UNIFY

Application Launcher

User Guide

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Contents

1 About this Documentation

This section contains some introductory information on this documentation.

1.1 Types of Topics

The types of topics include concepts and tasks:

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 ...**.

1.2 Display Conventions

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

Type of information	Presentation	Example
User Interface Elements	Bold	Click **OK**.
Menu sequence	>	**File** > **Exit**
Special emphasis	Bold	**Do not delete** Name.
Cross-reference text	Italics	You will find more information in the topic*Network*.
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>`

2 Introduction

This document is intended for the users of Application Launcher and describes its installation, configuration and operation.

2.1 Application Launcher

Application Launcher is a Java-based Windows application for the call-related control of applications running on the client PCs of UC Suite users and myAgent users. Application Launcher could typically be used to automatically open the contact form in a CRM system for each respective caller, for example.

Application Launcher provides the following features:

- Obtaining call-related information on a phone number (e.g., phone number, name of the caller, customer ID) from either the Open Directory Service or from system directories
- Launching Windows applications or web applications for incoming and out-going calls
- Transfer of call-related information to Windows applications or web applications
- Automatic operation in the background for incoming calls
- Optional, configurable screen pops for incoming calls with call-related information and buttons for user actions
- Caller list with call function
- Preview functions for testing during configuration
- System configuration profile for simple transfer of the configuration settings of the first configured client to all other clients

2.2 User Interface Elements

The user interface of Application Launcher consists of the tray icon, the configuration window, the configurable screen pop (PopUp window) and the Call History window.

Tray Icon

Application Launcher runs in the background and displays a system tray icon.

Symbol	Meaning
	connected with system
	No connection to the system

Screen Pops

The screen pop can be automatically displayed for calls or opened in the call history after a call. The screen pop consists of the following elements:
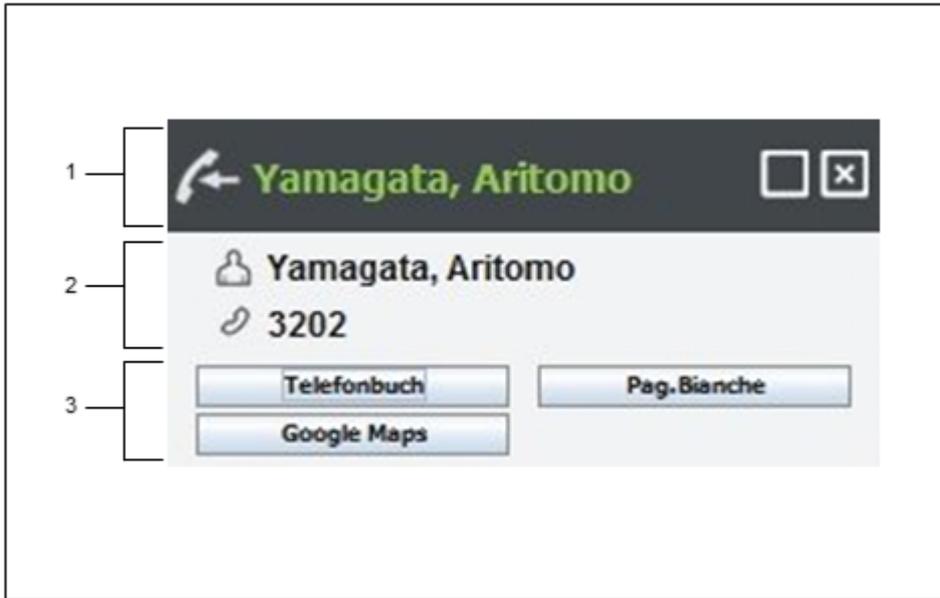
- Title bar (1):
  - Direction of the call:

    Inbound Call or **Outbound Call**
  - **Leave screen pop open** symbol
  - **Close** symbol
- Configurable call-related information (2):

  e.g., Name, City, Customer ID, E-mail address
- Configurable buttons for user actions (3):

  e.g., CRM System, Google Maps or E-mail message

Call History

The Call History window consists of the following elements:
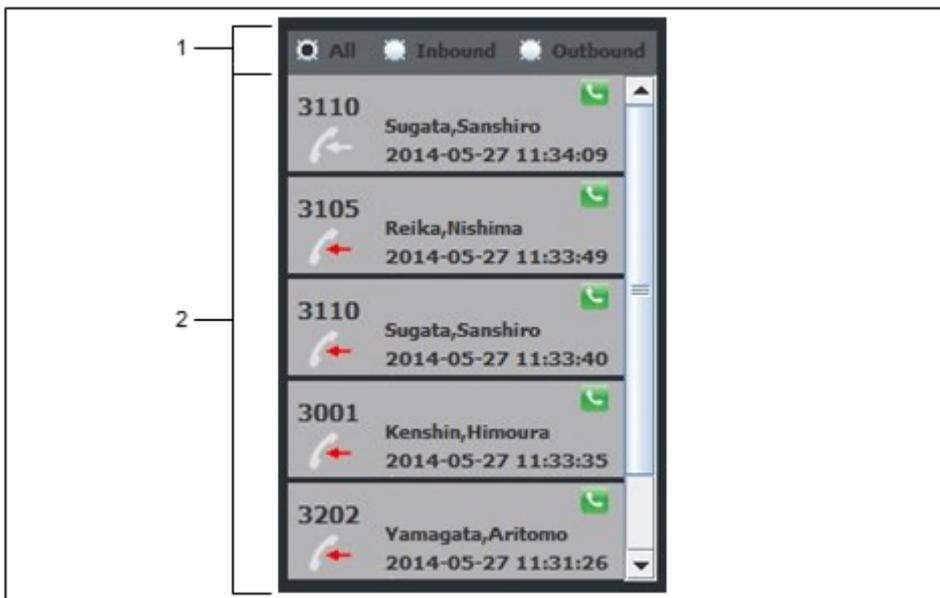
- Title bar (1):
  - Direction of calls: **All**, **Inbound** or **Outbound**
  - **Close** symbol
- Entries for calls (2):

  each with the following elements:

  - Phone number
  - Direction of call
  - Name, if available
  - Date and Time
  - **Handset** symbol
  - **Exclamation mark** symbol (unanswered); **Check mark** symbol (answered)

3 Installing and Starting Application Launcher

The installation of Application Launcher is subject to specific requirements.

3.1 How to Install Application Launcher

Prerequisites

The administrator of your communication system has activated the web services for mobile phones.

The administrator of your communication system has made the installation file available to you.

Step by Step

Run the setup file and follow the installation instructions on the screen.

Next steps

Start Application Launcher.

Related tasks

3.2 How to Start Application Launcher

Prerequisites

Web services for mobile phones is enabled in the system.

Application Launcher is installed on your PC.

The ports for accessing web services for mobile phones via http or https the port for accessing the Open Directory Service (if Application Launcher is using the Open Directory Service) are open in the firewalls on the client PC and the LAN.

Step by Step

Click on **Start** > **Program Files** > **Communications Clients** > **Application-Launcher** > **Application Launcher**.

> **NOTICE:** If you changed your password in a UC client or in the Phone menu of the voicemail box, you will need to change it in Application Launcher as well.

The tray icon of Application Launcher appears.

Next steps

After the first start, configure the system connection and the user data.

Related tasks

3.3 How to Exit Application Launcher

Step by Step

Click in the context menu of the Application Launcher tray icon on **Exit**.

Related tasks

3.4 How to Uninstall Application Launcher

Step by Step

1) Exit Application Launcher.

2) Click in the **Control Panel** on **Programs and Features**.

3) Click in the context menu of the **Application Launcher** entry on **Uninstall/Change**.

4) If a message about deleting shared files appears, click on **No to all**.

Related tasks

3.5 Automatic Updates

Automatic updates ensure that the application is always kept up-to-date with the latest version.

If the application determines that there is a newer version than the one currently running, a corresponding message will be displayed. You can decide whether and when to perform the automatic update.

3.5.1 How to Perform Automatic Updates

Prerequisites

You have received a message such as: `Application Launcher update available. Do you want to proceed?`

Step by Step

Click **Yes**.

Application Launcher closes, performs the automatic update and restarts automatically.

4 Functionality and Operation

Application Launcher can display the phone number and other call-related information of the communication partner and use these details in calls to launch other applications.

Application Launcher responds to incoming and outgoing calls on the phone of the logged in user.

The system passes the phone number of the communication partner to Application Launcher via the system connection, provided this was transmitted.

Automatic operation in the background

In automatic mode, Application Launcher runs invisibly in the background and launches the same application for each call.

Operation with Screen Pops

Application Launcher can display a screen pop for calls with call-related information and possibly with buttons for various user actions. This allows different applications to be launched manually during a call.

Automatic operation in the background with additional screen pop

The automatic operation in the background and the operation with screen pops can also be combined if the same application is to be launched for every call with the added option of launching further applications manually.

Call-Related Information

Using this phone number, Application Launcher searches for further call-related information in exactly one of the following sources:

- Open Directory Service (optional):

  any stored information pertaining to the phone number, e.g., customer ID
- All directories of the system (via the system connection):

  First Name, Last Name

User Actions

User actions launch applications. Application Launcher can execute user actions as follows:

- On clicking an appropriate button in the screen pop (e.g., for a CRM system, Google Maps or e-mail message)
- Automatically

Types of Applications

User actions can launch the following types of applications:

- Windows applications (via a batch file)
- Web applications (via URL)

Transfer of call-related Information to Applications

Every user action can transfer call-related information to an application when calling that application.

Call History

The call history is a detailed list of your inbound and outbound calls. You can call contacts from the call history or open the pop-up window of a call again.

Hotkey Dialing (in Combination with UC Smart)

Instead of dialing the number on the phone, you can also dial a phone number from within an application (e.g., from an editor or an Outlook e-mail) by using a keyboard shortcut (hotkey).

Related concepts
Configuration on page 13

4.1 How to Call an Application using Buttons

Prerequisites

Application Launcher has been started and configured on your PC.

The screen pop has been configured with one or more buttons for user actions.

Step by Step

Click on the appropriate button in the screen pop to launch the desired application.

Related concepts
Configuration on page 13

4.2 How to Prevent the Screen Pop from Closing Automatically

Prerequisites

A screen pop for the current call is open.

Step by Step

Click in the title bar of the screen pop on the **Leave screen pop open** symbol.

4.3 How to Reopen the Screen Pop for a Call in the Call History

Step by Step

1) Click on the Application Launcher tray icon.
2) Click in the title bar on the desired direction of calls to be displayed: **All**, **Inbound** or **Outbound**.
3) Click on the desired entry.

4.4 How to Call a Contact from the Call History

Step by Step

1) Click on the Application Launcher tray icon.
2) Click in the title bar on the desired direction of calls to be displayed: **All**, **Inbound** or **Outbound**.
3) Click on **Handset** in the desired entry.

4.5 How to Enable Phone Number Normalization

Prerequisites

Application Launcher has been started.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.
2) Click on **General Settings** in the navigation area.
3) Enable the check box **Enable Phone Number Normalization**.
4) Enable the check box **Override System Settings**, if needed.
5) Enter the value for the maximum internal call number length in the **Max Int. Call Number Length** field, i.e. **3**.
6) Enable the check box **Enable on Internal Call Numbers**, if needed.
7) Click **Save**.
8) Click **Close**.

4.6 How to Call a Phone Number using the Hotkey Dialing

Prerequisites

Application Launcher has been started and configured on your PC.

Hotkey dialing is enabled.

Step by Step

Select the phone number by marking it and then press the keyboard shortcut configured for hotkey dialing (F8 by default).

5 Configuration

Before you use Application Launcher, you will need to configure the system connection, user data, possibly the connection to the Open Directory Service, the presentation of the screen pop and the display of call-related information as well as user actions and buttons.

Configuration Windows

The configuration window consists of the following elements:
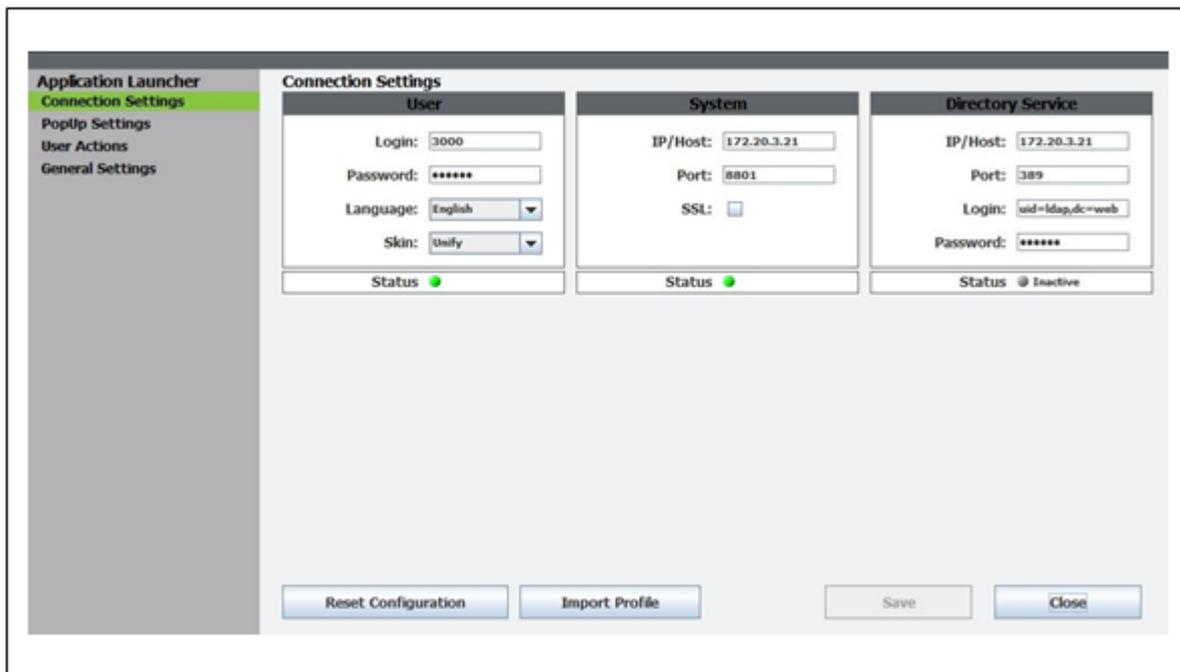
- Navigation area (1)
- Workspace (2):

    The information and actions available in the workspace depend on the selected function.

System Connection

The system connection must be configured first. To do this, you need the IP address or host name of the communication system. You can configure encryption with SSL for the system connection and a different port number.

User Data

Under the User Data, you configure the **User Name** and **Password**, the **Language** of the user interface and the appearance of Application Launcher.

Profile with Configuration Data

After configuring the system connection and the user data, you can optionally configure Application Launcher manually or import a profile with configuration data provided by your administrator instead.

Connecting to the Open Directory Service

To search for call-related information on the phone number, you can optionally configure the connection to the Open Directory Service. You can configure a different port number for the connection to the Open Directory Service.

Appearance of the Screen Pop

You can configure whether screen pops will be displayed during calls and after which delay the screen pop should be automatically closed at the end of a call. You can likewise configure whether the screen pop should appear at the bottom right or be centered on the right. The latter option is advisable if the area to the right under the screen pop is used for other applications.

Displaying Call-Related Information

You can configure whether call-related information displayed in the screen pop should be retrieved by searching in directories of the system or the Open Directory Service. You can configure the display of fields with call-related information in the pop-up window (max. 5 when using the connection to the Open Directory Service; max. 2 when using the system connection). You can also have a preview of the screen pop displayed with sample data that you have defined yourself.

User Actions

You can configure up to ten user actions for a call. For each user action, you can specify whether that action is to be executed automatically or on clicking a button in the screen pop. You can also configure whether the user action should launch a Windows application or a web application. You can test the buttons in the preview of the screen pop with your own defined sample data.

Passing Arguments to an Application

For each user action, you can define up to five call-related information items, which will then be passed by Application Launcher as arguments when launching an application.

Passing Arguments to a Windows Application

If you want to reference **Argument 1** in a batch file from Application Launcher, you would use `%1`, and so on. For example:

D:\myFiles\exampleCRM.exe %1 %2 %3

Passing Arguments to a Web Application

If you want to reference **Argument 1** in a URL from Application Launcher, you would use `(arg1)`, and so on. For example:

`http://maps.google.com/maps?q=(arg1)%20(arg2)%20(arg3)`

Argument 1 or `(arg1)`: Street

Argument 2 or `(arg2)`: Postal Code

Argument 3 or `(arg3)`: City

Related concepts

Related tasks

5.1 How to Configure the System Connection and User Data

Prerequisites

Application Launcher has been started.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **Connection Settings** in the navigation area.

3) Select one of the following options:

   • With UC Smart

     Enter the IP address or server name of the communication system in the **IP/Host** field in the **System** area.

   • With UC Smart

     Enter the IP address or server name of the UC server in the **IP/Host** field in the **System** area.

4) Then select one of the following options for the transmission between Application Launcher and the system:

   • If you want to use encrypted transmission (https), select the **SSL** check box.

   • If you want to use unencrypted transmission (http), clear the **SSL** check box.

5) In the **Port** field, enter a different port number, but only if required.

6) Click **Save**.

   A green symbol for the **Status** in the **System** area indicates the proper connection to the system.

7) Enter your call number in the **User Name** field.

8) Enter your **Password**.

   INFO: The password is valid for all UC clients and for accessing your voicemail via the telephone.

   NOTICE: If the wrong password is entered five times, your access to all UC clients will be locked. Unlocking is only possible by the administrator of your communication system.

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9) Select the desired entry in the **Language** drop-down list.

10) Select the desired appearance in the **Skin** drop-down list.

11) Click **Save**.

   A green symbol for the **Status** in the **User** area indicates the successful login of the user.

12) Click **Close**.

Next steps

Finish the rest of the configuration by either importing a profile with configuration data provided by your administrator or by manually performing the following steps:

If you want to use the Open Directory Service instead of the directories of the system for call-related information on the phone number, configure the connection to the Open Directory Service.

Otherwise, proceed with configuring the display of the screen pop and the display of call-related information.

Related tasks

How to Configure the Connection to the Open Directory Service on page 16
How to Configure the Display of the Screen Pop and Call-Related Information on page 17
How to Import a Profile with Configuration Data on page 22

5.2 How to Configure the Connection to the Open Directory Service

Prerequisites

The system connection is configured, and the user is logged on.

The Open Directory Service is enabled in the system.

Perform the following steps if call-related information for phone numbers is to be found in the Open Directory Service instead of the directories of the system.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.
2) Click on **Connection Settings** in the navigation area.
3) Enter the IP address or server name of the system on which the Open Directory Service is running in the **IP/Host** field in the **Directory Service** area.
4) In the **Port** field, enter a different port number, but only if required.
5) Enter the name configured for the login in the Open Directory Service in the **Login** field.
6) Enter the password configured for the login in the Open Directory Service in the **Password** field.
7) Click **Save**.

   A green symbol for the **Status** in the **Directory Service** area indicates the proper connection to the Open Directory Service.
8) Click **Close**.

Next steps

Configure the display of the screen pop and the display of call-related information.

Related tasks

How to Configure the Connection to the Open Directory Service on page 16

5.3 How to Configure the Display of the Screen Pop and Call-Related Information

Prerequisites

The system connection is configured, and the user is logged on.

If you want to use call-related information from the Open Directory Service: The connection to the Open Directory Service is configured.
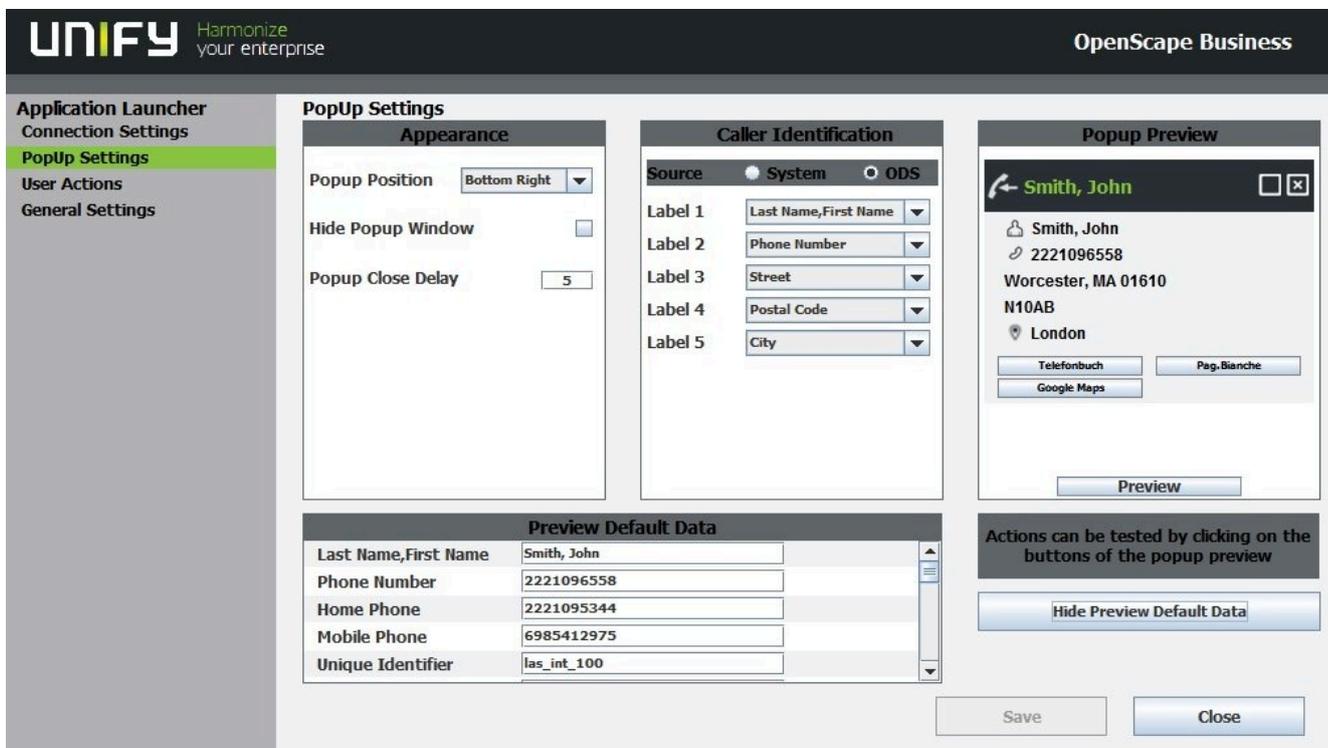
Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **PopUp Settings** in the navigation area.

3) Choose one the following options in the **Appearance** area:

   • If you do not want any screen pop to be displayed, select the **Hide PopUp Window** check box and proceed with the last step.
   • If you want to display screen pops, clear the **Hide PopUp Window** check box.

4) Select the desired setting in the **PopUp Position** drop-down list.

5) Enter the desired delay in seconds in the **PopUp Close Delay** field.

6) In the **Caller Identification** area, select one of the following option buttons as the **Source** when displaying additional call-related information on the phone number:

   • If you want to use information from the directories of the system, activate the **System** option.
   • If you want to use information from the Open Directory Service, activate the option **ODS**.

7) In the **Label 1** etc. lists, select the desired call-related information to be displayed in each case in the corresponding rows in the screen pop.

8) If you want to use your own defined sample data instead of the default sample data in the preview of the screen pop, click on **Show Preview Default Data** and enter the desired data in the fields under **Preview Default Data**.

9) Click on **Save**.

10) Click on **Popup Preview** to display the screen pop with the sample data of call-related information.

11) Click on **Save** followed by **Close**.

Next steps

Configure the user actions and buttons.

Related tasks

5.4 How to Add a User Action or Button

Prerequisites

The system connection is configured, and the user is logged on.

If you want to use call-related information from the Open Directory Service: The connection to the Open Directory Service is configured.

The display of the screen pop and the display of call-related information are configured.

If you want to start a Windows application: The appropriate batch file to call the Windows application is available in the file system of your PC.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **User Actions** in the navigation area.

3) Click on **Add Action**.

4) Select one of the following options in the **Action Type** drop-down list:

   • If you want to start a Windows application, select **Batch File**.
   • If you want to start a web application, select **URL**.

5) Select one of the following options:

   • If a button is to be displayed for this action in the screen pop, select the check box **Visible in PopUp**.
   • If no button is to be displayed for this action in the screen pop, clear the check box **Visible in PopUp**.

6) Select one of the following options:

   • If this action is to be executed automatically for a call in the background, select the check box **Start this action automatically**.

     When the check box is selected, the Enable to drop down list is available in order to select: All Calls (default option), Incoming Calls or Outgoing Calls.
   • If this action is not to be executed automatically for a call, clear the check box **Start this action automatically**.

7) Enter the desired name for the action (and possibly any button in the screen pop) in the **Name** field, e.g., `Google Maps`.

8) Select one of the following options for the **Target**:

- If a Windows application is involved, enter the complete path and file name of the appropriate batch file, e.g., `"D:\myfiles\example-batch.bat"`. Alternatively, you can click **Browse** and select the path and file name in the subsequent dialog box.

- If a web application is involved, enter the complete URL including any arguments to be passed, e.g., `https://maps.google.com/maps?hl=en&q=(arg1),(arg2)(arg3), (arg4)&um=1&ie=UT-F-8&sa=N&tab=wl`.

9) If you want to pass one or more arguments to the application, select the appropriate entry (e.g., `Street`) in the **Argument 1** drop-down list.

10) If you want to pass additional arguments to the application, click on **Add Argument** for each such argument and then select the appropriate entry (e.g., `Postal Code` or `City`) in the **Argument 2** to **Argument 5** drop-down list.

11) If you want to remove an argument, click on **Delete Argument**. The last argument is removed.

12) Click on **Save**.

13) Click on **PopUp Settings** and then on **Popup Preview** to display the screen pop with sample data of call-related information and to test the function of any buttons that may have been configured.

14) Click on a button in the preview of the PopUp window to test its function by using the sample data.

15) If you want to add another user action or button, repeat steps 2 through 13.

16) Click on **Close**.

Related tasks

How to Configure the Display of the Screen Pop and Call-Related Information on page 17

How to Edit a User Action or Button on page 20

5.5 How to Edit a User Action or Button

Prerequisites

The system connection is configured, and the user is logged on.

If you want to use call-related information from the Open Directory Service: The connection to the Open Directory Service is configured.

The display of the screen pop and the display of call-related information are configured.

If you want to start a Windows application: The appropriate batch file to call the Windows application is available in the file system of your PC.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **User Actions** in the navigation area.

3) Click on **Edit** in the row of the relevant user action or button.

4) Select one of the following options in the **Action Type** drop-down list:

- If you want to start a Windows application, select **Batch File**.
- If you want to start a web application, select **URL**.

5) Select one of the following options:

- If a button is to be displayed for this action in the screen pop, select the check box **Visible in PopUp**.
- If no button is to be displayed for this action in the screen pop, clear the check box **Visible in PopUp**.

6) Select one of the following options:

- If this action is to be executed automatically for a call, select the check box **Start this action automatically**.

  When the check box is selected, the Enable to drop down list is available in order to select: All Calls (default option), Incoming Calls or Outgoing Calls.
- If this action is not to be executed automatically for a call, clear the check box **Start this action automatically**.

7) Enter the desired name for the action (and possibly any button in the screen pop) in the **Name** field.

8) Select one of the following options for the **Target**:

- If a Windows application is involved, enter the complete path and file name of the appropriate batch file, e.g., `"D:\myfiles\example-batch.bat"`. Alternatively, you can click **Browse** and select the path and file name in the subsequent dialog box.
- If a web application is involved, enter the complete URL including any arguments to be passed, e.g., `http://maps.google.com/maps?q=(arg1)%20(arg2)%20(arg3)`.

9) If you want to pass one or more arguments to the application, select the appropriate entry in the **Argument 1** drop-down list.

10) If you want to pass additional arguments to the application, click on **Add Argument** for each such argument and then select the appropriate entry in the **Argument 2** to **Argument 5** drop-down list.

11) If you want to remove an argument, click on **Delete Argument**. The last argument is removed.

12) In the **Label 1** to **Label 5** drop-down lists, select the desired call-related information to be displayed in each case in the corresponding rows in the screen pop.

13) Click **Save**.

14) Click on **PopUp Settings** and then on **Preview** to display the screen pop with sample data of call-related information and the buttons just configured.

15) Click on a button in the preview of the PopUp window to test its function by using the sample data.

16) If you want to edit another user action or button, repeat steps 2 through 14.

17) Click **Close**.

Related tasks

5.6 How to Delete a User Action or Button

Prerequisites

The system connection is configured, and the user is logged on.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **User Actions** in the navigation area.

3) Click in the row of the relevant user action or button on **Delete**.

4) Click **Save** followed by **Close**.

Related tasks
How to Edit a User Action or Button on page 20

5.7 How to Import a Profile with Configuration Data

Prerequisites

The administrator has provided an appropriate profile in the system.

Application Launcher has been started on your PC.

The system connection is configured, and the user is logged on.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **Connection Settings** in the navigation area.

3) Click **Import Profile**.

4) Click **Close**.

Related tasks
How to Configure the System Connection and User Data on page 15
How to Configure the Connection to the Open Directory Service on page 16

5.8 How to Change your Password

Prerequisites

Application Launcher has been started.

If you changed your password in another UC client or in the Phone menu of the voicemail box, you will need to change it in Application Launcher as well.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **Connection Settings** in the navigation area.

3) Enter your new **Password**.

> **INFO:** You must use the same password in Application Launcher as for the UC Suite clients and for accessing your voicemail box via the telephone. Changing the password in Application Launcher does NOT change the password for the other UC clients and the phone-based access to the voice-mail box.

> **NOTICE:** If the wrong password is entered five times, your access to all UC clients will be locked. Unlocking is only possible by the administrator of your communication system.

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4) Click **Save**.

A green symbol for the **Status** in the **User** area indicates the successful login of the user.

5) Click **Close**.

Related tasks

5.9 How to Configure Hotkey Dialing

Prerequisites

Application Launcher has been started.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **General Settings** in the navigation area.

3) Select the **Activate Hotkey Dialing** check box.

4) If you want to change the keyboard shortcut for the hotkey dialing, click in the field with the specified keyboard shortcut (default: F8 key) and then press one or more of the desired keys at the same time. The new shortcut will then appear in the field.

5) Click **Save**.

6) Click **Close**.

5.10 How to Enable Phone Number Normalization

Prerequisites

Application Launcher has been started.

Step by Step

1) Click in the context menu of the Application Launcher tray icon on **Settings**.

2) Click on **General Settings** in the navigation area.

3) Enable the check box **Enable Phone Number Normalization**.

Configuration

4) Enable the check box **Override System Settings**, if needed.

5) Enter the value for the maximum internal call number length in the **Max Int. Call Number Length** field, i.e. **3**.

6) Enable the check box **Enable on Internal Call Numbers**, if needed.

7) Click **Save**.

8) Click **Close**.

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