OpenScape Web Client

Logging on

Before the user interface is displayed, you must log on.

How to log on:

➢ Invoke the internet address of the Web Client in the web browser.
The login screen of the Web Client opens.

➢ Enter the **User name** and **Password**.

➢ Click on **Sign in**.

The user interface is displayed.

Changing the Password

Change your password regularly to prevent unauthorized persons from accessing your user account.

How to change your password:

➢ Click on the login name in the header bar.

➢ Select Profile on the settings menu.

➢ Click on **Change Password** tab.

➢ Enter the Old password, the new password in **New Password** and repeat the new password.

➢ Click on **Save**.

The password has been changed.

Logging off

Before you close the browser window with the client, you should duly log off.

How to log off:

➢ Click on the login name in the header bar.

➢ Select **Sign out** in the settings menu.

You are logged off and the logon screen is displayed.

Audio and Video Settings

When using WebRTC as the preferred device, you can perform Audio and Video calls using your browser.

To check the settings of the audio and video devices to be used, click on your login name in the header bar and select **Settings > Audio/ Video**.

You can select the microphone, speaker, camera and video effects to use in audio and video calls.

Changing the Language

WebClient language follows the language being used by the browser.

Determining the Preferred Device

How to select the device to indicate incoming or outgoing calls:

➢ Click on [icon] / [icon] in the header bar.

➢ Select a device under **Incoming calls**.

➢ Select a device under **Outgoing calls**.

Accepting a Call

An incoming call is indicated by a signaling bar and routed to your preferred device.

How to accept an incoming call:

➢ Click on [icon] in the signaling bar.

OpenScape Web Client

Adding a Device

The devices list contains all devices you can set as preferred device.

How to add a new device to your devices list:

➢ Click on the login name in the header bar.

➢ Select **Settings** in the settings menu.

➢ Select the **Add a new device** option under **Devices**. This **Devices** tab is also accessed from **Device Settings** option when clicking on **icons from preferred device** in the header bar.

➢ Enter the **Device name** and **Phone number**.

➢ Select **Ring and redirection preferences**.

➢ Click on **Add device**.

➢ Click on **Save**.

The new device appears under **Your phones** and can be configured as preferred device as described.

Setting the Presence Status

Displaying your current presence status to other users you can indicate your general communication readiness.

How to change your presence status:

➢ Click on the icon of the set presence status in the header bar.

➢ Select the new presence status.

- Available
- Unavailable
- Do not disturb
- Be right back
- Busy
- In a meeting

The set presence status is only displayed to users who are allowed to see your presence status.

Calling a Directory Number

How to call a directory number:

➢ Enter the directory number in the search field of the contact area.

➢ Click on .

➢ Click on in the signaling bar.

Calling a Contact

How to call a private contact:

➢ Enter the last name, fist name or directory number of the contact in the search field of the contact area.

➢ Move the mouse pointer onto the found contact.

➢ Click on .

➢ Select the directory number for the call.

➢ Click on in the signaling bar.

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Calling a Directory Contact

How to call a directory contact:

➢ Enter the last name, fist name or directory number of the directory contact in the search field of the contact area.

➢ Click on 🔍 .

➢ Move the mouse pointer onto the found directory contact.

➢ Click on ☰ .

➢ Select the directory number for the call.

➢ Click on 📞 in the signaling bar.

Adopting a Directory Contact

How to copy a contact from the directory to your private contacts:

➢ Enter the last name, fist name or directory number of the directory contact in the search field of the contact area.

➢ Click on 🔍 .

➢ Click on the found contact.

➢ Click on **Add to My Contacts**.

How to assign the contact to an existing contact group:

➢ Click on the group's name under **Groups**.

How to display your private contact list again:

➢ First click on **Back**, then on ˣ .

Creating a Contact

How to create a private contact:

➢ Click on 👤⁺ .

➢ Enter the contact data.

➢ Click on **Save** button.

➢ How to store an image for the contact:
Click in the area of the displayed image.

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NOTE: The image size must not exceed 16kB and the image's format must be *.jpg/*.png.

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➢ How to add the contact to an existing contact group:
Click on the group's name under **Groups**.

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OpenScape Web Client

Displaying the Call History

How to display the list of your calls:
➢ Click on ⏰ in the navigation bar.

Displaying Voicemails

How to display the list of your voicemails when using the voicemail system OpenScape Xpressions:
➢ Click on 📼 in the navigation bar.

Displaying the Chat History

How to display the list of your chats:
➢ Click on 💬 in the navigation bar.

Calling back

How to call a caller from your call history:
➢ Move the mouse pointer onto the list entry.
➢ Click on ≣.
➢ Select the directory number for the call.
➢ Click on 🕐 in the signaling bar.

Playing Voicemails (Telephone)

How to play a voicemail on your preferred device:
➢ Move the mouse pointer onto the list entry.
➢ Click on ≣.
➢ Click on **Play on phone**.
➢ Click on 🕐 in the signaling bar.

Initiating a Chat

How to initiate a chat for example with a private contact:
➢ Move the mouse pointer onto the contact.
➢ Click on ≣.
➢ Click on **Chat**.

Removing a Call from the List

How to delete a call from the call history:
➢ Move the mouse pointer onto the list entry.
➢ Click on ✕ .

Playing Voicemails (PC)

How to play a voicemail on your PC:
➢ Click on ▶ .
➢ How to skip to a certain position in the voicemail:
Move the position indicator of the progress bar.

OpenScape Web Client

Initiating an Ad-hoc Conference

How to initiate an Ad-hoc conference with contacts from the contact list:

➢ Enter the last name, first name or the directory number of the contact in the search field of the contact area.

➢ Move the mouse pointer onto the found contact.

➢ Click on ⊕ . The contextual action bar opens automatically, showing the first contact. All further contacts are added to the action bar directly.

➢ Select further contacts.

➢ Click on 📞 in the action bar.

➢ Click on 📞 in the signaling bar.

The conference is set up and a call control bar is displayed.

Initiating a Large Conference

How to initiate a conference with all subscribers you are currently connected to on the terminal device:

➢ Click on 👥 in the call control bar of one of the connections.

➢ Select **Merge calls together**.

All of your phone connections are combined to a conference.

Starting a Conference

Before participants can dial into a scheduled or persistent conference, it must be started. Moderated conferences can be started by a moderator only.

How to start a conference:

➢ Click on 📅 in the navigation bar.

➢ Move the mouse pointer onto the conference.

➢ Click on 📞 .

➢ Click on 📞 in the signaling bar.

➢ Follow the announcements of the conference portal.

Creating a Conference

How to create a persistent conference with contacts:

➢ Enter the last name, first name or the directory number of the contact in the search field of the contact area.

➢ Move the mouse pointer onto the found contact.

➢ Click on ⊕ . The contextual action bar opens automatically, showing the first contact. All further contacts are added to the action bar directly.

➢ Select further contacts.

➢ Click on ☰ in the action bar.

➢ Select **Create a conference**.

➢ Perform your conference settings.

➢ Select **Set time for conference** checkbox to create a schedule conference, otherwise, it will be a persistent conference.

➢ Click on **Save**.

You can also create a Conference from the List of Conferences 📅 and clicking on **+ New Conference**.

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Initiating a Screen Sharing

WebCollaboration can be of two distinct modes, depending on how your system is deployed, that are via WebRTC (Screen Sharing) or via Fastviewer

How to initiate a WebRTC Screen Sharing:
During an active call or in a running conference, you have the option to share your screen.

➢ To start the Screen Sharing session, click on the button 🖥 .
➢ You will be prompted to select which screen to share in order to start the session.

Once selected, the other party(ies) will start seeing your screen.

During a conference, you can share your system's audio by enabling the **Share audio** option when prompted to select which screen to share.

How to initiate WebCollaboration with Fastviewer

➢ Clicking on the same button as mentioned above during an active call or conference, the file of the OpenScape Web Collaboration participant module will start downloading in your web browser.
➢ Open this file once finished downloading to start the web conference.