A MITEL
PRODUCT
GUIDE

Unify OpenScape UC Application V10

OpenScape Extensions for Microsoft Outlook

User Guide
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Mitel

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Contents

1 OpenScape Extensions for Microsoft Outlook

Installing the OpenScape Extensions for Microsoft Outlook provides features in *MicrosoftOutlook* that let you plan server-based conferences via meeting request in the MicrosoftOutlook calendar. Such server-based conferences comprise:

- Audio, Video and Web Collaboration

When the conference extensions are installed, the button

Add OpenScape conference

is displayed in the toolbar of the dialog for scheduling an appointment.

The conference is performed via the OpenScape UCApplication server.

Conferences created via OpenScape Extensions for Microsoft Outlook are also displayed in the conferences lists of OpenScape UC Clients.

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.
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.

Purpose	Appearance	Example
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 Usage Requirements

The OpenScape Extensions for Microsoft Outlook have been released for specific Windows operating systems and Office versions only.

You find current and detailed information about the supported operating systems and versions of usable Outlook clients in the *OpenScape UC Application Planning Guide*.

3 Installing the OpenScape Extensions for Microsoft Outlook

You find the OpenScape Extensions for Microsoft Outlook setup instructions in the *OpenScape UC Application, Installation and Upgrade* manual.

4 Repairing, Upgrading and Uninstalling the OpenScape Extensions for Microsoft Outlook

You can repair, upgrade or uninstall the client application OpenScape Extensions for Microsoft Outlook also via the setup program (`setup.exe`).

The uninstall can also be done from the Windows Apps and features session.

The repair option is offered when running the setup file of the same version installed in the machine. The upgrade is offered when running the setup of a newer OpenScape Outlook Extensions version.

You find more detailed setup instructions in the *OpenScape UC Application, Installation and Upgrade* manual, like the possibility to do a mass rollout using `msi` file.

5 Configuring the OpenScape Extensions for Microsoft Outlook

You can perform/change the settings for OpenScape Extensions for Microsoft Outlook in configuration dialogs.

In Microsoft Outlook you reach the settings dialog via **File** > **OpenScape** > **click on Configuration** > **Network** tab.

> **NOTICE:**
>
> If invoking the configuration pages merely displays the **Network** tab, the OpenScape environment could not be connected yet. In this case, try to connect the OpenScape environment by specifying the user data, the network address and the port.

The following tabs are available for configuring the OpenScape Extensions for Microsoft Outlook:

- **Network**

  Use this dialog to perform the settings for user access and connecting the OpenScape environment.
- **Conference**

  Use this dialog to perform the settings for voice and video conferences.
- **Web conference**

  Use this dialog to perform the settings for web collaboration.
- **Presence Status**

  Use this dialog to change the OpenScape UC user presence status when there is an Outlook Appointment.
- **User Interface**

  Use this dialog to decide whether the default configuration data should be used for creating a conference or whether you wish to set the configuration data for each conference separately. Additionally, you can set the language for the invitation text here.

In *MicrosoftOutlook* you reach the settings dialog via **File** > **OpenScape** > **double-click on Configuration** > **Network tab**.

Click on the **OK** button in the settings dialog to save your settings and to close the settings dialog.

Click on the **Cancel** button to discard your settings. The **OpenScape Configuration** settings dialog is closed.

> **NOTICE:**
>
> Configuration modifications require a *MicrosoftOutlook* restart to take effect.

5.1 Configuring the Network

The configuration settings for connecting the OpenScape environment.

In MicrosoftOutlook you reach the settings dialog via **File** > **OpenScape** > **click on Configuration** > **Network** tab.
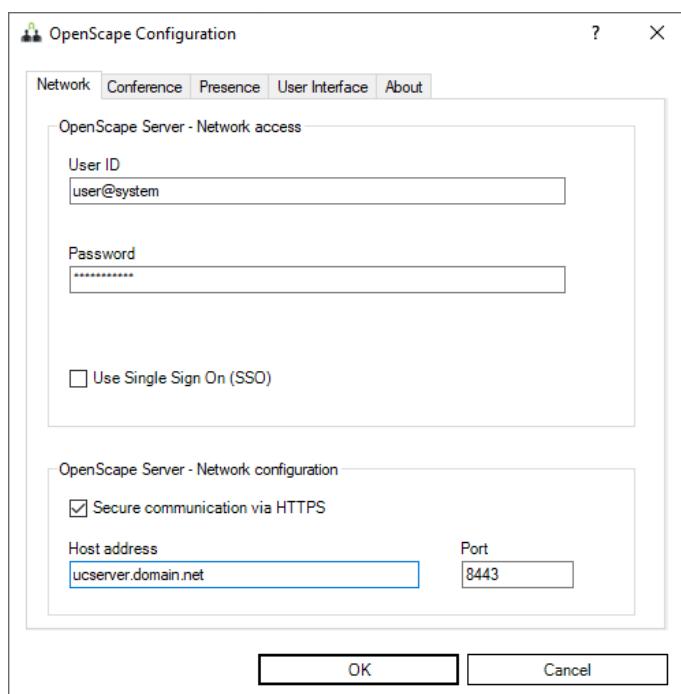
NOTICE:

You learn the login and connection data from your system administrator.

5.1.1 How to Configure Access via your OpenScape User Account

To configure access via your OpenScape user account or change the existing configuration after the installation, proceed as follows:

Step by Step

1) In the **OpenScape Server - Network access** section from **Network** tab, enter the following logon data for logging on with your OpenScape user account:

   a) **User ID**

   Specify here your OpenScape user ID in the format *<user ID@domain>*.

   b) **Password**

   Enter here the OpenScape password you use for logging on to the OpenScape server.

   c) **Use Windows Authentication**

   This option is not set for default access.

   d) **Use Single Sign On (SSO)**

   This option is not set for default access.

2) In the **OpenScape Server - Network configuration** section specify the data required for connecting your workstation to the application computer:

   a) **Secure Communication via HTTPs**

   Select this option if the connection to the application computer will be secure via HTTPs. This option is enabled by default.

   b) **OpenScape Server - Host address**

   Depending on the OpenScape scenario, enter here the complete network address (FQDN) of the application computer. In doing so please heed the following computer assignment:

   - Integrated Deployment: FQDN of the application computer
   - Small Deployment: FQDN of the application computer
   - Large Deployment: FQDN of the front-end computer
   - Very Large Deployment: FQDN of the front-end computer

   c) **OpenScape Server - Port**

   Enter here the network port via which the communication to the application computer is configured. When you enable the Secure Communication via HTTPs option, port number is automatically changed to port 8443. If Secure Communication via HTTPs option is disabled, the port number is automatically changed to port 7789.

Configuring access via your OpenScape user account is now complete.

You can now create your conferences via a *MicrosoftOutlook* meeting request.

5.1.2 How to Configure Access via your Windows User Account

Configuration for accessing the OpenScape environment via your Windows user account.

Prerequisites

Windows authentication must be active in your OpenScape environment.

This logon variant allows you to log on to the OpenScape environment with your Windows user account, thus the user account of your workstation.

To configure access via your Windows user account or change the existing configuration after the installation, proceed as follows:

Step by Step

1) In the **OpenScape Server - Network access** section from **Network** tab, enter the following logon data for logging on to the OpenScape environment with your Windows user account:

   a) **User ID**

      Specify here your Windows user account. Use the input format *<domain \user ID>*.

   b) **Password**

      Enter here the Windows password you use for logging on to your workstation.

   c) **Use Windows Authentication**

      Select this option to apply Windows authentication.

   d) **Use Single Sign On (SSO)**

      When selecting **Use Windows Authentication** you cannot set this option.

2) In the **OpenScape Server - Network configuration** section specify the data required for connecting your workstation to the application computer as detailed in How to Configure Access via your OpenScape User Account.

Configuring access via Windows authentication is now complete.

You can now create your conferences via a *MicrosoftOutlook* meeting request.

5.1.3 How to Configure Access via Single Sign-On

Configuration for accessing the OpenScape environment via Single Sign-On (SSO).

Prerequisites

Single Sign-On must be active in your OpenScape environment.

This login variant lets you log on to the OpenScape environment automatically if you are already logged in at your workstation.

To configure access via Single Sign-On or change the existing configuration after the installation, proceed as follows:

Step by Step

1) In the **OpenScape Server - Network access** section from **Network** tab, select **Use Single Sign On (SSO)** for logging on to the OpenScape environment via Single Sign-On.

   The input lines for **User ID** and **Password** are blocked and displayed shaded gray.

2) In the **OpenScape Server - Network configuration** section specify the data required for connecting your workstation to the application computer as detailed in How to Configure Access via your OpenScape User Account.

You are now finished configuring access via Single Sign-On.

You can now create your conferences via a *MicrosoftOutlook* meeting request.

5.2 Conference Configuration

You can perform default settings for your audio conferences and schedule a video conference.

You reach this settings dialog via **File** > **OpenScape** > **click on Configuration** > **Conference** tab.
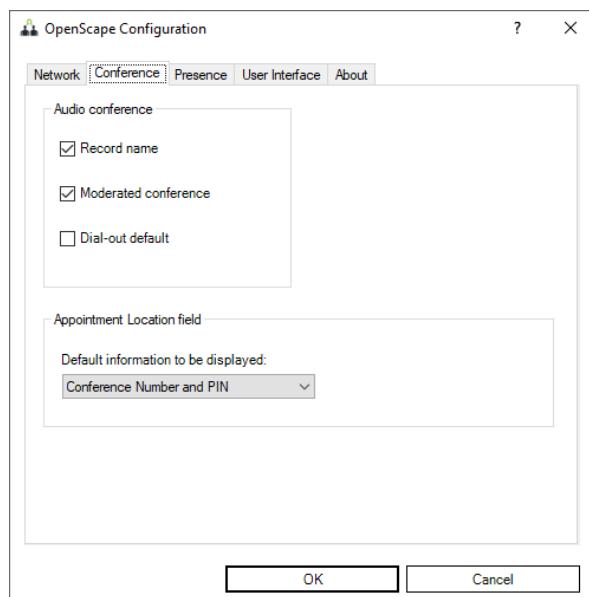
The **Audio conference** section provides the following configuration options:

• **Record name**

If you select this option, each conference participant is requested to specify his/her name before joining the conference. Only after recording their name, they can join the conference.

• **Moderated conference**

Use this option to determine whether to configure moderated or open conferences as default.

**NOTICE:**

Only the moderator can start and control moderated conferences.

• **Dial-out default**

Selecting this option, all conference participants will be set by default as to be called by the system during a conference creation.

In the **Video conference** section, you can activate the **Add video conference** check box to have video enabled by default during the conferences creation.

The Video conference section only appears if OpenScape UC is deployed to use Fastviewer as the WebCollaboration mode. It doesn't appear if the WebCollaboration mode is WebRTC Screen Sharing, once the conferences are always video and screen share enabled.

In the **Appointment Location Field** section you define which information you want to be filled in the Location field of the meeting invitation. The options **Conference Number and PIN**, **Conference PIN** or **Blank** are offered.
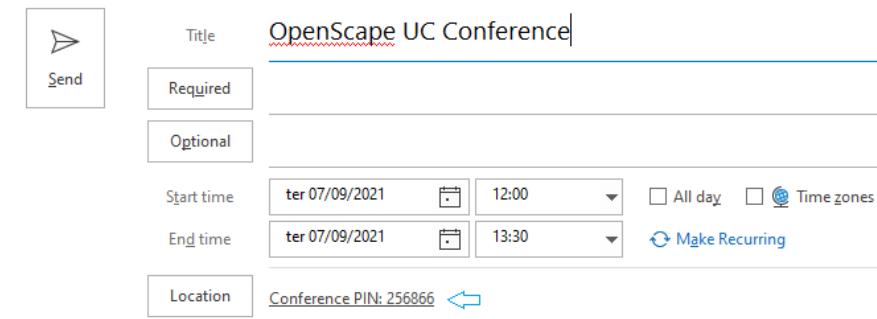
5.3 Configuring Web Conferences

You can default set your WebCollaboration functionality on the **Web conference** tab.

The Web conference tab only appears if OpenScape UC is deployed to use Fastviewer as the WebCollaboration mode. It doesn't appear if the WebCollaboration mode is WebRTC Screen Sharing, because the conferences have always WebCollaboration functionality in such mode, with no option to have or not to have it.

You reach this settings dialog via **File** > **OpenScape** > **click on Configuration** > **Web conference** tab.
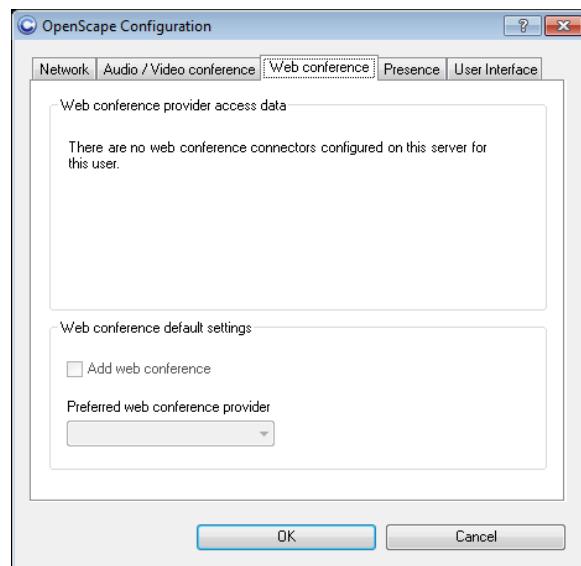
The top section under **Web conference provider access data** shows the properties of the web conference connections used. Additional tabs indicate that several web conference providers are available. Each tab represents one web conference provider.

In the bottom section under **Web conference default settings** you can use the **Add web conference** option to set that a web conference is automatically created with each conference you configure. The **Preferred web conference provider** combo box serves for selecting the desired web conference provider if several web conference providers are available.

5.4 Presence Configuration

Use the **Presence** tab to perform the settings related to updating your presence state in the OpenScape environment.

You reach this settings dialog via **File** > **OpenScape** > **click on Configuration** > **Presence** tab.

Configuring the
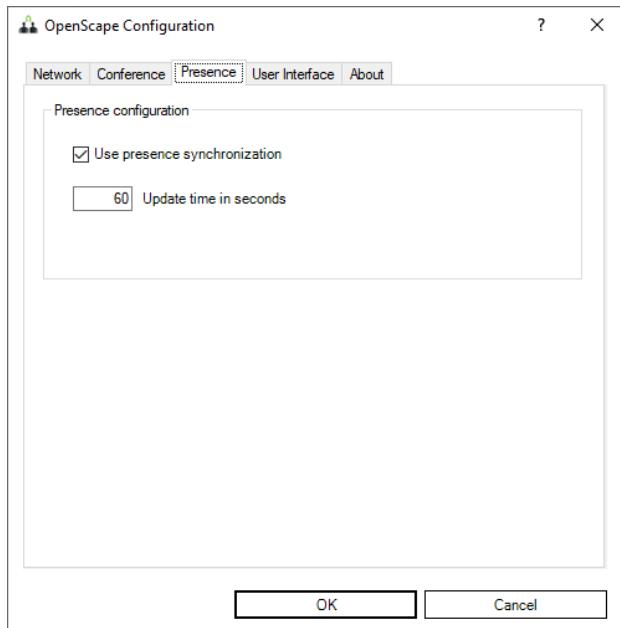
The **Presence configuration** section provides the following configuration options:

- **Use presence synchronization**

  When you select this option, the OpenScape presence status is automatically synchronized with your *MicrosoftOutlook* calendar data.

  The following operational behavior is caused by synchronizing the presence status:

  – When an appointment is due or a meeting begins and the appointment is marked with "Show as" **Busy**, your presence status changes automatically to "**In a meeting**" if the previous presence status was "Available". This setting remains until the meeting finishes.

  When the appointment is marked with "Show as" **Out of Office** and the previous state was "Available" then the presence status will be "Away".
  – If a MicrosoftOutlook user has answered a meeting request with "Tentative", his/her previously set presence status remains unchanged.
  – At the end of a meeting the "In a meeting" status changes back to the previously set status ("Available").
  – If a user changes his/her presence status during a meeting (for example via another client application), this new status will be displayed for the time being and will not be changed when a meeting or appointment ends

- **Update time in seconds**

  Click in the input line to change the default time (60seconds). Enter a new value for the synchronization time. Recommended values are 60 (1minute), 600 (10minutes), 900 (15minutes) or 1800 (30minutes) in order to achieve an ideal synchronization depending on the concentration of appointments.

5.5 Configuring the User Interface

Configuring the user interface.

Use the **User interface** dialog to perform the settings for the conference user interface.

You reach this settings dialog via **File** > **OpenScape** > **click on Configuration** > **User Interface** tab.
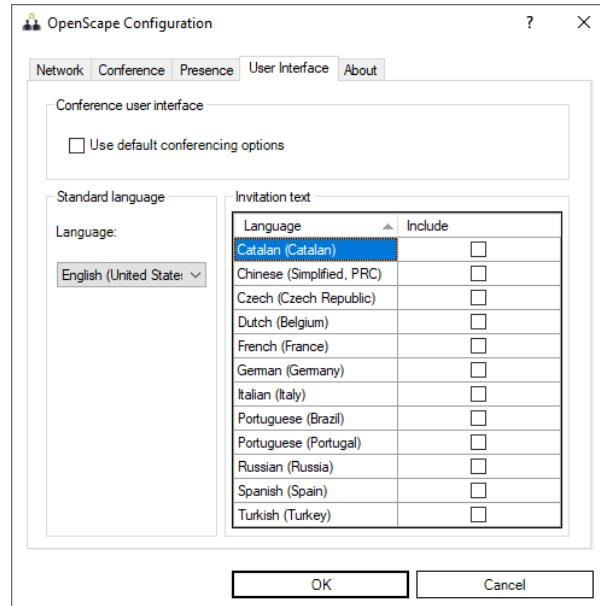
The **Conference user interface** section provides the following configuration option:

- **Use default conferencing options**

  Select this option to skip the settings dialog which opens for individual configuration of your conferences when you push the **OpenScape Add conference** button. This means that all conferences to be created are configured with the default settings you previously specified on the configuration pages.

  NOTICE:

  You cannot change the configuration settings of an added conference retrospectively.

In the **Standard language** section you specify the language to be used in the invitation text by default:

- Under **Language** you can open a combo box to select the language in which the invitation text will be sent to the conference participants via the meeting request. From the available languages, select the one you need as default setting for your conference invitations. By default, the invitation text first uses the language in which your MicrosoftOutlook client was installed.

In the **Invitation text** section you specify whether the invitation text shall be additionally pasted in other languages:

Configuring the

- With a click on the small triangle in the **Language** header you can reverse the sequence of the displayed available languages.
- A click on the respective check box under the **Include** header selects a language for the invitation text in addition to the default language.

6 Creating, editing, and deleting Conferences

You can create a conference via the OpenScape Extensions for Microsoft Outlook in the same manner as you create a meeting in MicrosoftOutlook.

There are two creation options to choose from:

- **Creation "In your name".** You create a conference in your name via the **Meeting** menu in MicrosoftOutlook.
- **Creation "On behalf of..."** You create a conference as deputy/assistant for another participant who has entitled you to do so. Select the participant in whose name you create the conference additionally in the **Meeting** menu in the address line under **From:**.

6.1 Overview of the Features for Creating a Conference in your name

You create a conference via the OpenScape Extensions for Microsoft Outlook in the same manner as you create a meeting in MicrosoftOutlook. You find a detailed description of how to create a conference in this manual's chapter *How to Create a Conference*.

The OpenScape Extensions for Microsoft Outlook provide the following operating options for or after creating a conference in your name:

- Creating conferences.

  You can use the MicrosoftOutlook calendar to schedule ONE-TIME or RECURRING conferences. The following conference types are possible depending on the system environment:

  – Audio and Video Conferences and Web Collaboration.
- Editing conferences.

  This includes:

  – Changing conference data before sending the conference invitation.
  – Changing conference data after the conference invitation has been sent.
- Deleting conferences.

  You can delete your configured conferences from your Outlook calendar anytime.

  > **NOTICE:**
  >
  > When deleting conferences, verify that no "orphaned" conferences remain. "Orphaned" conferences are conferences to which no appointment is assigned anymore after they have been deleted from the Outlook calendar. How to delete conferences correctly is described in section *Deleting Conferences*.

- Starting conferences.

  – Starting an OpenScape Conference
  – Starting a Web Conference: This applies to systems deployed with Fastviewer as Web Collaboration mode. For WebRTC mode, the web collaboration is started from the Call Control in the OpenScape UC Clients.

Conferences created via the OpenScape Extensions for Microsoft Outlook in Microsoft Outlook are also displayed in the OpenScape UC clients, from where the users can also join them.

6.2 Creating a Conference

How to create a conference:

Step by Step

1) Open a Meeting Request dialog in Outlook, like you see below.

   The **Untitled - Meeting** dialog opens.
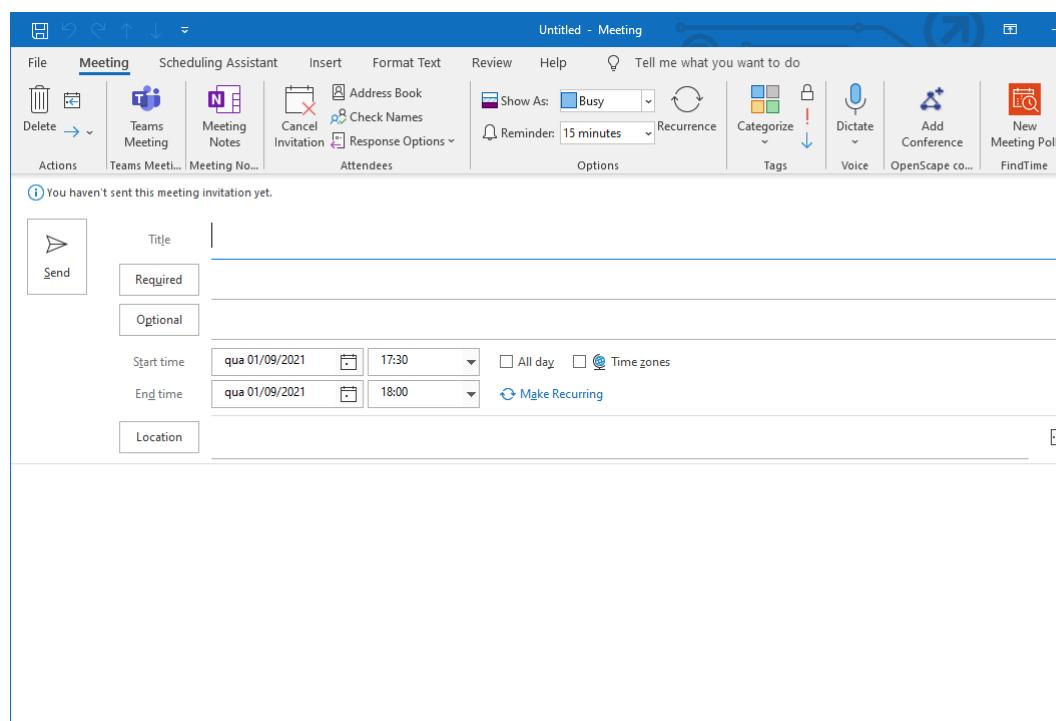
2) If required you can configure a recurrent conference. To do this, push the **Recurrence** button in the toolbar. Enter then the corresponding data in the **Appointment Recurrence** dialog.

3) If you create a conference "On behalf of...": Select in the address section with a click on **From:** the name of the participant for whom you configure the conference.

4) Enter the conference participants in the address line.

5) Specify a meeting **subject** in the corresponding input line.

   The subject will be the name of the conference, that will be the reference for you to join, to display in **Call Control** and **Call Journal**.

   > **NOTICE:**
   >
   > If you do not enter a subject, the system will automatically generate a subject text that states the conference creator and the start date and time.

6) Use the **Start time** and **End time** combo boxes to schedule the conference.

NOTICE:

When you select "All day event" the UC server is not able to handle this timeframe (00:00h until 00:00h the next day) and so the plug-in blocks this possibility.

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7) Click on the ⚘ **Add OpenScape conference** button.

Depending on your configuration settings the **OpenScape Conference** dialog opens, or the conference data is immediately displayed in the bottom section of the *<Subject>* **- Meeting** dialog.

NOTICE:

This dialog opens during the creation of a conference only if you have not selected the **Use default conference options** option while performing configurations on the **User Interface** tab.
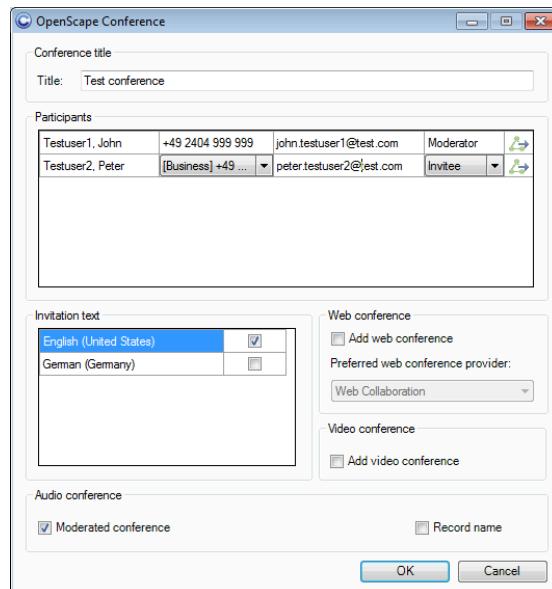
This dialog shows the conference you have configured with the defaults you have specified once more. Here you can adjust various conference parameters:

8) If required, change in the **Conference title** section under **Title** the conference title you have specified as subject when creating the meeting request or that was automatically generated by the system.

9) In the **Participants** section you can change the following conference parameters for the invited participants:

- The phone number under which the participants are called.
- In case of a moderated conference the status (invited participant or moderator) of the conference participant.
- Whether conference participants join the conference by server call or have to dial in by themselves.

> **NOTICE:**
>
> You can change to participants having to dial in by themselves even if you have selected the **Dial-out default** option.

10) In the **Invitation text** section, select the text language for the invitation e-mail with a click in the appropriate check box. You can select any number of languages in addition to the default language.

11) If you wish to prepare the audio conference for conducting a web conference, enable the **Add web conference** option in the **Web conference** section.

> **NOTICE:**
>
> This option doesn't appear for OpenScape UC system deployed with WebRTC WebCollaboration mode, once the conferences are always WebCollaboration enabled.

12) If you wish to prepare the audio conference for conducting a video conference, enable the **Add video conference** option in the **Video conference** section. With this option being active, the invitation text contains the additional information "** This conference supports video.*".

> **NOTICE:**
>
> This option doesn't appear for OpenScape UC system deployed with WebRTC, once the conferences are always Video enabled.

13) Select the following options in the **Audio Conference** section:

- **Moderated conference/open conference**

  Leave this check box activated if you wish to have a moderated conference. Deactivate this option if you wish to create an open conference.

  A moderated conference requires the presence of a moderator. As long as the moderator is not in the conference, the other conference participants who have dialed in by themselves hear music-on-hold until the moderator joins the conference. In case of a dial-out conference

(server calls the participants), the server call is not triggered until the moderator has started the conference.

The moderator of a moderated conference has more options to control the conference than the other participants of the moderated conference.

In case of an open conference the conference starts as soon as the first conference participant is in the conference. The conference now takes place with the participants who dial in successively.

In an open conference, all conference participants have the same options to control the conference.

- **Record name**

  Leave this option activated if you wish to have the names of the conference participants recorded, or deactivate it otherwise.

  NOTICE:

  If this check box is active, the conference participants need to specify their names before they can take part in the conference.

  ---

14) Click on **OK** after having made your selection.

   The dialog is closed and the conference invitation data is displayed in the bottom section of the *<Subject>* **- Meeting** dialog in the language you have selected.

   The conference invitation data are in detail:

   - Display of the conference creator.
   - Display of data and start time.
   - Display of the conference PIN that the conference participants use to authenticate themselves.
   - Display of the bridge number(s) the conference participants require to log on to the conference.


   NOTICE:

   The system sends the invitation text in the text-only format. All formats you apply to the invitation text (font, size etc.) will get lost when the meeting request is sent.

   At this point, the **Add Conference** button is replaced by the options to **Modify** or **Delete** the conference before sending the invitation to the participants.

15) In the *<Subject>* **- Meeting** dialog, click on the **Send** button.
    The meeting request is sent do the addressed system users and the *<Subject>* **- Meeting** dialog is closed. All required information such as conference access data, meeting time and subject is delivered to the selected participants and entered in their Outlook calendar as appointment.

When the conference is created, the conference with its data is entered in the conference list of each OpenScape UCApplication conference participant in all OpenScape UCApplication clients at the same time.

6.3 Editing an already created Conference

You have already an OpenScape conference in your Outlook calendar. You can reopen the conference data for editing by double-clicking the conference calendar-entry.

Change the data you want in the meeting invitation, like the subject, date and time, list of participants and press the send update button to inform the changes to the invitees and the OpenScape UC server.

The following icons are also available for editing the conference:

*   **Delete conference**

    Deletes the created conference from your own conference list and from the conference lists of the invited participants.

    NOTICE:

    The sent conference notifications are not deleted.

    ---

*   **Edit conference**

    Opens the OpenScape Conference dialog. In there you can edit the conference settings once more.

*   **Join conference**

    Lets you join the conference.

*   **Start web conference**

    If a web conference has been configured in addition, the **Start web conference** icon becomes active after launching the OpenScape conference. Using this icon you can then start the web conference from the calendar dialog of MicrosoftOutlook.

6.4 How to Invite Further Participants for an already Started Conference

Expanding an ongoing conference with further participants.

You can do this from the OpenScape UC Clients, using the following button in the Conference Call Control:
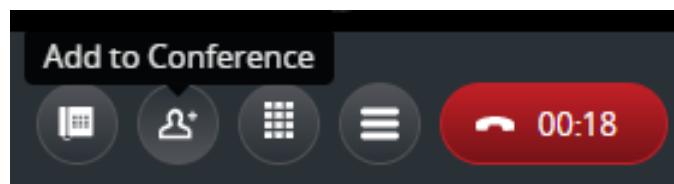
From the Outlook Calendar Invitation, adding participants is possible only before the conference starts.

6.5 How to Remove Attendees who Declined the Appointment/Conference

Remove attendees who declined a conference.

In case some invitees declined the conference invitation, the conference creator will be informed and the conference will be updated after sending the update in Outlook.

Step by Step

1) Open the respective calendar entry for this conference.
2) There will be a message informing which users declined and that the conference will be updated.
3) Click on the **Send** button.

    The **Send Update to Attendees** might open.
4) If this is the case, select one of the following send options:
    a) **Send update only to added or deleted attendees** if you would like to send the update only to the additionally invited participants.
    b) **Send update to all attendees** if you would like to send the update to all conference participants.
5) Click on **OK**.

    The **Send Update to Attendees** dialog closes.

    After those steps, the conference will be updated and the users who declined will be removed.

6.6 Deleting Conferences

Deleting conferences you created via the OpenScape Extensions for Microsoft Outlook.

NOTICE:

Once started, a conference cannot be deleted anymore. You can only delete the calendar entry that marks the appointment. Because conferences are started with an advance period, you may not be able to delete them shortly before the scheduled start time either. In addition, when OpenScape UCApplication is down, a conference deleted in MicrosoftOutlook will only be removed from the MicrosoftOutlook calendar. The conference itself will persist in the OpenScape UCApplication then. This applies for single conferences as well as for periodically recurring conferences.

To delete conferences you must take one of the actions proposed below to prevent "orphaned" conferences from being displayed in the OpenScape UC

Clients conference lists. "Orphaned" conferences are conferences to which no appointment is assigned anymore after they have been deleted from the MicrosoftOutlook calendar.

To delete the conference created via the OpenScape Extensions for Microsoft Outlook without leaving "orphaned" conference you must first open the corresponding conference entry with a double-click. Subsequently, you have two options to delete the conference entry successfully:

- You can delete the conference via the opened conference entry by pushing the ⚔**Delete OpenScape Conference** button.
- Use the delete functions in *MicrosoftOutlook* (menu **File** > **Delete** or ✕ in the toolbar).

6.7 Overview of Features for Creating "On Behalf of..." Conferences

> **NOTICE:**
>
> If a conference is created by a deputy/assistant "On behalf of...", the creating deputy/assistant is automatically integrated in the list of conference participants as moderator. This behavior is required to enable the deputy/assistant editing the created conference retrospectively.

On behalf of…" Conferences are those created by a deputy /assistant. You create a conference "On behalf of..." via the OpenScape Extensions for Microsoft Outlook as you know it from creating a meeting in MicrosoftOutlook. You find a detailed description of how to create a conference in chapter *How to create a Conference*. creating a meeting/conference "On behalf of..." requires you to grant a deputy/assistant special privileges for practicing this mode. You can create this privilege assignment for a deputy/assistant in your MicrosoftOutlook client via **File** > **Account Settings** > **Delegate Access**.

> **NOTICE:**
>
> If a participant who has granted a deputy/assistant the privilege of creating a conference "On behalf of..." creates a conference by himself/herself, the deputy/assistant cannot edit or delete this conference despite his/her privilege.

6.7.1 How to Create a Conference as a Deputy/Assistant

Creating a conference "On behalf of...".

Prerequisites

You act as a deputy/assistant.

You have been assigned the privilege to act "On behalf of..." as a deputy/assistant from the participant for whom you are to configure the conference.

The OpenScape Extensions for Microsoft Outlook are present and operable on the MicrosoftOutlook client of the deputy/assistant as well as of the participant for whom you are to configure the conference.

The deputy/assistant and the participant in whose name the conference will be configured are both OpenScape UCApplication users.

To create a conference "On behalf of..." as a deputy/assistant, proceed as follows:

Step by Step

1) Open the calendar of the participant for whom you wish to configure the conference.

2) Select in the address section with a click on **From:** the user for whom you configure the conference.

3) Configure the further data for the new meeting in the calendar of the participant for whom the conference is created.

4) Add the conference to this meeting.

   The server sends the conference details integrated in the text of the meeting invitation.

5) Send the meeting invitation to the specified participants with a click on **Send**.

You have now created a conference "On behalf of..." as a deputy/assistant.

NOTICE:

If you cannot create a conference because, for example, the connection to the OpenScape UCApplication environment is interrupted, an error message informs you accordingly.

6.7.2 How to Edit a Created Conference as a Deputy/Assistant

Prerequisites

You act as a deputy/assistant.

You have been assigned the privilege to act "On behalf of..." as a deputy/ assistant from the participant for whom you are to edit the conference.

The OpenScape Extensions for Microsoft Outlook are present and operable on the MicrosoftOutlook client of the deputy/assistant as well as of the participant for whom you are to edit the conference.

The deputy/assistant and the participant in whose name the conference will be edited are both OpenScape UC Application users.

The conference has been previously configured by this deputy/assistant.

To edit a conference "On behalf of..." as a deputy/assistant, proceed as follows:

Step by Step

1) Open the calendar of the participant for whom the conference has been created.

2) In there, open the meeting entry with the conference you wish to edit.

3) Update the conference settings or the meeting details (conference participants, time, etc.).

4) Send the edited meeting invitation to the specified participants with a click on **Update Conference**.

You have now edited a conference configured "On behalf of..." as a deputy/assistant.

> **NOTICE:**
>
> If you cannot update a conference because, for example, the connection to the UC Application environment is interrupted, an error message informs you accordingly.

6.7.3 How to Delete a Created Conference as a Deputy/Assistant

Editing an "On behalf of.." conference as a deputy.

Prerequisites

You act as a deputy/assistant.

You have been assigned the privilege to act "On behalf of..." as a deputy/assistant from the participant for whom you are to delete the conference.

The OpenScape Extensions for Microsoft Outlook are present and operable on the MicrosoftOutlook client of the deputy/assistant as well as of the participant for whom you are to delete the conference.

The deputy/assistant and the participant in whose name the conference will be deleted are both OpenScape UC Application users.

The conference has been previously configured by this deputy/assistant.

To edit a conference "On behalf of..." as a deputy/assistant, proceed as follows:

Step by Step

1) Open the calendar of the participant for whom the conference has been created.
2) In there, open the meeting entry with the conference you wish to delete.
3) Delete the conference with a click on **Delete Conference**.

    The meeting entry with the conference is deleted.

You have now deleted a conference configured "On behalf of..." as a deputy/assistant.

> **NOTICE:**
>
> If you cannot delete a conference because, for example, the connection to the UC Application environment is interrupted, an error message informs you accordingly.

6.8 Starting an Audio Conference

Start-up behavior of an audio conference.

An audio conference starts in most cases automatically when the start time is reached (scheduled conferencing). However, in case of a moderated conference the moderator can start it manually beforehand. If the audio conference is an open one, it can also be started manually or by any conference participant dialing in. Depending on your conference configuration, the server triggers the following functions at the conference start:

- **The system calls all conference participants.**
- **All conference participants need to dial into the conference by themselves.**

The conference participants are called by the system

If you have configured that the conference participants will be called by the system, the conference will start automatically when the start time is reached. Then, all conference participants are called by the system. If the moderator has started the conference beforehand, all conference participants are called at this time.

The conference participants dial into the conference by themselves

If you have configured that the conference participants need to dial into the conference by themselves, the conference starts automatically when the start time is reached. The conference participants can then dial into the conference. If another conference participant has started the conference beforehand (manually or by dialing in), he/she hears music-on-hold as long as he/she is the only participant. When the next conference participant joins the conference, the conference opens.

> **NOTICE:**
>
> After you have dialed in or received a conference call, the system prompts you to join the conference. Click on **1** to join the conference or on **abc 2** to reject to taking part in the conference.

6.9 How to Dial into an Audio Conference

Joining an audio conference.

How to log on to the conference:

Step by Step

1) Open the meeting entry of the relevant conference in the MicrosoftOutlook calendar.
2) Dial into the conference under the **Bridge Number** specified in the meeting entry when the conference start is due.

3) Enter the **Conference PIN** via telephone when the system prompts you to do so. This identifies you as authorized conference participant.

You have now joined the conference.

6.10 Starting/Joining a Web Conference

> **NOTICE:** This option is offered in case the OpenScape UC system is deployed with Fastviewer as the WebCollaboration mode. For WebRTC mode the WebCollaboration functionality is always enabled and the features are available in the CallControl.

After the audio conference has been started, an additionally configured web conference can be started by the user who has created it. To do this, he/she first needs to download the web conference client via the**Start Web Conference** button. Proceed as follows:

- Via *MicrosoftOutlook*

    – Click on the **Start Web Conference** icon if you are the moderator of the conference or the person who created the conference. This starts the web conference and downloads the web conference client for the web conference.

- Via the OpenScape UC Clients

    – In the call control already open for the active audio conference, click on the icon if you are the moderator of the conference or the person who created the conference. This starts the web conference and downloads the web conference client for the web conference.

    > **NOTICE:**
    >
    > Operating the fastviewer web conference client is described in the *OpenScape Web Collaboration* manual.

Joining a web conference

How to join the web conference after it has been started:

- Via *MicrosoftOutlook:*

    – Click on one of the two links for using either the separate stand-alone client or the web-based one.

    Open the meeting entry of the relevant conference in the *MicrosoftOutlook* calendar and click on the corresponding link. The conference client for the web conference starts.

- Via the OpenScape UC Clients:

    – In the call control already open for the active audio conference click on the icon. This downloads the web conference client for the web conference.

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