

Click to Dial with Tel: links

When you click in a web link it opens your preferred browser.

This is a http: or https: link

When you click on an email it should open your preferred mail client, usually Outlook.

This is usually a Mailto: link

The same function exists for phone calls. For this we have Tel: link

If you install an app like **OpenScope UC Desktop App**, the application will normally configure Windows to open this App when a TEL: link is clicked.

However, if you install another telephony app, it may change the Tel: link to point itself.

Now what do I do if I want to change this?

Windows 10 or 11

1. Open Windows Settings
2. On the left menu, Select Apps
3. Select Default Apps
4. Scroll to the bottom and Select **Choose Defaults by link type**
5. Scroll down until you see Tel:
6. Here you can select UCDesktopApp (As long as it has been installed previously)

Now, whenever you click a tel: link, UCDesktopApp will dial the number. Click and Dial!

Mailto

You can do a similar thing with the Mailto: link and Select Outlook rather than the stupid and annoying Windows Mail App.

Outlook Signature

Wouldn't it be nice to include a Tel: link for the phone numbers in your email signature?

Here's how:

1. In Outlook, start a new email
2. From the ribbon, Click Signature, Signatures
3. Here you can edit or create signatures
4. To create a link click the little globe link icon
5. In Text to display enter you phone number, EG. +61 2 9496-4000
6. In Address enter EG. <tel:+61294964000>

Now you have a click and dial link! Note: we use international e164 format so this can be dial from any country.

Number formats

OpenScape will dial many number formats:

If I am dialling from Sydney, Australia

- Extension numbers EG. 4000
- Local Number: EG. 94964000
- National numbers EG. 0294964000
- International numbers: EG. 61294964000 +61294964000 001161294964000

Firefox web browser

Firefox has its own application links so this needs to be configured.

1. In Firefox, open settings
2. Search for Applications
3. Scroll down to Content Type “tel”
4. This needs to have “Use UCDesktopApp

To change this select “Use Other”

If the desktop app is installed as a user, the app will be here:

C:\Users\YOURNAME\AppData\Local\Programs\UCDesktopApp\UCDesktopApp.exe

If the desktop app is installed by an administrator for all users, the app will be here:

C:\Program Files (x86)\Unify\OpenScape Desktop Client\Client\Unify.OpenScape.exe

5. Now Content Type “tel” should have Action “Use UCDecktopApp”