



A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpressions

IP-Phone Assistant

User Guide

11/2018

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History of Changes

Date	Changes	Reason
2012-12-03	Changed protocol to HTTPS.	CQ00238509

1 Introduction

1.1 General Aspects about this Manual

The user manual on hand describes the operation and functions of the **IppAssistant** (IP-Phone assistant). The IppAssistant offers a clearly arranged list for administering text messages, voicemails and greetings. It works with the telephones OpenStage 60 and OpenStage 80 with the firmware revision V1R5.7.0.

With the IppAssistant you can

- retrieve respectively play text messages and voicemails that you have received via the OpenScape Xpressions system,
- compose SMS messages and send them via the OpenScape Xpressions system
- record and play greetings.

Working with the IppAssistant requires the setup of this program on your **OpenScape Xpressions server**; you find information on this in the *Server Installation* manual. Furthermore, the IppAssistant must also be installed on your telephone. You find more detailed information on this in [Chapter 2](#).

You find any information important for operating the IppAssistant using the *OpenStage 60* respectively *80* telephone keypad and important for the telephone's display in [Section 1.3, "The Display and general Keypad Features"](#), further details are provided in the *operating instructions* of your *OpenStage* telephone.

The following chapters describe in detail how to configure and use the IppAssistant on your *OpenStage* telephone:

- [Chapter 2](#) describes how to install the IppAssistant on your telephone.
- In [Chapter 3](#) you will learn how to **start** the IppAssistant.
- [Chapter 4](#) describes the **mailbox** features.
- in [Chapter 5](#) you find details on the **mailbox options**.
- [Chapter 6](#) deals comprehensively with the **Recordings** menu option.

1.2 Supported Languages

The IppAssistant supports the following languages:

- German
- English
- French
- Spanish
- Italian
- Dutch
- Portuguese
- Brazilian Portuguese

The languages **Turkish** and **Russian** are **not** supported by the IppAssistant.

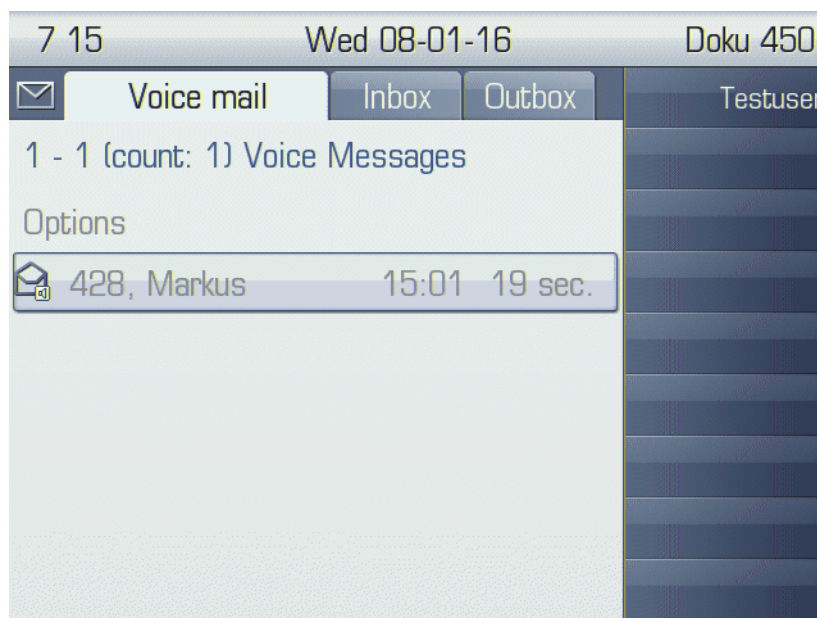
1.3 The Display and general Keypad Features



The descriptions of the basic display and keypad features are specially adjusted to operating the IppAssistant. You find more details about advanced display and keypad features in the *operating instructions* of your *OpenStage* telephone.

Display

You select menu options, list entries and buttons on the display using the below keys. The display does not include the touch screen feature and can therefore only be controlled via keypad.

Display structure:




- At the top margin you find the **system bar** showing the current time, date and the ID of your own device.
- Underneath the system bar you can see a symbol indicating the opened menu and the tabs of this menu. The active tab appears in a brighter color. The  symbol indicates the **main menu**. The tabs that associate the main menu are called **Settings** and **Applications**. For each configured application a new tab is created. On the Settings tab you can configure your OpenStage telephone as user or as administrator.
- Pushing the  key you switch to the mailbox view of your IppAssistant. Your configured IppAssistant opens at the OpenStage telephone start in the state in which it was before the telephone was started. So, if you use the IppAssistant for the first time or if you logged off after using it last, you need to log on to the IppAssistant (again). To display messages the IppAssistant contains three tabs, which are called after the respective **menu** or **dialog**:

Introduction

The Display and general Keypad Features



- **Voice mail:** Displays menu options and lists that can be selected via keypad. Currently selected options or entries are marked by a rectangular frame.
- **Inbox:** Displays all inbound messages irrespectively of whether or not they have been read or whether they are text or voice messages.
- **Outbox:** Displays all sent messages.

Pushing the  key on your OpenStage telephone you switch between these three menus. Using the same key you can also switch back to your IppAssistant from other views such as the *Settings* tab.

- To the right of the display you find nine freely programmable keys. The selected function of one of these keys is displayed on the right, blue-colored margin of the display level with the respective key. For example, contacts may be called here using a speed dialing feature or menu options executed.

Keypad

The *OpenStage 60* respectively *80* telephones are equipped with different keys for controlling features and to enter information.

Besides the keypad used for dialing and entering texts - e.g. when composing SMS messages - the keypad with 6 *mode keys* for starting applications and the round *TouchGuide* enables simple operation. Of the 6 mode keys the mailbox key  and the help key  are particularly important for using the IppAssistant. The mailbox key opens your mailbox for displaying the messages contained therein, while the help key opens integrated instructions for operating the OpenStage telephone.

Significance of the TouchGuide keys:

- **up/down arrow keys**

With the up/down arrow keys you scroll displayed list entries from the top respectively bottom. If you keep the keys pushed somewhat longer, you reach the beginning respectively the end of a list.

- Touching the **TouchGuide** clockwise or counter-clockwise

If you move your finger on the TouchGuide clockwise around the *OK* button, you move downwards in entry lists or to the right, depending on whether they are vertical or horizontal. Analog, moving counter-clockwise you navigate to the top or left.

- **right arrow key**

Enabling this key displays a context menu. If displaying a context menu is possible, the arrow pointing to the right appears next to the entry in the display. In addition, you can use this key to trigger actions or to scroll to the right in browser pages.

- **middle key *OK***

The *OK* button in the middle serves for confirming entries, triggering actions and to open context menus.

- **left key ↶**

The key corresponds to the “cancel” feature. You use it to close a context menu, terminate features, delete the entry made last or scroll in browser pages to the left.


All other keys are not immediately significant for controlling the lppAssistant. You find more information about these keys in the user manual of your *OpenStage* telephone.

Introduction

The Display and general Keypad Features

2 Installing the IppAssistant

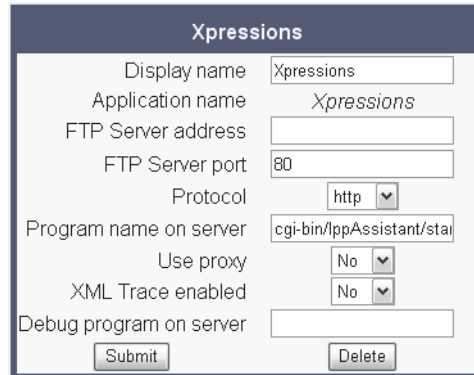
So that you can use the **IppAssistant** via the **OpenStage telephone**, it must be installed and configured on your telephone. To this, you need to know the IP address of your *OpenStage telephone* to invoke its administration pages in the browser. How to find the IP address of your OpenStage telephone is outlined in steps 1 to 6. Then, from step 7, follows the actual configuration of the IppAssistant via the web browser:

1. Push the **menu**  key on your telephone. The blue LED of the key must flash. In this way you open the display for the service and application menu.
2. Push the **menu** key again to open the **settings** display.
3. Select the administrator's menu by navigating to **Admin** with the TouchGuide and pushing **OK**.
4. Specify under **Please enter admin password** the administrator's password and confirm the entry with **Enter**.
5. Select the **Network** menu option.
6. Look for the **IP configuration** entry. You find the IP address of your telephone under the **IP address** entry.
7. Open your web browser and enter the following address:

`https://<IP address of your telephone>`

The web-based management of your telephone opens.
8. In the web browser click on **Administration**, enter the administrator's password and confirm with **OK**.
9. Under **Administration** click on the **Applications** entry and then on **XML Applications**.

10. Click under **XML Applications** on the **Xpressions** suboption. The dialog for configuring your IppAssistant opens:




- Display name:** Enter here the name of the IppAssistant under which your IppAssistant is shown on the display of your *OpenStage* telephone. Under this name the assistant will later appear in the list of programs that you can use on your *OpenStage* telephone.
- Application name:** This name cannot be chosen at will; preferably **XPRESSIONS** is specified here. If you want to specify another name you need to define a new **Application Name** in the param.xml file. You find information on this in the *Server Installation* manual.
- Server address:** Enter here the IP address of your OpenScape Xpressions.
- Server port:** Enter here the port number for the web applications of the OpenScape Xpressions server. The default value is **443**.
- Protocol** Select **https**.
- Program name on server:** Enter here the following:
cgi-bin/ippAssistant/startOpenStage
- Use proxy:** Select **No**.
- XML Trace enabled:** Select **No**.
- Debug program on server:** Leave this field empty.

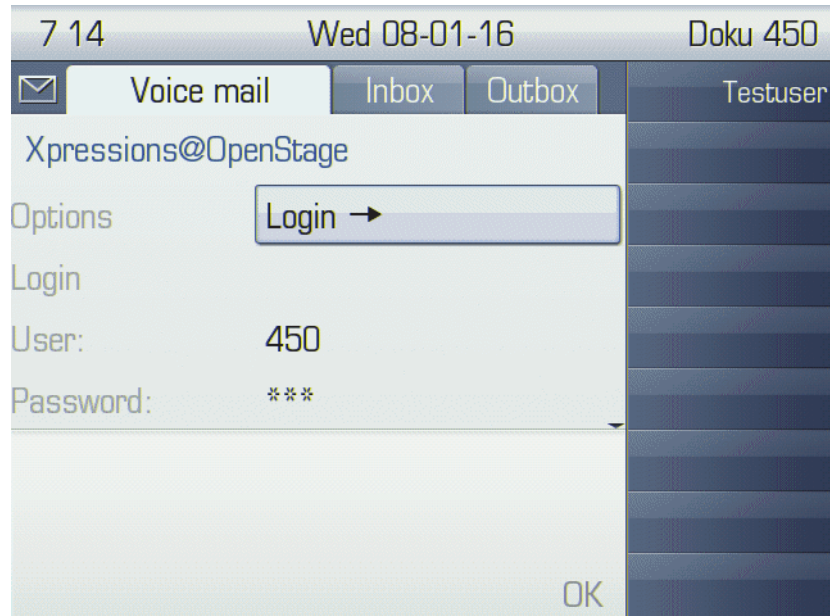
NOTE: Depending on the software status of your telephone, the structure of the web-based interface may vary. Consequently, you may follow different steps to reach the **Xpressions** menu option under **XML Applications**. If you cannot find the **XML Applications** menu option, then the firmware of your telephone is most likely too old.

11. Click on **Submit** to copy your entries and for using the lppAssistant on your **OpenStage** telephone. The lppAssistant will be configured as application on your OpenStage telephone. A successful configuration is indicated with a message outlined in green. In [Chapter 3](#) you will learn how to start the lppAssistant.

3 Starting the IppAssistant

How to start the IppAssistant:

1. Push the mailbox key  and you reach the **Login dialog**.
2. In the **Login dialog** the IppAssistant carries the name you have previously specified as **display name** during the configuration in [Chapter 2, "Installing the IppAssistant"](#). You need to authenticate for logging on to the IppAssistant:



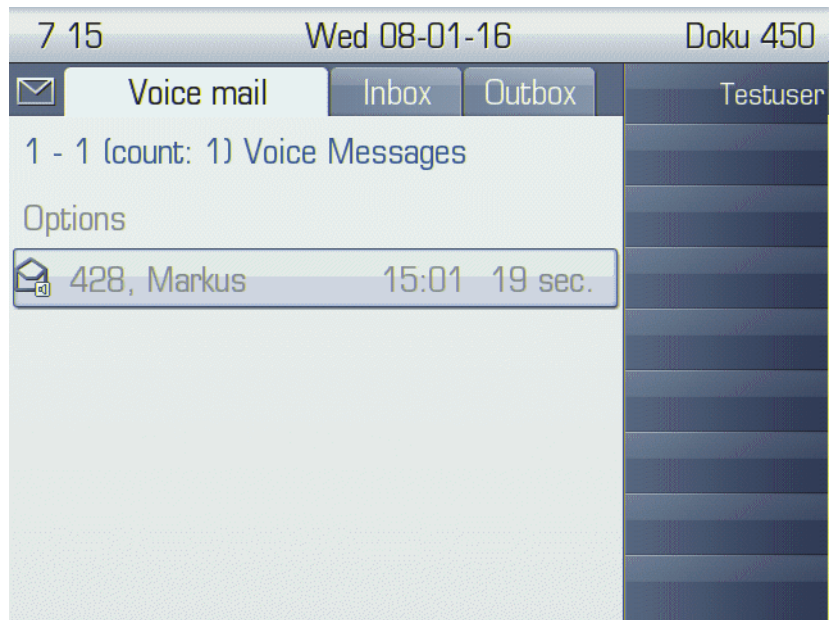
Enter under **User** your user name and under **Password** your password. Alternatively, you can enter your telephone extension and the associated PIN.

NOTE: User name and password as well as telephone extension and PIN correspond to the data you use for logging on to the OpenScape Xpressions system.

The entries are made via the *TouchGuide*. Select the entries with the TouchGuide and click on **OK**. Then move to **Login** and push the **right** arrow key. Push the **OK** button to start the login. If you have specified a user name or password the system does not know, you receive a corresponding error message and need to correct your entries.

Alternatively, you can log on to the IppAssistant by specifying your **extension** and the associated **PIN** instead of your user name and password.


3. The **Voice mail** view opens and shows all received voice messages:



The following [Chapter 4, “Mailbox”](#) provides information about the functionality and usage of the message journal views of your IppAssistant mailbox.

Further administrative configuration options of your mailbox as well as options for composing individual text and voice messages are provided via the mailbox options. For this purpose, select the Options entry in any mailbox view and push the *right arrow key*. A context menu opens to display the IppAssistant **mailbox options**. You receive information about these options in [Chapter 5, “Mailbox Options”](#).

4 Mailbox

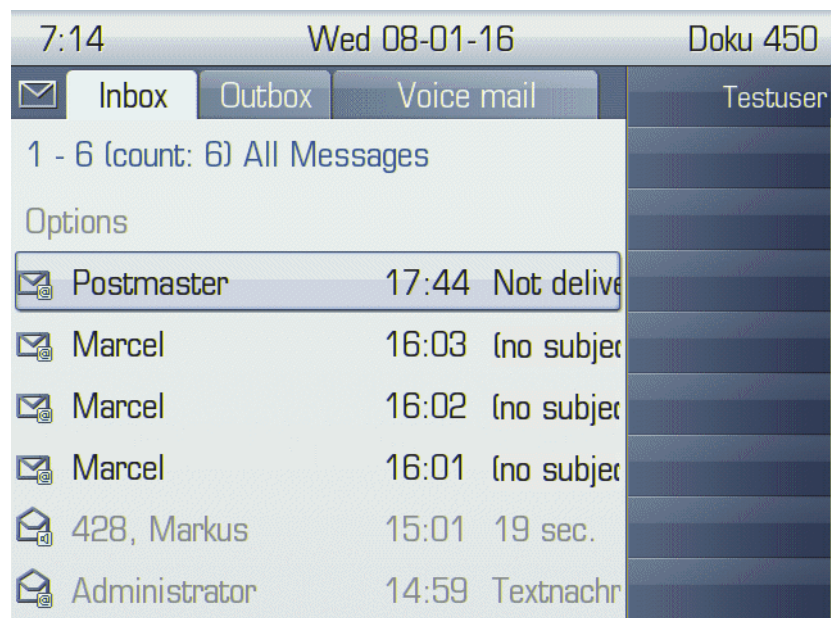
Three message journals are displayed as tabs. You switch between the respective journals by pushing the  key, thus changing the current tab.

4.1 Message Journals

You can choose from the following journals:

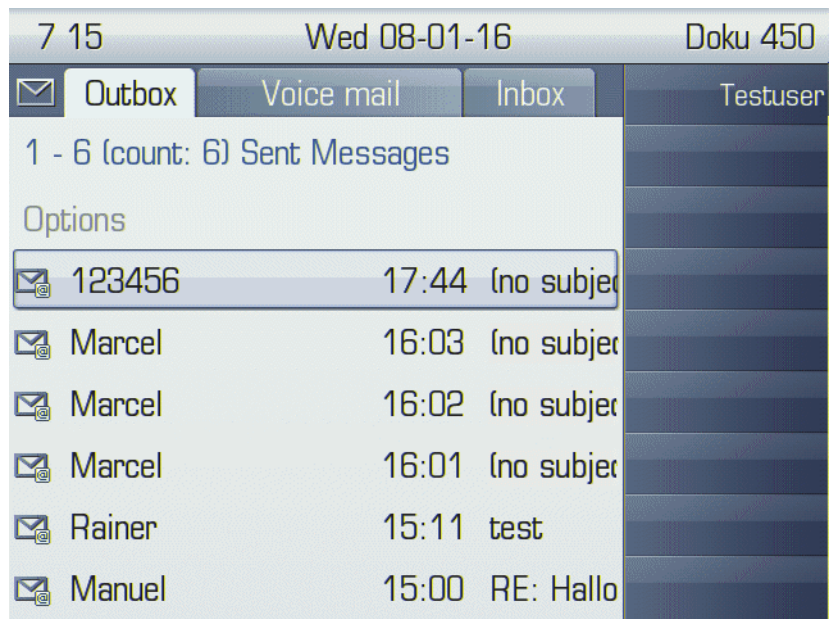
- **Inbox (inbound messages):**

Here you find all text messages and voicemails, those already read respectively played and the new ones. Text messages comprise e-mails, SMS messages, fax messages and XPR messages. Beyond that, system-internal messages may be received like, for example, messages about an individual, unsuccessfully transmitted message.



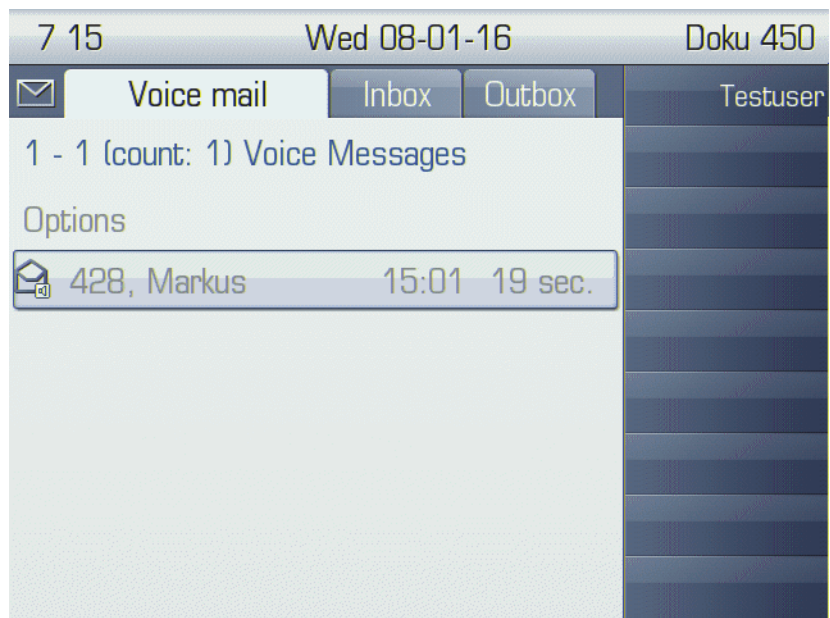
- **Outbox (sent messages):**

Here you find the SMS messages that you have sent in the IppAssistant yourself. Furthermore, the text messages and voicemails are listed that you have sent using other clients such as *PhoneMail* or *WebAssistant*.



- **Voice mail (voicemails):**

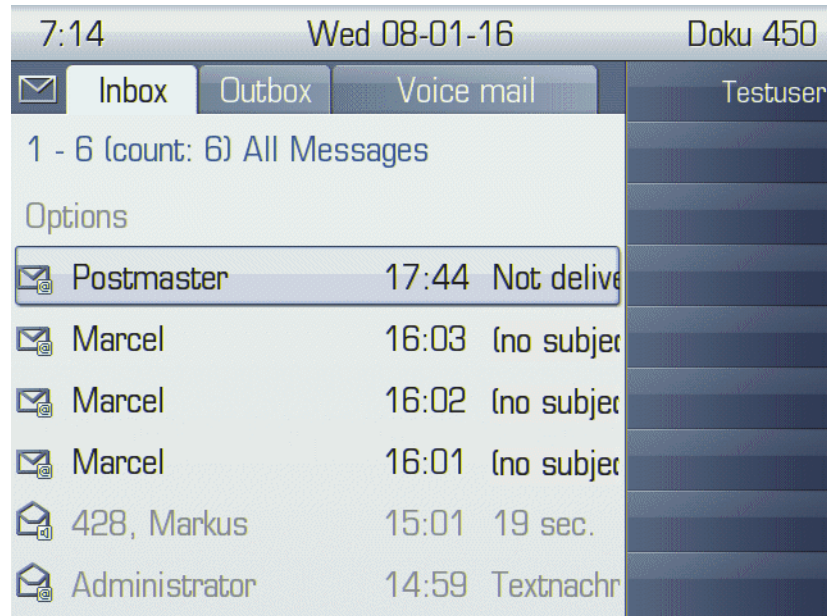
Here you find all inbound voicemails.



Each individual journal is displayed as individual tab. By pushing the key you switch to the next tab, thus toggling the message journal views.

4.2 Journal features

The current mailbox tab respectively the current message journal view (received messages, sent messages or voicemails) automatically list all available messages:



The journals have the following attributes and features:

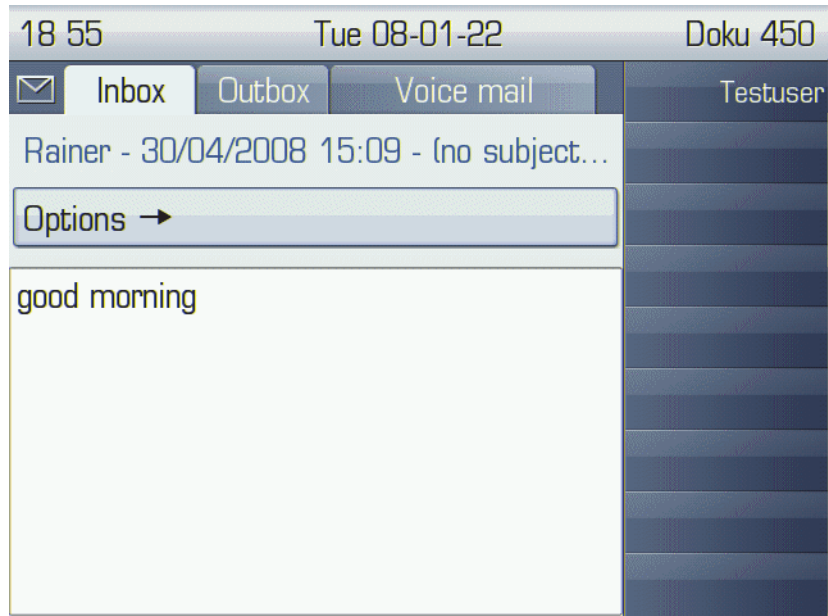
- In the caption bar you find information about the number of messages as well as the journal name. A page may display a maximum of 25 messages. The example shows the **Inbox** journal. All incoming messages are listed, no matter whether or not they have been read.

If more messages are available than can be displayed on one page, you can use the **Up** and **Down arrow key** of the *TouchGuide* to scroll within the list.
- Text messages are indicated by a letter icon with a @ character. In case of voicemails the letter icon features a speaker instead of the @ character. Messages that have not been played or read yet are indicated with a closed letter, while the played or read ones feature an opened letter.
- You can update every journal to have newly arrived messages displayed, for example. Select the options and open the context menu with the right arrow key. In this menu execute the **Update** command.
- You can play a voicemail by selecting the desired message and pushing the **OK button**. You can then control the voicemail playback via audio operating elements. You find more detailed information in [Section 4.3, “Playing Voicemails”](#).

Mailbox

Journal features

- You can read a text message by selecting the desired message and pushing the **OK button**. The message body as well as the *originator*, *date*, *time* and *subject* will then be displayed.




If text messages are too long for representing them on the display, a scroll bar enables further reading the text. Select the text. The scroll bar is then automatically executed.

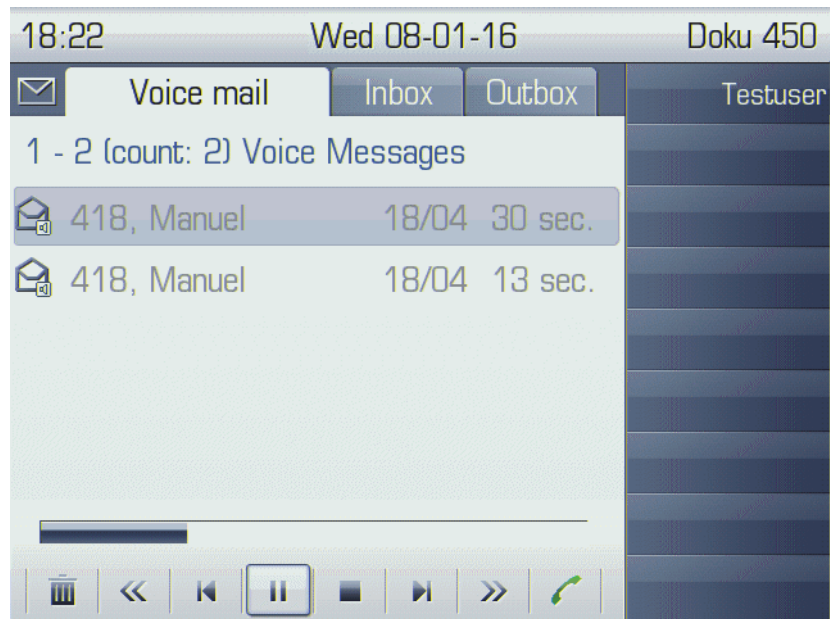
You return to the list view of the journal by selecting the **Back** command in the **Options** field and pushing the **OK button**.










- Text messages and voicemails can be deleted after reading respectively playing them. For this purpose, take to **Options** in the opened message. Using the right arrow key open the context menu and select in there the **Delete** command, then push the **OK button**.

4.3 Playing Voicemails

How to play a voicemail:

1. Using the  key navigate to the **Voice mail** journal. A list of received voicemails appears.
2. In the message journal list select the voicemail that you want to play and confirm your selection with the **OK** button.
3. You can now control the voicemail playback via the displayed audio operating elements:



- The progression bar shows the entire voicemail length and the current playback position.
 - Click on  to stop playing the message. Subsequently, you return to the message journal.
 - Click on  to pause the playback. The operating element then automatically turns to . When you click this operating element, voicemail playback continues.
 - Click on  and  to skip to the beginning or to the end of the voicemail.
 - Click on  and  to rewind or fast-forward the voicemail by 5 seconds.
 - Click on  to remove the recording.
 - Click on  to directly call the voicemail originator.
4. Using the context menu in the **Options** field you can **finish** playing the voicemail and return to the journal display.

Mailbox

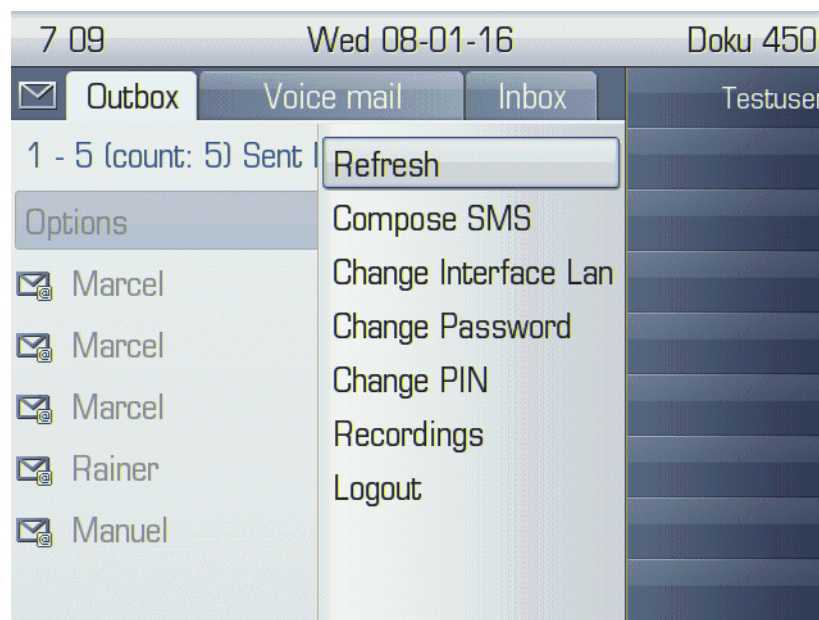
Playing Voicemails

In addition you can click on the **Delete** command in the context menu of the **Options** field to delete the voicemail and to return to the journal display.

5 Mailbox Options

In the **Mailbox Options** menu you can use *administrative* as well as *productive* functions.

To access the mailbox options, select the **Options** entry in the view of any message journal. Push the right arrow key of the *TouchGuide* to open this context menu:



Using the mailbox options you can do the following:

Refresh:

This command will update the view of your messages. Newly arrived messages are correspondingly displayed or read messages indicated.

Compose SMS:

When you enable this option you reach a new dialog for creating and sending text (SMS) messages. You find further information in [Section 6.2, “Creating SMS Messages”](#).

Change Interface Language:

Under this menu option you reach a dialog for changing the display language. You find further information in [Section 5.1, “Setting the Language”](#).

Change Password:

This option opens a new dialog for changing your password. This password corresponds to the system-wide OpenScape Xpressions password, which you use in combination with your user name for logging on to the OpenScape Xpressions system. You find further information in [Section 5.2, “Changing the Password”](#).

Change PIN:

This option opens a new dialog for changing the PIN. This PIN corresponds to your system-wide OpenScape Xpressions PIN, which you use in combination with your extension to log on to the OpenScape Xpressions system. You find further information in [Section 5.3, “Changing the PIN”](#).

Recordings:


Select **Recordings** and push the **OK** button to manage your greetings or to rerecord them. You find more detailed information in [Section 6.1, “Recordings”](#).

Logout

Executing this command will log you out of the IppAssistant and you return to the **Login dialog**.

You return to the **main menu** by selecting **Options** and pushing the **right arrow key**. Select the **Back** command and push the **OK button**.

NOTE: Here and in all further IppAssistant lists you always navigate via the TouchGuide keys:
with the up/down arrow keys you move between list entries, with the right arrow key or the OK button you select the active entry and with the left arrow key you cancel the action. You find more information on this in [Chapter 1](#).

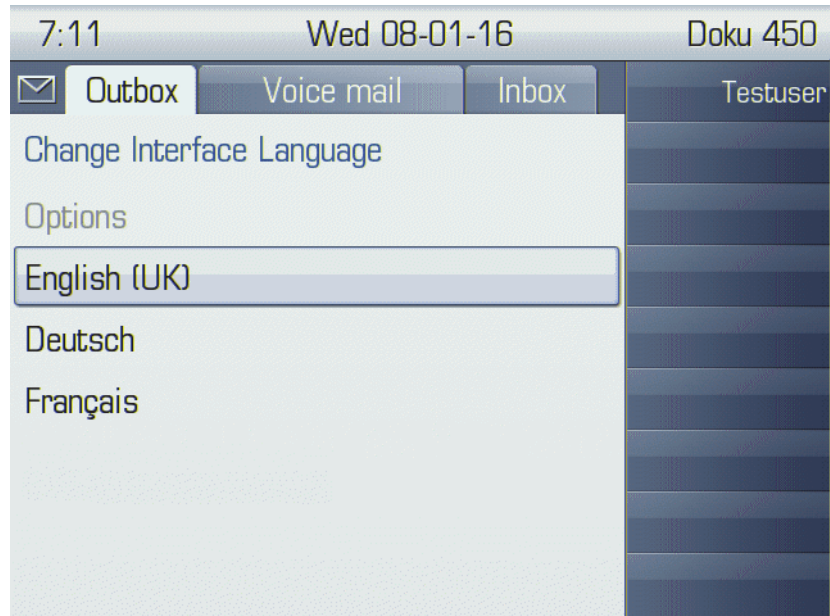
You can execute further features of your OpenStage telephone without having to quit the IppAssistant. Using the *mailbox key*  on your OpenStage telephone you can always return to the current view of your IppAssistant and toggle the views of the single message journals.

NOTE: If you use True Unified Messaging to access the OpenScape Xpressions mailbox, always only exactly one application can perform this access. As long as you are logged in to the server via the IppAssistant, mailbox access is blocked for other applications such as PhoneMail or the Web Assistant.

5.1 Setting the Language

How to set or change the user interface language:

1. Select the **Change Interface Language** option and push the **OK** button to open the corresponding page.



2. Select the desired language and push the **OK** button to confirm the selection.
3. You receive a confirmation of your selection having been copied. Using the right arrow key open the context menu in the **Options** field and execute the **Continue** command to complete the process.

NOTE: The language is automatically changed only for the currently active dialog respectively for the currently displayed message journal. Activities such as recording greetings or composing text messages being performed in other dialogs will not be affected and consequently not be canceled by this process. You can only change a language if you do not perform any other actions at the same time. You switch the other message journals or dialogs to the new language by accessing the respective dialog and executing the

Mailbox Options

Setting the Language

Refresh command in the mailbox options. You can also log out of the IppAssistant and log back on for switching all dialogs to the newly selected language.

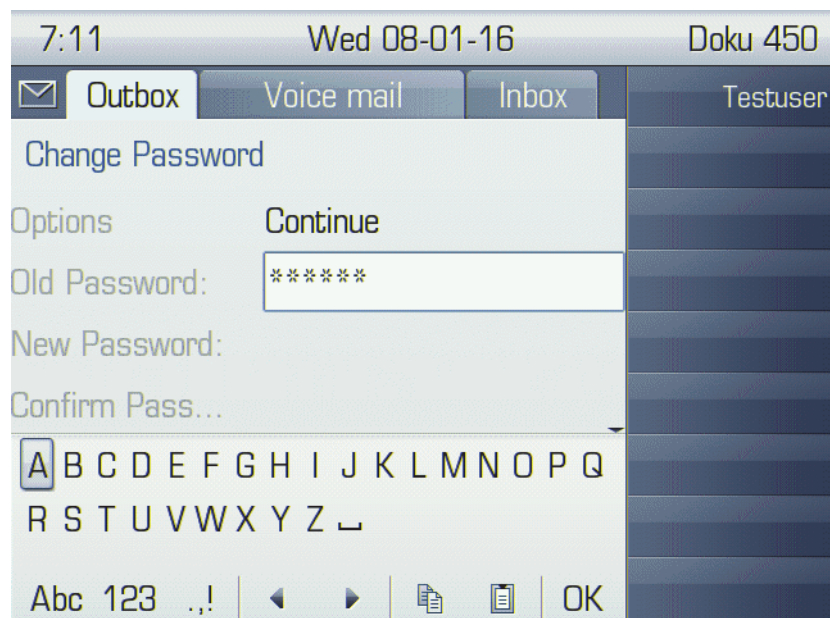
NOTE: Please note that not all linguistic specifications on the display of your *OpenStage* telephone are controlled via the IppAssistant configuration. I.e. in case of a language modification you also need to adjust the language selection of your *OpenStage* telephone. You do this on the *OpenStage* settings pages for the user under the **Locality** menu option.

5.2 Changing the Password

NOTE: The password refers to the password of your OpenScape Xpressions system, which you use in combination with your user name to log on to other applications and services of your OpenScape Xpressions system such as PhoneMail or WebAssistant.

How to change your password:

1. In the mailbox options context menu select the **Change Password** option and push the **OK** button to open the corresponding page.



Enter under **Old Password** the password you have used up to now.

Enter under **New Password** your future password.

NOTE: A password must comprise at least 8 characters.

Repeat the new password under **Confirm Password**.

2. Using the right arrow key open the context menu in the **Options** field and execute the **Continue** command.

Mailbox Options

Changing the Password

3. Your modifications will be copied and you return to the view of the current message journal.

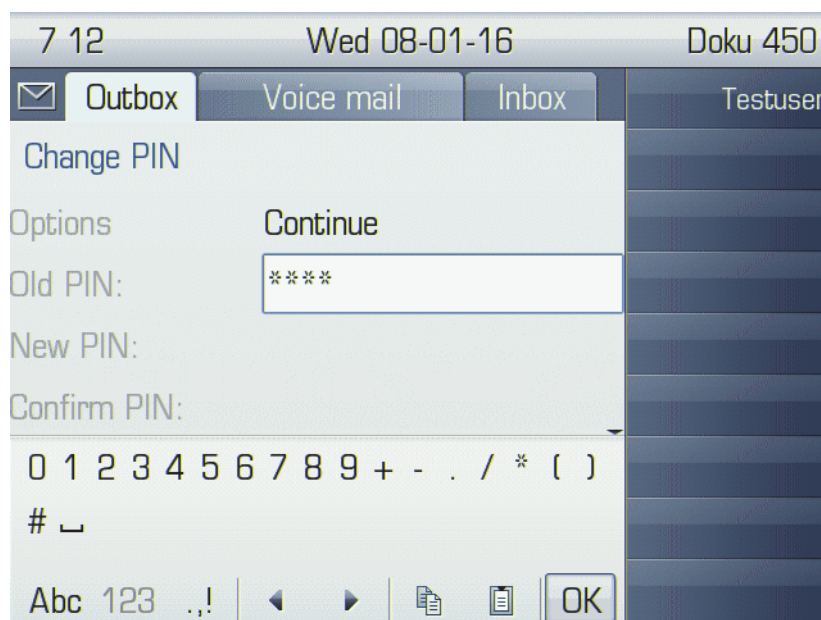
NOTE: The successful modification copying will not be confirmed. A message is only issued in case of an error.

5.3 Changing the PIN

NOTE: The PIN refers to the PIN of your OpenScape Xpressions system, which you use in combination with your telephone extension to log on to other applications and services of your OpenScape Xpressions system such as PhoneMail or WebAssistant.

How to change your PIN:

1. In the mailbox options context menu select the **Change PIN** option and push the **OK** button to open the corresponding page.



The screenshot shows a mailbox interface with a top bar displaying '7 12', 'Wed 08-01-16', and 'Doku 450'. Below the bar are tabs for 'Outbox', 'Voice mail', and 'Inbox'. The 'Outbox' tab is active, and a context menu is open, showing 'Change PIN' as the selected option. The 'Change PIN' dialog box is displayed, featuring a 'Continue' button and three input fields: 'Old PIN:' (containing '****'), 'New PIN:', and 'Confirm PIN:'. Below these fields is a numeric keypad with digits 0-9, '+', '-', '.', '/', '*', and '(', along with a '#' key and a cursor key. At the bottom of the dialog is an 'OK' button.

Specify under **Old PIN** your current PIN.

Specify under **New PIN** the PIN that you want to use from now on.

NOTE: A PIN must comprise at least 8 characters.

Repeat the new PIN under **Confirm PIN**.

2. Using the right arrow key open the context menu in the **Options** field and execute the **Continue** command.

Mailbox Options

Changing the PIN

3. Your modifications will be copied and you return to the view of the current message journal.

NOTE: The successful PIN-modification copying will not be confirmed. A message is only issued in case of an error.

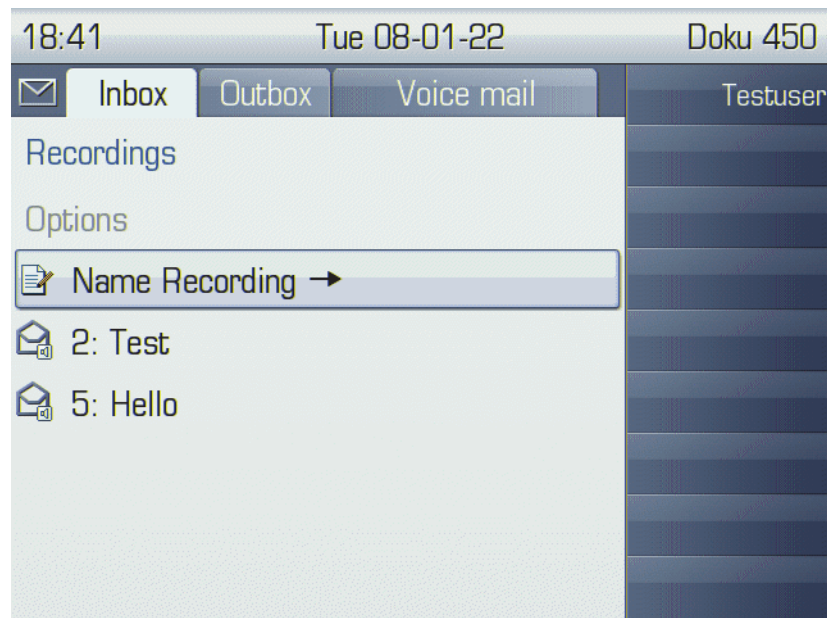
6 Creating Messages

You can make recordings ([Section 6.1, “Recordings”](#)) and also compose text messages for SMS transmission ([Section 6.2, “Creating SMS Messages”](#)).

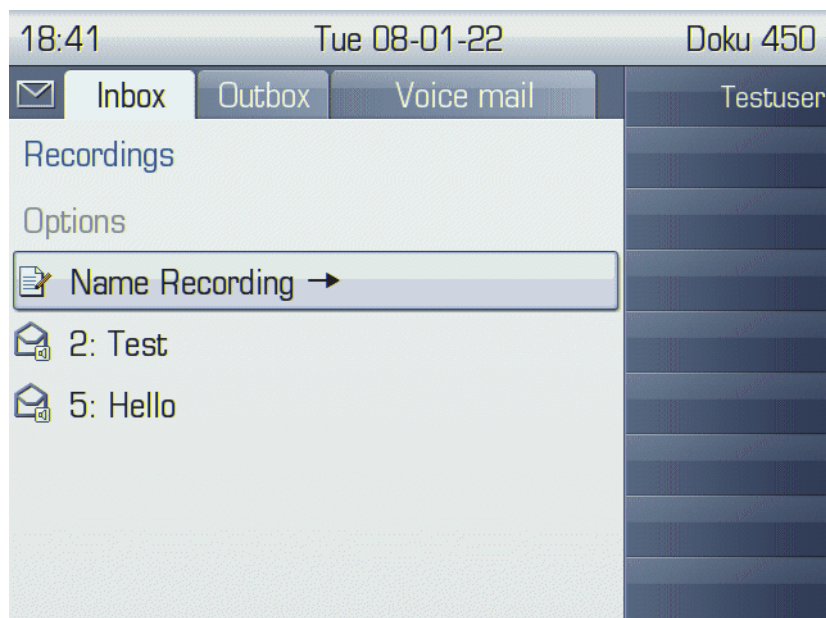
6.1 Recordings

Using the recordings mailbox option you can record new greetings via your *OpenStage* telephone, but it is not possible to assign existing sound files to the greetings. You can use such greetings to configure time profiles, for example. More information about greeting usage is available in the manuals for other clients such as *PhoneMail* or *WebAssistant*.

In the mailbox options context menu you find under the **Recordings** option a list of your existing greetings. You can manage existing greetings - in our example greeting 2 and 5 as well as the name greeting - and also record new greetings. You can record up to 9 different greetings as well as the name greeting. You find information on this in the corresponding chapter of the *Web Assistant user manual*.



6.1.1 Managing existing Recordings

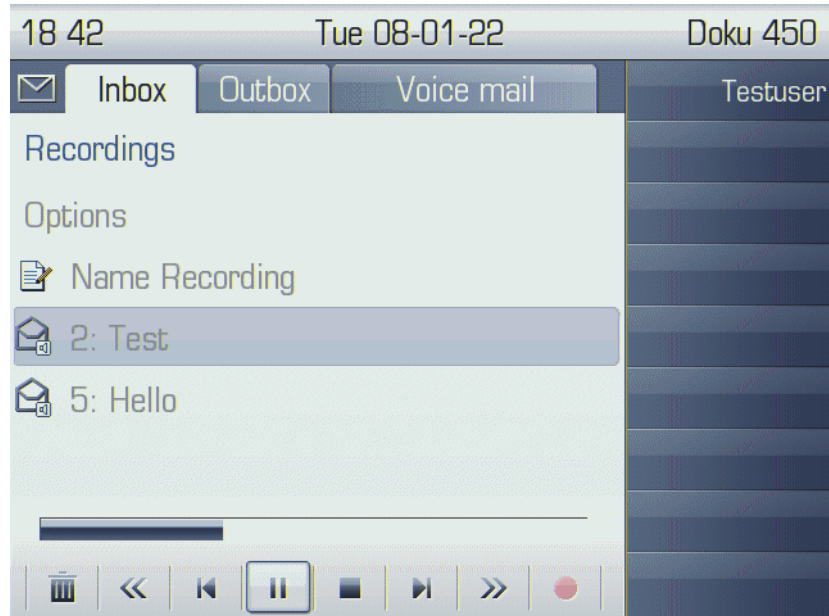


Select the desired entry in the list of existing greetings and push the **OK button** to open the selection menu and select in there one of three possible actions:

- Playing
- Deleting
- Renaming

6.1.1.1 Playing

1. Select the **Listen** command and push the **OK button** to play the selected greeting and to display the audio operating elements:



The progression bar shows the entire greeting length and the current playback position.

Here the following features and options are available. You need to select the respective icon using the *TouchGuide* and confirm the execution with the **OK** button:

- ▶ , to start playing the recording.
 - || , to pause the playback. The operating element then automatically turns to ▶ for continuing the playback. If the recording is in state Pause, you can use the *TouchGuide* to move the playback time of the recording in steps of seconds.
 - ⏮ and ⏭ to skip to the beginning respectively end of the greeting.
 - ⏮ and ⏭ to rewind or fast-forward the greeting by 5 seconds.
 - With the red recording button ● you switch to the recording mode for overriding the played recording.
 - ■ , to stop playing the recording.
 - ✓ to finish playing the recording and to return to the list of recordings.
2. After you have rerecorded your greeting you need to confirm this modification with **Yes** and **Continue**.

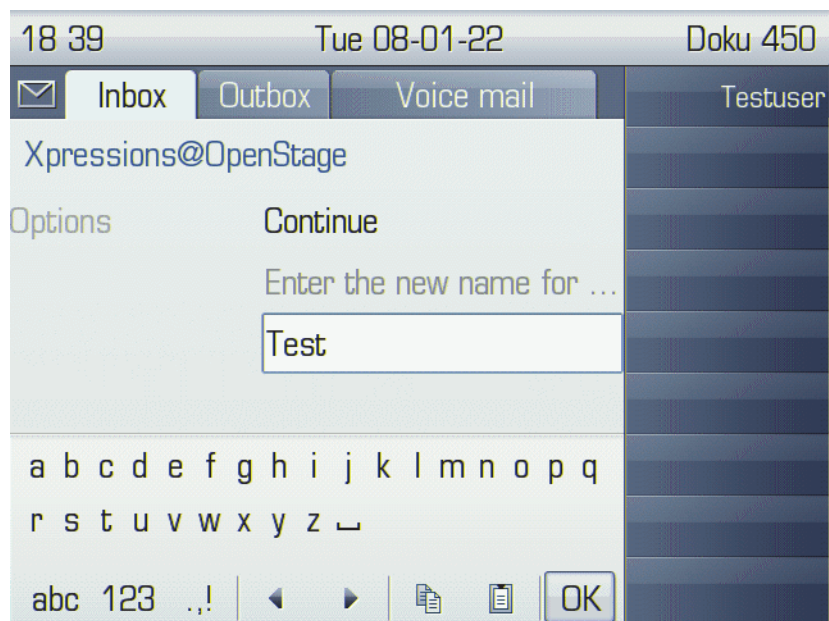
6.1.1.2 Deleting

1. Select the **Delete** command and push the **OK button**. The greeting is removed without any further confirmation.
2. Select the **Continue** command and push the **OK button** to complete the process. The greeting will now no longer appear in the list of the **Recordings** menu.

6.1.1.3 Renaming

NOTE: The Rename option is not available for the name greeting.

1. Select the **Rename** command and push the **OK button** to assign a new name to the selected greeting. A new dialog opens. Using the TouchGuide navigate to the third line and push the **OK button**. Enter a new name for the greeting and confirm your entry with the **OK button**.

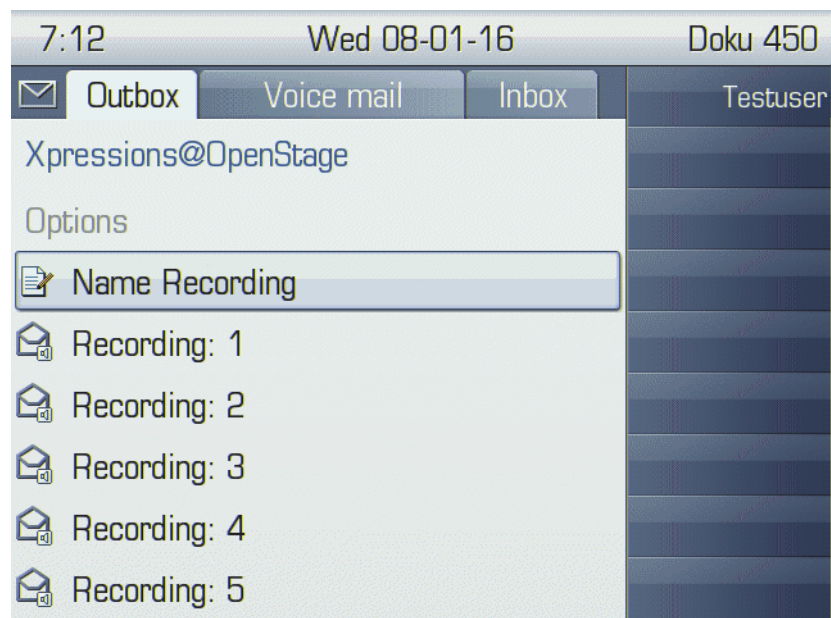


2. Push **Continue** to complete the procedure. The greeting now appears under a new name in the list.

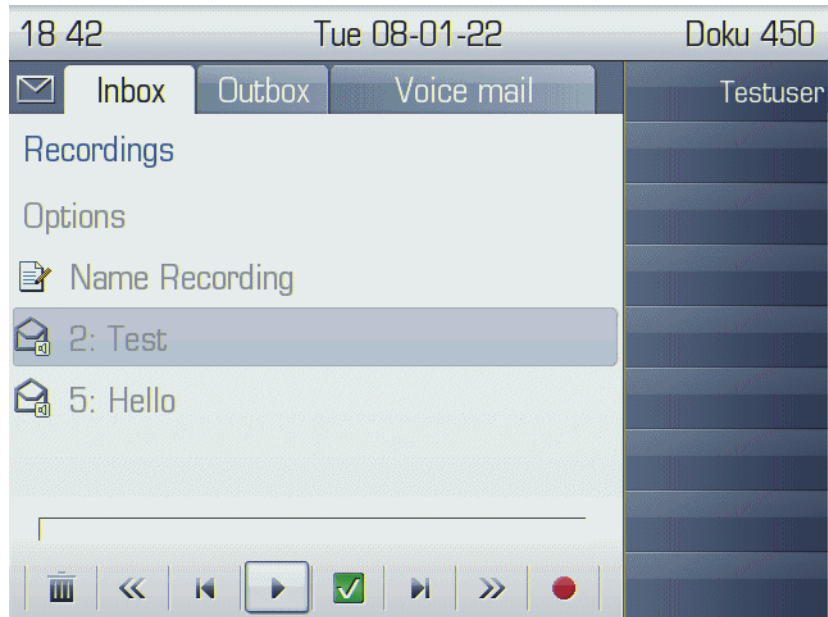
6.1.2 Creating new Recordings













How to record a new greeting:

1. Click in the **Recordings** menu on **Options**. Push the right arrow key of the *TouchGuide* and execute the **New** command in the context menu. You then see a list of the greeting slots to which no recording has yet been assigned. You can record up to 9 different greetings and the name greeting. You find more information about greetings in the corresponding chapter of the *Web Assistant* user manual.



- Click on the greeting you wish to record and push the **OK button**. The display now shows the audio operating elements.



- Select the red recording button  and push the OK button to start the recording. The progression bar shows the entire recording length and the current recording position.
- Select  and push the OK button to finish and check the recording.
Select  and push the OK button to finish the recording and to return to the list of existing recordings.
- After you have created the recording you can play and, if required, modify it before you save it. You need to select the respective icon using the *TouchGuide* and confirm the execution with the OK button:
 - , to start playing the recording.
 -  to pause playing the recording. The operating element then automatically turns to  for continuing the playback.
 -  and  to skip to the beginning respectively end of the recording.
 -  and  to rewind or fast-forward the recording by 5 seconds.
 -  to stop playing the recording.
 -  to confirm the recording and to return to the list of existing recordings.
- Push on **Continue**.
- A new dialog opens in which you select **Yes** and the **Continue** command to confirm saving the new greeting.

8. The new recording now appears in the **Recordings** menu but does not have a name yet. To assign a name to it, click on the entry and then on **Rename**. You find information on this in [Section 6.1.1.3, “Renaming”](#), on page 36.

6.2 Creating SMS Messages

How to create and send an SMS message:

1. In the mailbox option context menu click on **Compose SMS** to open the corresponding page:

7:09 Wed 08-01-16 Doku 450

Outbox Voice mail Inbox Testuser

Compose SMS

Options Continue

To 123456

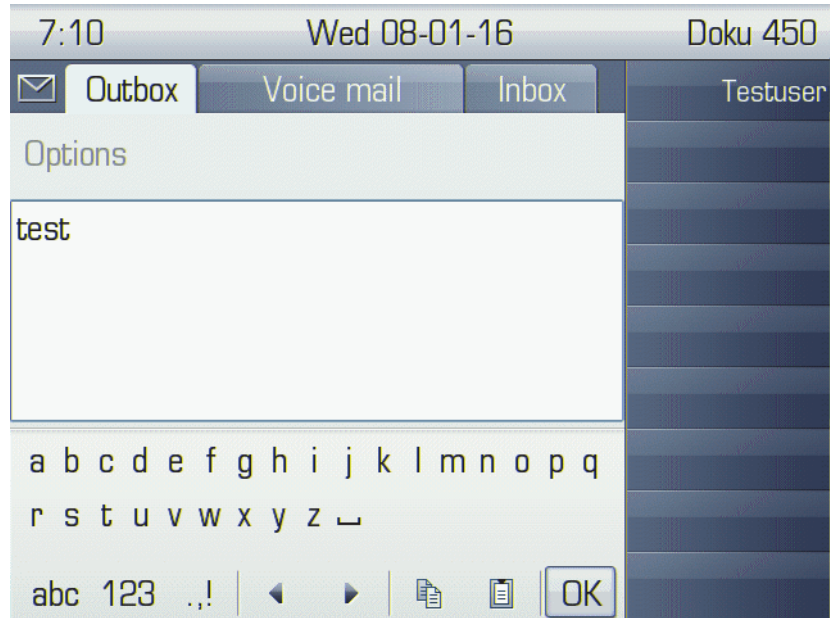
Subject (no subject)

a b c d e f g h i j k l m n o p q
r s t u v w x y z

abc 123 .,! OK

2. On the **Compose SMS** page enter under **To** the desired phone number. You can also enter a name contained in the phone directory. The **Subject** entry is optional.

3. If you open the context menu in the **Options** field you reach a new window via the **Continue** command. In this dialog you can then compose the SMS message text. First push the **down arrow key** and then the **OK button**. Using the TouchGuide you can enter your text.



4. Push the **OK** button to complete entering your text.
5. Reopen the context menu in the **Options** field and execute the **Continue** command again to send your SMS message.
6. The sent text message appears in the message journal **Outbox**.

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