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GUIDE

Unify OpenScape Xpressions

optiClient 130

Administrator Documentation
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History of Changes

Date	Changes	Reason
2012-05-08	SAP Business byDesign integration and ACD deleted.	FRN 5712
2015-10-30	Updated section "optiClient 130 as DDE Server"	UCBE-2380
2017-10-24	Updated Section 2.5 Special optiClient 130 Operation Restrictions Updated Section 7.9.1 General Considerations Update Operating Systems: Remove Windows XP and Windows Vista. Add Windows 7, Windows 8, Windows 8.1 and Windows 10	review
2017-12-08	remove Windows 10, since OptiClient does not support Windows 10	UCBE-14424

Tables

1 About this Manual

This section provides information on the following topics:

1.1 This Manual's Target Group

This manual addresses:

- advanced users who want to customize optiClient 130 according to their requirements or administer it independently.
- system administrators who configure and install optiClient 130.

The instructions contain important information for save and correct usage of optiClient 130. Follow them precisely to avoid wrong operation of optiClient 130 and to make best use of this application.

1.2 Manual Structure

The instructions on hand are divided into the following chapters:

Chapter 1, “About this Manual”

This chapter informs you about the structure and use of these operating instructions.

Chapter 2, “optiClient 130 – Your Communication Partner”

In this chapter you are given an introductory overview of optiClient 130. It comprises the program's architecture and the general requirements for its usage.

Chapter 3, “Connection to an XPR Server”

This chapter introduces you to the special program features that become available by connecting optiClient 130 to an XPR server.

Chapter 4, “The optiClient 130 Modules”

This chapter contains information about the modules used in optiClient 130 and their respective functions.

Chapter 5, “optiClient 130 Installation”

This chapter contains information about the optiClient 130 setup.

Chapter 6, “Configuring optiClient 130”

This chapter contains information about how to configure optiClient 130.

Chapter 7, “optiClient 130 Basic Administration”

This chapter describes the most important tasks for the optiClient 130 administration and configuration.

Chapter 8, “Technological Concepts of optiClient 130”

This chapter describes technological concepts used by optiClient 130. You need to understand these concepts to make optimum use of optiClient 130.

Chapter 9, “Tools for administering optiClient 130”

This chapter describes tools available for the optiClient 130 administration.

Chapter 10, “Approved Audio Devices for optiClient 130”

This chapter lists all audio devices released for optiClient 130.

Chapter 11, “Port Settings for optiClient 130”

This chapter lists all protocol ports used by optiClient 130.

Chapter 12, “Registry Values”

This chapter describes all registry values that influence the optiClient 130 operation.

1.3 Representation Conventions

In these operating instructions, the following formatting and description conventions apply.

1.3.1 Warnings and additional Notes

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

IMPORTANT:
This symbol signalizes high priority information. You definitely need to act according to such information to rule out malfunctions, damages or possible loss of data.

NOTE:
Information worth knowing is found next to this symbol.

1.3.2 Information on the Operating System

All information in these operating instructions that refer to the Windows operating system are based on the *Microsoft Windows XP Professional* operating system. Path specifications, menu descriptions etc. may differ under other operating systems.

1.3.3 Texts and Program Buttons

In this manual we use the following representations to highlight selected texts or to display optiClient 130 buttons:

`Courier` font

Examples of screen texts, entries or outputs and file names are displayed in courier font.

Boldface

In boldface you find

- Menu names
- Menu entries
- Dialog buttons
- Dialog field descriptions
- Buttons
- Tabs.

<Texts in pointed brackets>

Specifications that may have individual contents appear in pointed brackets.

Examples:

- The specification `C:\<user directory>\` may, for example, mean: `C:\Meier\` or `C:\kkh\`
- The description *<address list>* represents e.g. the entries in an address list.

optiClient 130 icons for selecting functions.
optiClient 130 supports different color patterns. Therefore, the buttons in optiClient 130 may vary from the representations in this manual.

1.3.4 Program Menus of the Mouse Keys

On the optiClient 130 user interface you can open menus with the left or right mouse button in different places. In this manual we speak about a *menu* if you can open it with the left mouse button. Contrary to this, a *context menu* is opened with the right mouse button.

1.4 Continuative Administrator Documentation

You will find additional administrative information for using optiClient 130 in the following documentations:

- **Release Notes**
  Additional information about optiClient 130 is available in the XPR server Release Notes.
- **Manual *Server Administration***
  If optiClient 130 is used as client on an XPR server, special requirements must be met in the XPR server. You find further information about this topic in the *Server Administration* manual
- **Manual *Server Installation***
  Contains the setup description for optiClient 130
- **Manual** optiClient 130 ***and MS Dynamics CRM 3.0***
  You find detailed setup instructions for the MS-CRM integration in the optiClient 130 *and MS Dynamics CRM 3.0* manual.
- **Service documentation PBX**
  If optiClient 130 is used as client at a PBX, requirements must be met for this purpose in the relevant PBX. Please obtain information on this from the service documentation for the PBX used.

2 optiClient 130 – Your Communication Partner

This chapter provides information on the following topics:

2.1 What is optiClient 130?

NOTE:
Please note the individual restrictions on the listed uses in Section 2.5, “Special optiClient 130 Operation Restrictions”, on page 23.

You can use optiClient 130 as follows.

- As efficient client on the XPR server.
  In this function you can use it to control your desk telephone from your PC
- As SIP softphone at an SIP communication system.
- As softphone at a HiPath 3000 or Hipath 4000.

In each of these configurations you can

- initiate telephone calls,
- accept telephone calls and
- utilize more complex telephony functions – such as switching telephone conferences – from your PC.

optiClient 130 also supports you in:

- conveniently managing private contacts in the contact list
- setting up phone connections the easy way via the team bar
- connecting external address books – e.g. via LDAP
- integrating optiClient 130 features in Outlook and/or Lotus Notes clients

If you use optiClient 130 at an XPR server, you can deploy further special features. Among these are:

- optiClient 130-independent logging of successful and unsuccessful calls.
- The presence feature, which informs you about the availability of other users
- Sending and receiving instant messages
- Web conferences.

If you use optiClient 130 as SIP softphone at a HiPath 8000 system, you can:

- use the above special XPR server features, if your optiClient 130 is connected to an XPR server in parallel.

Furthermore, the modular structure of optiClient 130 enables you to customize the features and representation of the application.

optiClient 130 cannot only be used on individual user PCs. As CTI client, you can also deploy the program in a terminal server environment.

2.2 Structure of optiClient 130

optiClient 130 consists of different modules with each of these modules providing an individual feature. This type of structure enables you to activate precisely those optiClient 130 features that you actually need for your work. You can thus make optimum use of your PC's computing power, because: you will not waste system resources on features that you do not need. If, for example, you do not want to use external address books in optiClient 130, simply do not add the corresponding module to optiClient 130.

In optiClient 130 we distinguish the following module groups:

- The Main Bar
- The User Interface Modules
- The Provider Modules
- The Manager Modules

Let's have a look at these groups in detail.

The main bar

The so-called main bar is the optiClient 130 basic module. It does not provide any communication functions itself. Instead, it is the program's central user interface, in which the activated user interface modules provide their operating elements.

The user interface modules

The user interface modules provide operating elements for you to control the functions of the provider modules.

Among the user interface modules you find e.g.:

- the *easyCom*
- The *call journal*

The provider modules

Provider modules make available individual communication services. These are the modules that enable optiClient 130 to e.g. access an external address book or communicate with the connected XPR server in the first place.

The manager modules

Manager modules – like provider modules – take effect invisibly in the background. They perform general communication control functions. For example, the *Directory Manager* prioritizes the access to external address books, if more than one is configured in optiClient 130. Using the *Quickdialer Manager* you can control optiClient 130 via individual key combinations.

IMPORTANT:
Changing the type or number of the installed or configured modules may **restrict** or **disable** the optiClient 130 function.
Therefore installed and configured modules may exclusively be modified **after consulting** your system administrator.

2.3 optiClient 130 Scope of Delivery

optiClient 130 comes with a large number of modules. During the program's basic installation these modules are all installed, but only modules required for operation at an XPR server are activated.

After the installation, single modules can still be manually activated or deactivated.

IMPORTANT:
Changing the type or number of the installed or added modules may **restrict** or **disable** the optiClient 130 function.
Therefore installed or added modules may exclusively be modified **after consulting** your system administrator.

Which modules are available in optiClient 130 and which of these are added during the basic installation is described in Chapter 4, “The optiClient 130 Modules”.

2.4 optiClient 130 Operation Requirements

The requirements and preconditions listed here apply to the optiClient 130 basic installation – thus for optiClient 130 at an XPR server. If optiClient 130 is used at another communication system or if further modules are added in optiClient 130, other or additional preconditions may apply.

optiClient 130 user requirements

To make full use of optiClient 130,

- the user needs to know how to basically operate Windows application programs. For example, how to use the mouse or what to do in Windows dialogs and program windows.
- the user must be familiar with the Windows application program terminology. For example, with terms like *dialog*, *window* or *context menu*.

If you use optiClient 130 as softphone at a HiPath 3000 or HiPath 4000, knowing how to operate the *optiPoint* telephone is an advantage.

Requirements on the administrator of an optiClient 130 environment

To administer optiClient 130,

- the administrator needs to be able to basically administer Windows operating system.
- the administrator must be familiar with the basic technical function and operation mode of the XPR server.
- the administrator needs to know how a client is connected to a XPR server via the MRS Service Provider (MSP).

Hardware and software requirements

NOTE:
You may find further hard and software requirements in the XPR server Release Notes.
Please also note the individual function restrictions in Section 2.5, “Special optiClient 130 Operation Restrictions”, on page 23.

For operating optiClient 130, the following user computer requirements apply:

- The user computer must use one of the released client operating systems from the Release Notice.
- An operable IP-network connection must exist between the user computer and the XPR server.
- If optiClient 130 is to be used with an Outlook integration, an Outlook client must have been installed on the user computer.
- If optiClient 130 is to be used with a Lotus Notes integration, a Lotus Notes client must have been installed on the user computer.
- If optiClient 130 is to be used as SIP softphone, you need to have the corresponding SIP licenses, which are administered in a license server (HLM server) .
  Your sales partner will provide further information.
- If optiClient 130 is to be used as softphone at a HiPath 3000 or HiPath 4000, you need to have the corresponding HFA licenses, which are administered in a license server (HLM server).
  Your sales partner will provide further information.
- If optiClient 130 is to be used at a Microsoft Dynamics CRM system, you need to have a corresponding license, which is administered in the XPR server.
  Your sales partner will provide further information.
- If optiClient 130 is to be used as softphone at an SIP respectively HiPath communications system, the user PC needs to have the necessary audio hardware – e.g. via an *optiPoint handset* or a sound card.
  If a sound card is used, the user PC must furthermore have a microphone and speakers.

Further requirements on the system environment

Before optiClient 130 can be put into operation, the XPR server must have been configured. You find information about this in the reference section of the optiClient 130 user manual.

If optiClient 130 cannot establish a connection to an XPR server, no XPR-server-based functions can be used in optiClient 130.

2.5 Special optiClient 130 Operation Restrictions

This section contains information about the following topics:

Types of connection to communication systems

The user respectively location profiles of optiClient 130 can be configured independently for only one of the following connections:

- **CTI connection**
  optiClient 130 is connected to an XPR server as CTI client
- **SIP connection**
  optiClient 130 is connected to an SIP communication system as softphone
- **HiPath connection**
  optiClient 130 is connected to a HiPath 3000 or HiPath 4000 as softphone
- **Combined connection**
  Via a user respectively location profile, optiClient 130 is connected to an XPR server and an SIP respectively HiPath communication system in parallel.

General restrictions

You cannot move optiClient 130 windows using the keyboard.

If you convert a computer system with several active monitors in a single-monitor system, optiClient 130 does not automatically shift its windows to the remaining monitor. Before you perform such a conversion, move all optiClient 130 windows with the mouse to the primary monitor.

Restrictions on the combined connection

If optiClient 130 is connected to an XPR server and an SIP respectively HiPath communication system in parallel, merely the following XPR services can be used:

- The Presence function
- The server directory.

This connection version does in particular not allow the use of optiClient 130 as CTI client for monitoring and controlling a desk telephone.

If you create different user respectively location profiles, you can use optiClient 130 under a user account as CTI client at the XPR server and under another user account as softphone at an SIP respectively HiPath communication system.

The individual restrictions on the CTI and SIP connection apply in addition.

Restrictions on the CTI connection

If you use optiClient 130 at an XPR server to control the Twin-Device of an Alcatel PBX, the following applies:
optiClient 130 always only accesses that of the two telephones that is entered as primary device in the XPR database field PHONE for the relevant XPR user.

Restrictions on the SIP connection

optiClient 130 can be used as SIP softphone only under the following operating systems:

- Windows 7 Professional Edition
- Windows 8
- Windows 8.1

The following features can only be used if optiClient 130 as SIP softphone is deployed at OpenScape Voice:

- The call journal
- The optiClient 130 CTI monitoring.

Restrictions on the communication via VPN

If optiClient 130 is to communicate as SIP softphone via a VPN connection, the QoS packet planner **must not** be installed under the Windows operating system.

Restrictions on a terminal server environment

As regards the terminal server support, the following restrictions apply for optiClient 130:

- optiClient 130 **must not** be used as SIP softphone in a terminal server environment.
- in optiClient 130 never execute any functions via which GUI elements of the program are docked to a screen margin. If you execute such functions just the same, optiClient 130 may not be operable any more.
  For reasons of precaution you can deactivate the docking feature for inidividual or all users of the computer system. Use the following registry value for this purpose:
  - User-related: **DisableDocking [REG_DWORD]**
  - Computer-system-related: **DisableDocking [REG_DWORD]**
- The team bar is not supported
- The `shift key` may not be supported
- You **always** need to assign a password for logging on to optiClient 130. If you fail to do so, you may not be able to reach the login dialog during the program start.
  If this is the case, you can neither change your login settings, nor the settings that may only be changed via the **Manage** button of the login dialog.
- So that you can use the hotkeys configured in the Quickdialer Manager, optiClient 130 must be executed in the foreground; optiClient 130 must thus be in the center of the local computer
- So that you can use the quick dialer, optiClient 130 as well as the application in which the number to be dialed is selected must have been published by the terminal server. In a terminal server environment optiClient 130 cannot dial a phone number selected in a locally executed application.
- If you want to dial from the clipboard, optiClient 130 as well as the application from which the phone number to be dialed has been copied must have been published by the terminal server. In a terminal server environment optiClient 130 cannot dial a phone number copied from a locally executed application.

Restrictions on the Outlook integration

The following restrictions apply for the Outlook integration:

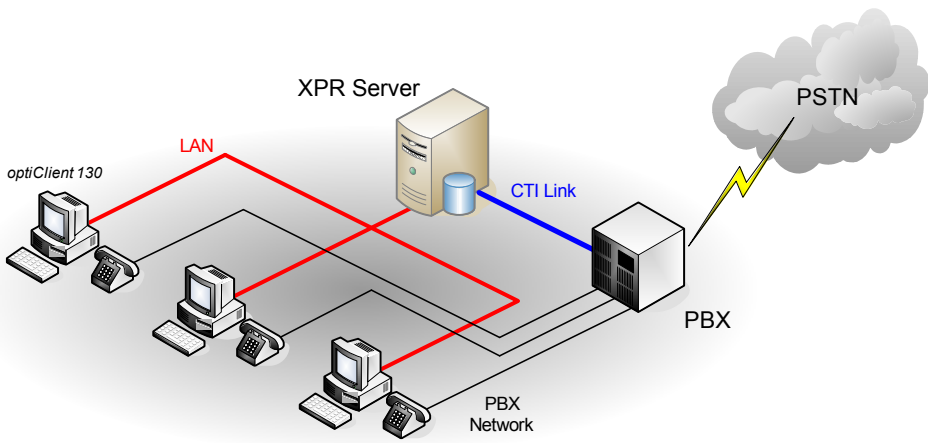
- Each optiClient 130 user may access a total of 5 public Outlook address books for resolving phone numbers. Each of these address books may contain a maximum of 1000 contact entries.
  This access limitation must be implemented via appropriate read privileges in the relevant Exchange configuration.
- The Outlook integration must not be used in combination with the Microsoft Outlook Add-In CryptoEx Outlook Version 3.0.

3 Connection to an XPR Server

This section provides information on the following topics:

3.1 Connection Concept

The following figure shows all significant components for connecting optiClient 130 to an XPR server:



Three basic components constitute the connection between optiClient 130 and the XPR server:

- optiClient 130 as CTI client on the user-PC
- The PBX with its connected telephones
- The XPR server as link between optiClient 130 and the PBX

The XPR server is in this scenario apparently in a prominent position. While the CTI client is in a classic CTI solution directly connected to the PBX, we have a different concept here. The XPR server acts in this case as interface between these two systems.

Now, what is the advantage of this configuration?

Now matter at which type of PBX optiClient 130 is used as CTI client, the following applies: the optiClient 130 CTI interface – thus the CTI provider module – may always remain unchanged. If adaptions to the technical characteristics of the PBX need to be made, they will be centrally performed in the XPR server. This also comprises the adjustment of optiClient 130 to the range of CTI features supported by the respective PBX.

All in all that means: changing over from an existing CTI environment of optiClient 130, XPR server and PBX to another PBX does not require any laborious optiClient 130 adjustments.

3.2 XPR Server Services

In addition to the CTI feature the XPR server provides in optiClient 130 the following services.

3.2.1 Presence Feature

The XPR server presence function provides the following presence information for XPR users:

- **The telephone status**
  Describes the connection status the telephone of a user is currently in – for example free or busy.
- **The online status**
  Describes whether the user is logged in at the XPR server with a client.
- **The presence profiles**
  Describe whether the user is, for example, in a meeting or on a business trip.

If you are logged in at the XPR server with optiClient 130, you can see the presence information of any XPR user. In this way you can already find out whether or not your conversational partner is at his/her workstation before you call. This optimizes corporate communication.

You find a detailed description of the presence function in the optiClient 130 user manual.

3.2.2 Call Logging

An important function – not only to those who telephone a lot – is the call logging feature. This feature is particularly useful for tracing calls that the callee could not answer.

As central component the XPR server is always active and, owing to its server-based logging, registers all calls. This also includes calls that were made while optiClient 130 was inactive. As soon as the relevant user starts his/her optiClient 130, he/she can see in the call journal the logging entries of calls that came in while optiClient 130 was stopped.

When a call comes in while optiClient 130 is active, the call journal immediately shows the associated journal entry.

3.2.3 Directory Services

The XPR server provides its users with a central user directory, which contains the contact information of all XPR users. This directory can ease a optiClient 130 user's life in the following way:

- **By the automatic phone number resolution**
  optiClient 130 does not only display the phone number but also the name of a conversational partner. This requires: the name of the conversational partner and the associated phone number to be stored in the XPR server's user directory.
- **By the search function in the XPR user directory**
  Using this feature you can quickly and easily search for other XPR users and their contact information. No local management of such contacts in optiClient 130 is required any more.

4 The optiClient 130 Modules

IMPORTANT:
Changing the type or number of the installed or added modules may **restrict** or **disable** the optiClient 130 function.

In Chapter 2, “optiClient 130 – Your Communication Partner” we have already seen that the optiClient 130 features are determined by interface, provider and manager modules. The following sections will provide an overview of the features of these modules and describe for which optiClient 130 function which module needs to be added.

During the optiClient 130 setup, all available modules are installed on the user PC. Of these modules only those will be automatically added to the optiClient 130 configuration that are required for the selected setup type (**Server Provider**, **SIP Provider** respectively **HiPath Provider**).

In the following tables, all automatically added modules are indicated with an appropriate note, which tells you for which setup type the relevant module is activated.

NOTE:
If you need further modules, you need to manually add them to the optiClient 130 configuration.
You do this via the optiClient 130 **Settings** dialog (see Section , “Configuring optiClient 130”, on page 43).

Some modules require others for trouble-free operation. Such requirements will also be pointed to in the following tables for the relevant modules.

4.1 User Interface Modules

User interface module	Description
Call Journal	Enables the call journal display. This journal accesses the logging of a connected XPR server, with logging also being performed when optiClient 130 is inactive. **Requirement:** Server Connection Provider Server Call Journal Provider **Is added for all installation types.**
Presence	Enables the representation of the telephone status, online status and presence profiles in the contact directory, in contact list and the team bar. Furthermore, it enables the representation of the instant-messaging feature. **Requirement:** Server Presence Provider **Is added for all installation types.**
Web Conferencing	Enables the representation of the web conference feature. **Requirement:** Web Conferencing Provider Server Presence Provider User interface module Presence
easyCom	Enables the easyCom communication circle display. The circle can be used as alternative telephone interface to the optiClient 130 telephone. **Is added for all installation types.**
Device State	Enables the display of the telephony and forwarding menu in the optiClient 130 main bar. **Is added for all installation types.**
Web Browser	Enables the display of an integrated web browser.
IPC	This module provides a selection dialog for phone numbers. This dialog is used for a Lotus Notes or Outlook integration, if more than one phone number is transferred to optiClient 130 by these applications. **Is added for all installation types.**
Contact Directory and Contact Lists	Enables the display of the contact list, the team bar and the contact directory. **Is added for all installation types.**
Personal Phone	The personal phone control elements are only available in the team bar by default. The personal phone user interface module provides the control elements additionally in the main bar.

Table 1 User Interface Modules and their Function

User interface module	Description
Speed Dialer	Integrates for the contact list groups individual icons in the main bar. Each of these icons can be used to open a menu that lists all contacts of the associated contact list group. Via these menu entries you can quickly establish a phone connection to the relevant contact.
Sound control	Enables the activation of audio hardware of the user PC. **Is added for all installation types.**
Phone	Enables the optiClient 130 telephone. If optiClient 130 is used at a HiPath 3000/ 4000 via the HiPath Provider, this user interface module also realizes the extended keypad. **Is added for all installation types.**
Directories	Different external directories can be integrated in optiClient 130. This module enables the search for contacts in such external directories. **Requirement:** Server Connection Provider, Lotus Notes Provider etc. Directory Manager **Is added for all installation types.**
Web Workflow	Enables the display of web applications depending on status changes in optiClient 130 and of selected entries in the call journal. This module is required to integrate optiClient 130 in Microsoft Dynamics CRM.

Table 1 User Interface Modules and their Function

4.2 Provider Modules

Provider module	Description
Server Call Journal Provider	Enables in an optiClient 130-XPR environment optiClient 130 to access the XPR server journal. **Requirement:** Server Connection Provider User interface module Call Journal **Is added for all installation types.**
Server Connection Provider	Enables in an optiClient 130-XPR environment the MSP-based connection to the XPR server. **Is added for all installation types.**
Server CTI Provider	Enables in an optiClient 130-XPR environment the CTI connection to the XPR server. **Requirement:** Server Connection Provider **Is added for the Server Provider setup type.**
Server Directory Provider	Enables in an optiClient 130-XPR environment optiClient 130 to access the XPR user directory. **Requirement:** Server Connection Provider Directory Manager User interface module Directories **Is added for all installation types.**
Server Presence Provider	Enables in an optiClient 130-XPR environment the exchange of presence information with the connected XPR server. Furthermore, it enables the communication of the instant-messaging feature. **Requirement:** Server Connection Provider User interface module Presence **Is added for all installation types.**
HiPath Provider (HFA)	Enables the softphone connection of optiClient 130 to a HiPath 3000 or HiPath 4000. **Note:** The HiPath Provider **is not** supported on 64-bit systems. **Is added for the HiPath Provider setup type.**
IPC Provider (DDE)	Enables the function of a DDE server.

Table 2 Provider Modules and their Function

Provider module	Description
Web Conferencing Provider	Enables in a optiClient 130-XPR environment the exchange of web conferencing information with the connected XPR server. **Requirement:** Server Presence Provider User interface module Web Conferencing User interface module Presence
IPC Provider (Named Pipes)	Enables in a Lotus Notes or Outlook integration the Inter Process Communication (IPC) between optiClient 130 and the Lotus Notes or Outlook client. **Requirement:** User interface module IPC **Is added for all installation types.**
LDAP Directory Provider	Enables the integration of LDAP directories in optiClient 130. **Requirement:** Directory Manager User interface module Directories **Is added for all installation types.**
Lotus Notes Provider	Enables the integration of optiClient 130 features in a Lotus Notes client and the integration of Lotus Notes directories in optiClient 130. **Requirement:** IPC Provider (Named Pipes) Directory Manager User interface module Directories User Interface module IPC
Sendmail Provider	Enables direct e-mail transmission from optiClient 130. **Is added for all installation types.**
SIP Functional Provider	In an SIP environment this module enables optiClient 130 mainly to access the SIP Registrar, SIP Proxy and SIP Gateway server. **Is added for the SIP Provider setup type.**
SQLite Provider	Enables the integration of external directories in optiClient 130 and uses an SQLite database for this purpose. **Requirement:** Directory Manager User interface module Directories
Stimulus Provider	Enables the indications on the telephone display. **Is added for the Server Provider/ SIP Provider setup type.**
Web Service Directory Provider	Enables the integration of web service directories in optiClient 130. This module is required to integrate optiClient 130 in Microsoft Dynamics CRM.

Table 2 Provider Modules and their Function

4.3 Manager Modules

Manager module	Description
Directory Manager	In optiClient 130, several directories can be set up for phone number resolution. The Directory Manager controls the priority with which the information of these directories is handled. **Is added for all installation types.**
Event Manager	Enables in optiClient 130 the DDE client feature.
Notifier Manager	Controls a dynamically appearing notification window at the bottom right screen margin. This window displays a caller's contact information when a call comes in. **Is added for all installation types.**
Quick Dialer Manager	The module is required for supporting hotkeys to accept or close telephone connections. Furthermore, this module enables making calls to a phone number selected in another program. **Is added for all installation types.**
Screensaver Manager	Enables the functions of the optiClient 130 screensaver. This module is not available for the operating system Windows Server 2003.

Table 3 Manager Modules and their Function

4.4 Module Management

IMPORTANT:
You can add any installed module to the optiClient 130 configuration respectively remove each added module. Removing a necessary module may **restrict** or **disable** the optiClient 130 function.

NOTE:
Modules **cannot** be added or removed in live operation. You can only do this via the **Manage** button in the optiClient 130 login dialog.

During the optiClient 130 setup, all available modules are installed on the user PC. Of these modules only those will be automatically added to the optiClient 130 configuration that are required for the selected setup type (**Server Provider, HiPath Provider** respectively **SIP Provider**).

Plausibility check

After the optiClient 130 installation you can add/remove modules to/from the optiClient 130 configuration. This may, however, seriously affect the optiClient 130 features. Missing or wrong modules may e.g. make it impossible to connect the communication system or to address the individual audio devices.

Therefore, optiClient 130 performs a plausibility check on modifying the module selection. If optiClient 130 function restrictions have to be taken into account because of missing modules, you will be informed by a corresponding message.

You find detailed information about adding and removing modules in Section 7.3, “Adding or Removing Modules”, on page 49.

You find detailed information about the possible optiClient 130 settings in the reference section of the optiClient 130 user manual.

5 optiClient 130 Installation

IMPORTANT:
During the optiClient 130 setup, different registry values are automatically created and allocated with default entries. When upgrading optiClient 130, the entries of such registry values are reset to their default values. That means that individual modifications to these registry values are lost after an upgrade.

You find information about installing, repairing and uninstalling optiClient 130 in the *Client Installation* manual.

Migration of TrayPhone settings

IMPORTANT:
TrayPhone may only be uninstalled after the optiClient 130 installation, so that existing TrayPhone settings can be copied.

If optiClient 130 is installed on a PC on which a TrayPhone has already been configured, various TrayPhone settings are migrated to optiClient 130. Copying these settings occurs automatically during the optiClient 130 installation.

The following sections describe the TrayPhone settings that are migrated.

Call journal

For the call journal the following TrayPhone settings are migrated:

- Date format for the journal entries
- Maximum age of the entries to be displayed in the journal
- Automatic selection after a doubleclick on a journal entry
- Representation of the number or name in the information column in quotes
- Display of a confirmation dialog after deleting journal entries
- Display of the last entry for a number or contact only
- Prefixing journal entries of the current day with "Today"

Server connection provider

For the Server Connection Provider the following TrayPhone settings are migrated:

- Login option
  (default profile, selected profile or profile query)
- MSP profile
  (is used with the selected **Use the following profile** option)

Server CTI provider

For the Server CTI Provider the following TrayPhone settings are migrated:

- Overwriting the local phone number.

Team bar

For the team bar the following TrayPhone information is migrated:

- Copying the TrayPhone contacts to the contact directory.

6 Configuring optiClient 130

NOTE:
You find a reference to all optiClient 130 settings in the optiClient 130 user manual or in the program's online help.

Operating optiClient 130 smoothly requires various individual user settings. Type and scope or these settings depend, among other things, from the added modules and from basic network parameters.

Various settings need to be made before each user's initial login, because optiClient 130 can otherwise not duly operate. Among these settings you find e.g. the Server Connection Provider settings. Therefore, switch immediately to the dialog for editing the settings when a new user was created.

Other settings – such as the settings for the easyCom communication circle – do not affect the general optiClient 130 operation. You can therefore edit them after the login also.

NOTE:
After the setup and initial user configuration, operation-relevant settings have already been made for the users and should not be modified. We will refer to that when describing such settings in the following.

You edit optiClient 130 settings in the **Settings** dialog. You reach this dialog via:

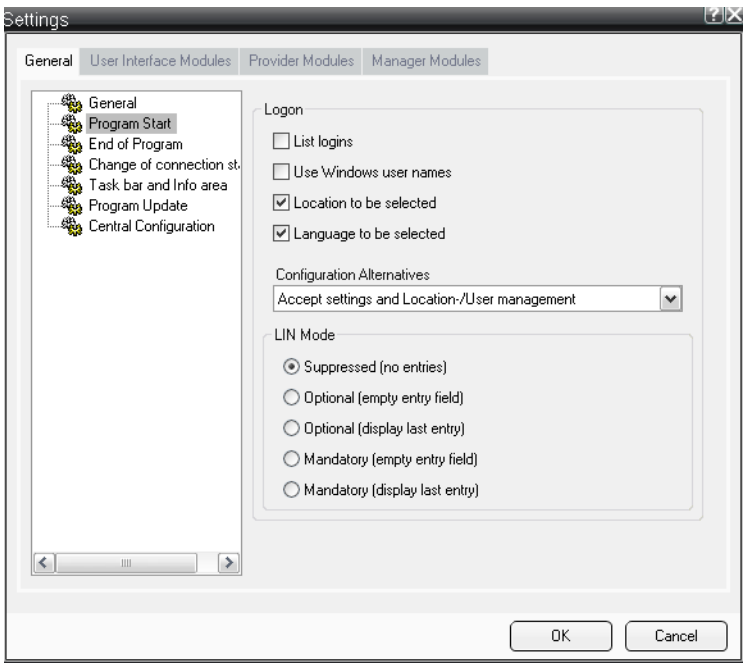
- The **Manage** button in the login dialog.
- The **Settings…** option in the optiClient 130 menu.

The reference in the optiClient 130 user manual contains an overview of the single optiClient 130 module settings. From this overview you can also gather whether the modules can be edited via the login dialog and/or via the optiClient 130 menu.

Navigating in the *Settings* dialog

In the **Settings** dialog you can edit general program settings (**General**) and the settings of the **User Interface Modules**, **Provider Modules** and **Manager Modules** on the respective tabs.

The section on the left displays in a tree structure the modules available on a tab and their possible settings. On the right you find the parameters assigned to the selected setting.



7 optiClient 130 Basic Administration

NOTE:
You find a reference to all optiClient 130 settings in the optiClient 130 user manual or in the program's online help.

This section provides all information required for the basic optiClient 130 configuration steps. To this, optiClient 130 must have been installed and be operable.

The following sections comprise:

7.1 Defining Users in optiClient 130

NOTE:
In environments where several users share one PC we recommend to define several user IDs. This applies, for example, to a optiClient 130 that is used in a contact center by different agents.
The advantage of defining different IDs is that optiClient 130 saves the individual settings of each single user under the respective user ID. Cf. also Section 8.2, “The optiClient 130 User and Location Concept”, on page 88.

NOTE:
A new user can only be modified during the standard login. You find further information about the standard login in the optiClient 130 user manual.

How to create the first optiClient 130 user of a Windows account is described in the optiClient 130 user manual.

How to create further users for a Windows account:

1. Start optiClient 130.
2. Select the **Add login…** button.
3. In the **Login** field specify a new login for the new user.

4. If required, assign a password in the **Password** field for the new user to log in and repeat this entry in the **Password confirmation** field.

IMPORTANT:
If you use optiClient 130 via a terminal server, you **always** have to assign a password for the login at optiClient 130. If you fail to do so, you may not be able to reach the login dialog during the program start.
If this is the case, you can neither change your login settings, nor the settings that may only be changed via the **Manage** button of the login dialog.

NOTE:
If no password is to be assigned for the user, leave the corresponding fields empty.

---

5. Click the **OK** button to save the entries.

You have thus defined further users for optiClient 130.

7.2 Defining Locations in optiClient 130

NOTE:
If you want a user to operate his/her optiClient 130 in different locations, we recommend to define several locations on the user computer.
The advantage is that the different settings for the communication system used in the respective location can be administered for each location. Cf. also Section 8.2, “The optiClient 130 User and Location Concept”, on page 88.

NOTE:
A new location can only be modified during the standard login. You find further information about the standard login in the optiClient 130 user manual.

How to add a new location to the optiClient 130 configuration:

1. Start optiClient 130.
2. Select the **Add location…** button.
3. Enter the name of the new location in the **Location name** field.
4. Click the **OK** button to save the entries.

You have thus defined a new location for logging in at optiClient 130.

7.3 Adding or Removing Modules

IMPORTANT:
Adding or removing may have radical effects on the optiClient 130 features. Missing or wrong modules may e.g. make it impossible to connect the communication system or to address the individual audio devices.

How to add or remove modules to or from the optiClient 130 configuration:

7.3.1 Adding Modules

NOTE:
To add modules to the settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Switch to the module tab in which you want to add a new module or remove one. You can choose from the tabs **User interface Modules**, **Provider Modules** and **Manager Modules**.

3. Select the **Add** icon.
4. In the **Add module** dialog now open select the module that you want to add to the optiClient 130 configuration.

NOTE:
The list only displays the available and currently not installed modules.

---

5. Confirm your selection with **OK**.

NOTE:
Parallel installation of some modules may not be possible.
A corresponding message informs you if a module cannot be added because of a module already installed. Confirm this message with **OK**. Adding a new module will then be exited.

---

6. The new module is subsequently displayed in the **Settings** dialog.

7.3.2 Removing Modules

NOTE:
To remove modules from the settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

NOTE:
Removing a module from the optiClient 130 configuration merely prevents users from accessing the features of the relevant module. The module itself remains in the optiClient 130 installation. If required, it may later simply be added again (cf. Section 7.3.1, “Adding Modules”, on page 49).

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Switch to the module tab in which you want to add a new module or remove one. You can choose from the tabs **User interface Modules**, **Provider Modules** and **Manager Modules**.
3. Select the module that you want to remove from the optiClient 130 configuration.
4. Select the **Delete** button.
5. The relevant module will then be removed from the list.

7.4 Activating the Program Update

IMPORTANT:
During the optiClient 130 setup, different registry values are automatically created and allocated with default entries. When upgrading optiClient 130, the entries of such registry values are reset to their default values. That means that individual modifications to these registry values are lost after an upgrade.

optiClient 130 supports an automatic program update. It is thus possible to search for a more recent optiClient 130 program version in a defined storage location and to update the current optiClient 130 version on the user computer.

NOTE:
We consider a optiClient 130 program version more recent when the new setup file `setup.ini` has a higher version number than the current optiClient 130 program version.

NOTE:
To configure the automatic program update settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

How to activate the automatic program update:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the **Program Update** entry from the tree structure in the **General** tab.
3. Select the desired update mode under **Mode**.
   If you select the **Permanent verification** option, enter in the associating **Interval** field the time interval in minutes in which optiClient 130 is to search for the latest program versions.
4. In the **Directory** field enter the directory in which future search runs for a more recent optiClient 130 version are to take place.
5. Copy the modifications with the **OK** button.

You have thus activated the automatic program update.

7.5 Editing Audio Schemes

NOTE:
To edit the audio schemes settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

If optiClient 130 is used as softphone, audio hardware must be available on the user PC – for example, a PC speaker or a headset. For individual usage of such audio hardware you can perform in optiClient 130 basic audio settings – the so-called audio schemes.

In which optiClient 130 module audio schemes are administered depends on the environment optiClient 130 is used in.

- If you use optiClient 130 as softphone at an SIP communication system, audio schemes are administered in the SIP Functional Provider.
- If you use optiClient 130 as softphone at a HiPath 3000/4000, audio schemes are administered in the HiPath Provider.

7.5.1 Adding a new Audio Scheme

How to add a new audio scheme to the optiClient 130 configuration:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the following entry from the **Provider Modules** tab tree structure:
   - optiClient 130 at an SIP communication system:
     SIP Functional Provider – Audio schemes
   - optiClient 130 at a HiPath 3000/4000:
     HiPath Provider – Audio schemes
3. Select the **Add** icon.
4. Assign a name to the new audio scheme in the **Description** field.
5. In the **Voice recording** field select the audio hardware of the user computer to be used by optiClient 130 for voice recording.
6. In the **Audio response** field select the audio hardware of the user computer to be used by optiClient 130 for voice output.

7. In the **Additional speaker** field select an additional speaker for voice output if required.

   IMPORTANT:
   The hardware for the **additional speaker** must be different from the **audio response** hardware.

8. In the **Signal response** field select the audio hardware of the user computer to be used by optiClient 130 for ringtone output.
9. Select the audio hardware of the user computer to be used for controlling special hardware in the **Controller** field.
10. Save your new audio scheme settings with the **OK**.

7.5.2 Modifying the Priority of an Audio Scheme

You can use the audio scheme sequence to influence the automatic selection of the audio hardware used. After the user log-in, optiClient 130 checks the audio hardware specified in the audio schemes and processes the schemes one after the other from top to bottom. If all components set for a scheme are available and ready for operation, this scheme is used for operating optiClient 130.

How to change the priority of an audio scheme in the optiClient 130 configuration:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the following entry from the **Provider Modules** tab tree structure:
   - optiClient 130 at an SIP communication system:
     SIP Functional Provider – Audio schemes
   - optiClient 130 at a HiPath 3000/4000:
     HiPath Provider – Audio schemes
3. Select the audio scheme the priority of which you want to change.
4. Select:
   - The **up** button to increase the audio scheme priority.
   - The **down** button to decrease the audio scheme priority.

7.6 Integrating the LDAP Directory in optiClient 130

NOTE:
To edit the settings for the LDAP Directory Provider in the settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

In optiClient 130 you can integrate LDAP directories for contact search and for phone number resolution. How to integrate an LDAP directory in optiClient 130:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the **LDAP Directory Provider – LDAP Directories** entry from the tree structure on the **Provider Modules** tab.
3. Push the **Add** button.
4. Enter a name for the new directory in the **Name** field of the **General** tab. The configured directory will later be administered in optiClient 130 under this name.
5. Enter the IP address or the host name of the LDAP server in the **Server** field.
6. If the LDAP server requires you to authenticate for accessing the directory, activate the **Server requires authentication** option.
7. The **User account** and **Password** fields are now active for you to enter the access data configured on the LDAP server.

8. Select the **Test** button to test the configured connection to the LDAP server. If the connection data are correct and a network connection has been set up to the server, a message informs you about the successful connection test. If the test fails, please check your entries and make the network connection between optiClient 130 and LDAP server sure to work trouble-free.
9. Switch to the **Mapping** tab to map the LDAP directory attributes to the optiClient 130 directory structure.
10. On the **Mapping** tab assign the corresponding LDAP attributes to the optiClient 130 criterions.
11. Switch to the **Call number** tab.
12. On this tab, enter in the text field the LDAP attribute in which you want optiClient 130 to look for the phone number to be solved. In our example this attribute is named *telephoneNumbers*.

NOTE:
The phone numbers must be contained in the specified attribute in normalized format so that the phone number resolution can be duly performed via an LDAP directory.

Example: 492404901100

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13. Copy the assignment with the **OK** button.
14. Select the **OK** button to copy the settings for the new directory.

You have thus configured an LDAP directory in optiClient 130. If you create several directories, you can prioritize the respective search results in the Directory Manager.

7.7 Configuring the Lotus Notes Integration

NOTE:
To edit the Lotus Notes provider settings you need to open the **Settings** dialog during the program start. Select the **Manage** button on the user logon screen when booting optiClient 130.

NOTE:
Configuring the Lotus Notes provider requires various Lotus Notes-specific details. You can obtain such specifications from the administrator of your Lotus Notes system.

The Lotus Notes integration enables optiClient 130 features to be included in a Lotus Notes client. With the extensions of the Lotus Notes integration in your Lotus Notes client:

- you can search Lotus Notes address books for contacts in optiClient 130
- You can initiate calls in the Lotus Notes client
- optiClient 130 can resolve phone numbers and names on the basis of Lotus Notes address books

The Lotus Notes integration is established via the following steps:

1. Activating the Lotus Notes provider.
2. Configuring the `notes.ini` directory path.
3. Adding the Lotus Notes address books to be used by the Lotus Notes integration for initiating calls, looking for contacts and for resolving phone numbers and names.
4. Adding the Lotus Notes mail databases to the used by the Lotus Notes integration for initiating calls.

Activating the Lotus Notes provider

How to add a provider in optiClient 130 is described in Section 7.3, “Adding or Removing Modules”, on page 49.

Configuring the `notes.ini` directory path

The Lotus Notes provider needs to know the local storage position for the `notes.ini` configuration file so that optiClient 130 can communicate with the Lotus Notes client trouble-free.

How to configure the default directory for the configuration file storage position:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the **Lotus Notes Provider – Authentication** entry from the tree structure on the **Provider Modules** tab.
3. Select the **Use default path** option.

Adding a Lotus Notes address book

To incorporate Lotus Notes address books in optiClient 130 via a Lotus Notes integration, you need to configure them in the Lotus Notes provider. Lotus Notes address books are used by optiClient 130 to initiate calls, look for contacts and to resolve phone numbers and names.

How to integrate e.g. a local Lotus Notes address book into optiClient 130:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the **Lotus Notes Provider – Databases** entry from the tree structure on the **Provider Modules** tab.
3. Select the **Add** button.
4. If required, enter you password for your Lotus Notes client in the password query dialog.

5. Specify an address book name in the **Configuration name** field. This name will be used for maintaining the relevant address book in optiClient 130. This name is independent from the database name under Lotus Notes.
6. Select the **Use local database** option.
7. In the **Database name** field specify the Lotus Notes name of the address book that you want to integrate. Via the **Browse** button you can also look for available address books.
8. Switch to the **Mapping** tab.
9. Check the assignment of the optiClient 130 criteria to the attributes of the Lotus Notes address book. If modifications are required here, perform them. Simply click in the relevant attribute field and change the entry.

NOTE:
In the attribute column, you can specify only single database fields for each criterion. You can, however, also specify computed fields. This is useful, for example, when the phone numbers in a database are divided among several database fields.
In this case, the Lotus Domino administrator can create calculated database fields that combine data stored in other database fields.

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10. Switch to the **Call number** tab.
11. In the **View name** field select the name of the view to be used for the phone number resolution. This is the view `($CyUsers)` by default.

NOTE:
If you want to enter the view's name into the text field via keyboard, you need to use the view's alias.

---

12. Switch to the **Name** tab.
13. In the **View name** field select the name of the view to be used for the name resolution. This is the view `($Users)` by default.

NOTE:
If you want to enter the view's name into the text field via keyboard, you need to use the view's alias.

---

14. Switch to the **Dialing** tab.
15. In the **Form name** field select the name of the form to be used for the address book. By default, this is the form
    - `Contact` for an address book that is based on the *pernames.ntf* template. In most cases, this applies to local address books.
    - `Person` for an address book that is based on the *pubnames.ntf* template. In most cases, this applies to server address books.

NOTE:
If you want to enter the form's name into the text field via keyboard, you need to use the form's alias.

---

16. Complete the address book configuration with the **OK** button.

You have thus configured a Lotus Notes address book in the Lotus Notes provider. You can use it in optiClient 130 for initiating calls, looking for contacts and for resolving phone numbers and names.

Adding a Lotus Notes mail database

To incorporate Lotus Notes mail databases in optiClient 130 via a Lotus Notes integration, you need to configure them in the Lotus Notes provider. Lotus Notes mail databases are used by optiClient 130 to initiate calls from e-mails in the Lotus Notes client.

How to integrate a Lotus Notes mail database in optiClient 130:

1. Open the **Settings** dialog via the **Manage** button in the user login dialog.
2. Select the **Lotus Notes Provider – Databases** entry from the tree structure on the **Provider Modules** tab.
3. Select the **Add** button.
4. If required, enter you password for your Lotus Notes client in the password query dialog.
5. Specify a name in the **Configuration name** field. This name will be used for maintaining the relevant mail database in optiClient 130. This name is independent from the database name under Lotus Notes.
6. Select the **Use server database** option.
7. In the **Server name** list field select the name of the Lotus Domino server on which the desired mail database is stored. If the required server is not available for selection, enter the name directly in the field.
8. In the **Database name** field specify the Lotus Notes name of the mail database that you want to integrate. Via the **Browse** button you can also look for databases that are available on the specified server.

9. Switch to the **Mapping** tab.
10. Perform the following modifications in the default mapping. Simply click in the relevant attribute field and change the entry.
    - Criterion: `Name` – Attribute: `From`
      When dialing from a Lotus Notes e-mail, the e-mail originator is offered for establishing a phone connection.
    - Criterion: `Business phone` – Attribute: `Caller`
      When dialing from an XPR journal mail, the originator phone number is offered for establishing a phone connection.

    NOTE:
    In the attribute column you can also define complex database field links. This is useful, for example, when the phone numbers in a database are divided among several database fields.

11. Switch to the **Dialing** tab.

12. In the **Form name** field select the name of the form to be used for the mail database. By default, this is the form

    - `Memo` for dialing from standard e-mails
    - `CyMemo` for dialing from XPR server journal mails

    NOTE:
    If you want to enter the form's name into the text field via keyboard, you need to use the form's alias.

    NOTE:
    If you want to dial from standard e-mails as well as from journal mails in a mail database, you need to create several database entries in the Lotus Notes provider for this database and configure a mask required for each of these entries.

    Example:
    In your mail database are standard e-mails based on the default form `Memo`. Furthermore, the mail database contains journal mails of the XPR server. Such journal mails are based on the `CyMemo` form.
    So that you can dial on the basis of the standard e-mails as well as on the basis of the journal mails, you need to configure two database entries with the same mail database but different entries in the **Database name** field in the Lotus Notes provider. For one of these entries you configure the form `Memo`, for the other the form `CyMemo`.

13. Complete the mail database configuration with the **OK** button.

You have thus configured a mail database in the Lotus Notes provider from the e-mails of which you can now initiate calls.

7.8 Configuring the Outlook Integration

NOTE:
To access the information in Outlook contact folders, optiClient 130 uses the SQLite Provider. It is automatically installed with the Outlook integration and preconfigured for accessing the information in Outlook contact folders.

NOTE:
So that the SQLite Provider can access Outlook contact folders, the Outlook client and then optiClient 130 must be started after the optiClient 130 installation.

The Outlook integration enables the inclusion of optiClient 130 features in an Outlook client. With the extensions of the Outlook integration in your Outlook client:

- you can search Outlook contact information for contacts in optiClient 130
- you can initiate a call in the Outlook client
- optiClient 130 can resolve phone numbers and contact names on the basis of selected Outlook contact folders.

In the Outlook client you need to configure which Outlook contact folders are to be used for the Outlook integration. Proceed as follows:

1. Access the Outlook client's main menu and select **Tools > Options > XPR optiClient 130**.
2. Determine the private contact folders to be used by the Outlook integration:
   a) If you want to use all private contact folders, activate the **Read all private folders** option.
   b) If you want to use only a selection of private contact folders, activate the **Read all private folders, except** option. Then use **Add** and **Remove** to exclude all private contact folders you do not want to use.
3. Determine the public contact folders to be used by the Outlook integration:
   a) Activate the **Read public folders** option.
   b) Use **Add** and **Remove** to select all public contact folders to be used.

7.9 *OpenScape Click-to-Dial Browser Plug-in*

The *OpenScape Click-to-Dial Browser Plug-in* is a program that enables dialing a phone number from your web browser.

7.9.1 General Considerations

The software solution *OpenScape Click-to-Dial Browser Plug-in* offers the following features:

- *Internet Explorer* Integration
  provides the call functionality in *Microsoft Internet Explorer*.
- *Mozilla Firefox* Integration
  enables calling by mouseclick from your *Mozilla Firefox* web browser.

The following requirements must be complied with for using this functionality:

- Supported operating systems:
  - *Windows 7 Professional Edition*
  - *Windows 8*
  - Windows 8.1
- Supported web browsers
  - *Microsoft Internet Explorer 8.0* and later
  - *Mozilla Firefox*

7.9.2 Installation

The system administrator or any user who has administrative privileges on a computer can install the *OpenScape Click-to-Dial Browser Plug-in* for all users or for the users that share the relevant computer.

NOTE: You need to have administrator privileges before you can start the *OpenScape Click-to-Dial Browser Plug-in* setup.

The following three files are available in the installation directory for the *OpenScape Click-to-Dial Browser Plug-in* setup:

- `BrowserIntegration.msi`
  Installs the *OpenScape Click-to-Dial Browser Plug-in* for the desired web browser - *Internet Explorer* or *Mozilla Firefox*.

- `InstallBrowserIntegration.exe`
  Executes the `BrowserIntegration.msi` file. The configuration parameters specified in the `config.ini` file are used in this process. This file is also deployed for starting setup modifications, updates and the uninstallation of the *OpenScape Click-to-Dial Browser Plug-in*. See Section 7.9.3, “Setup Modification, Update and Uninstallation”, on page 71.
- `config.ini`
  In this file the following configuration parameters can be entered that are transferred to the `BrowserIntegration.msi` setup file by executing the file `InstallBrowserIntegration.exe` during the installation.
  - `WebClientAddress`
    This parameter defines the *OpenScape WebClient* URL and optionally the port used, e.g. `http://10.1.2.130:8443` or `https://oswebclient.enterprise.com`
  - `CommandLine`
    You can enter command lines that influence the setup at this point.

    For example, `/qn` indicates that the installation is to be performed automatically, i.e. without user entries and setup dialogs. This setup type requires the mandatory definition of the *OpenScape WebClient* system URL in the `config.ini` file. Both features, *Internet Explorer* Integration and *Mozilla Firefox* Integration, are installed and can be deployed by all users of the system.

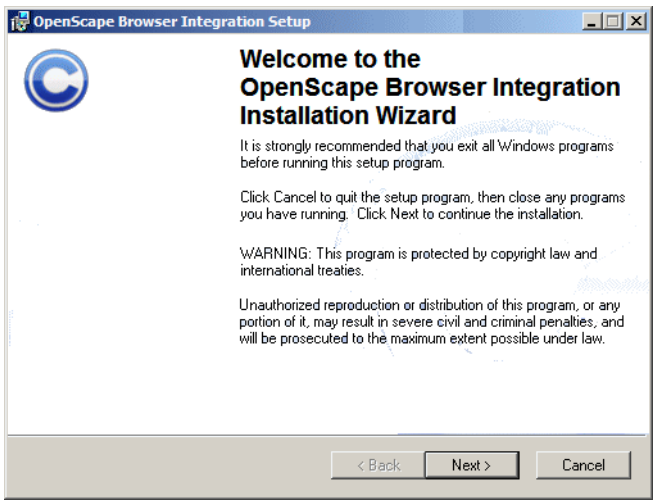
    NOTE: Modify the `config.ini` file only by following your system administrator's instructions.

7.9.2.1 Default-Setup Procedure

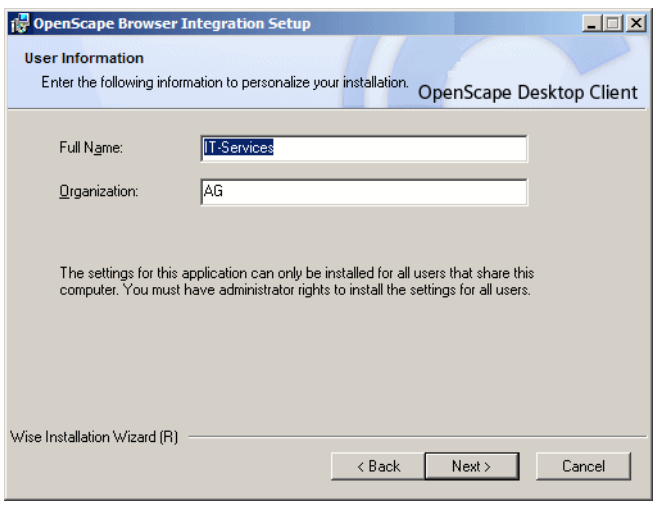
NOTE: The setup dialogs are displayed in English.

To perform the setup, proceed as follows:

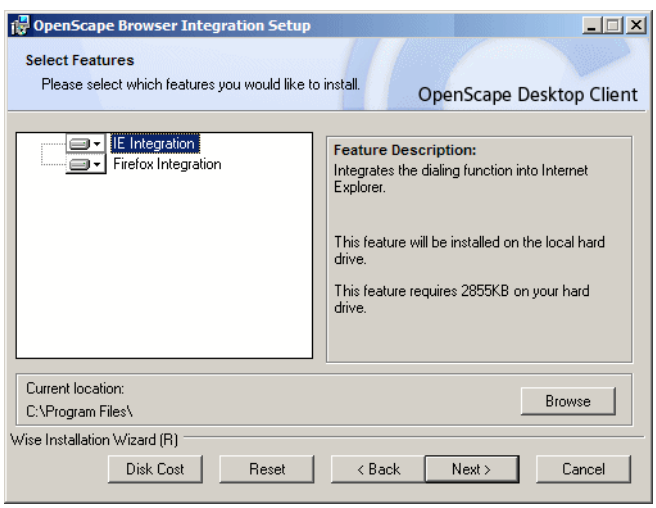
1. Close the web browser currently used (*Internet Explorer* or *Mozilla Firefox*).
2. Start the `InstallBrowserIntegration.exe` file. The welcome dialog of the setup wizard opens.



3. Click on **Next**. The following dialog appears:



4. Enter your and your organization's name. Click on **Next**. The dialog that follows lists the features to be installed.

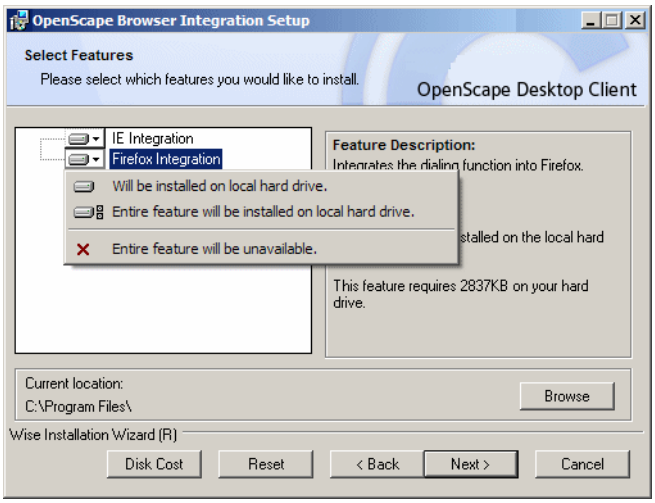


5. Determine whether the **Firefox Integration** feature is to be installed as well.

NOTE: The **IE Integration** is always installed by available.

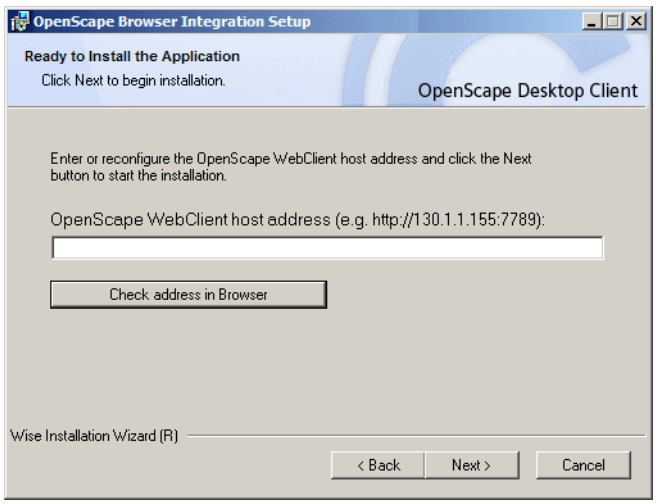
NOTE: The **Firefox Integration** feature is only available for selection if the *Mozilla Firefox* web browser is installed on the system.

Click on the icon to the left of the **Firefox Integration** feature to display the following menu:



- **Will be installed on local drive.**
  Select this option to install the **Firefox Integration** on the local computer.
- **Entire feature will be installed on local hard drive.**
  Select this option if both features are to be installed.
- **Entire feature will be unavailable.**
  Select this option if you do not want the **Firefox Integration** feature be installed on the local computer.

6. Click on **Next**. The following dialog opens:



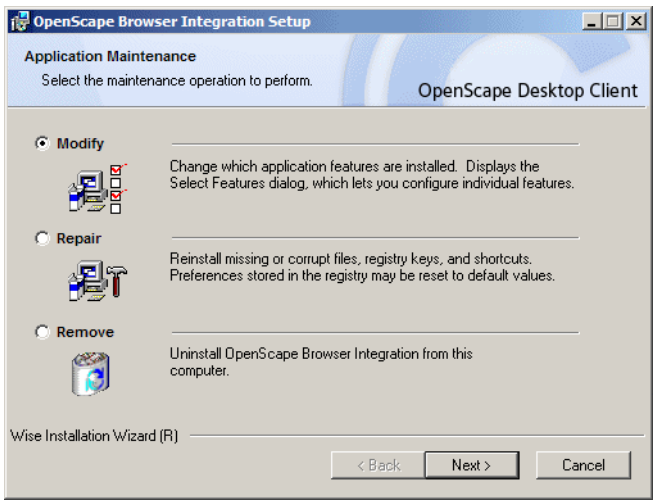
7. Enter the URL of the *OpenScape WebClient* systems and click on **Next**. The setup process starts. A new dialog opens which allows you to observe the setup process.

   The following dialog informs you about the completion of the setup.

8. Click on **Finish**. The setup wizard closes.

7.9.3 Setup Modification, Update and Uninstallation

You modify the existing setup, perform updates and uninstall the program by executing the `InstallBrowserIntegration.exe` file in the setup directory.



7.9.3.1 Setup Modification

Installing *Firefox Integration*

How to use the call function also from your *Firefox* web browser after a default installation of the *OpenScape Click-to-Dial Browser Plug-in*:

1. Make sure that *Mozilla Firefox* has terminated.
2. Start the `InstallBrowserIntegration.exe.` file
3. Select the **Modify** option in the opened dialog pictured above.
4. Click on **Next**. The dialog for selecting the feature to be installed appears.
5. Select the **Firefox Integration** feature and click on **Next**. The dialog in which you can enter the *OpenScape WebClient* system URL opens.
6. Click on **Next**. The installation process begins.
7. After you have finished the setup, click on **Finish** to close the setup wizard.

NOTE: After the *Mozilla Firefox* reboot you are informed about the newly installed plug-in (add-on) in a dialog. Click on **Refresh** to copy the changes and close this dialog.

Uninstalling *Firefox Integration*

How to uninstall the Firefox Integration without removing the entire program:

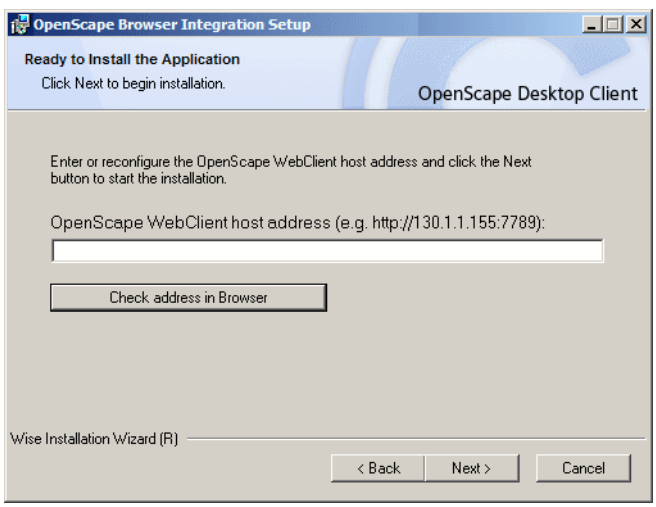
1. Make sure that *Mozilla Firefox* has terminated.
2. Start the `InstallBrowserIntegration.exe.` file
3. Select the **Modify** option in the above dialog.

4. Click on **Next**. The dialog for selecting the feature to be installed appears.
5. Click on to the left of the **Firefox Integration** feature.
6. Select the **Entire feature will be unavailable** feature.
7. In this dialog enable the **Next** button to start the uninstallation. A new dialog opens which allows you to observe the uninstallation process.
8. When the uninstallation is complete, a new dialog opens that you can close via the **Finish** button. The call function is now no longer available for *Mozilla Firefox*.

7.9.3.2 Update

If a more recent version of the *OpenScape Click-to-Dial Browser Plug-in* is to be installed after the setup, proceed as follows:

1. Shut down the web browser currently used.
2. Start the current `InstallBrowserIntegration.exe` of the setup program for the *OpenScape Browser Integration*.
3. Select the **Repair** option in the opened dialog pictured above.
4. Click on **Next**. The following dialog opens.



5. Specify the *OpenScape WebClient* system URL. Click on **Next**. A new dialog opens that allows tracing the setup process:
   Another dialog opens, which marks the end of the installation.
6. Click on **Finish**.

The update is now complete and the setup assistant closed.

7.9.3.3 Uninstallation

If you want to remove the application *OpenScape Browser Integration* from your local system, you can choose from the following two options:

- Executing the `InstallBrowserIntegration.exe` file

  NOTE: If the program was installed automatically, this uninstallation procedure is not suitable.

  How to uninstall the plug-in via executing the `InstallBrowserIntegration.exe` file:

  1. Shut down the web browser currently used.
  2. Start the `InstallBrowserIntegration.exe` file of the setup program for the *OpenScape Browser Integration*. The dialog depicted at the beginning of this section opens.
  3. Select the **Remove** radio button in this dialog and click on **Next**. A confirmation dialog opens.
  4. Click on **Next** to start the uninstallation. A new dialog opens that allows tracing the uninstallation process:
  5. Another dialog opens, which marks the end of the uninstallation. Click on **Finish**.

  The *OpenScape Click-to-Dial Browser Plug-in* is now uninstalled and the uninstallation wizard closed.

- Via the **start** menu

  1. Click on **start** and select the **Control Panel > Add or Remove Programs** option.
  2. Select the ***OpenScape Browser Integration*** entry in the displayed list and click on **Remove**.
  3. Click on **Yes** to start the uninstallation.

7.9.4 Configuration

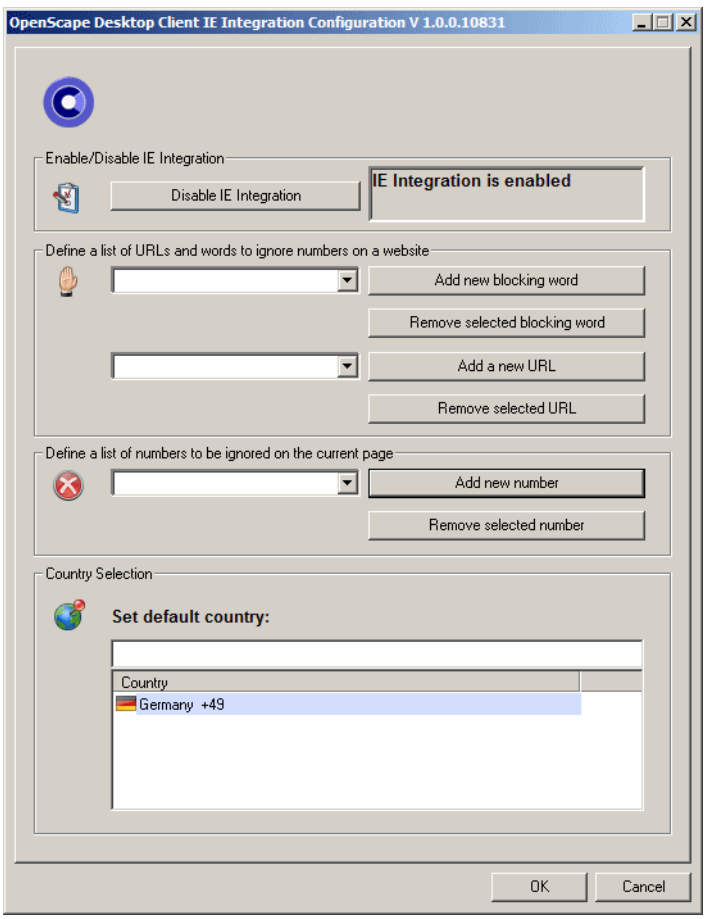
The configuration menu lets you perform or change the *OpenScape Click-to-Dial Browser Plug-in* settings.

After the program's installation you reach the configuration menu or configuration dialog depending on the web browser as follows:

7.9.4.1 Configuration of the *Internet Explorer* Integration

1. Start the *Internet Explorer* as usual.
2. Click on in the toolbar to open the following configuration dialog.

NOTE: If OpenScape Xpressions *Extensions* are installed on your computer, the *OpenScape IE Integration* is configured for the corresponding application. This means that the desired connections are set up via the currently installed client, e.g. in the below dialog the *OpenScape Desktop Client* is pre-installed on the system. If the *OpenScape Desktop Client* is started at the time of the call, it is used for the connection setup.
If none of the above software solutions is installed on the system, the call is initiated via the *OpenScape WebClient*.



7.9.4.2 Configuration of the *Mozilla Firefox* Integration

You reach the configuration menu of the *Mozilla Firefox* Integration applying one of the two following procedures.

Procedure 1

1. Start *Mozilla Firefox* as usual.
2. Click on **Tools** and select the **Start Config Menu** option. The configuration dialog appears.

NOTE: If OpenScape Xpressions *Extensions* or *OpenScape Desktop Client Enterprise/Personal Edition* is installed on your computer, the *OpenScape Firefox Integration* is configured for the corresponding application. This means that the desired connections are set up via the currently installed client, e.g. in the below dialog the *OpenScape Desktop Client* is pre-installed on the system. If the *OpenScape Desktop Client* is started at the time of the call, it is used for the connection setup.
If none of the above software solutions is installed on the system, the call is initiated via the *OpenScape WebClient*.

Procedure 2

1. Start *Mozilla Firefox* as usual.
2. Rightclick anywhere in the menu bar.
3. Select **Customize...** in the opened context menu. The **Customize Toolbar** dialog opens.
4. Click on the **Config Menu** entry in the displayed icon list. Keep the left mousebutton pressed and drag the icon to the desired position in the toolbar.
5. Click on **Finish** to close the dialog.
6. Click on the  icon. The configuration dialog opens.

7.9.4.3 Configuration Options

NOTE: The configuration dialogs of the *Internet Explorer* and *Mozilla Firefox* Integration feature the same configuration options.

NOTE: You specify the language of the configuration dialog under **Control Panel > Regional and Language Options**.

Activating/deactivating the *IE/Firefox Integration*

The *Internet Explorer*/*Firefox* browser integration becomes after the installation. You can deactivate the integration using the **Disable IE Integration** or **Disable Firefox Integration** buttons. As a result, phone numbers are not displayed or handled as links but as normal text.

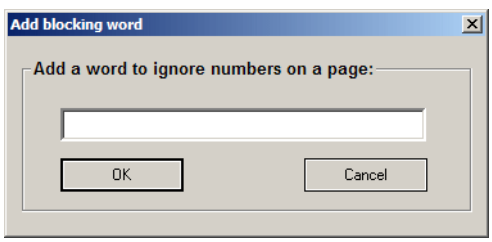
Specifying black lists of words and URLs

- Black list of words

  NOTE: This list does not contain any entries after the installation.

  In this list you can specify words (also called blocking words) that are to be searched for. If one of these words is found preceding a phone number, this number is not displayed as link with preceding country flag icon and cannot be dialed by the *OpenScape WebClient*.

  If you want to define a new blocking word, click on the **Add new blocking word** button. The following dialog opens for you to make entries.

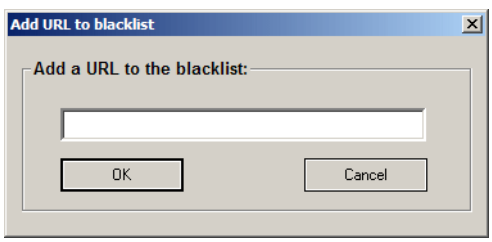


  If you want to delete a list entry, select it in the corresponding combo box of the configuration dialog and click on the **Remove selected blocking word** button.

- black list of URLs

  NOTE: This list does not contain any entries after the installation.

  This list contains the URLs not to be considered. You add new entries to the list via the **Add a URL to the blacklist** dialog. You reach this dialog via the **Add new URL** button in the configuration dialog.



If you want to delete a list entry, select it in the corresponding combo box of the configuration dialog and click on the **Remove selected URL** button.

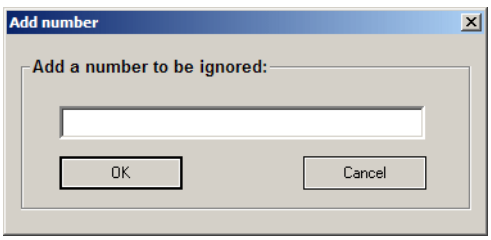
NOTE: After you have added or removed blocking words or URLs you need to reboot the web browser or update the loaded website. Only then the configuration changes will be considered.

Defining a black list of phone numbers

NOTE: This list does not contain any entries after the installation.

This list contains the phone numbers not to be considered. You can use the following options to integrate new entries in the list:

- Via the button **Add new number**
  A click on the **Add new number** button opens the below dialog in which you can enter the desired phone number.



- Via the context menu of the *OpenScape Click-to-Dial Browser Plug-in*
  Rightclick a phone number in the loaded website. Select the **Ignore number** option in the context menu. A message confirms the copying of the desired phone number to the **phone number blacklist**. Click on **OK** to close this message.

  If you want to delete a list entry, select it in the corresponding combo box of the configuration dialog and click on the **Remove selected number** button.

NOTE: Modifications to the number list are automatically copied by the program. The web browser need not be rebooted nor the displayed website updated.

Country selection

NOTE: The defaulted country is always the one configured as location under **Control Panel > Regional and Language Options > Regional Options**.

Configuring the **default country** determines the country code, which also influences the number normalization. To display the country selection list, enter the initial letter of the country you look for in the entry field. Select the desired country from the list and click on **OK** to copy the modifications.

The following priorities apply for the number normalization:

1. The country code of the phone number displayed on the website is used, e.g. +49 for Germany.
2. The country code of the specified domain is used, e.g. +49 for domain.de.
3. If 1 and 2 do not apply, the country code of the **default country** defined in the configuration dialog is used.
4. If a phone number has been identified as NANP (North American Numbering Plan) number, +1 is used as country code.

7.10 Exporting the optiClient 130 Configuration

NOTE:
Exported configuration files do not contain any information about contacts or contact groups. To provide such information in another optiClient 130, the files <User>`.xml` and <User>`.xls` must be copied.
Cf. Section 8.2.2, “Configuration file with information about contacts (`*.xml`, `*.xls`)”, on page 92.

Via the configuration information export you can export all current settings of the logged-in user, current PC and location to configuration files.

As alternative, the administrator can export all or selected settings of the logged-in user, PC and location as script file or as configuration files also for other users, PCs or locations and provide such files for new users. With relatively little work it is thus possible to ensure unified settings for essential operating parameters of users, PCs and locations. The export as script file may be performed with selectable file types, which are differently handled at the optiClient 130 start each (cf. Section 8.2.2, “Configuration and Script Files”, on page 90).

7.10.1 Export for current User, PC and Location

How to export all settings of the logged-in user at the respective PC and location.

1. In the login dialog select **Manage > Export configuration**. The **Save configuration under** dialog opens.

   NOTE:
   The configuration export requires specific optiClient 130 privileges. If you have not been given such privileges, you cannot select the **Export configuration** menu option. Exporting is then not possible.

2. Under **Save configuration under** select the target folder in which the configuration files are to be stored.
3. Confirm your input with **OK.**

The seven-configuration-file set and the XML file for the contacts are stored in the specified folder.

7.10.2 Export for variable User, PC and Location

How to export the settings of the logged-in user at the respective PC and location for other users, PCs and locations.

1. In the login dialog select **Manage > Export configuration**. The **Save configuration under** dialog opens.
2. Select **Extended...**. You see now a hierarchical representation of all available parameters in the xml format.
3. Select the parameters respectively the parameter groups that you want to export.

NOTE:
For creating generally valid script or configuration files to be used in a distributed optiClient 130 installation, you should only export basic parameters here. For example, important basic settings for a connection to the provider or LDAP settings.
Settings that users may perform themselves in the running operation should not be selected here.

---

4. Under **Storage options** select the file type to be used for the export and continue with **Save**.
   The various file types are differently handled at the optiClient 130 program start. See Section 8.2.2, “Configuration and Script Files”, on page 90.

5. Depending on the selected storage option continue as follows:

   - **Save as script file (_._._.script)**
     (This file type is compatible to previous optiClient 130 versions)

     In case of this option you specify in the entry fields whether the script files are to be valid for the current PC or for another computer. In the second case you need to enter the **PC name**. Beyond that, you specify the **User**, the **Location** and the storage folder for the script file.
     The script file is always automatically stored under the name `_._._.script`.

   - **Save as permanent script file (*.ocp)**

     With this option you specify for the individual entry field whether the script file is to be valid for:

     – the current or another PC

     – the logged-in or another user

     – the current or another location

     From the descriptions thus specified for the PC, user and location, the file name automatically results in `<PC name>.<user name>.<location>.ocp`.

     Furthermore, you need to specify the storage location for the script file.

   - **Save as script file (*.ocs)**

     This option requires the same settings as the script file `*.ocp`.

   - **Save as configuration file (*.xml)**

     In case of this option you specify in the entry fields for which PC, user and location you want to create the configuration files. Furthermore, you need to specify the storage location for the configuration files.

     The seven xml configuration files are stored using the descriptions for PC, user and location.

6. Complete your entries with **OK**.

Detailed parameter information

If you need more detailed information about a specific parameter, open the associated context menu with the right mousebutton and select **Properties**.

A dialog opens, in which you obtain information about the parameter's position in the structure under **Parameter Description**. Under **Value** you see the current contents of the parameter and under **Origin** you see the configuration file this parameter belongs to by default.

Editing Parameter Contents before Export

Before you save the data, you can modify the content of single parameters. Depending on the parameter and selected storage option you can perform the following modifications from the context menu of the relevant parameter:

- **Edit Value**
  The setting of the selected parameter is displayed in a dialog. Under **Present Value** you see the current content, under **New Value** you can enter a new value.
  This editing option is available for all parameters with the exception of passwords.
- **Reset Password**
  You can perform a password setting that, when optiClient 130 is started, requires the reallocation of the relevant password by the user. In the structured parameter view, passwords are displayed encoded. After selecting the **Reset Password** entry from the parameter's context menu the old password is removed and replaced with the entry `#`.
  This editing option is only available for passwords.
- **Wildcard**

  NOTE:
  This option is only available for the storage option **Save as script file (*.ocs)**.

  You can use wildcards for parameters that are best specified for different locations, PCs or users during processing the exported configuration or script files. After you have selected the **Wildcard** menu option, a dialog opens in which you need to enter a description for the relevant parameter. This description appears during the processing of the configuration or script file in a dialog. When processing the file the individual parameter content can then be specified.

7.11 Importing the optiClient 130 Configuration

You find information about importing configuration files in Section 8.2.3, “Importing Configuration Information”, on page 96.

7.12 Saving and loading the full Configuration

By saving the entire configuration you can export all current settings of the logged-in user, current PC and location to a folder structure for an overall saving. The settings saved in this way can then be reloaded in the program to restore the corresponding program environment.

7.12.1 Saving the full Configuration

How to save a full optiClient 130 configuration.

1. In the login dialog select **Manage > Save full configuration**. The **Save full configuration** dialog opens.
2. Select the target folder in which you want to save the current full configuration and confirm the entry with **OK**.

In the target folder a backup folder named `oC Backup from <JJJJ-MM-TT> <hh-mm-ss>` is created. In the folder name, *JJJJ-MM-TT*> defines the current saving date and <*hh-mm-ss*> the current saving time. In this backup folder you find the XML configuration file `Siemens.optiClient.exe.config` as well as four folders `Config`, `Data`, `Local` and `Script`, which contain the respective configuration files.

7.12.2 Loading the full Configuration

How to load a full optiClient 130 configuration.

1. In the login dialog select **Manage > Load full configuration.** The **Restore configuration** dialog opens.
2. Select the folder in which the backup folder with the previously saved configuration files is stored and confirm the entry with **OK**.

When installing the selected full configuration, the current full optiClient 130 configuration is overridden.

8 Technological Concepts of optiClient 130

In this section you receive information about the following technological concepts used by optiClient 130.

8.1 How the optiClient 130 Call Buttons work

optiClient 130 provides buttons in various places of its interface for initiating calls. For example  in the main bar or the call buttons in various module windows.

If the user clicks on one of these buttons while a phone connection in optiClient 130 has already been set up, optiClient 130 can react in two ways:

- optiClient 130 transfers the new connection request to the connected communication system.
  Since modern communication systems are in most cases unable to process several active connections in parallel, the new connection setup will usually fail.

  This is the optiClient 130 default behavior
- optiClient 130 sets the active phone connection to status HOLD and establishes the new connection as consultation call.

In which way optiClient 130 reacts can be generally or user-individually specified by the following registry values:

- AlternateCtiActionOnConnected [REG_DWORD] under `HKEY_LOCAL_MACHINE`
- AlternateCtiActionOnConnected [REG_DWORD] under `HKEY_CURRENT_USER`.

8.2 The optiClient 130 User and Location Concept

Thanks to the flexible user and location concept of optiClient 130 you can work in different locations or with different PCs with your individual program settings. Thus, for example, with your private contact directory or your individual other directories.

The following options can thus be conceived:

- You work in different locations and with different PCs
- You work in different locations with one PC (for example notebook)
- You work in one location with different PCs
- Different users work at one PC of a location (for example contact center)

This concept is implemented using the user-specific, PC-specific and location-specific operating parameters of optiClient 130, which a loaded from one or different configuration files when a user logs on. For using optiClient 130, the administrator is thus enabled to provide configuration files for a location, a PC or a user or for combinations of these that define the corresponding optiClient 130 settings.

Type and range of the available parameters depends on the optiClient 130 installation scope and on the number of modules added in optiClient 130.

8.2.1 Defaulting User Settings

All parameters set in optiClient 130 for a user, at a PC or in a location are stored in configuration files in the XML format in the specified configuration folder. The parameter information is reinstalled at the next program start or after the user login, so that no new configuration is required.

To unify specific parameters for a location, PC or users and to simplify the initial user login, the administrator can provide preconfigured parameters in script files. At the program start or login, such script files are considered and their contents installed according to a defined sequence.

The script files are defined as files the structure or which correspond to the xml format. There are different file types, which have a different significance or value at the optiClient 130 start.

The administrator can create script files for a location, user or PC or a combination of these via the optiClient 130 export feature and subsequently provide them. In this way the administrator can ensure unified settings for optiClient 130 users with relatively little work.

8.2.2 Configuration and Script Files

IMPORTANT:
Script files must not be manually modified. Such modifications require detailed knowledge of the entirety of available parameters as well as of their possible settings.
Faulty, redundant or missing settings lead to optiClient 130 not or not properly being usable.

Configuration files are all `xml` and `xsd` files, script files are `script`, `ocs` and `ocp` files.

At the program start, the configuration files are expected in the specified configuration folder and stored there again after setting modifications or after the program shutdown. The script files are expected in a specified script folder. Effect and significance depend on the respective file types.

The following configuration and script files are considered:

- Configuration files `*.xml`
- Configuration file with information about contacts (`*.xml`, `*.xls`)
- Script file `_._._.script`
- Script files *.ocp
- Script files *.ocs.

Configuration files `*.xml`

NOTE:
The content of the configuration files is influenced by the `_._._.script` file, if this file is available in the specified configuration folder for script files at the program start.

The configuration files `*.xml` contain the optiClient 130 program settings.

Configuration files of this type are considered at the program start or with modifying the optiClient 130 settings. For each combination of user, PC and location there is a set comprising seven configuration files that contain the described parameters:

Configuration file	Contains parameters for …
`_._.<Location>.xml`	all PCs and all users in the specified location. *Example:* `_._.MCH2.xml`
`_.<User>._.xml`	the specified user at all PCs and in all locations. *Example:* `_.SCHMID._.xml`
`_.<User>.<Location>.xml`	the specified user at all PCs in the specified location. *Example:* `_.SCHMID.MCH2.xml`
`<PC>._._.xml`	all users of the specified PC in all locations. *Example:* `M01234._._.xml`
`<PC>._.<Location>.xml`	all users at the specified PC and in the specified location. *Example:* `M01234._.MCH2.xml`
`<PC>.<User>._.xml`	the specified user at the specified PC in all locations. *Example:* `M01234.SCHMID._.xml`
`<PC>.<User>.<Location>.xml`	the specified user at the specified PC in the specified location. *Example:* `M01234.SCHMID.MCH2.xml`

Table 4 Configuration File Types

optiClient 130 stores respectively expects the configuration files in the configuration folder <*Directory of the Windows application data*>\Siemens\optiClient by default. You can adjust this presetting in the file Siemens.OptiClient.exe.config under the key *ConfigPath* (cf. Section 8.2.4, “The File Siemens.OptiClient.exe.config”, on page 97).

The set of sever configuration files is updated in the configuration folder when the program settings are stored or the program is shut down and supplemented with the specific data for user, PC and location.

You find detailed information about how to export a optiClient 130 configuration in Section 7.10, “Exporting the optiClient 130 Configuration”, on page 80.

Configuration file with information about contacts (*.xml, *.xls)

The configuration files <User>.xml and <User>.xls contain the user-specific information from the contact directory and contact list.

File	Contains…
<User>.xml	Information from the contact directory and the contact list *Example:* SCHMID.xml
<User>.xls	associated schema file (remains unchanged)

Table 5 *Files for storing Contact Information*

Such files are stored in the configuration files directory after the program shutdown. You can adjust this presetting in the file Siemens.OptiClient.exe.config under the key *DataPath* (cf. Section 8.2.4, “The File Siemens.OptiClient.exe.config”, on page 97).

Script file `_._._.script`

This file is installed once at the optiClient 130 start before the first user login. Its content manipulates possibly available XML configuration files or creates them. After its installation the file is renamed, so that it is not available at the next program start. The file content is not bound to a user, PC or location. This means it is valid for all users, PCs and locations.

The script file `_._._.script` is already installed at the program start, thus before the user login. It is therefore especially suited to automatically create users or locations.

optiClient 130 expects the `script` file in the configuration folder <*Directory of the Windows user data*> by default. You can adjust this presetting in the file `Siemens.OptiClient.exe.config` under the key *ScriptPath* (cf. Section 8.2.4, “The File Siemens.OptiClient.exe.config”, on page 97).

Script files *.ocp

The content of an ocp script file overrides the relevant entries in the XML configuration files. Its file name determines for which user, PC respectively location it is relevant:

`<PC name>.<user name>.<location>.ocp`

With this applies:

- <PC name>
  PC name according to Windows configuration
- `<user name>`
  optiClient 130 user name
- `<location>`
  location name according to the definition in optiClient 130.

If a file is valid for all PCs, all users or all locations, the "_" (underscore) character is used instead of the respective description.

Examples:

- `_._.Witten.ocp`
  for logins to all PCs; for all users in location Witten
- `PC233_._.Witten.ocp`
  for logins to all PC233; for all users in location Witten
- `_.Meier._.ocp`
  for all logins of user Meier; to all PCs; in all locations.

ocp script files are considered in optiClient 130 after each relevant user login. The settings of these files thus permanently apply for the relevant user logins.

If optiClient 130 is to install an ocp file at the program start, this file must be stored by default under the path <*Directory of the Windows application data*> before the program start. You can adjust this presetting in the file `Siemens.OptiClient.exe.config` under the key *ScriptPath* (cf. Section 8.2.4, "The File Siemens.OptiClient.exe.config", on page 97).

Script files *.ocs

The content of an ocp script file overrides the relevant entries in the XML configuration files. Its file name determines for which user, PC respectively location it is relevant:

`<PC name>.<user name>.<location>.ocs.`

With this applies:

- <PC name>
  PC name according to Windows configuration
- `<user name>`
  optiClient 130 user name
- `<location>`
  location name according to the definition in optiClient 130.

If a file is valid for all PCs, all users or all locations, the "_" (underscore) character is used instead of the respective description.

Examples:

- `_._.Witten.ocs`
  for logins to all PCs; for all users in location Witten
- `PC233_._.Witten.ocs`
  for logins to all PC233; for all users in location Witten
- `_.Meier._.ocs`
  for all logins of user Meier; to all PCs; in all locations

A file of this type is only considered for the respectively first login under a relevant login constellation of user, PC respectively location. It manipulates the xml configuration files concerned and is then locked for further usage in the respective login constellation.

If optiClient 130 is to install an ocs file at the program start, this file must be stored by default under the path <*Directory of the Windows user data*> before the program start. You can adjust this presetting in the file `Siemens.OptiClient.exe.config` under the key *ScriptPath* (cf. Section 8.2.4, "The File Siemens.OptiClient.exe.config", on page 97).

8.2.3 Importing Configuration Information

IMPORTANT:
Script files must not be manually modified. Such modifications require detailed knowledge of the entirety of available parameters as well as of their possible settings.
Faulty, redundant or missing settings lead to optiClient 130 not or not properly being usable.

A previously exported optiClient 130 configuration can be automatically reinstalled during the optiClient 130 start. Depending on the script file type in which the configuration is available then, an administrator may provide users with the following optiClient 130 preconfigurations:

- **OCS script file**
  A optiClient 130 preconfiguration is made available to new optiClient 130 users once. This preconfiguration can be customized by the user after the initial optiClient 130 start.
- **OCP script file**
  Users are provided with an unchangeable optiClient 130 configuration.

In Chapter 7, “optiClient 130 Basic Administration” you find further information about the following topics:

- Exporting the optiClient 130 Configuration
- Saving and loading the full Configuration.

You find detailed information about the configuration data import and how to use configuration data export and import for the optiClient 130 distribution in the *Server Installation* manual.

8.2.4 The File *Siemens.OptiClient.exe.config*

IMPORTANT:
To adjust the file `Siemens.OptiClient.exe.config` manually, you need to have knowledge of the markup language XML.
Faulty, redundant or missing settings in the file `Siemens.OptiClient.exe.config` lead to optiClient 130 not working properly or working not at all!

IMPORTANT:
If you change directories for an existing optiClient 130 installation you need to copy the relevant, already existing configuration and script files to the newly specified directories.
Otherwise optiClient 130 will not find the existing files.
Cf. Section 8.2.4, “Modifying directories for an existing optiClient 130 installation”, on page 98.

The `Siemens.OptiClient.exe.config` file determines the directories in which optiClient 130 stores respectively expects at the start the configuration and script files. It is available in the XML format and found in the directory:

<optiClient 130 *setup directory*>`\client`.

If you want to modify one or several default directories, adjust under `key=ConfigPath`, `key=DataPath` and/or `key=ScriptPath` the specifications under the associated label `value`. Then, remove the XML commenting for the modified entries.

For the single entries applies:

`ConfigPath`	Defines the path under which the optiClient 130 xml configuration data are stored respectively expected.
`DataPath`	Defines the path under which the optiClient 130 xsd configuration data are stored respectively expected.
`ScriptPath`	Defines the path under which the `script`, `ocs` and `ocp` script files of optiClient 130 are stored respectively expected.

(You find detailed information about the configurations and script files in Section 8.2.2, “Configuration and Script Files”, on page 90.)

If you specify individual paths for `ConfigPath`, `DataPath` and/or `ScriptPath`,

- the paths need to refer to the local harddisk of the user PC
- the Windows accounts of all relevant optiClient 130 users must have read and write privileges for the associated directories.

Modifying directories for an existing optiClient 130 installation

If you modify directories for an existing optiClient 130 installation you need to copy the following available files to the associated, newly defined directory.

- Modification of `ConfigPath`
  - All folders the name of which begins with an underscore (_)
  - All files with the name pattern `*.*.*.xml`
- Modification of `ScriptPath`
  - The `_._._.script` file
  - All files with the name pattern `*.ocs`
  - All files with the name pattern `*.ocp`
- Modification of `DataPath`
  - All files with the name pattern `*.xml`
  - All files with the name pattern `*.xsd`.

Environment variables under Windows

NOTE:
The environment variables listed here exist in the operating systems Windows 2000 and Windows XP.

To define the paths for the configuration and script files you can also use Windows environment variables.

These environment variables are set as variable wildcards, thus determining the actual path to a folder or file. For example, the variable *SYSTEMDRIVE* always specifies the system partition of a Windows computer, no matter under which drive letter the Windows operating system was installed.

If environment variables are used in the `Siemens.OptiClient.exe.config` file, they must always be preceded and completed by % characters – *example:* %USERPROFILE%.

You can view all available environment variables with the command line order `set`. The following selection of environment variables may be useful for application in the file `Siemens.OptiClient.exe.config`:

Environment variable	Description
ALLUSERSPROFILE	Common user directory: `\Documents and Settings\AllUsers`
APPDATA	Directory for application data. *Default:* `%HOMEDRIVE%\Documents and Settings\<user name>\Application Data`
CommonProgramFiles	Directory for commonly used program files. *Default:* `%SYSTEMDRIVE%\Programs\Common Files`
HOMEDRIVE	Drive that hosts the user directory.
HOMEPATH	Directory of the current user. `%HOMEDRIVE%\Documents and Settings\<user name>`
ProgramFiles	Directory of the configured programs. *Default:* `%SYSTEMDRIVE%\Programs`
SystemDrive	System drive
SystemRoot	Root directory of the operating system. *Default:* `C:\Windows`
TEMP	Directory for temporary files
TMP	Directory for temporary files
USERPROFILE	User directory in which user-specific data are stored. `%HOMEDRIVE%\Documents and Settings\<user name>`

Table 6 Windows Environment Variables (Extract)

8.3 Normalizing Phone Numbers in optiClient 130

A telephone connection can be set up in optiClient 130 in different manners.

- By manually entering a user's phone number
- By selecting a contact in the optiClient 130 contact directory
- By selecting a contact in an external directory
- etc.

No matter how different these types are, in optiClient 130 a phone number is always passed to the provider module that enables the connection to the communication system used. This provider subsequently transfers the phone number to the connected communication system – for example to the XPR server – which then establishes a connection to the desired phone number.

A phone number can be entered in optiClient 130 in many formats. Furthermore, phone numbers are likely to be differently formatted in directories as well. Therefore, a phone number passed to the provider may appear quite differently.

Let us see how the phone number for the telephone extension 492404901100 might be represented. Depending on the notation preferred by the user, or on where the destination phone number is located in relation to the individual location:

+49 (2404) 901 - 100
00492404-901-100
02404/901-100
901-100
100
+49-2404-901100

and many more.

While a phone number thus may adopt different formats in optiClient 130, the connected communication system always requires one defined phone number format. Therefore, the provider used must convert all phone numbers into exactly this phone number format, before it transfers them to the communication system. This process is called normalization.

The providers used in optiClient 130 for connecting a communication system can be divided into two groups on the basis of the mechanism they use for phone number normalization.

- Providers used for connecting an XPR server
- Providers used for directly connecting a PBX

In the following we will see how the relevant providers are distributed among these two groups, and what the associated mechanisms for phone number normalization look like.

8.3.1 Providers for connecting an XPR Server

This group comprises the Server CTI Provider or the HFA Provider.

The rules according to which this provider group normalizes phone numbers are defined and provided by the XPR server NCO Framework.

To receive the current NCO rules from the XPR server, optiClient 130 logs on to the XPR server with the NCO client name CtiApl when it starts. The XPR server then transmits the associated rules to optiClient 130. This transmission occurs at any MSP start on the user PC.

The Server Connection Provider settings let you configure the NCO client name under which optiClient 130 logs on to the XPR server and you can perform further NCO settings.

You find detailed information on the NCO framework work mode in the *Server Administration* manual.

8.3.2 Providers for directly connecting a PBX

This group comprises the SIP Functional Provider.

Before a phone number is transferred to the PBX used, the listed providers perform the described normalization. The local settings for the network access of the respective provider are considered in this process. Consequently, connections are dialed and established as follows:

- Within the same country as national connection
- Within the same local area network as local area connection
- Within the same PBX as internal connection.

Let us consider some examples that show phone number normalization results by the relevant providers. The following settings for the network access are assumed:

Network access parameter …	**for example 1**	**for example 2**
Country code	49	49
Local area code	2302	89
System number	667	722
Trunk code	–	–
Prefix for local calls	–	–
Prefix for long-distance calls	0	0
Prefix for foreign calls	00	00
Additional code for local calls	–	–
Additional code for long distance calls	–	–
Additional code for foreign calls	–	01010

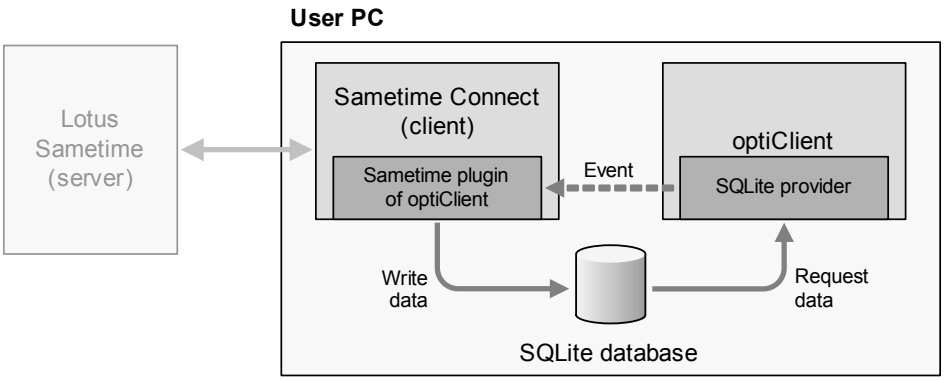
NOTE:
To improve clarity, we assume in these examples that no trunk code has been configured for the network access.
If a trunk code had been configured (e.g. **0**), it would additionally prefix the normalized phone numbers – e.g. **0**00498912345678.

Examples:

Phone number	**Example 1**	**Example 2**
+49 (2302) 667 - 1234	1234 (internal connection)	023026671234
+49(0)2302 / 667 - 1234	1234 (internal connection)	023026671234
00492302-667-1234	1234 (internal connection)	023026671234
02302/667-1234	1234 (internal connection)	023026671234
089/722-12345	08972212345	12345 (internal connection)
667-1234	1234 (internal connection)	6671234 (local call)
1234	1234 (internal connection)	1234 (local call)
0800-HELPLINE	080043575463	080043575463
+1-555-78946512	00155578946512	01010**00155578946512**

8.4 SQLite-based Connection of external Directories

In optiClient 130 you can connect external directories via an integrated SQLite database. The following figure exemplifies this connection concept showing a connection to Lotus Sametime.



The central component of an SQLite-based directory connection is an SQLite database created by optiClient 130 on the user PC. In this database an individual optiClient 130 plugin saves the contact data that exist in the directories of the external system. If required, the optiClient 130 SQLite provider accesses the contact information of the SQLite database to

- resolve phone numbers
- look for contacts.

To synchronize the contact data in the SQLite database with those of the external system, optiClient 130 uses two mechanisms at the same time:

- Cyclic, automatic synchronization
- Event-based synchronization on grounds of a user action.

For the SQLite-based connection of external directories only a Sametime plugin is currently available. With this plugin you can connect Lotus Sametime directories to optiClient 130. You can select this plugin in the optiClient 130 setup wizard for installation as soon as a Sametime Connect Client is installed on the user PC.

The plugin can save the following contact information in the SQLite database as far as it is available in the external directory:

Database field	Information
`externalid`	Directory ID in the external directory
`externalsource`	Defines the ID of the directory from which the contact information originate
`firstname`	Contact's first name
`lastname`	Contact's last name
`fullname`	Full contact name
`Address`	Contact's address
`CITY`	Contact's city
`Company`	Contact's company
`Country`	Contact's country
`department`	Contact's department
`Homepage`	Contact's homepage
`roomnumber`	Contact's room number
`STATE`	Contact's state
`zipcode`	Contact's zip code
`commaddr`	Contact addresses of the contact for phone number and e-mail address entries

Table 7 *Contact Information of the SQLite Database*

Connecting optiClient 130 to a Lotus Sametime directory

optiClient 130 is automatically connected to the directory of a Sametime Connect Clients. This requires

- the Sametime Connect Client having been installed on the user PC before optiClient 130 is set up
- the **Sametime** feature having been selected during the optiClient 130 installation.

8.5 DDE Interface of optiClient 130

optiClient 130 supports the dynamic data exchange via the Dynamic Data Exchange interface (DDE).

DDE is a protocol via which in particular Windows applications can exchange data and DDE commands. Information can be exchanged between two programs of a computer system as well as between two programs of different computer systems.

During the communication via the DDE interface the DDE client sends data or a data request to the DDE server. The server then processes the sent data and, if required, returns requested data to the client.

optiClient 130 can work as DDE server and as DDE client.

8.5.1 optiClient 130 as DDE Server

IMPORTANT:
To use the DDE server features the *IPC Provider (DDE)* must have been added to optiClient 130.
You find further requirements for using this module in Chapter 4, “The optiClient 130 Modules”.

The DDE server is deployed to use selected optiClient 130 features from within another application. To this, the external application needs to transfer the following parameters to optiClient 130 via DDE:

- Name of the DDE server (`ddeserver`): **optiClient 130**
- Topic of the DDE server (`ddetopic`): **connection**

The optiClient 130 DDE server provides external applications with the following commands to control actions in optiClient 130:

Command	Meaning
`PHONECALL` *<number>*	Tries to establish a connection to the specified telephone number
`DISCONNECT`	Closes all active connections

Table 8 DDE Commands of the DDE Server

Beyond that, information can be queried from the optiClient 130 DDE server via the following DDE requests:

Request	Meaning
`user_id`	Returns the ID of the user who is logged in at optiClient 130.
`location`	Returns the location under which the user is logged in at optiClient 130.
`PhoneNumber`	Returns the localized phone number of the telephony provider.
`phonenumber_normalized`	Returns the normalized phone number of the telephony provider.
`language`	Returns the language with which the user has logged in at optiClient 130.

Table 9 DDE Requests of the DDE Server

The DDE server can be used, for example, when an external application is to initiate a call in optiClient 130.

The following example in Visual Basic illustrates how the optiClient 130 DDE server can be addressed by a DDE client:

```
Sub Phonecall()
  Dim ddeserver As String
  ddeserver = "optiClient 130"
  Dim ddetopic As String
  ddetopic = "connection"

  ' Establish connection with optiClient 130 DDE Service
  Dim channel As Long
  channel = DDEInitiate(ddeserver$, ddetopic$)

  Dim user As String
  ' Get username
  user = DDERequest(channel, "user_id")
  Dim phone As String
  ' Get local phone number
  phone = DDERequest(channel, "phonenumber_normalized")

  MsgBox "Your local phone number is " + phone$ + vbNewLine
    + "Press Enter to initiate Phonecall to 4711", vbOKOnly,
"Hello "
    + user$
  ' Make phonecall to 4711
  DDEExecute channel, "PHONECALL 4711"

  MsgBox "Press Enter to Disconnect"
  ' Disconnect phone call
  DDEExecute channel, "DISCONNECT"

  ' Terminate DDE connection
  DDETerminate channel
End Sub
```

8.5.2 optiClient 130 as DDE Client

IMPORTANT:
To use the DDE client features the *Event Manager* must have been added to optiClient 130.
You find further requirements for using this module in Chapter 4, “The optiClient 130 Modules”.

IMPORTANT:
During a migration from TrayPhone to optiClient 130, DDE commands configured in TrayPhone will not be copied by optiClient 130.

This DDE client is used to transfer DDE commands and information to other programs from within optiClient 130. If, for example, optiClient 130 receives a call, optiClient 130 can transfer defined information to another application via DDE. On the basis of the received information, this application can activate a workflow – for example, opening the customer list of the caller in a CRM system.

The DDE client configuration is based on event definitions. Such event definitions describe

- when optiClient 130 sends information via DDE
- to which application the information is sent
- which information is transmitted.

You find continuative information about the DDE client configuration in the reference section of the optiClient 130 user manual.

Trigger for information transmission

The optiClient 130 DDE client may be triggered to transfer information to the DDE server of another application by

- an incoming call
- a contact update when a call comes in
- a status change of an incoming call
- an ending inbound call
- an outgoing call
- a contact update when a call goes out
- a status change of an outgoing call
- an ending outbound call.

Information to transmit

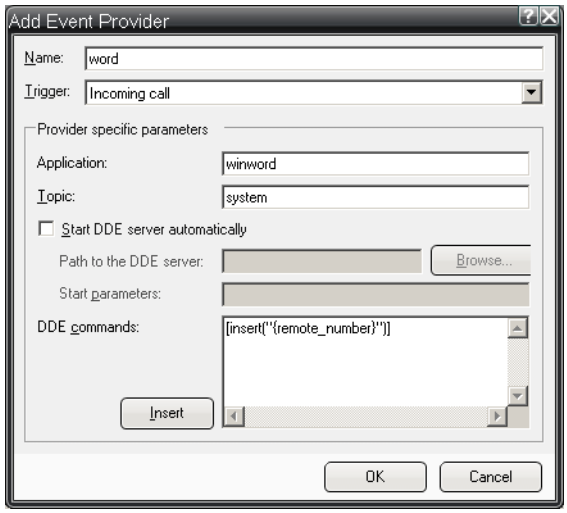
When one of the above triggers has kicked off the information transmission, the following information may be transmitted to the DDE server of another application via the corresponding variables in the DDE command. In the event that, for once, no information is available for a variable, optiClient 130 transfers an empty string to the DDE server instead.

DDE Variable	Information
`user_id`	ID of the user who is logged in at optiClient 130.
`location`	Location under which the user is logged in at optiClient 130.
`call_id`	Connection ID
`DIRECTION`	Connection direction. Possible values are: `I` – inbound connection `O` – outbound connection
`STATE`	Connection CTI status
`remote_number`	Phone number of the connection partner
`remote_number_normalized`	Phone number of the connection partner in normalized format
`remote_name`	Name of the connection partner

Table 10 DDE Variables for the DDE Server

The DDE server of the Microsoft Word application supports, for example, the DDE command `Insert`. Via this command, an information can be inserted in a Microsoft Word document via DDE.

The following example shows how you can use the optiClient 130 DDE client with the DDE command `Insert` to insert the originator phone number of an incoming call in a local Microsoft Word document:



Please obtain information about the DDE commands supporting other applications, or about how required macros are programmed in the DDE server application from the producer documentation of the relevant application.

8.6 MMO Protocol Handler

With optiClient 130 a protocol handler is installed for the MMO protocol on the user PC. This protocol can transfer phone numbers to optiClient 130 for directly establishing a connection and is used similarly to the HTTP protocol.

Example:
A link may have been configured on an Intranet page for a contact that executes the invocation `MMO:///dial?tel1=492404901100`. If this link is clicked in the web browser of the user PC, the defined phone number is transferred to optiClient 130 via the MMO protocol handler. optiClient 130 is then enabled to automatically establish a connection to the relevant subscriber.

The invocation via the MMO protocol has the following syntax:

```
MMO:///dial?
tel1=<phone number 1>&tel1Name=<phone number name 1>&
tel2=<phone number 2>&tel2Name=<phone number name 2> …&
firstName=<contact's first name>&
lastName=<contact's last name>&
location=<location>&company=<company>
```

At least one phone number must be transferred to optiClient 130, or a unique name that optiClient 130 can resolve in a phone number via the available directories.

If a single phone number is transferred to optiClient 130 via MMO, optiClient 130 will try to immediately set up a connection to the corresponding subscriber. If several phone numbers are transferred to optiClient 130 with an MMO invocation, optiClient 130 opens a selection dialog that displays all simultaneously transferred phone numbers. In this dialog the user then needs to select the phone number to which a connection is to be set up.

MMO Protocol Handler in combination with OpenScape UC Application

The MMO protocol enables a connection setup also via the Web Client component of OpenScape UC Application – e.g. in combination with the Outlook integration.

The following requirements must be complied with for this:

- The following setting must have been configured for the registry value `HKCR\mmo\WebURL`:
  `http://`<Hostname>`:`<Port>

  <Hostname> corresponds to the host name or IP address of the computer system on which the Web Client component of OpenScape UC Application is installed

- optiClient 130 must not have been started. If optiClient 130 is started, the connection is set up by optiClient 130 and not by the Web Client component of OpenScape UC Application.

8.7 Privileges for Telephone Status and Call Pickup

The optiClient 130 presence feature offers the option

- to display the telephone status of users in the team bar and contact list
- to pick up calls that come in for a user who is displayed in the team bar.

Under specific circumstances it may be useful to restrict the telephone status display or the call pickup in the team bar. For this purpose optiClient 130 accesses the user management of the XPR server.

8.7.1 Privilege to display the Telephone Status

IMPORTANT:
As long as no privileges to display the telephone status have been configured in the XPR server, each user may display the telephone status of other users in optiClient 130.

If a optiClient 130 user wants to display the status of a foreign telephone in his/her team bar or contact list, the optiClient 130 user must be given permission in the XPR server to monitor the relevant telephone via CTI. The user is granted this privilege by the XPR server administrator.

The configuration of such telephone access privileges is described in the XPR *Communications* manual.

8.7.2 Restricting the Telephone Status Display

A optiClient 130 user can restrict the telephone status display for other users only if the XPR server administrator has released this feature.

To release this feature in the XPR server you need to set the following XPR server registry value to **1**.

```
HKLM\Software\Wow6432Node\PP-
COM\MRS\CtiApl\GrantsPrivilegeToWatcher
```

Then start the CTI APL and the Presence APL of the XPR server anew.

8.7.3 Start the Phone Number Display Privilege

If a optiClient 130 user has the privilege to display the status of a foreign telephone in his/her team bar or contact list, he/she can merely recognize the general status of the relevant telephone. For example, whether the line is engaged or a call comes in.

If a optiClient 130 user also wants to see the phone numbers of calls that arrive at a foreign telephone, he/she requires a special privilege in the XPR server. This privilege must be assigned by the XPR server administrator in the form of the XPR privilege **View other users remote phone numbers**.

NOTE:
If an XPR user in the XPR server belongs to the supervisor group, he/she is always privileged to see the phone numbers of calls arriving at foreign telephones. Even if he/she does not explicitly own the XPR privilege **View other users remote phone numbers**.

8.7.4 Call-Pickup Privilege

If a optiClient 130 user wants to pick up calls in the team bar that have arrived at a foreign telephone, he/she must at first realize that a call has come in. To this, he/she needs the privilege to monitor the relevant telephone (cf. Section 8.7.1, “Privilege to display the Telephone Status”, on page 113).

To pick up such calls, the user also needs the corresponding privilege in the XPR server. The XPR server administrator must grant this right via the XPR privilege **SYS_CALLPICKUP**.

NOTE:
The XPR privilege **SYS_CALLPICKUP** is not automatically created with the XPR server setup. Therefore, it must be manually created in the XPR server if required.

8.8 Base DN for an LDAP Directory

When integrating an LDAP directory in optiClient 130 you can define a Base DN in the course of the directory configuration. This Base DN lets you limit the directory entries displayed in optiClient 130.

If no restrictive Base DN is defined, the complete LDAP directory is the Base DN.

You can define the Base DN in the associated entry field in two possible formats:

- *<Level name 3>=<Name>*, *<Level name 2>=<Name>*, *<Level name 1>=<Name>*
- *<Level name 1>=<Name>*/*<Level name 2>=<Name>*/*<Level name 3>=<Name>*.

Example:
An LDAP directory shall be filtered for all users of the corporate unit `Alsdorf`. The directory to be integrated shall have the following structure:

- Name of level 1: `DC` (e.g. country code)
- Name of level 2: `DC` (e.g. company name)
- Name of level 3: `OU` (e.g. corporate unit).

optiClient 130 is to access only directory entries for which applies:

- Level 1: `DC` = `DE`
- Level 2: `DC` = `MyCompany`
- Level 3: `OU` = `Alsdorf`.

According to these defaults enter for the Base DN:

- `OU=Alsdorf`, `O=MyCompany`, `C=DE` .

  or alternatively

- `C=DE/O=MyCompany/OU=Alsdorf`.

8.9 Representing Contact Information from Phone Number Resolutions

optiClient 130 automatically displays contact names in various locations of the user interface – e.g. in the call journal or in the notification window. Such contact names are determined by resolving phone numbers from the available directories.

The format in which optiClient 130 displays a contact name depends on the directory from which the associated phone number was resolved.

Directory	Name format of the display	Format fields	
optiClient 130 Contact Directory	<display name>	<display name>:	Information from the **Name** field of the contact directory.
XPR Server Directory	<last name>, <first name>[1]	<last name>:	Information from the **Last Name** field of the XPR database.
		<first name>:	Information from the **First Name** field of the XPR database.
LDAP	<[last name]>, <[first name]>[2]	<[last name]>:	Information from the LDAP attribute assigned to the optiClient 130 criterion **LastName** in the LDAP provider.
		<[first name]>:	Information from the LDAP attribute assigned to the optiClient 130 criterion **FirstName** in the LDAP provider.
Lotus Notes	<[last name]>, <[first name]>[3]	<[last name]>:	Information from the Lotus Notes attribute assigned to the optiClient 130 criterion **LastName** in the Lotus Notes provider.
		<[first name]>:	Information from the Lotus Notes attribute assigned to the optiClient 130 criterion **FirstName** in the Lotus Notes provider.
Outlook/Exchange	<last name>, <first name>[4]	<last name>:	Information from the **Last Name** field of the Outlook/Exchange contact data.
		<first name>:	Information from the **First Name** field of the Outlook/Exchange contact data.

1 The displayed name format may deviate from the format of the full name used in the XPR database
2 The displayed name format may deviate from the format of the full name used in the LDAP directory as common name (cn).
3 The displayed name format may deviate from the format of the full name used for the Lotus Notes contact data
4 The displayed name format may deviate from the format of the full name used for the Outlook/Exchange contact data

8.10 How the LDAP Attribute Assignment affects the LDAP Search

The LDAP attribute for a contact's full name is **cn** (common name). Therefore, this attribute is in most cases assigned to the optiClient 130 criterion **Full Name**. If a user wants to look for a contact in an LDAP directory and uses the **Full Name** search criterion, the search value must be harmonized with the data of the **cn** LDAP attribute.

Example:
The data of the **cn** LDAP attribute have the format <last name> <first name> (e.g. Doe John)
In this case the user will not receive any search hits if he/she looks for **John Doe** or **Doe, John**.

9 Tools for administering optiClient 130

In this chapter you find information about the following administration tools:

9.1 Trace Monitor BSTrcMon

The trace monitor BSTrcMon is used to trace the optiClient 130 components.

As soon as you start the trace monitor, all optiClient 130 components will write their trace information in the monitor's output display. You can then save such outputs if required.

The trace monitor BSTrcMon is installed along with the optiClient 130 setup in the following directory:

<optiClient 130-*Root*>`\Tracemonitor`.

NOTE:
The SoftOLA Trace is after the optiClient 130 setup not active by default. How to activate and configure this tracing is described in Section 12.3, “Registry Values for the SoftOLA Trace”, on page 138.

NOTE:
How to activate the optiClient 130 GUI tracing is described in Section 12.3, “Registry Values for the SoftOLA Trace”, on page 138.

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10 Approved Audio Devices for optiClient 130

The following audio devices were tested for compatibility with optiClient 130:

- PC Sound Card
- optiPoint handset
  Handset with hookswitch (USB)
- optiPoint Handset with Headset
  Handset with hookswitch and connected headset (USB)
- GN Netcom 8120 USB
  GN Netcom USB adapter with a connected GN Netcom headset
- Plantronics CS60 DECT Wireless Headset
  All-in-one unit consisting of desktop station and headset
- plathosys CT-180
  plathosys USB adapter with handset, hookswitch and various connection options (jack)
- Plathosys CT -180 with Headset
  plathosys USB adapter with handset, hookswitch, headset, and various connection options (jack)

The audio devices tested are **not** supplied with optiClient 130.

The following sections provide an overview of how the audio devices listed perform basic signaling/work.

NOTE:
For more information, please refer to the user manual for the relevant device.

NOTE:
optiClient 130 does **not** affect the acoustic properties of the audio devices connected. These are exclusively set by the vendor!
optiClient 130 can only be used to address the functional elements of the device (for example, keys).

10.1 PC Sound Card

The PC sound card should only be selected in an audio scheme for signaling/ playback. Another device is needed for voice input.

The following basic operating instructions apply when using the sound card:

Incoming connection request	Ringing at the sound card or at the signal channel set.
Accepting a connection request	Press the **Lift receiver** key on the main bar.
Ending a connection	Press the **End call** key on the main bar.
Initiating an outgoing connection	Proceed as follows: • Press the **Lift receiver** key on the main bar. • Dial the phone number.
Microphone (mute) on/off	Proceed as follows: • Press the **Microphone on/off** key on the main bar. • To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/ off	Unavailable
Driver	Default driver according to the Windows installation.

10.2 optiPoint handset

The optiPoint handset consists of a handset with hookswitch and can be used for signaling, voice input and playback.

The following basic operating instructions apply when using the optiPoint handset:

Incoming connection request	Ringing at the sound card or at the signal channel set.
Accepting a connection request	Press the **Lift receiver** key on the main bar.
Ending a connection	Press the **End call** key on the main bar.
Initiating an outgoing connection	Proceed as follows: • Press the **Lift receiver** key on the main bar. • Dial the phone number.
Microphone (mute) on/off	Proceed as follows: • Press the **Microphone on/off** key on the main bar. • To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/off	Proceed as follows: • Press the **Speaker on/off** key on the main bar. • To deactivate the open listening function, press the key once more.
Driver	Default driver according to the Windows installation.

10.3 optiPoint Handset with Headset

The optiPoint handset with headset consists of a handset with hookswitch and connected headset and can be used for signaling, voice input and playback.

The following basic operating instructions apply when using the optiPoint handset with headset :

Incoming connection request	Ringing at the PC sound card or the signal channel set.
Accepting a connection request	Use one of the following options: • Press the **Headset on/off** key • Lift receiver.
Ending a connection	Use one of the following options: • Press the **Headset on/off** key • Lift receiver.
Initiating an outgoing connection	Proceed as follows: • Press the **Headset on/off** key or lift the receiver. • Dial the phone number.
Microphone (mute) on/off	Proceed as follows: • Press the **Microphone on/off** key on the main bar. • To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/ off	Proceed as follows: • Press the **Speaker on/off** key on the main bar. • To deactivate the open listening function, press the key once more.
Driver	Default driver according to the Windows installation.

10.4 GN Netcom 8120 USB

NOTE:
With optiClient 130, tests were performed on the GN 8120 USB model. According to the vendor, the models GN 9330 USB and GN 9350 USB use the same software. They were not tested with optiClient 130 though.

GN Netcom 8120 USB is a GN Netcom USB adapter with GN Netcom headsets connected.

The following basic operating instructions apply when using this USB adapter:

Incoming connection request	Green LED flashes.
Accepting a connection request	Press green key.
Ending a connection	Press green key.
Initiating an outgoing connection	Proceed as follows: • Press green key. • Dial the phone number.
Microphone (mute) on/off	Use one of the following options: • Press red key (on/off). The LED does not flash. • Press the **Microphone on/off** key on the main bar. To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/off	Unavailable
Driver	Default driver according to the Windows installation.

10.5 Plantronics CS60 DECT Wireless Headset

NOTE:
With optiClient 130, tests were performed on the CS60 model.
According to the vendor, the model CS50 uses the same software. They were not tested with optiClient 130 though.

The Plantronics CS60 consists of a base station and a headset. Plantronics Persono software does not need to be installed for operation at optiClient 130.

The following basic operating instructions apply when using the Plantronics CS60:

Incoming connection request	Beep audible at the base station and in the headset. Headset LED flashes quickly. The device set as the signaling channel in the audio settings in optiClient 130 (e.g. the PC sound card) also rings. The beep in Plantronics CS60 is defined on the basis of the ringer volume and pitch set by the vendor. The settings in optiClient 130 for the ringer volume and pitch do not work here.
Accepting a connection request	Use one of the following options: • *Headset is in the base station:* Remove the headset from the base station. • *Headset is not in the base station:* Press the talk key on the headset.
Ending a connection	Use one of the following options: • Press the talk key briefly on the headset. • Place the headset in the base station.
Initiating an outgoing connection	Use one of the following options: • *Headset is in the base station:* Remove the headset from the base station. Then dial the phone number. • *Headset is not in the base station:* Press the talk key on the headset. Then dial the phone number.
Microphone (mute) on/off	Use one of the following options: • Press the Mute Control key on the headset. To deactivate the mute function, press the key once more. • Press the **Microphone on/off** key on the main bar. To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/off	Unavailable
Driver	Default driver according to the Windows installation.

You can adjust the volume with the volume key on the headset.

10.6 plathosys CT-180

This is a USB adapter with handset and hookswitch and connection options for speakers or a standard or professional headset (switchboard jack).

The following basic operating instructions apply when using the plathosys CT-180:

Incoming connection request	The handset rings
Accepting a connection request	Remove the handset from the holder.
Ending a connection	Replace the handset in the holder.
Initiating an outgoing connection	Proceed as follows: • Remove the handset from the holder. • Dial the phone number.
Microphone (mute) on/off	Proceed as follows: • Press the **Microphone on/off** key on the main bar. • To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/off	If an active speaker is connected to the plathosys CT-180, press **Speaker on/off** on the main bar to activate and deactivate open listening.
Driver	The vendor-supplied driver must be installed for this device. The driver is contained in the optiClient 130 installation CD. There you find it in the `\Misc\USBDriverPlathosys` folder under one of the following names: • `plathosy.inf/.sys` • `audiusbd.inf/.sys`. You will be prompted to install the driver the first time you connect the device.

10.7 Plathosys CT -180 with Headset

This is a USB adapter including handset with hookswitch, a professional headset, and a connection option for speakers (jack bush). The following basic operating instructions apply when using the plathosys CT -180 with headset:

Incoming connection request	Ringing at the PC sound card or the signal channel set.
Accepting a connection request	Use one of the following options: • Press the **Headset on/off** key on the main bar. • Remove the handset from the holder.
Ending a connection	Use one of the following options: • Press the **Headset on/off** key on the main bar. • Replace the handset in the holder.
Initiating an outgoing connection	Use one of the following options: • Press the **Headset on/off** key on the main bar. Then dial the phone number. • Remove the handset from the holder. Then dial the phone number.
Microphone (mute) on/off	Proceed as follows: • Press the **Microphone on/off** key on the main bar. • To deactivate the mute function, press the key once more. If provided/displayed, you can also press the **Microphone** key on the optiClient 130's keypad or the extended keypad.
Open listening on/ off	If an active speaker is connected to the plathosys CT-180, press **Speaker on/off** on the main bar to activate and deactivate open listening.
Driver	The vendor-supplied driver must be installed for this device. The driver is contained in the optiClient 130 installation CD. There you find it in the `\Misc\USBDriverPlathosys` folder under one of the following names: • `plathosy.inf/.sys` • `audiusbd.inf/.sys`. You will be prompted to install the driver the first time you connect the device.

11 Port Settings for optiClient 130

If you use optiClient 130 in a firewall environment, you require information about the ports that optiClient 130 uses for communication.

The following table provides an overview of the ports used in optiClient 130 by default. Values shown in *italics* can be set in optiClient 130 and are default values.

You find ports required for the communication with the XPR server in the *Server Administration* manual.

Function	Direction	Protocol		Local port		Remote port	Interface
		Layer 7	Layer 4	from	to		
Signaling Softphone[1]	–>	SIP	TCP	>1023	–	5060	Softphone <-> Proxy
Signaling Softphone[1]	<–	SIP	TCP	5060	–	depending on partner conf.	Proxy <-> Softphone
Signaling (H.225) Softphone[2]	–>	H.525	TCP	>1023	–	1720	Softphone <–> PBX
Signaling (H.225) Softphone[2]	<–	H.525	TCP	1720	–	depending on partner conf.	PBX <–> Softphone
Media Control (H.245) Softphone[2]	–>	H.245	TCP	12000	12100	depending on partner conf.	Softphone <–> PBX
Feature Protocol[2]	–>	CorNetTC	TCP	>1023	–	4060	Softphone <–> PBX
VoIP Payload Softphone (send/ receive)[1,2]	<–>	RTP	UDP	>1023	29131	depending on partner conf.	Softphone <-> PBX/IP Phone/ Softphone
DLS connection conf. data and SW update deployment	–>	HTTPS	TCP	>1023	–	18843	Softphone <-> DLS
DLS "contact me" command	<–	HTTP	TCP	8082	–	depending on partner conf.	DLS <-> Softphone
HLM HiPath License Management	–>	TLS	TCP	>1023	–	61740	Softphone CLC <-> CLA CLM <-> CLA
HLM (CLM: CLA Auto Detection)	–>	broadcast	UDP	>1023	–	23232	CLM
Directory access	–>	LDAP	TCP	>1023	–	389	Softphone <-> LDAP server

Table 11 Port Settings for optiClient 130

1 Connection to OpenScape Voice
2 Connection to HiPath 3000/4000

12 Registry Values

IMPORTANT:
Manual modifications to the registry may lead to the computer system not working properly any more and system data may get lost.
Therefore, only change registry values if this manual explicitly asks you to do so.

IMPORTANT:
During the optiClient 130 setup, different registry values are automatically created and allocated with default entries. When upgrading optiClient 130, the entries of such registry values are reset to their default values. That means that individual modifications to these registry values are lost after an upgrade.

The following information comprises:

- Registry Values for the Outlook Extension
- Registry Values for the optiClient 130 GUI Trace
- Registry Values for the SoftOLA Trace
- Further Registry Values under Local Machine
- Further Registry Values under Current User.

12.1 Registry Values for the Outlook Extension

For the Outlook extension the following registry values exist under:

`HKEY_CURRENT_USER\Software\Cycos AG\Outlook AddIns\`

- AddinHKLM [REG_DWORD]
- AutoStartCyPhone [REG_DWORD]
- LogToCyPhone [REG_DWORD]
- NoIgnoreLivelinkFolder [REG_DWORD]
- NormalizeOnEveryStart [REG_DWORD]
- MonitorChanges [REG_DWORD]
- ReadAllPrivateContactFolders [REG_DWORD]
- ReadPrivateFoldersExceptOf [REG_SZ]
- ReadPublicContactFolders [REG_DWORD]
- ReadPublicFolders [REG_SZ]
- PublicFoldersEntryIDs [REG_MULTI_SZ]
- OutlookGALDelay [REG_DWORD].

AddinHKLM [REG_DWORD]

Default:	1
Possible values:	0 – Add-In is introduced to Outlook under HKCU 1 – Add-In is introduced to Outlook under HKLM
Attention:	This registry value is automatically created by the setup. Individual modifications will be overridden during an upgrade.

Specifies at which position in the registry the Outlook Add-In NumIdIn of optiClient 130 is introduced to the Outlook client. Under HKEY_CURRENT_USER or HKEY_LOCAL_MACHINE.

AutoStartCyPhone [REG_DWORD]

Default:	0
Possible values:	0 – optiClient 130 is not started with Outlook 1 – optiClient 130 is started with Outlook
Attention:	This registry value is automatically created by the setup. Individual modifications will be overridden during an upgrade.

Specifies whether optiClient 130 is automatically started along with Outlook.

LogToCyPhone [REG_DWORD]

Default:	0
Possible values:	0 – Log outputs are not sent to optiClient 130 1 – Log outputs are sent to optiClient 130
Attention:	This registry value is automatically created by the setup. Individual modifications will be overridden during an upgrade.

Specifies whether the components of the Outlook extension send log outputs via NamedPipes to optiClient 130; there they can then be logged via the trace monitor BSTrcMon.

NoIgnoreLivelinkFolder [REG_DWORD]

Default:	0
Possible values:	0 – LiveLink folders are ignored 1 – LiveLink folders are not ignored

Defines whether or not Livelink folders are ignored by the Outlook integration.

NormalizeOnEveryStart [REG_DWORD]

Default:	0
Possible values:	0 – Outlook does not normalize phone numbers anew at startup 1 – Outlook normalizes phone numbers anew at startup
Attention:	This registry value is automatically created by the setup. Individual modifications will be overridden during an upgrade.

Specifies whether the phone numbers in the Outlook address books are newly normalized with each Outlook client start. If this new-normalization is active, it always refers to the local Outlook client address books.

MonitorChanges [REG_DWORD]

Default:	1
Possible values:	0 – Local Outlook address books are not monitored 1 – Local Outlook address books are monitored
Attention:	This registry value is automatically created by the setup. Individual modifications will be overridden during an upgrade.

Defines whether the local Outlook address books are monitored for modifications. If monitoring is active, the phone numbers of the local Outlook address books are newly normalized when a contact in the address books is changed.

ReadAllPrivateContactFolders [REG_DWORD]

Default:	0
Possible values:	0 – No private Outlook address book is read 1 – All private Outlook address books are read
Remark:	• This value can be configured on the **optiClient 130for Outlook** tab of the Outlook client settings • Is used in combination with **ReadPrivateFoldersExceptOf [REG_SZ]**.

optiClient 130 stores contact information of selected Outlook address books with normalized phone numbers in a local SQLite database. The information of this SQLite database serves then for resolving phone numbers and contact names.

ReadAllPrivateContactFolders [REG_DWORD] specifies whether information from all Outlook address books is copied to the SQLite database. You can restrict the selection of private Outlook address books via **ReadPrivateFoldersExceptOf [REG_SZ]**.

ReadPrivateFoldersExceptOf [REG_SZ]

Default:	0
Possible values:	<Paths of private Outlook address books>
Remark:	• This value can be configured on the **optiClient 130for Outlook** tab of the Outlook client settings • Is used in combination with **ReadAllPrivateContactFolders [REG_DWORD]**.

optiClient 130 stores contact information of selected Outlook address books with normalized phone numbers in a local SQLite database. The information of this SQLite database serves then for resolving phone numbers and contact names.

ReadPrivateFoldersExceptOf [REG_SZ] specifies which private Outlook address books are excluded from copying information to the SQLite database if value **1** has been set for **ReadAllPrivateContactFolders [REG_DWORD]**.

ReadPublicContactFolders [REG_DWORD]

Default:	0
Possible values:	0 – No public Outlook address book is read 1 – All selected public Outlook address books are read
Remark:	• This value can be configured on the **optiClient 130for Outlook** tab of the Outlook client settings • Is used in combination with **ReadPublicFolders [REG_SZ]**.

optiClient 130 stores contact information of selected Outlook address books with normalized phone numbers in a local SQLite database. The information of this SQLite database serves then for resolving phone numbers and contact names.

ReadPublicContactFolders [REG_DWORD] specifies whether information from public Outlook address books is copied to the SQLite database. **ReadPublicFolders [REG_SZ]** specifies from which public Outlook address books information is copied to the SQLite database.

ReadPublicFolders [REG_SZ]

Default:	0
Possible values:	<Paths of public Outlook address books>
Remark:	• This value can be configured on the **optiClient 130for Outlook** tab of the Outlook client settings • Is used in combination with **ReadPublicContactFolders [REG_DWORD]**.

optiClient 130 stores contact information of selected Outlook address books with normalized phone numbers in a local SQLite database. The information of this SQLite database serves then for resolving phone numbers and contact names.

ReadPublicFolders [REG_SZ] specifies from which public Outlook address books information is copied to the SQLite database if value **1** has been set for **ReadPublicContactFolders [REG_DWORD]**.

PublicFoldersEntryIDs [REG_MULTI_SZ]

Remark:	Is not used.

OutlookGALDelay [REG_DWORD]

Default:	600
Possible values:	<<2000>
Remark:	• Defines the process intervals of the **optiClient 130OutlookGAL**. The **optiClient 130OutlookGAL** checks every existing Outlook window for relevant processes. • The increased delays between processes reduces the CPU load by the **optiClient 130OutlookGAL**.exe.

12.2 Registry Values for the optiClient 130 GUI Trace

For the optiClient 130 GUI Trace the following registry values under the `HKEY_LOCAL_MACHINE\SOFTWARE\Siemens\SoftOla\Trace` key are useful:

- FreeDriveSpacePerCent [REG_DWORD]
- LastTraceDateTime [REG_SZ]
- PathFile [REG_SZ]
- WriteToFile [REG_DWORD].

FreeDriveSpacePerCent [REG_DWORD]

Default:	–
Possible values:	0…99[%]
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the GUI Trace is written to a file (**WriteToFile [REG_DWORD]=1**).

Specifies a percentage for the free space of the drive on which the path from **PathFile [REG_SZ]** is found. When this percentage for the free space of the drive is reached, optiClient 130 stops the GUI Trace.

LastTraceDateTime [REG_SZ]

Default:	–
Possible values:	Expression of the format: <yyyy><mm><dd> <hh>:<mm>
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the GUI Trace is written to a file (**WriteToFile [REG_DWORD]=1**).

Specifies a time at which optiClient 130 automatically stops the GUI Trace.

Example:
200812201350 stops the GUI Trace on 12/20/2008 at 1:50 p.m.

PathFile [REG_SZ]

Default:	–
Possible values:	<Directory path>
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the GUI Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Specifies the directory in which optiClient 130 stores the trace files. The specified path must already exist.

If the specified path contains a file name, optiClient 130 creates a trace file with the relevant name. Otherwise, optiClient 130 will use an automatically generated name for the trace file.

If you configure setting **1** for **WriteToFile [REG_DWORD]** but do not specify a directory path under **PathFile [REG_SZ]**, optiClient 130 stores the created trace files in the **My Documents** directory. In doing so, optiClient 130 uses an automatically created trace file name with each trace start. The same applies if you configure setting **1** for **WriteToFile [REG_DWORD]** and do not create the registry value **PathFile [REG_SZ]**.

WriteToFile [REG_DWORD]

Default:	–
Possible values:	0 – Trace outputs are represented in the BSTrcMon only 1 – Trace outputs are also written to a file
Remark:	• If required, this registry value must be manually created • Is used together with the following values: – PathFile [REG_SZ] – FreeDriveSpacePerCent [REG_DWORD] – LastTraceDateTime [REG_SZ].

The GUI Trace is always represented in the trace monitor BSTrcMon. **WriteToFile [REG_DWORD]** specifies whether the GUI Trace is additionally written to a file.

If you configure setting **1** for **WriteToFile [REG_DWORD]** but do not specify a directory path under **PathFile [REG_SZ]**, optiClient 130 stores the created trace files in the **My Documents** directory. In doing so, optiClient 130 uses an automatically created trace file name with each trace start. The same applies if you configure setting **1** for **WriteToFile [REG_DWORD]** and do not create the registry value **PathFile [REG_SZ]**.

12.3 Registry Values for the SoftOLA Trace

The SoftOLA Trace logs information of the optiClient 130 program itself. For example log information or processing messages by audio and telephony features.

The SoftOLA Trace is after the optiClient 130 setup not active by default. To activate it you need to create the following registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\Siemens\SoftOla\Trace`

The trace monitor BSTrcMon then also represents the SoftOLA Trace.

The following registry values under the `HKEY_LOCAL_MACHINE\SOFTWARE\Siemens\SoftOla\Trace` key are also useful for the SoftOLA Trace:

- DeleteXDaysOldFiles [REG_DWORD]
- Files [REG_DWORD]
- FreeDriveSpacePerCent [REG_DWORD]
- LastTraceDateTime [REG_SZ]
- MaxFileSize [REG_DWORD]
- PathFile [REG_SZ]
- TraceLevel [REG_DWORD]
- WriteToFile [REG_DWORD].

DeleteXDaysOldFiles [REG_DWORD]

Default:	–
Possible values:	<Number>[Days]
Remark:	• If required, this registry value must be manually created • Is used together with the following values: – **WriteToFile [REG_DWORD]** – **MaxFileSize [REG_DWORD]** – **Files [REG_DWORD].**

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Defines a number in days.

If the circular tracing is used for the SoftOLA Trace (**Files [REG_DWORD]**<> **0**) and a new trace is started, optiClient 130 deletes all trace files older than the time specified.

Files [REG_DWORD]

Default:	–
Possible values:	0 – Deactivates the cyclic writing of trace files 1…99 – Number of trace files used
Remark:	• If required, this registry value must be manually created • Is used together with the following values: – **WriteToFile [REG_DWORD]** – **MaxFileSize [REG_DWORD].**

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Controls the cyclic writing in several trace files.

If a value greater than **0** is configured for **Files [REG_DWORD]** , optiClient 130 uses the specified number of trace files. In doing so, optiClient 130 attaches a counter to the end of the file name used, which differentiates the files.

FreeDriveSpacePerCent [REG_DWORD]

Default:	–
Possible values:	0…99[%]
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Specifies a percentage for the free space of the drive on which the path from **PathFile [REG_SZ]** is found. When this percentage for the free space of the drive is reached, optiClient 130 stops the SoftOLA Trace.

LastTraceDateTime [REG_SZ]

Default:	–
Possible values:	Expression of the format: <yyyy><mm><dd> <hh>:<mm>
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Specifies a time at which optiClient 130 automatically stops the SoftOLA Trace.

Example:
200812201350 stops the SoftOLA Trace on 12/20/2008 at 1:50 p.m.

MaxFileSize [REG_DWORD]

Default:	–
Possible values:	<Number>[Byte]
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Specifies the maximum file size for the trace file. When this trace file size is reached, optiClient 130 stops the SoftOLA Trace.

If the circular tracing is used for the SoftOLA Trace (**Files [REG_DWORD]**<>**0**), the tracing is not stopped. Instead, optiClient 130 closes the current trace file and continues with the next trace file.

PathFile [REG_SZ]

Default:	–
Possible values:	<Directory path>
Remark:	• If required, this registry value must be manually created • Is used in combination with **WriteToFile [REG_DWORD]**.

Is evaluated if the SoftOLA Trace is written to a file (**WriteToFile [REG_DWORD]**=**1**).

Specifies the directory in which optiClient 130 stores the trace files. The specified path must already exist.

If the specified path contains a file name, optiClient 130 creates a trace file with the relevant name. Otherwise, optiClient 130 will use an automatically generated name for the trace file.

If you configure setting **1** for **WriteToFile [REG_DWORD]** but do not specify a directory path under **PathFile [REG_SZ]**, optiClient 130 stores the created trace files in the **My Documents** directory. In doing so, optiClient 130 uses an automatically created trace file name with each trace start. The same applies if you configure setting **1** for **WriteToFile [REG_DWORD]** and do not create the registry value **PathFile [REG_SZ]**.

TraceLevel [REG_DWORD]

Default:	–
Possible values:	9
Remark:	If required, this registry value must be manually created.

Specifies a higher trace level used for the trace outputs.

WriteToFile [REG_DWORD]

Default:	–
Possible values:	0 – Trace outputs are represented in the BSTrcMon only 1 – Trace outputs are also written to a file
Remark:	• If required, this registry value must be manually created • Is used together with the following values: – PathFile [REG_SZ] – FreeDriveSpacePerCent [REG_DWORD] – LastTraceDateTime [REG_SZ] – MaxFileSize [REG_DWORD] – Files [REG_DWORD] – DeleteXDaysOldFiles [REG_DWORD].

The SoftOLA Trace is always represented in the trace monitor BSTrcMon. **WriteToFile [REG_DWORD]** specifies whether the SoftOLA Trace is additionally written to a file.

If you configure setting **1** for **WriteToFile [REG_DWORD]** but do not specify a directory path under **PathFile [REG_SZ]**, optiClient 130 stores the created trace files in the **My Documents** directory. In doing so, optiClient 130 uses an

automatically created trace file name with each trace start. The same applies if you configure setting **1** for **WriteToFile [REG_DWORD]** and do not create the registry value **PathFile [REG_SZ]**.

12.4 Further Registry Values under Local Machine

The following further registry values under **Local Machine** are useful for operating optiClient 130.

- Values under the Siemens Registry Key
- Values under the Cycos AG Registry Key.

12.4.1 Values under the Siemens Registry Key

The following computer-related registry values are useful under the **Cycos AG** registry key.

You find them under:

`HKEY_LOCAL_MACHINE\SOFTWARE\Siemens\optiClient`

DisableDocking [REG_DWORD]

Default:	0
Possible values:	0 – Docking features enabled. 1 – Docking features disabled.
Remark:	If required, this registry value must be manually created.

If you use optiClient 130 in a terminal server environment, no functions must ever be executed via which GUI elements of the program are docked to a screen margin. If you execute such functions just the same, optiClient 130 may not be operable any more.
You can use the **DisableDocking [REG_DWORD]** registry value to deactivate the docking feature for all users of the computer system for reasons of precaution.

If you set the **DisableDocking [REG_DWORD]** registry value to **1**, optiClient 130 reacts as follows:

- The docking feature will be hidden in the main bar control
- The **Docked to Top** option of the optiClient 130 main bar menu will be hidden
- If a user docks the main bar and the registry value is subsequently set to **1**, the bar will appear detached at the next program start
- No team bars can be created from contact lists
- If a user creates a team bar and the registry value is subsequently set to **1**, the bar will appear as contact list at the next program start

EnableHold [REG_DWORD]

Default:	0
Possible values:	0 – A call can only be set to status HOLD via consultation. 1 – A call can be directly set to status HOLD.
Remark:	If required, this registry value must be manually created.
Attention:	If the PBX used does not support this feature, the setting in this registry value does not change the optiClient 130 behavior.

Specifies whether optiClient 130 can set a call to status HOLD at the PBX used without initiating a consultation call.

12.4.2 Values under the Cycos AG Registry Key

The following computer-related registry values are useful under the **Cycos AG** registry key.

You find them under:

`HKEY_LOCAL_MACHINE\SOFTWARE\Cycos AG\cyPHONE`

AlternateCtiActionOnConnected [REG_DWORD]

Default:	0
Possible values:	0 – Sets up a second, parallel connection 1 – Sets up a consultation call
Remark:	• If required, this registry value must be manually created • This registry value has a higher priority than the registry value of the same name under HKEY_CURRENT_USER.

Specifies the optiClient 130 behavior if a user dials a new phone number during an active phone connection.

In case of the **0** default setting optiClient 130 transfers the new connection request to the connected communication system.

NOTE:
Modern communication systems are in most cases unable to process several active connections in parallel and return in this case an error message to optiClient 130. The new connection setup fails.

In case of the **1** setting optiClient 130 sets the active phone connection to status HOLD independently and establishes the new connection as consultation call.

12.5 Further Registry Values under Current User

The following further registry values under **Current User** are useful for operating optiClient 130.

- Values under the Siemens Registry Key
- Values under the Cycos Registry Key.

12.5.1 Values under the Siemens Registry Key

The following user-related registry values are useful under the **Siemens** registry key.

You find them under:

`HKEY_CURRENT_USER\SOFTWARE\Siemens\optiClient`

DisableDocking [REG_DWORD]

Default:	0
Possible values:	0 – Docking features enabled. 1 – Docking features disabled.
Remark:	If required, this registry value must be manually created.

If you use optiClient 130 in a terminal server environment, no functions must ever be executed via which GUI elements of the program are docked to a screen margin. If you execute such functions just the same, optiClient 130 may not be operable any more.
You can use the **DisableDocking [REG_DWORD]** registry value to deactivate the docking feature for the relevant user for reasons of precaution.

If you set the **DisableDocking [REG_DWORD]** registry value to **1**, optiClient 130 reacts as follows:

- The docking feature will be hidden in the main bar control
- The **Docked to Top** option of the optiClient 130 main bar menu will be hidden
- If a user docks the main bar and the registry value is subsequently set to **1**, the bar will appear detached at the next program start
- No team bars can be created from contact lists
- If a user creates a team bar and the registry value is subsequently set to **1**, the bar will appear as contact list at the next program start

12.5.2 Values under the Cycos Registry Key

The following user-related registry values are useful under the **Cycos** registry key.

You find them under:

`HKEY_CURRENT_USER\SOFTWARE\Cycos AG\cyPHONE`

AlternateCtiActionOnConnected [REG_DWORD]

Default:	0
Possible values:	0 – Sets up a second, parallel connection 1 – Sets up a consultation call
Remark:	• If required, this registry value must be manually created • This registry value has a lower priority than the registry value of the same name under HKEY_LOCAL_MACHINE.

Specifies the optiClient 130 behavior if a user dials a new phone number during an active phone connection.

In case of the **0** default setting optiClient 130 transfers the new connection request to the connected communication system.

NOTE:
Modern communication systems are in most cases unable to process several active connections in parallel and return in this case an error message to optiClient 130. The new connection setup fails.

In case of the **1** setting optiClient 130 sets the active phone connection to status HOLD independently and establishes the new connection as consultation call.

If the registry value of the same name is specified under **HKEY_LOCAL_MACHINE** as well, the setting for **AlternateCtiActionOnConnected [REG_DWORD]** under **HKEY_CURRENT_USER** is effectless.

Glossary

C

Central configuration
(also called DLS/DLC **D**ep**l**oyment **S**ervice/**C**lient). In a central configuration, application configuration data is stored in a central tool and can be retrieved from there by the application.

Chat
In a chat, instant messages are exchanged between optiClient 130 users.

Codec
Word made up of **co**mpression and **dec**ompression. Codec is a software or hardware function unit that converts audio or video signals in real time according to given procedures. Codecs work with different compression algorithms that influence image or sound quality and continuity of display and transfer.

Communications system
Provider of communication services; in case of voice connections the PBX system in the network, for example.

Contact Directory
Every user in optiClient 130 has a contact directory in which individual contacts can be entered and managed. Users can then directly connect the entered contacts. Contact information from other directories can also be easily imported in the contact directory.

D

Dialog keys
Keys for navigating the Service menu made available by the communications system in optiClient 130.

Directories
optiClient 130 provides different directories. These directories may be edited centrally (e. g. LDAP directories) or locally (in other applications). In optiClient 130, users can search for and display entries and also directly set up connections to individual contacts.

Display
optiClient 130 phone component; corresponds to the display on a telephone (desktop model). Used for interaction with the connected communications system (scrolling functions, Service menu).

DLS/DLC
Dep**l**oyment **S**ervice/**C**lient (also called central configuration). In a central configuration, application configuration data is stored in a central tool. The applications can then retrieve the parameters from there.

E

EKL
Electronic **K**ey **L**abeling refers to the automatic labeling of a key on a device/in optiClient 130 that was programed with a function with the appropriate text by the connected communication system.

F

Function keys
Freely programable keys on the optiClient 130 phone (partially preprogrammed by the communications system) and on the extended keypad.

G

Gatekeeper
A gatekeeper is a central control element in networks for routing signaling information and for converting and translating phone numbers and IP addresses. In addition, the gatekeeper provides bandwidth management within the scope of QoS (Quality of Service).

I

Info area
Taskbar area (usually on the right-hand side of the taskbar) where a small optiClient 130 program icon can be created.

Instant messages (chat)
You can use instant messages to contact other optiClient 130 users by exchanging texts quickly and discretely. The addressed users must be logged in with their optiClient 130 at the same XPR server as you with your optiClient 130.
Instant messages are exchanged in the scope of chats conducted by at least two subscribers.

IPC
Inter Process Communication. Defines a computer interface to exchange information between different Windows applications.

K

Key module
Extension for a device on which freely programable function keys are available. In optiClient 130, existing key modules are displayed for a user as columns in the extended keypad and are operated and handled in accordance to the selected key module type.

Keypad
optiClient 130 phone component that contains the (allocated) function keys, number keys, and dialog keys.

L

LDAP
LDAP (Lightweight Directory Access Protocol) is a TCP/IP-based directory access protocol. In the internet and in intranets it has become the common method of accessing network directory services for databases, e-mails, memory areas and other resources.

LIN
Local Identification Number
The LIN serves for the local optiClient 130 assignment – e.g. in the form of a building number or co-ordinate ID.

M

Module
optiClient 130 component that provides functions.

MSP
The MRS Service Provider enables the TCP-based connection of an XPR client to the XPR server.

N

Name resolution
Describes the search for a phone number that matches a specific name.
If a call is made via optiClient 130 e. g. by selecting a contact, the phone number assigned to the relevant contact name must first be found. Among other things, an address book may be searched for this purpose. This process is called name resolution.

Normalization
Describes the conversion of an arbitrarily formatted phone number into a phone number appearing in a fixed default representation. Phone numbers are normalized when they are searched for or transmitted to another system expecting a specific phone number format.

P

Phone number resolution
Describes the search for a name associated to a specific phone number.
If, for example, the optiClient 130 easyCom display shows the phone number of an incoming call, the name of the caller can also be displayed after the relevant phone number has been resolved.

Q

Quality-of-Service (QoS)
Quality of Service (QoS) refers to all procedures which influence the data flow (audio data in this case) in LANs and WANs in a way that the recipient receives a fixed level of audio service quality.

S

SIP (Session Initiation Protocol)
The SIP protocol is a signaling protocol that can set up, modify, and end sessions involving two or more telephones. This HTTP-based protocol transfers real-time data over packet-driven networks. The SIP protocol can transfer interactive communication services (including voice) over IP networks. SIP has an open internet-based structure and supports features such as caller ID transmission or call forwarding in IP-based networks.

T

Taskbar
Windows element which is usually located on the lower part of the desktop. Contains information about active applications and the info area.

V

Virtual Private Network (VPN)

A Virtual Private Network (VPN) generally refers to a closed, logical network established for a specific user group. A VPN always uses the public access transfer networks where the connections are provided by a public carrier. Users build their private network on these transmission paths. They can access to security mechanisms, such as identification and authentication of network stations to prevent unauthorized persons gaining access to the VPN.

W

Web conferencing

During a web conferencing session, participants can access the PC desktop of the communication partner reciprocally. Furthermore, web conferencing enables shared viewing and editing of documents or files. Besides standard communication between two participants, more participants can cooperate in a web conferencing session.

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