



A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpert

OpenScape Xpert V8R0

System Manager Client Help

08/2024

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1 History of changes

Changes in V8R0

Impacted chapters	Change description
Dashboard on page 24	Add information about Licensing Mode.
Properties of Profile – Basic Tab on page 157	Add information about Font size in the General Field Area tabel.
Properties of MLC Properties - SIP Connectivity Tab on page 177	Remove Cisco Domain row.

2 Introduction and Important Notes

This introduction provides you with an overview of the documentation structure. The introduction should assist you in finding information on selected topics faster. Before you begin with the installation and startup of the communication system, make sure that you have carefully read the safety information and warnings as well as the important notes.

INFO:

The safety information and requirements inform you about the safety and other requirements to be observed. The important notes contain information on the emergency behavior, the standards and guidelines for the installation, and the radio frequency interference of the communication system. In addition, you will also find details on and the proper disposal and recycling of the communication system here.

2.1 About this Documentation

This documentation describes the administration of OpenScape Xpert

The information in this document contains general descriptions of the technical possibilities, which may not always be available in individual cases. The desired features must be contractually specified for each case.

If a function is not available as described here, this may be due to the following reasons:

- The communication system does not have this feature.
- The communication system does not have a license for this feature.

This online help serves as:

- Online help for the OpenScape Xpert Management Portal.
- Standalone documentation.

Related concepts

[Topology](#) on page 87

Related reference

[Glossary](#) on page 200

2.1.1 Documentation and Audience

The documentation for OpenScape Xpert is intended for various target groups

Sales and Project Planning

The following documentation is intended for sales and project planning.

- Feature Description

This documentation describes all features.

Installation and Service

The following documentation is intended for service technicians.

- OpenScape Xpert, Service Manual
This documentation describes the Installation and set up of the OpenScape Xpert components.
- OpenScape Xpert CTI Interface Description
This document describes how to use the OpenScape Xpert CTI Interface and the HTE Protocol.
- OpenScape Xpert Planning Guide
This document is a guideline for planning the OpenScape Xpert V5 and it contains requirements for the components used.
- OpenStage Xpert 6010p First Installation Guide
This document is intended to support for setting up the OpenScape Xpert client device and getting started.
- OpenStage Xpert Speaker Module First Installation Guide
This document is intended to support for setting up the Speaker Module and getting started.

Administrator Documentation and Audience

The OpenScape Xpert System Manager Online Help (this documentation) describes the configuration of features that are set up using the OpenScape Xpert System Manager. The Administrator documentation is available in the system as online help.

The audience for this guide is qualified Unify Services and Back Level Support personnel.

Prerequisite Knowledge: This guide is written to the user who has:

- Advanced Linux operating system and Microsoft Windows operating systems knowledge and experience.
- Basic knowledge of the third-party platforms and equipment used for OpenScape Xpert including: their physical characteristics, their assembly, their documentation (installation, service, and troubleshooting), and the documentation web sites associated with the third-party platform and equipment manufacturers.
- Basic knowledge of the industry standards and specifications utilized by OpenScape Xpert and associated equipment.

OpenScape Xpert Clients

The following documentation is intended for OpenScape Xpert users.

- OpenScape Xpert Client Help
This documentation contains assistance and additional reference topics on the use of OpenScape Xpert terminals. Two types of help are available:
 - the online help and
 - the context-sensitive help, which provides details on the selected desktop element.
- OpenStage Xpert 6010p Quick Reference Guide
This documentation is intended to help users get acquainted with the core functionality of their OpenStage phone.

- OpenStage Xpert Speaker Module Quick Reference Guide

This documentation is intended to help users get acquainted with the core functionality of their OpenStage phone.

2.1.2 Types of Topics

The types of topics include concepts, tasks and references:

Type of topic	Description
Concept	Explains the "What" and provides an overview of context and background information for specific features, etc.
Task (operating instructions)	Describes task-oriented application cases (i.e., the "How") step-by-step and assumes familiarity with the associated concepts. Tasks can be identified by the title How to ...
Reference	Provides lists and tables that include product specifications, parts lists, constraints on use or performance, and other data that is often "looked up" rather than memorized.

2.1.3 Display Conventions

Display Conventions for Information Types

This documentation uses a variety of methods to present different types of information.

Type of information	Presentation	Example
User Interface Elements	Bold	Click on OK .
Menu sequence	>	File > Exit
Special emphasis	Bold	Do not delete Name.
Cross-reference text	Italics	You will find more information in the topic <i>Network</i> .
Output	Monospace font, e.g., Courier	Command not found.
Input	Monospace font, e.g., Courier	Enter LOCAL as the file name.
Key combination	Monospace font, e.g., Courier	<Ctrl>+<Alt>+<Esc>

Display Conventions for Parameter Descriptions

The parameter descriptions follow the structure of the System Manager.

Item	Description
Menu Item	Each menu item in the Expert mode is associated with a (context-sensitive) help topic that you can call up directly from within the System Manager. The title of the Help topics displays the path of the System Manager window. Example: BasicSettings > System > System Flags
Tab	Each tab has a separate parameter table in the help topic associated with it. The same parameters of different tabs are described in the same parameter table. About each parameter table is a list of the tab(s) for which the parameters are valid. Example: • Add Static IP Address • Edit Static IP Address • Delete Static IP Address
Area	If the System Manager windows are organized into areas, you will find this structure reflected in the parameter table as well. The parameter table will then contain a subheading for each area, followed by the parameters of this area.
Parameters	Parameters are described in a two-column parameter table. The left column contains the parameter names. The right column describes the parameters. Self-explanatory parameters are mentioned, but not described. Value ranges and default values can be found at the end of the description, if any.
Parameter (optional)	Parameters that do not need to be filled are flagged with the keyword "optional".
Entry in drop-down list	Drop-down list items which are not self-explanatory are also listed as named parameters in the left column of the parameter table. The entry is separated by a colon from the name of the drop-down list. Example: Encryption Algorithms: AES
Check boxes, Radio buttons and Flags	The descriptions for check boxes, radio buttons and flags always refer to the enabled state.

2.2 About OpenScape Xpert V7

From OpenScape Xpert V6 on a web based OpenScape Xpert Management portal is provided. It replaces the formerly used SMAdmin GUI. The Administrator can use the OpenScape Xpert Management portal via a web browser like the Common Management Portal (CMP).

NOTICE:

Depending on version and licenses, the features described in this manual may not be available or only available to a limited extent.

2.3 Structure of OpenScape Xpert V7

This chapter is divided in the sections Hardware, Software and Free Seating.

2.3.1 Hardware

The following hardware components appear in the Topology Desktop:

Systemmanager

Depending on the context, the term Systemmanager has different meanings. Concerning hardware it means SM-Server PC.

SM-Server PC

The administration heart of the OpenScapeXpertV7 System:

- Connects to Xpert Turrets and other SM-Server PCs (Cluster) via LAN.
- Stores configuration data in a database.
- Distributes configuration data to MLCs and Xpert Turrets.
- Collects operational states of MLCs and Xpert Turrets.
- Supplies the Xpert Turrets with Xpert programs.
- OpenScape Xpert systems have one or several SM-Server-PCs.

SM-Client PC

From OpenScape Xpert v6.0 on, the Systemmanager SmAdmin program has been replaced by the OpenScape Xpert Management Portal.

The OSX Managment Portal is a web-based application running in a browser.

OpenScape 4000 and OpenScape Voice

The communication heart of a OpenScape Xpert System:

- One or several Communication systems per SM-Server.
- Scalable resources for Trading Groups and Units.

Turrets

- Up to four speech units.
- Up to four speech monitoring devices.
- Speech Lines for Turrets:
 - IP Turrets: VoIP speech lines via MLC for Xpert.
- LAN interface for administration:
 - Load the Xpert Application from the SM-Server onto the Turret.
 - Login a user and loading his/her Configuration from the SM-Server.
 - Change a users Configuration in the SM-Database.
- Application Interface, to connect a computer to OpenScape Xpert.

NOTICE:

Independence from the SM-Server PC: Already running Xpert sessions on Turrets don't need the SM-Server for telephony. They depend on the SM-Server only for certain operational and administrative s.

Multi Line Controller (MLC)

Debian Linux server with at least 2 ethernet interfaces, high availability (MTBF). MLC provides:

- 240 VoIP speech lines for IP Turrets.
- OpenScape Xpert features.

2.3.2 Software

OpenScape Xpert has been developed and enhanced from HiPath Trading, whereas HiPath Trading has been developed and enhanced from the former Hicom Trading Evolution. The proven features are maintained while new features based on customer demands are added.

System Time

A commonly defined time is needed for OpenScape Xpert (time stamps in event logs, scheduling of background jobs, etc.).

OpenScape Xpert synchronizes the relevant clocks. This time is generally used in OpenScape Xpert. Clients can optionally use their own time and/or their own time format (e.g. US time format).

Auto Update Server

There may be many Xpert Turrets per system. Setting up the Turret Application manually would be costly. The Auto Update Server supports automatic distribution of these programs. Additionally, it supports the automatic upgrades of MLCs.

OpenScape Xpert Managment Portal

From OpenScape Xpert v6.0 on, the Systemmanager SmAdmin program has been replaced by the OpenScape Xpert Managment Portal. This web-based application runs in a browser. The following administration tasks are carried out:

- Create/delete items, e.g. MLC's and turrets.
- Assign properties to items, e.g. lines to MLC's.
- Activate new data.
- Monitor the system state etc.
- Create/delete profiles.
- Assign lines and keys to profiles.
- Assign properties to lines and keys.
- Activate new profile data etc.

OpenScape Xpert ConfigServer

A process running on the SM-Server-PC. It permanently supervises IP connectivity to MLCs and IP Turrets to the SM-Database (via the LAN).

- Assigns node addresses to (physical) MLCs and IP Turrets (node address = IP address).
- Maps node addresses to (logical) Topology Hardware Names (e.g.).
- Takes care of mapped addresses in the SM-Database.

OpenScape Xpert WildFly Service

WildFly is the open-source version of the widely used web application server JBOSS. It is the container of the OpenScape Xpert Management Portal (OSXMP).

Additionally, WildFly shares the files on a http interface used for turret and MLC automatic upgrades.

OpenScape Xpert License Server

A process running on the SM-Server-PC controlling the OpenScape Xpert license installed with CLA and CLM. (Base- and Client Licenses).

SmDbTool

The OpenScape Xpert SmDbtool serves for database administration. It provides the following features:

- Create a clean, empty database
- Backup
- Restore
- Attach/detach a host to/from the cluster
- Upgrade database
- Repair privileges after an unsuccessful smdbtool command

2.3.3 Free Seating

There may be several/many turrets per system, installed at one location or spread over several locations. Free seating means a user can choose any turret of the system and login his/her profile.

A profile describes logically what features are configured for a user. The most important resources are speech lines, i.e. direct lines provided by MLCs. Speech lines are valid system wide.

Features may require hardware (provided by physical turrets etc.), or exist as pure software solution.

3 System Manager - Overview

This chapter provides general information on administration and topology of the OpenScape Xpert system.

3.1 Responsibilities

The System Manager shares the responsibility for the Xpert system with service technicians and customer staff. The following sharing is proposed

Systemmanager Responsibilities

Hardware components that need to be configured by the Systemmanager are shown in the OpenScape Xpert Management Portal (OSXMP). Components that are not shown in the OSXMP are only administered by service technicians and include items such as the System Manager Server and the LAN.

- Administer Topology.
- Administer Profiles.
- Keep System Running.

Service Technician Responsibilities

Service technicians are responsible for the installation of OpenScape Xpert hardware and software.

- Install the OpenScape Xpert hardware (SM-Server, LAN, and Xpert Turrets).
- Maintain the hardware and base software – see also Central Software Supply.
- Install the OpenScape Xpert software on the SM-Server.
- Provide licenses via the CLM (Common License Management).

Customer Responsibilities

Backup and Restore the SM-Database (depending on service contract).

3.2 Licenses

Using The OSXMP does not need any licenses. Licenses are reserved when an OSX Client logs in. At login the following licenses are reserved:

- A Basic User license if the logged in profile has one or two pages or
- a Basic User and a Full Page license if there are more pages.

3.3 Administer Topology

The OpenScape Xpert Hardware can be configured in many different ways. For a top-down approach, know how many groups with MLC's and turrets, etc. are needed. This topology is determined by the needs of your OpenScape Xpert users.

For an overview see the *Topology* chapter.

Related reference

[System Managers List Parameter Descriptions](#) on page 194

3.4 Administer Profiles

Profiles should be optimized for their individual Xpert purpose. Only the needed keys and line keys should be configured.

The keys shall be grouped in the Xpert Pages to provide ease of use – see the *Profile* section in the *System* chapter.

For a top-down approach, administer the User Profiles after the Topology is complete. Know how many User Profiles are needed and how these shall be grouped. Further, know what Xpert features are needed and how these shall be allocated to the User Profiles pages.

3.5 Keep System Running

- Broadcast pending Topology and Profile changes.
- Plan routine tasks, e.g. monitoring topology states. Ask the service technician whenever you need help.
- Backup and Restore of the system manager database is done via the command line. Please see the Service Manual or refer to the Unify Service.

3.6 Central Software Supply

OpenScape Xpert is designed to minimize its installation/maintenance costs. In case of maintenance or system expansion the downtime is kept small.

The OpenScape Xpert applications software for the PCs are centrally stored on SM-Server-PCs:

- The OpenScape Xpert applications software come on the OpenScape Xpert DVD. This software is installed on the SM-Server.
- The OpenScape Xpert application software for Xpert Turrets is centrally stored on the SM-Server. The Xpert Turrets load their application software via LAN from the SM-Server using the auto-upgrade process.
- The OpenScape Xpert application software for MLC's is centrally stored on the SM-Server. The MLC's load their application software via LAN from the SM-Server. On the first install you have to copy the MLC's application software to the MLC manually as described in the OpenScape Xpert Service Manual.
- OpenScape Xpert software updates also come as OpenScape Xpert DVD or can be downloaded from the Unify Servers.

3.7 Graphical User Interface

The Web based OpenScape Xpert Management Portal can be used via web browsers and replaces the formerly used SMAdmin GUI.

OpenScape Xpert Management Portal

The OpenScape Xpert Management Portal provides the look and feel of the Common Management Portal (CMP).

	Connected	Not Connected	In Failover	Not Assigned	Logged In
demo.xpert.com (local)		3			
SUM		3			

	Connected	Not Connected	In Failover	Not Assigned
demo.xpert.com (local)				
SUM				

License Name	Total	Free	Used by this SM
Basic client	10	10	0
Full pages	10	10	0

About
OpenScape Xpert Management Portal
Copyright © 2017 Unify Software and Solutions GmbH & Co. KG
Version: V6.0.0.0
Build: 1348

The OSXMMP has 4 main parts:

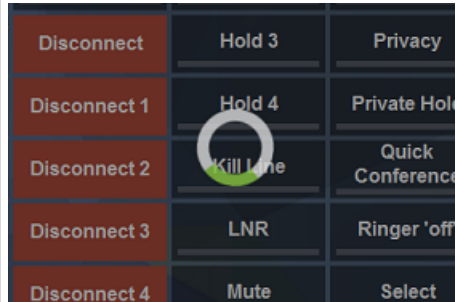
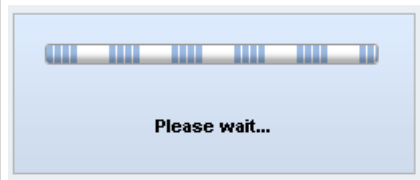
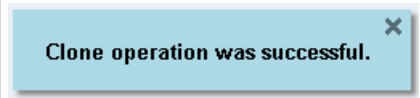
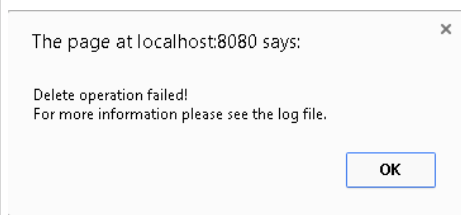
- **Header:**
The header contains the banner area with logo and title, the OpenScape Xpert tab and the current user name as well as the Logout link.
- **Broadcast Changes pull-down menu:**
This menu provides several links for broadcasting system changes to the connected clients. It replaces the "Release" function used in former versions.
- **Navigation panel on the left hand side:**
The navigation contains three main sections: "System", "Profile", "Topology" and "Actions" where menu items can be selected.
- **Content panel on the right hand side:**
In the work space the information of the item selected in the navigation panel is displayed (e.g. Dashboard, or OSX Client list).

3.7.1 General Usage

This section describes common tasks such as login or logout.

Administration and System Feedback

Waiting for operations to be finished causes the following system feedback.

Description	Example
Busy indicator: During loading or saving data, a busy indicator is displayed and no user interaction is possible. This indicator appears only if the requested operation is not finished within 300 milliseconds.	
Progress indicator: During loading list data from the server, a progress indicator is displayed.	
Successful operation message: A successful operation is confirmed by a notification message. This popup window appears in the bottom right corner of the work space. After 2 seconds the message fades out.	
Operation failed message: An operation which has not finished successfully is indicated by an individual message text. This popup window must be confirmed with the OK button.	

Automatic Logout After Timeout

You are automatically logged off after 30 minutes of inactivity. You must log in again to continue working with the OpenScope Xpert Management Portal OSXMP. If you make some changes and then take a break, to be on the safe side, you should reload the page before making any further changes so that no changes are lost due the automatic logout.

NOTICE:

The default value is 30. For security reasons, it might be different in your system. Please contact your system administrator for more information.

3.7.1.1 How to Login or logout

Prerequisites

You must have access to your user credentials (user name and password).

Step by Step

- 1) To login to the OpenScape Xpert Management Portal proceed as follows.
 - a) Click the OpenScape Management Portal icon on the desktop or open the login page in your web browser by entering for example the following address: `http://localhost:8080/osxmp/`.

NOTICE:

Please note that the port 8080 can be configured.

It is not necessarily localhost; e.g. when the browser is opened from another machine than the address of the SM server PC. Also http can be changed to https as described in the Service Manual.

For more information please see the Service Manual

The login page is displayed.

- b) Enter user name and password.
- c) Click the **Login** button.

After successful authentication the OpenScape Xpert Management Portal appears and the user name is displayed in the header area.

If the user logged in is authenticated via LDAP (e.g. Active Directory users) and user is configured as system administrator in OSXMP then the Last successful login date/time is displayed next to user name.

NOTICE:

Please note that you are automatically logged off after 30 minutes of inactivity.

- 2) To logout from the OpenScape Xpert Management Portal click the **Logout** label in the header area.

The login page is displayed.

3.7.1.2 List View

The Web based OpenScape Xpert Management Portal provides the list view for some kind of data.

Example: Profile List

Profile List

CreateCloneDelete

Sel: 0 | Items/Page: 50 | 1-5 of 5 | Page no.: 1

Profile Name	Group Name	Default Line
Profile (1)	Default Profile Group	5134
Profile (2)	Default Profile Group	5135
Profile (3)	Default Profile Group	5134
Profile (4)	Default Profile Group	5135
Profile (5)	Default Profile Group	5135

List Controls

The following information applies to all kinds of lists, e.g. Profile List, Private Contacts list etc. The list header contains the navigation controls:

Sel: 2 | Items/Page: 10 | 1-10 of 11 | Page no.: 1

12345678

Pos.	Description
1	Total number of selected entries in the currently visible page
2	Number of entries displayed on one page. Possible values: 10, 20, 50, 100, 200, All. IMPORTANT: Note that displaying all items with a large number of records in the DB can be slow, and can need lot of memory for the browser!
3	Go to the first page
4	Go back one page
5	[range of displayed entries] of [total number of entries]
6	Go to next page
7	Go to last page
8	Number of page displayed

Related concepts

- Profile List on page 43
- Profile Groups on page 77
- OSX Clients on page 87
- MLCs on page 93
- Lines on page 98

[Line Groups Parameter Descriptions](#) on page 187

[System Manager List](#) on page 117

Related reference

[Properties of Global Contacts](#) on page 168

3.8 Broadcasting

Topology and Configuration changes are made effective by using the **Broadcast Changes** menu commands. These commands may disturb the use of Turrets (for details see individual commands).

Broadcast Changes Behaviour

The broadcast functionality allows to check if there are any changes that can be distributed from the System Manager Database to the MLCs and turrets. The dashboard indicates the broadcast state.

IMPORTANT:

The Broadcast of changes only affects already running and connected MLCs and turrets. If a turret or MLC starts, the changed data is loaded from the SM even if no Broadcast was done.

3.8.1 How to Broadcast Changes

Prerequisites

The dashboard text indicates that there are changes to be broadcasted.

IMPORTANT:

The Broadcast of changes only affects already running and connected MLCs and turrets. If a turret or MLC starts, the changed data is loaded from the SM even if no Broadcast was done.

Step by Step

- 1) Click the **Broadcast Changes** button in the navigation panel.

The pull-down-menu opens. If there are no changes to be broadcasted the following entry appears.

There are no changes

2) If there are changes, the following options appear:

- Use **Notification only** to display a status bar notification on the affected OSX Clients that there are changes. Changes are loaded with the next login.
- Use **Logout request** to display a message dialog on the affected OSX Clients that there are changes. The user has to select to log out now or log out later before he can continue the work..
- Use **Forced Logout** to logout all affected users immediately.
- Use **Scheduled** to schedule a planned broadcast action. A new dialog appears where you can choose the Broadcast Type, date and Time.

The available Broadcast Types are: Notification only, Logout request and Forced logout.

4 System

In the **System** section of the OpenScape Xpert Management Portal the system status and information are displayed and system wide settings can be configured. For example colors and texts of Line keys, DKA keys or DKM keys can be defined, and available hotfixes can be displayed.

4.1 Dashboard

The dashboard provides information about the current status, licenses and the installation.

System Notifications

The dashboard provides notifications, e.g. the following:

- This System Manager is currently locked.
- All changes have been broadcasted.
- There are changes to broadcast!
- MLC for CSTA monitoring is not available.
- There is an update available for the OpenScape Xpert software.
- New version of the software downloaded.
- Query execution for available software version failed.

OSX Client Connections / MLC Connections

For each System Manager in the cluster the connection statistics are shown. The table is refreshed every time the 'Dashboard' menu is selected. An error state is shown in case the (local) Config Server is not reachable.

The first row in both tables shows the information for the local System Manager. The remote System Managers are shown in alphabetical order. The last row shows the statistics for the entire cluster (the sum of the rows above).

Possible states:

- Connected: clients connected to the respective SM
 - Not Connected: clients not connected to any SM
- Not connected clients are displayed in the row of their primary SM.
- In Failover: clients connected to the respective SM as a backup SM
 - Not assigned: clients connected to an SM but not yet assigned
 - Logged In: only shown in the OSX Client Connections table. The client is connected and is logged in with a profile.

License Information Table

Every time the user clicks on the 'Dashboard' menu, the license status is refreshed.

Licensing Mode

This section describes the licensing mode in use. There are two licensing mode available:

- Licensing Mode: Perpetual
- Licensing Mode: Subscription

The License information is shown in a table form as follows:

- **Total** column: the total number of licenses installed in the CLA,
- **Free** column: the number of licenses still available in the CLA,
- **Used by this SM** column: the number of licenses reserved by this System Manager.

If the License information can not be retrieved, then a notification about the error is shown in the System Notification area. The fields in the **License information** table will show “?”.

Possible errors:

- Config server is not reachable,
- License server is not reachable (in this case the notification will specify the address of the License server, and the grace time period end),
- Number of Turrets running without license.

Version Information

On the dashboard we can view the About information. Every time when the OpenScape Xpert upgrades, the Version and Build information will be incremented.

If the software update check is enabled, then the information about the latest available version is also displayed. You can start a manual check for new version at anytime, even if the automated check is enabled.

Available Version section shows information about available software version. Click the **Start Query** button and then refresh Dashboard to refresh information. Start Query is available, if **System Properties/Enable Checking of Updates** is checked, and initialize was successful. When new version is available the Download button is active. Latest software can be downloaded by clicking the **Download** button.

4.1.1 How to Refresh the Dashboard

Step by Step

Click the **Dashboard** button in the **System** section of the navigation panel.

The dashboard is refreshed and the current status information is displayed.

4.2 System Properties

The system properties are system wide settings, e.g. general client settings, security, voice recording or Quality of Service options etc.

General

The general system settings comprise the following objects:

- MLC Settings
Multi Line Controller behavior and port usage.
- CSTA Settings
Configuration of PBX and MLC which are used for CSTA Line Monitoring.

- Feature Access Codes

Several features such as "Emergency Intrusion" or "Callback Busy" can be activated using certain feature access codes as dial prefixes. This codes can be configured.

- Override Action Type Name

The default action names "Ring Transfer", "Ring transfer Sequence" and "Interface Action" can be changed to a customized name displayed on the user profile.

- Automatic Software Update Check

This feature enables Checking of Updates, initializes SWS connection fields and setups Automatic Download.

NOTICE: When the Enable Automatic Download is enabled and configured on the System Properties / General tab, then a query for new version is executed once every 24 hours at set time or can be started manually with **Start query** button.

Prerequisites: Proxy settings is necessary to connect to SWS server. At Installing path (e.g Unify\OpenScapeXpert)\WildFly\standalone\configuration) in standalone.xml delete comment flag from <system-properties> group and fill in the attributes.

- Quality of Service

The following predefined set is available:

- Best Effort

Flow traffic has the same network priority as regular traffic without being associated with QOS.

This traffic type is the same as not specifying priority, and as a result, the DSCP mark and 802.1p tag are not added to sent traffic.

- Background

Flow traffic has a network priority lower than that of Best Effort. This traffic type could be used for traffic of an application doing data backup.

Sent traffic contains a DSCP mark with a value of 0x08 and an 802.1p tag with a value of 2.

- Excellent Effort

Flow traffic has a network priority higher than Best Effort, yet lower than Video. This traffic type should be used for data traffic that is more important than normal end-user scenarios, such as email.

Sent traffic contains a DSCP mark with value of 0x28 and 802.1p tag with a value of 5.

- Video

Flow traffic has a network priority higher than Excellent Effort, yet lower than Voice. This traffic type should be used for A/V streaming scenarios such as MPEG2 streaming.

Sent traffic contains a DSCP mark with a value of 0x28 and 802.1p tag with a value of 5.

- Voice

Flow traffic has a network priority higher than Video, yet lower than Control. This traffic type should be used for real time voice streams such as VoIP.

Sent traffic contains a DSCP mark with a value of 0x38 and an 802.1p tag with a value of 7.

- Control

Flow traffic has the highest network priority. This traffic type should only be used for the most critical of data. For example, it may be used for data carrying user inputs.

Sent traffic contains a DSCP mark with a value of 0x38 and an 802.1p tag with a value of 7.

On Linux clients, 802.1p tag (with a value of 7) would require net_admin capability. Only the root user has net_admin capability by default, so value of 6 is sent instead of value of 7.

Quality of Service	
Voice Priority	Voice
Signaling Priority	Excellent Effort

System

- Backup

The type of database backup "Backup Type" and "Network Path" can be changed from the default local backup to a customized network backup location. A limit for the number of backups can be configured.

Turret Settings

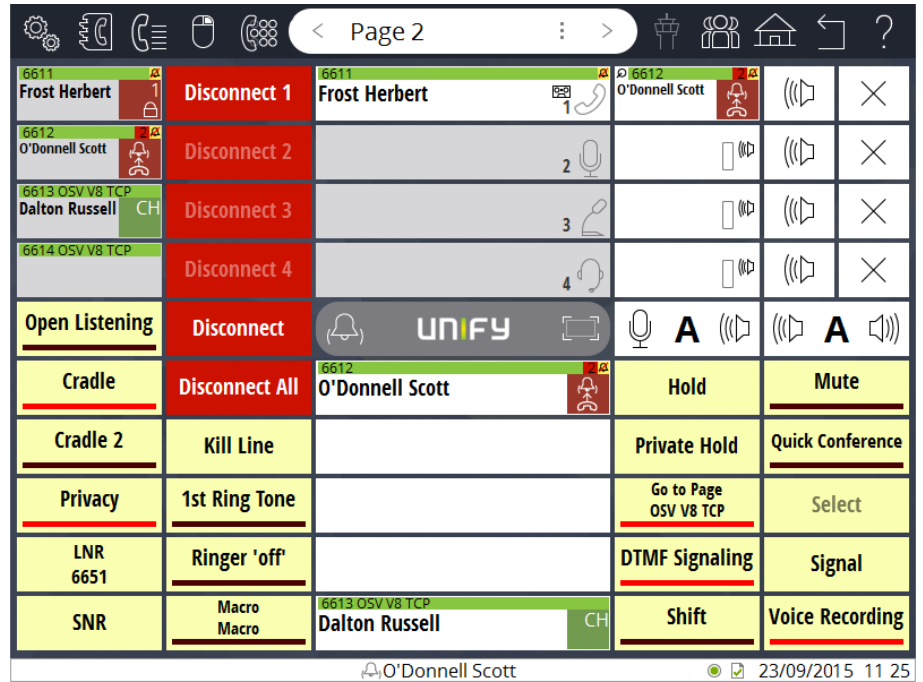
The turret settings are valid for all OpenScape Xpert clients.

- Turret Behavior
- Contact Settings

- Turret GUI Settings:

The appearance of the user interface is set on a system-wide basis. The windows and buttons are shown in either the dark GUI style or the light GUI style:

Light GUI Style



Dark GUI Style



LDAP

The Lightweight Directory Access Protocol is used for the authentication of OpenScape Xpert clients. The settings can be viewed and configured and the LDAP connection can be tested.

Voice Recording tab

System Properties

System Wide Settings

General

Turret Settings

LDAP

Voice Recording

Security

General Settings

Recording Type

Siprec

Recording from Beginning of Speech Units During Announcements

Warn Tone

Enabled

Frequency [Hz]

1400

Volume

3

Tone [ms]

500

Pause [ms]

14500

Siprec Settings

Primary Voice Recorder IP

192.168.14.220

Primary Voice Recorder Port

5060

Backup Voice Recorder IP

Backup Voice Recorder Port

Sip Transport Protocol

TLS

Media Encryption

RTP+SRTP

SDP Security Profile

1 AES_CM_128_HMAC_SHA1_80

2 AES_CM_128_HMAC_SHA1_32

Redundancy Type

Standby

HTE Voice Recording Settings

Add IP Address

Add

Index IP Address

Save

Cancel

The Voice Recording Tab comprise the following objects:

- General settings:

Recording type: the user can select the type of the protocol that the recorder supports: No recording, SIPREC or HTE. No recording is the default value.

Recording from Beginning of Speech Units During Announcements: when checked, the recording of announcements will be enabled. Note: checking this checkbox does not guarantee that the announcements will be recorded,

other profile-related settings are also necessary, i.e. Record all SU-s (Profile / Advanced).

- Warn Tone:

If the Recording Warn tone is not enabled then the default values are 1400Hz for Frequency, 3% for Volume, 500ms for Tone, 14500ms for Pause.

If Recording Warn Tone is enabled then the Frequency should be between 300-1800Hz, Volume between 0-100%, Tone between 40-20000ms and Pause between 0-20000ms.

If Recording Warn Tone gets disabled then the values will be set back to the default ones on save.

- Default Siprec Settings:

You can configure the voice recorders in order to use it with SIP Rec.

You can configure the **Primary Voice Recorder IP**, the **Primary Voice Recorder Port**, the **Backup Voice Recorder IP** and the **Backup Voice Recorder Port**.

Only a valid IP can be configured and the port number has to be between 1020 and 65535.

If the primary IP property is empty, the validation fails and an error message is displayed.

If the port property is empty but IP is entered (both primary and backup), the property will be autopopulated to 5060 as default.

SIP Transport Protocol: UDP, TCP or TLS

Media Encryption: RTP, SRTP or RTP+SRTP

SDP Security Profile:

- 1) AES_CM_128_HMAC_SHA1_80
- 2) AES_CM_128_HMAC_SHA1_32
- 3) AES_CM_256_HMAC_SHA1_80

Redundancy Type:

- Standby (default): Second voice recorder activates only in case of primary recorder's failure
- Double streaming: primary and secondary voice recorder work simultaneously

- HTE Voice Recording Settings

Here is the list of IP addresses of the (HTE) voice recorder(s). The user can add a new item, by typing the IP address and optionally the name of the voice recorder in the appropriate input fields and clicking the Add button. The name can have a maximum of 20 characters. The new item appears in the list (with no index, that is filled in after saving the form). An item can be deleted by clicking the red 'X' next to it.

Security tab

The Security tab has the following settings:

- General Settings:

General security settings of the system.

- Internal Communication Settings:
HTEMS communication security, media encryption between system clients.
- Sip settings

4.2.1 How to Configure System Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **System Properties** entry in the **System** section.

The **System Properties** window appears in the work space.

- 2) Enter, configure or change the system wide settings for **MLC**, **CSTA**, **Feature Access Codes**, **Action Type Names**, **QoS**, **Backup and Automatic Software Update Check behaviour** in the **General** tab.
- 3) Enter, configure or change the system wide settings for **Turret Behaviour**, **Contact Settings** and **Turret GUI Settings** in the **Turret Settings** tab.
- 4) Enter, configure, change or test the system wide settings for the LDAP connection and authentication in the **LDAP** tab.
- 5) Enter, configure, change or test the system wide settings for the Voice Recording.
- 6) Enter, configure, change or test the system wide settings for the Security.
- 7) Click **Save** to store the changes in the database

The entries and data are validated before they are processed in the system. Invalid entries are marked with a red border and an error message is displayed in the **System Profiles** window. Only valid entries can be saved.

Next steps

Please use the **Broadcast** button in the navigation panel to distribute the changes.

Related concepts

[Voice Recording Tab](#) on page 137

[Security Tab](#) on page 139

Related reference

[General Tab](#) on page 129

[Turret Settings Tab](#) on page 134

[LDAP Tab](#) on page 136

4.2.2 How to Test the LDAP Connection and Authentication

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **System Properties** entry in the **System** section.

The **System Properties** window appears in the work space.

- 2) Select the **LDAP** tab.
 - a) Enter the **User Name** and **Password** in the **LDAP Test** field area.

NOTICE:

Empty **User Name** or **Password** fields may be accepted or rejected as anonymous connection based on the LDAP server settings. The **User Name** and **Password** fields are not saved to the database.

- b) Click **Test** to check the Connection and Authentication. The test uses the values in the same way as an OpenScape Xpert client. The values in the LDAP Settings field area do not have to be saved in order to be tested.

NOTICE:

If the host or port is invalid, the test is not carried out and a validation error appears.

NOTICE:

Currently only Active Directory running on Windows Server 2008 or higher can be used as LDAP server.

A message box is displayed showing the result. The following results are possible:

- Authentication successful
- Authentication failed (invalid credentials)
- Could not connect to host
- Other error (with OpenLDAP error code)

4.3 Colors

The Administrator can configure color schemes for the following profile elements:

- DKA keys

The colors configured for DKA will be available for selection for a contact.
- DKM keys

The colors for DKM will be available for selection by a DKM key.
- Line keys

The colors for lines will be available for selection for a line.
- Function keys

On the function key color tab the user can configure function key colors.

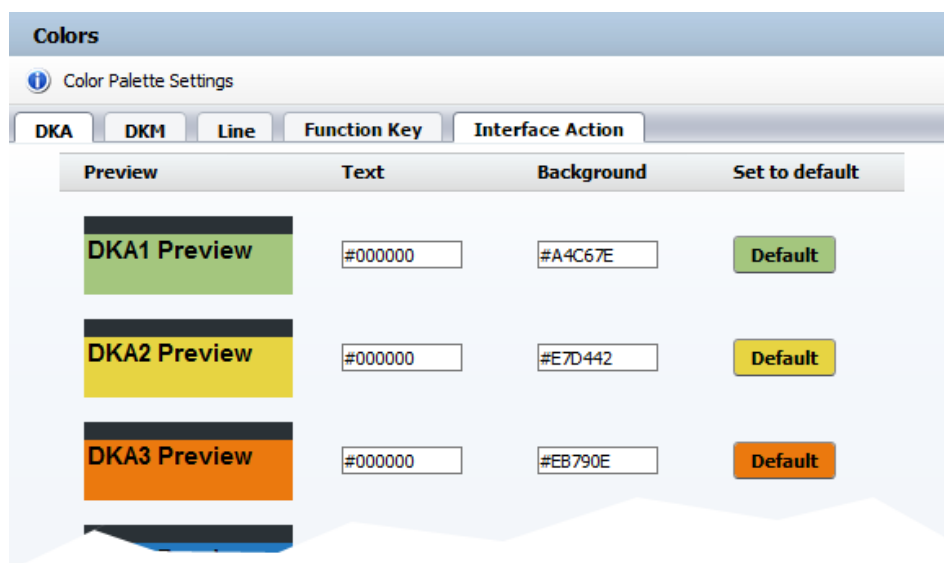
- Interface Action States

On the Interface Action tab the user can configure 16 color pairs for Interface Action key's states

The colors defined may be selected for the respective keys on the OpenScape Xpert client devices. The Administrator can see the result of the configured color in the preview.

NOTICE:

Hex codes for different colors can be found under the webpage:
https://en.wikipedia.org/wiki/Web_colors



4.3.1 How to Define Default Colors for Keys

Default colors may be selected for the respective keys on the OpenScape Xpert client devices.

Step by Step

1) In the navigation panel, click the **Colors** entry in the **System** section.

The **Colors** window appears in the work space.

2) Select one of the following tab sheets to define default key colors:

- **DKA**
Direct Key Automatic
- **DKM**
Direct Key Manual
- **Line**
Line key

3) Enter the RGB code for the text of the respective key in “#RRGGBB” format.

4) Enter the RGB code for the background of the respective key in “#RRGGBB” format.

5) Additional fields appear for the following profile elements:

- **Line** colors:

Check the **Use the Same Color for all Default Lines** check box to set the configured color scheme for the default lines of all profiles instead of their configured line color. Currently this feature only affects client displays.

- **Function Key** colors:

Led On color shows that the Function Key is activated.

Led Off color is visible when the function is inactive. Inputs must be an RGB code in "#RRGGBB" format.

- **Interface Action** State Colors

16 color pairs for the Interface Action Key's 16 different states from State A to State P. can be configured. For all states it is possible to set two different colors (Color 1, Color 2) to blink or set the same color for Color 1 and Color 2 to use a constant color.

Inputs must be an RGB code in "#RRGGBB" format.

6) To see the preview of the color defined, click beside the input field.

The text and/or the background color is shown on the key symbol in the **Preview** column.

7) To reset your setting to default, click the **Default** button.

8) Click **Save** to store the settings.

4.4 Keyboard Shortcuts

The user can configure keyboard shortcuts for several features to be used on the OSX Client. These settings are valid for all profiles in the system.

The list of all features configurable for a shortcut contains the following fields:

- **Feature:** The name of the feature activated by the shortcut.
- **Shortcut:** The selected shortcut or „[No Shortcut]“ if none is selected.
- **Context Sensitive:** „No“ if the feature is available always, „Yes“ otherwise.
- **Feature Type:** The type of the feature (Function Key, Action Key, GotoPage etc.)

By default the following shortcuts are provided:

Feature	Shortcut
Conference	CTRL+K
Consultation	CTRL+C
Disconnect	F2
Disconnect 1	F5
Disconnect 2	F8
Disconnect SPM	SHIFT+S
DTMF	CTRL+D
Hold	F3

Feature	Shortcut
Hold 1	F6
Hold 2	F7
Login List	CTRL+L
Logout	SHIFT+F4
Mute	CTRL+M
Privacy	CTRL+P
Quick Conference	CTRL+Q
SPM Auto	CTRL+S
Voice Recording	CTRL+R
DialpadOk	Return
Page 10	Ctrl+0
Page 1	Ctrl+1
Page 2	Ctrl+2
Page 3	Ctrl+3
Page 4	Ctrl+4
Page 5	Ctrl+5
Page 6	Ctrl+6
Page 7	Ctrl+7
Page 8	Ctrl+8
Page 9	Ctrl+9
Contacts Open	Ctrl+E
CallAnswer	Space
PageUp	PgUp
PageDown	PgDn
DialpadBack	Left
SpeechUnitUp	Up
SpeechUnitDown	Down
DialpadClear	Delete
Help	F1
TbeEscape	F4

4.4.1 How to Configure Shortcuts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Feature Shortcuts** entry in the **System** section.

The the list of all features configurable for a shortcut appears in the work space.

- 2) Configure or change the shortcut by clicking in the **Shortcut** field of a row and select a new setting from the selection list. If the selected shortcut has already been selected for another feature, a confirmation dialog appears before unassigning the shortcut from its old feature.

No save is necessary. The changes are immediately saved to the database.

Next steps

Please use the **Broadcast** button in the navigation panel to distribute the changes.

4.5 Scheduled Job List

Broadcasting changes, database backup creation and global contact import can be scheduled for future execution. This list shows all the scheduled jobs and the results of the past executions. The meanings of the columns are the following:

Execute time

- **For Pending jobs:** The time when the job is expected to run (local server time).
- **For jobs with Executing, Error and Success status:** The time when the job was started.
- **For jobs with Timed out status:** The time when the job was originally scheduled to execute.

Recurring

- **Once**
- **Daily at <Execute Time>**

Execute time

- **Pending:** The job is waiting for the time to execute.
- **Executing:** The job is currently under execution.
- **Success:** The job ended successfully.
- **Error:** The job ended with error(s). Clicking on the Error status gives you detailed information about the error.
- **Timed out:** The job was not executed because at the execution time the server was not running.

Type

- **Backup**
- **Broadcast**
- **Import Global Contacts**

4.5.1 Job Handling

Jobs executed all the way and all job state and time changes listed here done only by the configured SM. This allows that in case the DB backup is sent, the exact job states are listed as they were at backup. And this also makes it sure that the same job record is not updated by multiple SMs.

Execution Time deviation from the originally scheduled time can be +5min.
(Polling jobs every 1-5 minute and execute the jobs.)

4.5.2 Execution

- After DB restore if the scheduled time is at most 60 minutes earlier, then the job should be executed immediately; otherwise the job should not be executed and set to Timed Out state.
- (This can happen if the backup or Wildfly restart was done while the job was executed e.g backup job) Set state to Timed Out.

NOTICE:

Changing the server time may cause unexpected problems with job execution.

4.5.3 Deletion of Jobs

- Delete is enabled if at least one job is selected in the list.
- Show notification on successful delete.
- Show alarm window on failed delete.
- When a job currently in Executing state the delete will fail.

4.6 Database Backups

Properties of Database Backups can be edited in System Properties, General tab. (see chapter General Tab).

By opening the Database Backups side menu, the user can view the available database backups, create new ones or delete/download some of the existent ones. The backups are sorted by their creation date, with the newest first.

The created backup files will have the following format:

"<BackupName>_<UTC-YYYY-MM-DD-hh:mm:ss><SWversion>.sql" (E.g: MyBackupUTC-2017-05-11-10:05:32_V6.1.0.0-1243.sql)

and will be stored on the configured location (see chapter General Tab). In case "Backup Type" is set to "Local" (which is the default value), the backup files are stored on the local disk in the C:\ProgramData\Unify\OpenScapeXpert\backups folder. In case "Backup Type" is set to "Network", the "Network Path" should be set to a valid and available network location where the created database backup files will be stored.

After creating a backup, the number of backups may be over the maximum limit (see chapter General Tab). In that case the oldest one is deleted.

4.6.1 Create Backup Immediately

To create a new backup, click on **Create...** dropdown menu and choose **Immediately**. You only need to provide the name, which cannot be empty, has a limit of 100 characters long and cannot contain any of the following characters: " * / : < > ? \ | + , . ; = [].

4.6.2 Create Scheduled Daily Backup Job

To create a daily backup job click on **Create...** dropdown menu and choose **Daily**. In the appearing dialog name and daily execution time can be set. The created jobs will be shown in **Scheduled Job List** where the user can see or delete scheduled jobs.

4.6.3 Download Backups

The **Download** button is active only if one backup is selected. By clicking on it you can download the selected backup locally.

4.6.4 Delete Backups

The **Delete** button is active if you select at least one backup. By clicking on it, the selected backups will be deleted. In case of any error during the deletion process, an error message will be shown with the name of the backup that could not be deleted. The delete operation will stop and the rest of the selected backups will not be deleted during this operation.

4.7 Hotfixes

The **Hotfixes** menu provides an overview of available hotfixes.

Hotfixes are present in the system for OpenScape Xpert Clients and MLCs (Multi-Line Controllers). They are stored on the Disk in the following folder:

`C:\ProgramData\Unify\OpenScapeXpert\download`

After adding hotfixes on the disk or removing from the disk, the hotfixes can be synchronized with the OpenScape Xpert Database.

Please see the Service Manual for more information.

4.7.1 How to Display and Synchronize Hotfixes

Hotfixes on the disk can be displayed and/or synchronized with the database.

Step by Step

- 1) In the navigation panel, click the **Hotfixes** entry in the **System** section.

The **Hotfixes** window appears in the work space showing the available hotfixes for OSX Clients and MLCs. The version numbers are displayed.

N/A means "not available".

- 2) After adding or removal of hotfixes on the disk the database should be synchronized with the disk. To do so, click the **Scan from Disk** button. A warning message will appear about possibly immediate software update on OSX Clients and MLCs. The installation starts only on devices currently assigned. With clicking on Cancel button the scan and update process can be interrupted.

With accepting the warning about a possible software version update the scanning process starts and the lists are updated. If a hotfix that was applied on an OSX Client or MLC has been deleted, the version of the respective client is reset to the base version.

Next steps

Set the MLC or OSX Client Required Software setting to apply the hotfix to devices.

4.8 Administrators

This chapter provides information about creating and editing OpenScape Xpert Management Portal administrators in different roles.

4.8.1 How to Create or Edit Profile Administrator

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Administrators** entry in the **System** section.

The first page of the **Administrator** List appears in the work space showing all Administrators configured in the system.

- 2) The following options appear:

- To create a new profile administrator click the Create button in the work space.
- To edit an existing profile administrator, click the name in the administrators list.

The Edit Administrator dialog appears.

- 3) Enter or modify the name of the new profile administrator.

- 4) Select the Profile Administrator role for the new administrator.
- 5) Profile Groups and Contact Groups can be assigned to the Profile Administrator.

If the user logged in with Profile Administrator right a simplified OSX Management Portal appears. Only the Dashboard, the Profile and the Global Contact lists are available and useable.

4.8.2 How to Create or Edit Super Administrator

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Administrators** entry in the **System** section.

The first page of the **Administrator** List appears in the work space showing all Administrators configured in the system.

- 2) The following options appear:
 - To create a new profile administrator click the Create button in the work space.
 - To edit an existing profile administrator, click the name in the administrators list.

The Edit Administrator dialog appears.

- 3) Enter or modify the name of the new super administrator.
- 4) Select the Super Administrator role for the new administrator.

4.8.3 How to Create or Edit Technician

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Administrators** entry in the **System** section.

The first page of the **Administrator** List appears in the work space showing all Administrators configured in the system.

- 2) The following options appear:
 - To create a new Technician, click the Create button in the work space.
 - To edit an existing Technician, click the name in the administrators list.

The Edit Administrator dialog appears.

- 3) Enter or modify the name of the new Technician.
- 4) Select the Technician role for the new administrator.

The OpenScape Xpert Management Portal Technician has full access to the Profile and Topology names, can view only the Dashboard submenu from the System menu, and does not have access to the Actions menu. The

Technician can add, edit, and create any items from these menus just as the Super Administrator.

4.8.4 How to Create or Edit Operator

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Administrators** entry in the **System** section.

The first page of the **Administrator** List appears in the work space showing all Administrators configured in the system.

- 2) The following options appear:

- To create a new Operator, click the Create button in the work space.
- To edit an existing Operator, click the name in the administrators list.

The Edit Administrator dialog appears.

- 3) Enter or modify the name of the Operator.

- 4) Select the Operator role for the new administrator.

The OpenScape Xpert Management Portal Operator can view the same menus as the Technician, but has only read access therefore cannot modify any of the items.

5 Profile

A Profile is a set of data residing in the SM-Database.

Overview

The Profile list serves to edit Profiles. This includes the layout of the graphical interface for the Xpert application on the Turret, i.e. individually arranged Line Keys and Xpert Function Keys in up to 200 Trading Pages.

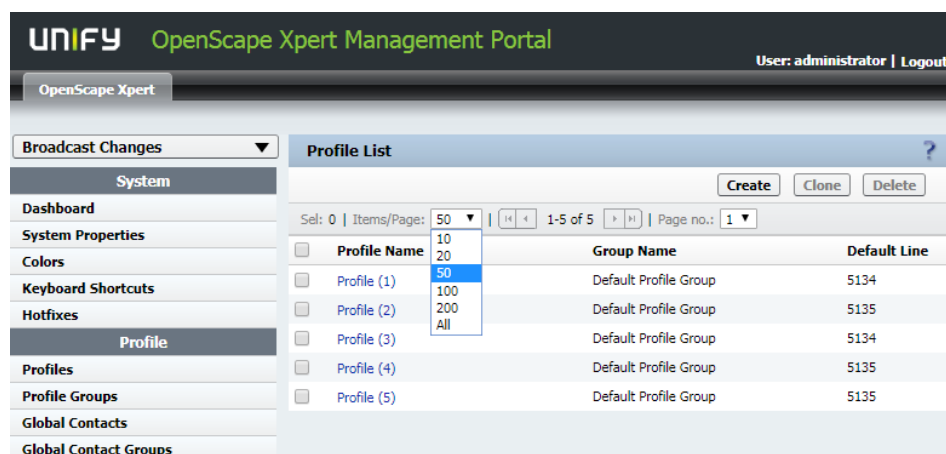
Profiles are loaded into a OpenScape Xpert client device (during login), and import three kinds of features:

- Function Keys
- Line Keys
- Client accessories

(handsets, SPM units etc.) may or may not be installed at the chosen OpenScape Xpert client.

5.1 Profile List

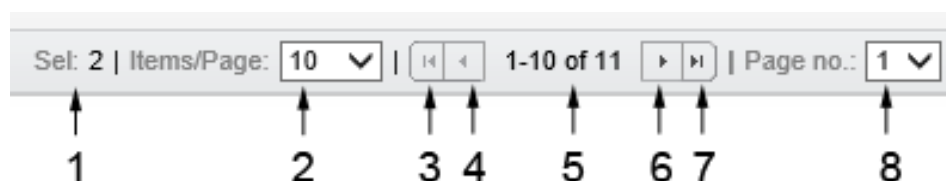
This list contains all profiles of your Xpert system:



- Initially the lists are empty. Start with the "Create" button in the Profile List.
- The Profile Groups serve to structure your profiles.
- Profiles and Profile Groups have properties.

List Controls

The following information applies to all kinds of lists, e.g. Profile List, Private Contacts list etc. The list header contains the navigation controls:



Pos.	Description
1	Total number of selected entries in all pages
2	Number of entries displayed on one page. Possible values: 10, 20, 50, 100, 200, All IMPORTANT: Note that displaying all items with a large number of records in the DB can be slow, and can need lot of memory for the browser!
3	Go to the first page
4	Go back one page
5	[range of displayed entries] of [total number of entries]
6	Go to next page
7	Go to last page
8	Number of page displayed

Related concepts

[Profiles Parameter Descriptions](#) on page 140

[List View](#) on page 21

[Searching and Replacing](#) on page 70

5.1.1 How to Display the Profile List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

The list is sorted by Group name, and then by profile name.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.2 How to Create a New Profile or Clone a Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) To create a new profile with default values click the **Create** button in the work space.

The new profile is created with a default name and default values.

- 3) To create a profile with values of an existing profile:

- a) Select the source profile by clicking the checkbox on the left.
- b) Click the **Clone** button in the work space.

The new profile is created as a copy of the selected profile. The call memory will not be cloned. The new profile will have an empty call memory.

Also the passwords will not be cloned. The new profile will have empty password and contact and call memory passwords disabled.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.3 How to Delete Profiles

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Select one or more profiles by clicking the checkbox on the left.
- 3) Click the **Delete** button in the work space.

The profiles are deleted. In case of an error all selected profiles will not be deleted and an error message is displayed.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.4 How to Edit a Single Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.5 How to Edit Multiple Profiles (Bulk Edit)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) In the **Profile List** select at least two items. To edit all items, click the **Select** field and select **All**:

The **Bulk Edit** button becomes active.

- 3) Click on the **Bulk Edit** button.

The **Edit User Profile: Multiple Profiles** window appears with fields set to their initial values (common or default). For detailed information on initial values see descriptions of specific tabsheets.

- 4) Every editable property field has a check box on its left side. To change or modify a value check the respective check box and then edit the field. These checkboxes are disabled if same values are found at loading data.

- 5) Click the **Save** button.

A confirmation message is displayed.

5.1.6 How to Save,Apply or Cancel Profile(s)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

There are one or more profiles opened for editing.

Step by Step

- 1) In the bottom right corner of the **Edit User Profile** window there are three buttons **Apply**, **Save** and **Cancel**.

- 2) To cancel all changes of the profiles opened for editing and close the edit window click on the **Cancel** button.

- 3) To save all the changes of the profiles opened for editing and close the edit window click on the **Save** button.

- 4) To save all the changes of the profiles opened for editing and keep the edit window open click on the **Apply** button.

The editing can be continued. The selected tab (e.g. : **User interface**) remains selected but the selected control loses its selection.

5.1.7 Edit Profile – User Interface

The **Edit User Profile** window serves for editing the OpenScape Xpert client.

User Interface Tabsheet

The **User Interface** tabsheet shows the client's graphical user interface and function keys, lines, page properties and feature properties to be edited.



Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.7.1 User Interface Display in Bulk Edit

There are some specialties in the user interface display in bulk edit mode.

- On the toolbar the display shows [diff] for all toolbar buttons.
- If there are any differences on the page for a key place between the selected profiles, the display shows [different] there.
- A key is displayed in specific place if and only it is the same in every bulk edited profiles in every given position in the current page.
- CCF area and individual keys can be displayed in the following forms:
- If all profiles are set to 40 button mode then the Standard CCF field is displayed in bulk edit. If not all, but at least one profile is set to 40 button mode then [different] keys are displayed in every position of the CCF area.
- Basic Function keys, Line keys, DKA and DKM and Macro keys can be displayed as its actual key types, or as [different] keys. All other key types are displayed as [different]. A different large key is represented by more than one [different] keys covering the whole key-area.

- A [different] key is displayed for a Basic Function key, a Line key, a DKA, a DKM or a Macro key if on any of the other profiles on that position there is
 - no key at all (empty place),
 - or there is another type of key, or part of a large key,
 - or there is a CCF, or a [different] key representing the CCF,
 - or if some key-type specific conditions are met described below:
- A Basic Function key is displayed as its actual key type, if on all profiles on that position there are keys of that Basic Function type. Otherwise a [different] key is displayed.
- A Line key is displayed as its actual key type, if on all profiles on that position there are Line keys referencing the same (global) line. Otherwise a [different] key is displayed. All information displayed on a Line key is global setting as Alternate text/No MLC, Line name.
- A DKA key is displayed as its actual key type, if on all profiles on that position there are DKA keys. Otherwise a [different] key is displayed. For the DKA key the Contact Name is displayed if the same Contact is set for all keys, otherwise [different DKA] is displayed. The Color of the DKA key is the Color of the keys if all have the same contact, otherwise the default color.
- A DKM key is displayed as its actual key type, if on all profiles on that position there are DKM keys. Otherwise a [different] key is displayed. For the DKM key the Name is displayed if all DKM keys have the same Name and Number, otherwise [different DKM] is displayed. The Color of the DKM key is the Color of the keys if all have the same, otherwise the default color.
- A Macro key is displayed as its actual key type, if on all profiles on that position there are Macro keys. Otherwise a [different] key is displayed. For the Macro key, the Mac text is displayed if all Macro keys have the same Display "Macro" text property checked. No text is displayed if all Macro keys have the same Display "Macro" text property unchecked. Otherwise a [different] key is displayed. Page name is displayed if all Macro keys point the same Page index and all pages have the same name, otherwise a [different] key is displayed.

5.1.7.2 How to Edit Property Fields in Bulk Edit

Editing properties of a selected Basic Function key, Line key, DKA or DKM key in Bulk Edit mode is similar to editing it in Single Edit mode (details can be found in the relevant chapters). The important differences are described here.

Every editable property field has a check box on its left side, the Bulk Edit check box (BEC). To change or modify a value, check the respective BEC and then edit the field. Additionally, there can be check boxes for Group of properties (GCB) to make checking and unchecking all related BEC-s more convenient. Another role of GCB is to check and uncheck those related BEC-s simultaneously, which cannot be set individually. A BEC is checked and disabled if the same values are found at loading data, or after dragging and dropping a new key, or selecting a key that has same property values on all bulk edited profiles. A BEC gets unchecked and enabled after selecting a key that has different property values on the bulk edited profiles. A BEC gets disabled on deselection if it is checked.

For Basic Function keys:

- Adding large Function keys is possible if there is place on all profiles.

- If an SPM Extension is added, then it is checked if there is another SPM extension of the same group on the page on all opened profiles. If yes, then an appropriate message box listing the conflicting profiles (max. 10) is displayed and the adding will not be done on any profile. The same goes for adding a Dialpad key.
- Deleting a key removes it from all profiles. If it cannot be deleted, an error message is displayed, and the key will not be deleted from any profile. Multi-select delete works, even when **different** and Function keys are deleted at once.

For Line keys:

All settings can be bulk edited separately except for the following:

- Call Queue Entry, Ringing Active, Cradle Active can only be edited together. All properties here have BEC. When any of these settings are different, none of the bulk edit checkboxes are checked.
- Use Prefix, Default Prefix, Alternate prefix, can only be edited together. All properties here have BEC. When any of these settings are different, none of the bulk edit checkboxes are checked.
- Speech unit: options are the common enabled speech units available from all profiles.
- Deleting a Line key in bulk edit removes it from all profiles. If it cannot be deleted, an error message is displayed, and the key will not be deleted from any profile. Default line will be set to none on all profiles where the deleted line was the default line.

For DKA keys:

- Only the Name property has BEC, all other contact settings have not. The other settings display defaults when no contact is selected in the suggest box, in other case the contact properties are displayed. In the Name suggest box only those global contacts are displayed which are available for all opened profiles. No private contacts are displayed. Create Contact is enabled. Edit Contact is also enabled if there is a private contact of all opened profiles. For any global contact you can disable the button. **Create contact** creates contacts with properties of all opened profiles. If contact exists with the same name and number on profile then it is saved with their old properties. It is possible to edit contacts properties on DKAs by pressing Edit Contact. If there is another contact with same name and number on that profile it cannot save it.
- The Name property is checked only if the same contact is on all DKA keys.
- When changed from unchecked to checked, the property widget gets emptied, because when the **different** the contact will not be filled, and when the checkbox is checked, the DKA widget gets an empty widget until the contact is selected.
- When changed from checked from unchecked, the widget displays **different DKA**.
- When the DKA is set to empty, it is removed from the announcement groups.
- Busy Indication BEC is checked when all DKAs point to the same profile, even if on one profile it is the local profile. By default the Busy Indication is **Not selected**
- Busy Indication Profile displays all profiles, but **local** is not indicated.
- Deleting a DKA key removes it from all profiles. If it cannot be deleted, an error message is displayed, and the key will not be deleted from any profile. The deleted DKA is removed from the Announcement Groups where it is added.

For DKM keys:

- All settings can be bulk edited separately. When any of the bulk checkbox is unchecked and the user checks it or unchecks it before navigating away, the DKM widget gets updated:
 - When the Name is checked/unchecked, the Name is refreshed on the widget, but it stays "different DKM" when the numbers are not equal.
 - When the Number is checked or unchecked, the Name on the widget can change from "different DKM" to something else, because "different DKM" is displayed even when the number is different.
 - When the Color is checked or unchecked, the color must be updated accordingly on the widget.
- Deleting a DKA key removes it from all profiles. If it cannot be deleted, an error message is displayed, and the key will not be deleted from any profile.

5.1.7.3 How to Navigate through Profile Pages

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Either click on the blue highlighted profile name of the desired profile in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button.

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) To navigate through the profile pages:

- Use the < and > buttons in the menu bar of the profile's graphical user interface to go to the previous or next page
- or
- select the desired page from the selection list in the menu bar of the profile's graphical user interface.
- In Bulk Edit mode, the number of pages available for editing is limited by the Profile with the Minimum number of pages.
- In Bulk Edit mode, if each individual page on the same index has the same name then the initial value of **Page Name** is set to that name (e.g. each first pages have the same name). Otherwise, the initial value is set to **[different]**.
- In Bulk Edit mode, if all pages have 40 buttons, the Call Control Field (CCF) is displayed.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.7.4 How to Add a New Page

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Either click on the blue highlighted profile name of the profile to be edited in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) To add a new page to the profile's user interface click the **Add page** button in the **Page Properties** tabsheet.

A new empty page is added after the page currently displayed with default properties.

NOTICE:

Page numbers are re-indexed after a page has been added. for example, if a page is added between page number 2 and page number 3, then the new page will become page number 3, and the old page number 3 will become page number 4, and so on.

NOTICE:

In Bulk Edit mode, an empty page with default properties is added after the current page in all opened profiles. If on one of the profiles the add cannot be done because there are already 200 pages, the whole Add page operation is cancelled and a message is displayed with profile names (maximum of 10) where there were 200 pages.

- 4) Click the **Save** button to store the new page.
-

Related reference

[Properties of User Interface - Page Properties](#) on page 140

5.1.7.5 How to Delete a Page from a Profile's User Interface

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation pane click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Either click on the blue highlighted profile name of the profile to be edited in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button.

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **Page Properties** tabsheet.
- 4) Select the page to be deleted with either the < and > buttons or the selection list in the menu bar of the profile's graphical user interface.
- 5) Click the **Delete page** button in Non-Bulk Edit mode.

After the delete operation is completed, the next page will be visible, if there was one, or the previous one, if there were no more pages after it. The deleted page will be removed also from the page navigation toolbar.

- 6) Click the **Delete page** button in Bulk Edit mode.

When Delete page button is clicked, the current page index should be deleted along with all of its keys on all profiles. Key delete warning should be displayed if not all pages are empty.

Delete fails on all profiles if on at least one profile that page was the last page (this can only be page 1, and in this case there is only one page visible). In this case Delete button gets disabled.

The default page is set to page 1 and the Hard Key Page to "null" on all those profiles where the deleted page was the default page. This is not indicated on the Basic tabsheet.

- 7) Click the **Save** button.

All the page numbers after the deleted page will be re-indexed, meaning that if we delete page number 2, then the old page number 3 will become page number 2, and so on. The page names won't change..

Related reference

[Properties of User Interface - Page Properties](#) on page 140

5.1.7.6 How to Edit Page Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Either click on the blue highlighted profile name of the profile to be edited in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button.

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page to be edited with either the < and > buttons or the selection list in the menu bar of the profile's graphical user interface.

The page is displayed.

- 4) Select the **Page Properties** tabsheet.
- 5) Set the number of the page in the **Page Number** selection list. When the page number is changed, the currently visible page will be moved to the selected position.

NOTICE:

Page numbers are re-indexed after a page has been moved. For example a page is moved from position 2 to position 4, then the old page 3 will become to page 2 the old page 4 will become to page 3 and the old page 2 will become to page 4.

- 6) Set the page name in the **Page Name** field.

If editbox loses focus in bulk edit mode then changes are saved and bulk edit checkbox is disabled.

- 7) Select the number of keys to be displayed on the page in the **Number of Buttons** selection list in non-Bulk Edit mode.

In bulk edit mode after setting bulk edit checkbox Number Of Buttons changes to 60 automatically and bulk edit checkbox is disabled.

NOTICE:

Changing the number of buttons from 60 to 40 may cause the loss of buttons which are located column 3 and 4 of the page. Before the buttons are deleted, a warning is displayed. you can accept or cancel the change. If accepted, all affected keys are deleted. Otherwise nothing is changed.

- 8) To hide the page, select the **Hide Page** check box..

NOTICE:

To hide a page might be useful for pages that are used for macros or for hard key layout to prevent the user from accidentally change the macro's function. If many macro pages are used, it is useful to just hide the macro pages for a better usability.

NOTICE:

The profile's default page can not be hidden.

- 9) Click the **Save** button to store your changes.

Related reference

[Properties of User Interface - Page Properties](#) on page 140

5.1.8 Function Keys or Profile Features

Profile features are GUI elements like function keys, line keys, the dialpad, SPM-Units etc.

Function Keys

The following function keys or features can be assigned to a user profile:

Announcement

The following announcement keys can be assigned to a user profile:

- Announcement
- Announcement All SPM
- Announcement Variable

Concentrators

Displaying on the concentrator can be configured per Line key. (See line key properties). The following concentrator keys can be assigned to a user profile:

- Hold Concentrator 1 ... Hold Concentrator 10
Hold Concentrator keys can signal Lines in Hold-State.
- Incoming Concentrator 1 ... Incoming Concentrator 10
Incoming Call Concentrator keys can signal Incoming Calls (ringing calls).

Direct Keys

The following direct keys can be assigned to a user profile:

- DKA
The DKA is bound to a contact entry. It displays the call state to that contact or the contact can be called by pressing the key.
- DKM
The DKM holds a name and a number independent from the contact list. The contact can be called by pressing the key.

Intercom

The following intercom keys can be assigned to a user profile

- Intercom
- Mic 'off' on Voice Calling
- Mute Intercom
- Voice Calling Suppression

IMPORTANT:

Intercom and Privacy for the same line may conflict.

Security Recommendation:

Protect the line used for Intercom in OpenScape 4000 (ask OpenScape technician – AMO VBZ).

Intercom works without protection for HiPath internal and external subscribers. Intercom works with protection only for HiPath internal subscribers.

Macro

The following macro keys can be assigned to a user profile:

- Delay 1 sec
- Delay 10 sec
- Macro

Macro Execution Mechanism:

A Trading page contains four or six columns (depending on the page settings) for keys and ten keys per column. The macro mechanism executes the keys in a page in the following order:

- 1) Execution starts in the left column, top to bottom.
- 2) Execution continues with 2nd, 3rd, 4th column.
- 3) Execution terminates when a key occurs, an empty key occurs, or the page end occurs.
- 4) Use the keys where appropriate.
- 5) A macro key extends a macro to another macro page.

Others

The following keys can be assigned to a user profile.

- Browser

The Browser key opens a window to the World Wide Web within the Trading page. The web window covers an area of 1 - 60 key places in the Trading page (up to 6 columns x 10 rows). The Web Window must free of keys.

NOTICE:

Browser keys: 1 per Trading page, up to 5 per profile.

- Cleaning

The Cleaning function key disables any input at the Turret for 30 seconds, also including hard keys and the whole touch display.

- Go to Page

The "Go to Page" function key is used to switch to a defined destination page.

- Login List

Shows the currently used Xpert Turrets and logged-in Configurations.

- Logout

This key is used to log out from the system.

- Volume Control

This key provides a volume slider (two key places wide). One slider controls one speech unit, use several sliders for different speech units.

Phone

The following phone keys can be assigned to a user profile:

- 1st Ring Tone

The "First Ring Tone" function is used to specify that calls with normal or low priority should only be signaled with the first ring tone.

- Call Forward

Enables or disables the forwarding. An internal or an external call can be forwarded to an internal or external destination.

- Call Forward Off
- Call Forward On

This key can only enable the CF (does nothing if already enabled).

- Callback Busy

Activates the Callback Busy function in the OpenScape 4000. The access code can be configured in the "System Properties General" tab, "Feature Access Codes" section.

- Conference

Interconnects participants to a conference by using the PBX conference capabilities.

- Consultation

This key allows during a call, to consult with and obtain information from another user without the waiting party listening to the consultation call.

- Cradle

This key controls the hook-state of Handset 1.

- Cradle 2

This key controls the hook-state of Handset 2.

- Dialpad

This feature adds a virtual dialpad to the profile. The Dialpad has two/three possible positions in Pages with space for 60 Keys: Bottom left, bottom middle, and bottom right.

- Disconnect

Disconnects the line selected.

- Disconnect 1 ... Disconnect 4

Clears the connection on the respective handset.

- Disconnect All

Disconnects all lines.

- DTMF

Enables the user to send DTMF (dual tone multiple frequency) signals during an active call.

- Emergency Intrusion

Activates the Emergency Intrusion function in the OpenScape 4000. The access code can be configured in the "System Properties General" tab, "Feature Access Codes" section.

- Emergency Release
Activates the Emergency Release function in the OpenScape 4000. The access code can be configured in the "System Properties General" tab, "Feature Access Codes" section.
- Hold
Places a call on hold until it is picked up again.
- Hold 1 ... Hold 4
Places the call of the respective speech unit on hold until it is picked up again.
- Kill Line
A line is immediately disconnected from all turrets.
- LNR
Last Number Redial.
- Mailbox
This key indicates messages and allows to check the mailbox.
- Mute
Mutes the currently active speech unit.
- Mute 1 ... Mute 4
Mutes the respective speech unit.
- Open Listening
Allows other people in the room to hear the remote partner through the speakers.
- Privacy
Serves to protect a line so that other users can neither enter nor listen in on the line.
- Override busy
Activates the Override Busy function in the OpenScape 4000. The access code can be configured in the "System Properties General" tab, "Feature Access Codes" section.
- Private Hold
Calls placed on private hold are displayed only in the user's call queue
- Quick Conference
Interconnects different conversations to a conference.
- Ringer 'off'
- Select
Removes a participant from the conference.
- Shift
With this function, the alternative prefix is used for the next dialing operation instead of the default prefix.
- Signal
The "Signal" function is used to initiate a re-ring signal at the remote user on a dedicated line.
- Signal 1 ... Signal 4

- **SNR**
Saved Number redial: Saves the current number in call, or calls the last saved number.
- **Swap 1 ... Swap 4**
Swap line buttons allow changing audio devices with just one keystroke.
- **Toggle**
Switches between multiple calls.
- **Transfer**
Transfers a call to another subscriber.
- **Transit**
Enables the establishment of a transit connection for the selected lines.
- **Voice Recording**
Enables or disables call recording.

Speech Monitoring

The following SPM keys can be assigned to a user profile

- **Disconnect SPM**
Deletes the assignment to the SPM and thus disconnects the line on the selected handset.
- **SPM Auto**
A line is automatically assigned to an SPM channel.
- **SPM Extension Unit A ... SPM Extension Unit F**
- **SPM to Handset**
- **SPM Unit A ... SPM Unit F**

Lines

The following lines can be assigned to a user profile:

- **Default Line Group:** The lines configured are displayed and can be assigned.

Actions

The following actions can be assigned to a user profile:

- **Ring Transfers**
- **Ring Transfer Sequences**
- **Interface Actions**
- **Mass Call Forwards**

Action keys can be created and administered in the Actions section of the navigation panel.

Related reference

[Properties of User Interface - Function Keys](#) on page 142

5.1.8.1 How to Add a Function Key or a Feature to a Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page where you want to edit keys. Add new pages as needed (new user profiles come with one default page).
- 4) Depending of the type of key to be assigned make one of the following choices:
 - drag&drop a function or feature from the **Function Keys** list to the wanted place on the page, or
 - drag&drop a line from the **Lines** list to the wanted place on the page, or
 - drag&drop an action from the **Actions** list.
- 5) Click the **Save** button.

The feature or key is added to the user profile and can be configured in the **Feature Properties** tabsheet.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.8.2 How to Select one or more Function Keys or Features from a User Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page using the < and > buttons where you want to delete keys.

- 4) Click the key to be selected.

The key is highlighted by a red rectangle.

In this case only one key is selected and its properties are shown in the Feature Properties tabsheet.

- 5) To select additional keys one by one, press and hold the Control key and click on the keys to be selected.

The selected keys are highlighted by a red rectangle.

If multiple keys are selected, then only the **Pinned** property is available for bulk edit.

If all selected keys are DKM key, then only **Color** property is editable for multi edit.

If all selected keys are Line key, then **all properties** are available for multi edit.

Every editable property field has a check box on its left side, the **Bulk Edit check box** (BEC). To change or modify a value, check the respective BEC and then edit the field. Additionally, there can be check boxes for **Group of properties** (GCB) to make checking and unchecking all related BEC-s more convenient.

Another role of GCB is to check and uncheck the related BEC-s simultaneously, that cannot be set individually. A BEC is checked and disabled if:

- the same values are found at loading data
- or after dragging and dropping a new key
- or selecting a key that has same property values on all bulk edited profiles

A BEC gets unchecked and enabled after selecting a key that has different property values on the bulk edited profiles. A BEC gets disabled on deselection if it is checked.

NOTICE:

The Toolbar keys cannot be multi selected.

- 6) To select at once additional keys defined by a rectangle area, first click on a key from a corner of the selection rectangle, then press and hold the Shift key and click on the key diagonally opposed to it.

The selected keys are highlighted by a red rectangle.

If no key is selected when using Shift click, then the rectangle defined by the left top position and the current clicked position is used.

- 7) To deselect keys one by one, press and hold the Control key and click on the keys to be deselected.

The key's red rectangle will be removed.

If no key is selected, then the "No key selected" text is shown in the Feature Properties tabsheet.

5.1.8.3 How to Delete one or more Function Keys or Features from a User Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page using the < and > buttons where you want to delete keys.
- 4) Click the key to be deleted.

The key is highlighted by a red rectangle.

- 5) If you want to delete more keys at once, then select the additional keys by using the Ctrl or Shift keys.

The selected keys are highlighted by a red rectangle.

- 6) Use the drag & drop function to transfer the key to the trash can symbol.
- 7) Click the **Save** button.

The keys are removed from the User Profile.

NOTICE:

When different key(s) is (are) selected, the keys on the selected position(s) are deleted. If there is large Function Key, it is only deleted if its upper left corner is selected. Call Control Field cannot be deleted this way.

It is possible that after deleting a different key the display doesn't changes even if a key from one or more profiles was deleted.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.8.4 How to Copy or Move Function Keys or Features from a User Profile

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page using the < and > buttons where you want to copy or move a key.
- 4) Select the key(s) to be copied or moved.
The keys are highlighted by a red rectangle.
- 5) Right click on a selected key.
- 6) Select the Copy or Cut operation from the context menu.

NOTICE:

The Toolbar keys and the Call Control Field cannot be selected for this operation.

Cut operation only works on the same profile. Within profiles, the Cut operation behaves like a Copy (does not remove source keys).

- 7) To Paste the selected key to a different page, select the target page using the < and > buttons.

The selected keys are highlighted by a red rectangle.

If no key is selected when using Shift click, then the rectangle defined by the left top position and the current clicked position is used.

- 8) Right click on the empty space where you want to Paste the selected key and select Paste from the context menu.

When a single key is pasted, it will be inserted at the desired position. In case of multiple keys the following rules apply:

- -) In the column of the paste position the leftmost buttons on the clipboard are pasted.
- -) In the row of the paste position the uppermost buttons on the clipboard are pasted.
- -) During paste the relative position of the keys is kept. The position of the keys is their position at the time of the paste operation.

If for some reason the operation cannot be completed, no keys are pasted and an error message appears showing the reason.

Next steps

Copy within profiles

- You can copy some of the features from one profile to another.
- You can select one or more keys for copy operation.
- Only DKA and DKM keys can be copied between profiles currently.

- 1) Select and copy a group of keys as written above.

You can choose not only DKA and DKM keys but be aware that only these keys will be copied to the target profile.

You can cut the source set of keys, but using Cut within profiles will not delete the source keys from the original profile (It works like Copy).

- 2) Close source profile.
- 3) Open the target profile and select the page using the < and > buttons from where you want to copy keys to.

If you reopened the source profile, every keys will be cutted or copied (similar than you haven't close/save the source profile at all).

- 4) Paste copied keys as written above.

5.1.8.5 How to Edit Function Keys or Feature Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the page using the < and > buttons where you want to edit keys or features.
- 4) Click the key or feature to be edited.

The key is highlighted by a red rectangle.

- 5) Check the **Pinned** check box in the **Edit Settings** field area if the user should not be able to remove the key.

NOTICE:

The **Pinned** property is available for every feature property or function key. A pinned key can not be removed by the user.

- 6) Depending of the kind of feature or line additional feature properties can be configured in the **Feature Properties** tabsheet.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the additional properties for some kind of features.

- 7) Click the **Save** button.

Related concepts

[Profiles Parameter Descriptions](#) on page 140

5.1.9 How to Edit Basic Profile Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Either click on the blue highlighted profile name of the profile to be edited in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button.

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **Basic** tabsheet.
- 4) Edit the basic settings for the selected user profile or the set of profiles.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the properties.

In Bulk Edit mode, the **Profile Name** and **Password** properties are not available for editing. For other properties the **initial values** are set to the common values if they are the same on all profiles. Otherwise, they are set to default values specific to individual properties. These checkboxes are disabled if same values are found at loading data

-
- 5) Click the **Save** button.

When saving the profile only the settings checked for bulk edit are saved, all other properties remain unchanged.

Related reference

[Properties of Profile – Basic Tab](#) on page 157

5.1.10 How to Edit Advanced Profile Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system or select at least two profiles then click on the **Bulk Edit** button.

- 2) Either click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **Advanced** tabsheet.
- 4) Edit the advanced settings for the selected user profile or the set of profiles, e.g. SPM behaviour, announcement settings, intercom settings or global settings regarding contacts.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the properties.

In Bulk Edit mode, the **Password Protected** and **Password** properties are not available for editing (the latter two properties neither in **Contacts** nor in **Call Memory** settings). For other properties the **initial values** are set to the common values if they are the same on all profiles. Otherwise, they are set to default values specific to individual properties. In Bulk Edit mode, **Contacts** group and **Call Memory** group properties can be edited only together. These checkboxes are disabled if same values are found at loading data.

- 5) Click the **Save** button.

When saving the profile only the settings checked for bulk edit are saved, all other properties remain unchanged.

Related reference

[Properties of Profile – Advanced tab](#) on page 160

5.1.11 How to Edit or Create Private Contacts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **Contacts** tabsheet.

The first page of the **Private Contacts** list appears in the work space showing all private contacts for the selected profile.

- 4) To create a new private contact click the **Create** button in the work space.

The **Create Private Contact** dialog appears.

- 5) Configure the following fields:

- a) **Name** of the contact.
- b) Telephone **Number**,
- c) Additional information in **Field 3** and **Field 4** fields.
- d) Select the line the DKA shall use in the **Line** selection list (DKA = Direct Key Automatic).
- e) Select the DKA's color from the **Color** selection list.
- f) Check the **Partner Recognition** box if this feature shall be applied to the contact. Partner Recognition means to show the partner name on the line key, speech unit field, call queue, DKA etc.

NOTICE:

Name and number compose a unique Global Contact.
The collation is case and accent insensitive.

- 6) Click the **Save** button.

The new contact is listed in the private contacts of the selected user profile.

Related reference

[Properties of Profile – Contacts tab](#) on page 163

5.1.12 Importing or Exporting Private Contacts

In this chapter is described how private contacts can be imported or exported.

5.1.12.1 How to Import Private Contacts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Contacts can be imported. The imported file must comply with the following rules:

- The file must be UTF-8 encoded
- Separator should be comma ",",

- The file contains a header in its first row:
"Profile Name,Name,Number,Field3,Field4,Color,Partner Recognition, Preferred Line Name"
- Each new line represents one contact with the following fields, separated by the delimiter:
 - Color: number, range between 1 and 12
 - Partner recognition: "true" or "false"
- Required fields: Name and Number can't be empty.
Every other missing field will be filled with default values:
 - Field3: <empty>
 - Field4: <empty>
 - Color: 1
 - Partner recognition: "true"
 - Preferred Line Name: <empty>

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.
The first page of the **Profile List** appears in the work space showing all profiles configured in the system.
- 2) Click the **Import Contacts** button in the list header.
The **Import Private Contacts** dialog appears.
- 3) Enter the file name in the **Filename** field or click the Browse button to enter the file name.
- 4) **Set the Overwrite behavior.** The following options appear::
 - **Overwrite if number is the same** - any duplicates with the same number (in a given profile) will be removed from the system.
 - **Overwrite if name is the same** - any duplicates with the same name (in a given profile) will be removed from the system.
 - **Overwrite if name and number are the same** - any duplicates with the same name and number (in a given profile) will be removed from the system.
- 5) **Remove not imported:** If this option is selected, contacts not present in the import file will be removed from the profiles with contacts in the import file (profiles with no contacts in the file are unaffected). This effectively synchronizes the profile's private contacts with the import file.
- 6) Click **OK**.

The list of names is imported and displayed in the Profile/Private Contact Lists.

5.1.12.2 How to Export Private Contacts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

When one or more profiles are selected then the **Export** button is enabled.

Export file format is the same as import, the first column contains profile name.

The default file name is **OSXPrivateContacts.csv**.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.
The first page of the **Profile List** appears in the work space showing all profiles configured in the system.
- 2) To export contacts, select the **Profile** which contains the contacts for export.
- 3) Press **Export Contacts** button.

5.1.13 How to Edit Speech Unit Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.
The first page of the **Profile List** appears in the work space showing all profiles configured in the system.
- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List** or select at least two profiles then click on the **Bulk Edit** button.
Depending on Single or Bulk mode of editing the **Edit User Profile: <profile name>** or **Edit User Profile: Multiple Profiles** window appears showing the **User Interface** tabsheet by default.
- 3) Select the **Speech Units** tabsheet.
- 4) Edit the speech unit settings for the selected user profile.
 - a) Speech Unit 1 is always enabled.
 - b) Enable Speech Unit 2 ..4 according to the user profile's demands.
 - c) Select the mute type for each enabled speech unit.
 - d) Set the volume for each enabled speech unit.
 - e) Select the default speech unit form the selection list.
 - f) Set the loudspeaker volume.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the properties.

In Bulk Edit mode Volume settings and Loudspeaker volume are not available for editing. For other properties the initial values are set to the common values if they are the same on all profiles. Otherwise, they are set to default values specific to individual properties. These checkboxes are disabled if same values are found at loading data.

- 5) Click the **Save** button.

When saving the profile only the settings checked for bulk edit are saved, all other properties remain unchanged.

Related reference

[Properties of Profile – Speech Units Properties](#) on page 164

5.1.14 How to Edit SpeakerBox Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **SpeakerBox** tabsheet.
- 4) Edit the speaker module settings for the selected user profile.
 - a) Select function keys for the 5 hardware keys on the bottom of the speaker box 1.
 - b) To change the default label of the selected function for each hard key, check the **Custom Label** check box. The text field beside the check box becomes editable.
 - c) Enter the new label text for the selected function key.
 - d) If the **Macro** function has been selected for the function key, select the macro page in the **Page** field.
 - e) If the **Announcement** function has been selected for the function key, select the Announcement group to be assigned in the **Group** field.
 - f) Depending on the number of speaker modules attached (one or two) repeat the procedure for speaker box 2.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the properties.

- 5) Click the **Save** button.

Related reference

[Properties of Profile – SpeakerBox Properties](#) on page 165

5.1.15 How to Edit Announcement Group Properties

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the **Announcement Groups** tabsheet.

- 4) Edit the settings for up to 10 announcement groups of the selected user profile.

- a) To edit an announcement group, click the respective group name, e.g. **Group 3**.

The **Edit Announcement Group: <group name>** appears

- b) To change the name of the announcement group, click in the **Name** field in the **Properties** field area and enter the new name.
- c) To add a profile line, click the **Add Line** field in the **Announcement Group Members** field area and select a line from the list. Start typing any part of the line name to filter the list.
- d) To add a DKA from the profile to the Announcement group, click the **Add DKA** field and select a DKA from the list. Start typing any part of the contact name to filter the list.
- e) To add an SPM channel from a profile's SPM unit, click the **Add SPM Channel** field and select one from the list. SPM Units A to D are always available because of the SpeakerBox(es).
- f) Use the red "X" to delete an item from a list.

NOTICE:

Please see the "Profiles Parameter Descriptions" section for detailed information on the properties.

- 5) Click the **Save** button.

5.1.16 Searching and Replacing

This section describes different search options including the search results and the replacing options available.

Related concepts

[Profile List](#) on page 43

Related tasks

[How to Search Position on Profiles](#) on page 75

[How to Search Position on Profiles from Bulk Edit](#) on page 76

[How to Search DKM Keys](#) on page 71

[How to Bulk Edit DKM Keys](#) on page 71

[How to Search DKA Keys](#) on page 72

[How to Bulk Edit DKA Keys](#) on page 73

[How to Create a Private Contact](#) on page 74

[How to Search Lines on Profiles](#) on page 74

5.1.16.1 How to Search DKM Keys

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.
The first page of the **Profile List** appears in the work space showing all profiles configured in the system.
- 2) In the **Profile List** select any checkbox in which profile you want to search.
To search in all profiles, either click the **Select** all checkbox or leave all profiles unselected.
- 3) Click the **Search...** button.
The **Search and Replace** window appears with Search fields and Result List.
- 4) Select the **DKM** tab sheet. **Search by Name** textbox is active.
- 5) Click the **Search** button.

NOTICE:

Search Button is only enabled if Name checkbox or Number checkbox is checked. If Name checkbox and Number checkbox are checked than the result includes both of them. The result contains all of DKM where the search string is part of the name (or number). If search string is empty than the search results in the name (or number) is empty.

Resultsshow the DKM keys where a line matches the following:
profile name, profile group, page, row, column and feature (DKM:name \number).

Result list pager is disabled.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.2 How to Bulk Edit DKM Keys

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) After a successful DKM search (described in chapter How to Search DKM keys) select one or more item from the Results list.

When one or more items are selected in the **Results** list, **Edit** button in the **Search and Replace** dialog turns active.

- 2) Click **Edit** button.

Pressing **Edit** button opens a dialog (Edit DKM) where properties (Name, Number and Color) of the selected DKM buttons can be edited.

- 3) Each property has a checkbox before property label which works same way as a bulk edit checkbox.

The given property will be saved only when its bulk edit checkbox is checked.

- 4) Set necessary values for properties and check their bulk edit checkboxes to mark them to be save.

- 5) Click the **Save** button.

NOTICE:

When none of bulk edit checkboxes are checked, clicking on the **Save** button displays an error message.

Edit DKM dialog can be closed without saving any value by clicking on **Cancel** button.

For valid characters which can be set as Number property, see Phone Numbers section of Lines chapter.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.3 How to Search DKA Keys

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) In the **Profile List** select any checkbox in which profile you want to search. To search in all profiles, either click the **Select** all checkbox or leave all profiles unselected.

- 3) Click the **Search...** button.

The **Search and Replace** window appears with Search fields and Result List.

- 4) Select the **DKA** tab sheet. **Search by Name** textbox is active.

- 5) Click the **Search** button.

NOTICE:

Search Button is only enabled if Name checkbox or Number checkbox is checked. If Name checkbox and Number checkbox are checked then the result includes both of them. The result contains all of DKA where the search string is part of the name (or number) of the contact. If search string is empty in the name or number then the search results DKA without contact.

Resultsshow the DKA keys where a line matches the following:
profile name, profile group, page, row, column and feature (DKA:name\number).
Result list pager is disabled.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.4 How to Bulk Edit DKA Keys

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) After a successful DKA search (described in chapter How to Search DKA keys) select one or more item from the Results list.

When one or more items are selected in the **Results** list, **Edit** button in the **Search and Replace** dialog turns active.

- 2) Click **Edit** button.

Pressing **Edit** button opens **Edit DKA** dialog where DKA properties can be edited.

- 3) Activating the Contact field lists all those contacts that are visible for all profiles affected by the selected DKA keys. Private contacts are also included in the contact list where the name and number are equal on all affected profiles. Other fields are filled only when a contact is already selected.

- 4) Select a Contact from List.

If the properties is the same on all profiles then the bulk edit checkbox is checked beside the properties.

5) Click the **Save** button.

Saving changes all DKA keys to point to the newly selected contact. If no contact is selected then the Save button gets disabled and an error message displays "No contact is selected".

NOTICE:

Multi browser issues.

During editing DKA properties in a browser, affected profile's groups can be changed from another browser in a way, that the related contacts become invisible for the first browser's DKAs. In this case an error message is displayed and the save is cancelled for all DKAs.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.5 How to Create a Private Contact

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) After a successful DKA search (described in chapter How to Search DKA keys) select one or more item from the Results list.

When one or more items are selected in the **Results** list, **Edit** button in the **Search and Replace** dialog turns active.

- 2) Click **Edit** button.

Pressing **Edit** button opens **Edit DKA** dialog where DKA properties can be edited.

- 3) Click on **Create Contact** button

You can select for a contact only those lines that are available on all affected profiles.

- 4) Click the **Save** button.

The new private contact is created on all affected profiles and it also added to the Contact field.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.6 How to Search Lines on Profiles

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) In the **Profile List** select any checkbox in which profile you want to search. To search in all profiles, either click the **Select** all checkbox or leave all profiles unselected.

- 3) Click the **Search...** button.

The **Search and Replace** window appears with Search fields and Result List.

- 4) Select the **Line** tab sheet. **Line Name** select box is active.
- 5) Click in the select box and all available lines will appear.
- 6) Type in the line you are searching for or part of it and all the matching lines will be displayed.
- 7) Select the line you wish to search for.
- 8) Click the **Search** button.

NOTICE:

Search Button is enabled only if **Line Name** select box contains a line.

Result displays all Line buttons of the selected Profiles that have the selected line and with the following parameters:

profile name, profile group, page, row, column and feature containing the Line: line name

NOTICE:

The **Replace** button is disabled .

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.7 How to Search Position on Profiles**Prerequisites**

- You are logged into the OpenScape Xpert Management Portal.
- At least one Profile is configured in the OpenScape Xpert system.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

- 2) In the **Profile List** select any checkbox in which profile you want to search. To search in all profiles, either click the **Select all** checkbox or leave all profiles unselected.
- 3) Click the **Search...** button.
The **Search and Replace** window appears with Search fields and Result List.
- 4) Select the **Position** tab sheet.
- 5) Select the page number (1 - 200) from the dropdown list.
- 6) Select a key position. This step is similar to selecting a row number (1 - 10) and a column number (1 - 6) from a dropdown list.
- 7) Click the **Search** button.

The results display all controls of the selected Profiles that are placed on the selected position. The oversized controls that overlap the selected position are also listed.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.8 How to Search Position on Profiles from Bulk Edit

Prerequisites

- You are logged into the OpenScape Xpert Management Portal.
- At least two Profiles are configured in the OpenScape Xpert system.

Step by Step

- 1) In the navigation panel click the **Profiles** entry in the **Profile** section.
The first page of the **Profile List** appears in the workspace showing all profiles configured in the system.
- 2) In the **Profile List** select at least two checkboxes in which profiles you want to search. To search in all profiles, either click the **Select all** checkbox or leave all profiles unselected.
The **Bulk Edit...** button becomes active.
- 3) Click on the **Bulk Edit...** button.
The Edit User **Profile: Multiple Profiles** window appears.
- 4) Select the **User Interface** tab sheet.
The **User Interface** tab sheet shows the client's graphical user interface and function keys, lines, page properties and feature properties to be edited.
If there are any differences on the page for a key place between the selected profiles, the display shows [different] there.
- 5) Right click on a [different] control in the position you want to see the differences for.
A context menu appears.
- 6) Click on **Search...** in the context menu.
Result displays all controls of the selected Profiles that are placed on the selected position. The oversized controls, which overlap the selected position, are also listed.

Related concepts

[Searching and Replacing](#) on page 70

5.1.16.9 How to Delete Line(s) on Profiles

Step by Step

- 1) After a successful Line Search (see chapter [How to Search Lines on Profiles](#) on page 74), select one or more items from the Results List.
When one or more items in the Results List are selected, the **Delete** button in the **Search and Replace** dialog turns active.
- 2) Click the **Delete** button.
A confirmation dialog window is displayed.
- 3) Click the **Delete** button on the confirmation dialog window to delete the selected lines on Profile positions.
- 4) Click the **Close** button to close the search dialog.

NOTICE: If the deleted line was the last appearance on the Profile, the line will be removed from Default Line, Private Contact(s), SPM Assignment, Announcement Group, and Ring Transfer.

If the line is deleted from a Profile which is under edit in another browser, then the Profile cannot be saved in the other browser.

5.2 Profile Groups

Profile Groups help the System manager to administer homogeneous groups of profiles (configurations).

Profile Groups are displayed in the Profile Groups list. The list contains the name and the number of profiles assigned for each group.

Related concepts

[List View](#) on page 21

Related reference

[Profile Groups Parameter Descriptions](#) on page 167

5.2.1 How to Create or Edit a Profile Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profile Groups** entry in the **Profile** section.
The first page of the **Profile Groups List** appears in the work space showing all profile groups configured in the system.

2) The following options appear:

- To create a new profile group click the **Create** button in the work space
- To edit an existing profile group, click the name in the profile groups list.

The **Create Profile Group** dialog appears.

3) Enter or modify the name of the new profile group.

4) Also Contact groups can be assigned to the profile group.

The **Number of Contacts** field displays the number of global contacts visible for the profile group.

5) Proceed as follows to add a global contact group:

- a) Click the Add Group field to display a list of global contact groups.
- b) The list can be filtered by start typing the group name. Select a group to be added.
- c) In the Group list: The name and the number of contacts in the global contact group are displayed. Click the X button to remove the group from the list.

6) Click the **Save** button.

The profile group is saved and will appear in the profile groups list.

NOTICE:

All Contacts in the Global Contact groups assigned to a Profile group will be visible for all profiles in the profile group.

Related reference

[Profile Groups Parameter Descriptions](#) on page 167

5.2.2 How to Assign a Profile to a Profile Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

1) In the navigation panel click the **Profiles** entry in the **Profile** section.

The first page of the **Profile List** appears in the work space showing all profiles configured in the system.

2) Click on the blue highlighted profile name of the profile to be edited in the **Profile List**.

The **Edit User Profile: <profile name>** window appears showing the **User Interface** tabsheet by default.

- 3) Select the Basic tab in the **Edit User Profile: <profile name>** window.
 - a) Select the profile group to be assigned in the **Profile Group** selection box.

NOTICE:

Changing Profile Group in bulk edit mode only possible if all Profile Group is the same every opened profile.

If any Profile Group is different changing is forbidden.

- b) Click the **Save** button.

The profile is stored.

5.2.3 How to Delete a Profile Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Profile Groups** entry in the **Profile** section.

The first page of the **Profile Groups List** appears in the work space showing all profile groups configured in the system.

- 2) Select the profile group to be deleted in the list.
- 3) Click the **Delete** button in the work space.

A confirmation dialog appears.

- 4) Click **OK**.

The profile group is removed from the list. Please note that there must be at least one profile group defined in the database. The last profile group in the list can not be deleted.

5.3 Global Contacts

Global contacts are displayed in the list view.

Global Contacts

The profiles have a Global Electronic Telephony Directory (Global Contacts).

Importing Contacts

Contacts can be imported. The imported file must comply with the following rules:

- The file must be UTF-8 encoded
- Accepted delimiter characters: “,” (comma) or “;” (semicolon) – only one is accepted in the same file. The software will decide automatically which was used based on the header row.

- The file contains a header in its first row:
 - **“Group,Name,Number,Field3,Field4,Color,Partner Recognition;External App ID”**
 - or
 - **“Group;Name;Number;Field3;Field4;Color;Partner Recognition;External App ID”**
- Each new line represents one contact with the following fields, separated by the delimiter:
 - Group: text, length between 1 and 30
 - Name: text, length between 1 and 20
 - Number: dialable number, length between 1 and 22
 - Field3: text, length between 1 and 40
 - Field4: text, length between 1 and 40
 - Color: number, range between 1 and 12
 - Partner recognition: “true” or “false”
 - External App ID: text, length between 1 and 40
- Required fields: Group,Name and Number can not be empty.
Every other missing field will be filled with default values:
 - Field3: <empty>
 - Field4: <empty>
 - Color: 1
 - Partner recognition: “true”
 - External App ID: <empty>
 - Field values can be enclosed in double quotation (”) marks.
- Example.csv:

```
Group,Name,Number,Field3,Field4,Color,Partner Recognition,External App ID
Default Contact Group,John Doe,11111,R&D,developer,2,"true",12345678-1234-000001
"Default Contact Group","Jane Doe",22222
Default Contact Group,John Walker,"333333333","",false,"12345678-1234-000002"
```

Related concepts

[Global Contacts Parameter Descriptions](#) on page 168

Related tasks

[How to Export Global Contacts](#) on page 83

5.3.1 How to Display the Global Contacts List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contacts** list appears in the work space showing all global contacts configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list. Use the group filter above the list to display only the contacts from the selected group.

Related reference

[Properties of Global Contacts](#) on page 168

5.3.2 How to Create or Edit a Global Contact

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contacts** list appears in the work space showing all global contacts configured in the system.

- 2) In the **Global Contacts** list:

- To edit an existing contact, click on the blue highlighted name of the contact to be edited.
- To create a new contact, click the **Create...** button in the list header.

The **Edit Global Contacts: <contact name>** window appears showing the global contact properties.

- 3) Configure or change the following fields:

- a) **Name** of the contact.
- b) Telephone **Number**,
- c) Additional information in **Field 3** and **Field 4** fields.
- d) Select the **Global Contact Group** where the contact is added.
- e) Select the line the DKA shall use in the **Line** selection list (DKA = Direct Key Automatic).
- f) Select the DKA's color from the **Color** selection list .
- g) Check the **Partner Recognition** box if this feature shall be applied to the contact. Partner Recognition means to show the partner name on the line key, speech unit field, call queue, DKA etc.

- 4) Click the **Save** button.

The new contact is listed in the **Global Contacts** list.

Related concepts

[Global Contacts Parameter Descriptions](#) on page 168

5.3.3 How to Import Global Contacts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

A csv file containing the contacts to be imported in the UTF-8 format is stored on the system.

Step by Step

- 1) In the navigation panel click the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contacts** list appears in the work space showing all global contacts configured in the system.

- 2) Click the **Import** button in the list header and choose **immediately**.

The **Import Global Contacts** dialog appears.

- 3) Enter the file name in the **Filename** field or click the Browse button to enter the file name.

- 4) Set the **Overwrite behavior**. The following options appear:

- **Overwrite if number is the same** - any duplicates with the same number (in a given group) will be removed from the system.
- **Overwrite if name is the same** - any duplicates with the same name (in a given group) will be removed from the system.
- **Overwrite if name and number are the same** - any duplicates with the same name and number (in a given group) will be removed from the system.
- **Overwrite if external application ID is the same** -any duplicates with the same external application ID (in a given group) will be removed from the system.

- 5) **Remove not imported**: If this option is selected, contacts not present in the import file will be removed from the groups with contacts in the import file (groups with no contacts in the import file are unaffected). This effectively synchronizes the group's global contacts with the import file.

- 6) Click **OK**.

The list of names is imported and displayed in the Global Contacts.

NOTICE:

For more information on the import csv file please see the **Global Contacts** section.

5.3.4 How to Create a Global Contact Scheduled Import Job

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

C:\ProgramData\Unify\OpenScapeXpert\GlobalContacts.csv file exists and contains the contacts to be imported in the UTF-8 format.

Step by Step

- 1) In the navigation panel click the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contacts** list appears in the work space showing all global contacts configured in the system.

- 2) Click the **Import** button in the list header and choose **Daily**.

The **Scheduled Daily Import of Global Contacts** dialog appears.

- 3) Set the **Overwrite behavior**. The following options appear:
 - **Overwrite if number is the same** - any duplicates with the same number (in a given group) will be removed from the system.
 - **Overwrite if name is the same** - any duplicates with the same name (in a given group) will be removed from the system.
 - **Overwrite if name and number are the same** - any duplicates with the same name and number (in a given group) will be removed from the system.
 - **Overwrite if external application ID is the same** - any duplicates with the same external application ID (in a given group) will be removed from the system.
- 4) **Remove not imported**: If this option is selected, contacts not present in the import file will be removed from the groups with contacts in the import file (groups with no contacts in the import file are unaffected). This effectively synchronizes the group's global contacts with the import file.
- 5) **Execute Time**: If a time is set earlier than the actual time then the first job execution will happen on the following day.
- 6) Set the **Broadcast After Import**. The following options appear:
 - **No broadcast** - After the execution, there will be no broadcast.
 - **Notification only** to display a status bar notification on the affected OSX Clients that there are changes. Changes are loaded with the next login.
 - **Logout request** to display a message dialog on the affected OSX Clients that there are changes. The user has to select to log out now or log out later before he can continue the work.
 - **Forced Logout** to logout all affected users immediately.
- 7) Click **OK**.

The import job is present in the Scheduled jobs list.

NOTICE:

For more information on the import csv file please see the **Global Contacts** section.

5.3.5 How to Export Global Contacts

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Export file format is the same as import.

The default file name is **OSXGlobalContacts.csv**

Step by Step

- 1) In the navigation panel click on the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contact List** appears in the workspace showing all global contacts configured in the system.

- 2) Select the contacts for export.
- 3) Click on the **Export** button.

Related concepts

[Global Contacts](#) on page 79

5.3.6 How to Delete a Global Contact

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contacts** entry in the **Profile** section.

The first page of the **Global Contacts** list appears in the work space showing all global contacts configured in the system.

- 2) Check the check box(es) of the contact(s) to be removed from the **Global Contacts** list in the first column.
- 3) Click the **Delete** button in the list header.

The contact is removed from the **Global Contacts** list. A confirmation message is displayed.

5.4 Global Contact Groups

Global Contact Groups help the System manager to administer homogeneous groups of contacts.

Global Contact Groups are displayed in the Global Contact Groups list. The list contains the name and number of contacts of each group.

5.4.1 How to Display the Global Contact Groups List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contact Groups** entry in the **Profile** section.

The first page of the **Global Contact Groups** list appears in the work space showing all global contact groups configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related concepts

[Global Contacts Parameter Descriptions](#) on page 168

5.4.2 How to Create or Edit a Global Contact Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contact Groups** entry in the **Profile** section.

The first page of the **Global Contact Groups List** appears in the work space showing all global contact groups configured in the system.

- 2) The following options appear:
 - To create a new contact group click the **Create** button in the work space
 - To edit an existing contact group, click the name in the contact groups list.

The **Create Contact Group** dialog appears.

- 3) Enter or modify the name of the new contact group
- 4) Click the **Save** button.

The contact group is saved and will appear in the profile groups list.

Related concepts

[Global Contacts Parameter Descriptions](#) on page 168

5.4.3 How to Delete a Global Contact Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Global Contact Groups** entry in the **Profile** section.

The first page of the **Global Contact Groups List** appears in the work space showing all contact groups configured in the system.

- 2) Select the global contact group to be deleted in the list.

IMPORTANT:

When a Contact is deleted because of its Contact Group is deleted, all DKAs on any profiles referencing that Contact will be deleted.

- 3) Click the **Delete** button in the work space.

A confirmation dialog appears.

- 4) Click **OK**.

The contact group is removed from the list. Please note that there must be at least one contact group defined in the database. The last contact group in the list can not be deleted.

6 Topology

The Topology items in the navigation panel allow to configure the Topology in the SM-Database.

Views and Lists

The topology section in the navigation panel provides several lists to administer the OpenScape Xpert components such as OSX clients, MLCs, lines or management clusters. The following lists are provided:

- **OSX Clients -> OSX Client List**

All OSX Clients configured in the system are displayed. The connection status of the client is displayed in the list..

- **MLCs -> MLC List**

All MLCs configured in the system are displayed. The connection status of the MLCs are displayed in the list.

- **Lines -> Line List**

All lines configured in the system are displayed.

- **Line Groups -> Line Group List**

All line groups configured in the system are displayed.

- **Locations -> Location List**

All locations configured in the system are displayed.

- **System Managers-> System Managers List**

The system managers list shows all SM client PCs available.

Related concepts

[About this Documentation](#) on page 9

6.1 OSX Clients

The OSX Client List shows all OpenScape Xpert client devices (turrets and client PCs) stored in the System Manager database.

List View

The OpenScape Xpert client list can be customized to your needs, e.g. number of entries displayed on one page. Please see section *List View* for more information.

The following information is provided for each entry:

- State (see below)
- Node Address
- Alias name
- Location
- Group name
- Assigned IP
- Version of currently active software
- Logged-in profile

Operational States of OSX Clients

The OSX Client List shows symbols in the **State** column representing the current state of the client:

Symbol	Description
Green circle	The OSX Client is assigned and it is connected to the primary server.
Yellow circle	The OSX Client is assigned and it is connected to the backup server.
Red circle	The OSX Client is assigned but it is not connected to any of the available servers.
White circle	The OSX Client is not assigned.
Question mark	The state is unknown. This is typically an error case e.g. the ConfigServer is not running.

OpenScape Xpert Clients with Speaker Module (s) Connected

An OpenScape Xpert client may be equipped with no, one or two Speaker Modules (Speaker Boxes). The following usage modes are possible:

- "Left: SPM1; Right: SPM2; No Speech unit"
- "Left: SPM1; Right: SPM2; With Speech Unit"
- "Left: SPM1+SPM2; Right: Speech Unit with Speaker"
- "Left: SPM1; Right: Speech Unit with speaker"
- "Left: SPM1+SPM2; Right: Audio Stream; With Speech Unit"
- "Left: SPM1; Right: Audio Stream; With Speech Unit"
- "Left: SPM1+SPM2; Right: Audio Stream; No Speech Unit"

The following configuration rules are to be considered:

- If a Speaker Module is not set on any Speech Device no usage mode "with Speech Unit" can be selected for it.
- If it is set with microphone only then only usage modes "with Speech Unit" without speaker can be selected.
- If microphone with speaker is set, only usage modes "with Speech Unit and speaker" can be selected.
- If Speaker Module 2 is set on a Speech Device, Speaker Module 1 cannot be set to "No SpeakerBox".
- Speaker Module 2 can be configured only if Speaker Module 1 has been configured before.

Related concepts

[OSX Clients Parameter Descriptions](#) on page 170

[List View](#) on page 21

6.1.1 How to Display the OSX Client List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) Use the list controls and buttons in order to navigate up and down the list.

Related reference

[Properties of OSX Client List](#) on page 170

6.1.2 How to Create or Edit an OSX Client

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) In the **OSX Client List**:
 - To edit an existing entry, click on the blue highlighted node address of the client to be edited.
The **Edit OSX Client: <node address>** window appears showing the **General** tab.
 - To create a new client, click the **Create...** button in the list header.
The **Create OSX Client** window appears showing the **General** tab.
- 3) Configure or change the following fields in the **General** tab:
 - a) **Alias Name** of the client device.
 - b) **Location** of the client device
 - c) **Group Name** of the client device
 - d) **Required Software** of the client device
 - e) The **Node Address** and **Active Software** are displayed and can not be edited.
 - f) The **Severity** of the SNMP trap sent when the device gets disconnected.
- 4) Configure or change the following fields in the **Hardware Configuration** tab:
 - a) **Connected Speech Devices** of the client: Select the type of device and cradle function for each connected speech device.
 - b) Enable 2in1 for the second speech device.
 - c) **Speaker Box** of the client: Select the type and number of Speaker Modules attached to the client and the room characteristic. Please consider the usage modes and configuration rules.
 - d) Select the number of speech devices under **Speech Monitoring**.

- 5) Configure or change the following fields in the **Interfaces** tab:
 - a) Use the **Enable CTI** check box to enable or disable the Computer Telephony Integration interface for the client.

NOTICE:

Please see the *OpenScape Xpert CTI Interface description* for more details on the Interface.

- b) Set the mode of the application interface.
 - c) Check the **Use TLS** checkbox to enable or disable TLS connection.
 - d) Check the **Extended Information**, **Send Info About PTT**, **Link Layer Prefix**, **UTF-8 Enabled** and **Send Info About Actions** check boxes to customize the interface.
- 6) Click the **Save** button.

A confirmation message is displayed. A new entry is added to the OSX Client list at the very end or the existing client is stored.

Related reference

[Properties of OSX Client List](#) on page 170

6.1.3 How to Edit Multiple OSX Clients (Bulk Edit)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.

The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) In the **OSX Client List** click at least two items. To edit all items, click the **Select All** field and select **All**:

The **Bulk Edit** button becomes active.
- 3) Click the **Bulk Edit** button.

The **Bulk Edit of OSX Clients** window appears with all fields set to their default values regardless of the individual OSX Clients particular values.
- 4) Every editable property field has a check box on its left side. To change or modify a value check the respective check box and then edit the field.
- 5) Click the **Save** button.

A confirmation message is displayed.

6.1.4 How to Clone an OSX Client

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) Check the check box in the first list column of the client to be cloned.
- 3) Click the **Clone** button in the list header.

A confirmation message is displayed. A new entry is added to the OSX Client list at the very end. The alias name is modified by adding a number in brackets at the end of the original alias name, e.g: AliasName(3). If already there, the number is incremented.

Next steps

To configure the new entry please click the new node number in the list. The **Edit OSX Client: <node address>** appears.

Related reference

[Properties of OSX Client List](#) on page 170

6.1.5 How to Assign an OSX Client

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) Click the **Unassigned** hyper link in the **Assigned IP** list column of the client to be assigned.

The system provides the IP addresses of connected and not yet assigned OSX Clients in a selection list after you started typing. The list is filtered during typing and displays max. 10 entries at a time. If there are no connected clients, then '0 more' is displayed in the selection list.

- 3) Select a client from the selection list to assign the desired IP Address.

NOTICE:

The selection list shows only clients which were connected at the moment when the **Unassigned** hyperlink was clicked. Therefore, the selection list might be not up-to-date. To

refresh the list please cancel the operation and re-open the OSX Client List.

The server processes the request and the OSX Client list is refreshed.

Related reference

[Properties of OSX Client List](#) on page 170

6.1.6 How to Unassign one or more OSX Clients

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) Check the check box(es) in the first list column of the client(s) to be unassigned.
- 3) Click the **Unassigned** button in the list header.

A confirmation message is displayed. The server processes the request and the OSX Client list is refreshed. The state of the unassigned client(s) changes and the licenses assigned to this client(s) will be released.

Related reference

[Properties of OSX Client List](#) on page 170

6.1.7 How to Delete an OSX Client from the Client List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **OSX Clients** entry in the **Topology** section.
The first page of the **OSX Client List** appears in the work space showing all turrets and client PCs configured in the system.
- 2) Check the check box(es) in the first list column of the client(s) to be deleted.
- 3) Click the **Delete** button in the list header.

A confirmation message is displayed. The server processes the request and the OSX Client list is refreshed. The client is removed from the list.

Related reference

[Properties of OSX Client List](#) on page 170

6.2 MLCs

The OpenScape Xpert Multi-Line Controller (MLC) is the heart of the OpenScape Xpert system. It provides the features and IP interfaces to all other components.

Multi Line Controller

The specific Xpert features come with MLCs. One MLC supports a certain number of OpenScape Xpert clients. Customers need scalable OpenScape Xpert systems, regarding the number of OpenScape Xpert clients and the area covered by one system. The general use of IP connectivity and the option of having several MLCs provide the needed scalability. Customers also do need flexibility regarding the use of OpenScape Xpert clients – user Free Seating. This is achieved with OpenScape Xpert clients always loading the current users Profile from the central SM-database (during user login)

List View

The MLC List shows all configured MLCs. The MLC list can be customized to your needs, e.g. number of entries displayed on one page. Please see section *List View* for more information.

The following information is provided for each entry:

- State (see below)
- Node Address
- Alias name
- Location
- Group name
- Number of Lines
- Assigned IP
- Active software

The following actions can be carried out:

- Bulk Edit
- Create
- Delete
- Unassign

Operational States of MLCs

The MLC List shows symbols in the **State** column representing the current state of the MLC:

Symbol	Description
Green circle	The MLC is assigned and it is connected to the primary server.
Yellow circle	The MLC is assigned and it is connected to the backup server.

Symbol	Description
Red circle	The MLC is assigned but it is not connected to any of the available servers.
White circle	The MLC is not assigned.
Question Mark	The state is unknown. This is typically an error case e.g. the ConfigServer is not running.

DNS SRV Functionality

To enhance the resilience of the OpenScape Xpert solution, the MLC is able to query a list of SIP outbound proxies received from a DNS server and select the available proxy with the highest priority. For this purpose, the domain in which the SIP outbound proxies reside must be accessible from the MLC's.

NOTICE:

At least two SIP outbound proxies have to be configured in the OpenScape Voice environment.

The MLC will query the “_sip._udp.<DomainName>” record. It may be necessary to delete the IP-Addresses from the two Default fields. The DNS SRV setting will be valid globally for the MLC as a whole. However, it is possible to add separate registrar IP addresses, independent from the DNS SRV setting. The MLC will query the DNS SRV record only at startup and on "Broadcast Changes".

A DNS SRV record can contain IP addresses or canonical names which are resolved by querying the DNS.

Keyset Configuration on the MLC

The Keyset can be configured via the Keyset Primary Line setting on the MLC. Because of the OpenScape Voice functionality, the keyset configuration has got several restrictions:

- An MLC can use only one keyset,
- a keyset can be used by one MLC only,
- a line can be set as primary line for only one keyset in the same Xpert System.

Because of this restrictions the Keyset configuration can be done with one setting only, the Keyset Primary Line setting on the MLC. If the keyset primary line is set, then the lines on that MLC will be handle:

- the keyset primary line as type "Keyset Primary",
- all other lines from the same registrar as type Keyset Secondary or Phantom,
- all other lines with different registrars as direct lines.

The configured line type is visible in the line list. If there is no error, the modified fields are saved after the “Save” button has been clicked. The pop-up window is closed, and the whole list in the main window is refreshed with the modified data. In case of no changes the list is not refreshed. If a field validation is not

fulfilled, the respective field is highlighted in red, and a mouse over an error description message is shown.

Related concepts

[MLCs Parameter Descriptions](#) on page 175

[List View](#) on page 21

6.2.1 How to Display the MLC List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related reference

[Properties and Controls of MLC List](#) on page 175

6.2.2 How to Create or Edit an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) In the **MLC List**:

- To edit an existing entry, click on the blue highlighted node address of the MLC to be edited.

The **Edit MLC: <node address>** window appears showing the **General** tab.

- To create a new MLC, click the **Create...** button in the list header.

The **Create MLC** window appears showing the **General** tab.

- 3) Configure or change the following fields in the **General** tab:
 - a) **Alias Name** of the MLC,
 - b) **Location** of the MLC,
 - c) **Group Name** of the MLC,
 - d) **Required Software** of the MLC,
 - e) The **Node Address** and **Active Software** are displayed and can not be edited,
 - f) The **Severity** of the SNMP trap sent when the device gets disconnected,
 - g) **Operation Mode** of the MLC.
- 4) Configure or change the following fields in the **SIP Connectivity** tab:
 - a) **Outbound Proxy settings**: DNS SRV can be enabled with a checkbox. If enabled, the DNS SRV settings are used. If a SIP outbound proxy is configured, all SIP messages will be sent to this Outbound Proxy. If the SIP Outbound proxy is not entered, the MLC will not use an outbound proxy. This is not mandatory.
 - b) **SIP Settings**
 - **Cisco Domain** property
 - c) **Options**: Enable Early Media and set the Continuous-call-BYE Timer and configure the Keyset Primary Line field.
- 5) Click the **Save** button.

A confirmation message is displayed. A new entry is added to the MLC list at the very end or the existing MLC is stored.

Related concepts

[MLCs Parameter Descriptions](#) on page 175

6.2.3 How to Edit Multiple MLCs (Bulk Edit)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

At least two MLCs are configured in the OpenScape Xpert system.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.
- 2) In the **MLC List** click at least two items. To edit all items, click the **Sel** field and select **All**:

The **Bulk Edit** button becomes active.
- 3) Click the **Bulk Edit** button.

The **Bulk Edit of MLCs** window appears with all fields set to their default values regardless of the individual MLCs particular values.

- 4) Every editable property field has a check box on its left side. To change or modify a value check the respective check box and then edit the field.

NOTICE:

Some fields can only be edited together as a group. In this case only the group bulk edit check box can be modified, all the group bulk edit check boxes will be disabled, and follow that setting.

- 5) Click the **Save** button.

A confirmation message is displayed.

6.2.4 How to Assign an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) Click the **Unassigned** hyper link in the **Assigned IP** list column of the MLC to be assigned.

The system provides the IP addresses of connected and not yet assigned MLCs in a selection list after you started typing. The list is filtered during typing and displays max. 10 entries at a time. If there are no connected MLCs, then '0 more' is displayed in the selection list.

- 3) Select an MLC from the selection list to assign the desired IP Address.

NOTICE:

The selection list shows only MLCs which were connected at the moment when the **Unassigned** hyperlink was clicked. Therefore, the selection list might be not up-to-date. To refresh the list please cancel the operation and re-open the MLC List.

The server processes the request and the MLC List is refreshed.

Related reference

[Properties and Controls of MLC List](#) on page 175

6.2.5 How to Unassign an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) Check the check box(es) in the first list column of the MLC(s) to be unassigned.
- 3) Click the **Unassigned** button in the list header.

A confirmation message is displayed. The server processes the request and the MLC List is refreshed. The state of the unassigned MLC(s) changes.

Related reference

[Properties and Controls of MLC List](#) on page 175

6.2.6 How to Delete an MLC from the MLC List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **MLCs** entry in the **Topology** section.

The first page of the **MLC List** appears in the work space showing all Multi Line Controllers configured in the system.

- 2) Check the check box(es) in the first list column of the client(s) to be deleted.
- 3) Click the **Delete** button in the list header.

A confirmation message is displayed. The server processes the request and the MLC List is refreshed. The MLC(s) is (are) removed from the list.

Related reference

[Properties and Controls of MLC List](#) on page 175

6.3 Lines

The Line List contains all lines for profiles. Each Line must belong to one line group. Line groups form a tree structure, where each line group has a

parent line group with the exception of the base line group. This base group is automatically created during installation and cannot be deleted.

Overview

Lines have Global and Default Line properties. Lines can be recorded.

- Lines have also Local Line properties.
- Line keys have colors.

Phone Numbers

Dialing a composed phone number is possible from DKA keys, DKM keys, LNR key, SNR key or dialpad.

Composed phone numbers may consist of the following prefixes:

- Profile Prefix
- Default Line Prefix
- Alternative Line Prefix

NOTICE:

Turret users choose between Default and Alternative prefix with the Shift key.

- Global Line Prefix

Prefixes are not sent immediately to the PBX for dialing, but first shown on the Turret speech unit. The Turret user can then enter further numbers, and initiate dialing by pressing OK.

The prefix can be immediately sent to the PBX by using a control character „D“, (see tables below).

Dialing Characters	Description
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, +, #, *	Sent to the PBX for dialing
A, B, C, D, a, b, c, d	Sent to the PBX for dialing The characters a ... d are automatically translated to A ... D. A. .. D have own dialing tones

Controlling characters reduce the maximum possible length of phone numbers and are used on OpenScape Xpert clients to control dialing.

Controlling Characters	Description
P	1 sec delay
p	300 msec delay
F	5 sec delay Delay characters „add up“, e.g. „pPp“ effects a 1.6 sec delay in dialing. Several „p“, „P“, „PP, F“ etc. may be used in one number.

Controlling Characters	Description
T	DTMF on „T“ effects that dialing tones are generated by the Turret (otherwise generated by the PBX).
t	DTMF off
A	MRD (Manual Ringdown) for DKM
D	Direct dialing „D“ is interpreted as controlling character direct dialing if - used in Prefixes, or when - used in call numbers of DKAs, DKMs or Contacts and only preceeded by dialing digits.
W	Post dialing for DKM „W“ is interpreted as post dialing character for DKM if preceeded by dialing digits.

Phone numbers are processed as follows:

- 1) Numbers are processed left-to-right (prefixes first)
- 2) First control character found:
 - the leading dialing characters are sent to the PBX
 - DTMF automatically switched ON.
- 3) Processing of remainder characters:
 - dialing characters are immediately sent as DTMF
 - control characters are executed on Turret.
 - control character DTMF OFF discards remaining characters

Export Line List

The line list can be exported. An Excel file is offered for download which contains all lines with the following properties:

- Line ID
- Line Name
- URI
- Registrar ip:port
- SIP proxy ip:port
- Realm
- User name
- Password
- Assigned MLC node address (and alias name if set)

	A	B	C	D	E	F	G	H	I
1	Id	Name	URI	Registrar Ip	SIP proxy ip	Realm	User name	Password	Assigned MLC
2	8589934714	5490	3616015490	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
3	8589934718	5491	3616015491	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
4	8589934726	5492	3616015492	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
5	8589934730	5493	3616015493	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
6	8589934734	5494	3616015494	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
7	8589934738	5495	3616015495	192.168.10.102:5060	192.168.10.102:5060	realm	User1	Pass1	1.100.1.0
8	8589934702	5496	3616015496	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
9	8589934706	5497	3616015497	192.168.10.102:5060	192.168.10.102:5060				
10	8589934710	5498	3616015498	192.168.10.102:5060	192.168.10.102:5060				1.100.1.0-MLC 1
11	8589934722	00000000...00000000?;	3616015499	192.168.10.102:5060	192.168.10.102:5060	if 未末 G: k0rte		123456hahaha	1.100.1.0-MLC 1

Import Lines

The line list can be filled, extended or modified by importing lines from a locally stored Excel file. The format of the file must be the same as described for the export of lines above. The following rules apply:

- The Line ID field must be left blank to create a new line using the data in that row, or filled with an ID already existing in the database to modify that line. An ID that does not exist in the DB will make the import fail, similarly to an ID appearing multiple times in the file.
- The Assigned MLC column is ignored during import, no assignment change is done based on the imported file.
- All fields – except Assigned MLC – must follow the same format regulations as when changing line properties using the GUI, otherwise the import will fail.
- Blank rows are ignored.
- The maximum file size is 5 MB.

The imported data will be applied to change the database only if no errors occur. If the import fails for any reason the whole import is refused and a message box appears with the error description.

IMPORTANT:

Only the Line IDs must be unique. When importing the same file several times new lines will be created for all rows without an ID resulting in several identical lines.

Related concepts

[Lines Parameter Descriptions](#) on page 179

[List View](#) on page 21

6.3.1 How to Display the Line List

In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

If **Show Lines Recursively** checkbox on the **Line Groups tree** structure's header is :

- checked

then all Lines will be shown in the Line List from the selected Line Group and from all its subgroups

- not checked
just the selected Line Groups' members will be shown

6.3.2 How to Create or Edit a Line Group

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) In the **Line Group List**:

- To edit an existing entry, search in the tree structure, click on the blue highlighted name of the line to be edited and click **Edit** button.

The **Edit Line Group: <line group name>** window appears.

- To create a new line group, search the Line Group in the tree structure which contains the new Line Group and click the **Create...** button in the tree structure header.

The **Create Line Group** window appears.

- 3) Configure or change the fields in the **Create Line Group** window.
- 4) Click the **Save** button.

A confirmation message is displayed. A new line group is added to the line group list or the existing line is stored.

6.3.3 How to Create or Edit a Line

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

2) In the Line List:

- To edit an existing entry, click on the **Line Group** name that contains the selected Line. In the **Line List** click on the blue highlighted name of the line to be edited and click the **Edit** button.

The **Edit Line : <line name>** window appears showing the **General** tab.

- To create a new line, click the **Create...** button in the list header.

The **Create Line** window appears showing the **General** tab.

3) Configure or change the fields in the General tab.**4) Configure or change the fields in the Global tab.****5) Configure or change the fields in the Default tab.****6) Click the Save button.**

A confirmation message is displayed. A new line is added to the line list or the existing line is stored.

6.3.4 How to Edit Multiple Lines (Bulk Edit)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

At least two Lines are configured in the OpenScape Xpert system.

Step by Step

1) In the navigation panel click the Lines entry in the Topology section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

2) In the Lines List click at least two items. To edit all items, click the Sel field and select All:

The **Bulk Edit** button becomes active.

3) Click the Bulk Edit button.

The **Bulk Edit of Lines** window appears with all fields set to their default values regardless of the individual Lines particular values.

4) Every editable property field has a check box on its left side. To change or modify a value check the respective check box and then edit the field.

NOTICE:

Some fields can only be edited together as a group. In this case only the group bulk edit check box can be modified, all the group bulk edit check boxes will be disabled and follow that setting.

5) Click the Save button.

A confirmation message is displayed.

6.3.5 How to Assign a Line to an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) Click the **Unassigned** hyper link in the **MLC** list column of the line to be assigned to a Multi Line Controller.

The system provides the Node Address, Alias name and number of lines used/total number of lines of all assigned MLCs in a selection list after you started typing. The list is filtered during typing and displays max. 10 entries at a time. If there are no connected MLCs, then '0 more' is displayed in the selection list.

Up to 241 lines can be assigned to one MLC. If the maximum has been reached, the MLC is full. Such MLCs are indicated by "(full)" in the suggestion list.

- 3) Select an MLC from the selection list to assign the line. Only MLCs with unused line capacities can be assigned!

The server processes the request and the Line List is refreshed.

Related reference

[Properties of Line List](#) on page 180

6.3.6 How to Assign a Line to a Backup MLC (for Two Lines on the Same Button feature)

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) If the Line is already assigned to an MLC a second **Unassigned** hyperlink can be clicked in the **Backup Appearance** column. Any **MLC** can be selected, except the one used for the line's primary assignment.
- 3) If an MLC with unused line capacity is selected, the backup assignment is made. If the keyset configuration is incorrect, it is shown in the **Backup Appearance** column in red

The server processes the request and the Line List is refreshed.

NOTICE:

For more information about the configuration, see the OpenScape Xpert Service Manual. -

Related reference

[Properties of Line List](#) on page 180

6.3.7 How to Unassign a Line from an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) Check the check box(es) in the first list column of the line(s) to be unassigned.
- 3) Click the **Unassigned** button in the list header.

A confirmation message is displayed. The server processes the request and the Line List is refreshed. The state of the unassigned line(s) changes.

Unassigning the Line clears both the MLC Assignment and the Backup Appearance.

Related reference

[Properties of Line List](#) on page 180

6.3.8 How to Delete a Line Group from the Line Group tree

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Before you delete a line group you must first delete all its child groups.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.
Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.
The first page of the **Line List** appears in the work space showing all Lines configured in the system.
- 2) Click the blue highlighted name of the Line Group to be deleted.
- 3) Click the **Delete** button in the Line Groups tree structure header.

6.3.9 How to Delete a Line from the Line List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.
Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.
The first page of the **Line List** appears in the work space showing all Lines configured in the system.
- 2) Click on the **Line Group** name which contains the selected Line. In the **Line List** the check box(es) in the first list column of the line(s) to be deleted.
- 3) Click the **Delete** button in the **Line list** header.

A confirmation message is displayed. The server processes the request and the Line List is refreshed. The line(s) is (are) removed from the list.

Related reference

[Properties of Line List](#) on page 180

6.3.10 How to Export or Import Lines

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Lines** entry in the **Topology** section.

Line Groups tree structure appears on the left side showing all Line Groups configured in the system, at least the [Base Line Group] created by default.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) To export all lines, click the **Export** button in the **Line List**.

- a) An Excel file is offered for download containing all lines.
- b) Select the folder to store the file and click **OK**.

The file is stored. Please see the "Lines" section for more details.

- 3) To import lines from a locally stored Excel file in order to fill, extend or modify the Line list, click the **Import** button in the **Line List**.

The window to select the file appears.

- 4) Select the file containing the line information.

The imported data will be applied to change the database only if no errors occur. If the import fails for any reason the whole import is refused and a message box appears with the error description.

IMPORTANT:

Only the Line IDs must be unique. When importing the same file several times new lines will be created for all rows without an ID resulting in several identical lines.

6.4 Login Page Lines

Login Page Lines are special lines used to make emergency calls. They are not placed on profiles but they appear on the login page of clients depending on the location configured for the client.

The following restrictions and rules appear:

- Login page lines can only be added to locations as login page lines. These lines does not appear anywhere else in the system.
- Assigning or un-assigning a login page line to or from an MLC works the same way as for lines.
- By default a Location has no Login page line configured.
- Login Page Lines can not be exported or imported.
- By default recording with SIPREC is disabled.
- A Login Page Line cannot be selected as keyset primary line of an MLC.

6.4.1 How to Display the Login Page Line List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Login Page Lines** entry in the **Topology** section.

The first page of the **Line List** appears in the work space showing all Lines configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related reference

[Properties of Login Page Line List](#) on page 189

6.4.2 How to Create or Edit a Login Page Line

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Login Page Lines** entry in the **Topology** section.

The first page of the **Login Page Line List** appears in the work space showing all Lines configured in the system.

- 2) In the **Login Page Line List**:

- To edit an existing entry, click on the blue highlighted name of the line to be edited.

The **Edit Login Page Line: <line name>** window appears.

- To create a new line, click the **Create...** button in the list header.

The **Create Login Page Line** window appears.

- 3) Configure or change the fields in the **General Line Settings** field area.
- 4) Configure or change the fields in the **PBX Connectivity** field area.
- 5) Configure or change the fields in the **Line Authentication** field area.
- 6) Activate or deactivate the **Record with SIPREC** check box.
- 7) Click the **Save** button.

A confirmation message is displayed. A new login page line is added to the login page line list or the existing one is stored.

Related reference

[Properties of Login Page Lines](#) on page 189

6.4.3 How to Assign a Login Page Line to an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Login Page Lines** entry in the **Topology** section.

The first page of the **Login Page Line List** appears in the work space showing all Login Page Lines configured in the system.

- 2) Click the **Unassigned** hyper link in the **MLC** list column of the login page line to be assigned to a Multi Line Controller.

The system provides the Node Address, Alias name and number of lines used/total number of lines of all assigned MLCs in a selection list after you started typing. The list is filtered during typing and displays max. 10 entries at a time. If there are no connected MLCs, then '0 more' is displayed in the selection list.

Up to 241 lines (including the login page lines) can be assigned to one MLC. If the maximum has been reached, the MLC is full. Such MLCs are indicated by "(full)" in the suggestion list.

- 3) Select an MLC from the selection list to assign the login page line. Only MLCs with unused line capacities can be assigned!

The server processes the request and the Login Page Line List is refreshed.

Related concepts

[Locations Parameter Descriptions](#) on page 191

6.4.4 How to Unassign a Login Page Line from an MLC

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Login Page Lines** entry in the **Topology** section.

The first page of the **Login Page Line List** appears in the work space showing all Lines configured in the system.

- 2) Check the check box(es) in the first list column of the login page line(s) to be unassigned.
- 3) Click the **Unassigned** button in the list header.

A confirmation message is displayed. The server processes the request and the Login Page Line List is refreshed. The state of the unassigned login page line(s) changes.

Related concepts

[Locations Parameter Descriptions](#) on page 191

6.4.5 How to Add a Login Page Line to a Location

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Locations** entry in the **Topology** section.

The **Location List** appears in the work space showing all Locations configured in the system, at least the [Default Location].

- 2) In the **Location List** click on the blue highlighted name of the location to be edited.

The **Edit Location: <location name>** window appears showing the **General** tab.

- 3) Change to the **Login Page Keys** tab.
 - a) Add Login Page Lines to be used by the login page keys in the **Add Line** field. The lines are displayed under the Add Line field.
 - b) To delete a line for the login page keys use the **X** icon beside the number.
- 4) Click the **Save** button.

A confirmation message is displayed. The location configuration is stored.

Related concepts

[Locations Parameter Descriptions](#) on page 191

6.4.6 How to Delete a Login Page Line from the Login Page Line List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Login Page Lines** entry in the **Topology** section.

The first page of the **Login Page Line List** appears in the work space showing all Lines configured in the system.

- 2) Check the check box(es) in the first list column of the login page line(s) to be deleted.
- 3) Click the **Delete** button in the list header.

A confirmation message is displayed. The server processes the request and the Login Page Line List is refreshed. The line(s) is (are) removed from the list.

Related reference

[Properties of Login Page Line List](#) on page 189

6.5 HTE Voice Recording List

By clicking on the **HTE Voice Recording** menu on the side navigation panel, the user can see the list of all the recordable items (lines, SPM units, speech units). Every recordable item can have at most 2 voice recorders attached, the linked voice recorders are also listed here.

The list items can be filtered by the filter above the list. Selecting **All** shows all items, **Turret units** shows only speech units and SPM units. **Lines** shows the lines assigned to an MLC and login page lines.

Recorded Device - Unit	Voice Recorder 1	Channel 1	SSRC 1	Voice Recorder 2	Channel 2	SSRC 2
TT 1.1.1 - Speech Device 1						
TT 1.1.1 - Speech Device 2						
TT 1.1.1 - Speech Device 3						
TT 1.1.1 - Speech Device 4						
TT 1.1.1 - SPM A						
TT 1.1.1 - SPM B	1.1.1.1:10002	1.1	3300100001	1.1.1.1:10002	1.2	3300100002
TT 1.1.1 - SPM C	10.0.127.16:10002	2.1	3300200001			
TT 1.1.1 - SPM D	10.0.127.17:10002	3.1	3300300001			
MLC 1.100.1 - MLC1 - Bela						
MLC 1.100.1 - MLC1 - LoginPageDefaultLine						
MLC 1.100.2 - MLC2 - dfh						
MLC 1.100.2 - MLC2 - Jeos						

The meanings of the columns are the following:

- **Recorded device - Unit:** the name of the recordable device in the following format:

TT <Node address> - <OSX Client Alias> - <Unit id>

For example:

TT 1.1.2 - Mike - Speech Device 2

TT 2.1.3 - CEO - SPM F

The recordable lines are in the following format:

MLC <Node address> - <MLC Alias> - <Line id>

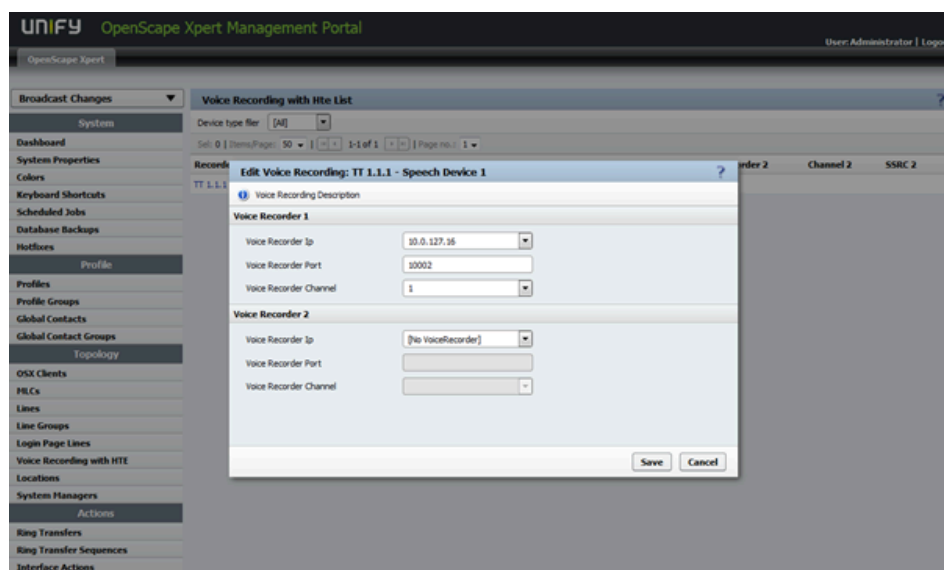
e.g: MLC 1.100.1 - Budapest - 1001

- **Voice Recorder 1:** the name of the first voice recorder in the following format: "name -ip:port". If there is no name defined the ip:port is only displayed.
- **Channel 1:** the channel of the first voice recorder in the following format: index.channel. (The index is the recorder index that can be checked in the System Properties) For example: 3.17 (recorder #3, channel #17).

- **SSRC 1:** This is a calculated value generated by the MLC in the following way: 33<3 digits for recorder ID><5 digits for channel number>. For the above example, the SSRC value is: 3300300017.

Voice Recorder 2, Channel 2 and SSRC 2 are the same values for the second voice recorder.

The user can click on any recordable item in order to attach 1 or 2 voice recorders. A property window appears, where he can select the voice recorder, and type in the port and select the channel number from a dropdown menu. Only those channel numbers are offered that are not used by other assignments. A voice recorder can be unassigned by selecting **No VoiceRecorder** in the **Voice Recorder IP** dropdown list.



6.5.1 How to Export or Import HTE Voice Recording settings

Prerequisites

You are logged into the OpenScope Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **HTE Voice Recordings** entry in the **Topology** section.

The first page of the **HTE Voice Recording List** appears in the work space showing all recordable items in the system.

- 2) To export all the HTE voice recording settings, click the **Export** button in the **List**.
 - a) An Excel file is offered for download containing all HTE voice recorders and voice recording assignments.
 - b) Select the folder to store the file and click **OK**.

Please see the "HTE Voice Recording" section for more details.

- 3) To import HTE voice recording settings from a locally stored Excel file in order to modify the list, click the **Import** button in the **List**.

The window to select the file appears.

- 4) Select the file containing the HTE voice recording information.

The imported data will be applied to change the database only if no errors occur. If the import fails for any reason the whole import is refused and a message box appears with the error description.

IMPORTANT:

There are two sheets in the excel document: recorder and recordable unit. On the recorder sheet, if the Index already exists in Database, its IP address will be updated. If it doesn't exist, the import will create a new voice recorder.

On the recordable unit sheet, all of the recordable units must exist in DB, and the excel file must contain all the recordable units from DB. The indices in the Recorder 1 and Recorder 2 column must exist in DB or in the recorder sheet. Recorder and channel pairs are unique. They can be assigned neither to different units, nor as Recorder 1 and Recorder 2 for one unit.

6.6 Locations

Location List

The location list provides a list with all locations configured on the system. At least one location must be configured, e.g. the default location.

Login Page Keys

Keys can be configured to be displayed on the Login Page. This keys can be used to establish calls without login, e.g. emergency calls. The Login Page Keys can be configured for each location.

System Manager Priority

The priorities (backup level 1 ... 5 or primary) of the System Managers can be configured for each location. This is necessary only if the System Manager Server is in a cluster with other servers.

The local system manager is set as "primary" by default, the other system managers have the priority "Backup Level 1"

Voice Recording

Siprec Settings:

Edit Location: Default Location ?

Location Details

General Login Page Keys Systemmanager Priority Voice Recording

Siprec Settings

Use Location Based Siprec Settings ☒

Primary Voice Recorder IP

Primary Voice Recorder Port

Backup Voice Recorder IP

Backup Voice Recorder Port

Sip Transport Protocol

Media Encryption

SDP Security Profile

Redundancy Type

Save Cancel

You can configure the location based voice recorders in order to use it with SIP Recording.

If the checkbox is not selected then all the Siprec Settings values on the location are grayed out and the Default Siprec Settings properties are displayed.

You can configure the **Primary Voice Recorder IP**, the **Primary Voice Recorder Port**, the **Backup Voice Recorder IP** and the **Backup Voice Recorder Port**.

Only a valid IP can be configured and the port number has to be between 1020 and 65535.

If the primary IP property is empty, the validation fails and an error message is displayed.

If the port property is empty but IP is entered (both primary and backup), the property will be autopopulated to 5060 as default.

SIP Transport Protocol: UDP, TCP or TLS

Media Encryption: RTP, SRTP or RTP+SRTP

SDP Security Profile:

- 1) AES_CM_128_HMAC_SHA1_80
- 2) AES_CM_128_HMAC_SHA1_32

3) AES_CM_256_HMAC_SHA1_80

Redundancy Type:

- Standby (default): second voice recorder activates only in case of primary recorder's failure
- Double streaming: primary and secondary voice recorder work simultaneously

Related concepts

[Locations Parameter Descriptions](#) on page 191

6.6.1 How to Display the Location List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Locations** entry in the **Topology** section.

The **Location List** appears in the work space showing all Locations configured in the system, at least the [Default Location].

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related concepts

[Locations Parameter Descriptions](#) on page 191

Related tasks

[How to Create or Edit a Location](#) on page 115

6.6.2 How to Create or Edit a Location

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) Click the **Locations** entry in the **Topology** section.

The **Location List** appears in the work space showing all Locations configured in the system, at least the [Default Location].

- 2) In the **Location List**:

- To edit an existing entry, click on the blue highlighted name of the location to be edited.

The **Edit Location: <location name>** window appears showing the **General** tab.

- To create a new location, click the **Create...** button in the list header.

The **Create Location** window appears showing the **General** tab.

- 3) Configure or change the **Name** field in the **General** tab:

- 4) To configure or change the settings for the login page keys for the selected location, change to the **Login Page Keys** tab.
 - a) Configure the **Name** and **Number** fields for **Login Page Key 1 ... 5**.
 - b) Add lines to be used by the login page keys in the Add Line field. The lines are displayed under the Add Line field.
 - c) To delete a line for the login page keys use the **X** icon beside the number..
- 5) To display or edit the priority of the system managers for the selected location, change to the **System Manager Priority** tab:
 - a) To move a system manager to another priority, select the entry in the list and
 - b) use the **up** and **down** icons to move the system manager to another priority..

NOTICE:

This is necessary only if the System Manager Server is in a Cluster with other servers.

- 6) To configure or change the settings of Siprec for the selected Location, select the **Voice Recording** tab:
 - a) Click the **Use Location Based Siprec Settings** check box.
 - b) Enter the IP address and the port in the **Primary Voice Recorder IP**, the **Primary Voice Recorder Port**, the **Backup Voice Recorder IP** and the **Backup Voice Recorder Port** fields.
 - c) Select the **Sip Transport Protocol**.
 - d) Select the **Media Encryption**.
 - e) Enter the **SDP Security Profile**.
 - f) Select the Redundancy type:
 - **Standby** (default): second voice recorder activates only in case of primary recorder's failure
 - **Double streaming**: primary and secondary voice recorder work simultaneously

NOTICE: You have to select the Siprec option in **System Properties >Voice Recording> Recording type** to enable Sip recording.

- 7) Click the **Save** button.

A confirmation message is displayed. A new entry is added to the location list or the existing location is stored.

Related concepts

[Locations Parameter Descriptions](#) on page 191

Related tasks

[How to Display the Location List](#) on page 115

6.6.3 How to Change the System Manager's Priority

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

The System Manager Server is in a Cluster with other servers.

Step by Step

- 1) In the navigation panel click the **Locations** entry in the **Topology** section.

The **Location List** appears in the work space showing all Locations configured in the system, at least the [Default Location].

- 2) In the **Location List** click on the blue highlighted name of the location to be edited.

The **Edit Location: <location name>** window appears showing the **General** tab.

- 3) To display or edit the priority of the system managers for the selected location, change to the **SystemManager Priority** tab:
 - a) To move a system manager to another priority, select the entry in the list and
 - b) use the **up** and **down** icons to move the system manager to another priority..

NOTICE:

This is necessary only if the System Manager Server is in a Cluster with other servers.

- 4) Click the **Save** button.

The system processes the request and sets the priority..

Related concepts

[Locations Parameter Descriptions](#) on page 191

Related reference

[Properties of Locations - System Manager Priority Tab](#) on page 192

6.7 System Manager List

The System Manager List contains all System Manager servers configured in cluster with the local System Manager.

List View

The System Manager List shows all System Manager servers (hosts). The MLCs and turrets will always try to connect to the Primary System Manager. The priority and the backup level of system manager servers can be edited in the **Location -> Location List**.

The following information is provided for each entry:

- State (see below)
- Host Name

NOTICE:

For more information on System Managers and configuration please refer to the OpenScape Xpert Service Manual.

Operational States of System Manager Servers

The System Manager List shows symbols in the **State** column representing the current state of the System Manager Servers:

Symbol	Description
Green dot	SM Server is connected.
Red dot	SM Server is disconnected.
White circle	SM Server is local.
Question Mark	The state is unknown..

Related concepts

[System Managers Parameter Descriptions](#) on page 193

[List View](#) on page 21

6.7.1 How to Display the System Manager List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Cluster** entry in the **Topology** section.

The first page of the **System Manager List** appears in the work space showing all SM servers in the Cluster.

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related reference

[System Managers List Parameter Descriptions](#) on page 194

7 Actions

The "Actions" menu folder provides submenus for the handling of different types of action keys (e.g. ring transfer key).

The following types of action are available:

- Ring Transfer
- Ring Transfer Sequence
- Interface Actions
- Mass Call Forwards

NOTICE:

"Ring Transfer", "Ring Transfer Sequence", "Interface Action" and "Mass Call Forwards" are the term used for the global object. These objects do not store information of any user profile.

RT Key, RTS Key, IFA Key and MCF key are the objects placed on the user profile, and visible as a Key on the profile GUI.

An action is a Trading function which has the same state on all OpenScape Xpert Clients in the system. Once the state of the action is changed using the action key or an OpenScape Xpert CTI or API Interface, then the state of the action key on all OpenScape Xpert Clients in the system will be changed. This synchronization can be disabled only by the Interface Action.

On all profiles in which an action is controlled and/or executed, a corresponding action key must be defined. Each action defined per profile can have a list of tasks which are executed during a change of state. In Ring Transfer, for instance, the lines are specified on which the acoustic signal is turned on during activation and turned off during deactivation.

Common Action Settings

The Action Keys can have several settings in common.

- Name: Name to use for identification of the key during setup. It can be also displayed on the key on the client profile
- Alias Name for API: The alias is used for identifying the action on the CTI or API.
- Color: Color of the key. Only predefined colors can be selected.
- First Line Shows: Controls the displayed text on the action keys.
 - Type name: Displays the text "Ring Transfer" "Ring Transfer Sequence" or "Interface" in the first line for the key. These texts can be changed in the System Properties / General Tab / Override Action Type name group. In the second line the Action Name or the Local Text is displayed
 - Action name: Displays the name of the action in the first line, and the Local Text in the second line if it configured for the key.
 - Nothing: The key will have only one line containing the Action Name or the Local Text.

Actions in Cluster

The Action key states are synchronized in Cluster. Interface Action key state is synchronized if the Synchronize State is set.

7.1 Ring Transfer List

Overview of Ring Transfer

The Ring Transfer configuration contains a group of lines. If the RT is added to a profile and active, the lines will ring on a specific profile. When the RT key is inactive, the lines will not ring. (To this functions the lines must be added to the profile and Call Queue active, Ringing active and Cradle active settings must be disabled.)

By default an RT key controls the line of the profile where it is added to, but it is possible that the key displays and changes the ring state of the lines on another profile. This can be changed with the Controlled Profile setting.

When the key is set on Profile as "Only Signalization" then the user can not change the state of the RT key on that Profile, but can see the current state.

Deactivate at Logout

When a profile logs out and there is no other OSX Client logged in with the same profile, then the lines will not ring anymore for that profile. To display this, the "Deactivate at Logout" flag can be set. If this is set, the RT keys controlling local lines will be deactivated automatically when the profile logs out. The System will remember the active state for each key, and after the profile logs in again, he will receive his RT key states back as they were before logout. While a profile is logged out, the RT keys to that profile cannot be activated when this setting is enabled. The "Deactivate at Logout" flag is set true by default.

If the "Deactivate at Logout" flag is set to false, the active RT key will not be deactivated when the controlled Profile logs out. In this case the RT key state can be changed from another Profile.

Keep Active

A group of lines should always ring by at least one user. To achieve this, the Keep Active flag must be enabled for the RT. If this is enabled,

- The RT Key for the last profile where the lines are ringing cannot be deactivated.
- The last profile where the lines are ringing will receive a warning at logout. The profile can only log out in this case if he has the necessary settings ("Allow Logoff if Ring Transfer is active" in Profile properties/Basic tab).
- The Keep Active feature will work between profiles where the Ring Transfer is added with local profile. No manual configuration of this profile group is possible.

For the correct functionality of the Keep Active RT it is not needed that the RT with all other possible controlled profiles are added to the profile.

List View

The Ring Transfer List shows all Ring Transfer keys. The following information is provided for each entry:

- Name
- Alias Name for API (Application Program Interface)

7.1.1 How to Display the Ring Transfer List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Ring Transfer** entry in the **Actions** section.

The first page of the **Ring Transfer List** appears in the work space showing all ring Transfer keys configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

Related tasks

[How to Create or Edit a Ring Transfer](#) on page 121

[How to Edit Lines for a Ring Transfer Action](#) on page 122

[How to Delete a Ring Transfer](#) on page 123

7.1.2 How to Create or Edit a Ring Transfer

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Ring Transfer** entry in the **Actions** section.

The first page of the **Ring Transfer List** appears in the work space showing all Ring Transfers configured in the system.

- 2) In the **Ring Transfer List**:

- To edit an existing entry, click on the blue highlighted name of the Ring Transfer to be edited.

The **Edit Ring Transfer: <ring transfer name>** window appears showing the **General** tab.

- To create a new Ring Transfer, click the **Create...** button in the list header.

The **Create Ring Transfer** window appears showing the **General** tab.

- 3) Configure or change the fields in the **General** tab.
- 4) Configure or change the fields in the **Lines** tab.
- 5) Click the **Save** button.

A confirmation message is displayed. A new ring transfer is added to the ring transfer list or the existing ring transfer is stored.

Related tasks

[How to Display the Ring Transfer List](#) on page 121

Related reference

[Properties of Ring Transfer Keys - General Tab](#) on page 195

[Properties of Ring Transfer Keys- Lines Tab](#) on page 196

7.1.3 How to Edit Lines for a Ring Transfer Action

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Ring Transfer** entry in the **Actions** section.

The first page of the **Ring Transfer List** appears in the work space showing all Ring Transfers configured in the system.

- 2) To create or edit a line for a ring transfer key, click on the blue highlighted name of the ring transfer to be edited in the **Ring Transfer List**.

The **Edit Ring Transfer: <ring transfer name>** window appears showing the **General** tab.

- 3) Select the **Lines** tab.

The assigned lines and the line settings are displayed in a list.

- 4) To add a new line for the selected ring transfer, click in the **Add Line** field and select a line from the suggestions shown.

NOTICE:

The field for directly entering value ranges is context-sensitive: By typing parts of the number, the list becomes shorter with the respective matches. The lines in this list are in an alphabetical order.

- 5) To change the settings for a line assigned to a ring transfer, check the check boxes in the line list for **Ring Active** and **Cradle Active**.
- 6) To delete a line, click the **X** icon beside the row of the line to be deleted.

IMPORTANT:

If a line is deleted which is on a ring transfer line, then that ring transfer line is deleted without any notification (if the line is on a ring transfer, but not on a profile, then it has no function at all).

- 7) Click the **Save** button.

A confirmation message is displayed.

Related tasks

[How to Display the Ring Transfer List](#) on page 121

Related reference

[Properties of Ring Transfer Keys- Lines Tab](#) on page 196

7.1.4 How to Delete a Ring Transfer

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Ring Transfers** entry in the **Actions** section.

The first page of the **Ring Transfer List** appears in the work space showing all Ring Transfers configured in the system.

- 2) To delete a ring transfer, click on the check box besides the name of the rt-key in the **Ring Transfer List**.

The **Delete** button in the list header becomes active.

- 3) Click the **Delete** button in the list header.

The ring transfer is removed from the list.

A confirmation message is displayed. The ring transfer list is stored.

Related tasks

[How to Display the Ring Transfer List](#) on page 121

7.2 Ring Transfer Sequence

The Ring Transfer Sequence (RTS) action key can be used on the client to enable or disable multiple Ring Transfers with one action.

The Ring Transfer Sequences List shows all the Ring Transfer sequences in the system. The Name and the Alias Name for API values of the RTSs are shown.

The Ring Transfer Sequence configuration contains a set of Ring Transfers. Ring Transfer State and actions can be configured.

States of an RTS key

The RTS key displays the information if the RT keys for the RTS have the states as they are configured.

The RTS key can have the following states, depending on the setting of the "Invert RT States when disable" flag.

- "Invert RT States when disable" is switched off:
 - The state will be ACTIVE when the RTs have the states as configured on the RTS.
 - The State will be INACTIVE when the Ring Transfers have not exact the same state as in RTS set.
 - When the key is ACTIVE and pressed nothing happens.

- “Invert RT States when disable” is switched on:
 - The state will be ACTIVE when the RTs have the exact same states as configured on the RTS.
 - When the states have exactly the inverse state, the RTS will be displayed as INACTIVE.
 - When none of the above case is true the key will be showed as PARTIALLY ACTIVE.
 - When the RTS key is ACTIVE and the key is pressed (or deactivated over CTI/API) the RT states will be set to the inverse state as configured for the RTS.
 - When the RTS key is INACTIVE or PARTIALLY ACTIVE and the key is pressed (or activated over CTI/API) the RT states will be set to the state as configured for the RTS.

NOTICE:

In both cases it can happen, that in case one of the RT states cannot be changed, the RTS key will not be set to the requested state. This can happen for various reasons, e.g because of KAG configuration.

Related reference

[Ring Transfer Sequence List Parameter Descriptions](#) on page 197

7.2.1 How to Create or Edit a Ring Transfer Sequence

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Ring Transfer Sequence** entry in the **Actions** section.

The first page of the **Ring Transfer Sequence List** appears in the work space showing all Ring Transfer Sequences configured in the system.

- 2) In the **Ring Transfer Sequence List**:

- To edit an existing entry, click on the blue highlighted name of the RTS to be edited.

The **Edit Ring Transfer Sequence: <ring transfer sequence name>** window appears showing the **General** tab.

- To create a new Ring Transfer Sequence, click the **Create...** button in the list header.

The **Create Ring Transfer Sequence** window appears showing the **General** tab.

- 3) Configure or change the fields in the **General** tab.
- 4) Add or delete RTs in the **Ring Transfers** tab.

- 5) Click the **Save** button.

NOTICE:

Please see the "Parameter Descriptions" chapter for detailed information on the properties.

A confirmation message is displayed. A new ring transfer sequence is added to the ring transfer sequence list or the existing ring transfer sequence is stored.

Related reference

[Properties of Create/Edit Ring Transfer Sequence](#) on page 197

7.3 Interface Actions

The Interface Action key replaces the Contact Key and the Remote Key from Previous versions of the OpenScape Xpert system. It combines the possibilities from both keys so it makes the key even more flexible.

The Interface Action key can be used to cooperate with external applications. The Interface Action key is used typically to close or open an external contact or integrate with radio systems.

The Interface Action List shows all the Interface Actions (IF) in the system. The Name and the Alias Name for API values of the IFs are shown.

Related reference

[Interface Action List Parameter Descriptions](#) on page 198

7.3.1 How to Create or Edit an Interface Action

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Interface Action** entry in the **Actions** section.

The first page of the **Interface Action List** appears in the work space showing all interface actions configured in the system.

- 2) In the **Interface Action List**:

- To edit an existing entry, click on the blue highlighted name of the interface action to be edited.

The **Edit Interface Action: <interface action name>** window appears showing the **General** tab.

- To create a new interface action click the **Create...** button in the list header.

The **Create Interface Action** window appears showing the properties.

Actions

Mass Call Forward List

- 3) Click the **Save** button.

NOTICE:

Please see the "Parameter Descriptions" chapter for detailed information on the properties.

A confirmation message is displayed. A new action is added to the interface action list or the existing action is stored.

Related reference

[Properties of Create/Edit Interface Action](#) on page 199

7.4 Mass Call Forward List

The Mass Call Forward configuration contains a group of lines and their configured call forward destinations. If the MCF is added to a profile and the ON switch is pressed, then the lines configured for that MCF switch on their configured call forward destination. If the MCF key OFF switch is pressed, then the lines have their call forward cleared. Only the lines that are present on the profile will have their call forward setting changed.

Call Forward Destination

The call forward destination to be set for the specified line.

List View

The Mass Call Forward List shows all Mass Call Forward keys.

The following information is provided for each entry:

- Name

7.4.1 How to Display the Mass Call Forward List

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Mass Call Forwards** entry in the **Actions** section.

The first page of the **Mass Call Forward List** appears in the work space showing all Mass Call Forward keys configured in the system.

- 2) Use the list controls and buttons in order to navigate up and down the list.

7.4.2 How to Create or Edit a Mass Call Forward

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Mass Call Forwards** entry in the **Actions** section.

The first page of the **Mass Call Forward List** appears in the work space showing all Mass Call Forwards configured in the system.

- 2) In the **Mass Call Forward List**:

- To create a new Mass Call Forward, click the **Create...** button in the list header.

The **Create Mass Call Forward** window appears.

- To edit an existing entry, click on the blue highlighted name of the of the Mass Call Forward entry.

The **Edit Mass Call Forward: <Mass Call Forward name>** window appears showing the name and configured lines.

- 3) Configure or change the desired settings.
- 4) Click the **Save** button.

A confirmation message is displayed. A new Mass Call Forward is added to the Mass Call Forward list or the existing Mass Call Forward is updated.

7.4.3 How to Edit Lines for a Mass Call Forward Action

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Mass Call Forwards** entry in the **Actions** section.

The first page of the **Mass Call Forward List** appears in the work space showing all Mass Call Forwards configured in the system.

- 2) To create or edit a line for a Mass Call Forward key, click on the blue highlighted name of the mass call forward entry in the **Mass Call Forward List**.

The **Edit Mass Call Forward: <mass call forward name>** window appears.

The assigned lines and their call forward destinations are displayed in a list.

- 3) To add a new line for the selected mass call forward, click in the **Add Line** field and select a line from the suggestions.

NOTICE: The field for directly entering value ranges is context-sensitive: By typing parts of the number, the list

becomes shorter with the respective matches. The lines in this list are in an alphabetical order.

-
- 4) To change the call forward destination for a line assigned to a mass call forward, click on the call forward destination field in the line list.
 - 5) To delete a line, click the **X** icon beside the row of the line to be deleted.

IMPORTANT:

If a line is deleted which is on a mass call forward line, then that mass call forward line is deleted without any notification (if the line is on a mass call forward, but not on a profile, then it has no function at all).

- 6) Click the **Save** button.

A confirmation message is displayed.

7.4.4 How to Delete a Mass Call Forward

Prerequisites

You are logged into the OpenScape Xpert Management Portal.

Step by Step

- 1) In the navigation panel click the **Mass Call Forwards** entry in the **Actions** section.

The first page of the **Mass Call Forward List** appears in the work space showing all Mass Call Forwards configured in the system.

- 2) To delete a mass call forward, click on the check box besides the name of the mass call forward key in the **Mass Call Forward List**.

The **Delete** button in the list header becomes active.

- 3) Click the **Delete** button in the list header.

The mass call forward is removed from the list.

A confirmation message is displayed.

8 Parameter Descriptions

This chapter provides reference information on fields and settings.

Reference Information

The parameter descriptions are provided for each window and subwindow and tabsheet of the OpenScape Xpert System Manager software.

8.1 System Properties Parameter Descriptions

This section contains the parameter descriptions of the **System Properties** window.

8.1.1 General Tab

MLC SettingsField Area

Field	Description
Response If No Client for Line	Set the behavior in case that there is no client registered for a line. In this case a ringback or unavailable tone will be played for the caller. Possible values: Unavailable, Ringback. Default value: Ringback
Custom RTP/SRTP Port Range	If the check box is disabled (S)RTP Port range is set to default: 16384-32764. If it is enabled, minimum and maximum values can be set between 2048 and 65535. Maximum value must be above the minimum value. It is advisable to enter a range greater than 2000.

CSTA Settings

Field	Description
CSTA Line Monitoring	Check this option to activate the CSTA line monitoring feature.
MLC used for CSTA Connection	Select one of the existing MLCs.
Add new entry	Click this button to configure new PBX settings.
CSTA PBX IP Address	Enter a valid IPv4 or IPv6 address of the PBX.
CSTA PBX Port	Enter the valid port for the PBX.

Parameter Descriptions

Field	Description
Name	Enter a short name for the PBX setting.
TLS	Check this option for using TLS.
Contact Range From	Enter the lowest number of a valid number range existing in the PBX.
Contact Range To	Enter the highest number of a valid number range existing in the PBX.

Feature Access Codes Field Area

Field	Description
Callback Busy Prefix	Enter up to 5 characters to set the "Callback Busy" Prefix. This function can be activated by the OpenScape Xpert Client user. The prefix must be dialed before the call number. Possible values: A, B, C, D, F, T, t, P, p, #, *, +. Default value: none
Emergency Intrusion Prefix	Enter up to 5 characters to set the "Emergency Intrusion" Prefix. This function can be activated by the OpenScape Xpert Client user. The prefix must be dialed before the call number. Possible values: A, B, C, D, F, T, t, P, p, #, *, + Default value: none
Override Busy Prefix	Enter up to 5 characters to set the "Override Busy" Prefix. This function can be activated by the OpenScape Xpert Client user. The prefix must be dialed before the call number. Possible values: A, B, C, D, F, T, t, P, p, #, *, + Default value: none
Emergency Release Prefix	Enter up to 5 characters to set the "Emergency Release" Prefix. This function can be activated by the OpenScape Xpert Client user. The prefix must be dialed before the call number. Possible values: A, B, C, D, F, T, t, P, p, #, *, + Default value: none

Override Action Type Name Field Area

Field	Description
Ring Transfer	Alternative name displayed instead of the Ring Transfer on the RT keys on the user profiles. If the field is empty, the default name is used.
Ring Transfer Sequence	Alternative name displayed instead of the Ring Transfer Sequences on the RTS keys on the user profiles. If the field is empty, the default name is used.
Interface Action	Alternative name displayed instead of the Interface on the Interface Action Keys on the user profiles. If the field is empty, the default name is used.

Quality of Service Area

Field	Description
Voice Priority	Best Effort (DSCP: unset, 802.1p: unset) Background (DSCP: 8, 802.1p: 2)
Signaling Priority	Excellent Effort (DSCP: 40, 802.1P: 5) Video (DSCP: 40, 802.1p: 5) Voice (DSCP: 56, 802.1P:7) Control (DSCP:56, 802.1p:7)

Backup Area

Field	Description
Backup Type	Can be either "Local" or "Network". The default is "Local".
Network Path	Allows to setup the network path for backup location. Should be a valid UNC path with sufficient (read, write, delete) access rights to store/manage database backup files. This property is disabled until Backup Type has been set to "Network".
Maximum Number of Backups	The number of backups kept can be specified with this value. After reaching this limit a new backup deletes the oldest one. Possible values: 0-1000, 0 means unlimited.

Automatic Software Update Check Area

Field	Description
Enable Checking of Updates	The user can enable or disable the Software Update Check. Other fields can be filled if this checkbox is checked.
User Name	The administrator can enter a username that can be used for the SWS server. This user name is not stored. It is used only to download the initial client certifications from the SWS. Possible values: Up to 20 characters.
Password	Password of SWS User for Update Check. It is not saved into DB when user clicks Save button. It is used only to download the initial client certifications from the SWS. Possible values: Up to 6 characters.
SIEL-ID	SIEL-ID of product. Value is set manually. Possible values: Up to 120 characters.
End-User Category	Possible values: "Not selected", "Military, Paramilitary, Police, Intelligence Services", "Government without Telecom, Military, Paramilitary, Police, Intelligence", "Non Government (Civil) incl. Telecom".
Country of End-User	List of all available countries as listen on SWS.
SWS Server	URL of SWS server. Default: https://sws.unify.com:447/SWSService4CSP/SWSService4CMP.aspx Possible values: Up to 255 characters.

Field	Description
Initialize button	Clicking the Initialize button the user can start the communication with SWS server and download the necessary certificates for further communications. NOTICE: All fields must be filled to execute the initialization. After clicking the Initialize button, if the request was successful, then all the fields in the group are grayed out. By clicking the Save button you do not execute the initialization.
Enable Automatic Download	If the Automatic Download is checked or there is a manual query within 24 hours, then the new software version check is executed in the set time. If a new version is available then the software (all files - e.g. images too) will be downloaded to the set location in the background.
Execute Time	The time when Automatic Download should be executed.
Network Path	Software download location.
Server for Download	Select which server in the cluster should download the latest software. The list contains all system managers in the cluster or the local SM, if there is no cluster.

NOTICE: Make sure if Enable Automatic Download is enabled, to fill in all fields before clicking Initialize. Download will start if there is enough free space on the download drive, at least 10GB. If the download of a file fails, then it will be restarted (retry max 3 times per file). If not all files are successfully downloaded then download of the missing files will be restarted next time.

Related tasks

[How to Configure System Properties](#) on page 32

8.1.2 Turret Settings Tab

Turret Behaviour Field Area

Field	Description
Periodic Logoff Enabled	OpenScape Xpert clients can be logged off periodically to: - Prevent unauthorized use of OpenScape Xpert clients. - Disconnect lines seized by OpenScape Xpert clients. Check the check box when periodic logoff should be enabled for all OpenScape Xpert clients. Note: The user is prompted to accept or deny the periodic logoff.
Logoff Time	Enter the time of the daily logoff if enabled. Possible values: time in 24 hour time format MM:hh Default value: 00:00.
Reestablish Login State After Broadcast	If this check box is checked an automatic login follows a forced logout. Several OpenScape Xpert clients can log on to the same Profile (multiple login allowed). Users and administrators may change the currently used Profile in the database. This may lead to a forced logout of users to avoid inconsistent Profiles.
Automatic Login With The Last Used Profile After Startup	If this check box is checked an automatic login follows the startup with the last used profile if there is not password set to the profile.
Hold Delay Ring Tone Time [s]	Lines in Hold state can optionally be signaled optically and acoustically. By default lines in Hold state are signaled when entering the Call Queue resp. Concentrator key. Possible values: The value "0" disables the tone permanently. 1s... 1200 s: Duration of time after which the hold delay ring tone starts. Default value: 0 (disabled).
Play Conference Tones	The system uses three predefined Recording Conference Tones. Set the check box to enable Recording Conference Tones.

Field	Description
Application LAN Port	LAN Protocol Port Number for Turret CTI interfaces. Possible values: 1 ... 65535. Default value: 9000 for customer applications. Note: This port number must not conflict with the LAN Ports in Installation General and with customer LAN Ports on the network.

Contact Settings Field Area

Field	Description
Partial Number Match for Partner Recognition	Check this check box to allow the users for partner recognition based on partial number of the incoming call. This setting is valid for all Profiles. Default value: disabled
Global contacts Changeable on Turret	Check this check box to allow the users to edit the entries in the global contacts database. Default value: disabled
Field 3 Enabled	Check this check box to enable an optional field for the global contacts entries. Default: disabled
Field 3 Description	Enter the name of the optional field. Possible values: Up to 12 alphanumeric characters can be used. Default value: none
Field 4 Enabled	Check this check box to enable another optional Field for the global contacts. This check box can only be checked if Field 3 has been enabled. Default: disabled
Field 4 Description	Enter the name of the optional field. Possible values: Up to 12 alphanumeric characters can be used. Default value: none

Turret GUI Settings Field Area

Field	Description
GUI Style	GUI style of the Turret user interface. Possible values: Dark, Light Default value: Dark

Related tasks

[How to Configure System Properties](#) on page 32

8.1.3 LDAP Tab

LDAP Settings Field Area

Field	Description
LDAP Enabled	Check this check box to enable LDAP authentication or the OpenScape Xpert clients. Default value: Not checked. Possible values: Checked/unchecked
Host Name	The host name or IP address of the domain controller used for the LDAP authentication. This field is mandatory if the "LDAP Enabled" checkbox is checked. Default value: none Possible values: Up to 256 alphanumeric characters can be used.
Port	The port for the communication with the domain controller. When the "LDAP Enabled" checkbox is toggled, the port value is reset to the current default value. Default value: 389 without SSL and 686 with SSL. Possible values: 1...65535
Default Domain	If a default domain is configured, user names entered without a domain during login on the OSXpert client will be automatically completed with the default domain. (e.g. if the default domain is "default.com", then a client with the full username user@default.com is able to login with just "user"). Default value: none Possible values: Up to 256 characters

Field	Description
SSL Enabled	Check this check box to enable secure connection to the LDAP server. Default value: Not checked. Possible values: Checked/unchecked NOTICE: When you use LDAP over SSL, please make sure that you copied the CA certificate to the correct directory. For instructions, please check the Service Manual.

LDAP Test field Area

The user name and password will never be saved to the database. The LDAP setting does not have to be saved in order to test the authentication.

Field	Description
User Name	Enter the user name to test the LDAP connection. This value is processed the same way as an OpenScape Xpert client (including completing the user name with the default domain if needed). Default value: none Possible values: up to 156 characters
Password	Enter the password to test the LDAP connection. This value is processed the same way as an OpenScape Xpert client. Default value: none Possible values: Up to 15 alphanumeric characters can be used.

Related tasks

[How to Configure System Properties](#) on page 32

8.1.4 Voice Recording Tab

General settings Field Area

Recording type	The user can select the type of the protocol that his recorder supports: No recording, SIPREC or HTE. No recording is the default value.
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Parameter Descriptions

Recording from Beginning of Speech Units During Announcements	When this field is checked, the recording of announcements will be enabled. Note:Checking this checkbox does not guarantee that the announcements will be recorded, other profile-related settings are also necessary, i.e. Record all SU-s (Profile / Advanced).
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Warn Tone Field Area

Enabled	If the Recording Warn Tone is not enabled then the default values are 1400Hz for Frequency, 3% for Volume, 500ms for Tone, 14500ms for Pause. If Recording Warn Tone is enabled then the Frequency should be between 300-1800Hz, the Volume between 0-100%, the Tone between 40-20000ms and the Pause between 0-20000ms. If Recording Warn Tone gets disabled then the values will be set back to the default ones on save.
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Default Siprec Settings Field Area

Primary Voice Recorder IP	IP address of the primary voice recorder (IPv4, IPv6)
Primary Voice Recorder Port	The Primary voice recorder port number has to be between 1020 and 65535. The default value is 5060 and is filled automatically if only IP is given.
Backup Voice Recorder IP	IP address of the secondary voice recorder. It can be set only if primary recorder is defined (IPv4, IPv6).
Backup Voice Recorder Port	The Secondary voice recorder port number has to be between 1020 and 65535. The default value is 5060 and is filled automatically if only IP is given.
SIP Transport Protocol	Possible values: UDP, TCP, TLS
Media Encryption	Possible values: RTP, SRTP, RTP +SRTP Enabled only if SIP transport Protocol is set to TLS

SDP Security Profile	Possible Values: AES_CM_128_HMAC_SHA1_80, AES_CM_128_HMAC_SHA1_32, AES_CM_256_HMAC_SHA1_80 Enabled only if Media Encryption is SRTTP or RTP+SRTTP
Redundancy Type	Standby (default): the Second voice recorder is activated only in case of primary recorder's failure. Double streaming: The primary and secondary voice recorder work simultaneously.

HTE Voice Recording Settings Field Area

IP Address	Here is the list of IP addresses of the (HTE) voice recorder(s). The user can add a new item, by typing the IP address of the voice recorder into the textbox and clicking the Add button. The new item appears in the list (with no index, that is filled in after saving the form). An item can be deleted by clicking the red 'X' next to it.
Voice Recorder	It is optional and it can have a maximum of 20 characters.

8.1.5 Security Tab

General settings Field Area

Welcome Text	Legal banner : Administrator can set an arbitrary Legal Banner and/or Welcome Text. When set, this text is shown after every successful login on OSXMP and on Turret. Any action on the GUI is only possible after the user accepted the contents by clicking the OK button below the displayed text. It does not make any effect when left (or set to) empty.
Master Password Is enabled	Check this check box to enable the master password. If checked, a master password must be defined in the Master Password field. The master password can be used to login to any profile and to open call memories and contact lists.
Master Password	Enter the master password. Possible values: any character sequence.

Exit Password	The exit password must be entered on the turret to close the OpenScape Xpert application if it is running in full screen mode. Any character sequence is accepted.
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Internal Communication Settings Field Area

Accept SHA1 Algorithm for Certificate Signatures	When not checked, certificates signed with SHA1 algorithm will not be accepted when building up HTEMS connections.
Preferred Cipher	
Validate Certificates with OCSP	
Certificate Recheck Period (hours, 0: disable)	
Media Encryption (SRTP)	

Sip Settings Field Area

TLS Authentication	
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8.2 Profiles Parameter Descriptions

This section contains the parameter descriptions of profiles.

Related concepts

[Profile List](#) on page 43

[Edit Profile – User Interface](#) on page 47

Related tasks

[How to Display the Profile List](#) on page 44

[How to Create a New Profile or Clone a Profile](#) on page 44

[How to Delete Profiles](#) on page 45

[How to Edit a Single Profile](#) on page 45

[How to Navigate through Profile Pages](#) on page 50

[How to Add a Function Key or a Feature to a Profile](#) on page 59

[How to Delete one or more Function Keys or Features from a User Profile](#) on page 61

[How to Edit Function Keys or Feature Properties](#) on page 63

8.2.1 Properties of User Interface - Page Properties

Page Properties Field Area

Field/Item	Description
Page number	The page number is generated when the page is created. The page number can be changed. The page is moved to the selected page number. Pages after the inserted page are incremented.
Page Name	Edit up to 16 characters. The name appears in the Toolbar.
Number of Buttons	Set the number of keys to appear on the turret's trading page. - Default: 40 The Trading page has space for 40 keys. The middle columns are used by the Handsets and Call Queue control fields. - Option: 60 The Trading page has space for 60 keys. Changing back from 60 to 40 keys deletes all keys in the middle two columns (after an appropriate warning). If 60 key page is used, the user can enable or disable the Handset fields and Call Queue with a toolbar button. Note: When you change to 40 keys (i.e. when you press the 60-button), the existing Line and Function keys in the key positions 21-40 are deleted, and the Handsets and Call Queue control fields appear in the middle of the previous 60-key Page.
Hide Page	A page can be set to hidden. Use this checkbox to hide the selected page. On the Turret GUI hidden pages cannot be displayed, but the pages can be used for Fixed Hard Key or as Macro page. The features affected by a hidden page are listed below this table.

Button	Comment
Add page	Use this button to create a new page. This is possible only if the profile has less than 199 pages, the maximum amount allowed. If the profile already has 199 pages, then the "Add page" button will be disabled. The default values for the new page are: - page name: "Page X" (where 'X' is the number of the current page), - number of buttons: 60, - hide page: false.
Delete page	Use this button to delete an existing page. This is possible only if the profile has more than 1 page

Features Affected by a Hidden Page

The following features are affected by a hidden page:

- **Go To Page**

A **Go To Page** key can not point to an hidden page.

If a turret user adds a **Go To Page** key to his Profile, hidden pages are not displayed in the page list.

IMPORTANT:

If the administrator saves a GoToPage key pointing to a hidden page, the key or toolbar key is disabled on the turret GUI, and the status display field is not working.

- **Default Page**

The default page displayed first after login may not be a hidden page. If the default page is changed to a hidden page, a message "Default page can not be hidden" is displayed during the save process. The profile can not be saved until this problem is solved by the Admin.

To hide a page might be useful for pages that are used for macros or for hard key layout to prevent the user from accidentally change the macro's function. If many macro pages are used, it is useful to just hide the macro pages for a better usability.

Related tasks

[How to Add a New Page](#) on page 51

[How to Delete a Page from a Profile's User Interface](#) on page 51

[How to Edit Page Properties](#) on page 52

8.2.2 Properties of User Interface - Function Keys

Announcement

Function Key	Properties	Comment
Announcement	Pinned	The Announcement FK properties are described by the Announcement Variable.
Announcement All SPM	Pinned	Check this check box if the user should not be able to remove the key.
Announcement Variable	Pinned	Check this check box if the user should not be able to remove the key.

Concentrators

Function Key	Properties	Comment
Hold Concentrator 1...10	Pinned	Check this check box if the user should not be able to remove the key.
Incoming Call Concentrator 1 ... 10	Pinned	Check this check box if the user should not be able to remove the key.

Direct Keys

Direct Keys are DKA (Direct Key Automatic) and DKM (Direct Key Manual) keys.

DKA (Direct Key Automatic) Parameters:

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.
Changeable	Check the box if the user is allowed to change the DKA key.
Contact	This field serves for selecting a contact from the displayed selection list to bound it to this DKA. After clicking in the contact field, a list of the contacts is displayed (global and private) with the maximum of 10 names. If more contacts are available, the list shows the number of available contacts that fits the entered filter. If the user enters a text or there is already a text in the field, the list will be filtered by the entered text. In bulk edit the list includes only : 1) the global contacts visible for all opened profiles 2) and the private contacts which are available on all opened profiles with the same name and number
Name	Name of the selected contact
Number	Subscriber call number. The number may contain „pP“and „Tt“ – see Phone Numbers in Lines section. Read only field.
Field 3	Field 3 of the selected contact. Read only.
Field 4	Field 4 of the selected contact. Read only.
Line	The Line that the DKA uses. Read only field.
Group	Displays the name of the global contact group where the contact can be found, or "Private" if it is in the private contact list. Read only field.
Profile	Check this flag to set the monitored profile for "Busy Indication" feature. If the "Busy Indication" monitored profile is deleted, then all DKA keys pointing to that profile will have the monitoring profile removed. By default no profile is selected.
Buttons	Comment
Create Contact...	Use this button to create a new private contact and assign it to the selected DKA.

Buttons	Comment
Edit contact...	Use this button to edit the selected private contact. Global contacts can not be edited from profile editor. In case the user selects a global contact from the suggestion list, the "Edit Contact..." button is disabled.

DKM (Direct Key Manual) Parameters:

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.
Changeable	Check the box if the user is allowed to change the DKA key.
Name	Subscriber name for this DKM. Double space can be used for a line break.
Number	Subscriber call number. Number may contain "A", "W", "F", "pP" and "Tt" – see Phone Numbers in Lines section.
Color	Choose a color for the DKM key in the Line Color selection box.

NOTICE:

The "W" post dial character is only allowed for DKM. The "A" manual ringdown character is allowed for any call number or prefix.

"W" post dial: The digits up to the dial wait character are processed as if they were entered one by one. Then the system waits for further input from the user as in a normal dialing procedure: Digits can be entered and also deleted. If the entered number is not dialed expressly by the user (e.g. pressing the Enter key) it will be dialed automatically after 4 seconds.

"A" Signal button, MRD is typically used on dedicated lines with permanently established calls. The two parties of the call can send MRD signals to each other.

Intercom Parameters

IMPORTANT:

Intercom and Privacy for the same line may conflict.

Security Recommendation:

Protect the line used for Intercom in HiPath 4000 (ask HiPath technician – AMO VBZ).

Intercom works without protection for HiPath internal and external subscribers. Intercom works with protection only for HiPath internal subscribers.

Function Key	Properties	Comment
Intercom	Pinned	Check this check box if the user should not be able to remove the key.
Mic 'off' on Voice Calling	Pinned	Check this check box if the user should not be able to remove the key.
Mute Intercom	Pinned	Check this check box if the user should not be able to remove the key.
Voice Calling Suppression	Pinned	Check this check box if the user should not be able to remove the key.

Macros

Function Key	Properties	Comment
Delay 1 sec	Pinned	Check this check box if the user should not be able to remove the key.
Delay 10 sec	Pinned	Check this check box if the user should not be able to remove the key.
Macro	Pinned	Check this check box if the user should not be able to remove the key.
	Page	The listbox shows the existing Trading pages. Choose the page where this macro key shall execute the sequence of keys defined there. The Page Name is shown on the key, After selecting a page for the Macro key, the "Not selected" option will not be available. Macro keys pointing to the same page will have the same properties (Display "Macro" text). If the page to which a Macro key points is deleted, then that Macro key's page setting will be set to "Not selected".
	Display 'Macro' Text	This check box enables or disables the "Macro" text on the button on the OpenScape Xpert client. If this checkbox is disabled, the "Macro" text is not displayed and the button can be not identified as a Macro button on the OpenScape Xpert client.

Others

Function Key	Properties	Comment
Browser		Please see section <i>Properties of User Interface - Browser Keys</i> in the <i>Parameter Descriptions</i> chapter.
Cleaning	Pinned	Check this check box if the user should not be able to remove the key.
Go to Page	Pinned	Check this check box if the user should not be able to remove the key.
	Page	The listbox shows the existing pages. Choose a target page. The target Page Name is shown on the key, e.g. Page 9 After selecting a page for the GoToPage key, the "Not selected" option will not be available. Go to Page keys pointing to the same page will have the same properties (Page Signaling and Display "Go to Page" text). If the target page is deleted, then that GoToPage key's page setting will be set to "Not selected".
	Page Signaling	A Go_to_Page key points to a target page. One or several lines in that target page may start/stop ringing. These changes can be signaled on the Go_to_Page key by rapid blinking of its state field: Default - checkbox is deactivated: Do not signal „ringing state“ changes in the state field. Checkbox is activated: Signal „ringing state“ changes in the state field.
	Display "Go to Page" text	Enables or disables the "Go to Page" text on the button on the OpenScape Xpert client. If this checkbox is disabled, the "Go to Page" text is not displayed and the button can be not identified as a Go_to_Page button on the OpenScape Xpert client. This setting can also be enabled/disabled on the OpenScape Xpert Client.
Login List	Pinned	Check this check box if the user should not be able to remove the key.
Logout	Pinned	Check this check box if the user should not be able to remove the key.
Volume Control	Pinned	Check this check box if the user should not be able to remove the key.
	Label	Enter an optional text to be displayed on the key instead of the selected speech device. max length: 20 characters. Default: empty.

Function Key	Properties	Comment
	Audio Unit	The speech device to control. The default is Open Listening.

Phone

Function Key	Properties	Comment
1st Ring Tone	Pinned	Check this check box if the user should not be able to remove the key.
Call Forward	Pinned	Check this check box if the user should not be able to remove the key.
Call Forward Off	Pinned	Check this check box if the user should not be able to remove the key.
Call Forward On	Pinned	Check this check box if the user should not be able to remove the key.
Callback Busy	Pinned	Check this check box if the user should not be able to remove the key.
Conference	Pinned	Check this check box if the user should not be able to remove the key.
Consultation	Pinned	Check this check box if the user should not be able to remove the key.
Cradle	Pinned	Check this check box if the user should not be able to remove the key.
Cradle 2	Pinned	Check this check box if the user should not be able to remove the key.
Dialpad	Pinned	Check this check box if the user should not be able to remove the key.
Disconnect	Pinned	Check this check box if the user should not be able to remove the key.
Disconnect 1 ... Disconnect 4	Pinned	Check this check box if the user should not be able to remove the key.
Disconnect All	Pinned	Check this check box if the user should not be able to remove the key.
Disconnects all lines.	Pinned	Check this check box if the user should not be able to remove the key.
DTMF	Pinned	Check this check box if the user should not be able to remove the key.
Emergency Intrusion	Pinned	Check this check box if the user should not be able to remove the key.
Emergency Release	Pinned	Check this check box if the user should not be able to remove the key.
Hold	Pinned	Check this check box if the user should not be able to remove the key.

Parameter Descriptions

Function Key	Properties	Comment
Hold 1 ... Hold 4	Pinned	Check this check box if the user should not be able to remove the key.
Kill Line	Pinned	Check this check box if the user should not be able to remove the key.
LNR	Pinned	Check this check box if the user should not be able to remove the key.
Mailbox	Pinned	Check this check box if the user should not be able to remove the key.
Mute	Pinned	Check this check box if the user should not be able to remove the key.
Mute 1 ... Mute 4	Pinned	Check this check box if the user should not be able to remove the key.
Open Listening	Pinned	Check this check box if the user should not be able to remove the key.
Override Busy	Pinned	Check this check box if the user should not be able to remove the key.
Privacy	Pinned	Check this check box if the user should not be able to remove the key.
Private Hold	Pinned	Check this check box if the user should not be able to remove the key.
Quick Conference	Pinned	Check this check box if the user should not be able to remove the key.
Ringer 'off'	Pinned	Check this check box if the user should not be able to remove the key.
Select	Pinned	Check this check box if the user should not be able to remove the key.
Shift	Pinned	Check this check box if the user should not be able to remove the key.
Signal	Pinned	Check this check box if the user should not be able to remove the key.
Signal 1 ... Signal 4	Pinned	Check this check box if the user should not be able to remove the key.
SNR	Pinned	Check this check box if the user should not be able to remove the key.
Toggle	Pinned	Check this check box if the user should not be able to remove the key.
Transfer	Pinned	Check this check box if the user should not be able to remove the key.
Voice Recording	Pinned	Check this check box if the user should not be able to remove the key.

Speech Monitoring

Function Key	Properties	Comment
Disconnect SPM	Pinned	Check this check box if the user should not be able to remove the key.
SPM Auto	Pinned	Check this check box if the user should not be able to remove the key.
SPM Extension Unit A	Pinned	Check this check box if the user should not be able to remove the key.
...		
SPM Extension Unit F		
SPM Unit A ... SPM Unit F	Please see <i>Properties of User Interface - SPM Units A...F</i> section in the <i>Parameter Descriptions</i> chapter.	

Related concepts

[Function Keys or Profile Features](#) on page 54

Related reference

[Properties of User Interface - Browser Keys](#) on page 154

[Properties of User Interface - SPM Units A...F](#) on page 154

[Properties of User Interface - Line Keys](#) on page 149

8.2.3 Properties of User Interface - Line Keys

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if if the user should not be able to remove the key.
Changeable	Check the box if the user is allowed to change the key.

Call signalization Field Area

Properties	Comment
Call Queue Entry/ Concentrator Active	If this check box is not checked: - The calling line is not signaled in the Call Queue Entry/Concentrator. - The call is signaled on the line key only If this check box is checked: The settings of the Ringing Active and Cradle Active check boxes control the behaviour of the line in the Call Queue/Concentrator.
Ringing Active	Check this check box if the calling line shall ring.
Cradle Active	Check this check box if the call shall be on the handset when lifting from the cradle.

Parameter Descriptions

Properties	Comment
Ringing Type	Select ringing type from the listbox (16 types).
Common Hold in Call Queue/Concentrator	Check the box when this line shall appear (in case of Hold state) in the Call Queue resp. Hold Concentrator key. Consider also to configure Hold Delay Ring Tone generally in Turret Settings.
Call Queue Priority	Accept the default LowPriority 4 (Default), or assign a priority for this line from the listbox. Possible Values: Low, Normal, High, HighestPriority 1 (Lowest) - Priority 16 (Highest).

Call Memory Entry Behaviour Field Area

Properties	Comment
Incoming Calls Answered	The call is answered by one of the logged in user Profiles which share the same line. Select if and where the call shall be stored. Possible values: - No: Call is not stored in Call Memory - Own: Call is stored in the call memory only for the profile which answered the call. - All: Call is stored in the call memory for all profiles having the line used for the call on their profile.
Incoming Calls Unanswered	A call is considered unanswered when one of the following criteria is met: - None of the logged in user Profiles which share the same line will answer a call within a certain period of time (the timeout might depend on the PBX configuration). - Caller cancels the call before a party answers it. Select if and where the call shall be stored. Possible values: - No: Call is not stored in Call Memory - Own: Call is stored in the call memory only if the call was displayed in the call queue. - All: Call is stored in the call memory for all profiles having the line used for the call on their profile.
Outgoing Calls	Calls placed by one of the logged in user Profiles which share the same line. Possible values: - No: Call is not stored in Call Memory - Own: Call is stored in the call memory only for the profile which started the call. - All: Call is stored in the call memory for all profiles having the line used for the call on their profile.

NOTICE:

Recording can also be configured systemwide for all speech lines.

Call Behaviour Field Area

Properties	Comment
Suppress Call Forward	Voice recording may or may not be on for individual speech lines. Call Forward may unintentionally lead to a line with no voice recording. Suppressing Call Forward avoids such effects.
Preferred Identity Number	The number entered in the field is sent as outgoing number for internal and external calls. The number must be entered in the Global Number Format (GNF). Every user who uses this line as outgoing line can send a different outgoing number (calling party number).
Intercom	Check to allow incoming Intercom on this line. If Intercom is enabled, Privacy from Beginning will be automatically disabled, and vica versa. To avoid this conflict proceed as follows: • use separate lines for Intercom and Privacy.
Privacy from Beginning	Check to allow Privacy on this line. If Privacy from Beginning is enabled, Intercom will be automatically disabled, and vica versa. To avoid this conflict proceed as follows: • use separate lines for Intercom and Privacy.
Privacy on Private Hold	Check this box when no other user is allowed to pick up the line from hold. Note: From OpenScape Xpert V5 on this setting is irrespective of the hold behavior for this line (see Global Properties).
Partner Recognition	Check this box when Partner Recognition shall be applied to this line. Partner recognition converts call numbers to names from the contact list.
3rd Party Sensitive	Check this box to configure this line as CTI line. 3rd Party Sensitivity allows basic call functions (create/receive calls) for a third party application (e.g. OpenScape UC) on this line. Only one line should have this setting set per Profile to prevent unexpected behavior. This setting can be not found on the default properties of the line.

Properties	Comment
Speech Unit	The listbox shows the configured speech units. Accept the default Current Handset, or assign the line to the Current or to a fix Handset. The fix assignment is shown as a red key emblem, e.g.. 2. The emblem shows the speech unit number. When a tabbed line is assigned to a DKA, the tab also appears with the DKA. Note: Assign the same Handset to all lines of one Line Group. Otherwise Trading Turret users could be confused because: With no assigned Speech Unit, an outgoing call with the Dial Pad, Contacts, DKA or DKM will choose an arbitrary line from the Line Group. When several Speech Units exist the call will take place on varying units. The property "Seize Random Line ..." in Global Line Group requires specific Speech Unit settings.

Prefixes Field Area

Properties	Comment
Use Prefix	Possible values: - Local Line Prefix - Profile Prefix Check either Profile or Local Line Prefix. If Local Line Prefix: Enter Default Prefix, enter an Alternative Prefix If profile prefix is set, prefix set in the Profile basic tab will be used..
Default Prefix	This field can be edited when Local Line Prefix has been selected in the Use Prefix field. Possible values: A, B, C, D, F, f, T, t, P,p,#,*, +, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9
Alternate Prefix	This field can be edited when Local Line Prefix has been selected in the Use Prefix field. Possible values: A, B, C, D, F, f, T, t, P,p,#,*, +, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9

Controlling Characters	Description
P	1 sec delay
p	300 msec delay

Controlling Characters	Description
F	5 sec delay Delay characters „add up“, e.g. „pPp“ effects a 1.6 sec delay in dialing. Several „p“, „P“, „PP, F“ etc. may be used in one number.
T	DTMF on „T“ effects that dialing tones are generated by the Turret (otherwise generated by the PBX).
t	DTMF off
A	MRD (Manual Ringdown) for DKM
D	Direct dialing „D“ is interpreted as controlling character direct dialing if • used in Prefixes, or when • used in call numbers of DKAs, DKMs or Contacts and only preceded by dialing digits.
W	Post dialing for DKM „W“ is interpreted as post dialing character for DKM if preceded by dialing digits.

NOTICE:

Please see the *Lines* section for more information on phone numbers.

Voice Recording over Handset Field Area

Recording is done by the MLCs. On startup, the MLC gets all necessary recording information from the SM. When a call is set up, the MLC starts streaming the voice data to the recording device automatically. The recording for a speech unit is initiated by the Turret, which sends a starting message to the MLC.

Properties	Comment
From Beginning	Check From Beginning when recording shall be active on call startup.
Switchable	Check Switchable to let Turret users switch recording on/off depending on the From Beginning setting.

Related reference

[Properties of User Interface - Function Keys](#) on page 142

8.2.4 Properties of User Interface - SPM Units A...F

Feature Properties Tabsheet

Properties	Comment
Pinned	Check this check box if if the user should not be able to remove the SPM unit.
Optical voice Indication: Channel 1 ...4	Check the box when the Optical Voice Indicator shall be shown on the SPM Unit.
Current Assignment: Channel 1 ... 4	Choose a line from the listbox (contains the lines assigned to the Profile).
Protected	Check the box when the turret user shall not change the line-to-channel assignment. When the flag has been set then the selected line will be selected automatically for that channel in all the assignments, and the channel cannot be modified. When you protect a channel in Current Assignment , it is no more available (greyed out) for selection for the other channels. The check box is not available (greyed out) when [empty channel] is shown.
Assignment Name (only Assignment 1-5)	Choose a name. Assignments are valid within one profile and can be used for every SPM unit. Define up to five Assignments. Choose the channels from the line listboxes, set protection as needed
Assignment 1... 5: Channel 1 ... 4	Choose a line from the listbox (contains the lines assigned to the Profile).

Related reference

[Properties of User Interface - Function Keys](#) on page 142

8.2.5 Properties of User Interface - Browser Keys

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.

Browser Properties Field Area

By default a new browser key has a size of 1 column and 1 row, and an auto generated 'Alias Name for API' value ('WebBrowser_[X]', where X is the current page index). Only one Browser key per page is allowed.

Properties	Comment
Columns	Window width 1-6 columns in the Trading page.
Rows	Window height 1-10 columns in the Trading page.
Name	Enter a name for the Browser key.
Alias Name for API	This has to be unique within a User Profile. This will identify the Web Interface for the CTI application. If there is another Browser key on another page with the same API name, then the field will be marked as invalid. The 'Alias Name for API' has a limit of 100 characters.
URL	Enter a web address. [IPTV]<channellistURL>" format should be used to create an IPTV field on the Turret. The 'URL' field has a limit of 1000 characters.
Check boxes	Show controls in the Web Window: • Show Scroll Bars • Show Soft Keyboard (for data input) • Show Navigation Bar (for new URL)

Related reference

[Properties of User Interface - Function Keys](#) on page 142

8.2.6 Properties of User Interface - Ring Transfer Key

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.

Ring Transfer Field Area

Properties	Comment
Controlled Profile	The profile where the line ringing settings will be changed when the key is active. The change will only be done if the profile has the same RT key with the Controlled profile set to "local".
Local Text	The text displayed instead of the Ring Transfer Name on the key.
Only Signalization	The state of the key can not be changed by this profile, it is used only for signalization.

8.2.7 Properties of User Interface - Ring Transfer Sequence Key

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.

Ring Transfer Sequence Field Area

Properties	Comment
Controlled Profile	The profile where the Ring transfer states will be changed. The change will only be done if the profile has the necessary RT keys added to that profile.
Local Text	The text displayed instead of the Ring Transfer Sequence Name on the key.
Only Signalization	The state of the key can not be changed by this profile, it is used only for signalization.

8.2.8 Properties of User Interface - Interface Action Keys

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.

Interface Action Field Area

Properties	Comment
Local Text	The text displayed instead of the Interface Action Name on the key.
Only Signalization	The state of the key can not be changed by this profile, it is used only for signalization.

8.2.9 Properties of User Interface - Mass Call Forward Keys

Edit Settings Field Area

Properties	Comment
Pinned	Check this check box if the user should not be able to remove the key.

8.2.10 Properties of Profile – Basic Tab

General Field Area

Properties	Comment
Profile Name	Enter a profile name. Possible Values: Up to 30 Alphanumeric characters.
Password	Login password for the Profile user (on the Turret). The number of displayed dots do not correlate with the length of the password.
Profile Group	The Profile can not exist without a Profile Group. The Profile Group can be changed by the Profile Group selection box. Default Assignment: Default Profile Group
Trading Turret Language	Choose a language for the Xpert Turret user. The following languages are available: • Czech • English • English-AZERTY • French • German • Italian • Hungarian • Polish • Portuguese • Russian • Slovak • Spanish Note: On the Speaker Module only English or Spanish language is supported.
Locale	Choose a location profile. The location profile sets the tones and the time format for the turret, e.g. US tones and time format MM/DD/YY. Possible Values: German [European], United States [us]
Default Line	Choose a line from the listbox (must be configured in the User Interface page).
Default Page	Choose a page from the listbox which pops up on the Trading Turret when the user logs in.
Prefix	Enter a prefix for dialing. Prefix may contain "F", "pP" and "Tt" – see Phone Numbers.

Properties	Comment
Multiple Login Allowed	Check this box to allow several Turrets to log into the same Profile. Turrets and the System manager may simultaneously try to modify the Profile (try to write Configuration data into the Database). To preserve data consistency write attempts may be blocked, and the affected user is informed by appropriate messages (e.g. in the status bar). Note: Multiple Login may conflict with Busy Indication.
Allow Logoff If Ring Transfer Is Active	This checkbox determines the behaviour during logout of a Profile in connection with Ring Transfer Keys with configured Keep Active setting. Ring Transfer Keys with no configured Keep Active setting, will not be affected while logging out. - Allow Logoff if Ring Transfer is Active is not set: If the user wants to log off, a warning dialog appears displaying the Ring Transfer Keys that will no longer ring after logout. The logout procedure can be canceled with the Cancel button or by closing the dialog (X). The OK button is grayed out, the user is not allowed to log off. - Allow Logoff if Ring Transfer is Active is set: If the user wants to log off, a warning dialog appears displaying the Ring Transfer Keys that will no longer ring after logout. The logout procedure can be canceled with the Cancel button or by closing the dialog (X). With the OK button the logout procedure will proceed. Logout is possible without warning and any restrictions in the following cases: - If a profile is logged in on more than one turret. - On forced logout due to login of the same profile on a different turret. - On logout by the system administrator (periodic logoff of turrets). - On changes of the database (broadcast changes of the database by the system administrator). - On logout by the CTI API. - On Refresh Profile. - On RCO.
Hard Keys Page	Select the trading page that maps the OpenStage Xpert 6010p Hard Key Layout.
Line State Style	The line state indication field of Line Keys, DKA, SPM Channel, and Call Queue on OpenScape Xpert Clients can signal the line state in different styles (colors, blinking or not, blink frequency). You can choose the Default or Style 1 option per Profile.
Font Size	The font can have Default or Tight style.

Call Settings Field Area

Properties	Comment
Audible Dialpad Feedback	This checkbox determines whether or not the user hears a feedback tone when dialing on the OpenScape Xpert client's dialpad. For the digits 0...9, #, * the corresponding DTMF tone is played. For the dialpad keys "Previous", "Next", "OK" the following tones are played: • 800 Hz tone for "OK" • 900 Hz tone for "Previous" • 1000 Hz tone for "C" A feedback tone is audible for the duration of 300 msec. The speech unit mode influences the way the tones are audible: • Active speech unit is idle: – If the speech unit is on-hook the feedback tones are played on the external speaker. – If it is off-hook, the feedback tones are played on the speech unit. • Active speech unit is not idle: If the speech unit is not idle, the feedback tones are played in accordance to the current speech unit state. For example if the user selects a line key, the speech unit is in "open listening mode" and the feedback tones are played on the external speaker. • The volume of the feedback tones is coupled to the speech unit's volume and can be set on the OpenScape Xpert client via the handset properties. On the OpenScape Xpert client the feature can be activated/deactivated also.
Dialing Timeout [sec]	The time after a call is placed automatically. The entered number is dialed after the dial timeout has expired. Possible values: 1...30 sec, default: 6 sec.
On Hook Dialing	This setting affects dialing via DKA, Contact List, Call Memory, V24, and seizing a line with DKM or in state idle, ringing, seized remote, or hold. Possible Values: • Handsfree Talking Set to handsfree talking when dialing with a on-hooked handset should be allowed. • Open Listening Set to open listening when dialing with a on-hooked handset.

Properties	Comment
Automatic Consultation for DKM	If enabled, pressing a DKM key during an ongoing call will start a consultation call automatically.
DKA and DKM Automatic Page Change Destination	On Turrets, pressing a DKA or DKM key, the current Trading Page changes as follows: • Same Page Hold current page and continue. • Default Page Leave current page and change to default page. • Previous Page Leave current page and change to previous page.
Failed Conference Tone	Set checkbox to enable tone (an error tone signals when a line cannot be added to a conference).

Ringer During Conversation Field Area

Properties	Comment
Higher Call Priority	The call priority of the line on top of the Call Queue may be Higher, Equal or Lower than the call priority of any line already assigned to a Handset or Gooseneck. The ringer tone can be set individually as follows for each call priority: • Ring Tone Tone configured for the line on top of the Call Queue – Default. • Special Tone 3 beeps (like call waiting). • Off No ringing tone.
Equal Call Priority	
Lower Call Priority	

Related tasks

[How to Edit Basic Profile Properties](#) on page 64

8.2.11 Properties of Profile – Advanced tab

SPM Behaviour Field Area

Properties	Comment
SPM Persistence Time [sec]	Turrets can monitor active voice on speech lines by means of SPM. SPM units signal active voice with red color in the SPM state field. . • Default 0 sec.: The SPM state changes immediately after line state changes. • Max. 10 seconds: The SPM state persist for the configured time until it changes.
SPM Channel Behaviour	Defines the behavior when the SPM channel is selected. On Seize a normal two way call is started on the line. On Announcement an announcement is started to that line.

Announcement Field Area

Properties	Comment
Announcement Source	Select handset for Announcement. All announcements will start on the selected speech unit. Possible Values: • Current • Speech Unit 1 • Speech Unit 2 • Speech Unit 3 • Speech Unit 4
Announcement Mode	Choose Toggle or Push to Talk mode.

Intercom Field Area

Properties	Comment
Voice Calling Suppression	• Checkbox is activated: Incoming Intercom calls are not answered automatically, they are only signaled in the call queue and with ringing tone. • Checkbox is deactivated: Incoming Intercom calls are enabled The Turret-user can change this setting with the Voice Calling Suppression function key. Note: The speech unit assigned to Intercom may be busy. Then Voice Calling Suppression is applied
Mute Mic on Voice Calling	Mute own microphone during incoming Intercom calls. The Turret-user can change this setting with the Mic off on voice Calling function key.
No Voice Calling during Conversation	During conversation (active call on Turret) incoming Intercom calls are not answered automatically, they are only signaled in the call queue and with ringing tone

Parameter Descriptions

Properties	Comment
Intrusion Tone during Voice Calling with activated Mic	- Single (Voice Calling Start): Activating the microphone plays one beep tone at Voice Calling Start. - Repeating: Activating the microphone plays a repeated tone at Voice Calling Start.
Play intrusion tone on handset	Activate the checkbox: Intrusion Tone will be played in the Handset.

Contacts Field Area

Properties	Comment
Configured	Checkbox is activated: The Turret can use the contacts. Checkbox is deactivated: The Turret cannot use private and global contacts.
Changeable	Default - checkbox is activated: The Turret may change (edit) the private contacts. Checkbox is deactivated: The Turret cannot change the private contacts.
Password Protected	Checkbox is deactivated: The Turret can use the contacts without password. Checkbox is activated: The contacts are protected – edit a Password.
Password	Enter a password for the local contacts. Only valid if checkbox Password Protected is checked. The password may have up to 10 digits.
Enable Additional Fields on Turret	Field 3 and Field 4 are displayed for each contact on the turret if check box is checked.

Call Memory Field Area

Properties	Comment
Configured	- Checkbox is activated: The Turret can use the Call Memory. - Checkbox is deactivated: The Call Memory is deactivated for the Turret.
Changeable	- Default - checkbox is activated: : The Turret may change (edit) the Call Memory. - Checkbox is deactivated: The Turret cannot change the Call Memory.
Password Protected	- Checkbox is deactivated: The Turret can use the Call Memory without password. - Checkbox is activated: The Call Memory is protected – edit a Password.

Properties	Comment
Password	Enter a password for the Call Memory. Only valid if checkbox Password Protected is checked. The password may have up to 10 digits.

Voice Recording Field Area

This settings are only valid with SIPREC.

Properties	Comment
Record All Speech Units	Check this check box if voice recording shall be set for all speech units.
Record All SPM Devices	Check this check box if voice recording shall be set for all SPM devices.

Related tasks

[How to Edit Advanced Profile Properties](#) on page 64

8.2.12 Properties of Profile – Contacts tab

Columns and List Elements of Private Contacts

Column	Description
Name	Subscriber name, length up to 26 characters may not all be shown in the DKA on the Turret.
Number	Subscriber call number. The number may contain „pP“and „Tt“ – see section Phone Numbers.
Field 3 (optional)	Optional descriptive text which appears as an extension of the name (e.g. the function Tech. Support).
Field 4 (optional)	Optional descriptive text which appears as an extension of the name (e.g. the location New York).
On DKA	Indicates in the list view if the contact is already stored on a DKA (Direct Key Automatic). Possible values: Yes, No.
Line	Shows the assigned line of the contact.
Partner Recognition	Indicates if the partner name is shown on the line key, resp. on the DKA. Possible values: Yes, No.

Create/Edit Private Contact Dialog

To add a contact to private contacts or edit an existing private contact, the **Create Private Contact** or **Edit Private Contact: <name>** dialog is used.

Field/Item	Description
Name	Subscriber name, length up to 26 characters may not all be shown in the DKA on the Turret. Note: A double space (double blank) effects a new line on the DKA key.
Number	Subscriber call number. The number may contain „pP“and „Tt“ – see section Phone Numbers.
Field 3	Optional descriptive text which appears in the Global Contacts resp. Local Contacts. Example: Field 3 denotes the subscriber function.
Field 4	Optional descriptive text which appears in the Global Contacts resp. Local Contacts. Example: Field 4 denotes the subscriber location.
Line listbox	The Line that the contact shall use. Either the Default Line, or choose a line from the listbox (shows all lines of the profile). The chosen Line may be assigned to a Speech Unit. The Line key and the contact then carry a red speech unit tab.
Color listbox	Choose a color from the list.
Partner Recognition	Check this check box if the the partner name shall be shown on the line key, resp. on the DKA.

Related tasks

[How to Edit or Create Private Contacts](#) on page 65

8.2.13 Properties of Profile – Speech Units Properties

Speech Units Field Area

Speech Unit 1 ... Speech Unit 4

Properties	Comment
Enabled :	Check this check box to enable the respective speech unit.
Mute Type	For each enabled speech unit one of the following mute types can be selected: • Toggle to Mute • Toggle to Talk • Push to Mute • Push to Talk
Volume	Set the volume for each enabled speech unit. Possible values: 0...9

Speech Unit Settings Field Area

Properties	Comment
Default Speech Unit:	Select the user profile's default speech unit. Possible Values: • No Default • Speech Unit 1 • Speech Unit 2 • Speech Unit 3 • Speech Unit 4
Loudspeaker Volume	Set the volume to the desired level for the loudspeaker. Possible values: 0...9

Related tasks

[How to Edit Speech Unit Properties](#) on page 68

8.2.14 Properties of Profile – SpeakerBox Properties**SpeakerBox 1/SpeakerBox 2 Field Areas**

Properties	Comment
Function Key 1 ... 5 list boxes	Use the drop-down-lists to assign Function keys to each of the 5 hard keys on the bottom of the SpeakerBox 1. When you select a Function Key from the dropbox item, its default label appears in the corresponding textbox on the right, which will appear on the SpeakerBoxes.
Custom Label check box	Click the check box to change the label text displayed beside the check box. This text appears on the Speaker Module's display above the respective hard key (Function key 1 to 5).
Label text box	Displays the default text for the function key assigned. Enter the new text to customize the speaker module if the Custom Label check box is checked. You can also reset the label by deleting the content of the text box: Possible values: max. 10 characters
Page	Only if Macro has been assigned: Select the page where the macro is configured.
Group	Only if Announcement has been assigned: Select the group for the announcement.

Default Labels for the Function Keys

Function Key	Label	Function Key	Label
Announcement	Announce	Hold 3	Hold 3
Macro	Macro	Hold 4	Hold 4
Announcement All	Ann All	Kill Line	Kill Line
Announcement Variable	Ann Var	LNR	LNR
Call Forward	Forward	Mute	Mute
Consultation	Consult	Mute 1	Mute 1
Toggle	Toggle	Mute 2	Mute 2
Transfer	Trasfer	Mute 3	Mute 3
Intercom	Intercom	Mute 4	Mute 4
Mic 'off' on Voice Calling	Mic Off	Open Listening	OpenLi
Mute Intercom	Mute Ic	Privacy	Privacy
Voice Calling Suppression	VCS	Signal	Signal
Login List	LoginL	Signal 1	Signal 1
Logout	Logout	Signal 2	Signal 2
1st Ring Tone	1st RT	Signal 3	Signal 3
Cradle	Cradle	Signal 4	Signal 4
Cradle 2	Cradle2	Ringer 'off'	Ring Off
Disconnect	Discon	SNR	SNR
Disconnect 1	Discon1	Voice Recording	VoiceRec
Disconnect 2	Discon2	Disconnect SPM	DiscSPM
Disconnect 3	Discon3	Private Hold	Priv.Hold
Disconnect 4	Discon4	SPM Auto	Auto
Disconnect All	DisconAll	SPM Mute	Mute
DTMF Signaling	DTMF	SPM to Handset	to HS
Hold	Hold	SPM Unassign	Unassign
Hold 1	Hold 1	SPM Assign	Assign
Hold 2	Hold 2	SPM Delete	Delete

Related tasks

[How to Edit SpeakerBox Properties](#) on page 69

8.2.15 Properties of Profile – Announcement Groups tab

Announcement Groups tab - Properties

On the Announcement Group tab the properties of each of the 10 announcement groups of the profile are displayed.

Item	Description
Group 1 ... 10 (or customized group name)	Opens the Edit Announcement Group: Group <group name> window.

Edit Announcement Group: Group <group name> Dialog

To configure announcement groups, the **Edit Announcement Group: Group <group name>** dialog is used.

Field/Item	Description
Name	Name of the Announcement Group selected. Possible values: Up to 16 characters.
Add Line	Select a profile line to be assigned from the drop-down-list.
Add DKA	Select a DKA from the profile in the drop-down-list to assign it to the selected announcement group.
Add SPM Channel	Select an SPM channel of a profile's SPM unit to the announcement group from the drop-down-list.

8.3 Profile Groups Parameter Descriptions

This section contains the parameter descriptions of profile groups.

Columns and List Elements of Profile Groups

Column	Description
Name	Unique profile group name. At least one profile group has to be defined in the database. Possible values: Up to 30 characters.
Number of Profiles	The number of profiles assigned to the profile group.
Number of Contacts	The number of global contact visible for the profiles in the group. If the number exceeds the number 24000, it is displayed in red to notify the user that the number exceeds the limit of 24000.

Create/Edit Profile Groups Dialog

To add a profile group to profile groups or edit an existing profile group, the **Create Profile Groups** or **Edit Profile Group: <name>** dialog is used.

Parameter Descriptions

Global Contacts Parameter Descriptions

Field/Item	Description
Name	Profile group name. The name must be unique. An empty field is not allowed. Possible values: Up to 30 characters.
Number of Contacts	The number of global contact visible for the profiles in the group. Display only field.
Add group	Select a global contact group to be assigned from the drop-down-list. The contacts in this group will be visible for all profiles in the profile group.
Name column	The name of the global contact group visible for the profiles in the profile group.
Number of Contacts column	The number of contacts in the contact group.

Related concepts

[Profile Groups](#) on page 77

Related tasks

[How to Create or Edit a Profile Group](#) on page 77

8.4 Global Contacts Parameter Descriptions

Contacts are displayed in the list view.

The global contacts have the same properties as the private contacts.

Related concepts

[Global Contacts](#) on page 79

Related tasks

[How to Create or Edit a Global Contact](#) on page 81

[How to Display the Global Contact Groups List](#) on page 84

[How to Create or Edit a Global Contact Group](#) on page 85

8.4.1 Properties of Global Contacts

Columns and List Elements of Global Contacts

Column	Description
Name	Subscriber name, length up to 26 characters may not all be shown in the DKA on the Turret.
Number	Subscriber call number. The number may contain „pP“ and „Tt“ – see section Phone Numbers.
Field 3 (optional)	Optional descriptive text which appears as an extension of the name (e.g. the function Tech. Support).

Column	Description
Field 4 (optional)	Optional descriptive text which appears as an extension of the name (e.g. the location New York).
On DKA	Indicates in the list view if the contact is already stored on a DKA (Direct Key Automatic) . Possible values: Yes, No.
Line	Shows the assigned line of the contact.
Partner Recognition	Indicates if the the partner name is shown on the line key, resp. on the DKA. Possible values: Yes, No.

Create Global Contact Dialog

To add a contact to global contacts, the **Create Global Contact** dialog is used.

Field/Item	Description
Name	Subscriber name, length up to 26 characters may not all be shown in the DKA on the Turret. Note: A double space (double blank) effects a new line on the DKA key.
Number	Subscriber call number. The number may contain „pP“and „Tt“ – see section Phone Numbers.
Field 3	Optional descriptive text which appears in the Global Contacts resp. Local Contacts. Example: Field 3 denotes the subscriber function.
Field 4	Optional descriptive text which appears in the Global Contacts resp. Local Contacts. Example: Field 4 denotes the subscriber location.
Line listbox	The Line that the contact shall use. Either the Default Line, or choose a line from the listbox (shows all lines of the profile). The chosen Line may be assigned to a Speech Unit. The Line key and the contact then carry a red speech unit tab.
Color listbox	Choose a color from the list.
Partner Recognition	Check this check box if the the partner name shall be shown on the line key, resp. on the DKA.

Related concepts

[List View](#) on page 21

Related tasks

[How to Display the Global Contacts List](#) on page 80

8.5 Global Contact Groups Parameter Descriptions

This section contains the parameter descriptions of contact groups.

Columns and List Elements of Global Contact Groups

Column	Description
Name	Unique contact group name. At least one contact group has to be defined in the database. Possible values: Up to 30 characters.
Number of Contacts	The number of global contacts sorted by name. If the number exceeds the number 24000, it is displayed in red to notify the user that the number exceeds the limit of 24000.

Create/Edit Contact Groups Dialog

To add a contact group to global contact groups or edit an existing contact group, the **Create Contact Group** or **Edit Contact Group: <name>** dialog is used.

Field/Item	Description
Name	Contact group name. The name must be unique. An empty field is not allowed. Possible values: Up to 30 characters.

8.6 OSX Clients Parameter Descriptions

OpenScape Xpert Clients are displayed in the list view.

Related concepts

[OSX Clients](#) on page 87

8.6.1 Properties of OSX Client List

OSX Client List

Column	Description
State	The symbols in the State column represent the current operational state of the client: • Green circle: The OSX Client is assigned and it is connected to the primary server. • Yellow circle: The OSX Client is assigned and it is connected to a backup server. • Red circle: The OSX Client is assigned but it is not connected to any of the available servers. • White circle: The OSX Client is not assigned. • Question Mark: The state is unknown. This is typically an error case e.g. the ConfigServer is not running.

Column	Description
Node Address	The node address is unique for each OpenScape Xpert client and generated by the system.
Alias Name	The Alias name can be edited.
Group Name	Name of the group the OpenScape Xpert client belongs to.
Assigned IP	IP address of an assigned client. If the client is not assigned, a blue highlighted hyperlink Unassigned is displayed instead of the IP Address.
Active Software	Software version of the software currently active on the client.
Logged in Profile	For all the Turrets in the system (local or remote) the currently logged in profile is shown (if any). If the Turret is logged out (not in RCO state, this is a logged in state) or not running, then the field is empty.

Related tasks

[How to Display the OSX Client List](#) on page 88

[How to Create or Edit an OSX Client](#) on page 89

[How to Clone an OSX Client](#) on page 91

[How to Assign an OSX Client](#) on page 91

[How to Unassign one or more OSX Clients](#) on page 92

[How to Delete an OSX Client from the Client List](#) on page 92

8.6.2 Properties of OSX Client - General Tab

General Tabsheet

Property	Comment
Node Address	The node address is unique for each OpenScape Xpert client and generated by the system. Display-only field.
Alias Name	Enter an optional alias name of the OpenScape Xpert client. Possible values: Up to 20 alphanumeric characters.
Location	Select the location of the OSX Client to define the login page keys and the SM priority.
Group Name	Enter an optional group name of the OpenScape Xpert client. Possible values: Up to 30 alphanumeric characters.

Property	Comment
Required Software	If patches or hotfixes are installed on the system, the version to be installed on the OSX Client can be selected from the selection list. If there are no hotfixes installed, then the system's base version is displayed. When the Required Software has been modified and Save button pressed, a warning appears about immediate software installation. By clicking on Cancel button, save process will be interrupted. By confirming the warning with OK button, changed values are saved and software installation starts on assigned devices.
Active Software	Software version of the software currently active on the client. Display-only field.
Severity	SNMP severity. Possible values: • Off • Minor • Major Please see chart below for details.
Configure	Check this option to allow the content of the status bar located on the bottom of the OSX Client to be configured.
Text	Text to be displayed on the status bar of the OSX Client instead of the default content.

The following chart summarizes the SNMP traps sent according to the above settings and the events:

Selected SNMP severity	Config Server Start	Client assigned	Client unassigned	Client connected	Client disconnected
Off	N/A	N/A	N/A	N/A	N/A
Minor	Minor	Minor	Unmanaged	Normal	Minor
Major	Major	Major	Unmanaged	Normal	Major

8.6.3 Properties of OSX Client - Hardware Configuration Tab

Connected Speech Devices Field Area

Property	Comment
Speech Device 1 ... Speech Device 4	Turrets have 4 physical ports Speech Device 1-4. Speech Device 1 must be configured. The configured device type should match the physically connected device type. Possible values: • Handset • Microphone With Speaker • Microphone Without Speaker • Headset • Unused (only available for Speech Unit 2 ... 4) • SpeakerBox 1: Microphone • SpeakerBox 1: Microphone with Speaker • SpeakerBox 2: Microphone • SpeakerBox 2: Microphone with Speaker
Cradle	If this checkbox is checked, lifting the corresponding handset from the cradle connects to the call in the call queue or the line selected currently.
Enable 2in1 for 2nd Speech Device	If this check box is checked, the Speech Device 2 and Speech Device 1 share the same functionality. Only possible if a second speech unit is configured and both Speech Device 2 and Speech Device 1 have to be handset or headset.

SpeakerBox Field Area

Property	Comment
SpeakerBox 1	Select the first Speaker Module usage mode for the OpenScape xpert client.
SpeakerBox 2	Select the second Speaker Module usage mode for the OpenScape xpert client. Only possible if the first Speaker Module has been configured.
Room Characteristic	Select the room characteristics at the location from the following values: • Normal • Quiet • Reverberate

Speech Monitoring Field Area

Property	Comment
Number of SPM Devices	Select the number of connected loudspeakers. Possible values: 0 ... 6

8.6.4 Properties of OSX Client - Interfaces Tab

Application Interface Field Area

CTI Interface Field Area

NOTICE:

Please see the *OpenScape Xpert CTI Interface description* for more details on the Interface.

Property	Comment
Enable CTI :	Check this check box to enable the Computer Telephony Integration interface for the client device.
Mode	Select one of the following modes: • Local: The turret can be monitored and controlled via the CTI interface. Information are sent only about lines configured on the logged in profile. • Master: The turret sends status information on all lines and all turrets in the system. The turret can not be controlled via the CTI interface. • Combined: The turret sends the same status information as in master mode, but can be controlled in the same way as in local mode.
Extended Information	Check this box when extended information shall be sent to the customer PC via the CTI. The extended information for an event is contained in a number of extended information blocks. Some of these extended information blocks are mandatory and some are optional. If an optional extended information block is not sent, it's default values apply.
Send Info about PTT	Check this box when Push to Talk information shall also be sent to the customer PC via the CTI.
Link Layer Prefix check box	Check this box when the prefix of an information message should be sent to the customer PC via the CTI.
UTF-8 Enabled	Check this box when the UTF-8 character encoding should be enabled.
Send Info about Actions	Check this box when a customer PC shall be allowed to interrogate the active/ inactive state of Actions. In V6.0 only Interface Actions are supported on the CTI interface.

Thrift-based API Field Area

Property	Comment
Enable API :	Check this checkbox to enable the Thrift based API for the client device.
Use TLS	Check this checkbox to enable TLS for the Thrift-based API connection.

8.7 MLCs Parameter Descriptions

Multi Line Controllers are displayed in the list view.

Related concepts

[MLCs](#) on page 93

Related tasks

[How to Create or Edit an MLC](#) on page 95

8.7.1 Properties and Controls of MLC List

MLC List

Column	Description
State	The symbols in the State column represent the current operational state of the MLC: - Green circle: The MLC is assigned and it is connected to the primary server. - Yellow circle: The MLC is assigned and it is connected to the backup server. - Red circle: The MLC is assigned but it is not connected to any of the available servers. - White circle: The MLC is not assigned. - Question Mark: The state is unknown. This is typically an error case e.g. the ConfigServer is not running.
Node Address	The node address is unique for each MLC and generated by the system.
Alias Name	The Alias name can be edited.
Group Name	Name of the group the MLC belongs to.
Num. of Lines	The number of assigned lines of the selected MLC and the maximum possible number of lines (max number: 241).

Column	Description
Assigned IP	IP address of an assigned MLC. If the MLC is not assigned, a blue highlighted hyperlink Unassigned is displayed instead of the IP Address.
Active Software	Software version of the software currently active on the MLC. Display-only field.

Related tasks

[How to Display the MLC List](#) on page 95

[How to Assign an MLC](#) on page 97

[How to Unassign an MLC](#) on page 98

[How to Delete an MLC from the MLC List](#) on page 98

8.7.2 MLC Properties - General Tab

Topology Field Area

Property	Comment
Node Address	The node address is unique for each Multi Line Controller and generated by the system. Display-only field.
Alias Name	Enter an optional alias name of the MLC. Possible values: Up to 20 alphanumeric characters.
Group Name	Enter an optional group name of the MLC. Possible values: Up to 20 alphanumeric characters.
Location	Select the location of the MLC

Version Field Area

Property	Comment
Required Software	Select the software version to be loaded (if more than one version is available). When the Required Software has been modified and Save button pressed, a warning appears about immediate software installation. By clicking on Cancel button, save process will be interrupted. By confirming the warning with OK button, changed values are saved and software installation starts on assigned devices.
Active Software	Software version of the software currently active on the MLC. Display-only field.

SNMP Field Area

Property	Comment
Severity	SNMP severity. Possible values: • Off • Minor • Major Please see chart below for details.

The following chart summarizes the SNMP traps sent according to the above settings and the events:

Selected SNMP severity	Config Server Start	Client assigned	Client unassigned	Client connected	Client disconnected
Off	N/A	N/A	N/A	N/A	N/A
Minor	Minor	Minor	Unmanaged	Normal	Minor
Major	Major	Major	Unmanaged	Normal	Major

Options Field Area

Property	Comment
Enable Early Media	Use this option to switch between Early Media and local tones. When Early Media is enabled, an audio feeder is called which plays audio in ringing state.
Continuous-call BYE timer [ms]:	This timer delays disconnecting the old call when reestablishing a continuous call is in progress.
Keyset Primary Line	A line can be set as primary line for one keyset only in the same OpenScape Xpert System. Possible values: [Do not use keyset]

8.7.3 Properties of MLC Properties - SIP Connectivity Tab**Operation Mode Area**

Property	Comment
Operation Mode	Possible values: • OpenScape Voice • OpenScape 4000 • Cisco Unified Call manager • Unify Office • Smart PTT radio server • Generic SIP

Outbound Proxy Settings Field Area

Property	Comment
Enable DNS SRV	Enable this check box to activate the DNS SRV feature.

Parameter Descriptions

Property	Comment
SIP Outbound Proxy	Address of SIP Outbound Proxy – if used. Otherwise empty. If a SIP outbound proxy is configured, all SIP messages will be sent to this Outbound Proxy.
SIP Outbound Proxy Port	Port number of SIP Outbound Proxy – if used. Otherwise empty.
DNS SRV domain	In the DNS SRV domain field only the domain name where the MLC will find the SIP Outbound Proxies has to be entered.
Connectivity Check Timer [sec]	This timer defines how frequently the MLC should check the availability of SIP servers that were previously considered to be out of service.

SIP Settings Field Area

Property	Comment
IPv4 Address	When MLC has multiple IPV4 address, here can be specified which one to be used. MLC chooses automatically an address when this field is empty.
IPv6 Address	When MLC has multiple IPV6 address, here can be specified which one to be used. MLC chooses automatically an address when this field is empty.
Media Negotiation	IPv4/IPv6 negotiation mechanism. Single IP allows one media IP address. ANAT allows media IP addresses both for IPv4 and IPv6.
Media IP Mode	Specifies IP protocol for media connection. In Single IP mode it can be either IPV4 or IPV6. In ANAT negotitogiation mode, two additional options are available for dual network media: IPv4_IPv6 (preferring IPv4) and IPv6_IPv4 (preferring IPv6).
SIP Transport Protocol	It can be either TCP, UDP or TLS accordignly to the OSV setting. For TLS transport, additional settings are required (see Service Manual MLC Security Settings). NOTICE: Changes between TCP/UDP and TLS usually requires a SIP Register/Proxy port change on the Line Settings because 5060 is the default port for TCP/UDP and 5061 is the default port for TLS.

Property	Comment
Media Encryption	Select RTP, SRTP or RTP+SRTP according to the OSV settings. Default: RTP Enabled only if Sip Transport Protocol is set to TLS
SDP Security Profile	This field is enabled only when Media Encryption is SRTP or RTP+SRTP. Allows multi-selection of values 1) AES_CM_128_HMAC_SHA1_80 2) AES_CM_128_HMAC_SHA1_32 3) AES_CM_256_HMAC_SHA1_80 Default: AES_CM_128_HMAC_SHA1_80 and AES_CM_128_HMAC_SHA1_32
Media Encryption	SDP Security Profile
SIP Registration Timer	Time before MLC failure. If the SIP registrar is not available for the timeframe set, the lines from the affected MLC are deactivated. The value defined here has to be greater than or equal to the value which is configured in the OSV. The minimum value is 90 seconds and the maximum value is 36000 seconds for the MLC.
SIP Session Timer	Refresh interval. After the half of this time the refresh must be initiated. This value serves for the OpenScape Branch in survival mode (integer from 90 -86400 seconds, default value: 1800). OpenScape Branch supports ARD/MRD T1 CAS trunks.
MinSE	Minimum time for the Endpoint. This value serves for the OpenScape Branch in survival mode (integer from 90-86400 seconds, default value: 90). OpenScape Branch supports ARD/MRD T1 CAS trunks.
Response Transaction Timer [sec]	This timer will be set on each transaction start. When there is no response from the SIP outbound proxy within the given time frame, it will be marked as failed, and a fail over to the SIP outbound proxy with the second highest priority is triggered. Failed SIP outbound proxies are put on a blacklist.

8.8 Lines Parameter Descriptions

Speech lines are displayed in the list view.

Related concepts

[Lines](#) on page 98

Related tasks

[How to Create or Edit a Line](#)

8.8.1 Properties of Line List

Line List

Column	Description
Name	Unique name of the line
URI	Line Number URI (Uniform Resource Identifier)
Registrar	IP address and port number of SIP Registrar.
MLC Assignment	Name and Node address of the MLC and the type of the line (Direct, Keyset, Keyset Primary). If no MLC is assigned to the line, "Unassigned" is displayed.
Backup Appearance	Name and Node address of the Backup MLC and the type of the line (Direct, Keyset). If no Backup MLC is assigned to the line, "Unassigned" is displayed.

Related tasks

[How to Display the Line List](#)

[How to Assign a Line to an MLC](#) on page 104

[How to Unassign a Line from an MLC](#) on page 105

[How to Delete a Line from the Line List](#) on page 106

[How to Assign a Line to a Backup MLC \(for Two Lines on the Same Button feature\)](#) on page 104

8.8.2 Properties of Lines - General Tab

General Tabsheet

Property	Comment
Name	Enter the unique identifier of the line. It is recommended to use the extension number as line name. The line name is displayed on keys on the OSX client in case the Display name is not defined for the line. Possible values: Up to 30 alphanumeric characters. An empty field is not allowed. Mandatory field.

Property	Comment
URI	Enter the URI (Uniform Resource Identifier). Possible values: Up to 22 alphanumeric characters. Mandatory field.
Line Group	Select a line group from the list. Line Groups have own properties, which add common behavior to their speech lines. Possible values: [Base Line Group], line groups configured in the system.
Line Type	Select SIP for normal SIP connection or Radio for using the line with a radio gateway.

PBX Connectivity Field Area

Property	Comment
Registrar	Address of SIP Registrar Possible values: valid IPV4, IPV6 or FQDN address.
Registrar Port	Port number of SIP Registrar. Possible values: valid port number
SIP Proxy	Address of SIP Proxy. SIP Proxy will be filled out automatically based on the initial Registrar. Possible values: valid IPV4, IPV6 or FQDN address.
SIP Proxy Port	Port number of SIP Proxy. Possible values: valid port number

NOTICE:

The MLC is able to use different IP addresses for the SIP registrar and the SIP proxy. In case the SIP proxy is not configured or invalid, the MLC will use the registrar IP address for the SIP proxy, too.

Line Authentication Field Area

Property	Comment
Realm	Needed for digest authentication. Use the same value as used in the OpenScape Voice. Possible values: Up to 255 alphanumeric characters
User Name	Used for Digest authentication. Possible values: Up to 16 alphanumeric characters

Property	Comment
Password	Used for Digest authentication. Use a non-trivial SIP password that complies with the following rules: • At least 8 characters • Up to 16 characters • At least one uppercase letter (A - Z) • At least one lowercase letter (a - z) • At least one digit (0-9)

Voice Recording with SIPREC

Property	Comment
Record with SIPREC	Click this check box to activate voice recording with SIPREC. Default: disabled.

8.8.3 Properties of Lines - Global Tab

Call Settings Field Area

Property	Comment
Mailbox Number	Enter the VMS (Voice Mail Service) number for the selected line. Possible values: Alphanumeric characters.
Global Line Prefix	Enter a Global Line Prefix. The prefix may contain "F", "pP" and "Tt" – see Lines - > Phone Numbers.

Line Appearance Field Area

Property	Comment
Line Color	Choose a color from the Line Color Palette. Consider to Visualize Line Types with Colors.
Additional Text	Enter the text that shall be presented on the key when the line is idle.
Suppress 'Limited Mode' Caption	This check box indicates that the Temporary Limited Mode display should be suppressed on the Turret GUI when the OSB (OpenScape Branch) enters Survivable Mode.

Line Behaviour Field Area

Property	Comment
Continuous Line (ARD/MRD/Hoot)	Check this check box, if the line is a line where continuous calls are to be maintained (Automatic Ringdown/Manual Ringdown/hoot line).

Property	Comment
Send DTMF for Push to Talk	Check this check box when a DTMF character has to be sent for Push to Talk events.
Hold Behaviour	Either Common: The connection closes when the last user exits. Or Private: The connection closes when the user with Privacy exits. See also Privacy on Private Hold for the line..
Automatic Answer	Check this box when a call on this line shall be answered automatically. After the line is answered automatically, the line will be set on hold.
Automatic Reconnect	Check this box when a call on this line shall be connected again automatically after failed forwarding.
Reestablish Continuous Call	Check this box when a call on this line shall be reestablished automatically after it has been disconnected for any reason. If this check box is enabled, the Continuous Call Destination text box is displayed and the Hold When Released option is checked automatically.
Continuous Call Destination	The call destination where the call shall be reconnected automatically.
Hold When Released	Check this box when the released line shall remain in Hold state (a line in Hold state is terminated with a Kill Line).
Disable Recording Warn Tone	Check this box when the Recording Warn Tone is not wanted.

SPM Behaviour Field Area

Property	Comment
For Speech Unit	MLCs filter input and output voice channels of interconnected SPM units. Turret users who are listening to this line on an SPM unit hear the following partners in the SPM as follows: - External users and Turret users: All On - Only external users: Going Off - Nobody: All Off
For Announcement	MLCs filter input and output voice channels of interconnected Broadcasting lines. Turret users who are listening to this line on an SPM unit hear the following partners in the SPM as follows: - External users and Turret users: All On - Only external users: Going Off - Nobody: All Off

8.8.4 Properties of Lines - Default Tab

Call Signalization Field Area

Property	Comment
Call Queue Entry/ Concentrator Active	If this checkbox is not checked, the calling line is not signaled in the Call Queue Entry/Concentrator Key, the call is signaled on the line key only. The Ringing Active and Cradle Active checkboxes are greyed out. If this checkbox is checked, the calling line appears in the Call Queue Entry/Concentrator Key. The Ringing Active and Cradle Active check boxes are active. D
Ringing Active	Check this check box if the calling line shall ring.
Cradle Active	Check this check box if the call shall be on the handset when lifting from the cradle.
Ringing Type	Select ringing type from the listbox (16 types).
Common Hold in Call Queue/Concentrator	Check the box when this line shall appear (in case of Hold state) in the Call Queue resp. Hold Concentrator key. Consider also to configure Hold Delay Ring Tone generally in Turret Settings.
Call Queue Priority	Accept the default Priority 4 (Default), or assign a priority for this line from the listbox. Possible Values: Priority 1 (Lowest) - Priority 16 (Highest)

Call Memory Entry Behaviour Field Area

Properties	Comment
Incoming Calls Answered	The call is answered by one of the logged in user configurations which share the same line. Select if and where the call shall be stored. Possible values: • No: Call is not stored in Call Memory. • Own: Call is stored in the call memory only for the profile which answered the call. • All: Call is stored in the call memory for all profiles having the line used for the call on their profile.

Properties	Comment
Incoming Calls Unanswered	A call is considered unanswered when one of the following criteria is met: • None of the logged in user profiles which share the same line will answer a call within a certain period of time (the timeout might depend on the PBX configuration). • Caller cancels the call before a party answers it. Select if and where the call shall be stored. Possible values: • No: Call is not stored in Call Memory. • Own: Call is stored in the call memory only if the call was displayed in the call queue. • All: Call is stored in the call memory for all profiles having the line used for the call on their profile.
Outgoing Calls	Calls placed by one of the logged in user profiles which share the same line. Possible values: • No: Call is not stored in Call Memory. • Own: Call is stored in the call memory only for the profile which started the call. • All: Call is stored in the call memory for all profiles having the line used for the call on their profile.

NOTICE:

If a new line is placed on a user profile, the default setting will be “Own” for all three call types in the local line setting on the System Manager.

Call Behaviour Field Area

Property	Comment
Suppress Call Forward	Voice recording may or may not be on for individual speech lines. Call Forward may unintentionally lead to a line with no voice recording. Suppressing Call Forward avoids such effects.
Preferred Identity Number	The number entered in the field is sent as outgoing number for internal and external calls. The number must be entered in the Global Number Format (GNF). Every user who uses this line as outgoing line can send a different outgoing number (calling party number).

Parameter Descriptions

Property	Comment
Intercom	Check to allow incoming Intercom on this line. If Intercom is enabled, Privacy from Beginning will be automatically disabled, and vica versa. To avoid this conflict use separate lines for Intercom and Privacy.
Privacy from Beginning	Check to allow Privacy on this line. If Privacy from Beginning is enabled, Intercom will be automatically disabled, and vica versa. To avoid this conflict use separate lines for Intercom and Privacy.
Privacy on Private Hold	Check this box when no other user is allowed to pick up the line from hold. Note: From OpenScape Xpert V5 on this setting is irrespective of the hold behavior for this line (see Global Properties).
Partner Recognition	Check this box when Partner Recognition shall be applied to this line. Partner recognition converts call numbers to names from the contact list.

Prefixes Field Area

Property	Comment
Use Prefix	Possible values: - Local Line Prefix - Profile Prefix Check either Profile or Local Line Prefix. If Local Line Prefix: Enter Default Prefix, enter an Alternative Prefix. If profile prefix is set, prefix set in the Profile basic tab will be used.
Default Prefix	Possible values: A, B, C, D, F, f, T, t, P, p, #, *, +, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 0
Alternative Prefix	Possible values: A, B, C, D, F, f, T, t, P, p, #, *, +, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 0

Controlling Characters	Description
P	1 sec delay
p	300 msec delay

Controlling Characters	Description
F	5 sec delay Delay characters „add up“, e.g. „pPp“ effects a 1.6 sec delay in dialing. Several „p“, „P“, „PP, F“ etc. may be used in one number.
T	DTMF on „T“ effects that dialing tones are generated by the Turret (otherwise generated by the PBX).
t	DTMF off
A	MRD (Manual Ringdown) for DKM
D	Direct dialing „D“ is interpreted as controlling character direct dialing if • used in Prefixes, or when • used in call numbers of DKAs, DKMs or Contacts and only preceeded by dialing digits.
W	Post dialing for DKM „W“ is interpreted as post dialing character for DKM if preceeded by dialing digits.

Voice Recording over Handset Field Area

Recording is done by the MLCs. On startup, the MLC gets all necessary recording information from the SM. When a call is built up, the MLC starts streaming the voice data to the recording device automatically. The recording for a speech unit is initiated by the Turret, which sends a starting message to the MLC.

Property	Comment
From Beginning	Check From Beginning when recording shall be active on call startup.
Switchable	Check Switchable to let Turret users switch recording on/off depending on the From Beginning setting.

NOTICE:

Recording can also be configured systemwide for all speech lines.

8.9 Line Groups Parameter Descriptions

Line groups are displayed in the list view.

Related concepts[List View](#) on page 21

8.9.1 Properties of Line Group List

Line List

Column	Description
Name	Unique name of the line group. At least one line group has to be defined in the database.
Parent Group	Displays the parent group of the line group. Line groups form a tree structure, where each line group has a parent group, with the exception of the base line group.
Number of Lines	Number of lines assigned to the line group list.

8.9.2 Properties of Line Groups

Line Group Properties Field Area

Property	Comment
Name	The name of the line group. Cannot be empty and must be unique. Possible values: Max length is 50 characters.
Prefix	An optional prefix given to all lines in the group. Possible values: A, B, C, D, F, T, t, P, p, #, *, +. Max length is 16 characters.

NOTICE:

If the Name field is empty or the prefix contains invalid characters, an input validation error is shown.

Group Behaviour Field Area

The check boxes in the Line Group properties determine where and how the OpenScape Xpert clients shall search for a free Line.

Property	Comment
Parent	The parent group. Only those line groups are listed here which are not the child of the edited group (directly or indirectly), otherwise it could create a circular parent-child relation. In case of the base line group, this selection box is disabled and empty.

Property	Comment
Overflow To Upper Group	Checked: The OpenScape Xpert client is allowed to continue the search among the lines of the parent group. In case of the base line group, this check box is disabled.
Use Neighbor Line within Same Group	Checked: The client is allowed to search among lines of the same group as the preselected line.
Seize Random Line Instead of Preselected Line	This option can be selected only if the Use Neighbor Line within Same Group option is selected as well.

Related concepts

[Line Groups](#)

Related tasks

[How to Create or Edit a Line Group](#)

8.10 Login Page Lines Parameter Descriptions

Login Page Lines are displayed in the list view.

8.10.1 Properties of Login Page Line List

Login Page Line List

Column	Description
Name	Unique name of the login page line
URI	Line Number URI (Uniform Resource Identifier)
Registrar	IP address and port number of SIP Registrar.
Type	Keyset type of the line.
MLC	Node address and name of the MLC. If no MLC is assigned to the login page line, "Unassigned" is displayed.
Line ID	The login page line Id used in CTI messages.

Related tasks

[How to Display the Login Page Line List](#) on page 108

[How to Delete a Login Page Line from the Login Page Line List](#) on page 110

8.10.2 Properties of Login Page Lines

General Line Settings Field Area

Parameter Descriptions

Column	Description
Name	Enter the unique identifier of the line. It is recommended to use the extension number as line name. The line name is displayed on keys on the OSX client in case the Display name is not defined for the line. Possible values: Up to 30 alphanumeric characters. An empty field is not allowed. Mandatory field.
URI	Enter the URI (Uniform Resource Identifier). Possible values: Up to 22 alphanumeric characters. Mandatory field.

PBX Connectivity Field Area

Column	Description
Registrar IP	IP address of SIP Registrar/Proxy. Possible values: Valid IP Address.
Registrar Port	Port number of SIP Registrar. Possible values: Valid port number
SIP Proxy IP	IP address of SIP Registrar/Proxy. The SIP Proxy IP will be filled out automatically based on the Registrar IP initially. Possible values: Valid IP Address.
SIP Proxy Port	Port number of SIP Proxy. Possible values: Valid port number

NOTICE:

The MLC is able to use different IP addresses for the SIP registrar and the SIP proxy. In case the SIP proxy is not configured or invalid, the MLC will use the registrar IP address for the SIP proxy, too.

Line Authentication Field Area

Property	Comment
Realm	Needed for digest authentication. Use the same value as used in the OpenScape Voice. Possible values: Up to 16 alphanumeric characters
User Name	Used for Digest authentication. Possible values: Up to 16 alphanumeric characters

Property	Comment
Password	Used for Digest authentication. Use a non-trivial SIP password that complies with the following rules: • At least 8 characters • Up to 16 characters • At least one uppercase letter (A - Z) • At least one lowercase letter (a - z) • At least one digit (0-9)

Voice Recording with SIPREC Field Area

Property	Comment
Record with SIPREC	Click this check box to activate voice recording with SIPREC. Default: disabled.

Related tasks

[How to Create or Edit a Login Page Line](#) on page 108

8.11 Locations Parameter Descriptions

Locations are displayed in the list view.

Related concepts

[Locations](#) on page 113

Related tasks

[How to Assign a Login Page Line to an MLC](#) on page 109

[How to Unassign a Login Page Line from an MLC](#) on page 109

[How to Add a Login Page Line to a Location](#) on page 110

[How to Create or Edit a Location](#) on page 115

[How to Change the System Manager's Priority](#) on page 117

[How to Display the Location List](#) on page 115

8.11.1 Properties of Locations - General Tab

General Tabsheet

Property	Comment
Name	Enter the location name. The name must be unique. Possible values: Up to 50 alphanumeric characters. Mandatory field.

Related reference[Properties of Locations - System Manager Priority Tab](#) on page 192[Properties of Locations - Login Page Keys Tab](#) on page 192

8.11.2 Properties of Locations - Login Page Keys Tab

Login Page Keys Tabsheet

Login page keys will be displayed on the login page and can be used without login to the OpenScape Xpert client.

Property	Comment
Name	Enter the name(s) of the respective login page key 1...5 . The number field has to be configured as well. Possible values: Up to 26 alphanumeric characters.
Number	Enter the call number(s) of the respective login page key 1...5 The name field has to be configured as well. Possible values: A valid call number with up to 22 digits.
Add Line	Only lines from the Login Page Lines list can be selected. Lines for login page keys are listed below the Add Line field. To delete a line from the list use the X icon.

Related reference[Properties of Locations - General Tab](#) on page 191[Properties of Locations - System Manager Priority Tab](#) on page 192

8.11.3 Properties of Locations - System Manager Priority Tab

System Manager Priority Tabsheet

Property	Comment
Priority Levels list	The list shows active System Managers according to the assigned priorities. Inactive System Managers are not displayed, except an inactive primary SM. An inactive primary SM appears stroke through in the list under Primary .

Related tasks[How to Change the System Manager's Priority](#) on page 117**Related reference**[Properties of Locations - General Tab](#) on page 191[Properties of Locations - Login Page Keys Tab](#) on page 192

8.11.4 Properties of Locations - Voice Recording Tab

Siprec Settings Field Area

Use Location Based Siprec Settings	The Sip Recording uses the Location Based Siprec Settings, if you enable this property and select Siprec System Properties> Voice> Recording type. By default the property is disabled.
Primary Voice Recorder IP	IP address of the primary voice recorder (IPv4, IPv6)
Primary Voice Recorder Port	The Primary voice recorder port number has to be between 1020 and 65535. The default value is 5060 and is filled automatically if only IP is given.
Backup Voice Recorder IP	IP address of the secondary voice recorder. It can be set only if primary recorder is defined (IPv4, IPv6).
Backup Voice Recorder Port	The Secondary voice recorder port number has to be between 1020 and 65535. The default value is 5060 and is filled automatically if only IP is given.
SIP Transport Protocol	Possible values: UDP, TCP, TLS
Media Encryption	Possible values: RTP, SRTP, RTP+SRTP Enabled only if SIP transport Protocol is set to TLS
SDP Security Profile	Possible Values: AES_CM_128_HMAC_SHA1_80, AES_CM_128_HMAC_SHA1_32, AES_CM_256_HMAC_SHA1_80 Enabled only if Media Encryption is SRTP or RTP+SRTP
Redundancy Type	Standby (default): the Second voice recorder is activated only in case of primary recorder's failure. Double streaming: the primary and secondary voice recorder work simultaneously.

8.12 System Managers Parameter Descriptions

The List contains all System Manager servers configured in Cluster with the local System Manager.

Related concepts

[System Manager List](#) on page 117

8.12.1 System Managers List Parameter Descriptions

System Managers List

Column	Description
State	The symbols in the State column represent the current operational state of the System Manager servers: • Green dot: SM Server is connected. • Red dot: SM Server is disconnected. • White dot: Server is local. • Question Mark: The state is unknown.
Lock State	The column shows the current lock state of the SM Config Servers. • Locked: The HTEMES lan port is closed, clients can't connect to the Config Server. • Unlocked The HTMES lan port is opened, clients can connect to the Config Server.
Host Name	The host name column shows the host name or the IP address of the SM Config Servers. Display-only.
Replication Status	This column shows the Database replication state from the SM in the current row to the SM where it is checked. It either shows "Ok" if there's no error, or the native Database error message(s).

Related concepts

[Administer Topology](#) on page 16

Related tasks

[How to Display the System Manager List](#) on page 118

8.13 Ring Transfer Parameter Descriptions

The Ring Transfer List shows all Ring Transfers configured in the system.

8.13.1 Ring Transfer List Parameter Descriptions

Ring Transfer List

Column	Description
Name	The names of all ring transfers configured in the system.
Alias Name for API	The unique Alias Names for API (Application Program Interface) of all ring transfers configured in the system.

8.13.2 Properties of Ring Transfer Keys - General Tab

General Tabsheet

Property	Comment
Name	Enter the name of the ring transfer key. Possible values: Up to 16 alphanumeric characters. Mandatory field.
Alias Name for API	Enter the unique Alias Name for API (Application Program Interface). Possible values: Up to 100 alphanumeric characters. Mandatory field.
Color	Choose a color for the DKM key in the Line Color selection box.
First Line Shows	This setting defines what the first line shows on the key. - Type name: The first line shows the Type name (e.g. Ring Transfer), the second line will show the name of the action or the local text if it is defined on the key. - Action Name: The first line shows the Name of the Ring Transfer, the second line will be the local text if defines. - Nothing: The key will contain only one line, with the Name or local text. If the First Line Shows field is set to "Type Name" and in System Properties / General tab / Override Action Type Name / Ring Transfer is set then on Profile this string will override the Ring Transfer type string.
Deactivate at Logout	If checked, the ring transfer is deactivated at logout. Default: checked.
Keep Active	Check box to activate the Keep Active function..

Related tasks

[How to Create or Edit a Ring Transfer](#) on page 121

Related reference

[Properties of Ring Transfer Keys- Lines Tab](#) on page 196

8.13.3 Properties of Ring Transfer Keys- Lines Tab

Lines Tabsheet

Property	Comment
Add Line	Lines can be added by selecting them from the “Add Line” suggestion box. The field for directly entering value ranges is context-sensitive: By typing parts of the number, the list becomes shorter with the respective matches. The lines in this list are in an alphabetical order. Lines for the ring transfer key are listed below the Add Line field. To delete a line from the list use the X icon. Important: If a line is deleted which is on a ring transfer line, then that ring transfer line is deleted without any notification (if the line is on a ring transfer key, but not on a profile, then it has no function at all).
Name column	The line name, usually the extension number is used as line name. Display-only field.
Call Queue Active column	This check box can not be edited and it is always enabled. It is shown as an additional information that the Call Queue Active setting is always enabled on the line when the Ring Transfer is active. Display-only field.
Ringing Active column	If this check box is checked the Ringing Active setting of the line will be enabled when the ring transfer is active, and so the incoming calls on the line will ring on the client.
Cradle Active column	If this check box is checked the Cradle Active setting of the line will be enabled when the ring transfer is active, and so the calls on this line are answered directly on lifting the handset on the OpenScape Xpert client (comfort activation).

Related tasks

[How to Create or Edit a Ring Transfer](#) on page 121

[How to Edit Lines for a Ring Transfer Action](#) on page 122

Related reference

[Properties of Ring Transfer Keys - General Tab](#) on page 195

8.14 Ring Transfer Sequence List Parameter Descriptions

The Ring Transfer Sequence (RTS) List shows all Ring Transfer Sequences configured in the system.

Column	Description
Name	Name of the Ring Transfer Sequence.
Alias Name for API	Name used by the API to control this action.

Related concepts

[Ring Transfer Sequence](#) on page 123

8.14.1 Properties of Create/Edit Ring Transfer Sequence

General Tabsheet

Property	Comment
Name	Name of the Ring Transfer Sequence.
Alias Name for API	Name used by the API to control this action.
Color	Select a color from the selection box.
First Line Shows	This setting defines what the first line shows on the key. • Type name: The first line shows the Type name (e.g. Ring Transfer Sequence), the second line will show the name of the action or the local text if it is defined on the key. • Action Name: The first line shows the Name of the Ring Transfer Sequence, the second line will be the local text if defined. • Nothing: The key will contain only one line, with the Name or local text. If the First Line Shows field is set to "Type Name" and in System Properties / General tab / Override Action Type Name / Ring Transfer Sequence is set then on Profile this string will override the Ring Transfer Sequence type string.

Parameter Descriptions

Interface Action List Parameter Descriptions

Property	Comment
Invert RS states when disable	The RTS key can have the following states, depending on the setting of the “Invert RT States when disable” flag. • “Invert RT States when disable” is switched off: – The state will be ACTIVE when the RTs have the states as configured on the RTS. – The State will be INACTIVE when the Ring Transfers have not exact the same state as in RTS set. – When the key is ACTIVE and pressed nothing happens. • “Invert RT States when disable” is switched on: – The state will be ACTIVE when the RTs have the states as configured on the RTS. – When the states have exactly the inverse state, the RTS will be displayed as INACTIVE . – When none of the of the above case is true the key will be showed as PARTIALLY ACTIVE. – When the RTS key is ACTIVE and the key is pressed (or deactivated over CTI/API) the RT states will be set to the inverse state as configured for the RTS. – When the RTS key is INACTIVE or PARTIALLY ACTIVE and the key is pressed (or activated over CTI/API) the RT states will be set to the state as configured for the RTS.

Ring Transfers Tabsheet

Property	Comment
Add Ring Transfer	On the Ring Transfers tab the Ring Transfers can be added to the Ring Transfer Sequence selected.
Name	Name of thde Ring Transfers configured for the selected Ring Transfer Sequence.
State	When checked the Ring Transfer will be activated when the Ring Transfer Sequence is activated. When not checked, the Ring Transfer will be deactivated when the Ring Transfer Sequence is activated.

Related tasks

[How to Create or Edit a Ring Transfer Sequence](#) on page 124

8.15 Interface Action List Parameter Descriptions

The Interface Action (IF) List shows all Interface Actions configured in the system.

Column	Description
Name	Name of the Interface Actions.
Alias Name for API	Name used by the API to control this Interface Action.

Related concepts

[Interface Actions](#) on page 125

8.15.1 Properties of Create/Edit Interface Action

Interface Action Properties

Property	Comment
Name	Name of the Interface Action (IF).
Alias Name for API	Name used by the API to control this Interface Action.
Color	Select a color from the selection box.
First Line Shows	This setting defines what the first line shows on the key. - Type name: The first line shows the Type name (e.g. Interface Action), the second line will show the name of the action or the local text if it is defined on the key. - Action Name: The first line shows the Name of the Interface Action, the second line will be the local text if defined. - Nothing: The key will contain only one line, with the Name or local text. If the First Line Shows field is set to "Type Name" and in System Properties / General tab / Override Action Type Name / Ring Transfer is set then on Profile this string will override the Ring Transfer type string.
Layout	The IF key can have one of the following looks: - Small state field: The key will look like a Function Key. The label will not be displayed. - Large State Field: The key will have a large state field like a Line key or DKA. A label can be displayed on such key.
Label	The Interface key can have a label like a line key.
Synchronize State	While the RT and RTS keys are by default synchronized between turrets and cannot be disabled, the Interface Key has a special setting "Synchronize State" If this is unchecked, the state will be local on the OSX Client, and the state will not be synchronized.

Property	Comment
State Change Method	One of the following methods can be selected: - Automatic 2 states: When this is selected, the state will be changed from ACTIVE to INACTIVE and vice versa if the key is pressed. This setting can be used for e.g. with the Contact Interface to control a relay contact. This is equivalent with the V5 Contact Key behavior. - API/CTI, 16+2 states: When this is selected, the state will not be changed automatically on keypress. The state can only be changed over CTI or API interface. The key can have the known ACTIVE/INACTIVE states and additionally 16 states A to P. The colors for the 16 states can be set in the Color Property page "Interface Action" tab.
Button Type	One of the following types can be selected: - Switch: The button behaves like a switch button. The key will change its state on each button click and the new state will stay until the next click. - Push: The button behaves like a push button. The key will change its state on push down and by release.

Related tasks

[How to Create or Edit an Interface Action](#) on page 125

8.16 Glossary

Term	Definition
<i>Action, RT Key</i>	A Ring Transfer Action Key activates/deactivates Call Queue Active, Ringing Active, and Cradle Active for a configured set of Speech Lines.
<i>Action, RTS Key</i>	A Ring Transfer Sequence (RTS) Action Key activates a configured sequence of RT Action Keys .
<i>API</i>	Application Program Interface for customer devices connecting to specific Turrets.
<i>AS</i>	Application Server
<i>Backup</i>	A complete backup of the SM-Database.

Term	Definition
<i>Broadcast Changes</i>	Data changed in the System manger is stored immediately in the database. To notify the MLCs about the change a Broadcast of Changes needs to be done. The MLCs and the clients will receive a message so they can update their data or notify the user that new data is available.
<i>Busy State</i>	The Busy State of Lines is marked with colored flags on the Turret: Grey = partner is not logged in; green = partner is not busy; red = partner is busy (seized at least one speech unit - handset or gooseneck - with a line).
<i>Cluster</i>	With the Cluster it is possible to have more System Mangers in one OpenScape Xpert system which are geographically separated and connected with a LAN/ WAN connection with limited bandwidth. It will provide a failback server for the Turrets if the System Manager server becomes unavailable for any reason. This solution can be of course used for a standby server on the same location. The users have all the main alities across the whole system with their own account.
<i>DAO</i>	Data Access Object
<i>DB</i>	Data Base
<i>CLA</i>	Common License Agent (License Agent service)
<i>CLM</i>	Common License Management (admin GUI)
<i>Concentrator key, Hold</i>	Hold Concentrator keys can signal Lines in Hold-State.
<i>Concentrator key, Incoming</i>	Incoming Call Concentrator keys can signal Incoming Calls (ringing calls).
<i>CSV</i>	Comma Separated Values . This file format serves for speech line settings and IP voice recorder channels to be exported/imported.
<i>CTI</i>	Computer Telephony Integration (CTI) . A computer program (CTI Application) conducts voice connections on OpenScape Xpert speech lines.
<i>Data, active</i>	Active Topology and Profile Data used by the running Xpert System, i.e. data that was released and loaded from the SM-Database.
<i>Data, default</i>	Default Properties Data exists per item in the SM-Database, e.g. per speech line. Default settings can be changed without affecting other defaults. Example: The Prefix for a Line.
<i>Data, global</i>	Global Properties Data exists once in the SM-Database, and is used by reference. Global data is valid systemwide. Example: The Name of a Line.

Term	Definition
<i>Data, local</i>	Local Properties Data exists once per list_of_Profiles, and is used by reference. This effects that the first item and all its copies share the same local Properties. Example: The Name for a DKA and all its copies.
<i>Data, not yet active</i>	Not yet active Topology and Profile Data has been stored in the SM-Database, but the Turrets etc. still use the previously activated data.
<i>Docking</i>	Docking means to align an object (view or toolbar) with the edge of another GUI object, typically with a window panel.
<i>DTMF</i>	Dual Tone Multiple Frequency (DTMF) make digits audible during dialing.
<i>Failover, automatic</i>	Failover is a backup operational mode: A Backup Server automatically takes over the when the Primary Server is not available.
<i>FK</i>	Function key
<i>FM</i>	The Fault Manager (FM) reports errors to the central OpenScape 4000 instance.
<i>FMRC</i>	FMRC means „HiPath Trading Fault Manager Reporting Client “. It sends reports to the FMH.
<i>Free Seating</i>	Free Seating means a user can choose any Turret and login his/her Profile.
<i>Global Contacts</i>	Global Contacts are organized in Global Contact Groups and can be accessed by the Profiles which are in a Profile Group that is assigned to the specific Global Contact Group.
<i>GUI</i>	Graphical User Interface of a program on a PC monitor. E.g. the GUI of Turret PCs, or the GUI of the SM-Client PC.
<i>HeS</i>	Headset
<i>HS</i>	Handset
<i>Interface Key</i>	The Interface Action key can be used to cooperate with external applications. The Interface Action key is used typically to close or open an external contact or integrate with radio systems.
<i>IP</i>	The Internet Protocol (IP) is a widely used protocol in packet oriented data networks.
<i>IP Voice Recorder</i>	Multi Line Controllers (MLCs) forward VoIP speech to IP Voice Recorders for recording purposes.
<i>Keys</i>	Keys come with the Catalog (Announcement Keys, Direct Keys, etc.). The System manager assigns Keys to Trading Pages of Profiles.
<i>Line</i>	The Line Catalog lists the types of Speech Lines for Profiles: Direct Lines, Shared Lines and Keyset-primary.
<i>Line, Direct</i>	Direct Lines are exclusive speech lines.

Term	Definition
<i>Line, Keyset-primary</i>	Keyset-primary Lines have been introduced for the feature "Multi Line Appearance (MLA) with SIP Phones" from OpenScape Xpert V4R6 on. Lines of this type have restricted functionality on the OpenScape Xpert Client. A Keyset-primary line can be seized from an OpenScape Xpert Client or a SIP phone, that is e.g. in the back office.
<i>Line, Speech</i>	A digital Speech Line used in the Trading system.
<i>Line, VoIP</i>	A digital VoIP Speech Line in a packet oriented data network.
<i>Line Group</i>	The Line Group Catalog may contain Line Groups in up to four nesting levels. Line Groups have own properties, which add common behavior to their speech lines.
<i>Login Page</i>	The Login Page of Profiles contains up to 5 DKAs (for emergency calls etc.). These DKAs can be used without Login.
<i>MLC</i>	Multi Line Controller (MLC) provides VoIP speech and signaling lines.
<i>MoH</i>	Music on Hold signals to the Turret user that his/her line is not disconnected. The music is provided by the communication system.
<i>MP</i>	Management Portal
<i>MWI</i>	Message Waiting Indication - Leaving a message on a line is indicated on each Turret which has this line.
<i>OpenScape 4000</i>	OpenScape 4000 provides SIP speech lines, signaling and many other telephony features used by OpenScape Xpert.
<i>OSXMP</i>	OpenScape Xpert Management Portal
<i>Partner Recognition</i>	A call partner name may be listed in the Contacts List. Partner Recognition means to show the partner's name as stored in the Contacts list on the Line Key, resp. on the DKA.
<i>Private Contacts</i>	Profiles have Private Contacts (Local Electronic Telephony Directory). It may contain up to 6000 entries.
<i>Profile</i>	A Profile is a data set in the SM-Database describing the Function keys and Line keys for a Turret user. The Profile is loaded into the OpenScape Xpert client when the user logs in.
<i>Profile Group</i>	Profile Groups help the System manager to administer homogeneous groups of profiles (configurations).
<i>Property</i>	Assignment of a Property is a method to bind specific parameters to an object, e.g. a name to a Profile, a callnumber to a Line, etc.
<i>Server, Single</i>	Single Server means the Xpert system has only one SM-Server-PC.

Parameter Descriptions

Term	Definition
<i>SM</i>	System Manager
<i>SM-Database</i>	The SM-Database resides in one central server, and is accessible by all devices of OpenScape Xpert.
<i>SM-Server-PC</i>	OpenScape Xpert system have one SM-Server-PC . This PC contains the SM-Database, and various programs.
<i>SQL</i>	Structured Query Language
<i>SU</i>	Speech Unit (e.g. handset), microphone)
<i>Restore Database</i>	Restore Database is a separate program that replaces the contents of the current SM-Database by backup data.
<i>Speaker Module</i>	The OpenStage Xpert speaker module is an accessory equipment for OpenScape Xpert systems from Version 4R6 on. It provides outstanding voice quality and allows the user to easily distinguish between several conversation channels put on loudspeaker.
<i>Systemmanager</i>	Three meanings, depending on the context: First the SM-Server-PC where the SM-Database resides. - Second the person who administers the SM-Database. - Third the Systemmanager Client program .
<i>TB</i>	Tradeboard (TB) stands for OpenScape Xpert Client.
<i>Topology</i>	Topology is a set of views onto hardware modules that form the Trading system.
<i>Touch/Click</i>	Trading Turrets may have a Touch panel, or the mouse device must be used: The user must TOUCH the key, resp. CLICK the left mouse button.
<i>Touch/Press</i>	Trading Turrets may have a Touch panel, or the mouse device must be used: The user must TOUCH the key permanently, resp. PRESS the left mouse button.
<i>Trading Page</i>	A Profile consists of up to 200 Trading Pages , plus auxiliary data. The Trading Pages contain Line keys and keys. There are 40-key and 60-key pages.
<i>Turret</i>	A Turret is a standard PC complemented with special hardware and software.
<i>Turret IP</i>	An IP Turret is a standard PC which runs the OpenScape Xpert application. VoIP speech units connect to USB ports of the PC.
<i>Turret IP, QAXY</i>	QAXY is an application on IP Turrets connecting USB sound devices to the Xpert application.

Term	Definition
<i>UC, OpenScape</i>	OpenScape Unified Communication basic integration allows to create a call via the newest UC solution (third party CTI) which is connected to the OSV, as it is possible for the OpenStage phones (SIP). The call created on the CTI line (marked as 3rd party active) of the user and placed. The OSV-UC Web Client and Desktop Client is working with the OpenScape Xpert Software. Also the Click2Dial function of the UC Client is working with an OpenScape Xpert line.
<i>VMS</i>	Voice Mail System (VMS) stores voice messages for Speech Lines.
<i>VoIP</i>	Voice over IP Protocol (VoIP) means digital speech and signaling lines over IP data networks.
<i>Wildfly Service</i>	WildFly is the open-source version of the widely used web application server JBOSS. It is the container of the OpenScape Xpert Management Portal (OSXMP). WildFly shares the files on a http interface used for turret and MLC automatic upgrades.

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