UNIFY Harmonize your enterprise

OpenScape Business V1
OpenScape Business BLF

User Guide

A31003-P3010-U116-16-7619

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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Reference No.: A31003-P3010-U116-16-7619

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Availability and technical specifications are subject to change without notice.

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UNIFY Harmonize your enterprise

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Contents

2. Introduction 2
3. Important Note 4
4. Program Windows 5
4.1 The main window 5
4.1.1 The function bar 6
4.1.2 The menu bar 7
4.1.3 The busy lamp field 10
4.1.4 The status display 12
4.2 Telephone book, call and voicemail journal 13
5.1 The busy lamp field 15
5.2 Connections 16
5.3 UC Smart Assistant 18
5.4 Software updates 18
5.5 User Interface 19
6. How can I 20
6.1 Accept a call 20
6.2 Disconnect a call 20
6.3 Access the telephone book or the call and voicemail journal 20
6.4 Using the pop-up menu 21
6.5 Set my presence 22
6.6 Move entries on the BLF 24

2. Introduction

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

The software must be connected to at least one installed passive BLF server, which in turn communicates with at least one PC attendant console or an installed active BLF server.

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 XP
- Windows Vista
- Windows 7/8

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’.

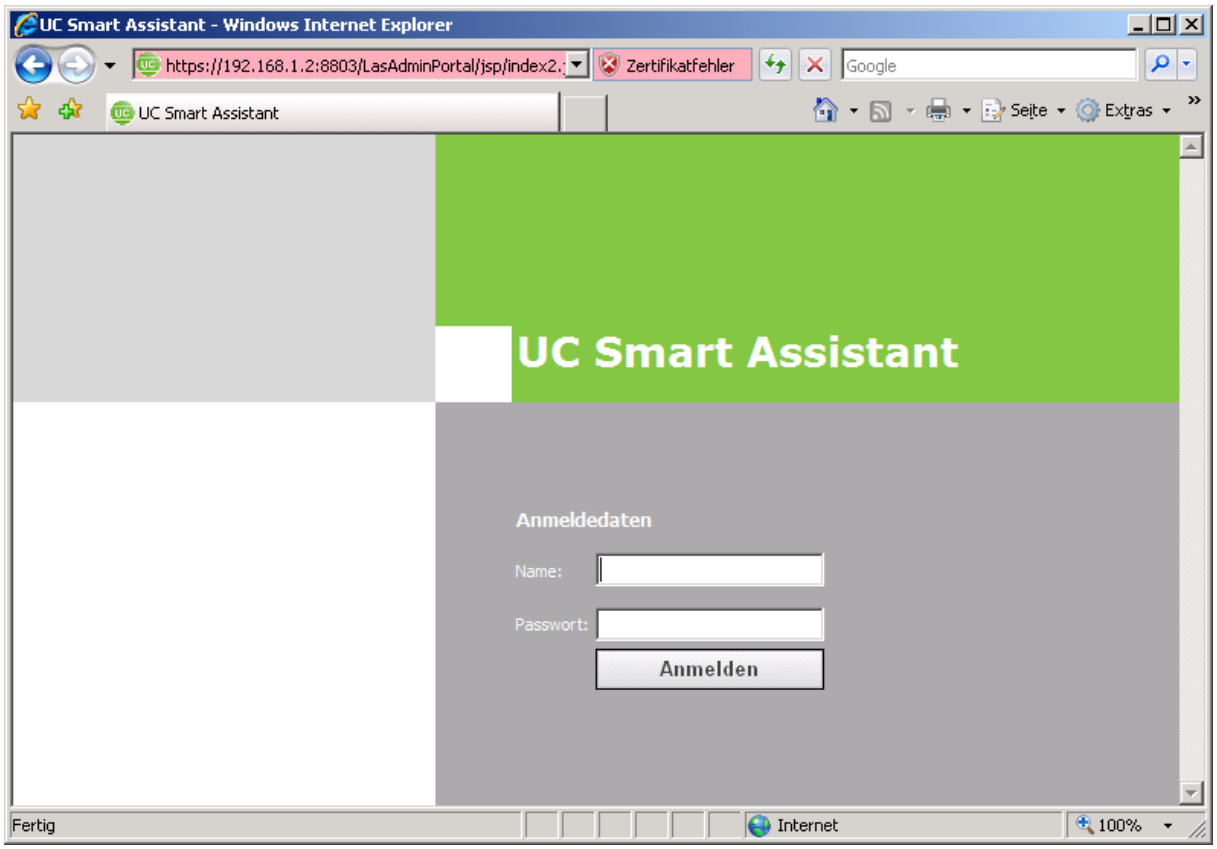
*** This requires a corresponding UC licence.**

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

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

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

Install the certificate and restart the software.


UC Smart Assistant - Windows Internet Explorer
https://192.168.1.2:8803/LasAdminPortal/jsp/index2.
Zertifikatfehler
Google
UC Smart Assistant
Seite
Extras
UC Smart Assistant
Anmeldedaten
Name:
Passwort:
Anmelden
Fertig
Internet
100%

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.

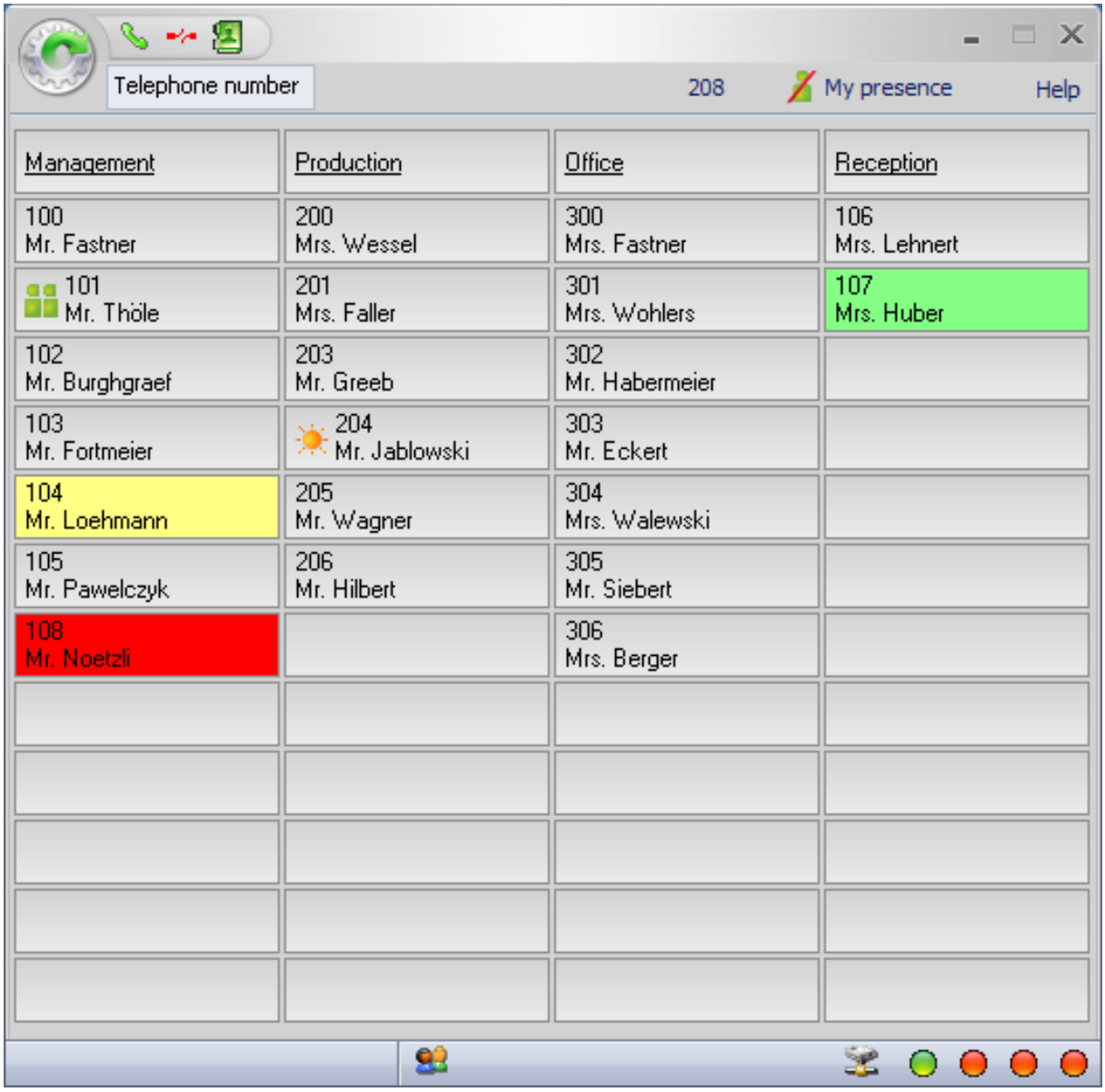
The information provided in this document only contains general descriptions and features, which in case of actual use do not always apply as described, or which may change as a result of ongoing product development.
An obligation to provide the respective features shall only exist if expressly agreed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



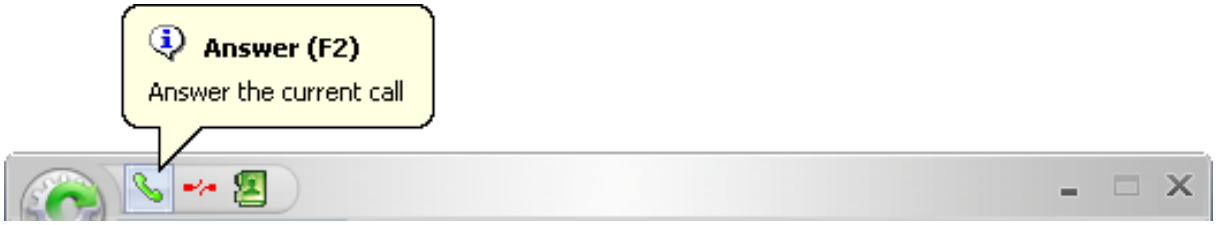
You obtain information on the status of active calls and the status of connected subscribers at a glance.

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”.

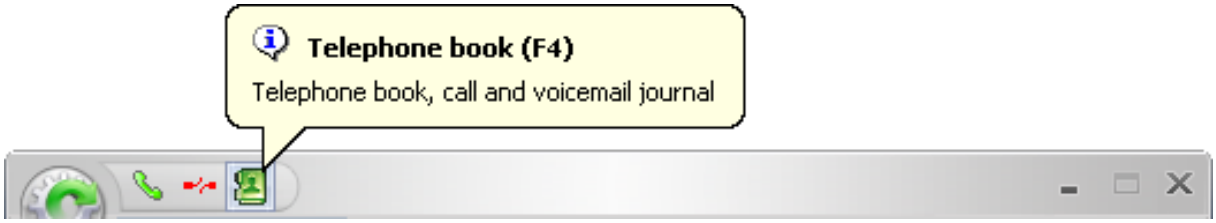
4.1.1 The function bar

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 (system speed dial).

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

4.1.2 The menu bar

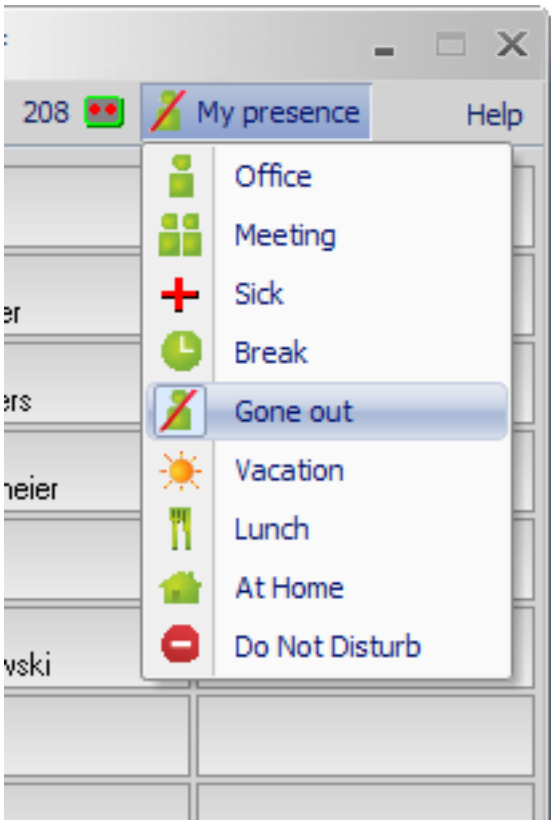
Manual dialling
If you wish to make an outgoing call enter the required telephone number.
The software will now automatically dial a number and make the connection.

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

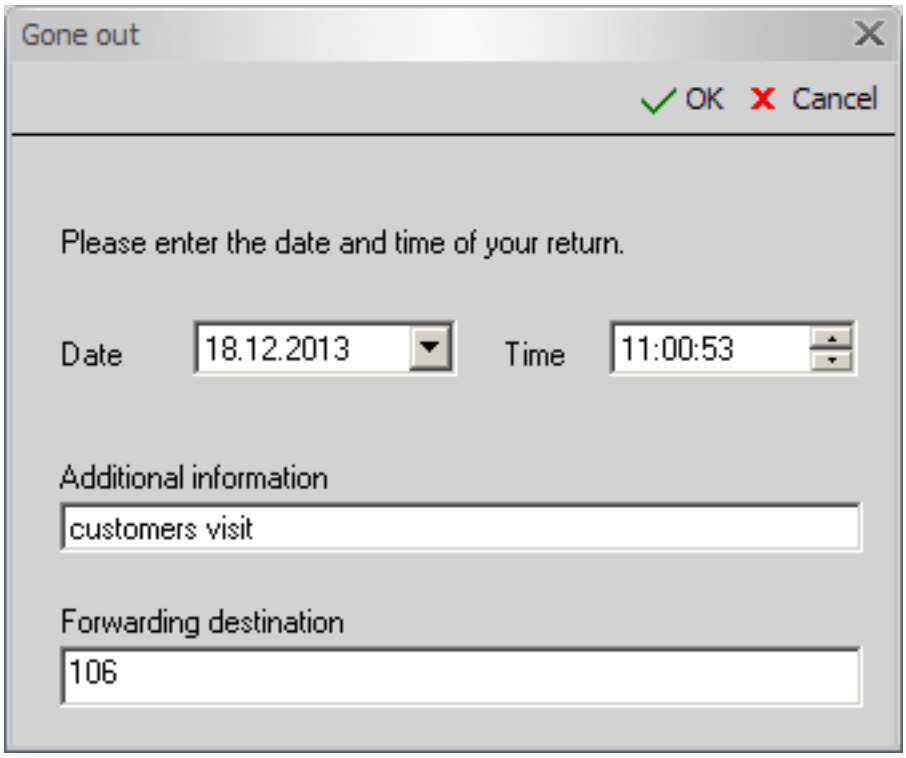
Your telephone number and status (with the corresponding symbol) are displayed on the menu bar.

This symbol indicates that you have unread voicemails.

My presence
Use the ‘My presence’ button to set your status.

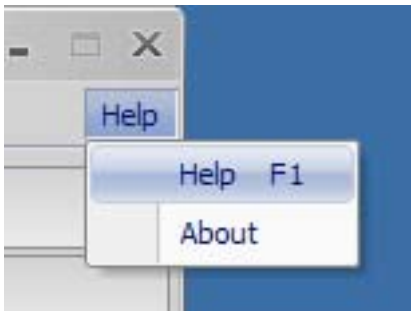


Enter your status along with the date, time, any additional information and the forwarding destination in the input screen.

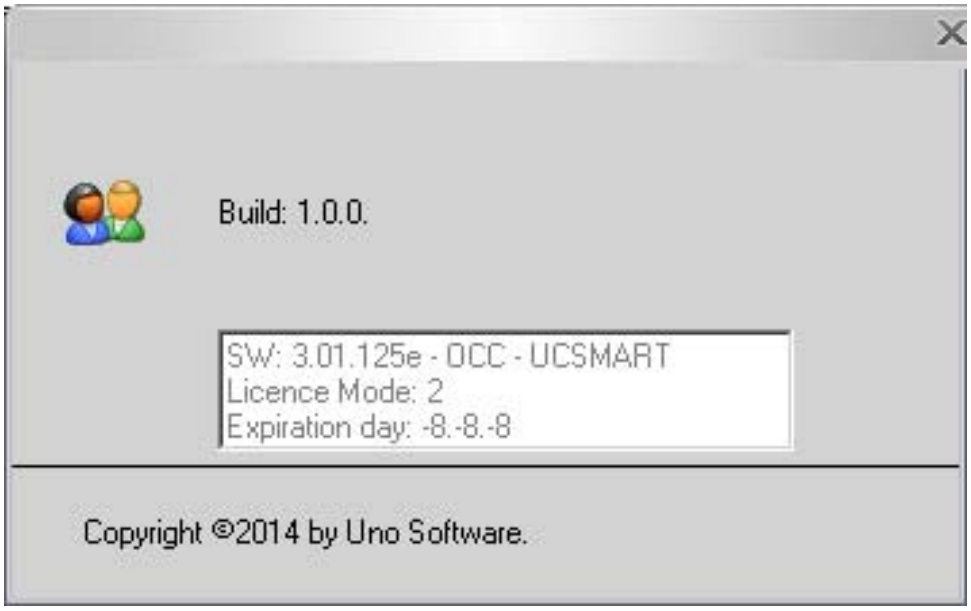


! **Note:** The individual statuses are preset by the software but can be changed if necessary.

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



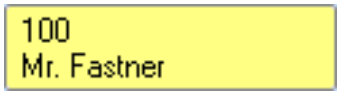
About
Here you will find information about your version of the software.



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

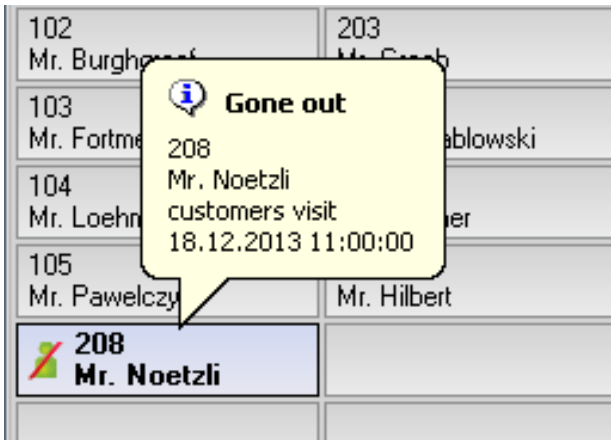
Lunch

At Home

Do Not Disturb

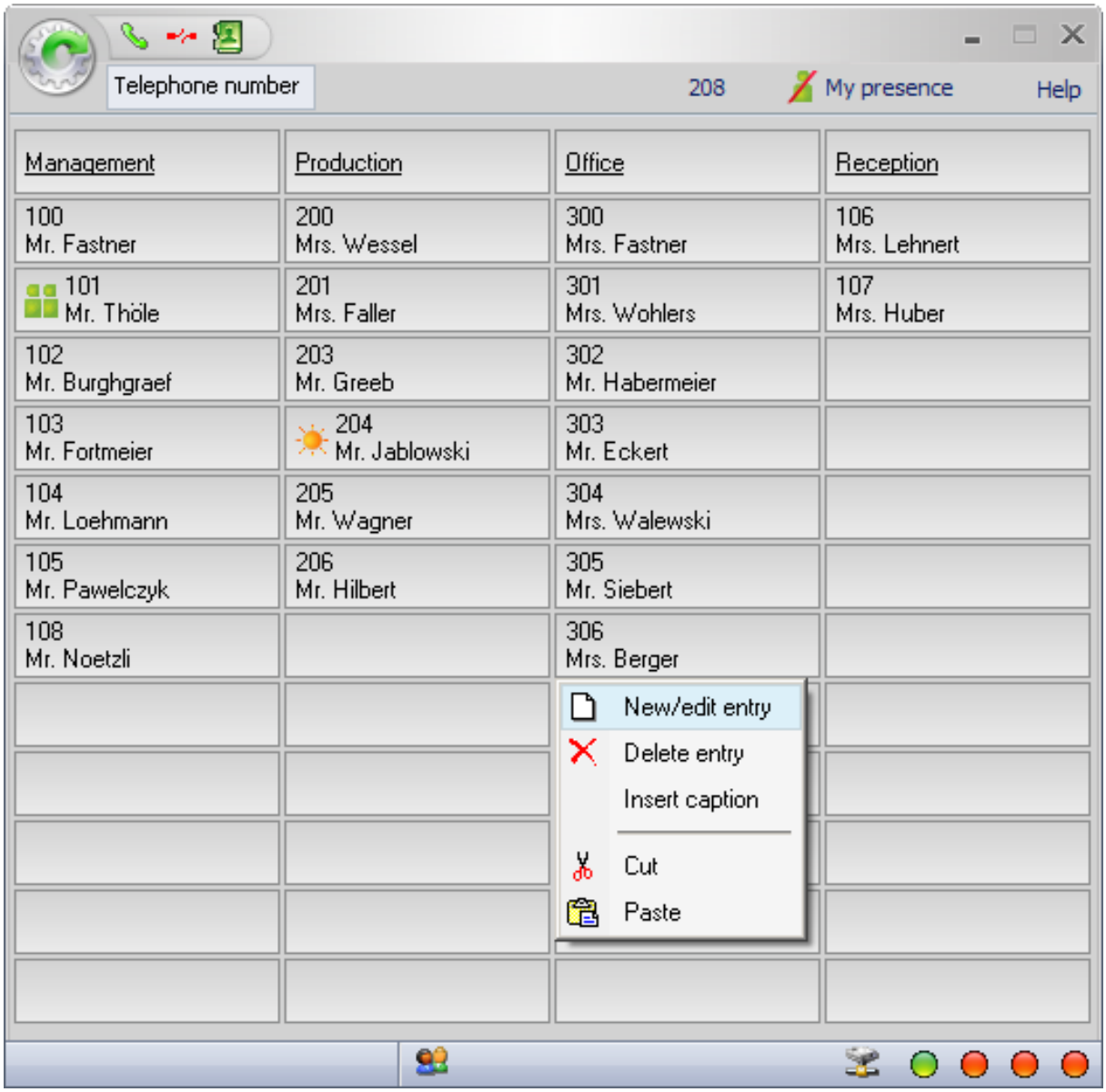
! **Important:** This requires a corresponding UC licence.

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 entry
You can enter a new subscriber in your busy lamp field by clicking the ‘New 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.

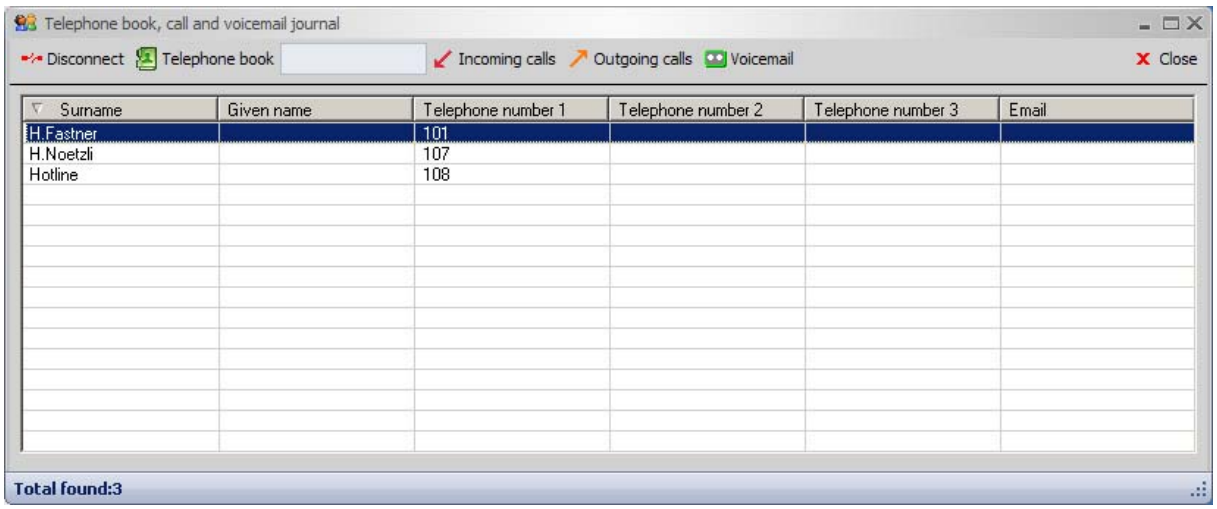
The right-hand area of the status display signals the connection to the integrated BLF server.

4.2 Telephone book, call and voicemail journal

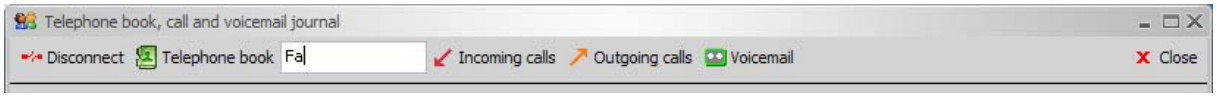
The window is subdivided into various information elements:

They are as follows:

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

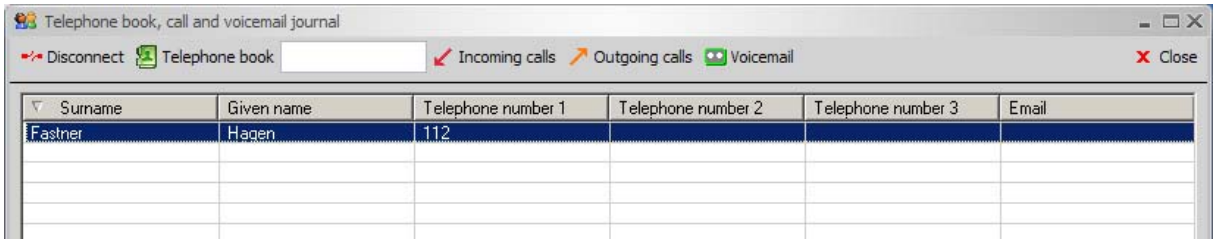


Telephone book (system speed dial)
You can access all of the entries from your speed dial directory of the telephone system.



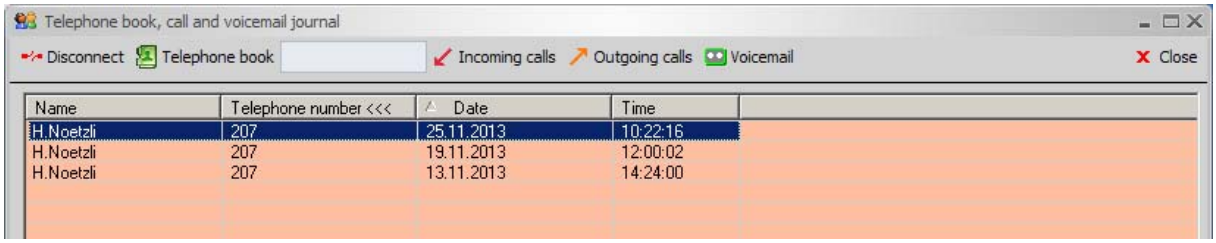
You can search for names of people in the speed dial directory using the search field.
All of the matching entries are displayed in the list of the telephone book area (max. 100).

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 are designated with an arrow pointing to the left
- Outgoing calls are designated with an arrow pointing to the right

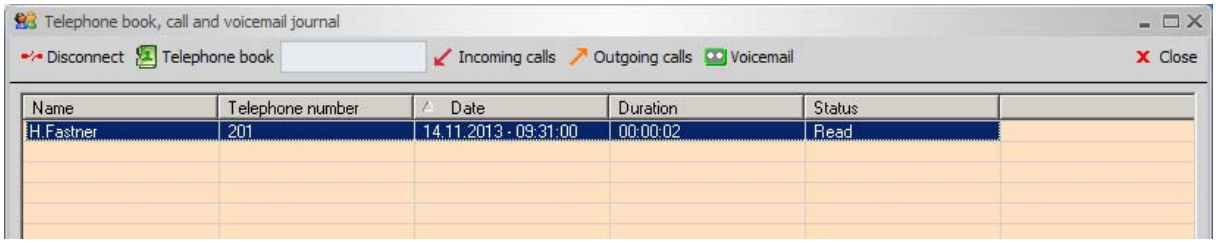
Right-click individual entries or all entries to delete them from the call journal.
See also 'Working with the pop-up menu'.

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

! **Important:** 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.

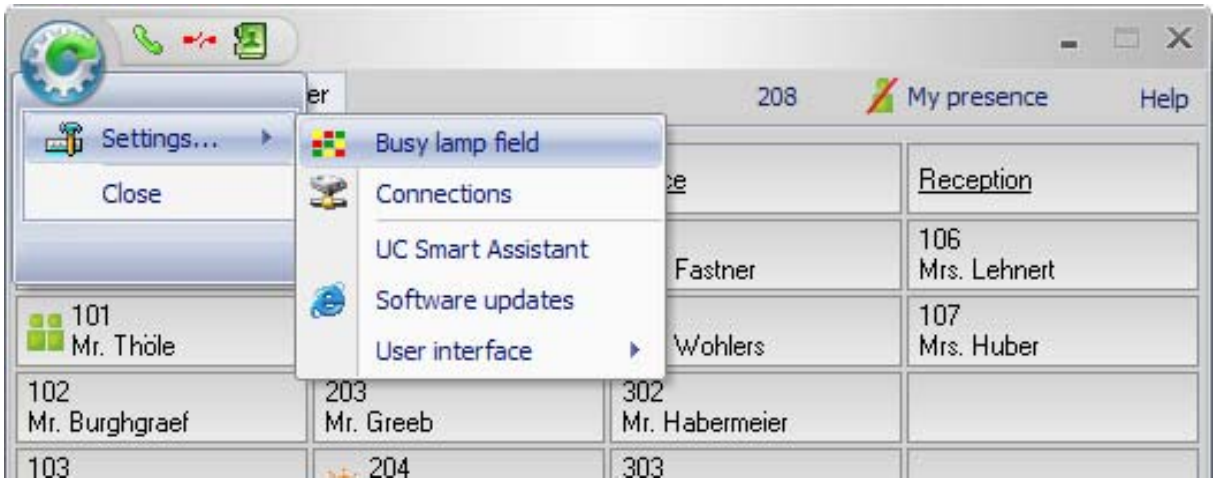
The 'Status' column flags voicemails as read or unread.



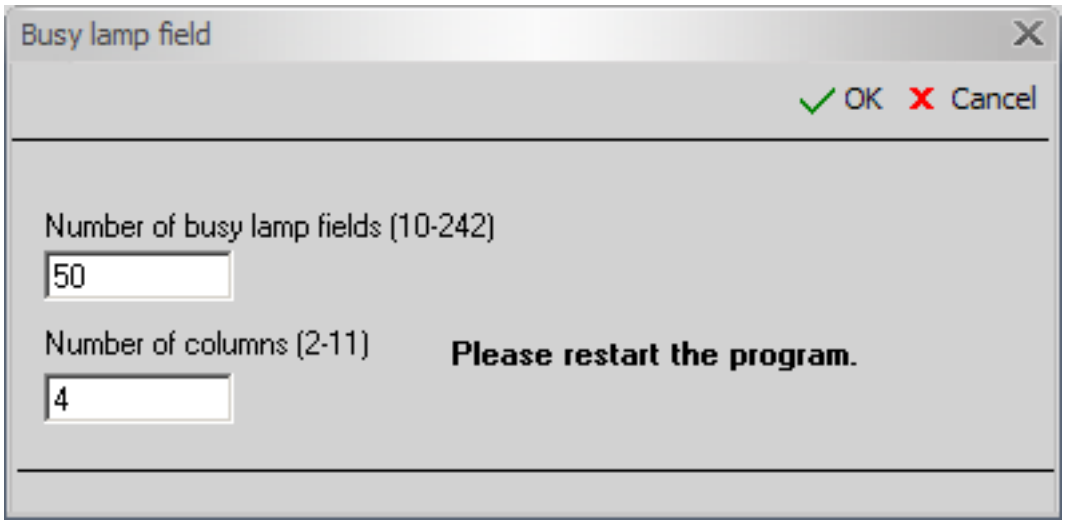
You can listen to, stop and delete individual voicemails.
See also 'Working with the pop-up menu'.

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

5.1 The busy lamp field

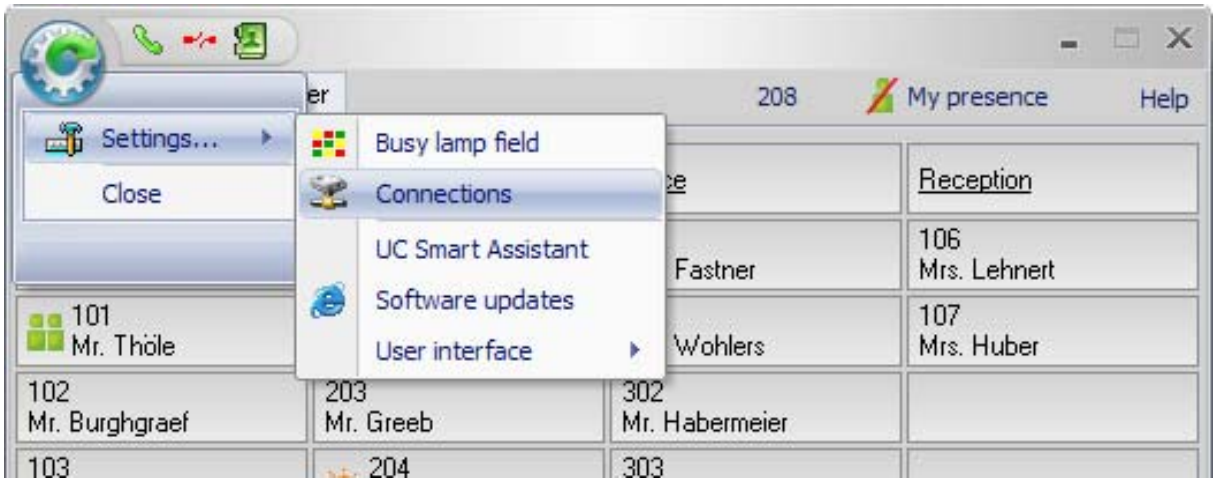


Number of busy lamps/columns
Please select the number of busy lamps to be displayed in your busy lamp field (from 10 to max. 242) as well as the number of columns (from 2 to max. 11).

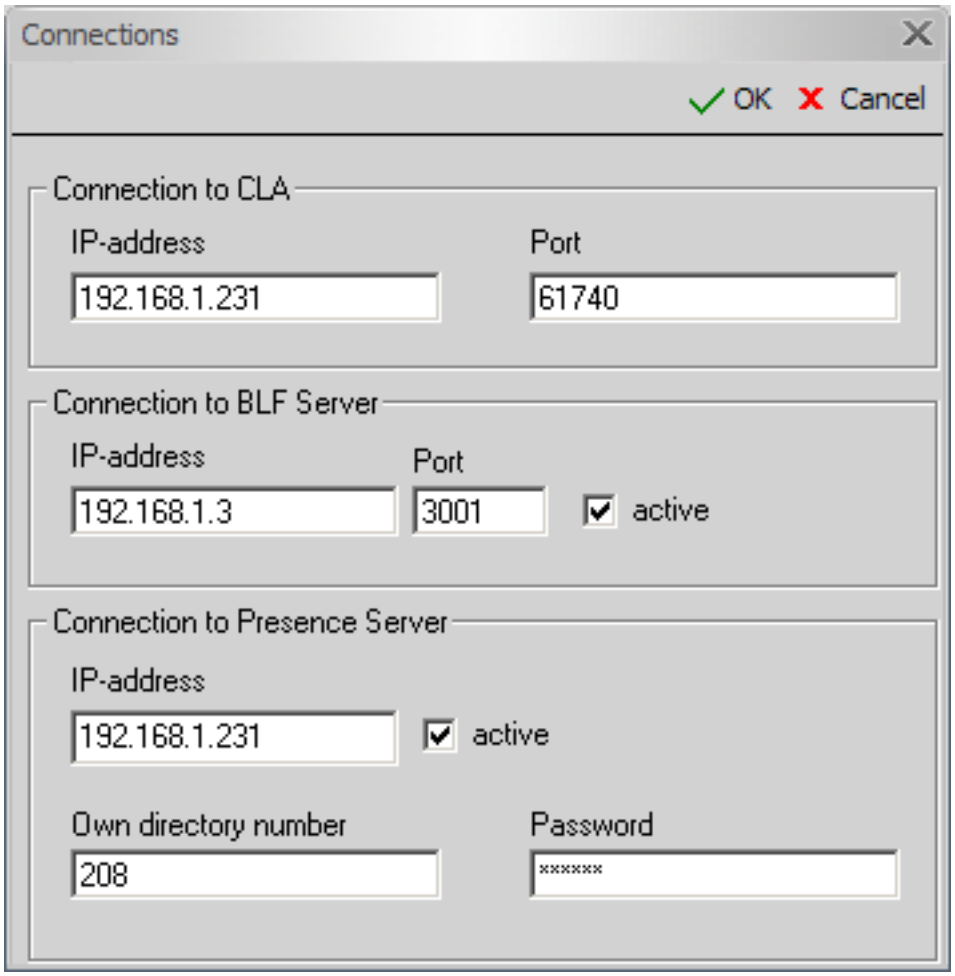


! **Note:** The software must be restarted in order that the changed number of busy lamps or columns becomes effective.

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 BLF server

IP address
Please enter the IP address of your BLF server.

Port
Here, you define via which IP port the software is connected.
Default port: 3001 (must match the port of the BLF server).

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

Connection to system (WSI)

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

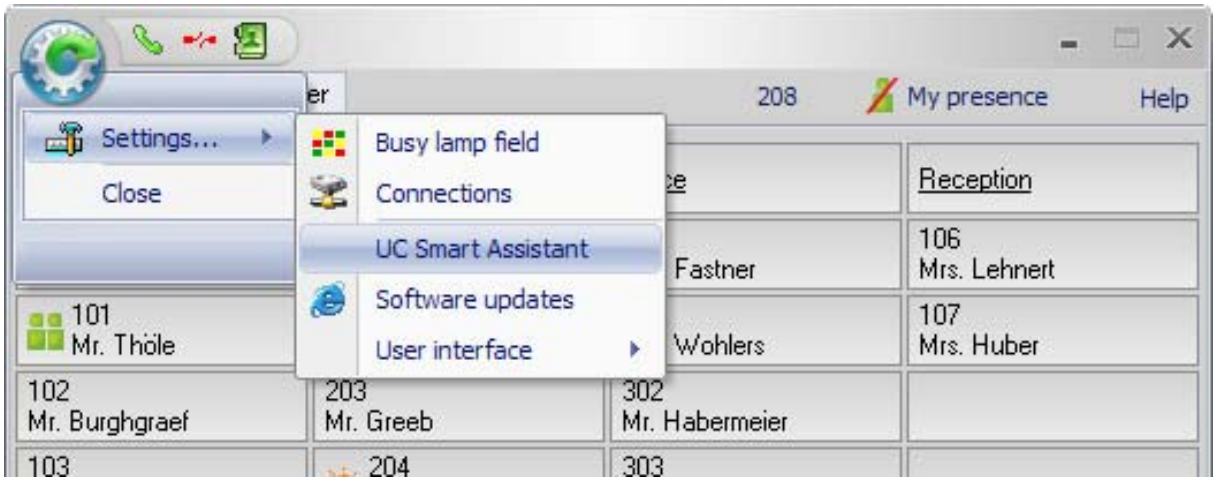
Own directory number
Please enter your telephone number.

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 .

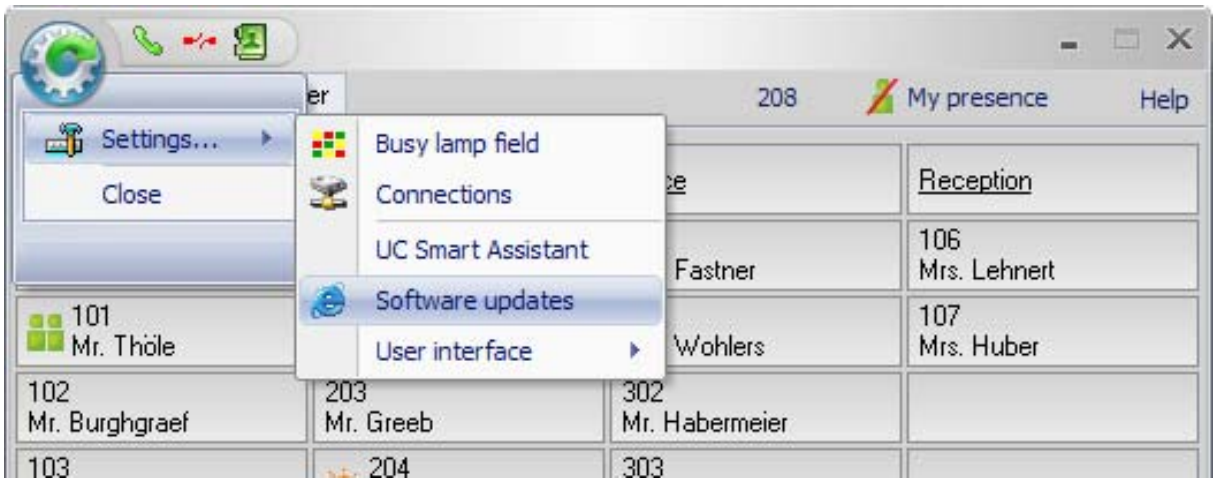
! **Note**: Operation with a presence server runs over the HTTPS protocol. To this end, you must install the certificate on your PC.
If you have any questions in this regard, contact your IT support or consult the administration documentation for your telephone system.

5.3 UC Smart Assistant



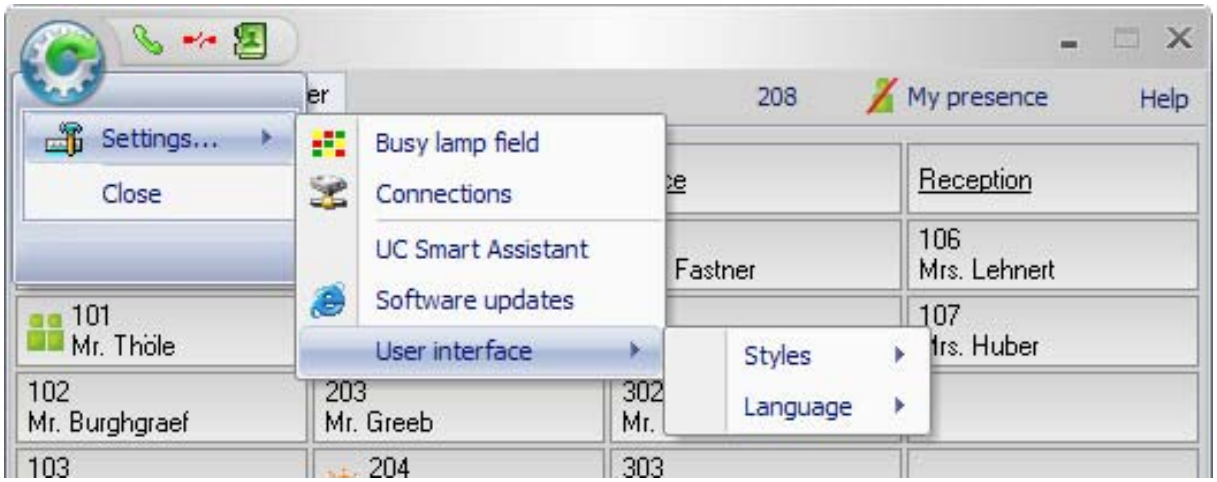
Use this menu item to log onto the UC Smart Assistant via your browser in order to change your password in the system.

5.4 Software updates



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

5.5 User Interface

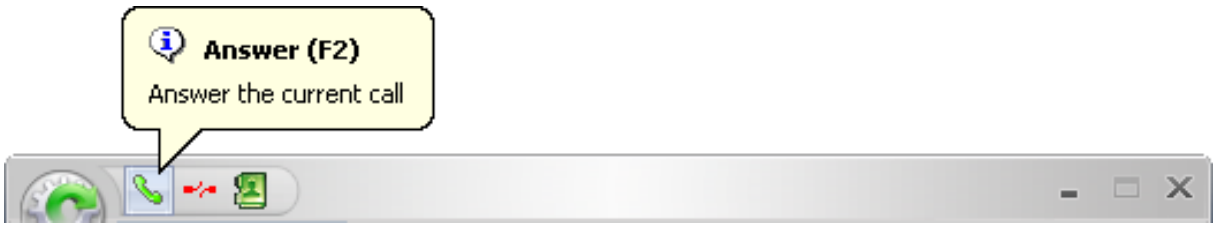


Styles
Here, you can select between various designs for your software layout.
Configure the user interface according to your requirements.

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

6. How can I...

6.1 Accept a call

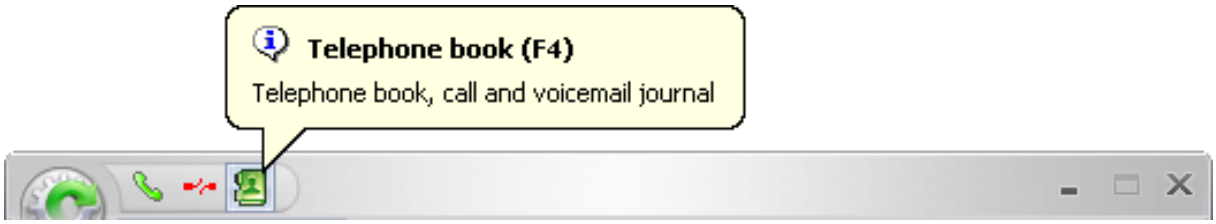


The function bar is available so that you can conveniently accept incoming calls. This option provides you with the possibility of accepting the incoming call (you can use F2, too).

6.2 Disconnect a call

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

6.3 Access the telephone book or the call and voicemail journal

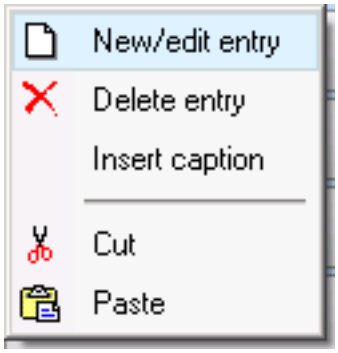


Click the Telephone book button on the function bar to open a new window (or press F4).

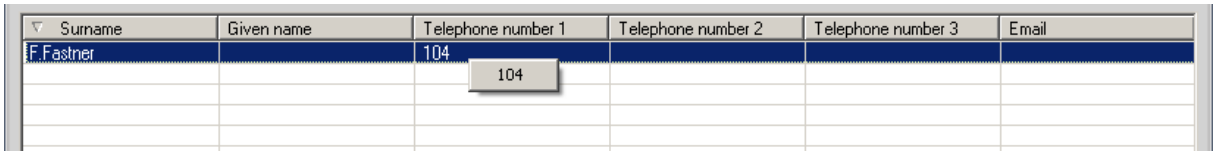
The call and voicemail journal are also available, in addition to the telephone book (system speed dial).

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.

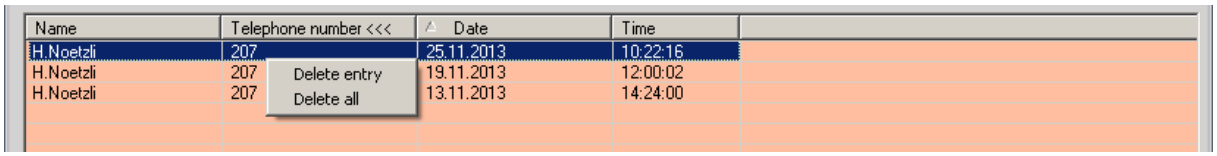


Right-click the telephone book area to see this pop-up menu for the telephone book.



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

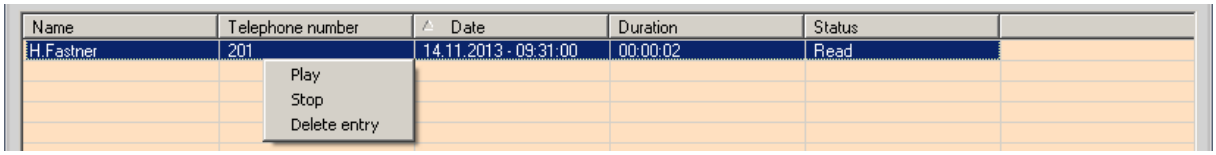
Right-click the list of callers' area to delete one entry or all entries.



! **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:



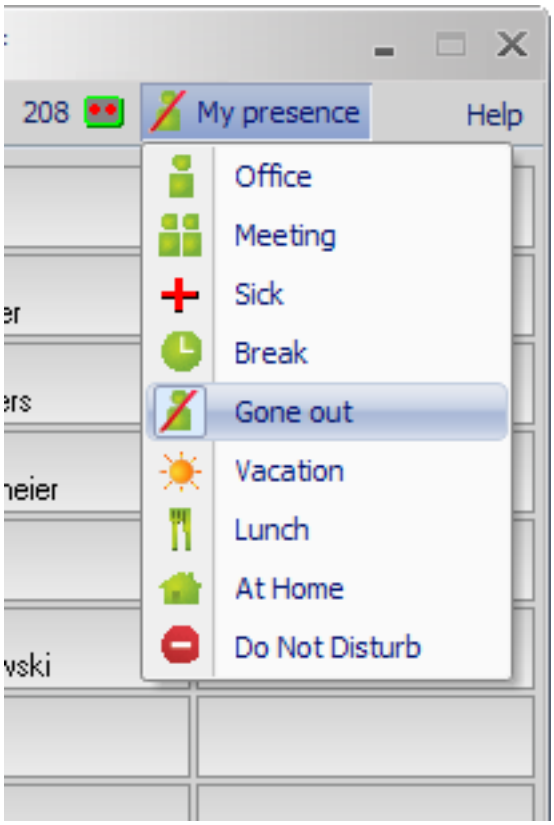
You can listen to, stop and delete individual voicemails.
Right-click a selected entry to see these options.

The ‘Status’ column flags voicemails as read or unread.

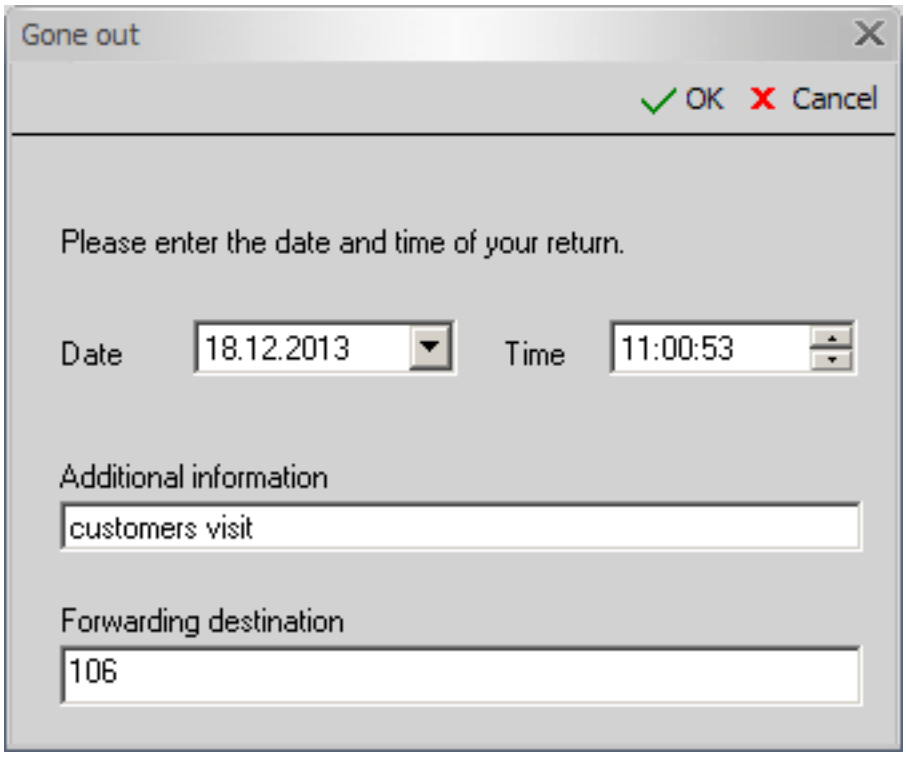
! Important: This requires a corresponding UC licence.

6.5 Set my presence

Use the ‘My status’ button in the menu bar 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’.

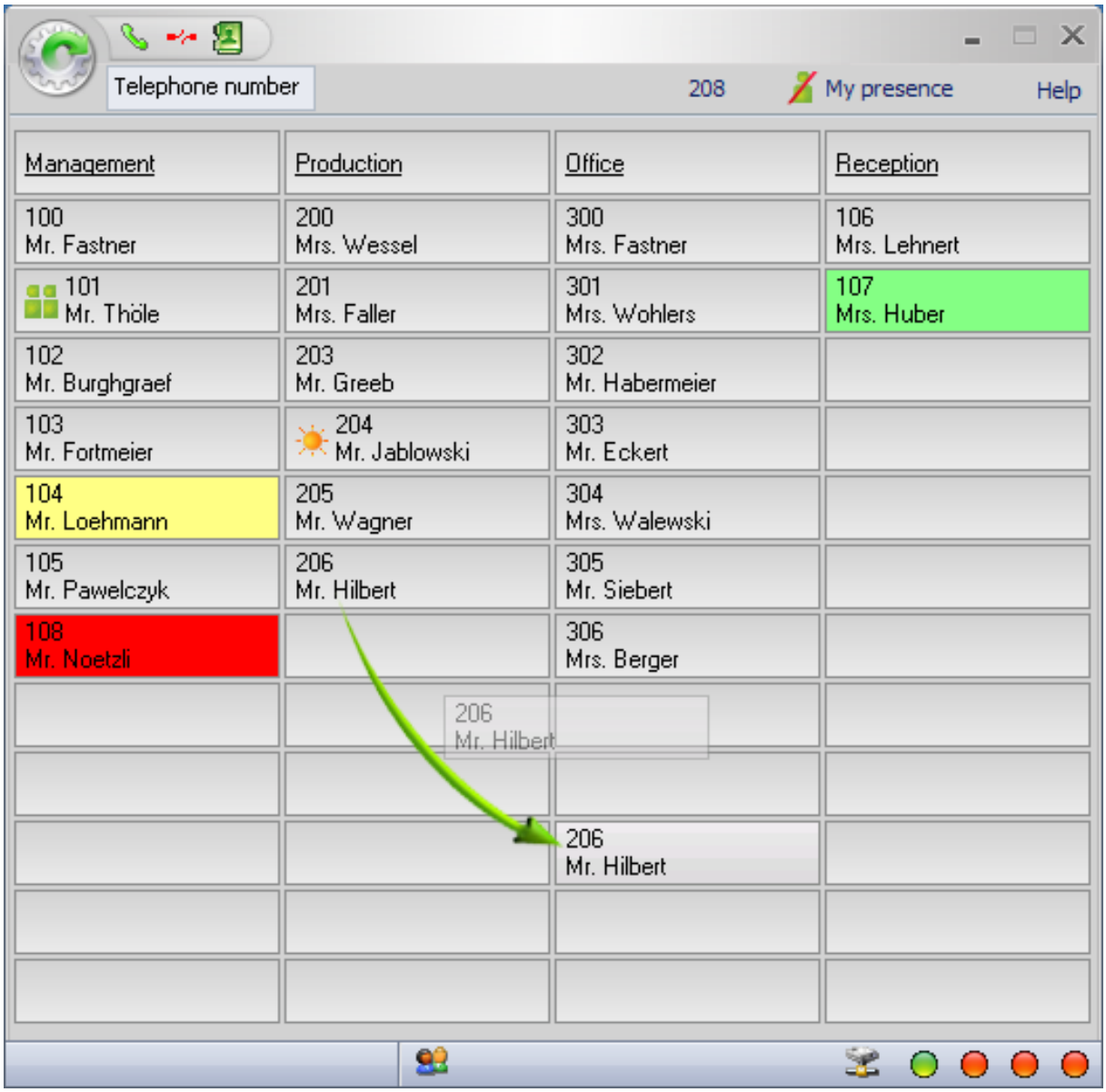
! **Important:** This requires a corresponding UC licence.

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.