



myPortal for Teams

User Guide

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1 History of changes

Changes mentioned in the following list are cumulative.

Changes in V3R2 FR1

Impacted chapters	Change description
myPortal for Teams overview on page 6	Support for Favorites, Dialpad
How to sign in on page 7	Added "Keep me signed in" checkbox
How to sign out on page 7 How to delete a call history entry on page 9	Updated descriptions to reflect changes in the user interface
Call History on page 8 How to filter call history entries on page 9 How to delete a call history entry on page 9 How to start a phone call from the Call History on page 13	Renamed "Journal" to "Call history"
Contacts on page 10 How to start a phone call from Contacts on page 13	Renamed "Contact List" to "Contacts" Updated information about contacts
Favorites on page 10 How to add a contact in a group on page 11 How to create a group on page 10 How to delete a group on page 11 How to remove a contact from a group on page 12 How to rename a group on page 11 How to start a phone call from Favorites on page 14	Support for Favorites
How to start a phone call from the Dialpad on page 12	Support for Dialpad
Settings on page 16 How to change language settings on page 16 Viewing the About page on page 16	New settings/options

Changes in V3R2

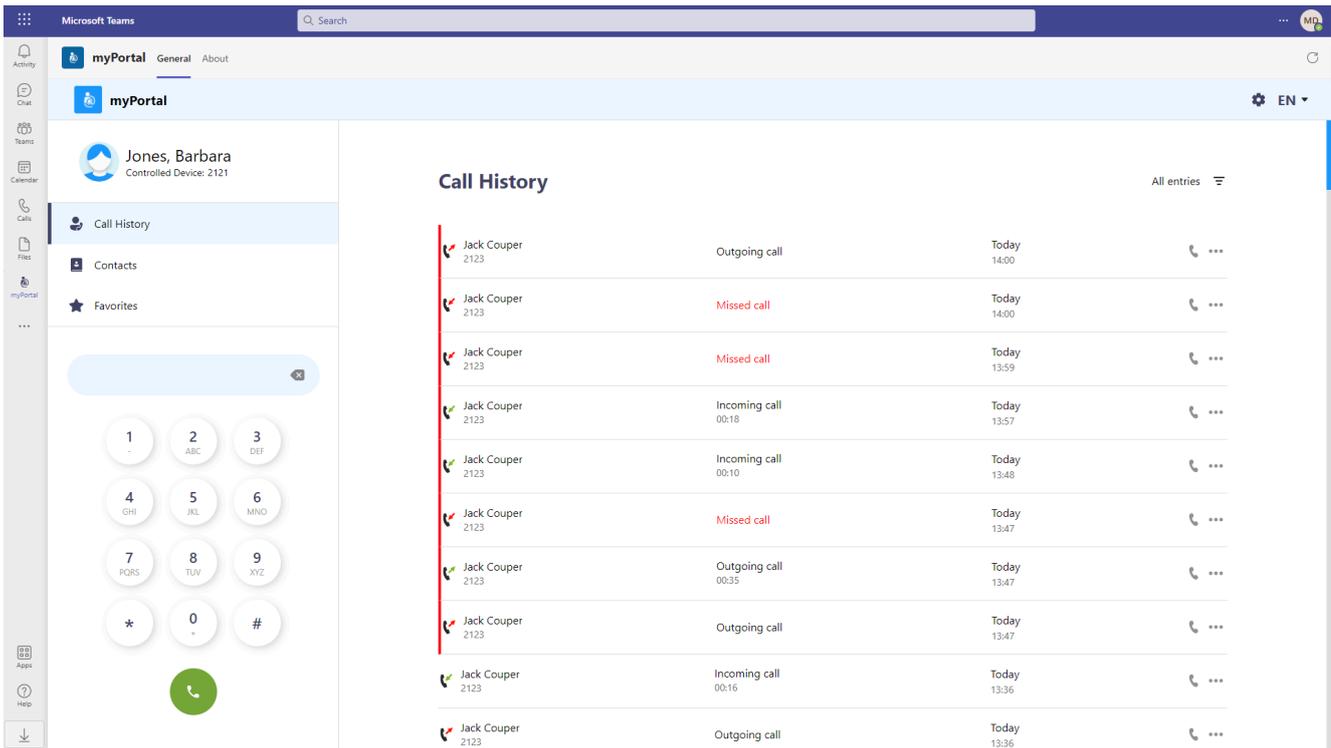
Impacted chapters	Change description
Introduction on page 6 Call History on page 8 How to filter call history entries on page 9 How to delete a call history entry on page 9 How to start a phone call from the Call History on page 13	Journal support
Unified Communications on page 8	Chapter restructuring
Contacts on page 10 Controlled devices on page 14 Calls on page 12	New sections due to restructuring of Chapter Unified Communications on page 8

2 Introduction

This document is intended for the users of myPortal for Teams and describes its installation and operation.

2.1 myPortal for Teams overview

myPortal for Teams plugin is used to integrate Microsoft Teams application with OpenScope Business.



With myPortal for Teams you are able to:

- Start a phone call from dialpad, contacts, call history or favorites
- View, filter and manage your call history
- View your personal contacts
- Search for contacts in all directories
- View and organise contacts in favorite groups
- Select a phone device (only for MULAP users)

NOTICE: Search for contacts in external directories, such as LDAP, is not available.

NOTICE: VoIP functionality is not supported for myPortal for Teams.

3 How to access myPortal for Teams

3.1 How to add myPortal for Teams to Microsoft Teams application

Prerequisites

myPortal for Teams must be uploaded to Microsoft Teams store by your system administrator.

Step by Step

- 1) Click on **Apps** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Company apps**.
- 3) Select **myPortal for Teams** and click **Add**.
myPortal for Teams plugin is displayed in the left navigation bar of the Microsoft Teams application. If the plugin is not displayed click ***** More added apps**, locate the plugin myPortal for Teams and pin it.

3.2 How to sign in

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Enter the phone number and password associated with your account.
- 3) Click on **Keep me signed in** checkbox, if you want to save your sign in credentials.
- 4) Click on **Sign In**.

3.3 How to sign out

Step by Step

- 1) Click on  at the top right of myPortal for Teams.
- 2) Click on **Sign Out**.

4 Unified Communications

4.1 Call History

The **Call History** lists all your incoming and outgoing calls. You can use it to quickly call your contacts or to respond to a missed call.

Filter

You can filter the call history entries by the following call types:

- **All entries** - All incoming and outgoing calls
- **Missed calls** - All incoming calls that were not answered
- **Incoming calls** - All incoming calls, both answered and unanswered
- **Outgoing calls** - All outgoing calls, both answered and unanswered

Entries identification

You can identify the entries in your call history as follows:

Symbol	Description
	Incoming call - Answered
	Incoming call - No answer
	Incoming call to a group - Answered
	Incoming call to a group - Not accepted
	Incoming call - Redirected
	Outgoing call - Answered
	Outgoing call - No answer
	Outgoing call to a group - Answered
	Outgoing call to a group - No answer

New entries in the **Call History** are indicated by a vertical red line to the left of the entry.

Calls details

Further information about the calls is listed in **Call History**:

- Name of the caller / callee.
The name is only displayed when it can be resolved (e.g. from contacts).
- Phone number of the caller / callee.
- Call type.
- Call duration (only for answered calls).
- Additional call details (only with the UC solution UC Smart), if available.

For example: The call was a secondary call, The called party was busy, Destination not obtainable, Call redirected to, etc.

- Further phone number in case of forwarding or transferring or in case of a group call (only with the UC solution UC Smart).
- Date and time of the call.

4.1.1 How to filter call history entries

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Call History**.
All recent calls are listed. The most recent calls are listed first.
- 3) Click on ☰ above the call list and choose one of following filter options:
 - All entries
 - Missed calls
 - Incoming calls
 - Outgoing calls

4.1.2 How to delete a call history entry

You can delete a call from the Call History. This option is only available with the UC Smart solution.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Call History**.
All recent calls are listed. The most recent calls are listed first.
- 3) If you want to filter call history entries, click on ☰ above the calls list and chose one of the following filter options:
 - All entries
 - Missed calls
 - Incoming calls
 - Outgoing calls
- 4) Locate the entry you want to delete, click on ⋮ to the right of the entry and select  **Delete**.

4.2 Contacts

Contacts shows all your personal contacts. You can use the Contacts tab to search, email or call your contacts.

Contacts details

Information about the contacts listed in the **Contacts**:

- Name of the contact
- Phone number of the contact

You can email or call a contact by clicking on  or  respectively to the right of the contact.

If a contact has multiple numbers stored, you can choose which number to call by clicking  and selecting the number.

4.2.1 How to search for a contact

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Contacts**.
- 3) Click on  **Search a contact** and enter the name of the contact.

4.3 Favorites

The **Favorites** tab shows your favorite contacts organized in groups.

If you are working with the UC solution UC Smart, you can create, rename and delete favorite groups. You can also add or remove contacts from groups and email or call your favorite contacts.

If you are working with the UC solution UC Suite, you can only view your favorite groups and contacts and call a favorite contact.

4.3.1 How to create a group

Prerequisites

You are a UC Smart user.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
- 3) Click on  at the top right of myPortal for Teams.

- 4) Type the name of the group.
- 5) Click on **Create Group**.

4.3.2 How to delete a group

Prerequisites

You are a UC Smart user.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
- 3) Hover over the name of the group you want to delete and click .
- 4) Click on **Delete Group** to confirm.

4.3.3 How to rename a group

Prerequisites

You are a UC Smart user.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
- 3) Hover over the name of the group you want to rename and click .
- 4) Type a new name for the selected group.
- 5) Click **Save**.

4.3.4 How to add a contact in a group

Prerequisites

You are a UC Smart user.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
- 3) Select the group to expand it.

- 4) Click on **+** **Add a contact**.
- 5) Type the first name or the last name of the contact in the searchbox.
As you type in, a list of suggested contacts is displayed to select from. Contacts who are already in the group are not listed.
- 6) Click on the checkbox to the right of the contact entry.
You can add multiple contacts in the group, by clicking on the corresponding checkboxes.
- 7) Click on **Add To Group**.

4.3.5 How to remove a contact from a group

Prerequisites

You are a UC Smart user.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
- 3) Click on a group name to expand it.
- 4) Locate the contact you want to remove, click **...** to the right of the entry and select **Remove**.

4.4 Calls

You can start a phone call in any of the following ways:

- From the Dialpad
- From Contacts
- From the Call History
- From Favorites

4.4.1 How to start a phone call from the Dialpad

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.

- 2) Enter the phone number you want to call using your keyboard or the on-screen keypad or copy and paste the phone number in the dialpad.
You can enter a number in any of the following formats:
 - Canonical numbers. Example:(+4989700712345; +49 (89) / 7007 - 12345)
 - Internal numbers. Example: (12345)
- 3) Click on  or press `Enter`.

4.4.2 How to start a phone call from the Call History

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Call History**.
All recent calls are listed. The most recent calls are listed first.
- 3) If you want to filter the journal entries, click on  above the call list and chose one of the following filter options:
 - All entries
 - Missed calls
 - Incoming calls
 - Outgoing calls
- 4) Locate the entry you are interested in and click on  to the right of the entry.

If you are working with the UC Smart solution, first click on  to the right of the entry and then select  **Call**.

The call is made through your controlled device.

4.4.3 How to start a phone call from Contacts

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Contacts**.
Your personal contacts are displayed in the contact list. You can use the search function to search for contacts in other directories.
- 3) Select a contact from the list or click on **Search a contact** and enter the name of the contact.

Unified Communications

Controlled devices

- 4) Click on  to the right of the contact.

The call is made through your controlled device.

If the contact has more than one number, click on **...** and select a number to call.

To email the contact, click . The default selected email application on your computer opens with the email of the contact prefilled. This option is available only if an email address is present for that contact.

4.4.4 How to start a phone call from Favorites

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.
- 2) Click on **Favorites**.
Your contacts organized in groups are shown.
- 3) Click on a group to expand it.
- 4) Click on  to the right of the contact.

The call is made through your controlled device.

If the contact has more than one number, click on **...** and select a number to call.

To email the contact, click . The default selected email application on your computer opens with the email of the contact prefilled. This option is available only if an email address is present for that contact.

4.5 Controlled devices

In case you are in a MULAP, you can view all the phone devices you control and select the device you want to use for calls initiated from myPortal for Teams.

4.5.1 How to select a phone device

You can select the phone device you want to use for your outgoing calls.

Prerequisites

You are in a MULAP.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of the Microsoft Teams application.

- 2) On the left pane, click on the down arrow next to your **Controlled device** and select one from the list.
The option is valid for the specific computer device. If you log out from my-Portal for Teams, the option will change to the default one.

Settings

How to change language settings

5 Settings

5.1 How to change language settings

myPortal for Teams currently supports 14 languages. You can change the language setting at any time.

Step by Step

- 1) Click on ▼ at the top right of myPortal for Teams.
- 2) Click on the language you want to use.
The language of **myPortal for Teams** will change automatically to the one that you have selected.

5.2 Viewing the About page

You can view information about the version of the myPortal for Teams and the URL of the OpenScape Business system your client connects to in the **About** page.

To view the **About** page:

Step by Step

- 1) Click on ⚙ at the top right of myPortal for Teams.
- 2) Click on **About**.