A MITEL
PRODUCT
GUIDE

Unify OpenScape UC Application V10

OpenScape Desktop Integration

User guide
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Mitel

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1 OpenScape Desktop Integration

In the settings dialog of OpenScape Web Client you can download and use a small program at your workstation that allows calling a subscriber from any application.

> **NOTICE:**
>
> Only phone numbers fully specified (FQTN) according to E.164 are supported for dialing via hotkeys.

Application example:

A *Microsoft Word* document you have opened contains a phone number. Select this phone number in the text and enable the hotkey you have defined for this purpose. A call to this number is immediately initiated.

The OpenScape Desktop Integration application signals incoming calls and instant messages even if the OpenScape Web Client screen is closed.

In the OpenScape Desktop Integration application you can set further options for the startup behavior, the OpenScape Web Client display and the notification options.

> **NOTICE:**
>
> You need not start the OpenScape Web Client for using this application program.

1.1 Representation Conventions

We use the following markups and representations to highlight information in this manual.

1.1.1 Formats and Display Forms

In the manual on hand the following conventions apply:

Purpose	Appearance	Example
Special emphasis	**Bold**	**Name** must not be deleted.
User interface elements	**Bold**	Click on **OK**.
Menu sequence	>	**File** > **Exit**
Textual cross reference	*Italic*	You find further information in the *Configuration and Administration* manual.

Purpose	Appearance	Example
Path and file names	Font with fix character spacing, for example `Courier`	`c:\Program Files\...` or `Example.txt`
Specifications that may have individual content, for example variables.	*Italic* in angle brackets	Enter your *<user name>* and the *<password>* to log on to the system.
System entry and output	Font with fix character spacing, for example `Courier`	`Command not found.`
Key combination	**Bold**	**[Ctrl]+[Alt]+[Esc]**

1.1.2 Notes

Types of notes

Critical notes and additional information are indicated in this manual in the following manner:

> **NOTICE:** Denotes information worth knowing or useful tips.

> **IMPORTANT:** Denotes information of **high priority**. Please definitely read and heed such notes to avoid malfunctions, loss of data or damage to devices.

1.1.3 Continuative Documentation

You find further information about OpenScape UCApplication in the following documentation:

• *OpenScape UCApplicationV10System Description.*

  This manual provides an overview of OpenScape UCApplication.

2 Operating the OpenScape Desktop Integration

Operating the OpenScape Desktop Integration.

Starting the application

Open the directory in which you have stored the application from the Explorer. Double-click⊞**OSCwebDI.exe**. The application starts.

NOTICE: In order to start and update the client the user needs write access.

Restrictions

The responsive design is not supported. Thus you cannot minimize the window to the "mini-view".

Context menu

After you have invoked the context menu via the taskbar, the following features are available for configuring the OpenScape Desktop Integration:

*   📞 **Dial: *<abcxyz>***

    The feature enables dialing the digit string you have copied to the clipboard as phone number.
*   ⊞ **Open**

    Enables opening the OpenScape Web Client in an individual browser window.
*   ⊞**Disable hotkeys**

    A click on this icon disables the hotkey feature even if the application is started.
*   ⇤ **Exit**

    A click on this icon closes the **DesktopIntegration** program.
*   🔧 **Settings**

    Opens the settings dialog for configuring the OpenScape Desktop Integration program.

Toast

The following notifications via a toast are active by default:

- **Enable notification on incoming call**

  A notification toast that appears at the bottom screen margin informs you about an incoming call. In this call notification you can trigger the following actions via icons:

  📞 Accept call.

  📞 Reject call.

  📱 Open OpenScape Web Client to hand the call over to another device via the call control.

  📞 Accept call for a team member.
- **Enable notification on new voicemail**

  A notification toast that appears at the bottom screen margin informs you about an incoming voicemail.
- **Enable notification on new instant message**

  A notification toast that appears at the bottom screen margin informs you about an incoming instant message.
- **Enable notification on web collaboration**

  A notification toast that appears at the bottom screen margin informs you about a new web collaboration. In this notification you can trigger the following actions via icons:

  🖥 Join web collaboration.

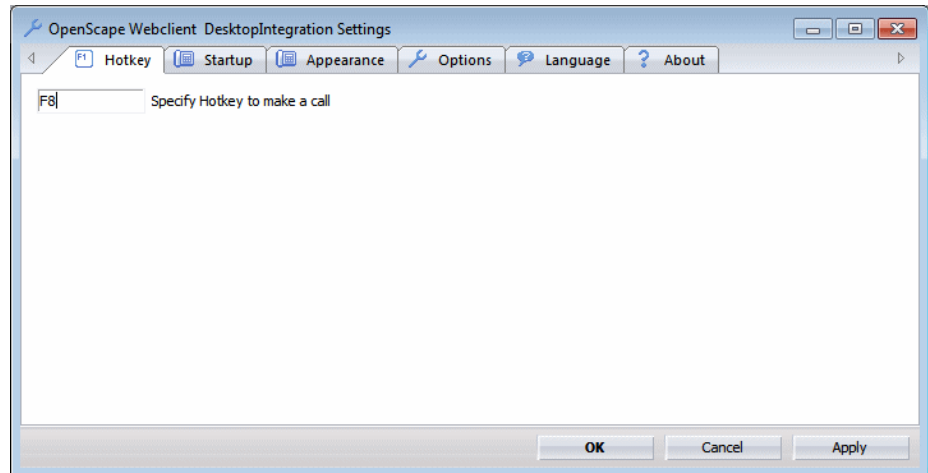 ❌ Decline web collaboration.

2.1 Configuring the OpenScape Desktop Integration

Configuring the OpenScape Desktop Integration.

You use the context menu function **Settings** 🔧 to open the settings dialog for configuring the program OpenScape Desktop Integration.

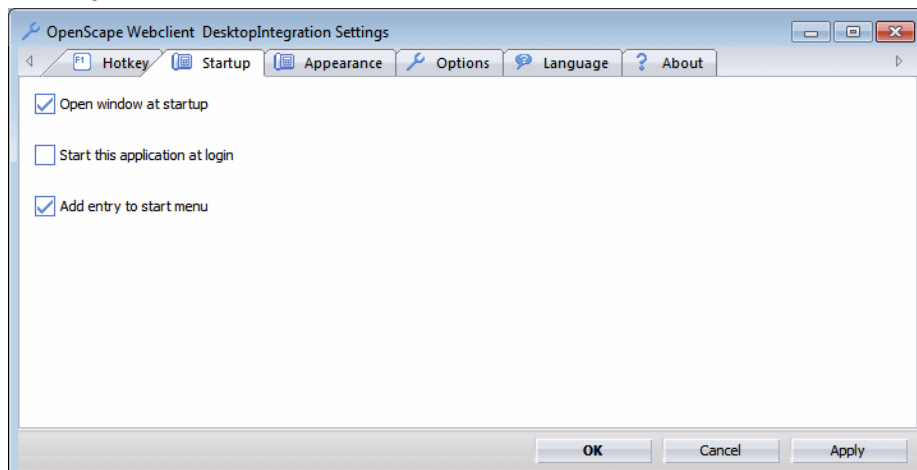The following settings dialogs are available for this purpose:

• **Hotkey**

On the **Hotkey** tab you determine the key command that triggers the feature of calling the phone number saved to the clipboard.

Click in the input field and enable the desired *<F-key>* or *<Ctrl + F-key>*. The function key that triggers the dial process is displayed in the input field.

> **NOTICE:**
>
> To delete the function key, click in the input field and enable the **Backspace** key.

• **Startup**

On the **Startup** tab you define the startup behavior of the OpenScape Desktop Integration program. The following startup options are available individually or in combination:

– **Open window at startup**

Selecting this option you determine that the OpenScape Web Client starts automatically when the OpenScape Desktop Integration program is booted.
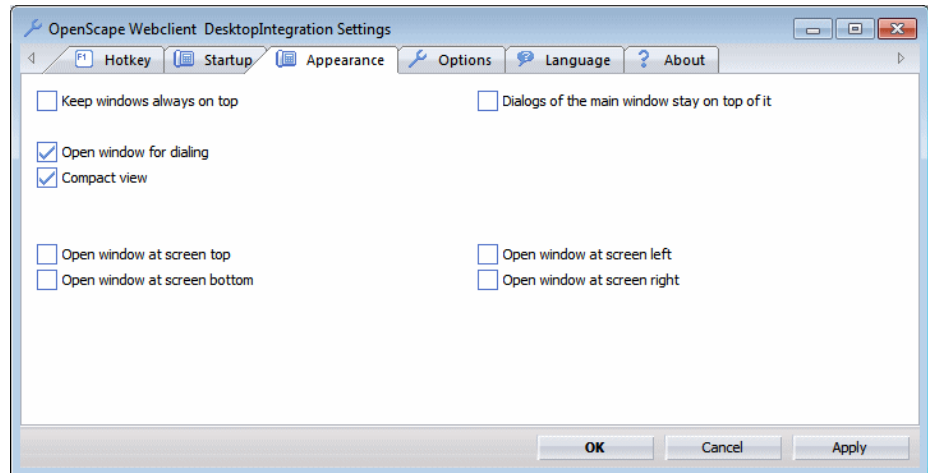
– **Start this application at login**

Select this option to define that the OpenScape Desktop Integration program is started when you log on to your operating system.

– **Add entry to start menu**

You select this option to determine that an entry is created in the start menu of your user account when the application starts. Subsequently, the application is started automatically each time you log on to the system.

• **Appearance**

On the **Appearance** tab you determine the representation mode for the OpenScape Web Client window. The following options are available:

– **Keep windows always on top**

When you select this option, the OpenScape Web Client window will always appear as the topmost application.

– **Dialogs of the main window stay on top of it**

This setting determines whether newly opened dialog windows may be covered by the main window.

– **Open window for dialing**

This setting opens the user interface (OpenScape Web Client and/or OpenScape Desktop Client Enterprise Web Embedded Edition) if a number is dialed via the hotkey function.

– **Compact view**

This setting opens the compact view of the user interface with the call control if a number is dialed via the hotkey feature.

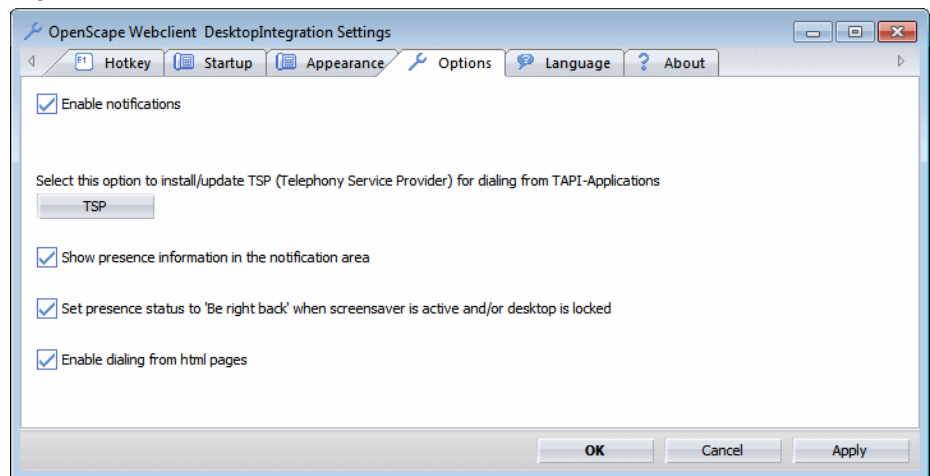– Positioning the OpenScape Web Client on the screen:

Open window at screen top

Open window at screen bottom

Open window at screen left

Open window at screen right

- **Options**

On the **Options** tab you can perform the following settings:

– **Enable notifications**

You can clear this check box to disable the notifications that appear as toast and are always active by default.

These are the notifications that alert to incoming calls, new voicemails and new instant messages.

– **Select this option to install/update TSP (Telephony Service Provider) for dialing from TAPI-Applications**. Using this application you can call a subscriber directly from *MicrosoftOutlook* via journal entries. Select the

corresponding journal entry and select **Actions** > **Call contact** from the MicrosoftOutlook menu.

NOTICE:

The journal entry must reference a phone number via the database for this purpose.

After clicking theTSP button you can update this service provider manually or install it when required.

– **Show presence information in the notification area**

After selecting this option, your presence information is displayed in the notification area. You can then change your presence status in the notification area directly.

– **Set presence status to 'Be right back' when screensaver is active and/or desktop is locked**

After selecting this option, your presence status is set automatically to "Be right back" when the screensaver is active and/or you lock your desktop.

– **Enable dialing from html pages**

Selecting this option releases the feature to dial a phone number from a specially prepared HTML page.

The phone number must have been integrated via an html command according to the following pattern:

```
<a href="clicktodial:<phone
number>"><htmldisplay></a>
```
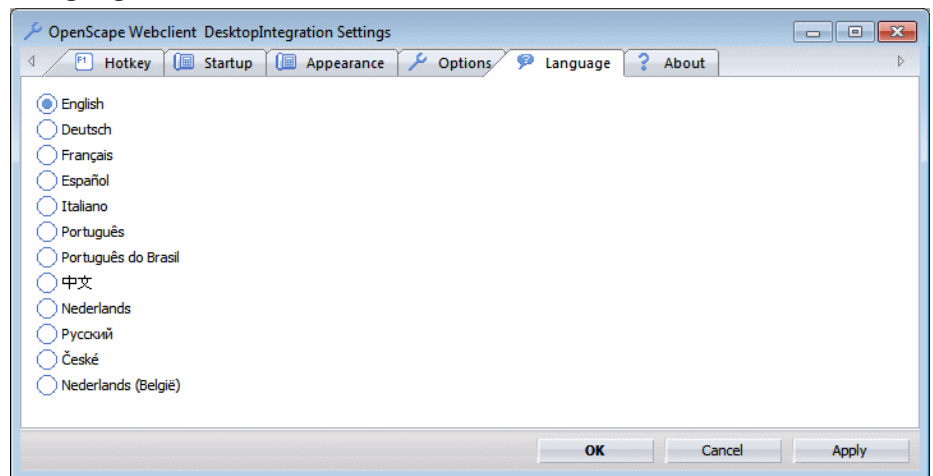
Example:

To integrate the phone number "123456789" in an HTML page via the "Sales" link, you must enter the following command line in the source code in the position where the link is to appear:
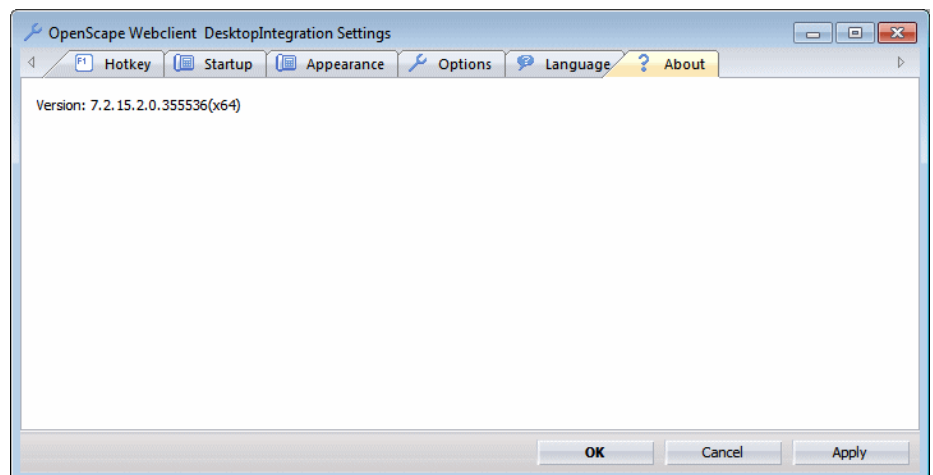
```
<a href="clicktodial:123456789">Sales</a>
```

The "Sales" link is embedded in the HTML page for dialing the phone number "123456789" directly.

• **Language**

Select one of the defaulted languages for menus and info texts. The following languages are currently available: English, German, French, Spanish, Italian, Portuguese, Brazilian Portuguese, Chinese, Dutch, Turkish and Russian.

• **About**

On this tab you see the version number of the currently installed OpenScape Desktop Integration program version.

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