



A MITEL
PRODUCT
GUIDE

Mitel OpenScape UC Application V11

OpenScape Survival Client

User Guide

03/2025

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively "Unify") or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2025, Mitel Networks Corporation

All rights reserved

Contents

1 Overview	4
1.1 OpenScape Survival Client.....	4
2 Prerequisites and restrictions	6
2.1 Enabling WebRTC Survivability on the UC Backend.....	6
3 Web RTC configuration	8
4 Calls	9
4.1 Starting a call.....	9
4.2 Receiving a call.....	9
4.3 Actions during an active call.....	9
4.4 Sending DTMF commands on an active call.....	11
4.5 Transferring a call.....	11
4.6 Placing a call on hold.....	11
4.7 Making a second parallel call.....	11
5 Settings	13
5.1 Configuring the audio devices.....	13
5.2 Viewing the About page.....	13

1 Overview

The UC WebRTC survivability configuration enables UC WebRTC clients to access limited phone services through a failover mechanism, ensuring continued operation even if the UC connection is down. The UC WebRTC survivability applies when the connection between OSB and UC is down.

IMPORTANT: This feature is available starting from OpenScape Branch (OSB) V11R2 and OpenScape UC V11 onward.

It is only applicable to OpenScape UC when connected to OpenScape Voice (OSV). OpenScape 4000 (OS4K) and other PBX systems are not supported.

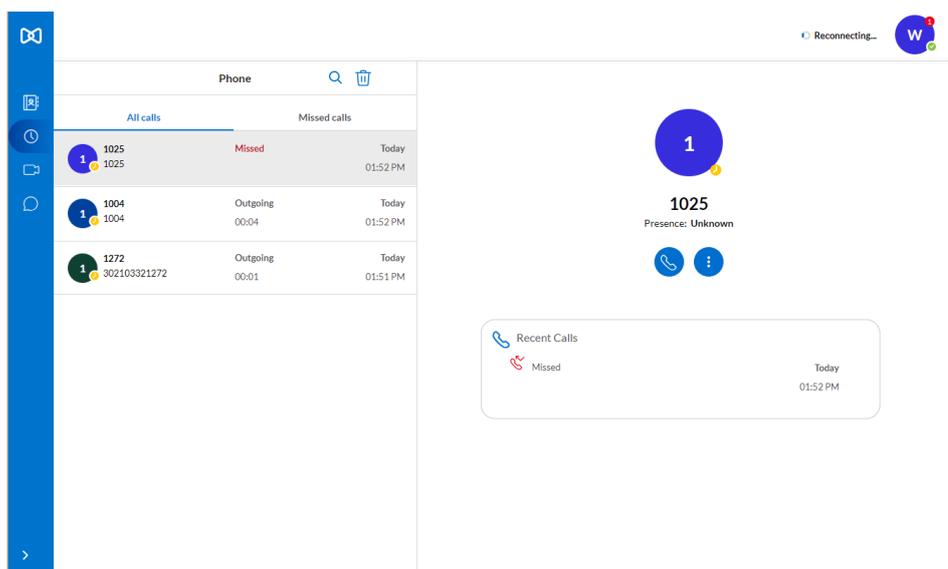
When the main UC connection is lost, users are redirected to the OpenScape Survival Client, a simplified WebRTC-based softphone hosted by the Media Server (MS) on the OSB. Call logs are not supported on the OpenScape Survival Client.

Through this failover mechanism the user can place and receive basic calls in survivability mode.

When the UC connection is restored, the system automatically redirects the user back to the main WebClient UI.

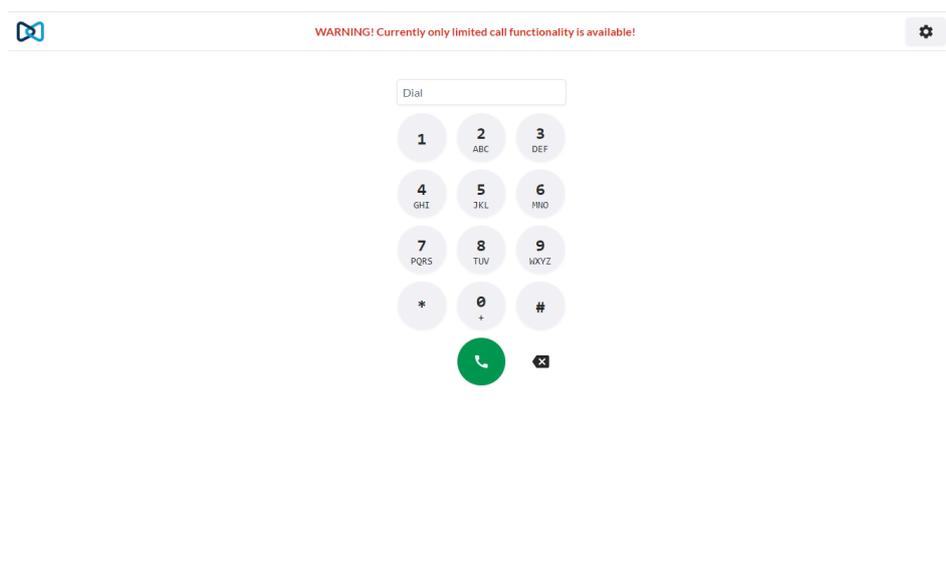
1.1 OpenScape Survival Client

While you are using the WebClient and the central UC connection is lost, you will first see a **Reconnecting...** status at the top right corner of the client.



If the reconnection fails, the OpenScape Survival Client pops up and replaces the WebClient temporary.

It may take up to 30- 40 seconds for the survival client to pop up.



You can perform the following actions in the OpenScape Survival Client:

- Start or Receive a call
- Hold and retrieve a call
- Transfer a call
- Start a second parallel call

Prerequisites and restrictions

Enabling WebRTC Survivability on the UC Backend

2 Prerequisites and restrictions

- WebClient users must be inside the customer network.
- The customer must configure the firewall to allow connections from OSB to the UC backend URL.
- Users who have never logged into the WebClient or are using a new machine/browser, cannot access the OpenScape Survival Client if the UC connection is down.
- Users who flush their browser cache will lose the survivability cookie, which may prevent them from accessing the OpenScape Survival Client until they log in again.
- WebRTC Survivability must be enabled on the UC Backend.

For more information, refer to [Enabling WebRTC Survivability on the UC Backend](#) on page 6.

- The **Trusted Subscriber** attribute for WebRTC users under **Subscriber Description > Routing** tab in CMP must be enabled.

If the Trusted Subscriber attribute is disabled and the OSB connection to UC is down while the connection to OSV is up, the Survival Client will not be able to place calls.

- Keyset, MLHG, or multiple registration devices are not supported by this feature.
- The OSB internal Media Server announcements are not supported by this feature.

2.1 Enabling WebRTC Survivability on the UC Backend

Follow the steps below to enable the WebRTC Survivability functionality:

Step by Step

- 1) Navigate to the `/opt/siemens/HipathCA/config/common` path on the application computer and locate the following configuration files:

- `WebClientServlet.cfg`
- `WebClientUI.cfg`

- 2) Open the `webClientServlet.cfg` configuration file with a text editor and set the value of the **OpenScapeData.Enable** property to **true** to enable the OpenScapeData cookie. This is required by the WebRTC survivability via OSB feature.

```
OpenScapeData.Enable = true
```

The default value is **false**.

- 3) Open the `WebClientUI.cfg` configuration file with a text editor and set the value of the **WebRTC.Survivability** property to **true**.

```
WebRTC.Survivability = true
```

When the **WebRTC.Survivability** property is set to **true**, the WebClient will be automatically redirected to the Survival Client if the FE and/or BE are unreachable or down.

The WebClient UI will display a button for manual redirection in case only the Media Server (MS) is unreachable or down.

The default value is **false**.

3 Web RTC configuration

Step by Step

- 1) Navigate to **VoIP > Web RTC** in the OpenScope Branch management portal.
A popup window is displayed with the WebRTC configuration settings.
- 2) Check the **Enable WebRTC services** checkbox to enable real-time communication services.

Once enabled, the MS WebRTC application is configured, and the Media Server and high-availability (HA) Proxy services restart automatically.

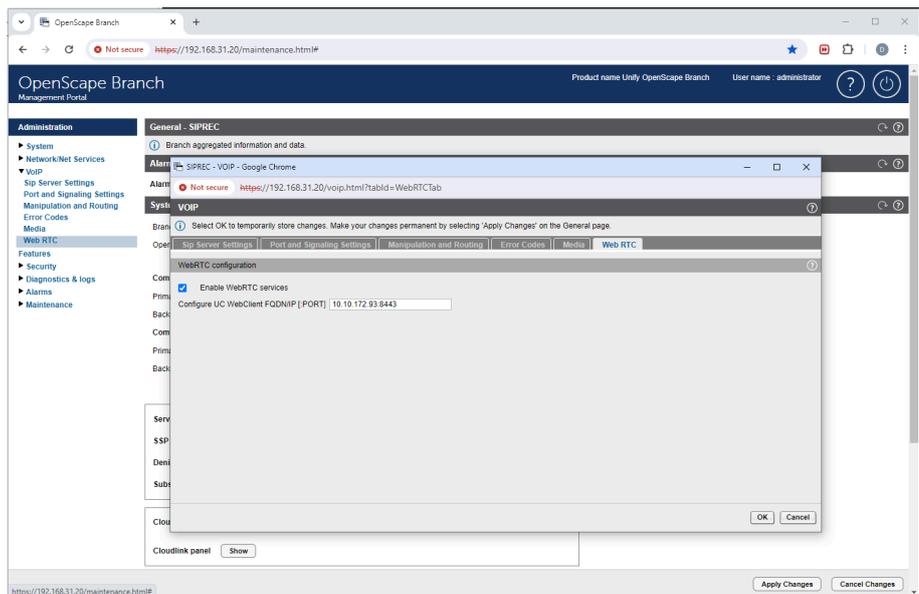
A pop-up notification alerts users that the MS application is restarting.

- 3) Enter the UC backend URL in the **Configure UC backend URL** field.

Once validated, this URL will be used in the HAProxy configuration to route requests to the UC backend.

NOTICE: This field allows a string of up to 255 characters.

- 4) Click **OK**.



4 Calls

4.1 Starting a call

Procedure

- Make a call in one of the following two ways:
 - Use the on-screen keypad to enter a number and click the call button.
 - Type the number you want to and click the call button or press enter.

4.2 Receiving a call

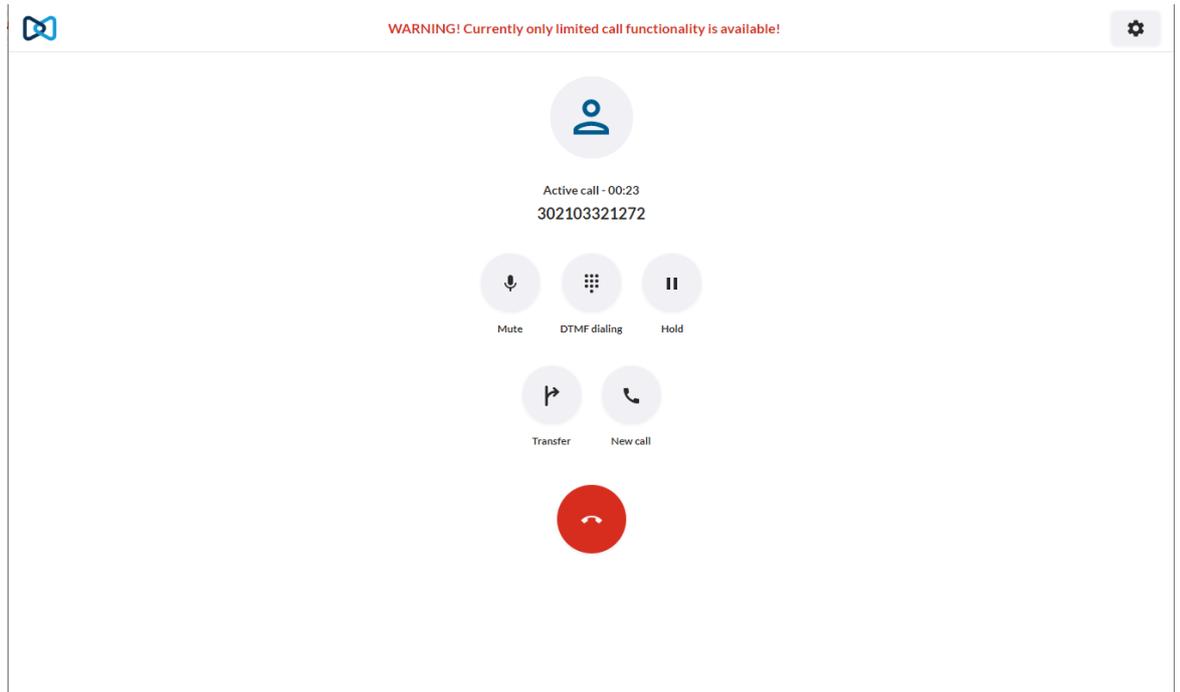
When a call comes in, you will see the incoming call alert on your display and you will get an audio notification.

Procedure

- To answer the call, click .
- To decline the call, click .

4.3 Actions during an active call

While on an active call, you can see the name or number of the person you are on a call with on the call screen, the duration of the call, the call metrics and a set of call controls.



The following table summarizes the call controls and their functions.

Icon	Action	Description
	Mute / Unmute	Mute or unmute your microphone
	DTMF	Open a keypad to enter DTMF (dual tone multi-frequency) digits
	Hold / Retrieve	Place the call on hold or retrieve the call
	Transfer	Transfer the call to another number
	New call	Make a new separate call
	End call	End the call

4.4 Sending DTMF commands on an active call

During an active call, you can send Dual-Tone Multi-Frequency (DTMF) commands.

Step by Step

- 1) Click  **DTMF** on the call controls.
- 2) Use the on-screen keypad or the keyboard to enter DTMF commands.

4.5 Transferring a call

You can transfer a call to another person without speaking to them first.

While on an active call:

Step by Step

- 1) Click  **Transfer** on the call controls.
- 2) Enter the name or number you want to transfer the call to and click.
A list of suggested contacts is displayed.
- 3) Enter a phone number to transfer the call.

The call is transferred and you are disconnected from the call.

4.6 Placing a call on hold

You can place a call on hold, while already in a call.

Procedure

- To place a call on hold, click  **Hold** on the call controls.
The other party will be placed on hold until you retrieve or transfer the call.
- To return to the call, click  **Retrieve** again on the call controls.

4.7 Making a second parallel call

You can make a new call, while already in a call.

Step by Step

- 1) Click  **New call** on the call controls.
- 2) Enter the number you want to call.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
 - Click **Call**.

Calls

The first call is put automatically on hold and the second one is initiated.

5 Settings

5.1 Configuring the audio devices

All sounds that come from OpenScape Survival Client by default go through the audio device as configured on your computer.

You can select the desired devices for audio output, ringing output and microphone.

Step by Step

- 1) Click  at the top right of the client.
- 2) Select the **Audio** tab.
- 3) Enable the **Automatic audio device selection** if you want to automatically select the audio device as configured on your computer.
- 4) In **Audio output**, choose the device you want to use for calls (e.g., your headset).
- 5) In **Audio input**, choose the device you want to play back ring tones from the client (e.g., your speakers).
- 6) In **Ringer output**, choose the device you want to use for calls (e.g., your headset).

5.2 Viewing the About page

You can view more information about the OpenScape Survival client in the About page:

Step by Step

- 1) Click  at the top right of the client.
- 2) Select the **About** tab.
- 3) The following information are available:
 - Software version information
 - Software license agreement for OpenScape UC Application
 - Third party software information
 - International license

