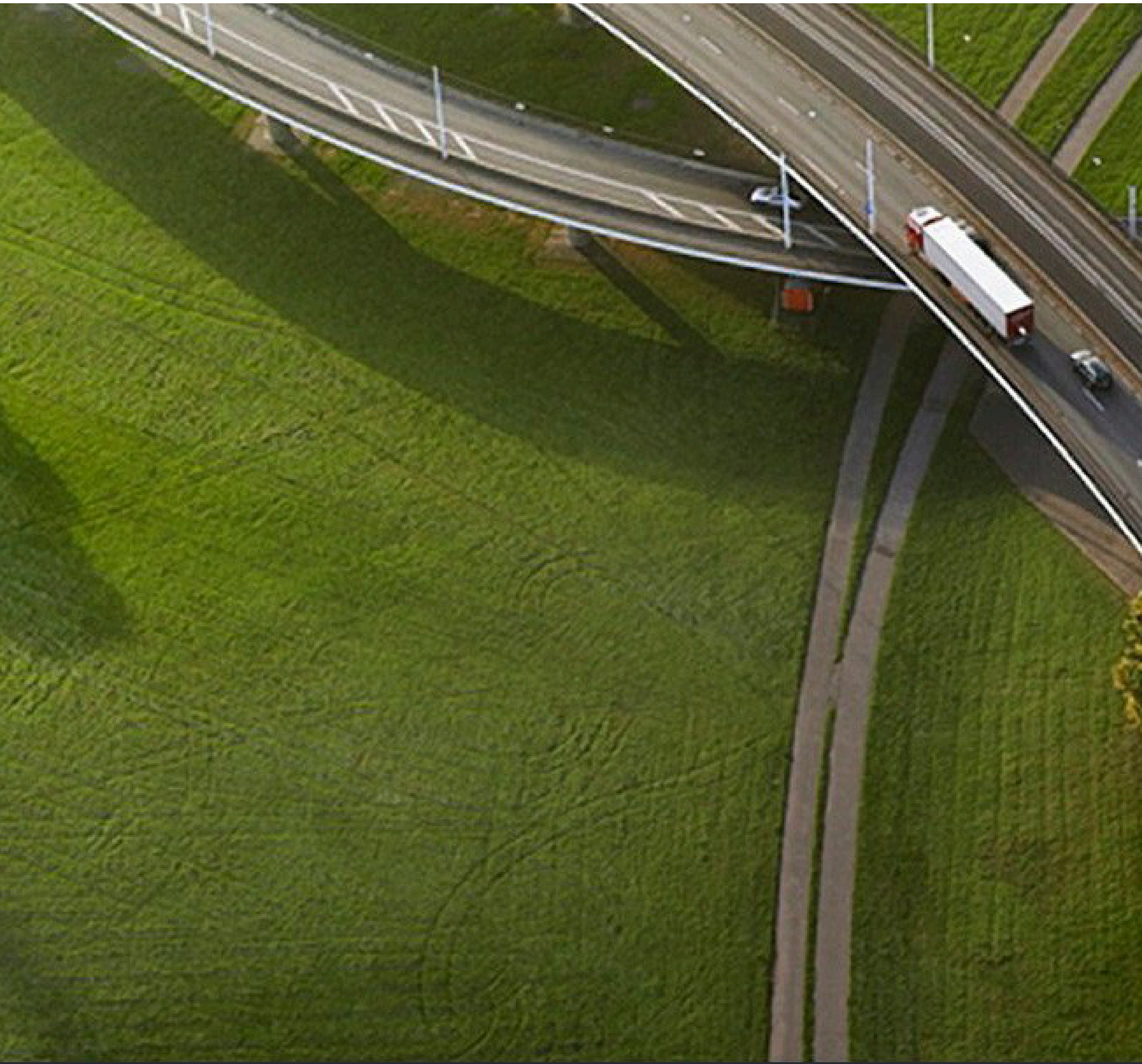


OpenScape UC Application V10, Desktop Application UC Destop Application

User Guide

A31003-S50A0-U120-03-7619

Provide feedback to further optimize this document to edoku@unify.com

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

Reference No.: A31003-S50A0-U120-03-7619

atos collaboration solutions

unify.com

Contents

1 About this Document

In this section we provide information about the document on hand.

1.1 History of Changes

Date	Changes	Reason
09-05-2021	Created Document	
04-08-2021	Added: - Section Using Mouse Pointer during WebRTC Screen Sharing	UCBE-27281
22-09-2021	Minor fixes	UCBE-28015 UCBE-28018 UCBE-28017

1.2 About this Document

This document addresses end users who deploy OpenScape Desktop Application of the OpenScape UC as part of the UC solution.

1.3 Markups used

In this document we use the following markups to highlight specific passages.

Element	Markup
GUI elements	Select **Save** to …
Sequence of menu items	**Users& Resources** > **Resources**
Command line output	`C:> unknown command`
System input	Enter `true` in the ... field.
Directory and file names	`/var/config.xml`
File contents	`conname=%CONNECTION_NAME%`
Names of keyboard keys	Push `Esc` to …
Specifications with varying content	<user name>

1.4 Acronyms used

In this document we use the following acronyms.

Acronym	Meaning
CTI	Computer Telephony Integration
DTMF	Dual Tone Multiple Frequency
GUI	Graphical User Interface
HTML	Hypertext Markup Language
IP	Internet Protocol
ISDN	Integrated Services Digital Network
LAN	Local Area Network
MWI	Message Waiting Indicator
OND	One-Number Device
ONS	One-Number Service
PKI	Public Key Infrastructure
PSTN	Public Switched Telephony Network
QoS	Quality of Service
RAM	Random Access Memory
SIP	Session Initiation Protocol
TCP	Transmission Control Protocol
TC	Telecommunications
TUI	Telephony User Interface
UDP	User Datagram Protocol
UMS	Unified Messaging System
URI	Uniform Resource Identifier
XML	Extensible Markup Language

1.5 Overview of the Client

The OpenScape UC Desktop App is an OpenScape UC client that can be installed in the user's desktop. It's designed to tightly integrate with the OpenScape UC WebClient, adding extra features with the purpose to allow a better user experience and interaction with the suit of OpenScape products.

The OpenScape UC Desktop App provides all the existing UC WebClient features, as well as the following additional features:

- Easy installation/updating
- Can be launched automatically when your system starts
- WebRTC softphone capabilities

- Compatible with Jabra, Sennheiser, JPL, Plantronics, Gigaset, Logitech headsets (call control buttons through HID interface)
- Hotkeys to answer a call or to make a call to a selected number
- Supporting Tel: protocol
- Toaster notification feature for the most important events (call, chat, TMW)
- Improved usability ("Where is the OpenScape UC TAB in my browser?")
- Collaboration with Microsoft Teams as a service running in the background
- System tray functionality that allows access to important features

2 Getting Started

This chapter describes the first steps to download and start using the UC Desktop Application.

2.1 Installing the UC Desktop App

The installation of UC Desktop App is initiated via the UC WebClient. Follow the instructions below in order to install the Desktop App.

NOTICE:

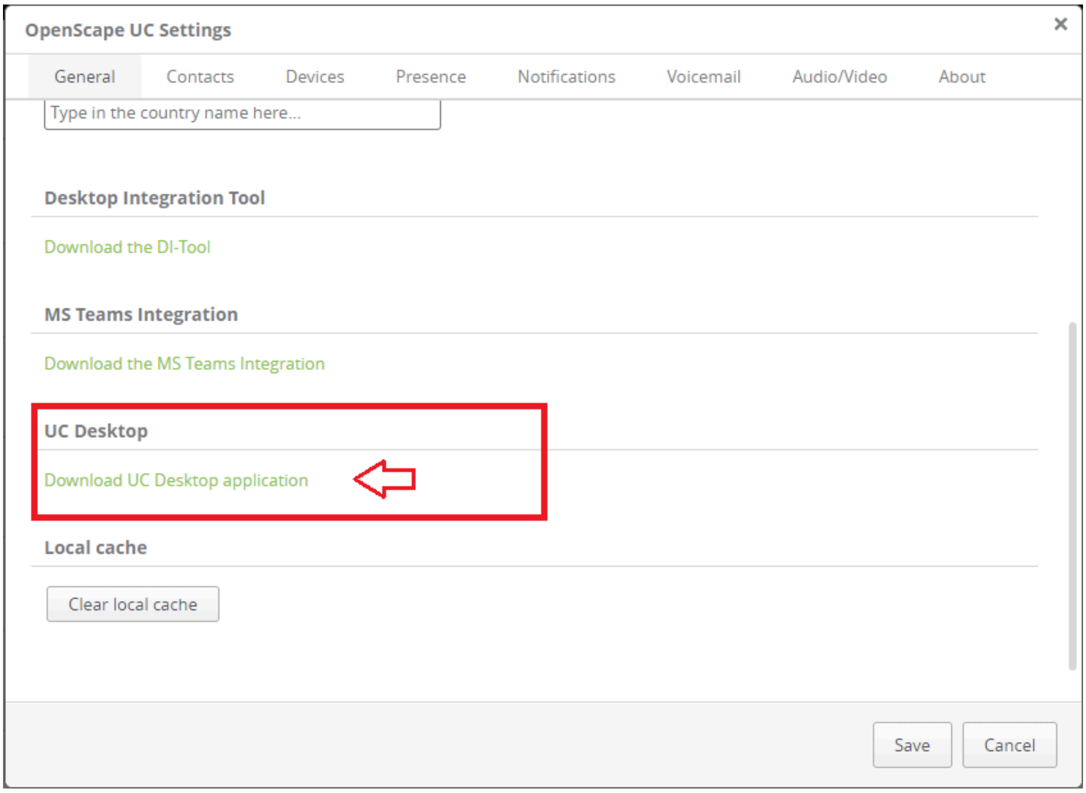
UC Desktop App does not update over the Desktop Integration Tool (DI-Tool). UC Desktop App is installed and run independently. If you want to remove the DI-Tool, you have to uninstall it separately.

2.1.1 Downloading and Extracting the Desktop App .zip file

In the settings menu of OpenScape UC Web Client, you can find the link to download the installation files. If you don't see the link, contact your system administrator in order to activate it.

Step by Step

1) Navigate to **Settings** > **General** tab in the WebClient and click on the **Download UC Desktop Application** link.



A `.zip` file named `ucdeskapp.zip` will start downloading.

2) Locate the `ucdeskapp.zip` (usually in the Download folder by default) and extract it.

   The following two files are extracted:

   - `UCDesktopAppSetup.exe`
   - `deployment.json`

3) Double click on the **`UCDesktoAppSetup.exe`** file to open the Installation wizard and initiate the installation process.

Follow the instruction of the installation wizard to finish installing the Desktop App.

2.1.2 Adding Trusted Exceptions

For optimum use of OpenScape UC Desktop App, it is recommended to add the following process as trusted exception in your antivirus software:

`C:\Users\<USER>\AppData\ Local\Programs\UCDesktopApp \UCDesktopApp.exe`

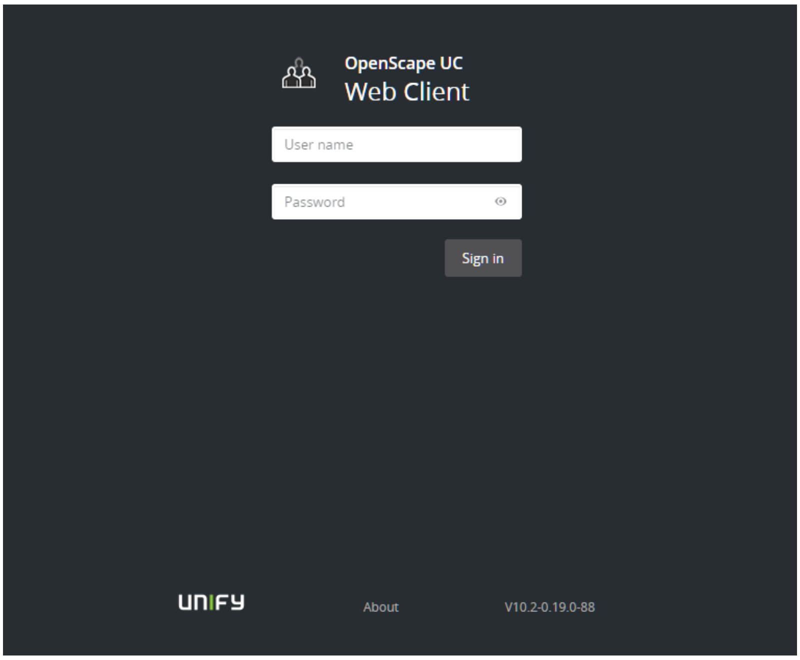
NOTICE:

If you chose the installation to be done for all users in your computer, the default path of the installation is:

`C:\Program Files\UCDesktopApp\UCDesktopApp.exe`

2.2 Signing In

To sign in the OpenScape UC Desktop App, you need to enter your UC credentials. If the system is not configured for an automatic login, please ask your system administrator to get your credentials (User Name and Password) to use this product.



.

Once you have signed in the OpenScape Desktop App the user interface is displayed.

An Emergency Calls Disclaimer might pop up, informing you that this client should not be used for Emergency calls. This message will keep appearing after each login, unless you click Accept to signify that you have read and understood this disclaimer.

2.3 Signing Out

You may want to log off before closing your browser to show the other users that you are no longer connected to the system:

To log off click on your login name in the header bar and select **Sign out**.

2.4 Changing your Password

It is highly recommended to change your password regularly to prevent unauthorized access to your account.

Step by Step

1) Click on your login name in the header bar and slect **Profile** > **Change password**.

2) Enter the new password and click **Save**.

2.5 Determining your Preferred Device

You can choose a device for initiating outgoing calls or receiving incoming calls.

Step by Step

1) Click  in the header bar.

The settings menu opens.

2) Select a device under **Incoming calls** and under **Outgoing calls**

You have now determined your preferred device for incoming and outgoing calls.

You can also set your preferred device via **Settings**

2.6 Adding a new Device

You can select a device from your list to make it your preferred device. New devices can be added to this list anytime.

Step by Step

1) Click on your login name in the header bar and select **Settings** > **Devices**.

2) Select **Add a new device** under **Your phones** and enter the **Device name** and **Phone number**

3) Determine your **Ring and redirection preferences**.

4) Click on **Add device** and then click **Save**.

You have added a new device to the device list under **Your phones**.

2.7 Audio and Video Settings

When using WebRTC as the preferred device, you can perform Audio and Video Calls using your UC Desktop App as a softphone.

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**.

For more details please refer to Chapter 3 Desktop App Features.

2.8 Setting your Presence Status

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

Step by Step

1) Select the icon of your current presence status – for example  – in the header bar to open the presence setting menu.

2) Select your new presence status (Available, Do not disturb. Busy, etc).

Your new presence status is displayed in the header bar.

2.9 Accepting a Call

Incoming calls addressed to your One-Number-Service (ONS) will reach your incoming preferred device and a signaling bar will indicate that this device is ringing.

Click on in the signaling bar to accept the call.

2.10 Calling a Contact

You can start a call with one of your contacts

Step by Step

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

2) Move your mouse over the contact you want to call.

3) Click on and select the directory number for the call.

4) Click on in the signaling bar:

A call control bar opens, displaying the new connection.

2.11 Initiating a Chat

You can start a chat with a contact.

Step by Step

1) Move the mouse pointer onto the contact in the contact list to see additional controls.

2) Click on .

You see the phone numbers and addresses under which the contact can be reached.

3) Click on **Chat**.

The chat window opens in a minimized format at the bottom screen margin.

3 Desktop App Features

Using the Desktop UC client you can deploy all the OpenScape WebClient features. These are the following:

Call features

- Managing calls

Conference features

- Creating and initiating persistent audio and web conferences
- Initiating scheduled audio, video, and web conferences
- Using the UC Guest Access feature to join conferences

Contact features

- Creating and organizing private contacts or teams

Chat

- Chats with a single or more than one communication partners

Profiles

- Creating and editing profiles for handling rules and communication scenarios

Voicemail features

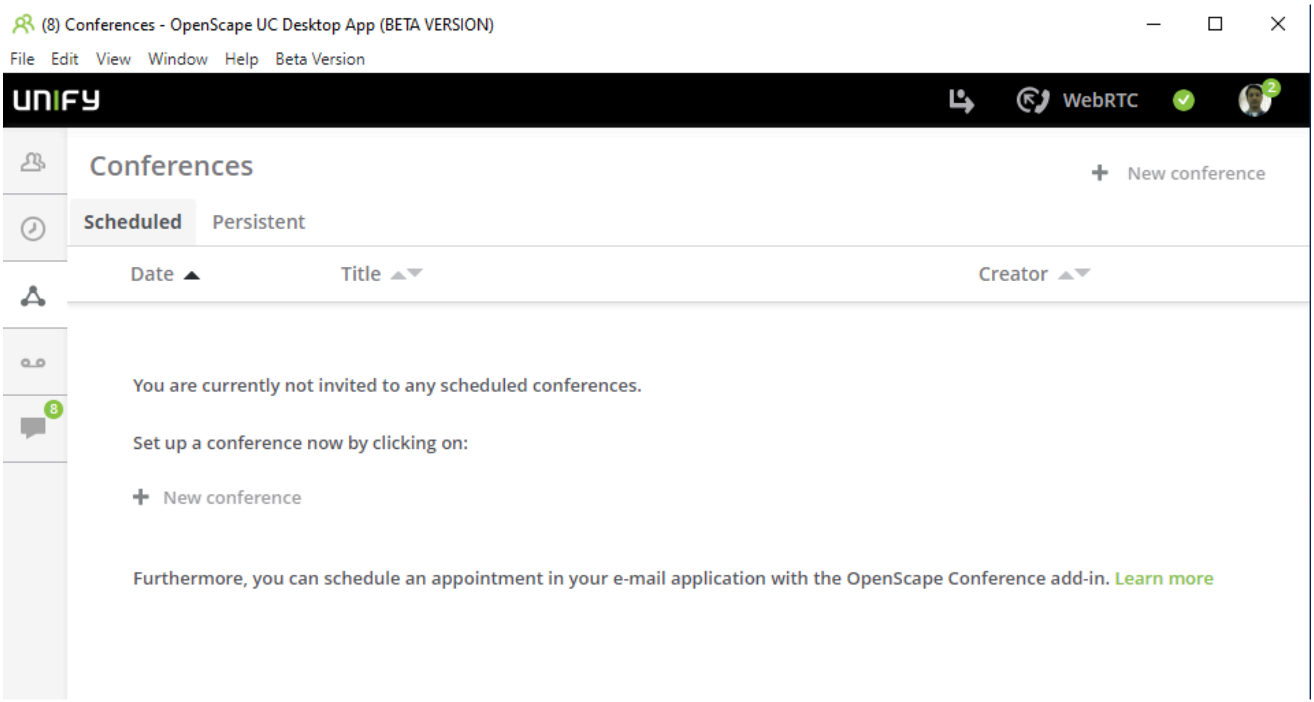
- Displaying and playing voicemails

Accessibility features

- Enabling visual keyboard indicator
- Using screen reader feature
- Adjusting interface contrast

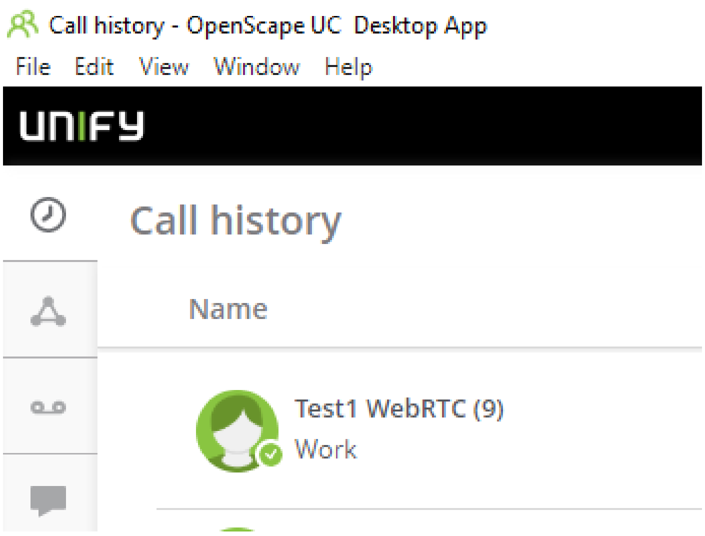
3.1 Main application Window

The OpenScape UC Desktop App main application window is the desktop application equivalent of the UC WebClient main interface.



3.1.1 Application Menu

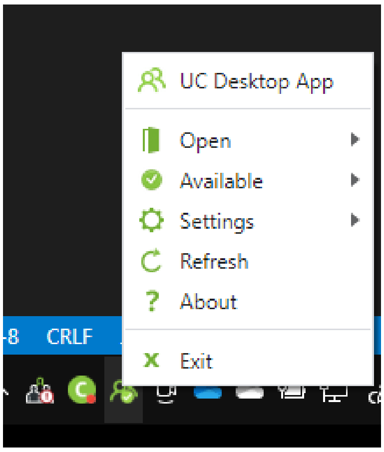
This is the menu from where you can access all the main feature of OpenScape UC.



3.1.2 System Tray Menu

This is the quick access menu of the UC Desktop App, allowing you to quickly change or handle some basic features from your desktop interface without the need to open the main application.

Simply right-click on the application icon on your Widows toolbar to open the System Tray menu, as shown in the screenshot below:



From the System Tray menu, you access quickly the following settings:

- **UC Desktop App** button

  Clicking the UC Desktop App button open the main interface of the UC Desktop application.

- **Open**

  – **UC Profile**

    Access directly your UC User Profile

  – **UC Settings**

    Access directly the UC **Settings** tab

  – **UC Forwarding and Rules**

    Access directly your forwarding and rules interface where you can set your call forwarding preferences, rules and profiles, as described in sections:

    Simple and Advanced Forwarding Rules and Profiles and Rules.

- **Presence status button**

  See or change your current presence status (Available, Busy, Do Not Disturb, etc)

- **Settings**

  Quickly access your main application settings and configurations:

  - **Headset integration**

    Enable/disable the Headset integration feature of the UC Desktop App as described in the Headset Integration section.

  - **Open Log folder**

    Access your log files, used for maintenance purposes.

  - **Open Setting file**

    Access deployment options and application settings.

  - **Open Installation folder**

    Access the folder where your application was installed.

  - **Reload button**

    This option restarts the UC application.

- **Refresh** button

  Refresh your application just like pressing the F5 button and load again the content of the main application window.

- **About** button

  Display your End user License Terms

- **Exit** button

  Close and sign out from the UC Desktop application.

3.1.3 Exclusive tab for Desktop App settings

The OpenScape UC Desktop App has an additional tab in the Settings menu that allow you to customize some user settings.

The exclusive tab for the application can be accesed via **OpenScape UC Desktop App** > **Desktop App**. In this exclusive tab you can configure the following:

- **Customizable hotkeys**
  - To make a call
  - To accept incoming calls
  - To leave an ongoing call
  - To decline a call

- **Control app notifications**

  Notification toasters are displayed to notify you for events like new chat messages, incoming calls, e.t.c. You can enable or disable Desktop App notification feature.

  UC Desktop App displays notifications for the following events:

  – Incoming calls

    - Conferences*

    - Direct calls*

    - UC Team call

  – Chat messages

  – Outgoing calls

    - New call initiated by MS Teams Integration plug-in**

    - New call initiated by using Tel protocol

    - New call initiated by hotkey action (specify hotkey to make a call)

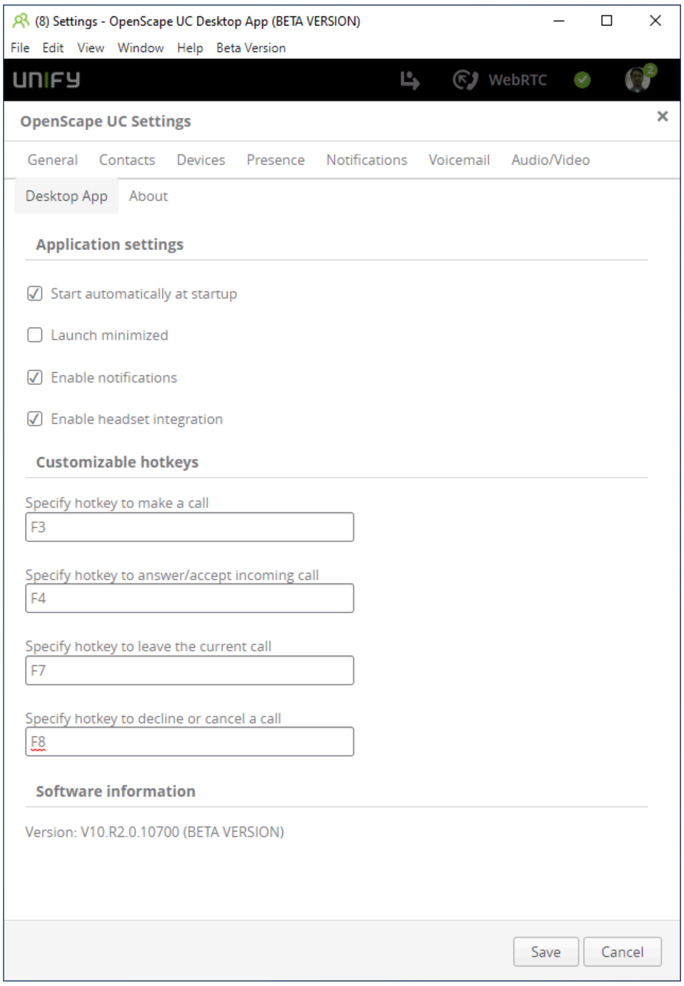
  – New Voice Mail

  * You can accept or reject incoming call using the toaster

  **You can end the call using the toaster

- Windows behavior during startup (app launch minimized)

- Enable headset integration to answer/clear call via headset buttons (controllers)



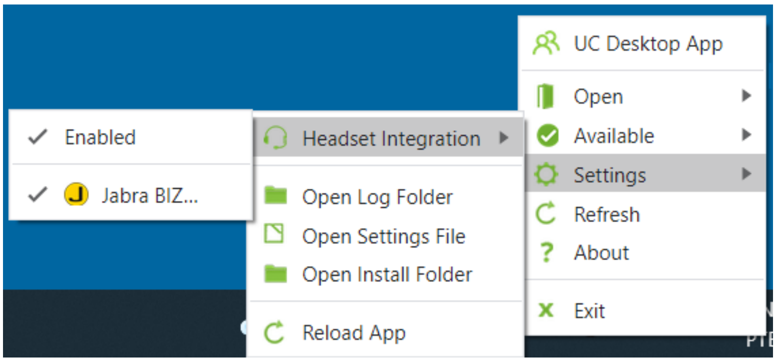
3.1.4 Headset Integration

The UC Desktop Application supports the Headset Integration feature:

This means that the UC Desktop app allows the use of headset buttons of supported manufacturers for call control actions such as to answer, clear or mute a call. You can enable or disable this feature from the he Desktop App settings menu, option Enable headset integration or from the **Settings** option in **System Tray** menu.

In the settings of System Tray menu, you can also see the list of supported headsets connected to your computer. If a connected headset is not supported, then it will not appear in the list. The active headset being used by the application is marked with a check mark.

You can change the active headset just by clicking on the desired model in the list.



3.2 General Call Control

Using the client you can initiate and control general call features on your preferred device.

General call features comprise in particular:

- Initiating a call
- Accepting / rejecting calls
- Forwarding calls
- Initiating consultation calls
- Placing a call on-hold
- Toggling simultaneous calls
- Transferring calls

3.2.1 Calling a Directory Contact

You can call a contact who is not one of your private contacts but whose data is available in the directory.

Step by Step

1) Enter the name or number in the search field of the contact area and press **Enter** or click on the  icon.

2) Select  and select a phone number.

3) Click  in the signaling bar.:

A call control bar opens, displaying the new connection.

3.2.2 Rejecting a Call

To reject an incoming call click in the signaling bar.

3.2.3 Terminating an Active Call

While conducting a phone call click in the call control bar: If you use the terminal device's receiver for the call, simply put it down.

3.2.4 Placing an Active Call On-Hold

During an active call you can select to place the connection on hold and resume it whenever you wish. To do so, click in the call control bar of the phone connection.

3.2.5 Transfering a Call to Another Subscriber

While you are in call, select the button in call control bar.

A field to select to whom you want to transfer the call is displayed. You can look for a contact or type the number you want to transfer the call to. The call is transferred by pressing the button that appears when you select the contact.

3.2.6 Handing an Active Call over to Another Device

Using the call controls of this call control bar you can hand the active call over to another device without having to terminate the call.

Step by Step

1) Select in the call control bar of the phone connection.

A menu with a list of devices is displayed.

2) Select the device for resuming the call.

The active call is being handed over.

The device rings.

3) Accept the call on the device.

3.2.7 Alternating between Calls

Not matter how many phone connections you are running at the same time, you can only conduct only one active call at a time. All other phone connections are automatically placed on-hold.

The signaling bars of the various phone connections are represented as tabs in the tab bar. The tabs of held calls are grayed out. Using the controls in the tabs you can decide which of the phone connections to deploy for conducting a call. This process is called alternating between calls.

While connected simultaneously to two or more phone connections.

- Click on  in the associated tab to place a currently active call on-hold.

  The call is placed on-hold.
- Click on  in the associated tab of the tab bar to reconnect to a held call.

  The other call(s) are automatically placed on-hold.

Example

NOTICE:

It is not supported to Alternate/Reconnect between incoming calls established on a preferred device being an External OND e.g. a mobile phone.

Alternating between these calls can only be administered via the external OND.

3.2.8 Making a Consultation Call

While talking to a conversational partner you can connect to a second conversational partner in parallel, by either answering an incoming call or placing a call to an other user. The first call is then placed on-hold. After finishing the second call you are automatically reconnected to the first conversation partner.

You can call another person from the  button in **Call Control** or directly from the **Contacts** List.

3.2.9 Call Pickup

If you are member of a call pickup group in the PBX, you may receive a call toaster every time a group member receives a call. It is displayed until the call is answered or the caller hangs up.

The names of the caller and callee are displayed if they can be found in the configured directories. Otherwise, the names are represented as "Unknown".

You can accept the group pickup call from the toaster or clicking on  in the main menu.

This feature is available when using WebRTC as your primary work phone (ONS) or as a preferred device (OND). The WebRTC number must be a member of the MLHG.

3.2.10 Multi Line Hunt Group

This feature is available when using WebRTC as your primary work phone (ONS) or as a preferred device (OND). The WebRTC number must be a member of the Multi Line Hunt Group (MLHG).

Your Web Client can be connected to OpenScape Voice or OpenScape 4000. However, the following apply regarding this feature:

Client connected to OpenScape Voice, supports:

- Stop at me / Resume
- Login / Logoff

Client connected to OpenScape 4000, supports:

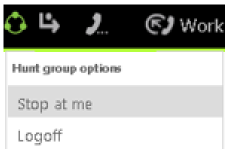
- Login / Logoff

In order to indicate the status of the MLHG an icon is displayed on the client bar.

You can login / logout of the hunt group clicking on the client bar.

Options when available

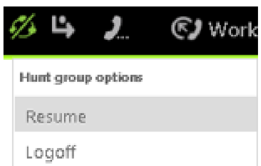
When you are logged into the hunt group and you are available you have the following options by clicking on the icon :



- Stop at me (OpenScape Voice)
- Logoff

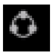
Options when status is available but set to busy

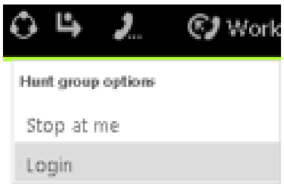
When you are logged into the hunt group and you are available but set to busy you have the following options by clicking on the icon :



- Resume (OpenScape Voice)
- Logoff

Options when status is logged off

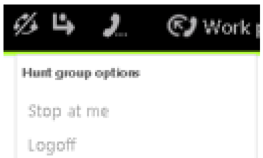
When you are not logged into the hunt group you have the following options by clicking on :



- Stop at me (OpenScape Voice)
- Login

Options when status is no manual changes allowed

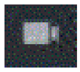
When you are logged into the hunt group but no manual changes are allowed you have the following options by clicking on :



- Stop at me (OpenScape Voice)
- Logoff

3.2.11 Making a Video Call

While conducting a call, you have the option, if your system supports it, to stream video via your configured camera. There is a specific view in the Call Control section, for displaying video.

To start streaming video in a conversation or in an active call, click on  button.

3.2.12 Initiating Screen Sharing

During an active call with an other UC WebClient user, 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 will start seeing your screen.

The other call party will see your screen sharing in the designated Call Control section. You can also have access to the Mouse Pointer and Remote Desktop Control functionalities, as described in the Conferences section. This screen sharing functionality is only available if your system is deployed to support it.

3.2.12.1 WebRTC Screen Sharing in a call to an external contact

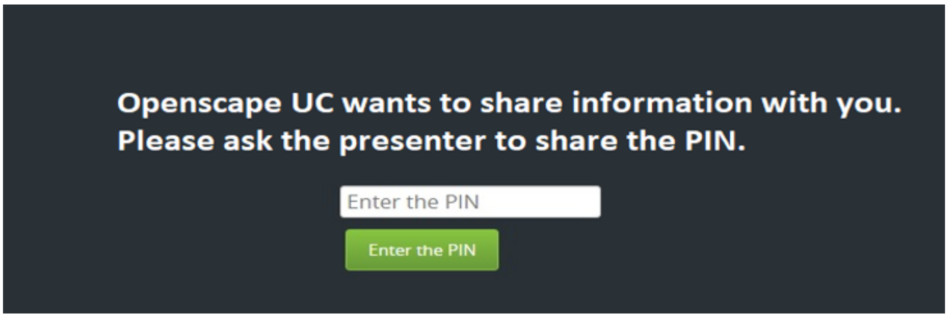
This feature allows you to share screen information with an external contact by sending an URL for this purpose.

Prerequisites

You are sharing your screen

Step by Step

1) During screen sharing click on the button and under **Sharing Options** click on **Notification e-mail**.
   A Screen share invitation email with the URL is generated.
2) Send the URL link to the external call participant.
   Upon receiving and opening the received link, the external participant will be requested to enter a PIN as show in the figure below:



3) Click on the **Show PIN** option under Sharing Options from Step 1.
   The PIN is revealed. Share this 6-digit PIN with your external contact to grant them access to your shared screen content.

3.3 Contacts

You may have access to a public directory that contains all information to work together with users of this system. It also includes other contacts of public active directories that you may contact via phone calls, emails or chat.

On top of this, you can create your own list of contacts by adding new contacts or by changing the information coming from these public directories.

3.3.1 Creating a new Contact

You can create new contacts in the contact area. Using these contacts, you can then initiate communication relationships– for example make calls, send instant messages or start a conference.

Step by Step

1) Click on in the contact area.
   The display changes for adding a contact.

2) Specify the contact information:.

Optional:

- Select a contact image
- Assign this contact to a contact group, by selecting the group's name under **Groups**

3) Click **Save**.

You have created a new contact.

3.3.2 Searching for Contacts

Type the name of the contact you are looking for. The contacts found in the private list are automatically displayed while you are typing the text. To perform the search function in the System Directory press the icon.

3.3.3 Grouping Contacts to perform group functions

You can group contacts to execute group functions, like conference calls and group chat.

Select the contacts with the **+** button via the action bar. Click the button to open the action menu and select what group function you want to initiate.

3.4 Call History

You can see the history of your calls by clicking on in the navigation bar.Each call is logged in the call history with the following information:

- Connection type (incoming, outgoing, accepted, missed)
- Date and time
- Phone number of the caller / callee
- Further phone numbers in case of a forwarding
- Further information about the caller or callee – for example name or presence status

3.5 Conferences

The OpenScape UCApplication supports the following conference types.

- Web conferences
- Ad-hoc conferences
- Persistent conferences
- Scheduled conferences
- Device-controlled conferences (Large Conference).

3.5.1 Creating a Conference

You need to start a conference so that participants can dial into and join. Moderated conferences can be started by a moderator only.

Step by Step

1) Click on in the navigation bar and move your mouse pointer to the conference

2) Click on .

3) Click on in the signaling bar and follow the announcements of the conference portal.

NOTICE:

Participants that join a UC conference only with audio , will listen to a "Your phone is now muted/unmuted" message, when they mute or unmute their device.

3.5.2 Creating a Scheduled or Persistent Conference

You can create persistent or scheduled conferences. Scheduled conferences will be active throughout the configured time and duration.Persistent conferences can be started anytime. After this type of conference has come to an end, it remains configured and can be restarted.

Step by Step

1) Click the button next to a selected contact.

The contextual action bar opens automatically. All further contacts are added via the action bar directly.

2) Click on in the action bar and select **Create a conference**.

You can also create a conference via the **+ New Conference** option in the **Conferences** panel.

3) Configure your conference settings:

- **Moderated Conferences**: Only moderators can start the conference and control it, share a screen with other participants and stream video. .

  The moderators are defined via a flag in the Participants List when a conference is created or edited by the creator.

  A moderator role can also be assigned by a Moderator to another participant during a running conference. Go to the Conference Participants List View select an Active Participant and click on to see the option **Add as Moderator**. This role is valid only during the period the conference is running and cannot be given to guest users.

  For guest users, there is the **media sharing** option that can be assigned by a moderator, enabling the video and screen sharing capabilities.

  NOTICE:

  In case the OpenScape UC is deployed to use **Individual Video View Layout**, even in moderated conferences, all participants can share a screen and stream video.

- **Set a time for Conference**: Use the option to define a Scheduled Conference. If this option is not used the Conference is set by default as Persistent.
- **Participants List**: To select the Conference participants and the following settings:
- **Moderator Flag**: You can define who is moderator, in case of moderated conferences,
- **Device**: Define in which device the participant will be called in case of **Dial Out Conferences**.
- **Call In/out**: Call Out participants will be automatically called when the conference starts. The Call In participants have to dial in to the Conference to participate.

4) Click on **Create**.

3.5.3 Initiating an Ad-hoc Conference

Start an ad-hoc conference with contacts from your contact list.

Step by Step

1) Click the button next to a selected contact.

2) Select further contacts and click on . in the action bar

3) Click on in the signaling bar

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

3.5.4 Initiating a Web Collaboration

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

Click on  in the signaling bar. Depending on how your system is deployed, the functionality can be one of the two modes below:

a) 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.

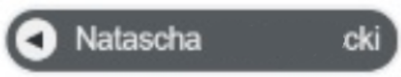
b) The options to select the screen you want to share will be automatically displayed without the need to download any file.

3.5.5 Using Mouse Pointer during WebRTC Screen Sharing

In case your UC system is deployed with WebRTC Screen Sharing, you can also use the mouse pointer functionality.

When you select to share your entire screen you are prompted to select the option to enable or disable mouse pointer. When the mouse pointer option is enabled, all conference participants, on any client, can click or perform a long press on the screen to draw attention to a specific point of your shared screen.

Clicks and long presses are shown to all other conference participants alongside their names, as displayed in the figure below:



3.5.6 Requesting Desktop Remote Control during WebRTC Screen Sharing

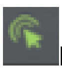
As a conference call participant, during a screen sharing session, you can request remote control from the presenter.

Prerequisites

A conference participant is sharing entire screen.

The conference participant sharing the screen must be using the UC Desktop Application or Fusion for Office.

Step by Step

1) Click the  button to send a request message to the screen sharing presenter.
2) The current presenter receives a prompt with a message about your request for remote control and can click to **Allow** or **Decline**.
3) If you are granted with remote control, you can now control the shared screen,

   However, the presenter can stop the remote control process at anytime by clicking on **Stop**.

3.5.7 Conference Guest Access

If you are creating a conference, it is possible to provide a link in order to allow any external participant to join your conference. This participants are named "guests" and therefore this link is known as "Guest Access" over the internet.

A guest can join a UC conference via a WebRTC connection using the Guest Access link. In order to use the Guest Access feature you need to have the WebRTC function configured in your UC system.

For more information please contact your system administrator.

3.5.8 Initiating a Large Conference

This is a type of conference that connects all the subscribers you are currently connected to on your terminal device:

Prerequisites

You have set up several simultaneous phone connections.

Step by Step

1) Click on  in the call control bar of a phone connection.

You see a menu with connecting options.

2) Select **Merge calls together**.

All of your phone connections are combined to a conference.

3.5.9 Conference Call Control

A conference view displays basic information like for example the number of conference participants. Using the options of the call control bar you can display further details.

Click the **Show Details**  button in the call control bar of the conference connection. The call control bar extends downwards and shows the conference participants' details. The currently active speaker is highlighted.

The Conference Call control buttons are the following:

-  - Display/Hide the List of Participants
-  - Display/Hide video view of active speakers
-  - Display the Only Call Control view
-  - Start video streaming
-  - Mute/Unmute your audio
-  - Start/Stop Screen Sharing

Conference Recording:

Click on  and select **Record Conference** to start recording. You can also pause and resume the recording from the same menu or directly clicking on the recording indication buttons in the Call Control 

or 

.

Once the conference has ended, all the participants of an open conference will receive an e-mail with the conference recording file. In a moderated conference, only the moderators will receive the e-mail.

3.5.9.1 Conference list of Participants

A list of the conference participants is displayed in the right corner of your conference screen. Click on the list of participants (e.g Active participant(s)) to open a drop down list to change the participants list options between:

- Active participant(s)
- Inactive participant(s)
- Moderator(s)

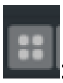
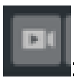
- (if the conference is moderated)each followed by their respective number in brackets.

Hover your mouse over any participant to display the mute  and more options  buttons.

3.5.9.2 Conference view layout options

The Active Speakers layout is displayed In the main view of your conference call. The current active speaker's window is highlighted with a green color.

During a Conference call you can control the conference view details according to your preferences using the following buttons:

- : display/hide the list of participants
- : display/hide the active speakers view
- : display/hide video view of active speakers

3.5.9.3 Video view layout options

During a video conference you can adjust the video layout section according to your preferences using the video layout buttons.

These options will be available to the conference participants depending on how the system is deployed, that can be of 2 ways:

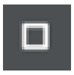
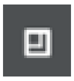
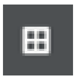
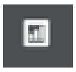
1) **Common Video View layout:** All participants will see the same video view layout.

For moderated conferences, the moderators can define what video view layout will be seen by all the participants, choosing between the Single View and Tile Based View.

For open conferences, the layout cannot be changed, and all participants will see Tile Based View.

2) **Individual Video Views layout:** Every participant can choose his own video layout.

To display the video layout buttons bar, hover your mouse over the video layout section. The video layout buttons bar is displayed on the left of your interface and includes the following buttons, that will appear depending on how the system is deployed as explained above:

-  - **Single view**: Click this button to display a single participant’s video screen.
-  - **Active speaker view**: Click this button to display the active speaker(s) video screen.
-  - **Tile based view**: Click this button to display the basic video layout in tiles.
-  - **Statistics view**: Click this button to display the statistics of the video conference.

3.6 Voicemail

3.6.1 Displaying your Voicemails

Click button  in the navigation bar to show the voice messages recorded for you. To use this function, you user account needs to be configured with a voice mail service.

3.6.2 Playing a Voicemail

You can play a voicemail via your preferred device or PC.

Step by Step

1) To play a voicemail on your preferred device:

a) Move the mouse pointer onto the voicemail entry.

You see additional controls.

b) Click . and select **Play on phone**

2) To play a voicemail via your PC, click on :

3.6.3 Using the Voicemail Greeting Feature

It is possible to record greetings which are played when a call is redirected to your voicemail.

There are several greetings options available:

- **Default greetings**

  This is a system generated greeting and is selected by default. You may want to access the option **Record of Name** to record your name to be played when using this default greeting
- **Single greeting**

  This can be used to inform who is your delegate or when you are available again to answer calls.
- **Vacation greeting**

  When selecting this option all your calls are redirected to your voicemail. This also can be used to inform who is your delegate or when you are back again from your vacations.
- **Business greeting**

  It allows you to record two greetings, one to be used during your business hours and the other to be used outside your business hours. You can also specify your business hours for each day of the week.

The greetings can be defined in the **voicemail** tab under settings.

You reach the **voicemail** tab with the following steps:

1. Click on your login name (avatar) on the header bar

2. Click on **Settings**

3. Click on the **voicemal** tab

You can record, playback, download or load your greeting. Press the **Settings** button under the Greeting you want to use:

a) When you click on the microphone you can record your greeting.While the recording is active the microphone icon turns red. Clicking again on the microphone icon stops the recording.

b) When you click on the communication options icon you can select **Load from File** or **Download**.

NOTICE: Only .wav files are supported.

c) You can click on the playback icon to hear what you have recorded.

d) When you enable the check box **Do not allow recording voice mails** the caller cannot leave a message, just here your greeting.

4. Click **Save** to save your settings.

3.7 Team Feature

Using the OpenScape UCApplication team feature you can group OpenScape users to teams. The Team feature allows every member of a team to pick up a call of every other colleague in the same team.

Teams may also be created and managed by the OpenScape UCApplication administrator.

3.7.1 Creating a Team

Create teams and invite contacts to be members.

Step by Step

1) Click in the contacts area and select **Create new Team**.
2) Configure the new team's details and add contacts from the **Search Directory.**
3) Click **Save**.

The contacts you have invited are displayed under **Invited users** and will receive an invitation. When a contact accepts your invitation, it will appear under the **Members** list and you will be notified.

3.8 Chat

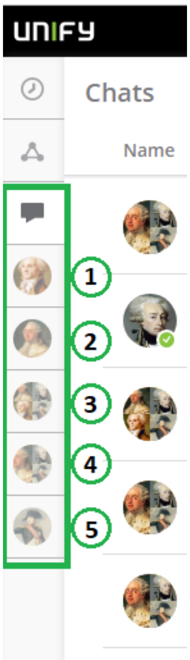
You can chat with an individual contact or with a group of contacts.

3.8.1 Displaying your Chat History

To display your chat history, click on in the navigation bar.

3.8.2 Pin a Chat Conversation

You can pin one or more chat conversations in order to easily access them from the Navigation tab on the left corner of your WebClient interface. The pinned chats will be displayed below the chat tab and user is allowed to pin 5 chat

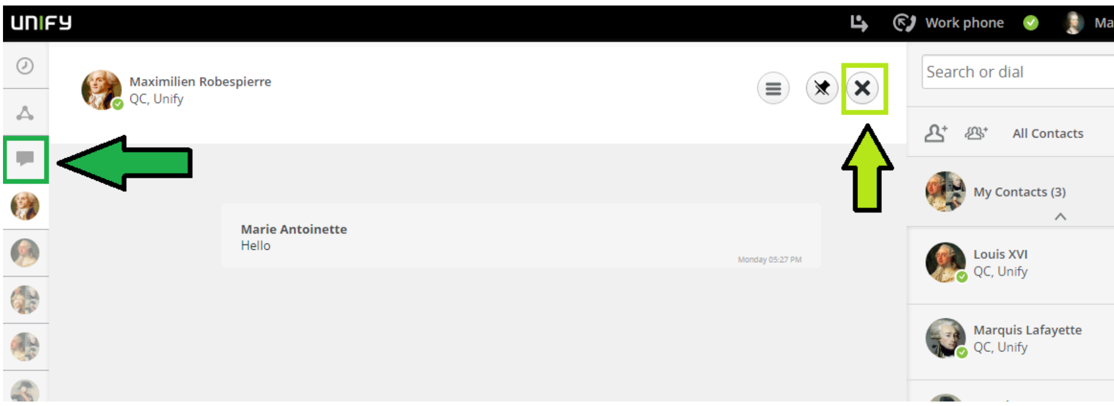


conversations.

In the main window of the chat conversation, click the pin button , This will pin the specific conversation to the left Navigation bar as shown in the figure above.

To unpin a conversation, select it and click the unpin button

You can return to the chatlist by clicking the "X" button as shown in the figure below.



3.8.3 How to Add Users to a Chat

You can add further participants to an active chat.

Prerequisites

You are conducting a chat.

Instant-messaging addresses are available for the additional chat participants – for example as associated entries in your private contacts.

Your private contacts' IM status is **Available**.

Step by Step

1) Select ≡ in the title bar of the chat window.

   You see an action menu.
2) Select **Add user**.

   The dialog for selecting users opens.
3) How to add a user from your private contact list:
   a) Enter one of the following search items in the search field of the contact area:

      – Full second name or part of a second name

      – Full first name or part of a first name

      – Full phone number or part of a phone number

      If your private contacts deliver search hits, they are displayed beneath the search field, continuously updated.
   b) Move the mouse pointer onto the private contact.

      You see additional controls.
   c) Select ⊕.

      The contact is displayed in the contextual action bar.
4) How to add a user from the directory:
   a) Enter one of the following search items in the search field of the window:

      – Full second name or part of a second name

      – Full first name or part of a first name

      – Full phone number or part of a phone number

      If your private contacts deliver search hits, they are displayed beneath the search field, continuously updated.
   b) Select 🔍 beneath the search field and the private hit list.

      The contact is searched for in the directory.

      If search hits are found, they are displayed beneath the search field.
   c) Move the mouse pointer onto the contact.

      You see additional controls.
   d) Select ⊕.

      The contact is displayed in the contextual action bar.
5) Select **Done**.

The additional users may now also post messages in the chat.

3.8.4 Adding an Attachment to a Chat Message

You can add an attachment to a message with one of the following ways:

- Click the paper clip icon 📎 next to the message box to browse and select a file from your local computer.

- Copy and paste images directly into the message box.
- Drag and drop a file into the message box (one file at a time).

3.8.5 Leaving a Chat

You can leave from an active group chat. This chat will be removed from your **Chat history** tab by clicking on the actions menu icon in the title bar of the chat window and selecting **Leave chat**.

You have successfully left the group chat. The other participants will be notified that you have left the chat by a short message in the chat's window.

NOTICE:

Once you leave a chat you wont be able to see the chat's history. You can only access the certain chat history if one of the participants adds you again.

3.9 Profiles and Rules

Profiles are used to handle rules so e.g. to define scenarios for meetings, business trips.

In the profile you can

- define a presence state which is set when the profile is active
- assign one or more rules which are applied when the profile is active.
- set a hierarchy of the rules, the sequence is important.

IMPORTANT:

Only one profile can be at a time active.

NOTICE:

The profiles **SmartClient rules** and **Standard Profile** are automatic profiles created for imported rules, when you migrate from previous versions. If you unassign the rules associated with these profiles, the profiles will be automatically hidden and not be available any more.

3.9.1 Creating a Rules Profile

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on **Profile** and select **Add a new profile**.
3) In the Profile configuration window, configure your **Profile name** and **Set presence status**.

4) In section **Rules of the profile** click on the arrow next to **Rules**.
   a) You can add further rules by clicking on the arrow again.
   b) If you have assigned more than one rule on the right side you see arrows so you can modify the sequence of the rules. The order is important.
5) Click on **Add profile**.

You have successfully created a new Rules Profile.

3.9.2 Editing a Rules Profile

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on **Profile** and click on the pencil .icon next to a profile
3) Edit the sections you want to change and click on **Save profile**.

   Refer to Creating a Rules Profile to see what can be entered in the sections.

3.9.3 Activating/Deactivating a Rules Profile

To activate a certain rules profile from your profiles list click on on the task bar, select **Forwarding and rules settings** and click on the profile you want to activate.

To deactivate a profile follow the same step as above and click on **Deactivate profile**

3.9.4 Deleting a Rules Profile

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on **Profile** and click on the **x**.icon next to a profile

3.10 Simple and Advanced Forwarding Rules

The OpenScape UC Application can automatically analyze incoming calls based on customized rules that route calls to a specific contact or terminal. For example, If you are out on business frequently and not able to accept your incoming calls personally, you can specify that calls arriving during a recurring meeting are automatically routed to a colleague, or your secretary, etc.

Incoming-call routing may occur according to the following criteria:

- Depending on whether the line is busy or the incoming call is unanswered.
- Depending on the caller's phone number.
- Depending on the date or time at which the call comes in.
- Depending on the setting of your presence status.

The OpenScape UC Application provides the ability to set simple or advanced forwarding rules, and supports **Backward Compatibility** with rules created in previous OpenScape UC releases.

3.10.1 Creating a Simple Forwarding Rule

You can forward your incoming calls to other lines when your line is busy or in case you do not answer. The option of simple forwarding is only available when the preferred device is set on the work phone. Simple forwarding rules are always valid until they are cancelled or overwritten by an advanced rule.

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.

2) Click on the **Simple forwarding** tab and select **Enable call forwarding**.

a) To use conditional forwarding activate the check box **Conditional forwarding**. You can further configure this rule by selecting **Search for contact or number** and choosing:

- – To forward your call when you are busy, enter a name or number in the field under **If my phone is busy, forward my calls to**:
  - To forward your calls when you don’t answer, enter a name or number in the field **Search for contact or number** under **If I don’t answer, forward my calls to**:

You can have the call forwarding for busy and don’t answer in parallel.

b) To forward all your incoming calls, click on the check box **Forward all my incoming calls**.

Enter a name or number in the field **Search for contact or number**.

c) To redirect all your calls to the voicemail box click on **I want to redirect all my calls to my Voicemail**.

You have created your forwarding rule

3.10.2 Creating an Advanced Rule

You can create advanced rules, which are valid for a set time range, forwarding incoming calls and displaying specific presence status for selected contacts or contact lists. Advanced rules can be enabled and disabled.

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.

2) Click on the **Rules** tab and select **Add new Rule**.

3) Configure the **Name**, **Time and range**, **If my status is**, **If call is from** and **Forward to** sections.

4) Click **Save**.

You have created your rule. In order for the rule to be applied it needs tot be assigned to a Rules Profile. For more information on Rules Profiles, please refer to section Creating a Rules Profile.

3.10.3 Editing an Advanced Rule

You can edit the details of advanced rules.

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on **Rules** and click on the pencil .icon next to a profile
3) Edit the sections you want to change and click on **Save**.

3.10.4 Disabling an Advanced Rule

You can disable an advanced rule.

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on the **Profile** tab
3) You can remove the rule from the profile which is active by editing the profile. Another option is to deactivate the profile.

   For more information regarding profiles, please refer to Editing a Rules Profile and Activating/Deactivating a Rules Profile.

3.10.5 Deleting an Advanced Rule

You can delete an advanced rule.

Step by Step

1) On the task bar click on and select **Forwarding and rules settings**.
2) Click on the **Rules** tab and click on the **x**.icon next to a rule.
3) Click **Save**.

3.11 Accessibility Features

OpenScape Web Client supports multiple Accessibility Features thus making the client more accessible to users with visual or mobility impairment.

The Accessibility features are:

- **Screen reader support**.
- **Keyboard-operable interface**:.

  Keyboard shortcuts can be used to automate tasks in JAWS.
- **Visible keyboard focus**.
- **High contrast text**.

3.11.1 Enabling the visual keyboard indicator

This feature helps keyboard-only users and people with attention limitations that need a clear focus indicator to navigate easily through the interactive elements of Web Client.

Step by Step

1) Click your user name and navigate to **Settings > General > Accessibility**.
2) Check the **Display a colored frame around the element on focus** box.

   A coloured frame is displayed around the element on focus.

3.11.2 Activating High Contrast

This feature can help users with vision impairment and people with little or color perception issues to be able to read text easier.

Step by Step

1) Click your user name and navigate to **Settings > General > Accessibility**.
2) Check the **Enable high contrast mode for the header bar** box.

The header part in the top of your web browser, should be significantly darker compared to the grey color used by default:

3.11.3 Using the Screen Reader feature

This is an advanced technology that can help visually impaired users navigate the Web Client's interface with the assistance of audio. Currently, only JAWS is supported

Step by Step

1) Open your Screen Reader program.
2) In your Web Client interface, navigate to any tab, contact or option.

You will hear the automatic screen reader voice reading out loud the elements in your client's interface or your selected item.

4 Supported Headsets

The new UC Desktop app is compatible with Jabra, Sennheiser, JPL and Logitech headsets (call control buttons through HID interface).

NOTICE:

Please note that usage of the same headset by two different applications (e.g. running UC Desktop App and Microsoft Teams) may lead to unexpected behaviors in certain scenarios, such as dropping calls.

In this case you can disable the headset controller for OpenScape UC Desktop App via the Settings section described in section Exclusive tab for Desktop App settings of this document.

---

5 Usage Restrictions

The following restrictions apply:

- Currently only supported in Windows Operational Systems
- The use UC Desktop App in parallel with OSC UC WebClient, Fusion or the old Desktop Integration tool is not supported.
- For displaying all of its elements in the main window, UC Desktop App requires a display surface of 1024×768 pixels
- The following applies in the scope of the team function:

  Even if team calls are displayed to you in the client, you cannot pick up such a call if your preferred device (OND) is not idle. This is still not possible even if your preferred device (OND) signals the call.