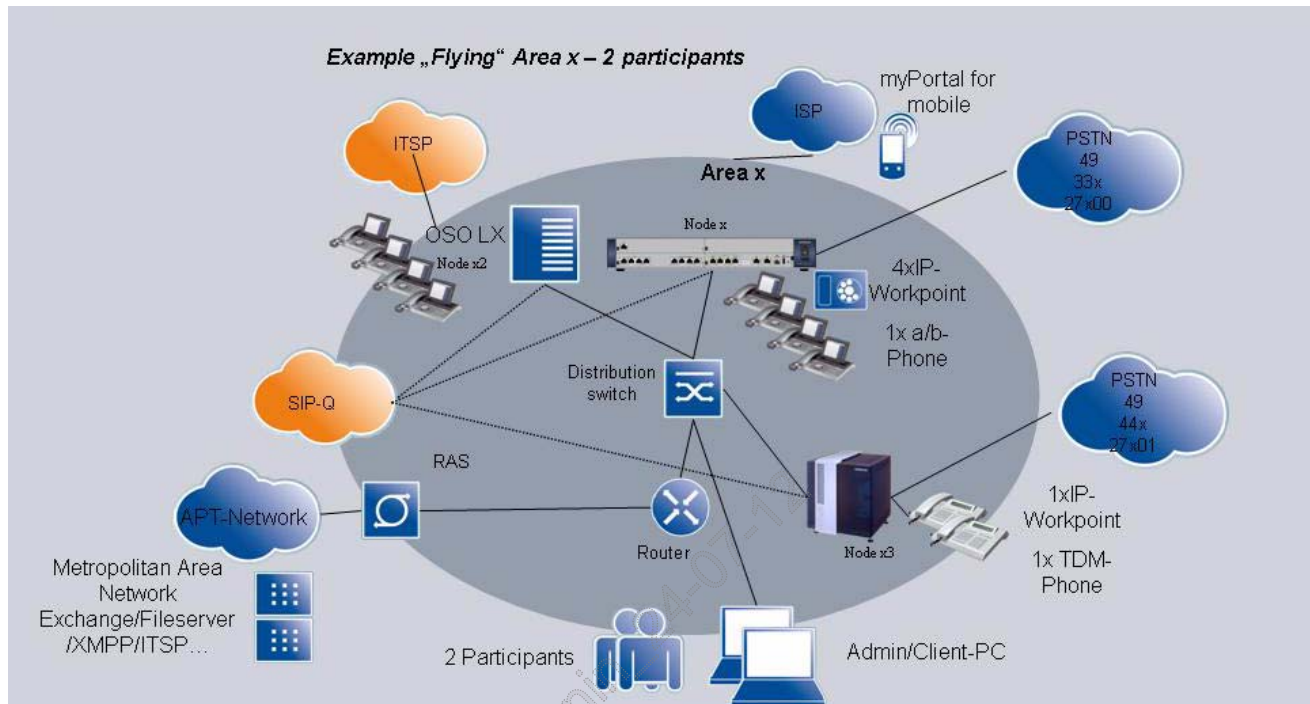
## 1.2 “Classroom” infrastructure (e.g. Munich APT)

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 Application Suite – Server

### Starting point:

The systems are preconfigured.

### Aim:

Getting to know the server settings using "Expert mode". Check the features and functions in the "standalone" system or via interworking if configured.

### 2.1 Exercises

#### Starting point:

The administrator is logged on at "Expert" level.

#### 2.1.1 Server - General settings

##### Aim:

System-wide recording of calls with prior notice prompt.

*Note:* Please observe the country-specific release and legislation!

**Server**

**General Settings** | Logging | Notifications | Maintenance

**Office Hours**  
Start Time: 07:00  
End Time: 21:00

**Lengths**  
Length of Password: 6  
Changing the password length will reset all users' password

**Call number of intercept position**  
Target Number:

**Live Record**  
Live Record: ☒  
Play prompt before recording: ☒  
Play pip tone during recording: ☒

**Analog Extensions**  
Analog User Mode: Show all

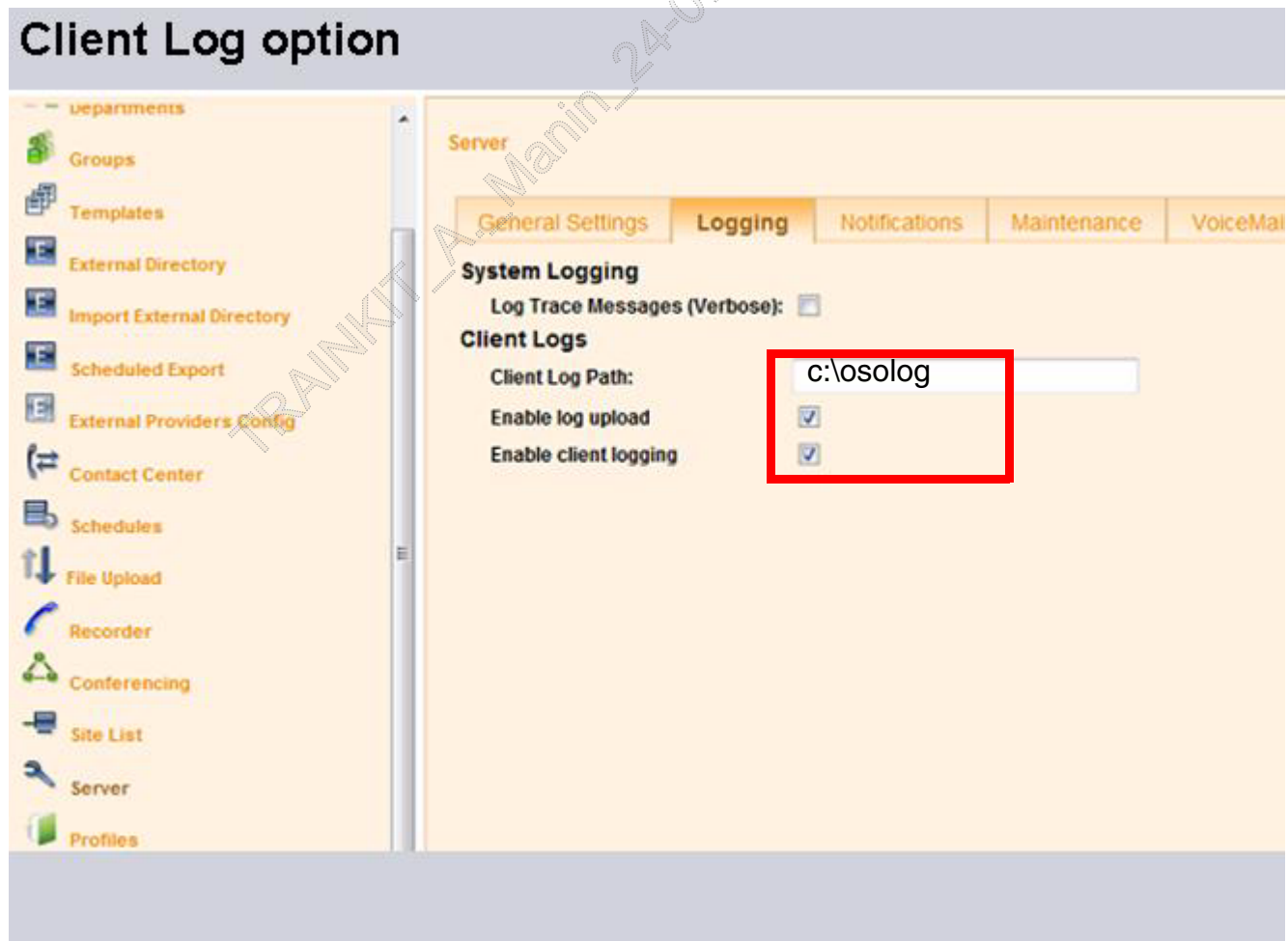
**Extension**  
Max. internal length: 5  
Min. external length: 4

## 2.1.2 Server - Logging

UC log files are saved per default in the local profile on the Client PC. This can cause problems if the profile saving space is limited. The save location on the client PC and the handling of the log files can be preset centrally.

### Aim:

1. Saving of the client log files in the specified target folder - e.g. "C" drive.
  - Client Log Pfad eingeben - z.B. c:\osolog
2. Uploading of log files to the system
  - Activation of the "Enable log upload" checkbox
3. Logging on the client PC needs to be enabled
  - Activation of the "Enable client" checkbox



### 2.1.3 Server - notification

#### Aim:

1. E-mail notification of the administrator...
2. Deactivation of myPortal for desktop invitation e-mail.

#### Starting point:

Adapt the settings to your infrastructure.

#### Procedure:

E-mail forwarding must first be activated system-wide - e.g. APT Munich: "OSOMX" postbox.

**Service Center**

- Download Center
- Inventory
- SW Update
- E-mail Forwarding
- Remote Access
- Restart / Reload
- Diagnostics
- Status
- Event Viewer
- Trace

**E-mail Forwarding**

**Server Information**

Outgoing Mail Server (SMTP) 1.50.100.214

This server requires an encrypted connection (TLS/SSL) ☒

**Logon Information**

User Name osomx

Password .....

Confirm Password .....

**User Information (Sender)**

E-Mail Address osomx@openoffice.training.bay

then....

Configuration of the recipient:

**Server**

General Settings Logging **Notifications** Maintenance VoiceMail

**Email Notifications**

Enable email notifications of system errors ☒

Disable myPortal invitation email ☒ 2.)

**Recipients**

1.) richards@openoffice.training.bay

**Conditions**

Send Critical Messages: ☒

Send Crash Notifications: ☒



## 2.1.4 Maintenance Server

### Aim:

The time of the stored caller information should be changed from 30 to 60 days...

**Server**

General Settings | Logging | Notifications | **Maintenance**

**Maintenance**

Begin system maintenance at

**Message**

Keep inbox messages for  day(s)

Keep played / read messages for  day(s)

Keep saved messages for  day(s)

Keep deleted messages for  day(s)

**Calls Information Maintenance**

Keep call history for  day(s)

**Log File Maintenance**

Keep log information for  day(s)

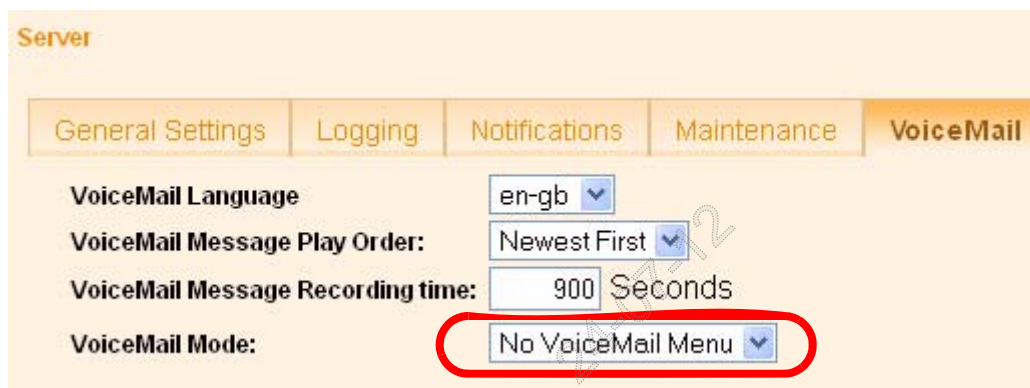
**Reports**

Note: Starting with the maximum value, in our example 60 days, the client can reduce the length of time the data are to be stored.

## 2.1.5 Voice Mail Server

### Aim:

Changing of the default voice mail menu from "Full" to "None" voice mail menu.  
The caller receives the default announcement (if no personal announcement has been recorded) and also the "#" option for other functions.



The screenshot shows the 'VoiceMail' configuration page. It has tabs for 'General Settings', 'Logging', 'Notifications', 'Maintenance', and 'VoiceMail'. Under 'VoiceMail', there are four settings: 'VoiceMail Language' (en-gb), 'VoiceMail Message Play Order' (Newest First), 'VoiceMail Message Recording time' (900 Seconds), and 'VoiceMail Mode' (No VoiceMail Menu). The 'VoiceMail Mode' dropdown is circled in red.

## 2.1.6 Exchange Server

See Module 5 "Active Directory Integration"

## 2.1.7 SMS via e-mail (released in Germany only)

E-mails converted into text messages can be easily sent to a cell phone via an e-mail SMS gateway. However, SMS e-mails are not at all complete e-mails as the message length is limited to 160 characters as is the case with SMS messages. The text of longer e-mails is truncated and lost although Vodafone permits 640-character text messages for e-mail receipt as a text message. A personal mobile e-mail address must be activated beforehand to receive SMS e-mails. This is very easy to do: You send an activation text message to a speed dialing number (see Table 2-1). You then receive a text message containing your personal e-mail address which is normally made up of the call number and gateway name. For instance, a T-Mobile customer with call number 0171/1234 567 would have the mobile e-mail address: 01711234567@t-mobile-sms.de. The same applies for the other networks.

Provider	T-Mobile	Vodafone	E-Plus	O2 Germany
Price per text message (in euros)	0.19	0.203	0.20	0.19
Send activation SMS with text to number	Open Number: 8000	Open Number: 3400	Start Number: 7676245	Open Number: 6245
Send a deactivation SMS with specified text to the specified number	CLOSE Number: 8000	CLOSE Number: 3400	STOP Number: 7676245	STOP Number: 6245
Gateway	t-mobile-sms.de	vodafone-sms.de	smsmail.eplus.de	o2online.de

Table 2-1 Table for the receipt of e-mails per SMS  
(as at: 04/2011 - subject to changes)

### 2.1.7.1 Overview - sending SMS - example of “GMX” provider via T-Mobile

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

**Service Center**  
Download Center  
Inventory  
▶ SW Update  
E-mail Forwarding  
Remote Access  
Restart / Reload  
▼ Diagnostics  
Status  
Event Viewer  
Trace

**E-mail Forwarding**  
**Server Information**  
Outgoing Mail Server (SMTP)   
This server requires an encrypted connection (TLS/SSL) ☐  
**Logon Information**  
User Name   
Password   
Confirm Password   
**User Information (Sender)**  
E-Mail Address

**Modules.**

- User Directory
- Departments
- Groups
- Templates
- External Directory
- External Providers Config
- Contact Center
- Schedules
- File Upload
- Recorder
- Conferencing
- Site List
- Server
- Profiles
- Fax Headlines

**Templates**

**SMS Templates**

**SMS Provider**

SMS Templates: t-mobile ten

**Template Details**

Template Name: t-mobile template

Author Name: RS

VSL Fields: The Mobile Number to send to

**SMS Details**

Recipients: {{MobileNumber}}@t-mobile-sms.de

Subject: {{Sender}}

Body: Calling Number {{CallingNumber}} left a message at {{DateTime}}. If you like to call back then dial +49897910071

Enter the dialable number - without trunk access code.

The screenshot shows the 'My Personal Details' setup page. The 'Mobile Number' field is highlighted with a red circle. The fields are as follows:

Field	Value
Login Name	100
VoiceMail Number	71
Extension	100
Mobile Number	017512345678

Activation is now possible. Example: In “Meeting” status.

The screenshot shows the 'myPortal Setup' Notifications table. The 'Meeting' checkbox for 'SMS' is highlighted with a red circle. The table is as follows:

Notific...	Office	Meeting	Sick	Break	out of ...
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outbound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Note:** You will find a detailed trace under “Diagnostics Trace” > in the “Messages” file.