

# Mitel OpenScape Personal Edition

## Starting the Program

- Select **OpenScape Desktop Client** in the **Start menu**.

## Ending the Program

- Click on  on the right margin of the main window.

## Logging on

How to log on the program:

- Keep the **shift** key pressed and select **OpenScape Desktop Client** in the **Start menu**.

The **Logon** dialog opens.

Keeping the shift key pressed displays the **Logon** dialog even if no LIN number can be configured.

- Select a **Profile**.
- Keep the **Language** or select one.
- Click on **OK**.

The program starts with the selected profile settings.

## Changing a Profile

How to start the program under another profile:

- Start the program with the **shift** key kept pressed.
- Select a **Profile**.
- Click on **OK**.

The program starts with the selected profile settings.

## Setting your own Ring Tone

How to customize a ring tone:

- Click on the **Pearl** menu .
- Select **Personal Settings > Ring tones**.

The **Settings** dialog opens. Depending on the provider used – **SIP Service** or **HiPath Provider** – the corresponding tab is displayed for the ring tone settings.

- Activate **Use individual ring tones**.
- Select the desired WAV or MP3 file via the browse button ....
- Click on **Open**.

The file selection dialog closes.

- Click on **OK**.

The **Settings** dialog closes.

## Configuring an Audio Device

How to configure an audio device:

- Click on the **Pearl** menu .
- Click on **OpenScape Options**.
- The **Settings** dialog opens.
- Click on **Add** on the **Audio Schemes** tab.
- Specify a name for the audio scheme under **Description**.
- Select the audio hardware for the **Voice recording**.
- Select the audio hardware for the **Audio Response**.
- Specify the hardware for playing ring tones under **Signal response**.
- Select the audio hardware for controlling special hardware features under **Controller**.
- Click on **OK**.

The new audio scheme appears in the list of configured audio schemes and is active. The desired audio device is thus configured and will be used.



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## How to Configure the Main Window

The main window opens after the program start. It contains the frames **Call Control**, **Contacts** and **Journal** by default. How to integrate further frames such as **Directory Search** in the main window:

- Select  **Pearl** menu > **View** > **Directory Search**.
- Click on  in the opened window and drag it into the main window with the left mouse button kept pressed.
- Click on  on the right hand side of the frame's caption bar to remove the frame from the main window or to close it.

## Creating a Contact

How to create a new contact:

- Click on  in the **Contacts** frame.
- Enter the contact data.
- Click on **OK**.

The new contact is integrated in the contact list.

## Calling a Contact

How to call a contact from the contact list:

- Click on  in the row of the contact.
- If , select the desired phone number.

The connection to the contact is set up and displayed in the **Call Control**.

A click on  closes the connection.

## Sending an E-mail

How to send a contact an e-mail:

- Select the desired contact in the **Contacts** frame and click on .

The pre-set e-mail program starts.

- Enter the text and send the e-mail as usual.

## Calling a Contact from a Directory

How to find a contact in a directory and call him/her from there:

- Click in the input field of the **Directory Search** frame.
- Enter the search criteria.
- Click on .
- Click on  of the desired search result. If , select the phone number.

The connection to the contact is set up.

## Calling from Microsoft Outlook

How to initiate a call from your Microsoft Outlook address book:

- Switch to the address book of the Microsoft Outlook client.
- Select the desired contact and click on **Dial** in the Microsoft Outlook toolbar.
- If the selected contact entry contains several phone numbers: Mark the desired one in the selection dialog and click on **Connect**.

The connection to the contact is set up.



## Calling from IBM Lotus Notes

How to initiate a call from your IBM Lotus Notes address book:

- *Switch to the address book of the IBM Lotus Notes client.*
- *Select a contact and click on **Dial** in the IBM Lotus Notes toolbar.*
- *If the selected contact entry contains several phone numbers: Mark the desired one in the selection dialog and click on **Connect**.*

The connection to the contact is set up.

## Dialing a Phone Number

How to dial any phone number:

- *Enter in the **Call Control** frame under **<Name or Number>** the phone number to be dialed.*
- *Then click on *.

The call is initiated and displayed in the **Call Control**.

A click on  closes the connection.

## Transferring a Call

How to transfer an active call to another device or subscriber:

- *Click in the **Call Control** with the right mousebutton.*
- *A context menu opens.*
-  *Select **Transfer to**.*
- *The **Transfer call** dialog opens.*
- *Enter the number of the desired subscriber or select it from the list of already dialed numbers.*
- *Click on **OK**.*

## Displaying missed Calls

The **Journal** lists all calls as long as the program is running.

- *In the **combo box** of the **Journal** frame on the right hand side select the  option.*

Only the missed calls are listed.

## Adding a Call Forwarding

How to create a new call forwarding:

- *Click in the **ribbon** > **SoftPhone** tab > **Device Feature** group on **Call forwardings**.*
- *Select **Add call forwarding**.*
- *Specify **Type**, **Destination** and **Optional text**.*
- *Click on **OK**.*
- *The new call forwarding is created.*

## Activating a Call Forwarding

- *Click in the **ribbon** > **SoftPhone** tab > **Device Feature** group on **Call forwardings**.*
- *Select the desired call forwarding from the list.*

The call forwarding is active.

## Deactivating a Call Forwarding

- *Click in the **ribbon** > **SoftPhone** tab > **Device Feature** group on **Call forwardings**.*
- *Click on the desired active  call forwarding.*

The selected call forwarding is disabled.



## Consultation

How to consult a subscriber during an active call:

- *In the **Call Control**, click with the right mousebutton on the active call.*
- *A context menu opens.*
- *Select  **Consultation to**.*
- *The **Consultation to** dialog opens.*
- *Enter the phone number to be dialed.*
- *Click on **OK**.*

The connection to the original conversational partner is automatically held. Parallel to this, the connection to the consultation call subscriber is set up. Both connections are listed in the **Call Control**.

A click on  in the consultation call area ends the consultation call. The held call becomes automatically active again.

## Starting a local Conference

How to initiate a local conference (three-party conference) from a held and consultation call:

- *In the **Call Control**, click with the right mousebutton on the consultation call.*
- *A context menu opens.*
- *Select  **Initiate local conference**.*

All participants are connected to each other. No more participants can be added to the conference.

## Starting a server-based Conference\*

How to initiate a server-based conference from a held and consultation call:

- *In the **Call Control**, click with the right mousebutton on the consultation call.*
- *A context menu opens.*
- *Select  **Initiate server-based conference**.*

All participants are connected to each other. You can add further participants to the conference.

\* Only possible in case of an OpenScape Voice connection with configured **conference server URI** for the **SIP Service Provider**

## Starting/Ending Video Streaming (SIP)

How to switch a video connection to an active call:

- *Click in the **ribbon** > **SoftPhone** tab > **Video** group on **Camera image**.*
- *The **Video** window with your own video image opens.*
- *Click on  in the **Softphone** toolbar of the **Video** window.*
- *Your own video image appears in a red frame. The video image of the connection partner is automatically received and displayed in the **Video** window.*
- *Another click on  stops the transmission of your video image.*
- *Click on  in the **Softphone** toolbar of the **Video** window to close the **Video** window.*



# Mitel OpenScape Personal Edition

## Initiating a Video Call (SIP)

How to set up a video connection to a contact from the contact list:

- *Click in the ribbon > SoftPhone tab > Video group on the Enable Video Call button.*
- *Click in the Contacts frame on  for the desired contact.*
- *Select Video Phone 1.*

The video call is being initiated. If the conversational partner has activated the video call feature on his/her side also, the **Video** window opens automatically and displays the video view specified for the **Default video configuration**. You receive the video image of the partner automatically and your video image is sent automatically.