



Unify OpenScape Business

myPortal for Teams

User Guide

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Atos

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The logo for Atos, featuring the word "Atos" in a bold, white, sans-serif font. The letter 'o' is stylized with a circular cutout in the center.

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1 History of changes

Changes mentioned in the following list are cumulative.

Changes in V3R3

Impacted chapters	Change description
myPortal for Teams overview on page 6 How to start a phone call from Call Control on page 14 How to answer a call on page 14 How to reject a call on page 15 How to place a call on hold on page 15 How to transfer a call on page 15 How to make a consultation call on page 15 How to alternate between calls on page 16 How to transfer a call after consultation on page 16 How to reconnect to a call on page 17 List view on page 17	Call control support
Contacts on page 10	Support for contact avatars
Presence status and Connection status on page 17 How to email a contact on page 10	New sections

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 call history entries 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 call history entries on page 9 How to start a phone call from 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

Impacted chapters	Change description
Favorites on page 11 How to add a contact in a group on page 11 How to create a group on page 11 How to delete a group on page 12 How to remove a contact from a group on page 12 How to rename a group on page 12 How to start a phone call from Favorites on page 14	Support for Favorites
How to start a phone call from Call Control on page 14	Support for Dialpad
Settings on page 19 How to change language on page 19 How to view the About page on page 19	New settings/options

Changes in V3R2

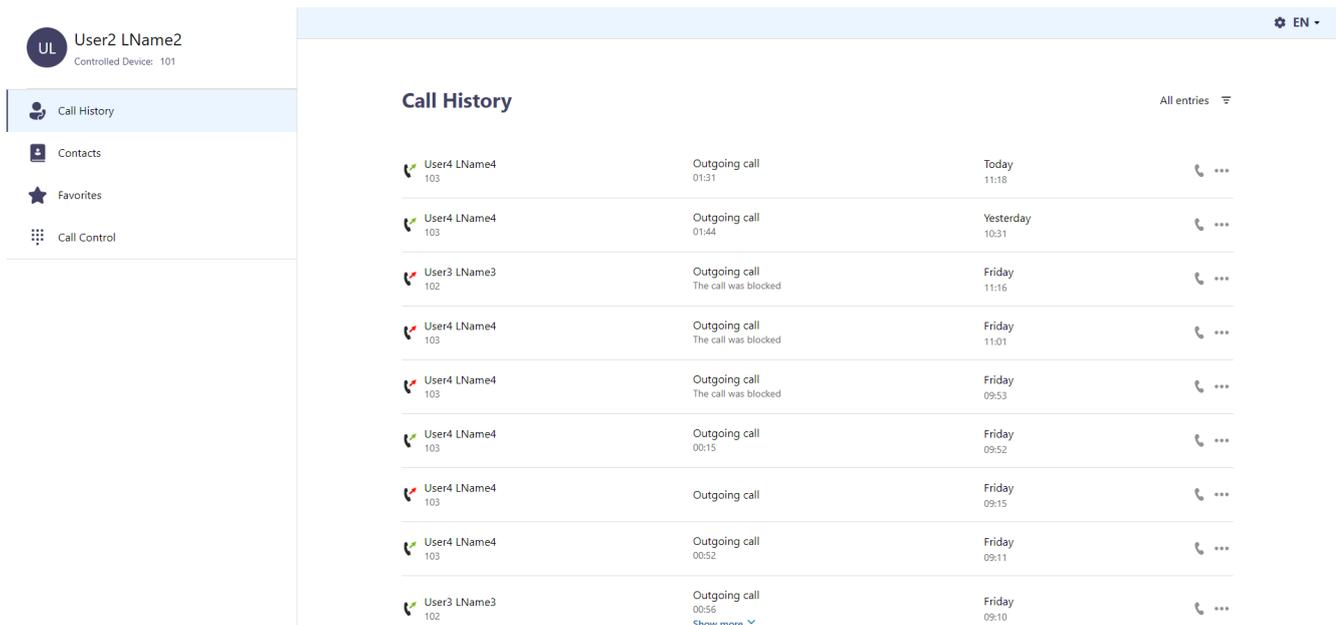
Impacted chapters	Change description
Introduction on page 6 Call History on page 8 How to filter call history entries on page 9 How to delete call history entries on page 9 How to start a phone call from Call History on page 13	Journal support
Unified Communications on page 8	Chapter restructuring
Contacts on page 10 Controlled devices on page 18 Calls on page 13	New sections due to restructuring of Chapter Unified Communications on page 8

2 Introduction

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

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 can:

- Filter and manage your call history.
- View and search contacts.
- Organise contacts in favorite groups.
- Email contacts.
- Select a controlled device (available for MULAP users).
- Start a call.
- Answer, reject or deflect a call.
- Place a call on hold.
- Transfer a call.
- Make a consultation call.
- Alternate between calls.
- Make an attended transfer.

NOTICE: Searching for contacts in external directories for example with the Lightweight Directory Access Protocol (LDAP), is not supported.

NOTICE: Voice over IP (VoIP) is not supported.

3 How to access myPortal for Teams

3.1 How to add myPortal for Teams plugin 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 Microsoft Teams.
- 2) Click on **Company apps**.
- 3) Select **myPortal for Teams** and click on **Add**.

myPortal for Teams plugin is displayed in the left navigation bar of the Microsoft Teams application. If the plugin is not displayed, click on **More added apps**, select the **myPortal for Teams** plugin and pin it.

3.2 How to sign in

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Enter the **User Name** and the **Password** associated with your account.
- 3) Click on the **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

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 **Call History** are indicated by a vertical red line to their left.

Calls details

Additional information shown in **Call History**:

- Name of the caller / callee.
The name is displayed when it can be resolved (e.g. from contacts).
- Phone number of the caller / callee.
- Call type.
- Call duration (only for answered calls).
- Date and time of the call.
- 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 numbers in case of forwarding or transferring or in case of a group call (only with the UC solution UC Smart).

4.1.1 How to filter call history entries

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Select the **Call History** tab.
All recent calls are listed in chronological order.
- 3) Click on ☰ above the call history list and choose one of the following filtering options:
 - All entries (Default)
 - Missed calls
 - Incoming calls
 - Outgoing calls

4.1.2 How to delete call history entries

You can delete calls from the call history list. This option is only available for the UC Smart users.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Select the **Call History** tab.
All recent calls are listed in chronological order.

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Contacts

- 3) Click on  above the call history list and choose one of the following filtering options:
 - All entries (Default)
 - Missed calls
 - Incoming calls
 - Outgoing calls
- 4) Click on  next to the selected entry and then click on  **Delete**.

4.2 Contacts

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

Contacts details

- Name of the contact
- Phone numbers of the contact
- Avatar image of the contact or a generic avatar image with the contacts initials

If a contact has multiple numbers, you can choose which number to call by clicking on  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 Microsoft Teams.
- 2) Select the **Contacts** tab.
- 3) Type the name of the contact in the  **Search a contact** box. As you type in a list of suggested contacts is displayed to select from.

4.2.2 How to email a contact

Sending an email is possible if an email address is present for a contact.

Step by Step

You can choose to send an email to a contact from the following tabs:

- In Favorites tab click on a group to expand it and then click on  next to the selected contact entry.
- In Contacts tab click on  next to the selected contact entry. If required, click on **Search a contact** and enter the name of the contact.

The default mailing application on your computer opens with the email address of the contact prefilled.

4.3 Favorites

Favorites shows your contacts organized in favorites 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 Microsoft Teams.
- 2) Select the **Favorites** tab.
- 3) Click on **+** at the top right.
- 4) Type a name for the group.
- 5) Click on **Create Group**.

4.3.2 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 Microsoft Teams.
- 2) Select the **Favorites** tab.
- 3) Click on a group to expand it.
- 4) Click on **+** **Add a contact**.
- 5) Type the name of the contact in the **Search a contact** box.
As you type in a list of suggested contacts is displayed to select from. Contacts who are already in the group are not listed.

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6) Click on the checkbox next to the contact entry.

You can add multiple contacts in the favorites group, by clicking on the corresponding checkboxes.

7) Click on **Add To Group**.

4.3.3 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 Microsoft Teams.

2) Select the **Favorites** tab.

3) Click on a group to expand it.

4) Locate the contact you want to remove, click on **...** next to the entry and select  **Remove**.

4.3.4 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 Microsoft Teams.

2) Select the **Favorites** tab.

3) Hover over the name of the group you want to rename and click on .

4) Type a new name for the selected group.

5) Click on **Save**.

4.3.5 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 Microsoft Teams.
- 2) Select the **Favorites** tab.
- 3) Hover over the name of the group you want to delete and click on .
- 4) Click on **Delete Group** to confirm.

4.4 Calls

With myPortal for Teams you can control calls, e.g., transfer calls, connect calls, alternate between calls, make consultation calls. You can call contacts by entering their number in Call Control or via the Call History, Contacts and Favorites tabs.

4.4.1 How to start a phone call from Call History

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Select the **Call History** tab.
All recent calls are listed in chronological order.
- 3) Click on  above the call history list and choose a one of the following filtering options:
 - All entries (Default)
 - Missed calls
 - Incoming calls
 - Outgoing calls
- 4) Locate the entry you are interested in and click on  next to the selected entry.
The call is made through your controlled device.

4.4.2 How to start a phone call from Contacts

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Select the **Contacts** tab.
Your contacts are displayed in the contacts list.
- 3) Optionally, click on **Search a contact** and enter the name of the contact.

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- 4) Locate the entry you are interested in and click on  next to the selected entry.

The call is made through your controlled device. If the contact has more than one numbers, click on  and select a number to call.

4.4.3 How to start a phone call from Favorites

Step by Step

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

- 2) Select the **Favorites** tab.

Your contacts organized in groups are shown.

- 3) Click on a group to expand it.

- 4) Locate the entry you are interested in and click on  next to the selected entry.

The call is made through your controlled device. If the contact has more than one numbers, click on  and select a number to call.

4.4.4 How to start a phone call from Call Control

Step by Step

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

- 2) Select the **Call Control** tab.

- 3) Enter the phone number you want to call in the **Dial Phone Number** box, using your keyboard, the on-screen keypad or copy-paste the number.

You can enter a number in the following formats:

- Canonical numbers. Example: (+4989700712345; +49 (89) / 7007 - 12345)
- Internal numbers. Example: (12345)

- 4) Click on  or press `Enter`.

4.4.5 How to answer a call

Incoming calls appear in the Call Control tab.

Step by Step

Click on  in the incoming call window to answer the call.
You are in a call.

4.4.6 How to reject a call

Incoming calls appear in the Call Control tab.

Step by Step

Click on  in the incoming call window to reject the call. The call is rejected.

4.4.7 How to place a call on hold

While on an active call, you can place the call on hold to perform other tasks such as making or answering other calls.

Step by Step

- 1) Click on  **Hold** to place the call on hold. The other party is placed on hold until you reconnect or transfer the call.
- 2) Click on  **Unhold** to resume (unhold) the call.

4.4.8 How to transfer a call

You can transfer an active call or deflect an incoming call.

Step by Step

- 1) If you receive an incoming call, click on  **Deflect**.
- 2) If you are on an active call, click on  **Blind Transfer**.
- 3) Do one of the following:
 - In Call History, locate the entry you are interested in and click on .
 - Go to Favorites, locate the entry you are interested in and click on .
 - Go to Contacts, scroll through or search for a contact and click on .
 - Click on , enter the phone number of the contact you want to call in the **Dial Phone Number** box and click on .

4.4.9 How to make a consultation call

During a call, you can initiate a consultation call.

Step by Step

1) Click on  **Consultation**.

NOTICE: When all calls are on hold, or in other cases where all calls are shown in [list view](#), the  **Consultation** button is not available. Instead, you need to click on  to make a consultation call.

2) Do one of the following:

- In Call History, locate the entry you are interested in and click on .
- Go to Favorites, locate the entry you are interested in and click on .
- Go to Contacts, scroll through or search for a contact and click on .
- Click on , enter the phone number of the contact you want to call in the **Dial Phone Number** box and click on .

The active call goes on hold and the new call is initiated.

Next steps

Once the consultation call is established, you may choose to make an attended transfer, reconnect to a call on hold or alternate between a call on hold and the currently active call.

4.4.10 How to alternate between calls

You can alternate between a call on hold and an active call.

Step by Step

Click on  **Alternate** next to the call on hold. The active call is placed on hold and the call on hold becomes the active call.

4.4.11 How to transfer a call after consultation

When you are in a consultation call, you can make an attended transfer.

Step by Step

Click on  **Attended Transfer** next to the call on hold to transfer the call. The call on hold is transferred to the active call and you are disconnected.

4.4.12 How to reconnect to a call

When you have an active call and one or more calls on hold, you can reconnect to a call on hold, while dropping the active call.

Step by Step

Click on ► **Reconnect** next to the call on hold.
The active call drops and you reconnect back to the call on hold.

4.4.13 List view

While handling multiple calls, the application window can automatically switch to a list view of the calls.

- Calls are shown in a list view if two or more calls are handled.
- Calls are shown in a list view if the height of the screen is too small.
- While in a list view, if all calls are on hold, click on  at the bottom right of the window to make a new call.

4.5 Presence status and Connection status

Presence status and connection status are shown only in the Favorites tab. Presence status indicates users availability, while connection status indicates OpenScape Business UC user device availability.

Presence statuses

Icon	Presence status	Availability
	Office	Available at the normal workplace.
	Meeting	Busy, may not be able to respond.
	Sick	Absent
	Break	Absent
	Gone Out	Absent
	Vacation	Absent
	Lunch	Absent
	At Home	Absent
	Do not Disturb	Do not disturb

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Controlled devices

Connection statuses

Icon	Connection status	Availability
	Green	OpenScape Business UC user can make or receive calls.
	Yellow	OpenScape Business UC user device is ringing.
	Red	OpenScape Business UC user is busy.

4.6 Controlled devices

If you are in a Multiple Line Appearance (MULAP), you can view all the phone devices you control and select a device to use with myPortal for Teams.

4.6.1 How to select a controlled device

You can select a phone device to handle your calls.

Prerequisites

You are in a MULAP.

Step by Step

- 1) Click on **myPortal for Teams** in the left navigation bar of Microsoft Teams.
- 2) Click on ▼ next to your Controlled Device.
- 3) Select a device from the list.

This selection is valid for the specific computer device. If you log out from myPortal for Teams, the selection will change to the default one.

5 Settings

5.1 How to change language

myPortal for Teams is supported in 14 languages. You can change the user interface language at any time.

Step by Step

- 1) Click on ▼ at the top right of myPortal for Teams.
- 2) Select a language from the list.
The user interface language of myPortal for Teams changes to the one that you have selected.

5.2 How to view the About page

In the About page, you can find information concerning the version of myPortal for Teams you are using and the address of the OpenScape Business system you are connected.

Step by Step

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