



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape Xpressions

Microsoft Outlook Extensions

User Guide

09/2018

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# Contents

<b>History of Changes .....</b>	<b>5</b>
<b>1 The OpenScape Xpressions Microsoft Outlook Extensions.....</b>	<b>7</b>
1.1 Introduction .....	7
1.1.1 Program Documentation .....	7
1.1.2 Who should read this Manual? .....	7
1.1.3 Representations in this Manual .....	8
1.1.3.1 Figures .....	8
1.1.3.2 Fonts used in the Manual .....	8
1.2 General Considerations about the XPR Microsoft Outlook Extensions .....	9
1.2.1 Features .....	9
1.2.1.1 Using the OpenScape Xpressions Outlook Forms with Microsoft Outlook .....	11
1.2.2 Setup Versions of the Forms .....	12
1.3 Forms for Fax, Voice and SMS Messages .....	13
1.4 Integrating OpenScape Xpressions optiClient 130 in Microsoft Outlook .....	17
1.5 The Conference Extension for Microsoft Outlook .....	18
<b>2 Using OpenScape Xpressions Outlook Forms .....</b>	<b>19</b>
2.1 Sending Messages .....	19
2.1.1 Sending Fax Messages .....	19
2.1.1.1 Sending Fax Messages via Distribution Lists .....	22
2.1.2 Sending an SMS Message .....	23
2.1.3 Sending a Voicemail .....	24
2.2 Starting the Web Assistant .....	28
2.3 Reply and Forwarding Options for Messages .....	29
2.4 Message Transmission via Contact Entries .....	34
2.5 Editing inbound Messages .....	35
2.5.1 Editing Fax Messages .....	35
2.5.1.1 Fax Viewing and Replying/Forwarding via the Preview Window .....	36
2.5.1.2 Editing a Fax in a new Message Window .....	38
2.5.2 Editing Voicemails .....	44
2.5.2.1 Editing a Voicemail in the Microsoft Outlook Preview Window .....	44
2.5.2.2 Editing in a separate Window .....	49
<b>3 The Conference Extension for Microsoft Outlook .....</b>	<b>51</b>
3.1 General Considerations .....	52
3.1.1 Special Feature in the Installation of the Conference Extension in Microsoft Outlook 2003 .....	52
3.1.2 Conference Types .....	54
3.2 Configuring, starting and editing a Conference .....	55
3.2.1 Configuring a Conference .....	55
3.2.2 Starting a Voice Conference .....	58
3.2.3 Joining a Voice Conference .....	58
3.2.4 Starting a Web Conference .....	58
3.2.5 Joining a Web Conference .....	59
3.2.6 Editing a Conference .....	60
3.2.6.1 Editing Conference Data before its Transmission .....	60
3.2.6.2 Editing a Conference after the Conference Data Transmission .....	60
3.2.7 Controlling a Conference .....	65

## Contents

3.2.7.1 Controlling a Conference via the Call Control .....	65
3.2.7.2 Controlling a Conference via Telephone .....	66
<b>A Using “Xpressions” Folders in <i>Microsoft Outlook</i> with PhoneMail .....</b>	<b>69</b>
<b>B Service Provider (MSP) .....</b>	<b>71</b>
B.1 Connection of the <i>OpenScape Xpressions</i> Server to the Clients via the MSP .....	72
B.1.1 Releasing the Firewall for the MSP .....	73
<b>C Reply and Forwarding Functions Overview .....</b>	<b>77</b>
<b>Glossary .....</b>	<b>79</b>
<b>Acronyms .....</b>	<b>83</b>
<b>Index .....</b>	<b>85</b>

# History of Changes

Date	Changes	Reason
2018-08-29	updated screenshots and descriptions in Chapter 2 Using OpenScape Xpressions Outlook Forms also small changes in the other chapters. Remove Windows XP, Windows Vista.	UCBE-16957

## History of Changes

# 1 The OpenScape Xpressions *Microsoft Outlook Extensions*

## 1.1 Introduction

### 1.1.1 Program Documentation

Please obtain information about the basic operation of the *Microsoft Outlook* application from the *Microsoft Outlook* online help.

There are the following further options to inform yourself about the OpenScape Xpressions *Microsoft Outlook Extensions*:

- **Administrator manual *Microsoft Exchange Gateway***  
The administrator receives here detailed information about the installation and configuration of the Outlook forms.
- **Administrator manual *Server Administration***  
This manual contains the XPR server description (architecture and configuration).
- **Web Collaboration**  
You find information about the web conferencing client in the user guide of the product *OpenScape Web Collaboration*.

### 1.1.2 Who should read this Manual?

The manual in hand addresses the end user who employs the OpenScape Xpressions *Microsoft Outlook Extensions* to help handling his/her daily communications. It describes all features provided by the OpenScape Xpressions *Microsoft Outlook Extensions*. To understand and operate these features the user must be familiar with the basic *Microsoft Outlook* functionality.

## 1.1.3 Representations in this Manual

### 1.1.3.1 Figures

Please note that the figures shown in this manual, for example dialogs, icons etc., may slightly vary from the representation on your computer. The figures were created on a system on which the operating system Windows 10 with the MS Office version 2013 is installed. The default settings of both systems were used. Deviations result from the installation on other operating systems and from using different Office versions. In addition, variations may occur if you have modified the background design of your system under **Display Properties**.

### 1.1.3.2 Fonts used in the Manual

... <i>Microsoft Outlook</i> ...	Product names are <i>italicized</i> .
<b>Text</b>	Texts from the files described (listings) as well as texts that you enter in files are indicated using font <b>Courier</b> and <b>bold</b> .
...the password <b>123456</b> ...	Words and passages in continuous text that are <b>particularly important</b> or must be <b>complied with</b> appear in <b>bold</b> letters. Buttons, menus as well as dialog names, messages and windows appear in <b>bold</b> as well.
...file <code>localhost.cfg</code> ...	Files or directories are indicated using <b>courier</b> font.
<b>&lt;Wildcard&gt;</b>	Entries or specifications that vary according to the situation in which they occur (variables) are placed between pointed brackets and are <i>italicized</i> .

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**NOTE:** indicates notes or recommendations.

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**IMPORTANT:** indicates information you must read.

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## 1.2 General Considerations about the XPR *Microsoft Outlook Extensions*

### 1.2.1 Features

Depending on the version installed, the following OpenScape Xpressions *Microsoft Outlook Extensions* features are available:

- Displaying special icons in the Outlook journal to improve the message type differentiation.
- Simplified addressing with fax transmission and polling, combined with a convenient editing function to furnish incoming messages with additional text or graphic elements before they are forwarded.
- Convenient SMS message transmission.
- Incoming fax or e-mail messages can be furnished with a text annotation before forwarding them to one or several addresses. They can also be sent back to the originator as reply, or to all original recipients (if the message came in as carbon copy (CC)).
- Incoming voicemail messages can be furnished with a voice annotation before replying or forwarding them to one or several addresses. Voice annotations can be recorded via telephone or via microphone connected to the sound card. They can be also sent back to the originator as reply, or reply to all original recipients (if the message came in as carbon copy (CC)).
- Incoming voicemail messages can also be furnished with a text annotation before forwarding them to one or several addresses.

---

**NOTE:** With OutlookForms when a voicemail message is forwarded with a text annotation it will arrive at the user mailbox as a normal e-mail message with a wav-file attached. The voice player will not be displayed.

---

- Generating and sending new voicemails.
- Reading or listening to incoming fax and voicemails in the inbox directory.

---

**NOTE:** A preview to sent fax messages contained in the Outlook directory "Sent Items" is not possible.

---

You have the following options:

- Reading respectively playing fax messages and voicemails in the preview window.

## The OpenScape Xpressions Microsoft Outlook Extensions

### General Considerations about the XPR Microsoft Outlook Extensions

- Editing fax messages and voicemails. You can then make use of convenient editing functions to furnish incoming fax messages with additional text or graphical elements before forwarding them. Voicemails can then be played either via sound card or the individual telephone and extended with a voice annotation before replying or forwarding them.
- If configured in the Exchange connector, additional information can be represented in the **From** and **Subject** columns of the Outlook journal.
- Using the CTI client OpenScape Xpressions optiClient 130 for making full use of the XPR server CTI features.

---

**NOTE:** The OpenScape Xpressions optiClient 130 operating instructions are contained in the OpenScape Xpressions optiClient 130 manual.

---

- Usage of the conference extension for *Microsoft Outlook*

### **1.2.1.1 Using the OpenScape Xpressions *Outlook Forms with Microsoft Outlook***

The introduction of Office 2010 has brought a change upon the technical implementation of the OutlookForms. This is automatically considered during the installation and does not influence the functions respectively the representation of the forms.

All *Microsoft Outlook 2007* features described in this manual are also available with *Microsoft Outlook 2010, 2013* and *2016* if not otherwise expressly stated.

## **1.2.2 Setup Versions of the Forms**

Depending on the system environment two methods of implementing OutlookForms:

1. Systems based on *Microsoft Exchange Server*

This version is used when *Microsoft Outlook* is natively operated at a *Microsoft Exchange Server*.

2. Systems based on the XPR server

In this case *Microsoft Outlook* is directly connected to the XPR server by IMAP or POP3 protocol. New messages are sent to the XPR server by SMTP via the SMTP APL.

---

**NOTE:** When using Microsoft Outlook 2007 LocalForms must be used. OutlookForms must be installed only on Microsoft Outlook 2010 or higher versions.

---

You find a detailed description of setup versions of the forms in the *OpenScape Xpressions V7, Client Installations, Installation Guide*.

Both applications are handled in the same way, so that the description in this manual is also valid for the “**localForms for SMTP**” version.

## 1.3 Forms for Fax, Voice and SMS Messages

These forms are input masks the function of which is specially adjusted to the service for which they are used. The following functions are available via forms:

1. With initiating messages via the OutlookForms toolbar :

- Sending fax messages.

Fax stationery can optionally be used for fax transmission. The user can select these fax templates via a separate combination field.

---

**NOTE:** This feature must be prepared by the administrator for the selection field to appear. Further information about this fax stationery can be found on *OpenScape Xpressions V7 Client Installations*, Installation Guide.

---

- Sending fax messages “on behalf of...”. Someone else using “From” field.

This feature concerns users whom you have given your permission to send messages on your behalf.

---

**NOTE:** This feature must be prepared by the administrator for the “From” field to appear. Further information about this fax stationery can be found on *OpenScape Xpressions V7 Client Installations*, Installation Guide.

---

- Convenient SMS message sending
- Sending voicemails.

2. With editing incoming messages (editing forms):

- For e-mail messages
  - replying with text annotations to all original recipients (in case of a message you have received as CC).
  - forwarding with a text annotation (to one or several addresses)
  - replying and forwarding as fax message.
  - replying with SMS message
- For fax messages
  - replying with text annotations to all original recipients (in case of a message you have received as CC).
  - displaying fax documents (with various viewing features)
  - Editing fax documents (inserting objects and text)

## The OpenScape Xpressions Microsoft Outlook Extensions

### Forms for Fax, Voice and SMS Messages

- Replying or forwarding fax documents (probably with additional text and graphical objects).
- For voicemails
  - playing voicemails
  - Providing voicemail with voice annotation
  - Forwarding voicemails with a text and/or voice annotation

---

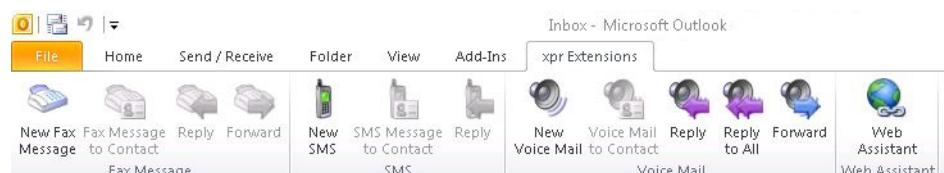
**HINWEIS:** With OutlookForms when a voicemail message is forwarded with a text annotation it will arrive at the user mailbox as a normal e-mail message with a wav-file attached. The voice player will not be displayed.

---

- Sending messages to selected contact entries from the contact directory. The corresponding message forms are directly opened with the available address information. Possible are:
  - Fax message to contact
  - Send SMS to contact
  - Voicemail to contact
- Opening the *Web Assistant* by mouse click

The appearance of the OutlookForms windows has mostly been adapted to the typical “look&feel” of the **new e-mail message Microsoft Outlook** window, so that the user quickly finds his/her way round.

The forms functions are directly accessible via the *Microsoft Outlook* toolbar. (“xpr Extensions” tab).



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**NOTE:** Different symbol functions are available depending on whether you invoke the form functions from the inbox journal or contact directory. The currently **unavailable** ones appear in gray.

---

The functions can also be reached via the **Home > New Item > Custom Forms** and via **“Home” outlook toolbar**.



## Displaying the function icons

How to display missing function icons in the toolbar:

1. Click the toolbar in an arbitrary place with the right mouse button
2. From the open context menu select **Customize the Ribbon** and add/enable the “**xpr Extensions**” to the right window frame (**Main Tabs**).

If you want to use the functions collectively according to services, add “**Home (mail) > xpr Extensions**” to the right window frame (**Main Tabs**).

It is also possible to display both versions in the toolbar.

## Invoking the forms

The forms functions for message transmission are easy accessible via Outlook toolbar “Home” tab.



New, reply and forward from functions are found by selecting the corresponding message type Fax, SMS or Voice:

- Fax Message:



- SMS Message:



- Voice Mail Message:



You find the function to start Web Assistant additionally in the Outlook toolbar.

## The OpenScape Xpressions Microsoft Outlook Extensions

Forms for Fax, Voice and SMS Messages



The operation of the single message forms is described in detail in [Chapter 2, "Using OpenScape Xpressions Outlook Forms".](#)

## 1.4 Integrating OpenScape Xpressions optiClient 130 in *Microsoft Outlook*

If the CTI client for the XPR server OpenScape Xpressions optiClient 130 is installed on your workstation, you can use it from within *Microsoft Outlook*. After the installation of the CTI client, the *Microsoft Outlook* toolbar features the **Dial** button for OpenScape Xpressions optiClient 130.



Via this icon you can use the following functions:

- Direct invocation of the OpenScape Xpressions optiClient 130 application if the application has been started.  
You can then use the CTI client with all its features. You find details about how to operate OpenScape Xpressions optiClient 130 in the OpenScape Xpressions optiClient 130 manual.
- Initiation of a telephone call via any journal entries in *Microsoft Outlook*.  
These are in detail:
  - Return call to any message originator.
  - Call to any contact entries in *Microsoft Outlook*.

Select the corresponding journal entry and click on the **Dial** button for OpenScape Xpressions optiClient 130. The call is initiated at once.

---

**NOTE:** The respective phone numbers required for calling must have been deposited in the contact information.

---

The behavior after triggering this feature depends on the operating modes of the OpenScape Xpressions *optiClient 130*:

- In case of a started OpenScape Xpressions optiClient 130 the dial process is triggered immediately.
- If OpenScape Xpressions optiClient 130 has not been started, dialing is either initiated via the call control of OpenScape Xpressions *Web Client* or the client OpenScape Xpressions optiClient 130 is started automatically. This depends on whether the URL of OpenScape Xpressions *Web Client* is locally entered in the registry.

---

**NOTE:** Each call via OpenScape Xpressions *Web Client* requires specifying the access data. Activate the **Save user data** checkbox in the login dialog if you want the system to remember the access data. The login dialog will then not be displayed anymore.

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## 1.5 The Conference Extension for *Microsoft Outlook*

The conference extension facilitates scheduling and monitoring conferences. It provides the following conference options:

- Scheduling and initiating a voice conference.
- Scheduling and initiating a web conference.
- Scheduling and initiating a combined voice/web conference.
- Monitoring the scheduled and initiated conferences via the *OpenScape Web Client*.

How to schedule and monitor a conference is described in this manual in [Chapter 3, “The Conference Extension for Microsoft Outlook”](#).

## 2 Using OpenScape Xpressions Outlook Forms

In the following you find a description of how to use the forms to facilitate your communication.

**NOTE:** OutlookForms do not accept e-mail addresses in “To” field (“To (Voice)”, “To (Fax)”, “To (SMS)”).

This is valid for “New”, “Forward” and “Reply to All” Forms.

“To” field will always try to resolve the number or contact to the Xpressions user address (e.g. VOICE/<user/number>).

If the user doesn’t have a Voice, Fax or SMS number on the address book, a message will popup.

Only Carbon Copy (“CC”) field behavior can be changed according to the administrator configuration.

### 2.1 Sending Messages

#### 2.1.1 Sending Fax Messages

How to send a fax message:

1. Click on the “New Fax Message” icon via “xpr Extensions” toolbar



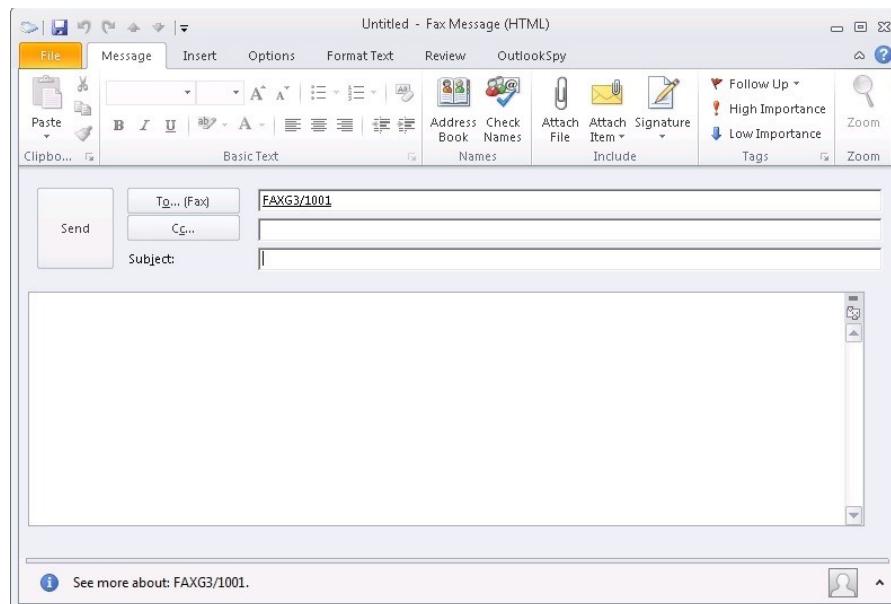
or select “Fax Message > New Fax Message” on “Home” toolbar.



Subsequently the fax transmission form opens.

## Using OpenScape Xpressions Outlook Forms

### Sending Messages



---

**NOTE:** The functions of this dialog's menu or toolbar correspond to those included in the Outlook window **Mail Message**. If you have questions about the menu functions, the Outlook help will provide the answers.

---

2. Enter the recipient of the fax message into the field next to the **To... (Fax)** button.

Here you can directly enter a fax number. Addressing several subscribers simultaneously is also possible. Enter the calling numbers separated by a semicolon.

If desired you can send a copy of the message by e-mail under **Cc... (Mail)**.

When you click the **To... (Fax)** or **Cc... (Mail)** button, the *Microsoft Outlook* address book opens so that you can make a selection.

---

**NOTE:** Further information on the address book functions is found in the Outlook help.

---

**IMPORTANT:** The users or fax destination numbers entered in the **"To... (Fax)"** field will always be resolved to the user fax address format (e.g. FAX/9999).

In order to address the message to an e-mail the "CC" field must be used.

---

3. Enter a short description of the message contents in the subject line.

---

**NOTE:** The subject text is pasted in the fax message at a point defined by the administrator.

---

4. Place the cursor in the text window and enter the fax text for your message. Further insertions (attachments, images, signatures etc.) are handled as in the *Microsoft Outlook* message window for e-mails. They are performed via the window's main menu under **Insert**. For additional information please refer to the *Microsoft Outlook* manual.
5. Under **Fax cover** you can select fax stationery before sending the message if this has been configured by the administrator. Fax stationery is a form stored on the *XPR* server and composed of a cover page and specially designed pages that follow. On the latter ones the message text is automatically placed in predefined areas.
6. The fax message is sent via the “**Send**” icon.

---

**NOTE:** If a user sends a fax message within a *XPR* system to a user also logged in at this *XPR* server, the *XPR* server recognizes this and delivers the message as e-mail.

---

#### 2.1.1.1 Sending Fax Messages via Distribution Lists

Using the fax form you can also send fax messages via distribution lists. In doing so, please heed some particularities:

- **Private distribution lists**

You can only use private distribution lists. These are the lists you have locally compiled in *Microsoft Outlook* in the **Contacts** journal.

You cannot use distribution lists that are stored on the Exchange server as global distribution lists.

- **The Cc field**

For the **Cc...(Mail)** field you can only use distribution lists the members of which all have an e-mail address.

Distribution lists with mixed members, thus who have either a fax or an e-mail address, must therefore be addressed via the **To...(Fax)** addressing field. If a mixed distribution list is selected for the **Cc...(Mail)** field, only the e-mail addresses will be considered. No transmissions to fax addresses will take place.

- **Expanded distribution lists**

---

**NOTE:** You expand a distribution list with a click on the branching icon  preceding the name of the distribution list. Thereafter you can see all addresses contained in the distribution list.

---

- When you expand a distribution list in the **To...(Fax)** address field, a message is no longer sent via addressing the distribution list but it is handled as if you had entered all distribution list addresses manually. This changes the internal message transmission process. Consequently, a contact who is referenced in the distribution list via an e-mail address receives the message as fax if also a fax address is stored for this contact in the system.
- If a contact in your private distribution list and an Exchange user in the system have the same name, an error message may appear. In this case change the name of the contact entry. First, remove the respective contact from the distribution list and then, add the renamed contact to your private distribution list again.

To send fax messages via a distribution list please follow the instructions given in [Section 2.1.1, “Sending Fax Messages”, on page 19](#). Instead of a single recipient you need, however, to enter the name of the distribution list in the address line or select a distribution list from the private contact directory in *Microsoft Outlook*.

## 2.1.2 Sending an SMS Message

How to send a SMS message:

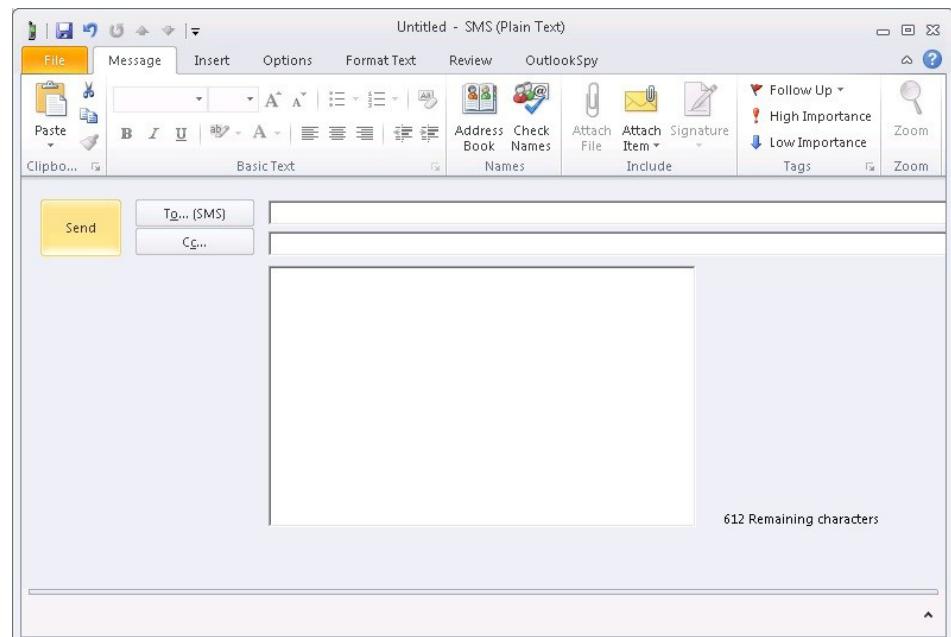
1. Click on the “New SMS” icon via “xpr Extensions” toolbar.



or select “SMS > New SMS” on the “Home” toolbar.



The form for sending an SMS message opens.



2. Enter the recipient's cell phone number manually in the address line. You can also select a recipient via the address book. Click the **To... (SMS)** button, select the address book and then the desired subscriber from the address book.

---

**NOTE:** If the address book is used, the selected contact must dispose of an e-mail or fax address and have a valid entry of the mobile phone number in the **Mobile Phone** field. *Microsoft Outlook* needs the e-mail or fax address in order to find the SMS number in the address book.

---

---

**IMPORTANT:** The users or SMS destination numbers entered in the **To... (SMS)** field will always be resolved to the user SMS address format (e.g. **SMS/9999**).

In order to address the message to an e-mail the “CC” field must be used.

---

3. Enter an arbitrary text in the SMS form's text field.

SMS messages may consist of a maximum of 160 characters. Depending on the server configuration, fewer characters are available. The administrator will inform you about the precise maximum number of characters. You can check the number of entered characters next to the text entry field as they are counted there.

4. Click on the “Send” button to start the transmission.

#### 2.1.3 Sending a Voicemail

You can create your own voicemail or insert voice annotation in an incoming voice message type before resending it (replying or forwarding). You can also add a text annotation when forwarding the voice message (see also [Section 2.3, “Reply and Forwarding Options for Messages”, on page 29](#)).

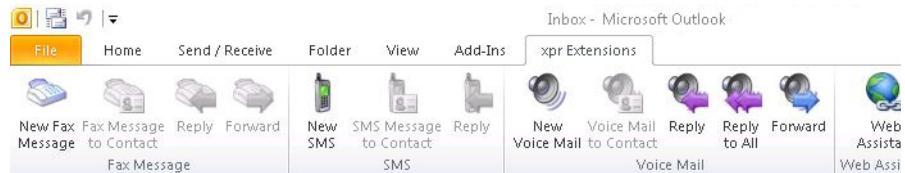
---

**IMPORTANT:** When a voice message is forwarded to a user with body text it will arrive at the recipient user as a normal e-mail message with a .WAV file attached and will neither show the voice player nor display the voice message icon.

---

How to create a new voicemail:

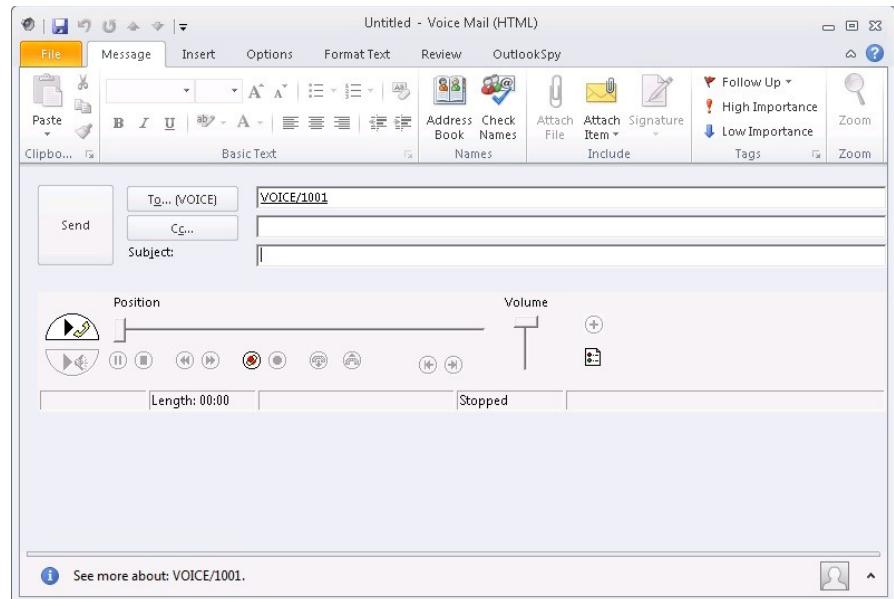
1. Click on the “New Voice Mail” icon via “xpr Extensions” toolbar



or select “Voice Mail > New Voice Mail” on “Home” toolbar.



The voicemail form opens.



2. Enter the recipient(s) in the **To...** entry line.

If desired, you can send a copy of the voicemail under **Cc...(Mail)**.

## Using OpenScape Xpressions Outlook Forms

### Sending Messages

When you click the **To...(Fax)** or **Cc...(Mail)** button, the *Microsoft Outlook* address directory opens so that you can make a selection.

---

**NOTE:** Further information on the address book functions is found in the Microsoft Outlook help.

---

**IMPORTANT:** The users of VOICE destination numbers entered in the “**TO... (VOICE)**” field will always be resolved to the user VOICE address format (e.g. **VOICE/9999**).

In order to address the message to an e-mail the “**CC**” field must be used.

---

3. Indicate the voicemail by a matching keyword in the subject line.
4. To record the voicemail, click the  icon if you want to make your recording via telephone, or push  for a recording via a microphone attached to the sound card.

---

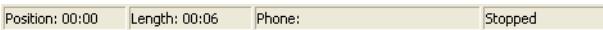
**NOTE:** With recordings via microphone you can set the microphone's sensitivity. Use the **Volume** slider to adapt the recording volume to your speaking habits.

In case of recordings via telephone you **cannot** set the volume.

---

- a) When you choose to **record a voicemail via telephone**: your telephone rings. Pick up the receiver and record your message.
- b) When you choose to **record a voicemail via microphone**: the recording function is immediately available so that you can directly start your recording.
5. Finish your recording with a click on the stop  icon.
6. To check and edit the recording you can use the following functions:

Function	Description
	Voicemail playback (check) via telephone. Annotation: The CTI functionality must have been installed for this purpose.
	When you select this function after clicking on the “playback via telephone” icon, your telephone is switched to the hand-free speaking mode. The voicemail is directly and loudly played via telephone or headset. <b>Note:</b> If you have switched the output to a local telephone, this feature is disabled.
	Finishes voicemail output via telephone. This function corresponds to putting the phone down.

Function	Description
 <b>Playback via sound card</b>	Voicemail playback (check) via the PC sound card. This requires an installed sound card with connected speakers.
	No matter which medium you employ to play back the message, the <b>Position</b> bar displays the current position that you have reached in your tone document (in relation to the entire recording). The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area).  
 <b>Position slider</b>	Moving the <b>Position</b> slider with the mouse enables you to skip to an estimated position in the voicemail. Use the <b>Position</b> and <b>Length</b> status information as assisting indicators for this purpose.
 <b>Stop</b>	Stops the message playback and skips to the message start.
 <b>Pause</b>	Interrupts the playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.

7. The voice message is sent via the “**Send**” icon.

## 2.2 Starting the *Web Assistant*

In addition to the functions for message handling already mentioned you can open the *Web Assistant* by clicking in the “Web Assistant” icon, if the feature has been installed.

The corresponding icon is displayed in the “Home” Outlook toolbar.



You can also start the Web Assistant via the “xpr Extensions” toolbar.



The correct *Web Assistant* URL was specified during the installation and you cannot modify it.

## 2.3 Reply and Forwarding Options for Messages

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**NOTE:** Which type of annotation (voicemail or text) is possible depends on the type of message to be replied to and on the receiving device. It would e.g. be pointless to attach a voice annotation to a fax message addressed to an external fax device.

---

Any type of incoming messages can be replied to and forwarded via various options. An annotation (voicemail or text) can be included as well depending on the chosen option.

---

**NOTE:** The administrator may configure the following behavior that deviates from the standard case and takes effect with the reply feature **Reply with voice mail** (or **Reply to all with voice mail**): If the *OpenScape Xpressions* system knows the originator number associated to a received voicemail, the corresponding recipient name is displayed in the address line under **To:** after enabling **Reply with voice mail** (or **Reply to all with voice mail**) in the reply dialog. This is, for example, always the case when an internal caller has sent the voicemail. A warning message then points out that although the message originates from the device of the displayed user, it need not necessarily have been sent by this user himself/herself.

If the originator is unknown because, for example, the call came in from outside, a direct reply via **Reply with voice mail** (or **Reply to all with voice mail**) is not possible. The icon **Reply with voice mail** (or **Reply to all with voice mail**) is inactive in this case.

---

The following reply and forwarding functions are available via “xpr Extentions” toolbar:

Icon/Command	Function
 Reply	<b>Reply with voice/text annotation</b> The currently selected message opens in a form dialog with the correct address so that a text and/or voice annotation can be attached. <b>NOTE:</b> Voicemails can only be answered with a voice annotation.
 Reply to All	<b>Reply to all with voice annotation</b> Opens the form for dispatch of the reply message to all subscribers that have received the original message as well. All addresses are automatically copied to the form. The reply message can be supplemented by a voice annotation.

## Using OpenScape Xpressions Outlook Forms

### Reply and Forwarding Options for Messages

Icon/Command	Function
 Forward	<b>Forward with voice/text annotation</b> Opens the form for message forwarding with empty address entry line. The selected message can be forwarded to one or several recipients. The forwarded message can be supplemented by a voice and/or text annotation. The voicemail is transferred as file attachment in <b>.WAV</b> format. NOTE: When a voice message is forwarded to a user with text annotation it will arrive at the recipient user as a normal e-mail message with a <b>.WAV</b> file attached and will neither show the voice player nor display the voice message icon.
 Reply	<b>Reply with SMS</b> Initiates an SMS message to reply to the selected message. If the corresponding cell phone address entry is available in the database, it is automatically copied to the SMS send form.
 Reply	<b>Reply with fax</b> Opens the fax send form. If the corresponding fax address entry is available in the database, it is automatically copied to the send form.
 Forward	<b>Forward with fax</b> Opens the fax send form with empty address entry line to forward the message, possibly supplemented by text and/graphic elements.

A table overview of all reply and forwarding functions with the associating features is provided under [Appendix C, “Reply and Forwarding Functions Overview”](#)

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**NOTE:** You can also call the corresponding function via “**Home**” Outlook toolbar.

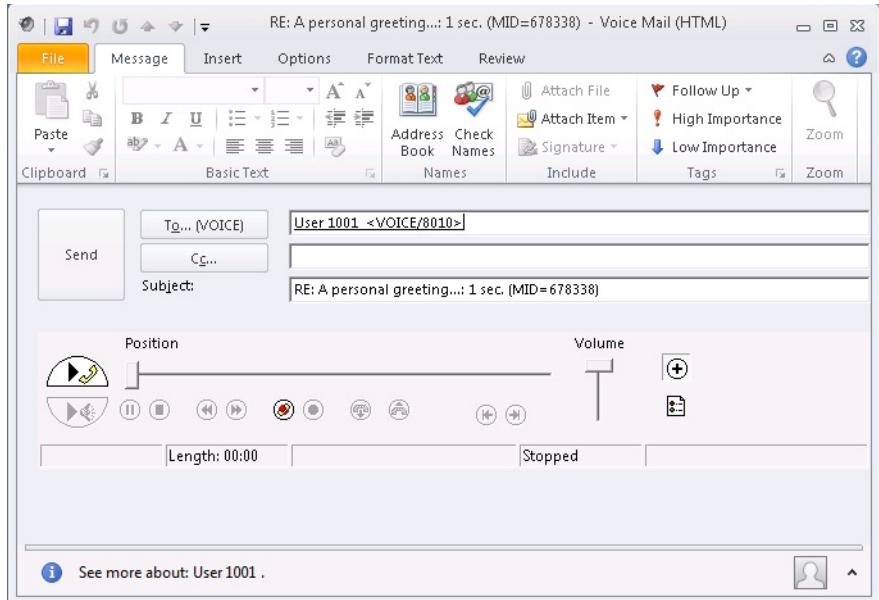
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The procedure for all actions mentioned here and message types is nearly identical, so we will describe one procedure exemplarily by an incoming e-mail. It will be answered by a voicemail annotation.

#### **Example: Reply to an incoming e-mail with additional voice annotation.**

1. Select the e-mail in the *Microsoft Outlook* inbox.
2. Trigger the **reply with voice annotation** function with a click on the following icon:





3. In the form now open the correct address (taken from the e-mail originator) is already entered in the address line. Further recipients could be addressed as well. In this case additional addresses can be entered in the **To...** or **Cc...** address field.

4. To record the voicemail, click the  icon if you want to make your recording via telephone, or push  for a recording via a microphone attached to the sound card.

With recordings via microphone you can set the microphone's sensitivity. User the **Volume** slider to adapt the recording volume to your speaking habits.

In case of recordings via telephone you **cannot** set the volume.

- a) When you choose to **record a voicemail via telephone**: your telephone rings. Pick up the receiver and record your message. You can also click on the  icon to simulate picking up the receiver.

---

**NOTE:** Your telephone will then be switched to the hands-free mode and you can directly record the voicemail via telephone or a headset in a loud voice.

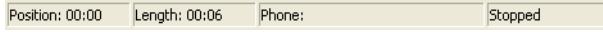
---

- b) When you choose to **record a voicemail via microphone**: the recording function is immediately available so that you can directly start your recording.

5. Finish your recording with a click on the stop  icon.
6. To check and edit the recording you can use the following functions:

## Using OpenScape Xpressions Outlook Forms

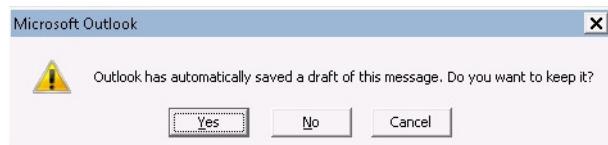
### Reply and Forwarding Options for Messages

Function	Description
 <b>Playback via telephone</b>	Voicemail playback (check) via telephone. Annotation: The CTI functionality must have been installed for this purpose.
 <b></b>	When you select this function after clicking on the “playback via telephone” icon, your telephone is switched to the hand-free speaking mode. The voicemail is directly and loudly played via telephone or headset. <b>Note:</b> If you have switched the output to a local telephone, this feature is disabled.
 <b></b>	Finishes voicemail output via telephone. This function corresponds to putting the phone down.
 <b>Playback via sound card</b>	Voicemail playback (check) via the PC sound card. This requires an installed sound card with connected speakers.
 <b>Position slider</b>	No matter which medium you employ to play back the message, the <b>Position</b> bar displays the current position that you have reached in your tone document (in relation to the entire recording). The total length and also the temporal position as well as the current playback status is displayed in the window’s status area (under the operating area). 
 <b>Stop</b>	Stops the message playback and skips to the message start.
 <b>Pause</b>	Interrupts the playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.

7. To send the message click on the “**Send**” button.

#### Not sending a composed message

If you have opened an incoming message to reply to or forward it with an attachment and you stop this procedure after a few steps (e.g. by closing the message window), the message can be moved to the **Drafts** folder for transmission at a later date. For this purpose answer the following prompt message with **Yes**.



For further processing the **Drafts** you can reopen them via the corresponding Outlook directory and eventually send them.

## 2.4 Message Transmission via Contact Entries

You can directly address fax, SMS and voicemails using the entries available in the Outlook **Contacts** directory. If a contact does not contain the corresponding address, for example a cellphone number, triggering the **reply with SMS** function will open the SMS send form but with an empty address entry field. In this case you need to enter the desired address manually.

---

**NOTE:** Note for sending fax messages via the contact entries in *Microsoft Outlook*: All data fields available in the contact entries are used for filling in the fax stationery, if variables have been configured for these in the fax stationery definition.

---

How to send a message to a contact:

1. Switch to the *Microsoft Outlook Contacts* directory.
2. Select the contact the message is to be sent to.
3. Enable one of the following icons for the service you want to use (fax, SMS or voicemail).
  - Sending Fax Messages 
  - Sending an SMS message 
  - Sending a Voicemail 

The corresponding send form with the available address entry opens.

4. Enter your text (see [Section 2.1.1, “Sending Fax Messages”, on page 19](#) and [Section 2.1.2, “Sending an SMS Message”, on page 23](#)) or generate a voicemail ([Section 2.1.3, “Sending a Voicemail”, on page 24](#)).
5. Push the button 

The message is sent and the form closed.

## 2.5 Editing inbound Messages

Incoming fax or voice messages can be edited via the **Inbox** directory by means of special forms in two manners according to the type of message:

- In the *Microsoft Outlook* preview window.

By selecting the respective entry in the **Inbox** per mouseclick you can view a fax document or listen to a voicemail in the *Microsoft Outlook* preview window.

---

**NOTE:** For reasons related to the system, playing a voicemail or displaying a fax message via the preview window is not possible with *Microsoft Outlook XP*. In this case open the voicemail with a doubleclick.

---

- With a double-click on the entry the messages are opened for further processing in a separate window. There all required tools are provided.

### 2.5.1 Editing Fax Messages

---

**NOTE:** Editing fax messages requires the file format for fax messages being set to TIFF in the *XPR* server settings.

---

If the incoming message is a fax (recognizable by the fax icon  displayed in the icon journal column), there are two basic options to handle it:

- Viewing and replying/forwarding via the preview window

---

**NOTE:** Reading a fax message via the preview window is not possible with *Microsoft Outlook XP*. When you use *Microsoft Outlook XP*, first open the fax message with a doubleclick.

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- Editing the fax message before replying/forwarding in a separate window

## Using OpenScape Xpressions Outlook Forms

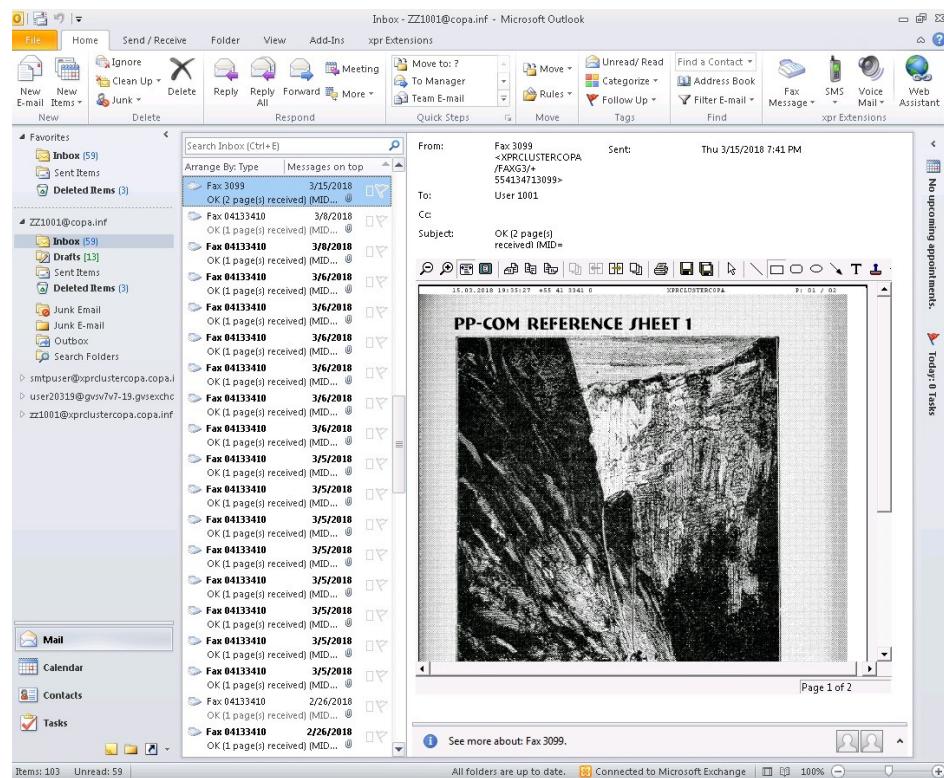
### Editing inbound Messages

#### 2.5.1.1 Fax Viewing and Replying/Forwarding via the Preview Window

How to represent a fax message in the preview window.

1. Select the fax message in the inbox.

The fax represented in the preview window.



2. Select the corresponding viewing tools to optimize the representation.

The following functions are available for this purpose:

Menu item	Description
<b>Zoom in</b>	Enlarges the fax representation in 8% steps from the basic value (maximum 11 steps).
<b>Zoom out</b>	Minimizes the fax representation stepwise in 8% steps from the basic value (maximum 11 steps).
<b>Fit to width</b>	Adjusts the fax to the size of the currently opened window.
<b>Whole page representation</b>	The fax is represented as complete page regardless the display window size.

Menu item	Description
 <b>Rotate anti-clockwise (90°)</b>	Rotates the displayed page by 90° counterclockwise.
 <b>Rotate 180°</b>	Rotates the displayed page by 180°.
 <b>Rotate clockwise (90°)</b>	Rotates the displayed page by 90° clockwise.
 <b>First fax page</b>	Displays the first page of a multipage fax document.
 <b>Previous fax page</b>	Skips back to the previous fax page in a multipage fax document.
 <b>Next fax page</b>	Skips forward to the next fax page in a multipage fax document.
 <b>Last fax page</b>	Skips to the last fax page in a multipage fax document.
 <b>Print</b>	Prints the fax document.

3. For direct fax message answering/forwarding, select the corresponding default icons in the “xpr Extension” Outlook toolbar.

---

**NOTE:** You can call the desired option from the **Actions** menu as well.

---

- a) After a click on **Reply** the default *Microsoft Outlook* e-mail form opens. Besides the recipient address (if the calling number was transmitted), the fax message is already inserted as file attachment. Click the “**Send**” button.
- b) After a click on **Forward** the fax form opens. You can now forward the fax message to a fax address entered in the **(To...)** entry field (or inserted from the address directory). In addition you can send the fax simultaneously to further recipients under **Cc... as e-mail with TIF attachment**. Click the “**Send**” button.

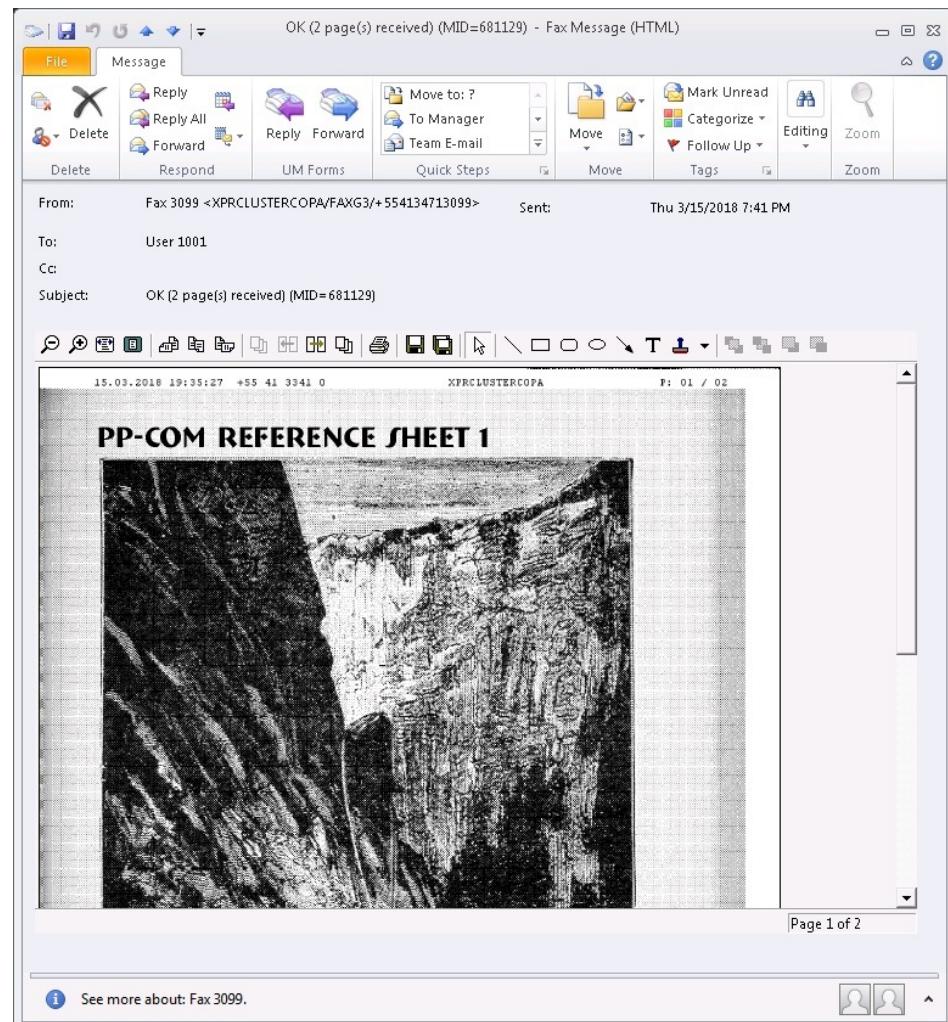
## Using OpenScape Xpressions Outlook Forms

### Editing inbound Messages

#### 2.5.1.2 Editing a Fax in a new Message Window

1. Open the fax message with a doubleclick

The editing window with the corresponding fax view opens. Here you find all options to assign additional text to the fax message or to insert graphic objects.



To customize the fax view, utilize the toolbar functions which are the same as in the preview window. In addition you find editing tools here with which you can save the document and insert graphic objects or text:

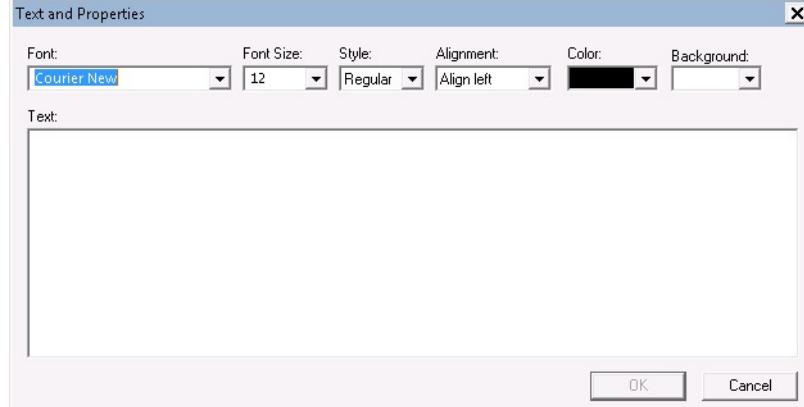
2. Select the desired editing function from the toolbar.

The following functions are available:

Menu item	Description
	<p>Saves fax document modifications temporarily. Inserted elements are integrated in the fax in gray scale representation. In this way you can check the appearance of the fax message in which it will arrive at the recipient later on.</p> <p><b>Note:</b> This function does not allow the permanent saving of the edited document; use the <b>Save As...</b> function for this purpose.</p>
	<p>Saves a copy of the edited fax document in an arbitrary directory. Enabling this icon opens a file selection dialog. To save a fax you can use the special fax formats TIF fax document (*.TIF, *.TIFF) and fax document (*.fax, *.fg3, *.fg4).</p>
 <b>Select</b>	<p>Marks objects already implemented. The mouse pointer, which is initially arrow-shaped, is supplemented with a crossed double arrow if you position it over an element that can be selected. You can select this object by clicking the left mouse button. You can also select objects for editing by keeping the left mouse button pressed and dragging a frame around the element you want to select.</p>
 <b>Line</b>	<p>Generates any straight line in the fax document. Place the cursor at the desired starting point of the line and draw the line with the left mousebutton kept pressed. As long as you hold the mouse button down, you can determine the direction from the origin and the length of the line.</p>
 <b>Rectangle</b>	<p>Inserts a rectangle in the document the same way as a line. Through moving the editing points with the mouse (the mouse pointer changes its appearance depending on the activities performed), the shape of the rectangle as well as its position in the document can be adapted any way you like.</p>
 <b>Round Rectangle</b>	<p>Inserts a round rectangle. In addition to the styling options (lengthening, thickening) by moving the marking point, you can also change the radius of the edges. Seize the inner of the two markers (at the bottom right corner of the rectangle) and move it within the rectangle until the desired shape has been adopted.</p>
 <b>Ellipse</b>	<p>Draws an ellipse or a circle in the fax document. You have the same editing capabilities here that you have for the rectangle.</p>
 <b>Arrow</b>	<p>This function for drawing an arrow is identical with the line function except for an arrow head being attached to the line end.</p>
 <b>Text</b>	<p>By means of this option you can add text objects to your fax. Enabling this function opens the <b>Text and properties</b> window. Enter your text in the entry field. Formatting the text is then performed via the options above of this field. The following options are possible (from left to right):</p>

## Using OpenScape Xpressions Outlook Forms

### Editing inbound Messages

Menu item	Description
	<ul style="list-style-type: none"><li>• <b>Font:</b> (selection of a font from those installed in Windows).</li><li>• <b>Size</b> (available from 8 to 72 pt).</li><li>• <b>Style</b> (Normal, Medium, Semi Bold and Bold).</li><li>• <b>Alignment</b> (Left, Center, Right and Block).</li><li>• <b>Color:</b> Opens a color chart from which you can select the desired color for your object. Please note that up to now transmitting colored objects per fax is not possible. Therefore colored parts are converted into a black/white raster before the document is sent. Depending on the color selected, your object may be hard to recognize in the fax document.</li><li>• <b>Background:</b> When you invoke the color selection, a chart opens from which you can pick a color for the text background.</li></ul> <p><b>NOTE:</b> Please remember the restrictions to colored objects in fax documents outlined under <b>Color</b>.</p>
	This icon provides a stamp function. On the one hand you can open a list via the selection icon to insert predefined stamps in the fax document, on the other hand it is possible to define individual stamps or to modify or delete existing ones. You find a detailed description of the stamp function following this table in <a href="#">Section 2.5.1.2, “Applying the stamp function”, on page 41</a> <b>Note:</b> Stamps provided by the system can, depending on your privileges, only temporarily be removed from the list displayed.
 <b>Move to Back</b>	Places the selected object in the background.
 <b>Move to Front</b>	Places the selected object in the foreground.
 <b>Move Forward</b>	Moves the object to the next position in z-order. If you have more than one overlapping object, you can repeat this procedure until the selected object is completely in the foreground.

Menu item	Description
 <b>Move Back</b>	Moves the object to the previous position in z-order. If you have more than one overlapping object, you can repeat this procedure until the selected object is completely in the background.

3. Enable **Reply** or **Forward**.

- After a click on **Reply** the default *Microsoft Outlook* e-mail form opens. Besides the recipient address (if the calling number was transmitted), the fax message is already inserted as file attachment. Click the button **"Send"**.
- After a click on **Forward** the fax form opens. You can now forward the fax message to a fax address entered in the **(To...)** entry field (or inserted from the address directory). In addition you can send the fax simultaneously to further recipients under **Cc...** as **e-mail with TIF attachment**. Click the button .

**Applying the stamp function**

• **Stamping a fax document**

- Enable the selection button.  A list with stamps already defined opens.

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**NOTE:** The stamps *Approved*, *Received*, *Rejected* and *Draft* are provided as system default with the installation.

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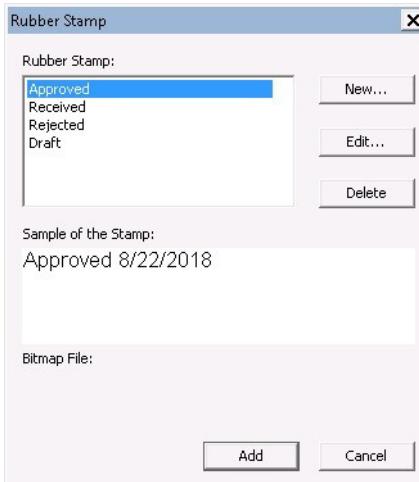
- Select the desired stamp. The stamp will appear top left on the currently displayed fax page.
- Position the stamp text in the desired place of the document.
- If required, edit the stamp text. Select the inserted stamp text and invoke the **Properties** dialog via the context menu. In doing so you can use the same functions as are available for the text function (font, font size, style, alignment, color, and text background color).

## Using OpenScape Xpressions Outlook Forms

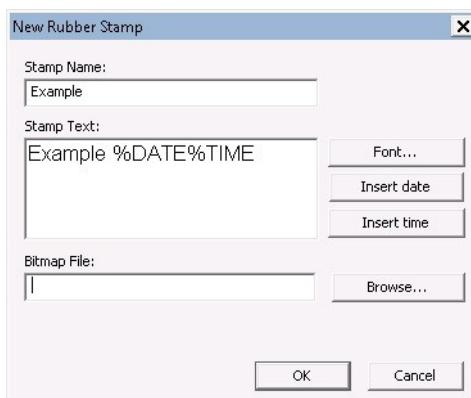
### Editing inbound Messages

- **Defining a new stamp**

1. Enable the stamp  icon. The **Rubber Stamp** dialog opens.



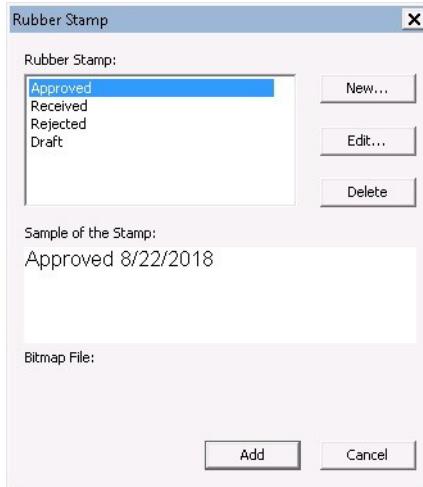
2. Click the **New...** button. The dialog for defining the stamp text opens.



3. Enter a name for the new stamp under **Stamp Name**.  
Under this name the stamp will be displayed in the selection list.
4. Enter the stamp text in the editing window and design it via the **Font...** button.  
In addition you can insert a wildcard for **Date** and **Time** so that the current date and time is displayed with using the stamp.
5. Via the Browse button (a file selection dialog opens) you can additionally include a bitmap file in the stamp. In this way it is possible to integrate, for example, a company logo or a signature in the stamp.
6. Accomplish your settings with **OK**.

- **Editing or deleting a stamp**

1. Enable the stamp  icon. The **Rubber Stamp** dialog opens.



2. Select the name of the stamp the definition of which you want to edit or delete.
3. Push the **Edit...** or **Delete** button.
  - a) Clicking the **Edit...** button opens the stamp definition dialog. Here you can modify all settings (font, parameters for date or time) for the selected stamp.
  - b) Click **Delete** to remove the selected stamp definition from the list.  
**Note:** The stamps *Approved*, *Received*, *Rejected* and *Draft* provided by the system are, depending on your privileges, only temporarily removed from the list.

## Using OpenScape Xpressions Outlook Forms

### Editing inbound Messages

## 2.5.2 Editing Voicemails

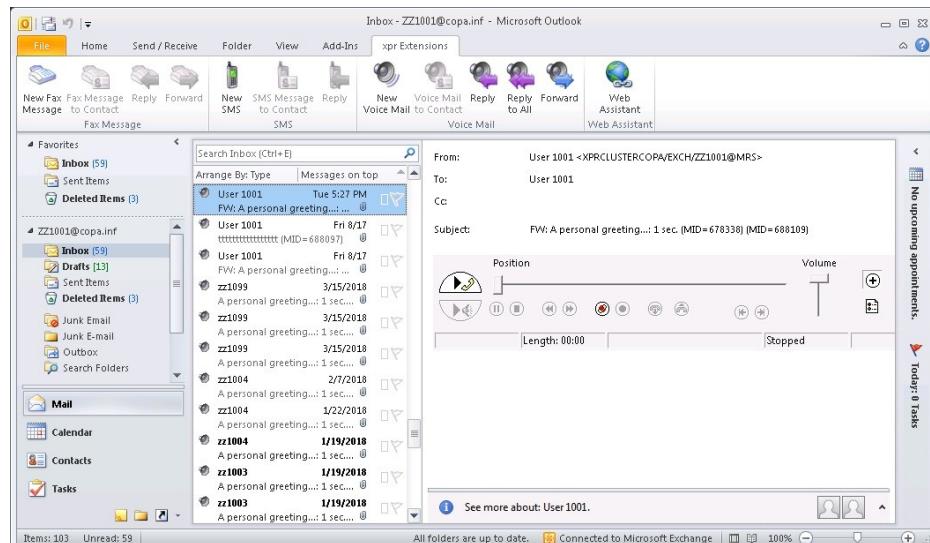
If the incoming message is a voicemail (recognizable by the voicemail icon  displayed in the icon journal column), there are two basic options to handle it:

- Editing in the *Microsoft Outlook* preview window.
- Editing in a separate window

### 2.5.2.1 Editing a Voicemail in the Microsoft Outlook Preview Window.

1. Select the received voicemail in the inbox.

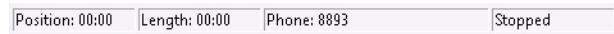
The preview window automatically displays an interface to play the message.



2. Enable the  icon if you want to play the voicemail via telephone, or , for voice message output via speakers (or headphones) attached to the soundcard.

- a) When you choose to **play a voice mail via telephone**: your telephone rings. Pick up the receiver. The voicemail will then be automatically played. You can also click on the  icon to simulate picking up the receiver. **Note:** Your telephone will then be switched to the hands-free mode and the voicemail put out via telephone or a headset in a loud voice.
- b) When you choose **play voice mail via soundcard**: message playback starts immediately.

The **Position** slider indicates the current position in the voicemail (in relation to the entire recording time). The total length and also the temporal position as well as the current playback status is displayed in the window's status area (under the operating area).



3. Finish the playback with a click on the stop  icon.

Message output is terminated with a simultaneous skip to the message start.

If you want to stop the voicemail playback, simply hang up the receiver. You can also click on the  icon to simulate putting the phone down.

#### Features for playing a voicemail

To optimize the voice mail playback, some settings can be performed before the playback is started:

Function	Description
 <b>Position slider</b>	Through moving the <b>Position</b> slide with the mouse you can head for an estimated position in the voice message. Use the <b>Position</b> and <b>Length</b> status information as assisting indicators for this purpose.
 <b>Fast forward</b>	Via this icon you can fast-forward the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Rewind</b>	Via this icon you can rewind the voicemail for a specific time span. You can set this time span in the configuration dialog in gradations of 1, 2, 4 and 8 seconds.
 <b>Stop</b>	Stops the message playback and skips to the message start.
 <b>Pause</b>	Interrupts voicemail playback. The process is continued when you, depending on the output medium, press one of the two playback icons.
 <b>A/B repeat</b>	Defining an A/B repeat How to specify an A/B repeat is described in <a href="#">Section 2.5.2.1, "Defining an A/B repeat", on page 46</a> .
 <b>Settings</b>	Enabling this icon opens the <b>Settings</b> dialog to define the playback parameters. Which settings can be performed here is described in <a href="#">Section 2.5.2.1, "The Settings Dialog", on page 46</a> .

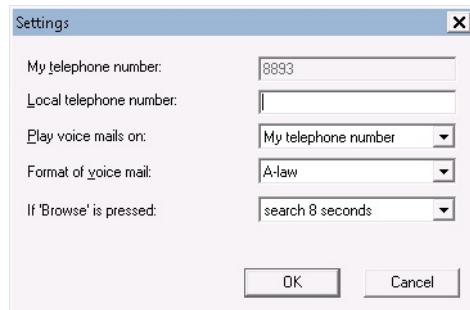
#### Defining an A/B repeat

To play a specific clip of a voice message you can define an A/B repeat. Proceed as follows:

1. Place the position slider at the point from where the clip is to begin.
2. Push the button. 
3. Place the position slide at the point where the clip is to end.
4. Push the button. 
5. Push one of the two playback icons.  
The clip that you have defined is played with the start of the playback function.

#### The Settings Dialog

Via  you can open the following settings dialog, in which some voicemail playback parameters can be modified.



Option	Description
<b>My telephone number:</b>	This entry line displays your telephone number provided you have a telephone at your workstation and the telephony functions are installed.
<b>Local telephone number:</b>	In this entry field you can specify the telephone number of a connection used only temporarily. By this option all incoming voice messages are routed to the previously defined connection so that you can play them there. Activate this setting via the <b>Play Voice Mails on</b> option.
<b>Play Voice Mails on:</b>	Here, you can switch the telephone designated for playing back the voicemail. You can either listen to the mail by means of your individual workstation telephone ( <b>telephone number</b> ) or you can put out the message via the device that you have specified under <b>Local telephone</b> . <b>NOTE:</b> If you have switched the output to a local telephone, picking up the receiver cannot be simulated via the  icon.
<b>Voice Message Format</b>	Via the voice format combination field you can define the ISDN message code for your country. In Europe A-Law, in the U.S. mainly μ-Law is used.
<b>If "Browse" is pressed</b>	Here you can define the time span for a forward/backward skip in the voice message. Four steps are available (1, 2, 4 and 8 seconds).

#### Forwarding a voicemail

After you have played the voicemail in the preview window you can send it to further recipients via the **Forward** Outlook standard function.

---

**NOTE:** The voicemail is forwarded as file attachment in WAV format to an e-mail.

---

Proceed as follows:

1. Click the Forward icon in the Outlook toolbar.

An e-mail form opens in which the voicemail is already inserted as file attachment.

2. Enter the recipient address

3. If required, edit the entry in the subject line

If an original voicemail subject is available, it is copied to the subject line.

4. You can enter an annotation in the text entry field to round up the e-mail.

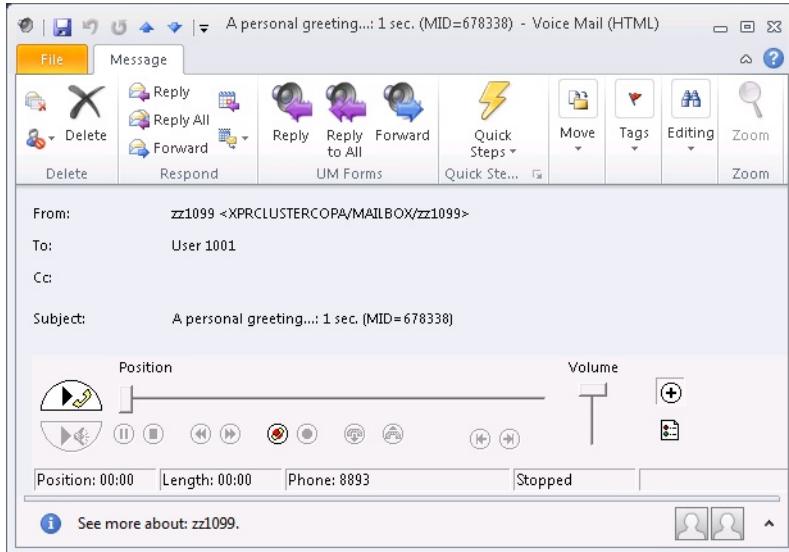
5. Push the button “**Send**”.

The message is sent and the form closed.

When forwarded as e-mail, the voicemail annotation is sent as file attachment. If the voicemail is transmitted to a voicemailbox, it is sent as a sound file (WAV).

### 2.5.2.2 Editing in a separate Window

Like fax messages, a voicemail can be opened in a separate editing window when you double-click the corresponding journal entry.



The above functions are now supplemented by the option to furnish the voicemail with a spoken comment before answering or forwarding. If the message is forwarded, a text comment can be additionally included in the appropriate entry field.

The symbols for Reply (Answer) and Forward are seen below:



The following features are additionally available for this purpose:

Function	Description
	Icon for comment recording via telephone. This function is only available if CTI functions have been implemented.
	With implemented sound card and a microphone connected you can use this button to record a voicemail annotation to be attached to the message.
	The icon next to the volume bar indicates that the individual comment either overwrites the existing voice mail (⊖) or is attached to it (⊕). You toggle between the two operating modes by clicking the respectively displayed icon.  NOTE: By using the overwrite function you can generate individual recordings and send them as voice mail (file attachment to an e-mail)

## Using OpenScape Xpressions Outlook Forms

### Editing inbound Messages

## 3 The Conference Extension for *Microsoft Outlook*

The conference extension facilitates scheduling and monitoring conferences. It provides the following conference options:

- Scheduling and initiating a voice conference (telephone conference).
- Scheduling and initiating a web conference.
- Scheduling and initiating a combined voice/web conference.
- Monitoring the scheduled and initiated telephone conferences via the *OpenScape Web Client*.

---

**NOTE:** The administrator may restrict the privilege to use these features. The privileges setting can be used to withdraw the privilege to schedule voice or web conferences or both from single users. The buttons for scheduling the corresponding conference types in the Outlook dialog **Untitled-Meeting** are then not available.

---

## 3.1 General Considerations

After you have installed the conference extension in *Microsoft Outlook* you are provided with the features for scheduling and initiating voice and web conferences. You can recognize the successful installation by the conference overview icon then available in the *Microsoft Outlook* toolbar.



Via this button you reach immediately the **Conferences** dialog of the *OpenScape Web Client*. This dialog provides an overview of all scheduled voice conferences and also shows the configuration data of the conferences set up in *Microsoft Outlook*.

---

**NOTE:** A conference set up via the *Microsoft Outlook* conference extension cannot be deleted in the *OpenScape Web Client*.

---

To obtain further information about editing conferences please refer to the *OpenScape Web Client* manual.

### 3.1.1 Special Feature in the Installation of the Conference Extension in *Microsoft Outlook 2003*

If the conference extension is installed in a *Microsoft Outlook 2003* that already hosts the *Google Desktop Outlook Toolbar*, problems may occur when loading the Conference Add-In. Though the status in the COM Add-In list in *Microsoft Outlook* gives the impression that the Conference Add-In has been loaded, the buttons for creating a conference in the **<subject> - Meeting** Outlook dialog are not present.

You can solve this problem by first deactivating both add-ins. Then, reactivate both add-ins in the sequence: conference add-in, *Google Desktop Outlook Toolbar* add-in.

Proceed as follows:

1. Open in *Outlook* the **COM Add-Ins** configuration dialog via **Tools > Options > tab Other > button Advanced Options > button COM Add-Ins** .
2. Remove the tick from the checkbox next to *Google Desktop Outlook Toolbar*.
3. Remove the tick from the checkbox next to *OpenScape Xpressions Conference Outlook Add-In*.
4. Click on **OK** in this dialog. You return to the **Advanced Options** dialog.
5. Click on the **COM Add-Ins** button again. You return to the **COM Add-Ins** dialog.

6. Tick off the checkbox *OpenScape Xpressions Conference Outlook Add-In*.
7. Tick off the checkbox *Google Desktop Outlook Toolbar*.
8. Confirm your modification by closing all dialogs with the **OK** button.

You can now load the Conference Add-In in *Microsoft Outlook 2003* trouble-free.

### 3.1.2 Conference Types

With the *Microsoft Outlook* conference extension you can configure the following conference types:

- **Voice conferences**

This type of conference is exclusively staged via telephone. To join, every conference participant dials in by himself/herself at the scheduled appointment time.

The voice conferences on the *OpenScape Xpressions* server are unmoderated, so that all conference participants are equally privileged to control the conference. Conferences can be controlled via a telephone menu or the *OpenScape Web Client*.

- **Web conferences**

This type of conferences is exclusively staged using an internet connection. The conference client is used for this purpose. Web conferencing describes the collective use of programs and documents during real-time computer conferences. A web conference enables the conference participants to display each other's desktop if allowed by the user. In this way all other conference participants can see the same image, knowing what everybody is on about. Documents and the entire desktop can also be shared for editing. Using the additional features you can directly discuss and illustrate matters. These additional features include, for example, the chat and whiteboard function. In case of a web conference the location in which the conference participants are situated is irrelevant. You merely need a PC with internet access and possibly a telephone. This ensures a high degree of flexibility and saves expenses for long journeys, accommodation etc. Since all session data is transmitted encrypted (256-Bit-AES encryption), sensitive data can be transmitted as well. You find details about using a web conference in the Web Collaboration manual.

- **Combined voice/web conference**

In case of this conference type, a voice conference is staged simultaneously to a web conference. This a web conference with voice connection.

## 3.2 Configuring, starting and editing a Conference

### 3.2.1 Configuring a Conference

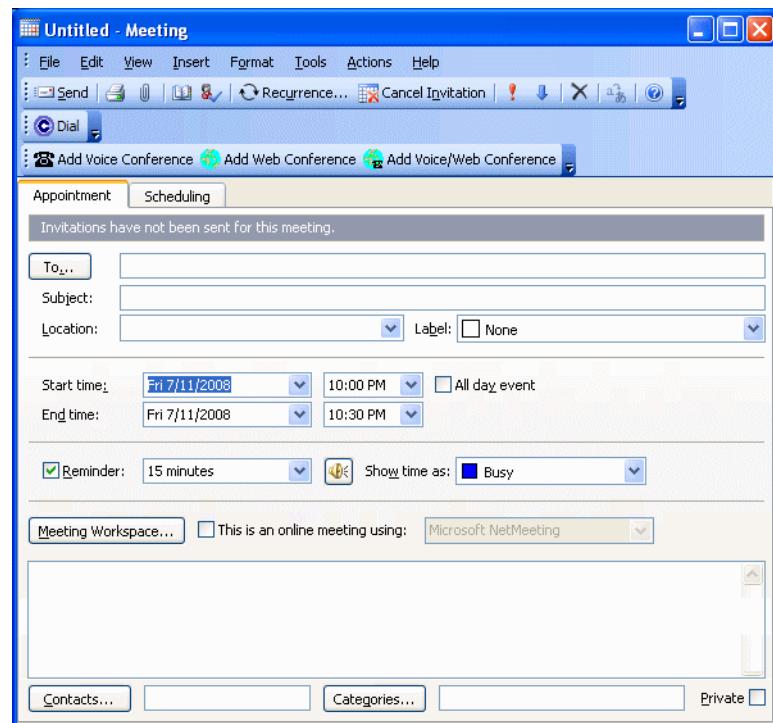
How to configure a conference:

1. Click in *Microsoft Outlook* on the small triangle icon next to the **New**  button. The selection menu opens.
2. In this menu select the **Meeting Request** feature. The **Untitled - Meeting** dialog opens.

---

**NOTE:** You can also reach this dialog via **File -> New -> Meeting Request**.

---



3. Enter the conference participants in the address line.

---

**NOTE:** Via the **To** button you can browse the *Microsoft Outlook* address books or your contact lists for participants and select them.

---

## The Conference Extension for Microsoft Outlook

Configuring, starting and editing a Conference

4. Specify the meeting subject.

---

**NOTE:** This entry is mandatory. The subject describes the conference. Under this description the conference will be logged in the message respectively conference journal.

---

5. Using the **Start time** and **End time** combo boxes schedule the conference.
6. If you want to configure a periodically recurring conference, click on the **Recurrence** button to determine in which intervals the conference is to take place.
7. Depending on the conference type you want to configure, push one of the following buttons:

 Add Voice Conference, to add a *voice conference*,

 Add Web Conference, to add a *web conference* or

 Add Voice/Web Conference, to add a combined *voice/web conference*.

The conference data is displayed in the bottom section of the **Untitled - Meeting** dialog.

8. In the **Untitled - Meeting** dialog click the **Send** button. The meeting request is sent to the system users as usual. 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. The conference data are in detail:

- **In case of voice conferences:**

- **Dial the following number to join the conference:**

Here you find the **conference bridge number** under which you can log on to the conference.

- **Enter the following PIN for identification when requested:**

Here you find the conference **PIN** with which you authenticate yourself as conference member.

- **In case of web conferences:**

- **Download the conference client under the following URL and start it:**

The invited participants invoke the specified URL via their web browser to download the conference client for using the web conference.

- **In case of combined voice/web conferences:**

- **Dial the following number to join the conference:**  
Here you find the **conference bridge number** under which you can log on to the conference.
- **Enter the following PIN for identification when requested:**  
Here you find the conference **PIN** with which you authenticate yourself as conference member.

In addition:

- **Download the conference client under the following URL and start it:**  
The invited participants invoke the specified URL via their web browser to download the conference client for using the web conference.

---

**NOTE:** Please remember to provide external conference participants who do not have an e-mail address with the conference information via other communication channels.

---

### 3.2.2 Starting a Voice Conference

The server starts the voice conference automatically five minutes before the defined time. This is to avoid that conference participants whose system time differs from the server time dial into the conference in vain.

### 3.2.3 Joining a Voice Conference

How to log on to the conference:

1. Log on to the conference via the conference bridge number when the start time of the conference is reached.
2. Enter the conference PIN via telephone to authenticate yourself as conference participant.

As long as only one conference participant has logged on to the voice conference, music-on-hold is played for him/her.

### 3.2.4 Starting a Web Conference

The conference creator needs to start the web conference if the meeting is to begin as scheduled in the *Outlook* calendar. How to start the conference:

1. When the conference start time is reached, open as conference creator the meeting entry in the *Outlook* calendar.

---

**NOTE:** With the start time having been reached, the **Start Web Conference** button is displayed for the conference creator in the open meeting entry.

---

**IMPORTANT:** If you have opened the meeting entry before the start time is reached, the Start Web Conference button will not appear until you close and reopen the meeting entry.

---

2. Click the  Start Web Conference button. The web conference module is invoked for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on to the conference client with the session ID and password.

### 3.2.5 Joining a Web Conference

If the web conference has been started by the conference creator, the conference participants can join the web conference as follows:

1. When the conference start time is reached, open as conference participant the meeting entry in the *Outlook* calendar.
2. Click on the download link to download the client software for the conference client.
3. Start the conference client after the download.
4. Enter the session ID and the password for logging on to the web conference.

## 3.2.6 Editing a Conference

You can edit the configured conference before as well as after the transmission of the conference data to the participants. The following editing options are available in both cases.

### 3.2.6.1 Editing Conference Data before its Transmission

You have prepared a conference by selecting the desired participants, the subject as well as the conference time.

By pushing one of the below buttons you now determine the conference type.



After you have configured the conference by enabling the **Add Voice Conference**, **Add Web Conference** or **Add Voice/Web Conference** button, the buttons will adjust to the selected conference type. They now provide the features described in the following.

### 3.2.6.2 Editing a Conference after the Conference Data Transmission

After you have sent the conference data, the conference date is entered in your *Outlook* calendar. You can reopen the conference data for editing by doubleclicking the conference calendar-entry.

---

**NOTE:** If you want to change the conference type of a periodically staged conference retrospectively, open the relevant conference entry in the *Outlook* calendar with a doubleclick. Select the “Open This Series” option to open the conference entry. Only then the buttons for changing the conference type become active. The “Open This occurrence” option lets you edit the conference start time, the subject and the conference members only.

---

### Editing options

- **In case of a configured voice conference**

-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as pure voice conference into a web conference. The conference access data are then altered from the telephone access data to the web conference access data.
-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure voice conference into a combined voice/web conference. The conference access data for the voice conference will then be supplemented by the access data for the web conference.
-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. To obtain further information about editing conferences with the *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.

---

**NOTE:** Using the  button you can then log on to the conference via the *optiClient 130* CTI client.

---

- **In case of a configured web conference**

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as pure web conference into a voice conference. The conference access data are then altered from the web conference access data to the telephone access data.
-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure web conference into a combined voice/web conference. The conference access data for the web conference will then be supplemented by the access data for the voice conference.
-  **Start Web Conference** The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.

## The Conference Extension for Microsoft Outlook

### Configuring, starting and editing a Conference

- **In case of a configured voice/web conference**

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as voice/web conference into a pure voice conference. The conference access data for the conference combination will then be reduced to the data required for a pure voice conference: the conference call number and conference PIN.
-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as voice/web conference into a pure web conference. The conference access data for the conference combination will then be reduced to the data required for a pure web conference: the URL for downloading the web conference client, the session ID and the password.
-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. To obtain further information about editing conferences with the *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.
-  **Start Web Conference** The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.

- **If the start-up time has already been passed**

Depending on the previously configured conference type (voice or web conference respectively combined voice/web conference) you can change the conference type.

**In case of a web conference or voice/web conference**

-  **Change to Voice Only Conference** Via this button you can turn a conference originally designed as pure web conference or voice/web conference into a pure voice conference. The conference access data for the conference combination will then be reduced to the data required for a pure voice conference: the conference call number and conference PIN.

**In case of a pure voice conference or voice/web conference**

-  **Change to Web Only Conference** Via this button you can turn a conference originally designed as voice conference or combined voice/web conference into a pure web conference. The conference access data are then altered from those of a pure voice conference to those of a web conference.

**In case of a pure voice conference or pure web conference**

-  **Change to Voice/Web Conference** Via this button you can turn a conference originally designed as pure voice conference or pure web conference into a combined voice/web conference. The conference access data for the voice conference will then be supplemented by the access data for the web conference.

**In case of voice conferences only**

-  **Floor Control** Use this button to switch to the **Call Control** dialog of the *OpenScape Web Client*. Via this dialog you can then control the telephones involved in the voice conference: locking the conference so that no further members can join it, muting the entire conference, muting single conference members or removing members from the conference. To obtain further information about editing conferences with the *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.

**In case of voice conferences only**

-  **Configure Conference** Use this button to switch to the **Conferences** dialog of the *OpenScape Web Client*. In this dialog you receive an overview of all scheduled voice conferences and may make adjustments if required. To obtain further information about editing conferences with the *OpenScape Web Client* please refer to the *OpenScape Web Client* manual.

## The Conference Extension for Microsoft Outlook

### Configuring, starting and editing a Conference

#### In case of web conferences only

-  The conference creator uses this icon to invoke the web conference module for initiating the web conference. The web conference starts automatically when one of the invited participants has downloaded the client software via the specified URL, started the conference client and logged on via the session ID and password.

---

**NOTE:** Please note that each modification to the conference configuration must be transferred to the conference members so that they receive the current access data for the conferences.

---

**NOTE:** Please remember to provide external conference participants who do not have an e-mail address with the modified conference information via other communication channels.

---

## 3.2.7 Controlling a Conference

### 3.2.7.1 Controlling a Conference via the Call Control

The following features are available in the call control of the *OpenScape Web Client* for controlling a conference:

Icon	Explanation
<b>In the header</b>	
	<b>Lock conference</b> After you have clicked this icon, other potential conference participants cannot log on to the conference anymore. The icon changes to a closed padlock after you have clicked it.
	<b>Unlock conference</b> Clicking this icon unlocks the conference again.
	<b>Mute conference</b> This feature mutes all microphones of the participating conference participants. Only the voice signal of the conference participant who triggers this function is still transmitted to all conference participants. After you have clicked this icon it appears crossed out. <b>NOTE:</b> Every conference participant can trigger this feature and also lift the muting of another conference participant.
	<b>Cancel conference muting</b> A click on this icon cancels the conference muting.
	<b>End conference</b> Ends the conference by closing down the connections to the other conference participants.
	<b>Starting a web conference</b> If you have configured a web conference or were invited for a web conference, you can use this icon to set up the connection to the web conference.
<b>During the connection representation of the conference participants</b>	
	<b>Mute participant</b> Mutes the microphone of the respective conference participant. After you have clicked this icon it appears crossed out. <b>Notes:</b> In your call control you can use this feature to temporarily deactivate the microphone of your telephone. The muted conference participants can lift the muting by themselves.
	<b>Cancel muting a participant</b> A click on this icon cancels muting a conference participant.
	<b>Leave conference or remove participant from conference</b> This feature enables you to leave the conference or to remove other conference participants from the conference.

#### 3.2.7.2 Controlling a Conference via Telephone

If you do not have the *OpenScape Web Client* for controlling a conference, you can use the keys of your telephone for this purpose. The telephone keys are used for transmitting control commands to the system by sending DTMF tones.

---

**NOTE:** The administrator can deactivate the operating menu by configuration. Furthermore, he/she can change the assignment of commands to the single keys. In case of doubt, have the menu options announced via .

---

You can use the following key commands for controlling a conference in the *OpenScape Xpressions* system:

---

**NOTE:** The key command description refers to the pre-setting that applies when the *OpenScape Xpressions* server is set up.

---

Key	Key	Command
		<b>Activate menu</b> Via this function you first need to activate the operating menu. This prevents disruptions that may occur during a conference when a telephone key is inadvertently pushed. <b>NOTE:</b> The administrator can deactivate this behavior by configuration, so that you need not activate the operating menu separately.
then		<b>Prompt menu</b> The available menu options are announced to you.
		<b>Lock/unlock conference</b> Once the conference has been locked, no further participants may dial in. Pushing this key once more undoes the restriction.
		<b>Mute self</b> Via this key you can temporarily deactivate the microphone of your telephone. The conference connection is maintained. Pushing this key once more reactivates the microphone.

Key	Key	Command
		<p><b>Mute conference</b>  This feature mutes the microphones of all conference participants. Only the voice signal of the conference participant who triggers this function is still transmitted to all conference participants.</p> <p><b>NOTE:</b>  Every conference participant can trigger this feature and also lift the muting of another conference participant.</p>
		<p><b>Handover</b>  This function allows you to change the device you use in the conference. Proceed as follows:</p> <ol style="list-style-type: none"> <li>1. Push key  for changing the device.</li> <li>2. Enter the phone number of the device you want to switch to.</li> <li>3. Complete entering the phone number with . The entered phone number is announced for you to check.</li> <li>4. You are then prompted to change the telephone via  or to cancel the process via .</li> </ol>
		<p><b>Toggle music on hold</b>  If you currently are the only conference participant and hear music-on-hold, you can push this key to switch off the music. Pushing this key once more reactivates the music-on-hold.</p>

## **The Conference Extension for Microsoft Outlook**

Configuring, starting and editing a Conference

## A Using “Xpressions” Folders in *Microsoft Outlook* with PhoneMail

Via the telephone user interface (TUI) *Phonemail* you can use a special Outlook folder for message output via telephone. To configure this function, some preparative steps must be taken by the user (at the Outlook client) as well as by the administrator (at the *XPR* server) in the **sequence** described here.

---

**IMPORTANT:** If you do not stick to this succession, the messages will be lost due to internal Exchange server synchronization mechanisms. We strongly recommend to save the contents of the “Xpressions” folder and of the inbox before activating this feature.

---

1. The corresponding user must first define the “Xpressions” folder in *Microsoft Outlook*:
  - The folder may only be called “Xpressions”
  - The folder must be defined in the same level as the inbox folder
2. The user must then share the use of this folder via the *Web Assistant* on the page **Voice mail system -> Edit personal filter**.

Using the “Xpressions” folder via the *PhoneMail* script is now configured.

If the “Xpressions” folder is to be immediately available to the user, the administrator must be notified so that he/she can perform an Exchange APL reboot.

---

**IMPORTANT:** The Exchange APL must be rebooted before messages are moved or transmitted to the “Xpressions” folder. Otherwise all this mail will be lost with rebooting the APL.

---

After the APL reboot the administrator must inform the user that messages can now be moved or, by routing rules, delivered to the “Xpressions” folder.

The “Xpressions” folder will otherwise be activated after the configuration reload (this occurs in 24-hour intervals overnight). In other words, it will not be available until the next day.

## Using “Xpressions” Folders in Microsoft Outlook with PhoneMail

## B Service Provider (MSP)

The Service Provider serves as global substructure for all client applications that use *OpenScape Xpressions* server services. Such clients are for example: *OpenScape Xpressions Lotus Notes Extensions*, the *OpenScape Xpressions Microsoft Outlook Extensions*, *Communications* etc. While several client applications can simultaneously be operated on one computer, only one Service Provider entity is available at a time.

The following services are provided:

- Local database (cache)

Every client application does not have to keep its own database up to date. If required, the Service Provider synchronizes its local database with the database of the *OpenScape Xpressions* server. Thereby, the contents of the local database is made available to all client applications so that fast access is always possible.

- Store & forward interface

Client applications can send documents to or receive them from a *OpenScape Xpressions* server. This refers to classic communication by fax, e-mail etc. The *optiClient 130* CTI journal operates via this interface also.

- Transactions interface

Client applications can communicate with the *OpenScape Xpressions* server components that support transactions. This enables in particular using the CTI features for client applications such as the *optiClient 130*.

According to requirements the MSP is automatically implemented upon the installation of a *OpenScape Xpressions* client component. When the installation is completed you will find the file `MSP.INSTALL.LOG` in the TEMP directory of the installing user, helping to detect errors if problems should occur.

The Service Provider is started by the first client application requiring it. The Service Provider configuration module in the control panel is such an application.

For further information on the service provider and on profile definition refer to the *Server Administration* manual.

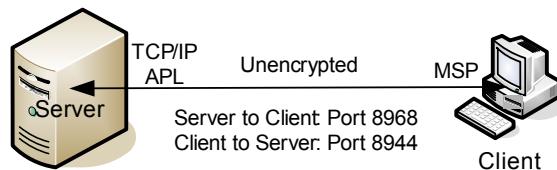
## Service Provider (MSP)

Connection of the OpenScape Xpressions Server to the Clients via the MSP

### B.1 Connection of the *OpenScape Xpressions* Server to the Clients via the MSP

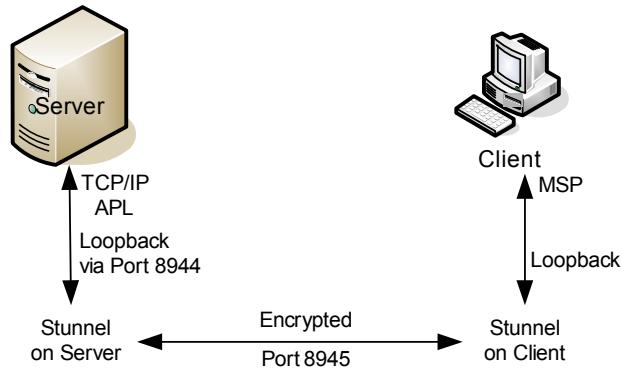
The MSP-based Windows client applications can also communicate with the *OpenScape Xpressions* server via an IP protocol.

On the server side the TCP/IP APL uses port 8944 for accessing the client. With active delivery from the TCP/IP APL to MSP-based client applications port 8968 is used. This type of communication is not encrypted. By means of a network sniffer you can play all data transmitted between server and client.



You can also communicate via a connection secured by SSL. On the server side, all corresponding requirements have already been met as a certificate has been configured for the **STunnel** program.

For a connection secured by SSL, port 8945 is used. If you then lock port 8944 in the Windows firewall, clients without activated encryption will not be accepted any more.



If a firewall is active on the client, the data transmission between *OpenScape Xpressions* server and client must be released by the firewall. In other words, if the firewall is active, the MSP on the local clients with the operating systems Windows XP and Windows Vista must be given outgoing access to the *OpenScape Xpressions* server. For this purpose the `MSPSVC . EXE` and `STUNNEL . EXE` programs are added to the exception list of the firewall. `MSPSVC . EXE` is the Service Provider operated as service. `STUNNEL . EXE` is used for encrypted communication with the `XPR` server.

### B.1.1 Releasing the Firewall for the MSP

You release the firewall executing the following steps:

#### For Windows XP

1. Open the control panel via **Start > Control Panel**.
2. Start the application **Windows Firewall**.  
The **Windows Firewall** dialog opens.
3. Switch to the **Exceptions** tab.
4. Click on the **Add Program...** button.  
The **Add a Program** dialog opens.
5. Click on **Browse....**  
The **Browse** dialog opens.
6. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.

---

**NOTE:** An example of the directory path would be `C:\Program Files\Common Files\Cycos\Service Provider\`

---

7. Select the file `MspSvc.exe` and click on **Open**.  
The selected file is added to the programs of the exception list.
8. In the **Add a Program** dialog click on the **OK** button to complete the selection process for this file.  
You return to the **Windows Firewall** dialog.
9. Click on the **Add Program...** button again.  
The **Add a Program** dialog opens anew.
10. Click on **Browse...** again.  
The **Browse** dialog opens.
11. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.
12. Select the file `stunnel.exe` this time and click on **Open**.  
The file `stunnel.exe` is added to the programs of the exception list.
13. In the **Add a Program** dialog click on the **OK** button to complete the selection process.  
You return to the **Windows Firewall** dialog. The selected programs are now integrated in the list under **Programs and Services**.

## Service Provider (MSP)

Connection of the OpenScape Xpressions Server to the Clients via the MSP

14. In the **Windows Firewall** dialog click on **OK**.

15. Close the control panel.

In *Windows XP* the firewall for these programs is now open.

### For Windows 7

1. Open the control panel via **Start > Control Panel**.
2. Start the application program **Windows Firewall**.
3. There, enable the link **Allow a program through Windows Firewall**.  
The **Windows Firewall** dialog opens.
4. Switch to the **Exceptions** tab.
5. Click on the **Add Program...** button.  
The **Add a Program** dialog opens.
6. Click on **Browse....**  
The **Browse** dialog opens.
7. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.

---

**NOTE:** An example of the directory path would be `C:\Program Files\Common Files\Cycos\Service Provider\`

---

8. Select the file `MspSvc.exe` and click on **Open**.  
The selected file is added to the programs of the exception list.
9. In the **Add a Program** dialog click on the **OK** button to complete the selection process for this file.  
You return to the **Windows Firewall** dialog.
10. Click on the **Add Program...** button again.  
The **Add a Program** dialog opens anew.
11. Click on **Browse...** again.  
The **Browse** dialog opens.
12. Enter the path for the directory that contains the files `MspSvc.exe` and `stunnel.exe`.
13. Select the file `stunnel.exe` this time and click on **Open**.  
The file `stunnel.exe` is added to the programs of the exception list.
14. In the **Add a Program** dialog click on the **OK** button to complete the selection process.  
You return to the **Windows Firewall** dialog. The selected programs are now integrated in the list under **Programs and Services**.

15. In the **Windows Firewall** dialog click on **OK**.

16. Close the control panel.

In *Windows 7*, the firewall for these programs is now open.

## **Service Provider (MSP)**

Connection of the OpenScape Xpressions Server to the Clients via the MSP

## C Reply and Forwarding Functions Overview

Function	e-mail				Fax message			
	On	Subject	Body	Appendix	On	Subject	Body	Appendix
<b>Reply</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
<b>Forward</b>	No	Yes	Yes	Yes	No	Yes	No	Yes
<b>Reply with fax</b>	Yes	Yes	Yes	No	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Forward with fax</b>	No	Yes	Yes	No	No	Yes	No	Yes (Fax TIFF)
<b>Reply with SMS</b>	Yes	No	No	No	Yes (Fax no.)	No	No	No
<b>Reply with voice mail</b>	Yes	Yes	Yes	Yes	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Reply to all with voice mail</b>	Yes	Yes	Yes	Yes	Yes (Fax no.)	Yes	No	Yes (Fax TIFF)
<b>Forward with voice mail</b>	No	Yes	Yes	Yes	No	Yes	No	Yes (Fax TIFF)

Table 1 Reply and forwarding functions overview (part 1)

Function	Voice mail				SMS message			
	On	Subject	Body	Appendix	On	Subject	Body	Appendix
<b>Reply</b>	Yes	Yes	No	Yes	Yes	Yes	Yes	No
<b>Forward</b>	No	Yes	No	Yes	No	Yes	Yes	No
<b>Reply with fax</b>	Yes	Yes	No	No	Yes	Yes	Yes	No
<b>Forward with fax</b>	Yes	Yes	No	No	No	Yes	Yes	No
<b>Reply with SMS</b>	Yes	No	No	No	Yes	No	No	No
<b>Reply with voice mail</b>	Yes	Yes	No	pickup	Yes	Yes	Yes	No
<b>Reply to all with voice mail</b>	Yes	Yes	No	pickup	Yes	Yes	Yes	No
<b>Forward with voice mail</b>	No	Yes	No	Yes (WAV)	No	Yes	Yes	No

Table 2 Reply and forwarding functions overview (part 2)



# Glossary

## A

### **Advanced Unified Messaging (AUM)**

Unified Messaging respectively Integrated Messaging extended with CTI functions (Computer Telephony Integration).

### **Automatic Number Identification (ANI)**

Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated by ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if this data is available).

### **Automatic Speech Recognition (ASR)**

Enables generating commands by voice input. ASR is often used in combination with IVR systems for operating the system by voice instead of DTMF tone input.

## C

### **Computer Telephony Integration (CTI)**

Computer Telephony Integration is the general technical term for connections between PBXs and computers. It is basically telephony service supported by computer technology. This means in most cases that operation and display of telephony functions at the most different PBXs can occur via an arbitrary client at the computer. To enable this, the message server must be up to date with the various operating statuses of the telephone terminal device and be able to pass them on to the respective client. Services from the most simple applications such as computer aided dialing up to complete call centers can be offered. This also includes supporting service features with their various routing functions, PBX management and creating, editing and storing statistical data.

## D

### **Dialed Number Identification Service (DNIS)**

Transmission of the number originally dialed by the subscriber to trace the rout of incoming calls. This is important with reference to special calling numbers (e.g. 0190 to call a hotline) since a special number call is also transmitted by the provider via the normal local loops of the individual PBX.

### **Dual Tone Multi Frequency (DTMF)**

Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example "One" is generated by transmission of 1209 Hz and 697 Hz). In contrast, defined loop interruptions, generated by the contacts of a mechanical dial (pulse dialing, ten interruptions corresponded to a dialed 0), were formerly used to transmit dial information. In digital networks (ISDN), dial information is digitally generated and transmitted. Transmission of DTMF signals, also supported by digital telephones, can be used to call additional functions via the telephone keypad.

## Glossary

### I

#### **Integrated Messaging (IM)**

Integrated Messaging is a Unified Messaging extension. With IM all messages arriving at a mailbox are also transmitted to the XPR server (mailbox replication) and made available to further clients (for example via a telephone). IM will be further developed and eventually replaced with TUM.

#### **Interactive Voice Response (IVR)**

Voice processing systems help optimizing the communication between customer and call center operator, for example. An IVR system enables the customer to pre-structure his/her concern so that call center operators can be assigned according to the specific task. An interested party for example selects a specific product group and is directly forwarded to the corresponding specialist. With pure information services and well structured polling an operator can even be done without. Information is then provided by voicemail.

### M

#### **Mailbox**

Mailbox is a data directory in which all incoming messages, be it an e-mail, a fax, a voice message or another service are stored for editing at a later date.

#### **Message Store**

Application program that contains the mailboxes of several users, controls access to these mailboxes and stores the messages according to the platform used (the message store can also be a third party product, for example Lotus Notes, Microsoft Exchange or the XPR-own InfoStore). Per definition, a user is assigned to exactly one message store.

#### **Multifrequency Dialing**

See Dual Tone Multi-Frequency.

### R

#### **Redirected Number (REDIR)**

“Redirected Number” is a PBX feature. In case of an active call rerouting, the telephone number of the originally called subscriber is forwarded with the call to the rerouting destination. In a TUM environment, this feature can be used to forward calls rerouted to a specific access number to the mailbox of the originally called subscriber.

### S

#### **Service Provider (MSP)**

The Service Provider serves as global substructure for all client applications that use XPR server services. Such applications are e. g. *OpenScape Xpressions Lotus Notes LSX*, the *OpenScape Xpressions Extensions for Microsoft Outlook* or *OpenScape Xpressions Communications*. While several client applications can run on one computer simultaneously, only one Service Provider instance is available for updating the local database as well as for transporting data to the XPR server.

#### **SMS (Short Message Service)**

Text transmission service by mobile phone. The text sent to a mobile phone must not exceed 160 characters.

**T****Telematic**

This term is a composition of the abbreviated terms **telecommunication** and **informatic**. It describes the software-controlled interactivity between various protocols used in telecommunication. This enables the *XPR* server to access the classic telecommunication services such as telephone, fax etc.

**Telephone User Interface (TUI)**

Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voice messages but can also be used as input device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.

**Text To Speech (TTS)**

Conversion of a text mail into a spoken message by means of special programs. This type of transmission is required if you want messages that came in as e-mail to be routed to a telephone.

**True Unified Messaging (TUM)**

In True Unified Messaging, the data of all message services is exclusively stored in the platform's own message store and loaded onto the *XPR* server only if required. This may be the case if data shall be accessed via a special client (e.g. in an *Exchange* system where the mailbox shall be accessed using a telephone user interface (TUI) that is unavailable via the *Exchange* default client (*Microsoft Outlook*)). In contrast, messages are kept in several systems if Unified Messaging is applied. This method requires a regular data replication. The advantage of TUM is therefore that you can access the "foreign" message store directly. This also applies with further message stores within the system.

**U****Unified Messaging (UM)**

In Unified Messaging, all electronic message services (Fax, E-mail, Voice etc.) are combined in one mailbox. In this context, *XPR* supports the platforms Lotus Notes, Microsoft Exchange, SAP R/3 and *OpenScape Xpressions*.

**User Interface (UI)**

User interface describes the input and output medium that allows accessing any system resources. This can be a client (for example *Microsoft Outlook*) or administration program or a phone with its display and keypad.

**V****Voicemail (VM)**

Transmission of voice recordings into a mailbox. Voice recordings may be incoming phone calls routed to a mailbox by call diversion (answering machine function). As recording or playback medium serves either a phone or a sound card mounted in the PC.

**W****Web Assistant**

The Web Assistant is a client (program with graphic user interface) that allows performing user and administrator settings at the *XPR* system via an internet browser. This implies performing such configuration works via internet also.

## Glossary

# Acronyms

This list contains the acronyms contained in this manual.

<b>Acronym</b>	<b>Definition</b>
ANI	Automatic Number Identification
ASR	Automatic Speech Recognition
AUM	Advanced Unified Messaging
CTI	Computer Telephony Integration
DNIS	Dialed Number Identification Service
DTMF	Dual Tone Multi Frequency
IM	Integrated Messaging
IVR	Interactive Voice Response
MFV	Multifrequency Dialing
MSP	Service Provider
REDIR	Redirected Number
SMS	Short message service
TTS	Text To Speech
TUI	Telephone User Interface
TUM	True Unified Messaging
UI	User Interface
UM	Unified Messaging



# Index

## A

Add voice/web conference 56  
Advanced Unified Messaging (AUM) 79  
ANI, Automatic Number Identification 79  
ASR, Automatic Speech Recognition 79  
AUM, Advanced Unified Messaging 79  
Automatic Number Identification (ANI) 79  
Automatic Speech Recognition (ASR) 79

## C

Computer Telephony Integration (CTI) 79  
Conference  
    changing periodical conferences 60  
    configuring 55  
    editing 60  
    editing options 61  
    recurring conferences 56  
Conference extension with Microsoft Outlook 2003 52  
Conference participants, external 57, 64  
Conference types  
    combined voice/web conference 54  
    voice conferences 54  
    web conferences 54  
Controlling a conference 65  
CTI, Computer Telephony Integration 79

## D

Deviations in case of replying with voicemails 29  
Dialed Number Identification Service (DNIS) 79  
DTMF, Dual Tone Multi Frequency 79  
Dual Tone Multi Frequency (DTMF) 79

## E

External conference participants 57, 64

## F

Fax  
    first fax page 37  
    fit to width 36  
    inserting graphic objects 38  
    inserting text 38  
    last fax page 37  
    next fax page 37  
    previous fax page 37  
    print 37  
    rotate 180° 37  
    rotate anti-clockwise (90°) 37  
    whole page representation 36

zoom in 36  
zoom out 36

Fax forms  
    answering fax documents 14  
    arrow 39  
    displaying fax documents 13  
    editing fax documents 13  
    editing fax messages 35  
    ellipse 39  
    fax addressing 20  
    fax message window 38  
    fax preview window 35, 36  
    fax view functions 38  
    forwarding fax documents 14  
    inserting text 39  
    line 39  
    object, move back 41  
    object, move forward 40  
    object, Move to back 40  
    object, Move to front 40  
    rectangle 39  
    round rectangle 39  
    select 39  
    send fax 19  
    sending fax documents "on behalf of...". 13  
    text object, alignment 40  
    text object, background 40  
    text object, color 40  
    text object, font 40  
    text Object, Font Size 40  
    text object, style 40

Fax stationery 21

Figure representation in the manual 8

Firewall 72

Fonts and symbols used in the manual 8

Forms

    fax transmission 13  
    general information 13  
    SMS messages 13

## I

IM, Integrated Messaging 80  
Integrated Messaging (IM) 80  
Interactive Voice Response (IVR) 80  
IVR, Interactive Voice Response 80

### L

Local database (cache) 71

### M

Mailbox 80

Message store 80

MSP, Service Provider 71

Multifrequency dialing 80

### O

Outlook extensions

forms 13

general information 9

Outlook 2007 11

### P

Port 8944 72

Port 8945 72

### R

REDIR, Redirected number 80

Redirected number (REDIR) 80

Releasing the MSP for Windows Vista or Windows 7 74

Releasing the MSP for Windows XP 73

### S

Service provider (MSP) 71, 80

Setup versions of the forms 12

SMS, Short Message Service 80

SSL connection 72

Store & forward interface 71

Symbols and fonts 8

### T

Text To Speech (TTS) 81

Transactions interface 71

True Unified Messaging (TUM) 81

TTS, Text To Speech 81

TUI, Telephone User Interface 81

TUM, True Unified Messaging 81

### U

UI, User Interface 79

UM, Unified Messaging 81

Unified Messaging (UM) 81

User Interface (UI) 79

### V

VM, Voicemail 81

Voice conference

adding 56

conference bridge number 56, 57

conference PIN 56, 57

controlling 65

joining 58

starting 58

Voicemail (VM) 81

Voicemail form

answering voicemails 14

editing voicemails 44

Editing window 49

forwarding voicemails 14

playback parameters 46

playing voicemails 14

voice output via sound card 32

voicemail playback via sound card 27

voicemail playback via telephone 26, 32

voicemail with text and voice comment 14

voicemails in the inbox 35

### W

Web Assistant 81

Web conference

adding 56

joining 59

starting 58

### X

Xpressions folder 69

