



# OpenScape UC Application V10 Microsoft Teams Integration

## Deployment Guide

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# History of Changes

Date	Changes	Reason
05-08-2020	Initialization of document	UC V10R1
21-10-2020	New tabs: - Conference - Voicemail  New call control features	UC V10R2

## History of Changes

# 1 Introduction

OpenScape UC WebClient can be integrated with Microsoft Teams. A new OpenScape UC tab can be added in the Microsoft Teams tab panel.

Using the UC tab you can now access UC functions directly from the Microsoft Teams platform:

- Access your UC list of contacts
- Make a UC call

## 1.1 Representation Conventions

We use the following markups and representations to highlight information in this manual.

## 1.2 Formats and Display Forms

In the manual on hand the following conventions apply:

Purpose	Appearance	Example
Special emphasis	<b>Bold</b>	<b>Name</b> must not be deleted.
User interface elements	<b>Bold</b>	Click on <b>OK</b> .
Menu sequence	<b>&gt;</b>	<b>File &gt; Exit</b>
Textual cross reference	<i>Italic</i>	You find further information in the <i>Configuration and Administration</i> manual.
Path and file names	Font with fix character spacing, for example Courier	c:\Program Files\... or Example.txt
Specifications that may have individual content, for example variables.	<i>Italic</i> in angle brackets	Enter your <user name> and the <password> to log on to the system.
System entry and output	Font with fix character spacing, for example Courier	Command not found.
Key combination	<b>Bold</b>	<b>[Ctrl]+[Alt]+[Esc]</b>

## 1.3 Notes

### Types of notes

Critical notes and additional information are indicated in this manual in the following manner:

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**NOTICE:** Denotes information worth knowing or useful tips.

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**IMPORTANT:** Denotes information of **high priority**. Please definitely read and heed such notes to avoid malfunctions, loss of data or damage to devices.

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## 1.4 Continuative Documentation

You can find further information about OpenScape UC Application in the following documentation:

- *OpenScape UC Application V10, OpenScape Web Client, User Guide*  
This manual provides an overview of UC V10 WebClient.

For more information regarding Microsoft Teams and client integrations please refer to the official Microsoft teams documentation:

<https://docs.microsoft.com/en-us/microsoftteams/>

## 2 Getting Started

In the following chapters you can find information on how to install, update or delete your UC integration with Microsoft Teams.

For more detailed information on how to use and configure applications in Microsoft Teams please refer to the official Microsoft Teams documentation:

<https://docs.microsoft.com/en-us/MicrosoftTeams/manage-apps>

### 2.1 How to Install the UC integration as a User

To integrate UC in Microsoft Teams as a user, you need to follow the steps below:

#### *Step by Step*

- 1) In your UC client click on your avatar icon and click on **Settings**.
- 2) Click on **Download the MS Teams Integration** under the section MS Teams Integration in the **General** tab.

Once you click on **Download the MS Teams Integration**, a `.zip` file starts downloading (i.e. `os-msteams.zip`).

- 3) Open your Microsoft Teams application and navigate to the applications tab.
- 4) In the applications tab, click on the option to upload a custom app, and select the `.zip` integration file downloaded from UC.

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**INFO:** Depending on your permissions you can either upload the integration file for your team or your personal client only.

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- 5) Open the OpenScape UC application that should now be available in the applications menu in Microsoft Teams.
- 6) In the new window click **Add** under the OpenScape UC icon.

After completing the steps above, the OpenScape UC application should appear in the left menu panel of Microsoft Teams.

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**INFO:** For a more detailed description on how to install an application in Microsoft Teams, please refer to the respective section in the official Microsoft Teams documentation: <https://docs.microsoft.com/en-us/MicrosoftTeams/upload-custom-apps>

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### 2.2 How to Install the UC integration as an Administrator

To integrate UC in Microsoft Teams as an administrator, follow the steps below:

## Getting Started

### How to Update the UC Integration in Microsoft Teams

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**NOTICE:** As an administrator you can select between installing the UC integration just for your account or for your whole team.

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#### Step by Step

- 1) In your UC client click on your avatar icon and click on **Settings**.
- 2) Click on **Download the MS Teams Integration** under the section MS Teams Integration in the **General** tab.

Once you click on **Download the MS Teams Integration**, a `.zip` file starts downloading (i.e. `os-msteams.zip`).

- 3) Open your Microsoft Teams application and navigate to the applications tab.
- 4) In the applications tab, click on the option to upload a custom app, and select the `.zip` integration file downloaded from UC.

---

**INFO:** Depending on your permissions you can either upload the integration file for your team or your personal client only.

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- 5) Open the OpenScape UC application that should now be available in the applications menu in Microsoft Teams.
- 6) In the new dialogue window select to add UC as a **Team tab** or a **Personal tab** and click **Add** under the respective field.

After completing the steps above, the OpenScape UC application should appear in the left menu panel of Microsoft Teams.

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**INFO:** For a more detailed description on how to install an application in Microsoft Teams, please refer to the respective section in the official Microsoft Teams documentation: <https://docs.microsoft.com/en-us/MicrosoftTeams/upload-custom-apps>

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## 2.3 How to Update the UC Integration in Microsoft Teams

#### Prerequisites

- You have previously installed the UC Integration.
- A newer version of OpenScape UC integration is available.
- You have download the update file (`.zip`) from your UC client

#### Step by Step

- 1) Navigate to the **Apps** section, located on the lower part of the left bar, in Microsoft Teams interface.
- 2) Locate the **OpenScape UC application** among the list of all other applications.

- 3) Click on the three dots button located on the top left corner of the UC Application icon and select **Update**.
- 4) In the browse window select the installation file from your computer and click **Open**.

The application is now updated.

## 2.4 How to Delete the UC integration in Microsoft Teams

### *Prerequisites*

- You have installed the OpenScape UC application in Microsoft Teams.

### *Step by Step*

- 1) Navigate to the **Apps** section, located on the lower part of the left bar, in Microsoft Teams interface.
- 2) Locate the **OpenScape UC application** among the list of all other applications.
- 3) Click on the three dots button located on the top left corner of the UC Application icon and select **Delete** from the list.
- 4) If you have permissions for other Microsoft Teams users, then an extra prompt window will appear, asking you to confirm the deletion of the app.

The application is now deleted.

## 3 UC tab in Microsoft Teams

The UC integration in Microsoft Teams looks similar to the UC Web Client application. From this app you can perform the basic UC functions and access the following tabs:

- **Contacts**  
This tab displays your list of UC contacts. It is also possible to use filtering for displaying specific groups of contacts.
- **Call History**  
This tab displays your call journal. You can see a list of your UC calls, as well as the type (e.g outgoing, incoming) and date of each call.
- **Conferences**  
This tab displays your conferences list with additional details such as the Bridge number, PIN and date/time of scheduled conferences. From here you can access more details for each conference or initiate conference calls.
- **Voicemail**  
This tab displays a list of your voicemails. You can playback or download your available voicemails, as well as, see their duration and sender.

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**INFO:** The UC integration also supports the Microsoft Teams dark theme.

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### 3.1 Basic Call Control

Basic UC call control options are available via the UC section in the Microsoft Teams interface.

An incoming call will be displayed in a call control bar followed by the name of the

caller. Select the  button to answer or the  button to reject the call.

While on a call, you see a timer in the call control bar displaying the current

duration of your active call like the following button: . Click on this button to terminate the call.

#### 3.1.1 How to Initiate a Call via the Make a call field

You can start a call by entering a number in the **Make a call** field and clicking on

the call  button. The **Make a call field** is located in the lower left corner of your computer screen, or upper part of your mobile device's screen.

## 3.2 Contacts

### 3.2.1 How to Display Contact details

You can display information about a specific UC contact (Work phone, Mobile phone, Work e-mail, etc) by selecting it from your contacts list in the **Contacts** section.

### 3.2.2 How to Call a UC contact

You can make a call to a UC contact via the Microsoft Teams client using your UC integration.

#### *Step by Step*

- 1) Open the UC app from the applications menu panel in Microsoft Teams and navigate to the **Contacts** or **Call history** tab via the left sidebar.

- 2) Click the  icon next to a contact, to initiate the call.

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**INFO:** You can also make a call by typing a number in the **Make a call** field in the lower part of the left sidebar and clicking the

 icon.

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### 3.2.3 How to Search or Dial a UC contact

You can search for a UC contact or dial a contact's number via the Microsoft Teams client using your UC integration.

#### *Step by Step*

- 1) Open the UC app from the applications menu panel in Microsoft Teams and select the **Contacts** tab on the left sidebar.
- 2) In the search field above your contacts start typing the contact's name or number.

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**INFO:** The search function in UC is dynamic, meaning that relevant contacts while start appearing as results while you are typing.

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### 3.2.4 How to Filter UC contacts

You can use the filtering feature to view specific groups of contacts.

#### *Step by Step*

- 1) In the UC application in Microsoft Teams, select the **Contacts** tab on the left sidebar.
- 2) Click on the filtering button to select which group of contacts you wish to display from the drop down list.

### 3.3 Conferences

Navigate to the Conferences section of your UC tab in Microsoft Teams, to display a list of your available conferences.

For each conference entry the following information is available:

- Name
- Bridge number
- PIN
- Date and Time (for scheduled conferences)

You can initiate a conference call by selecting the  button. To filter your

conference list select the filtering icon  and choose what type of conferences you want to display.

### 3.4 Voicemail

You can access your voicemails from the UC tab in Microsoft Teams via the **Voicemail** section. In the Voicemail view you can see a list of your voicemails as well as information about the sender, the duration and date and time for each entry.

To play a voicemail, select the playback button  . Select the more options

button  . to access additional options, that is, to call one of the contact's devices or download the voicemail audio file:

## 3.5 More Functions

### 3.5.1 How to Change UC preferred device

You can change your preferred device from the UC tab in Microsoft Teams.

#### *Prerequisites*

- You have configured more than one devices in your UC account.

#### *Step by Step*

- 1) In the UC application in Microsoft Teams, select the **Contacts** tab on the left sidebar.
- 2) Click on the **Work phone** button in the devices section to select your preferred device from the list of your devices.

### 3.5.2 How to Set your Status

You can set your own status, that is, a message to be displayed under your name for the other users. Click on your avatar icon and under the **My status** field, type your message.

### 3.5.3 How to Save your log file

To save your log file, click on your avatar icon and select **Save log file**. A file containing your logs will automatically start downloading.

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