

Mitel OpenScape Personal Edition

Starting the Program

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

Ending the Program

- Click on **X** 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.



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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.




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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.



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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.