UNIFY
Harmonize
your enterprise

OpenScape Business V2
OpenScape Business BLF

User Guide

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

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Contents

2. Introduction

The busy lamp field is a software program that transparently shows the connected subscribers.

The busy lamp field provides you with:

A variety of administrative functions, as well as a high degree of user-friendliness thanks to:

- A Windows-based transparent user interface
- Easy to operate using a keyboard and mouse
- Option to set a presence status for all subscribers*
- Option to set your own presence status*
- Access to speed dial and journal directories *
- Access to voicemails *

The software requires one of the following Windows operating systems:

- Windows Vista
- Windows 7 / 8 / 10.

This software is protected by licence. Therefore you will need an executable licence server (CLA), which must be installed by your IT support.

We recommend regularly checking for software updates to ensure that you are using the latest version. See also 'Search for software updates'.

* This requires a corresponding UC licence.

**The presence server is connected using an SSL-encrypted protocol.**

If you get this error message when you are setting up the connection,

Dieser Zugriff erfordert eine sichere Verbindung mit Serverauthentifizierung.
Wir öffnen jetzt die Seite, bitte installieren Sie das Zertifikat und starten das Programm neu

This access requires a secure connection with server authentication.
We now open the page, please install the certificate and restart the program.

OK

confirm with 'OK' and your browser automatically forwards you to the UC Smart Assistant.

Install the certificate and restart the software.
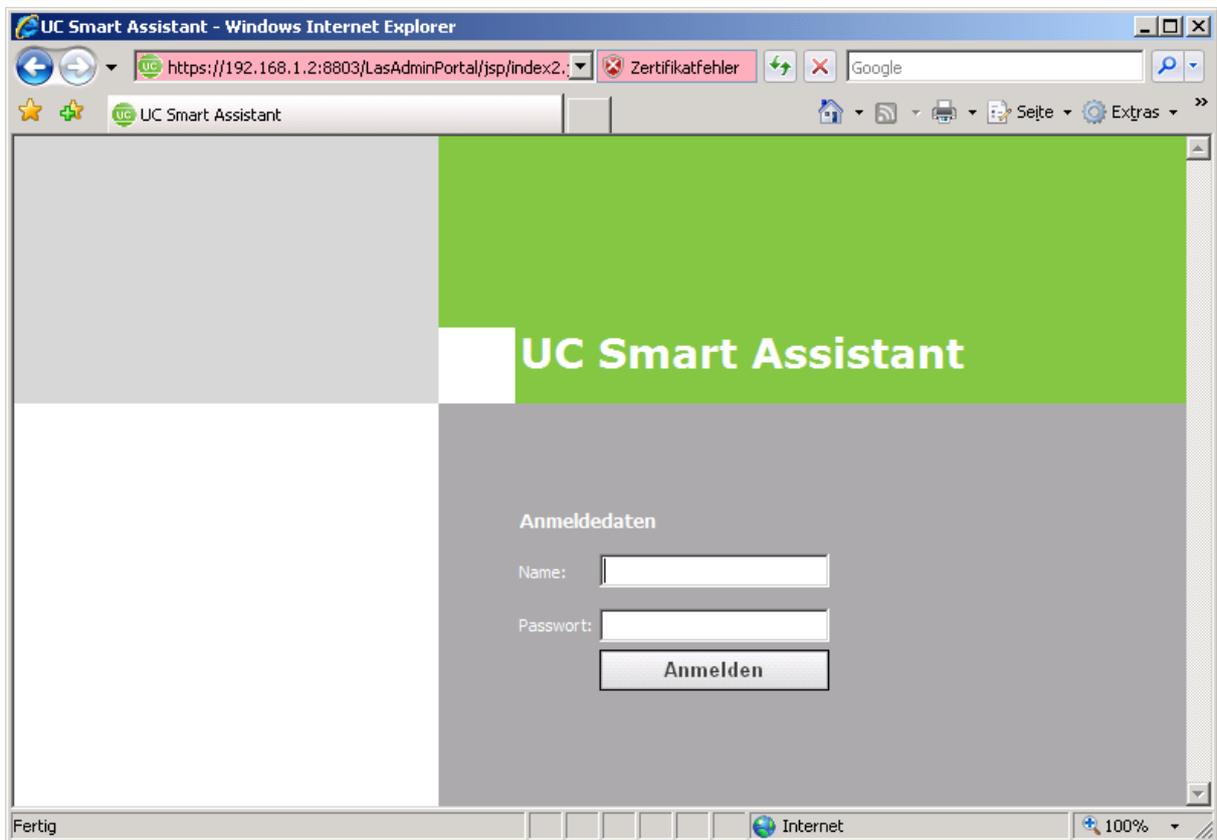
3. Important Note

This documentation describes how to operate and configure the busy lamp fields to your communications platform.

It will describe the software functions that are required for typical use. If you find that some of the functions you wish to use are not available, it may be due to one of the following reasons:

- The function has not been set up for the busy lamp field. In this case, contact your system support personnel.

- Your communications platform does not support this function. In this case, address any questions to the sales person responsible for upgrading your system.

- You do not have the latest version of the software. In this case, contact the sales person regarding updating your software.

The functions and procedures explained here depend on the software the system is running on and may not always be available or only available in a modified form. If you have any questions in this regard, contact your IT support for the telephone system.

The information provided in this document only contains general descriptions and features, which in case of actual use do not always apply as described, or which may change as a result of ongoing product development.
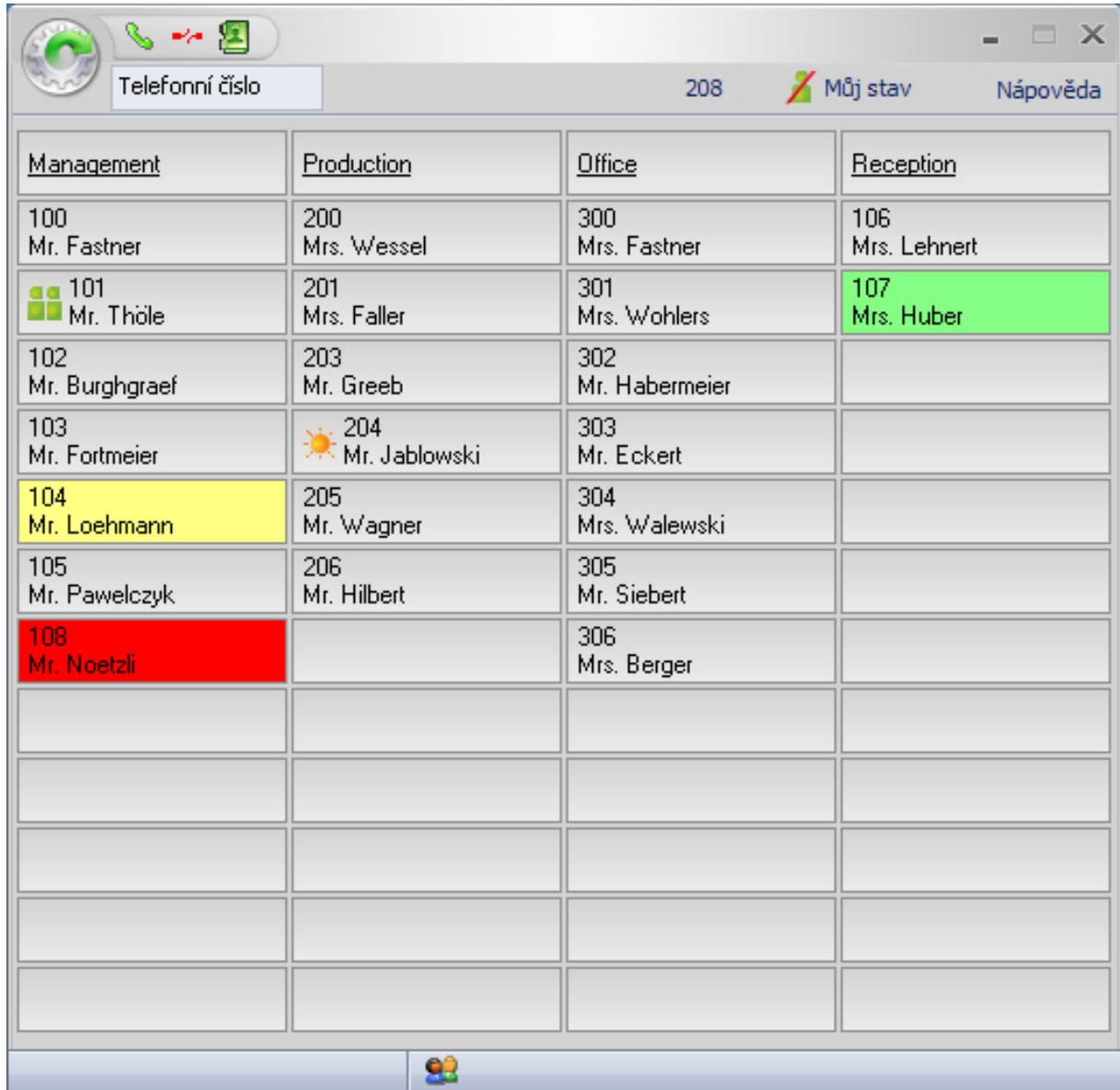An obligation to provide the respective features shall only exist if expressly agreed in the terms of the contract.

Please also read the information in the 'readme' file.

4. Program Windows

4.1 The main window

The main window is the central control element of the software.

You obtain information on the status of active calls and the status of connected subscribers at a glance.

The main window is subdivided into various information elements:

They are as follows:
The 'function bar', the 'menu bar', the 'busy lamp field' and the 'status display'.

4.1.1 The function bar

The function bar provides you with various features that you can select using the mouse or using the function keys (F keys).
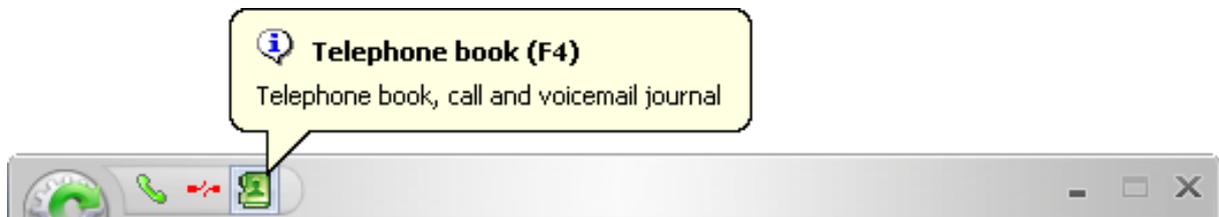

🖎 Answer
This button is available so that you can conveniently accept an incoming call.
This option provides you with the possibility of accepting the incoming call (you can use F2, too).

⁒ Disconnect
Terminate your current call by pressing the 'Disconnect' button (or press F3).

📗 Telephone book, call and voicemail journal
Click the 'Telephone book' button to open a new window (or press F4).
The call and voicemail journal are also available, in addition to the telephone book (select a telephone book).

See also 'Access the telephone book or the call and voicemail journal'.

4.1.2 The menu bar

Manual dialling
If you wish to make an outgoing call enter the required telephone number.
The software will now automatically dial a number and make the connection.

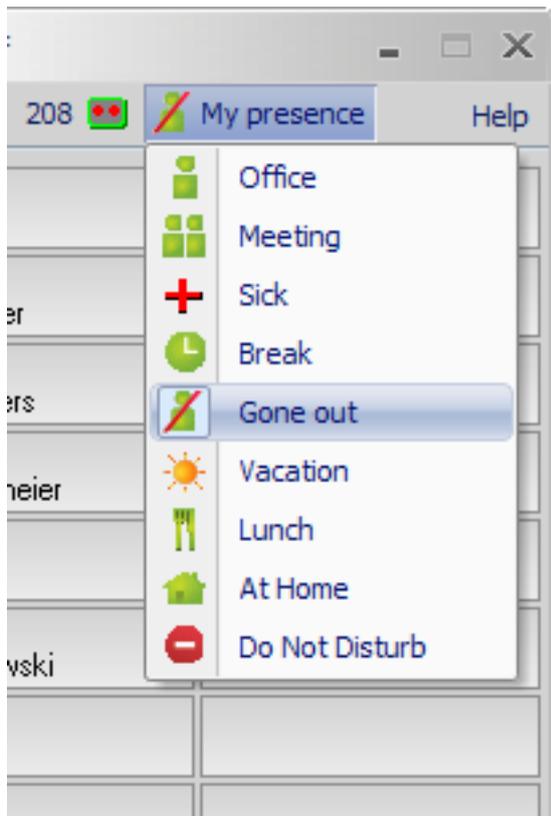**!** **Note:** If you have an active call, consultation is automatically activated.

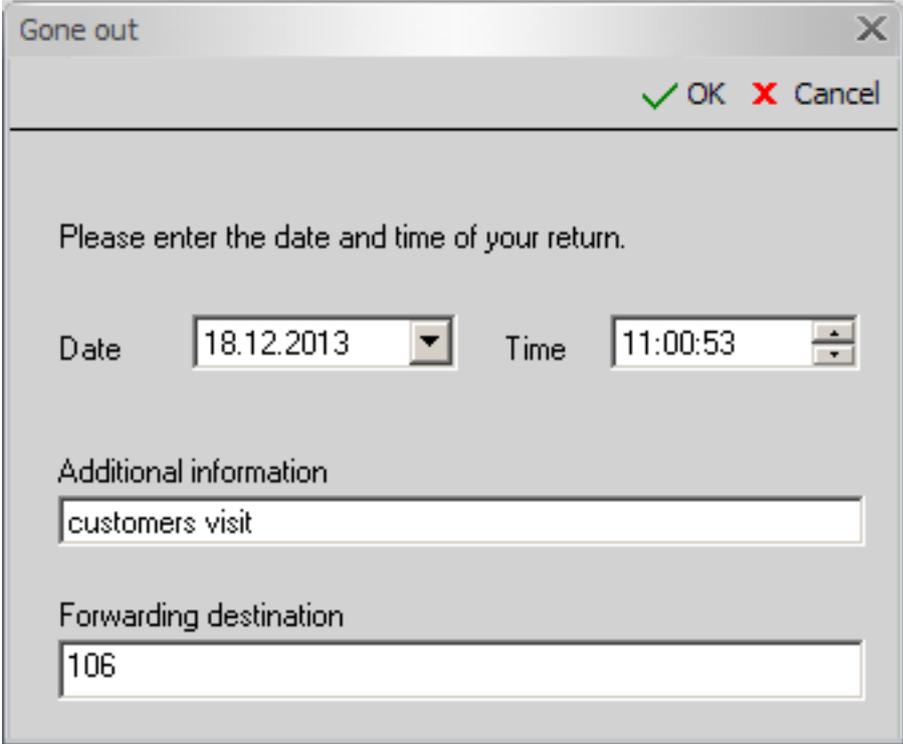Your telephone number and status (with the corresponding symbol) are displayed on the menu bar.

This symbol [icon] indicates that you have unread voicemails.

My presence
Use the 'My presence' button to set your status.

Enter your status along with the date, time, any additional information and the forwarding destination in the input screen.
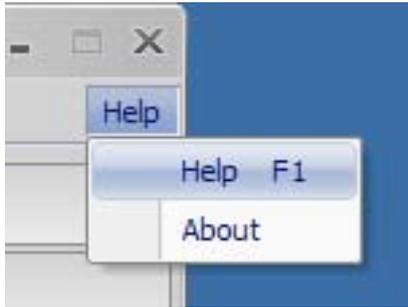

! **Note:** The individual statuses are preset by the software but can be changed if necessary.

Help
Click here (or press F1) to call up the help function.
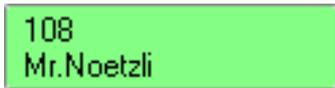

About
Here you will find information about your version of the software.

4.1.3 The busy lamp field

The busy lamp field (BLF) provides a clear indicator of the subscriber status if connected and the line status using appropriate symbols with various colours.

Examples:

 Mr Fastner is being called.

 Mr Noetzli's internal line is engaged.

 Mr Fastner's external line is engaged.

The number of busy lamp fields can be between 10 and 242 fields. See also 'Settings'.

The subscriber presences are displayed on the busy lamp field with corresponding symbols.

They are as follows:

 Office

 Meeting

 Sick

 Break

 Gone out

 Holiday

 Lunch

 At Home

 Do Not Disturb

! **Important:** This requires a corresponding UC licence.

The infotext of the corresponding entry on the busy lamp field contains further information on the presence status of subscribers.

In addition to the display functions, there are other options available.

The following options are listed by right-clicking the busy lamp button.

 New/edit entry

You can enter a new subscriber in your busy lamp field by clicking the 'New/edit entry' button. Enter the subscriber's name and telephone number and confirm with 'OK'. The new subscriber is then saved in the field that you selected on your busy lamp field.

! Note: The telephone or presence status displays only update when the new subscriber changes his/her status.

 Delete entry

If you wish to delete a subscriber from your busy lamp field, right-click the subscriber and click 'Delete entry'. The subscriber you selected is immediately deleted from your busy lamp field.

Insert caption

You can insert captions to enable you to make your busy lamp field clearer and more transparent. Enter the required caption text.

 Cut

Use this option if you wish to completely remove the selected field from your busy lamp field.
The entry that you cut is saved to the clipboard and can therefore be inserted at any other position.

 Paste

The entry that was last copied to the clipboard can be inserted at any position on one of the two busy lamp fields using the 'Paste' function.
An existing entry at this position is overwritten.

4.1.4 The status display

The left-hand area of the status display shows the active connection to the WSI of your system.
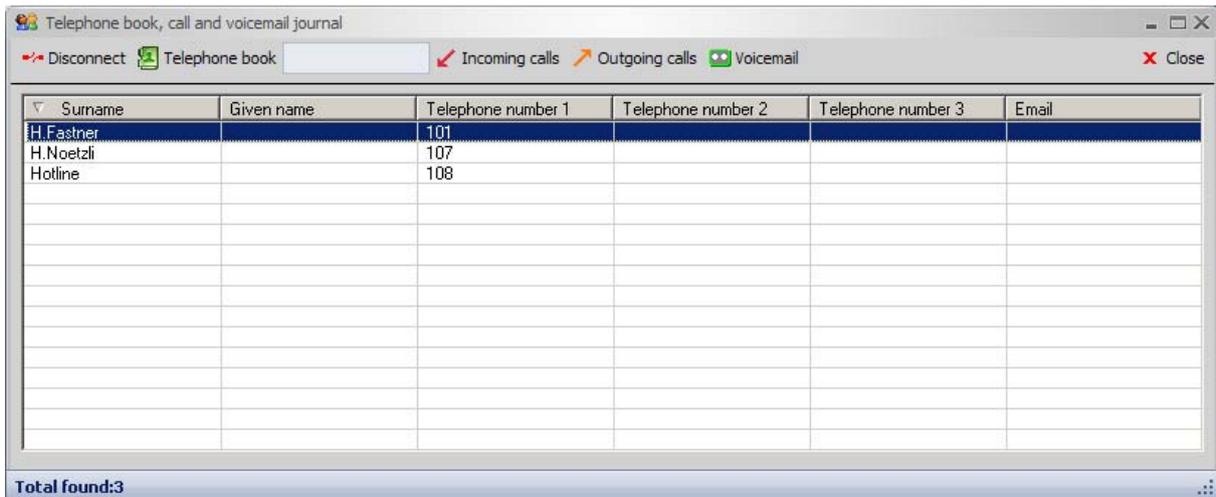
4.2 Telephone book, call and voicemail journal

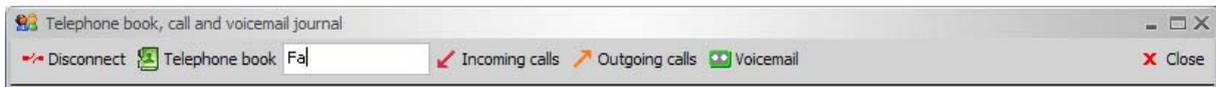The window is subdivided into various information elements.

They are as follows:

- Telephone book (speed dial directory)
- Incoming calls
- Outgoing calls
- Voicemail

Telephone book (system speed dial)
You can access all of the entries from your speed dial directory of the telephone system.

You can search for names of people in the speed dial directory using the search field.
All of the matching entries are displayed in the list of the telephone book area (max. 100).

Right-click the telephone book area to see this pop-up menu for the telephone book. See also
'Working with the pop-up menu'.
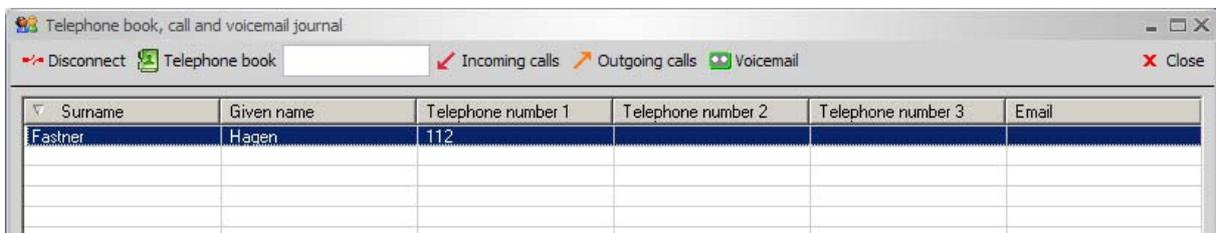
! **Important:** This requires a corresponding UC licence.

Incoming/outgoing calls
All incoming and outgoing calls are logged and displayed with the name, telephone number, date and time.
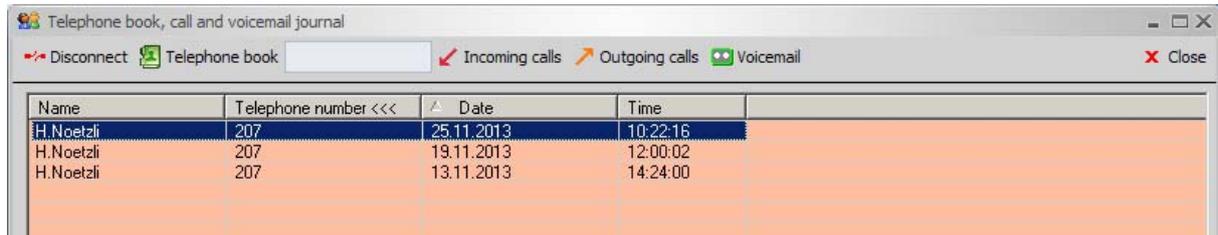

The 'Telephone number' column uses a symbol to designate which display the call journal is in:

- Incoming calls [Phone number <<<] are designated with an arrow pointing to the left

- Outgoing calls [Phone number >>>] are designated with an arrow pointing to the right

Right-click individual entries or all entries to delete them from the call journal.
See also 'Working with the pop-up menu'.

! Note: It is only possible to delete entries on certain telephone systems.

! Important: This requires a corresponding UC licence.

Voicemail
The voicemail records voicemails centrally. This view displays all voicemails along with the name, telephone number, date, duration and status.

The 'Status' column flags voicemails as read or unread.

You can listen to, stop and delete individual voicemails.
See also 'Working with the pop-up menu'.

! Important: This requires a corresponding UC licence.

5. Settings

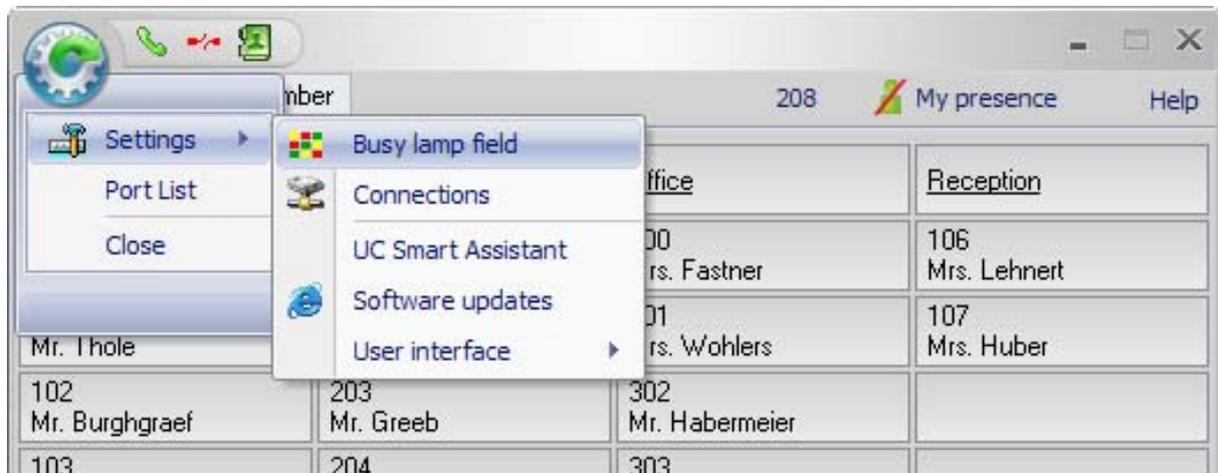## 5.1 The busy lamp field
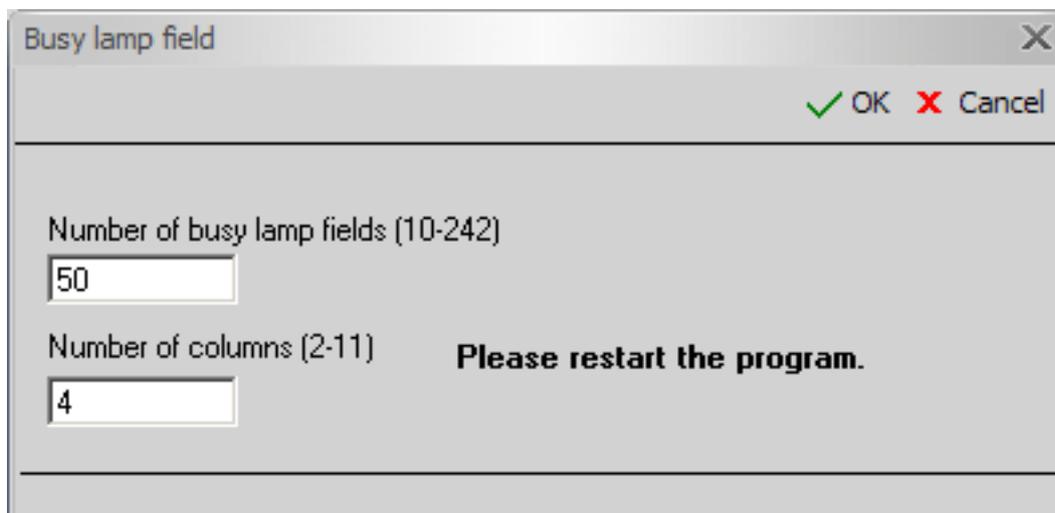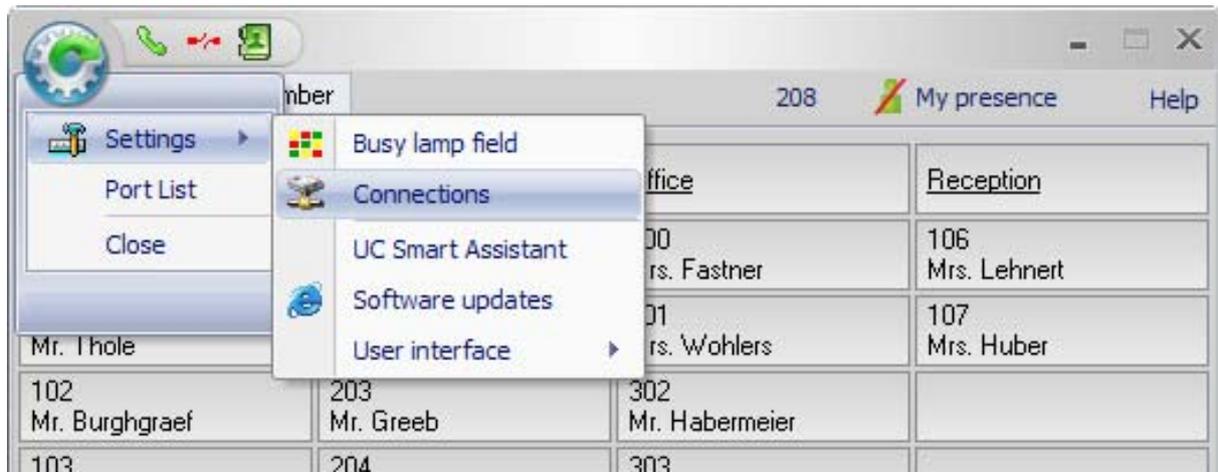

Number of busy lamps/columns
Please select the number of busy lamps to be displayed in your busy lamp field (from 10 to max. 242) as well as the number of columns (from 2 to max. 11).

! **Note:** The software must be restarted in order that the changed number of busy lamps or columns becomes effective.

5.2 Connections

The following options are available for connections:

Connection to CLA
The following data is required to license using CLA.

Enter the IP address of the licence agent for 'IP address of the licence agent (CLA)'.
Enter the port number of the licence agent for 'Port of the licence agent (CLA)'.

If you have further questions, contact your IT support.

Connection to system (WSI)

IP address
Enter the IP address of the WSI here to set up a LAN connection to the telephone system.

Own directory number
Please enter your telephone number.

Password
Enter your password here.

Active
If you wish to maintain an active connection to the presence server, define it here.
The connection is displayed on the status bar in the main window using a symbol .

! **Note**: Operation with a presence server runs over the HTTPS protocol. To this end, you must install the certificate on your PC.
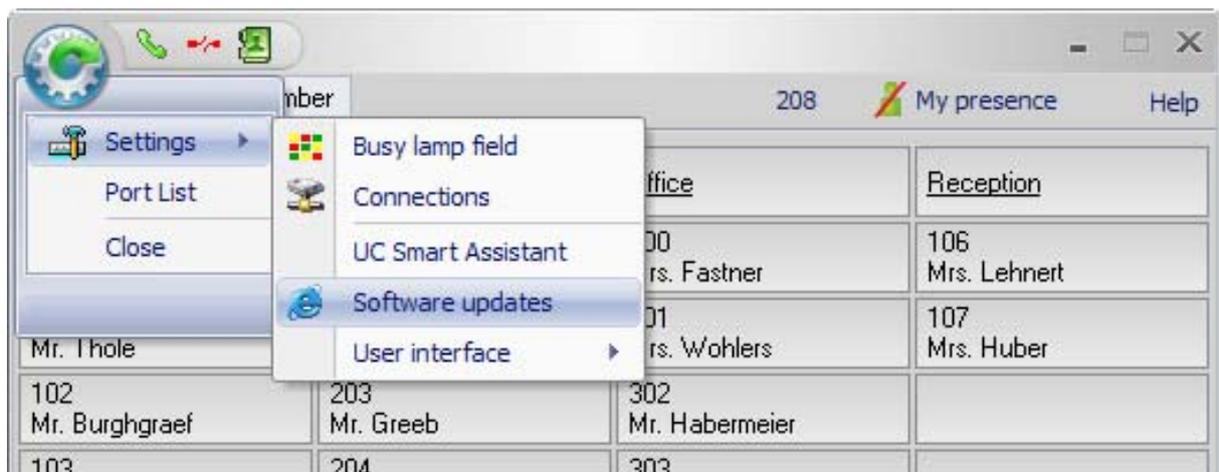If you have any questions in this regard, contact your IT support or consult the administration documentation for your telephone system.

5.3 UC Smart Assistant
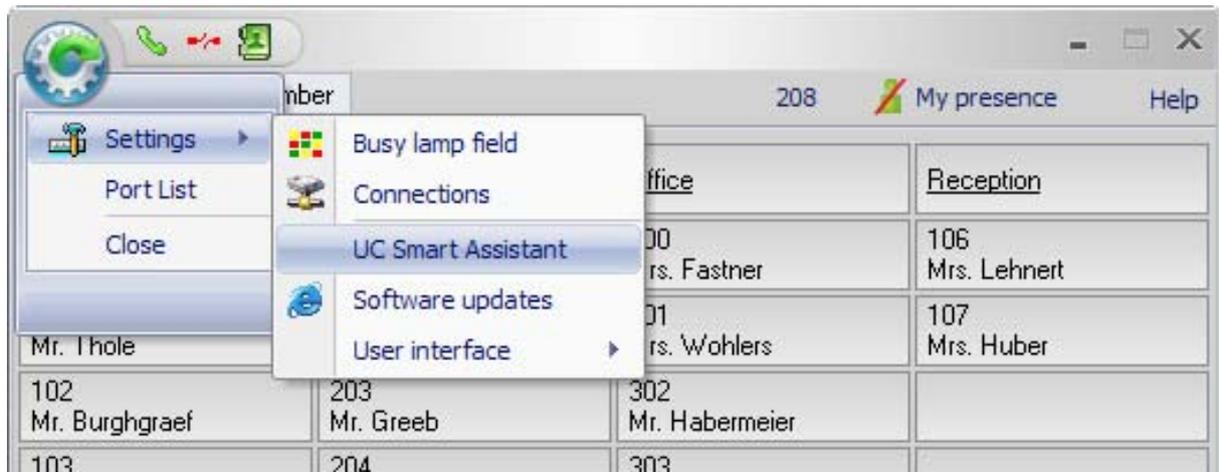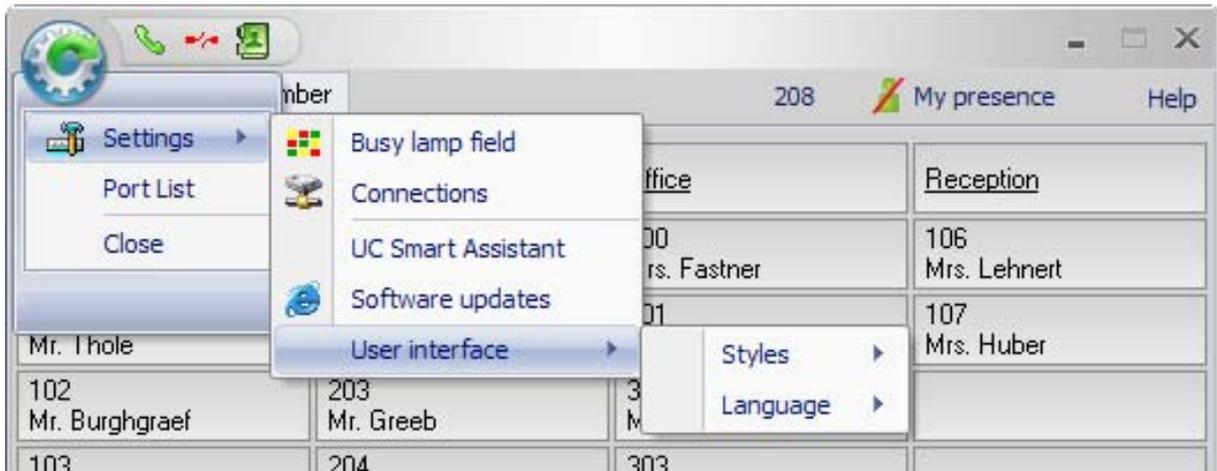

Use this menu item to log onto the UC Smart Assistant via your browser in order to change your password in the system.

5.4 Software updates

'Software updates' opens a separate window showing the updates available for download.

5.5 User interface

Styles
Here, you can select between various designs for your software layout.
Configure the user interface according to your requirements.

Language
Please select the desired language. Some changes will be active only after restarting the software.

5.6. Port list

The port list shows all of the active subscribers and telephone numbers that are connected to the telephone system. You can use this window to import all of the telephone numbers onto the busy lamp field (BLF). (See also 'Put entries from port list on the BLF').

6. How can I...

6.1 Accept a call

The '<u>function bar</u>' is available so that you can conveniently accept incoming calls.
This option provides you with the possibility of accepting the incoming call (you can use F2, too).

6.2 Disconnect a call

Terminate your current call by pressing the 'Disconnect' button in the '<u>function bar</u>' (or press F3).
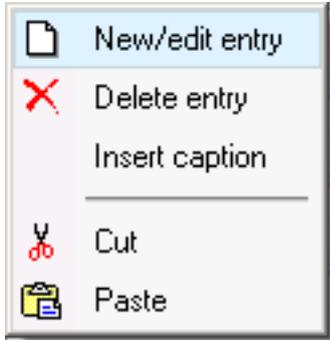
6.3 Access the telephone book or the call and voicemail journal
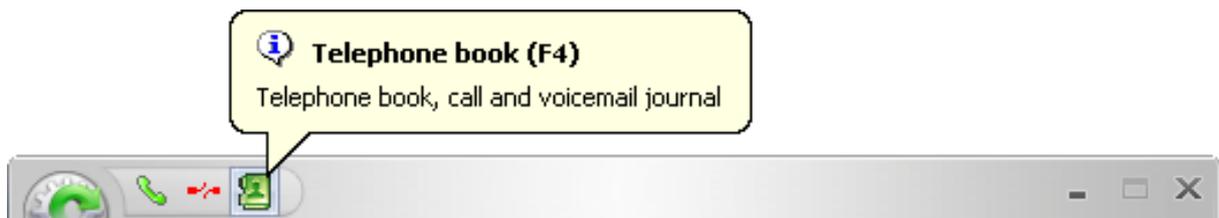
Click the '<u>Telephone book</u>' button on the '<u>function bar</u>' to open a new window (or press F4).
The call and voicemail journal are also available, in addition to the telephone book (select a telephone book).

6.4 Using the pop-up menu

The pop-up menu helps you access the most important functions as quickly as possible. Right-click an area on the 'busy lamp field' to open the pop-up menu.

Right-click the telephone book area to see this pop-up menu.

Right-click the selected entry to display the subscriber's speed dial number.

Right-click the list of callers' area to delete one entry or all entries.

! **Note:** It is only possible to delete entries on certain telephone systems.

! **Important:** This requires a corresponding UC licence.

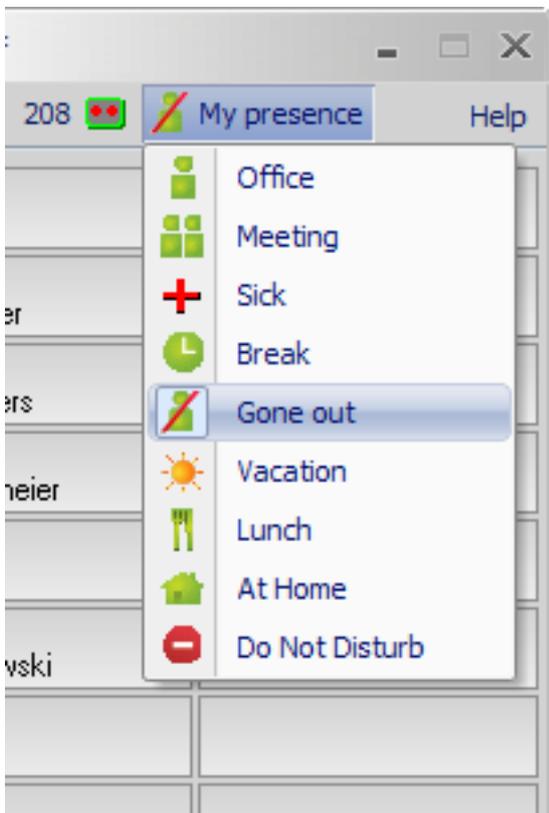This menu appears in the list area of the voicemail display:

You can listen to, stop and delete individual voicemails.
Right-click a selected entry to see these options.

The 'Status' column flags voicemails as read or unread.

! Important: This requires a corresponding UC licence.

6.5 Set my presence

Use the 'My status' button in the '<u>menu bar</u>' to set your status.

Enter your status along with the date, time, any additional information and the forwarding destination in the input screen.

! Note: The individual statuses are preset by the software but can be changed if necessary.

Your status and the subscriber presences are displayed on the busy lamp field with the corresponding symbols.
See also 'The busy lamp field'.

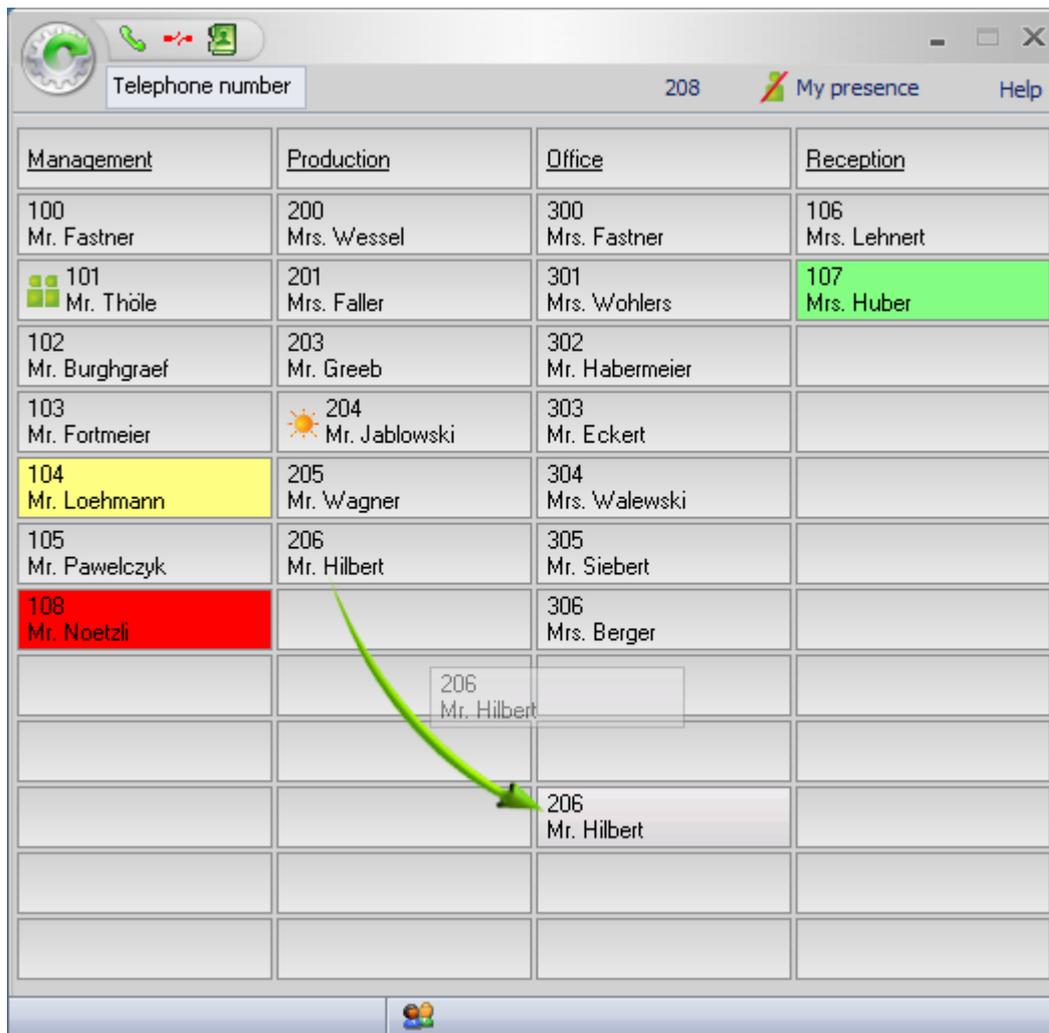**! Important:** This requires a corresponding UC licence.

6.6 Move entries on the BLF

drag & drop function

To move an entry on the Busy Lamp Field (BLF), you must select the corresponding entry (Shift + left mouse button) and move via drag and drop on selected a Busy Lamp Field (BLF).
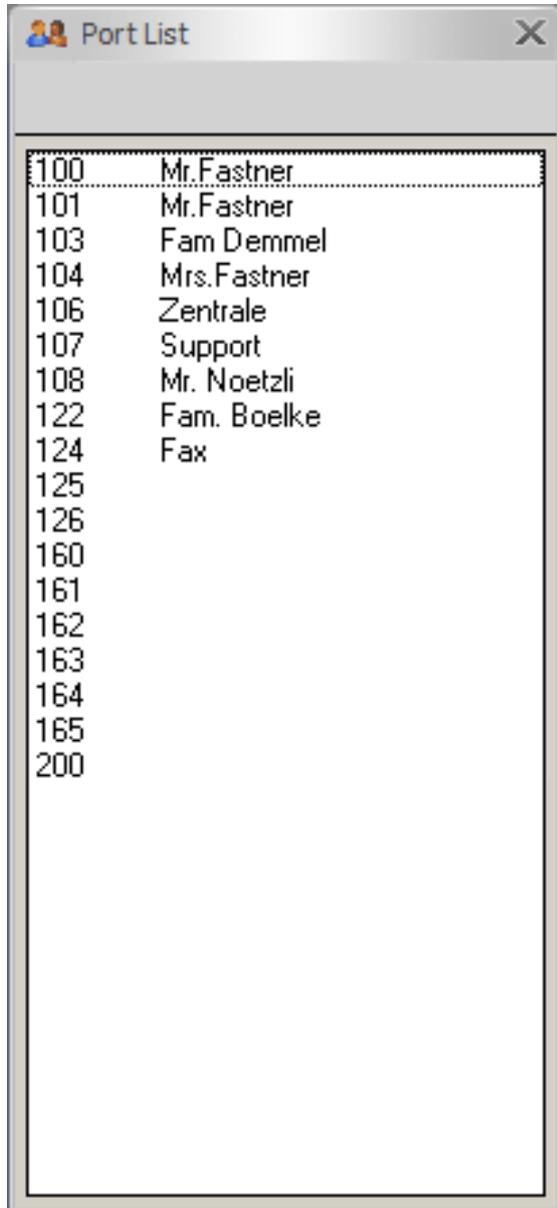
This function is only available on the main window.

! **Note:** Any existing entries are overwritten.

6.7 Put entries from the port list on the BLF

To display your telephone system's local port list, only the connection may be available at your presence server.

```
🐾 Port List                    ✕

 100      Mr.Fastner
 101      Mr.Fastner
 103      Fam Demmel
 104      Mrs.Fastner
 106      Zentrale
 107      Support
 108      Mr. Noetzli
 122      Fam. Boelke
 124      Fax
 125
 126
 160
 161
 162
 163
 164
 165
 200
```

There are various options to transfer entries from the port list to the busy lamp field:

- Click individual entries *
- Select multiple individual entries (Ctrl+click) *
- Select multiple consecutive entries (Ctrl+click) *

* You can also drag entries to the desired field on the busy lamp field using drag and drop.

! Note: Any existing entries are overwritten. The selected entries are arranged in order on the busy lamp field.The telephone or presence status displays are only updated when the new subscriber changes his/her status.