UNIFY Harmonize
your enterprise

myPortal for Mobile
myPortal for Tablet

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.

Contents

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 ....**.

Related Topics
* Display Conventions

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 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*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>`

Related Topics

- Types of Topics

2 Introduction

This document is intended for users of myPortal for Mobile or myPortal for Tablet who are already familiar with a UC client (e.g., myPortal for Desktop) and describes its configuration and operation. In the following, only the term myPortal for Mobile is used for better readability. Where necessary, references to Tablet PCs are explicitly described.

2.1 myPortal for Mobile

myPortal for Mobile is a web-based unified communications solution for mobile telephones and tablet PCs. Besides convenient dialing aids via phone directories and favorites, and information on the presence status of other subscribers, it can, for example, also be used to access voicemails.

myPortal for Mobile is supported by both UC solutions UC Smart and UC Suite. Depending on the UC solution and the licenses assigned to you, the scope of the available features may vary slightly.

myPortal for Mobile supports the following features:
- Presence Status
- Status-based call forwarding
- CallMe service (only with UC Suite)
- Directories
- Favorites List
- Journal
- Call Functions
- Voicemail
- SMS (not on every Mobile Phone or tablet PC)

Other features can be used with the UC clients (e.g., myPortal Smart or myPortal for Desktop)

2.2 User Interface Elements

The user interface of myPortal for Mobile consists of several areas.

Mobile Phone

The main window consists of the following elements:
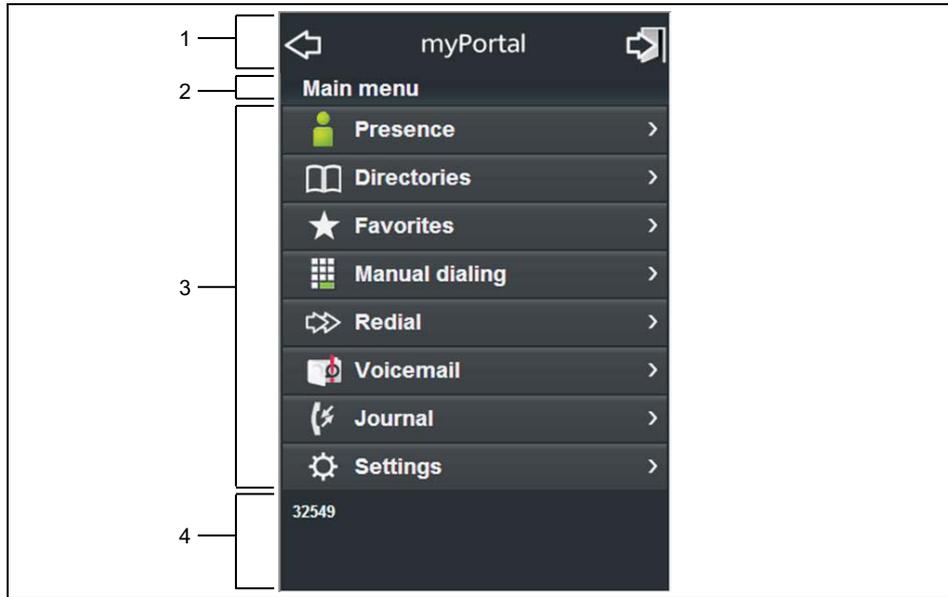
- Header area (1):

Symbol	Function
⬅	Back to last page viewed
myPortal	To main menu
➡	To logout page

- Menu title (2):
  Shows the title of the current menu or **myPortal** in the main menu
- Workspace (3):
  For lists, the scrolling symbols for **continue** (down) and **back** (up) are shown if required.
- Status bar (4):
  Shows your phone number

Tablet PC

The main window consists of the following elements:

- Header area (1):

Symbol	Function
	Presence status: • Displays your current presence status. • Provides access to change your presence status.
12345	Displays the own phone number
	Manual dialing
	Redialing
	To logout page

- **Favorites** and tabs for (2) :
    - **Directories**
    - **Journal**
    - **Voicemail**
    - **telephone**
    - **Settings**
- Tab title (3):
  Displays the title of the current tab
- Workspace (4):
  For lists, the scrolling symbols for **continue** (down) and **back** (up) are shown if required.

Related Topics
- Directories
- Favorites List

- Journal
- Calls
- Voicemails
- Configuration

2.3 Online Help

The integrated online help describes key concepts and operating instructions.

Navigation

The buttons in the online help provide the following functions:

- **Contents**
  provides you with an overview of the structure
- **Index**
  provides direct access to a topic using keywords
- **Search**
  allows you to do a full-text search and selectively find all relevant topics

2.3.1 How to Call the Online Help

Prerequisites

- The administrator of your communication system has configured access with myPortal for Mobile for you.
- You have created an entry for the online help in the Favorites list of your web browser or an icon on the home page on your mobile phone or tablet PC.

Step by Step

› Open the online help via your Favorites list of your web browser or by using the icon on the home page of your mobile phone or tablet PC.

Related Topics

- How to Create an Icon for myPortal for Mobile

3 Installing and Starting myPortal for Mobile

The use of myPortal for Mobile is subject to specific requirements.

3.1 How to Create an Icon for myPortal for Mobile

Prerequisites

- You know the Internet address for accessing your communication system or the UC server with myPortal for Mobile. If you have any questions, please contact your administrator.

The icon to be created on the home page of your mobile phone or tablet PC is intended as a shortcut to easily start myPortal for Mobile or to call the online help.

Step by Step

› Create a bookmark on the home page of your mobile phone with the Internet address for accessing your communication system or the UC server with myPortal for Mobile. Please also read the manufacturer's instructions carefully for the specific procedure to be followed on your mobile phone or tablet PC and web browser. Example for an iPhone or iPad:

a) Open the appropriate URL in Safari:

Access	Connection	Mobile Phone	Tablet PC
myPortal for Mobile	encrypted (recommended)	https://www.example-for-a-domain.com:8802	https://www.example-for-a-domain.com:8802/tablet
myPortal for Mobile	unencrypted (not recommended)	http://www.example-for-a-domain.com:8801	http://www.example-for-a-domain.com:8801/tablet
Online Help	encrypted (recommended)	https://www.example-for-a-domain.com:8802/help	
Online Help	unencrypted (not recommended)	http://www.example-for-a-domain.com:8801/help	

INFO: For safety reasons, we recommend using only encrypted connections (https).

b) Press **+**.

> *c)* Select **Add to Home Screen**.

Related Topics

- How to Start myPortal for Mobile
- How to Call the Online Help

3.2 How to Start myPortal for Mobile

Prerequisites

- The administrator of your communication system has configured access with myPortal for Mobile for you.

- You know the Internet address for accessing your communication system with myPortal for Mobile. If you have any questions, please contact the administrator of your communication system.

- You have created an entry for myPortal for Mobile in the Favorites list of your web browser or an icon on the home page on your mobile phone or tablet PC.

- You have changed your password in a UC PC client or at the phone menu of the voicemail box to at least 6 digits.

- Cookies are enabled in the web browser of your mobile phone or tablet PCs.

- You are currently not using myPortal for Mobile on another mobile phone.

Step by Step

1) Open myPortal for Mobile via your Favorites list or by using the icon on the home page of your mobile phone or tablet PC.

> *INFO:* The concurrent usage of myPortal for Mobile with myAgent under the same user name is not supported.
>
> Your user name and password are stored using a cookie in the web browser, provided the administrator of your communication system has not disabled cookies. Consequently, you should protect your mobile phone or tablet PC against access by other people. Otherwise, unauthorized users could, for example, potentially access your voicemails or redirect your station number to external toll-based destinations.

2) Enter your call number in the **User Name** field of the Login window.

> *INFO:* The user name is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myAttendant and myAgent.

3) Enter your **Password**.

> **INFO:** The password is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myAttendant and myAgent.

> **NOTICE:** If the wrong password is entered five times, your access will be locked temporarily. A login of this user will only be possible again after a period of 15 minutes.

4) Click **Login**.

> **INFO:** You are automatically logged off after an extended period of inactivity. You will need to restart myPortal for Mobile to continue using it.

Related Topics

- How to Create an Icon for myPortal for Mobile
- How to Change the User Interface

3.3 How to Exit myPortal for Mobile

Step by Step

1) Click in the header area on the **Logout** symbol.

2) Click **Logout**.

Related Topics

- How to Change the User Interface

4 First Steps

The First Steps describe the recommended actions to be taken right at the beginning.

4.1 How to Select the User Interface Language

Step by Step

1) Click **Settings**.

2) Select the desired language in the **Language** drop-down list.

3) Click **Set**.

4.2 How to Enable or Disable Touchscreen Support

Step by Step

1) Click **Settings**.

2) Select one of the following options in the **Touchpad** drop-down list:

- If you want to enable Touchscreen support, select the option **Yes**.
- If you want to disable Touchscreen support, select the option **No**.

3) Click **Set**.

5 Unified Communications

Unified Communications is a generic term that refers to the integration of different communication systems, media, devices and applications within an environment (e.g., telephony, presence, voicemail and instant messaging).

5.1 Presence Status and CallMe Service

The Presence status and CallMe service display and optimize the availability of subscribers. The Presence status enables simple status-based call forwarding as well as rule-based call forwarding, which can be flexibly configured with myPortal for Desktop or myPortal for Outlook.

5.1.1 Presence Status

The Presence status indicates the availability of internal subscribers (including mobile users) in the Favorites list, the internal directory and through voicemail announcements.

You can change your Presence status in myPortal for Mobile and also in the Phone menu of the voicemail box. For every change in the Presence status (except for **Office** and **CallMe**), you also define the scheduled time of your return to the **Office** or **CallMe** status. The CallMe service is only available with myPortal for Mobile (UC Suite).

The following symbols are available for the presence status:

Symbol	Presence status	Availability
	Office	Available at the normal workplace
	CallMe	Available at an alternative workplace (only incoming calls are supported)
	Meeting	Absent
	Sick	Absent
	Break	Absent
	Gone Out	Absent

Symbol	Presence status	Availability
	Vacation	Absent
	Lunch	Absent
	Gone Home	Absent
	Do Not Disturb	Absent (not available in UC Suite with Mobility Entry or MULAP)

The symbol of your current presence status is displayed at the following location, possibly with the scheduled time of your return or the CallMe destination:

- Mobile phone: main menu, next to **Presence**
- Tablet PC: header area, next to the own phone number

Call Forwarding to the Voicemail Box

If your Presence status is not **Office** or **CallMe**, the communication system redirects your incoming calls to the configured forwarding destination (by default, your voicemail box) and notifies the callers via status-based announcements about the nature of your absence and the scheduled time for your return.

Related Topics

- Directories
- Favorites List

5.1.1.1 How to Change the Presence Status to Absent

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on one of the following Presence statuses: **Meeting**, **Sick**, **Break**, **Out of the Office**, **Vacation**, **Lunch** or **At home**.

3) If you want to specify an info text for the Presence status, enter it in the text field.

4) Click on the **+** and **-** buttons for the scheduled **Return date and time** (optional for myPortal for Mobile (UC Smart).

5) Click on **Set presence date/time**.

Related Topics

- How to Change the Presence Status to Office

5.1.1.2 How to Change the Presence Status to Office

> *INFO:* You can also return to the **Office** presence status by
> deactivating the call forwarding at the telephone.

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on **Office**.

3) Click on **Office**.

4) If you want to specify an info text for the Presence status, enter it in the text field.

5) Click **Set**.

Related Topics
- How to Change the Presence Status to Absent

5.1.2 CallMe service (myPortal for Mobile (UC Suite))

The CallMe service can be used to define any phone at an alternative workplace as the CallMe destination at which you can be reached through your own internal phone number. You can make use it to also outgoing calls from the CallMe destination.

Inbound Calls

Inbound calls to your internal phone number are forwarded to your CallMe destination. Your internal phone number is displayed to the caller. Unanswered calls are forwarded to the voicemail box after 60 seconds.

Outbound Calls

For outbound calls, the communication system sets up two connections. It first calls you at your CallMe destination. If you answer the call, the communication system then calls the desired destination and connects you with it. Your internal phone number is displayed at the destination (One Number Service).

Activation

You can activate the CallMe service manually. In addition, the CallMe service is also reactivated by an automatic reset of the Presence status following an absence, provided it was active earlier. Then following types of CallMe destinations are not supported:
- Group
- Redirected telephone

Deactivation

The CallMe service remains active until your Presence status changes.

5.1.2.1 How to Enable the CallMe Service

Prerequisites

- You are using myPortal for Mobile (UC Suite).

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on **Office**.

3) If you want to specify an info text for the Presence status, enter it in the text field.

4) Enter the **CallMe Target** phone number in canonical or dialable format.

5) Click **Set**.

5.1.3 Status-based Call Forwarding

Status-based call forwarding enables you to forward calls based on your Presence status to one of your additional phone numbers or your voicemail box.

You can configure status-based call forwarding for every presence status except **Do Not Disturb**. When you change your Presence status, the communication system activates call forwarding to the destination defined by you for this purpose. For example, if you are away from the office, to your mobile phone or if you are on vacation, to your representative. Where appropriate, the number of the forwarding destination is displayed under **Presence** for each presence status.

5.1.3.1 How to Enable or Disable Status-based Call Forwarding

Prerequisites

- You are using myPortal for Mobile (UC Smart).

> **INFO:** You can configure status-based call forwarding for myPortal for Mobile (UC Suite) in the PC client.

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on the **Settings** icon on the right side of the appropriate presence status.

3) Select one of the following options:

- If you want to enable status-based call forwarding, enter the desired number in the **Forwarding destination** field.
- If you want to disable status-based call forwarding, remove the number in the **Forwarding destination** field.

4) Click on **Change destination**.

5.2 Directories and Journal

Directories, the Favorites List and the Journal organize contacts and calls.

5.2.1 Directories

Directories organize your contacts.

myPortal for Mobile offers the following directories, which are independent of the contacts of your mobile phone or tablet PC:

- **Personal contacts**
  These are contacts from the personal directory of myPortal for Desktop as well as Outlook contacts imported via the Personal Assistant.
- **Internal Directory**
  Contains internal subscribers and groups in the same node for which the display is activated in the system (only system telephones) together with their presence status and connection status as well as any additional phone numbers, provided the subscriber has made this information visible to other internal subscribers.
- **External directory** (UC Suite)
  Contains the contacts from the external directory of UC Suite.
- **System directory**
  Contains all speed-dial destinations of the communication system.

INFO: Phone numbers in directories should always be entered in canonical format wherever possible.

Contact Details

The List view of contacts shows the following details:

- Presence status (only for **Internal Directory**), possibly with planned time of return and info text
- Name
- Phone number(s):

Symbol	Phone number
▥	**Phone No. Business**
▢	**Phone No. Mobile**
⌂	**Phone No. Home**

Text search

You can search the directory by name or by portions of names. The directories are searched in the order shown in the table above.

Index search

You can search the directories by name or by the initial letters in a name.

Related Topics

- User Interface Elements
- Presence Status
- Favorites List
- How to Make a Call from the Directory
- How to Make a Call from a Directory Search
- How to Import the Outlook Contacts
- How to Delete Imported Outlook Contacts
- How to Redirect a Call
- How to Initiate a Consultation Hold
- How to Transfer a Call

5.2.1.1 How to Send an SMS from the Directory

Prerequisites

- The relevant contact contains a mobile phone number.

    INFO: This feature is not available on every mobile phone or tablet PC.

Step by Step

1) Click on **Directories**.

2) Click on one of the directories, i.e., **Personal Contacts**, **Internal Directory**, **External Directory** (UC Suite) or **System directory**.

3) Click on the desired contact.

4) Click on **Send SMS**.

Next steps

The user interface of your mobile phone or tablet PC for sending an SMS is opened with the corresponding mobile phone number. Write and send the SMS as usual.

5.2.2 Favorites List

The Favorites List shows you all the contacts you have configured as favorites in the UC client (e.g., myPortal for Desktop) at a glance. These contacts can also be called very easily directly from the Favorites list. All internal subscribers with system telephones that are located in the same network node can be seen with their respective presence and connection statuses.

Outlook Contacts

If you want your Favorites to include Outlook contacts, you will need to import them yourself.

Index search

You can search the Favorites list by name or by the initial letters in a name.

Related Topics

- User Interface Elements
- Presence Status
- Directories
- How to Make a Call from the Favorites List
- How to Redirect a Call
- How to Initiate a Consultation Hold
- How to Transfer a Call
- How to Import the Outlook Contacts

5.2.3 Journal

The Journal is the list of all your inbound and outbound calls. You can use it to quickly and easily call your contacts again or to respond to missed calls.

Folder for Call Types

The calls are arranged on the following tabs:

Symbol	Folder
	All
	Missed
	Accepted
	Inbound
	Outbound

Grouped by time period

The calls in all folders are grouped by time periods (e.g., **Today**, **Yesterday**, etc.). The number of Journal entries is displayed on the right of the group designation in parentheses.

Call Details

Every call is shown with the date and time and, if available, with the **call number**. If a directory contains further details on the call number such as the **Last Name** and **First Name**, then this information is also shown.

The following details can be displayed for a journal entry:
- Own phone number
- Phone number of the caller, if present)
- First Name (if present)
- Last Name (if present)
- Start of the call
- End of the call
- Duration
- Information on whether or not the call was answered

Related Topics
- User Interface Elements
- How to Make a Call from the Journal

5.2.3.1 How to Display Details of a Journal Entry

Step by Step

1) Click on **Journal**.

2) Click on the desired folder.

3) Click on the entry for the desired time period.

4) Click on the desired journal entry.

5) Click on the **View Journal Entry Details** symbol.

5.3 Calls

A number of convenient features such as calling from a directory, favorites list or journal are available for making calls.

Related Topics

- User Interface Elements

5.3.1 Call Number Formats

Call numbers can be specified in different formats.

Format	Description	Example
Canonical	Begins with + and always includes the country code, area code and the full remaining station number. Blanks and the special characters + ( ) / - : ; are allowed.	+49 (89) 7007-98765
Dialable	Exactly as you would dial the call number on the system telephone in your office, always with the trunk access code.	• 321 (internal) • 0700798765 (own local network) • 0089700798765 (external local network) • 0004989700798765 (international)

> *INFO:* If possible, you should always use the canonical call number format. This ensures that a phone number is always complete, unique and consistent in any situation, even in a network.

When dialing an external station (dialable format) manually, the CO access code must always be dialed as well. The CO access code must likewise also be specified when manually entering the destination number (dialable format) for the CallMe service (UC Suite) in UC clients.

When dialing an external phone number in dialable format from a directory (and when using the Desktop Dialer and Clipboard Dialer for certain UC clients), the communication system automatically adds the CO access code (route 1). The automatic addition of the CO access code also occurs when you select a phone number of your own personal data (**Mobile number**, **Private Number**, etc.) as a destination number for the CallMe service (UC Suite).

> *INFO:* For calls within the USA via CSTA to a number in canonical format, phone numbers are converted to the dialable format.

Related Topics

- How to Dial a Number Manually

5.3.2 Dial mode

You can choose between different dialing methods for outbound calls.

Dial mode	Description
Call Through	• The system sets up the connection to your mobile phone or tablet PC using call-through. • ONS (One Number Service) • Fast connection setup • CTI call functions available • Useful for mobile phone contracts with a flat rate into fixed networks
Callback preferred	• The system sets up the connection to your mobile phone or tablet PC using callback. • ONS (One Number Service) • CTI call functions available • The immediate acceptance of calls by the mobile carrier mailbox must be disabled. • Useful for mobile phone contracts without a flat rate into fixed networks
SIP preferred	• A SIP soft client present on the mobile phone or tablet PC sets up the connection. • CTI call features are available only to a limited extent in myPortal for Mobile. Call control usually occurs within the SIP soft client instead. • Usage via a WLAN is possible, if supported by the mobile phone or tablet PC • Not supported by all SIP soft clients • Not supported by all operating systems • Please note that some restrictions for VoIP may have been set by your mobile carrier.
Associated dialing	• for tablet PCs without GSM • The tablet PC controls the connection setup to the phone at your workplace. • CTI call functions available If a SIP phone or a SIP softclient is controlled via associated dialing, some CTI call functions such as consultation holds and conferencing are not available.

GSM preferred	• Phone numbers of personal contacts must be in canonical format.
	• The mobile phone or the tablet PC sets up the connection directly via the mobile service.
	• Applies only to
	  – Manual dialing
	  – Personal contacts
	  – External directory (UC Suite)
	• Connectivity, when ONS (One Number Service) is not desired.

Related Topics

- How to Configure the Dialing Method

5.3.3 Call handling

You can configure how myPortal for Mobile should respond to calls.

Call handling	Description
Only change icon	• The button for CTI call functions appears
Bring to foreground	• The menu for CTI call functions opens automatically
Disabled	• No action

Related Topics

- Call Functions
- How to Configure Call Handling

5.3.4 Call Functions

You can control call functions with myPortal for Mobile. You can also dial phone numbers directly from the Journal, the Favorites list or a directory.

How to Answer Calls

To do this, use your mobile phone or tablet PC as usual. Depending on which device you are using, you may subsequently have to switch to myPortal for Mobile in the web browser manually.

CTI Call Functions

Using CTI call functions, you can access the features of your communication system on your mobile phone or tablet PC (not available for SIP devices or SIP soft clients). The following buttons for CTI call functions are available in the header line of all menus, provided **Only change icon** is configured in the call handling:

Symbol (mobile phone)	Symbol (tablet PC)	Description
		Call Functions Appears during • an incoming call • an ongoing call You can switch to the menu for CTI call functions by clicking on it.

The menu for CTI call functions shows the communication partners and, depending on the situation, some of the following buttons:

Symbol	Description
	Disconnect
	Consultation
	Alternate (Toggle/Connect)
	Redirect (during an incoming call) **Transfer** (during a call)
	Conference (phone-controlled)

Related Topics

•

5.3.4.1 How to Redirect a Call

Prerequisites

• Call handling has been activated.

• The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Redirect**.

3) Click **Dial**.

> *INFO:* As an alternative to dialing manually, you can select the desired destination via the **Favorites**Directories **or** Redial **list.**

4) Enter the phone number in dialable format on the displayed dial pad.

5) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Directories
- Favorites List

5.3.4.2 How to Dial a Number Manually

Step by Step

1) Click on **Manual dialing** or on the icon for manual dialing.

2) Enter the phone number in dialable format on the displayed dial pad.

3) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Call Number Formats

5.3.4.3 How to Redial

Step by Step

1) Click on **Redial** or on the icon for redialing.

2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.

3) Click **Dial**.

5.3.4.4 How to Delete a Phone Number from the Redialing List

Step by Step

1) Click on **Redial** or on the icon for redialing.

2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.

3) Click on the **Delete** symbol.

5.3.4.5 How to Make a Call from the Directory

Step by Step

1) Click **Directories**.

2) Click on **Personal Contacts**, **Internal Directory**, **External Directory**, **System directory** (UC Suite) or **All directories**.

3) Click on the desired contact.

4) Click on the desired phone number.

Related Topics
- Directories

5.3.4.6 How to Make a Call from a Directory Search

Step by Step

1) Click **Directories**.

2) If you want to search in only a specific directory, click on the appropriate directory. Otherwise, all directories are searched.

3) Select one of the following options:

- For a text search, enter the search term in the **Name or first letter** field and click **Search**.

- For an index search, click on the ABC button and then on the appropriate letter.

4) Click on the desired contact in the hit list.

5) Click on the desired phone number.

Related Topics
- Directories

5.3.4.7 How to Make a Call from the Favorites List

Step by Step

1) If you are using a mobile phone, first click on **Favorites**.

2) Click on the desired group in **Favorites**.

3) Click on the desired subscriber.

4) Click on the desired phone number.

Related Topics
- Favorites List

5.3.4.8 How to Make a Call from the Journal

Step by Step

1) Click **Journal**.

2) Click on the desired folder.

3) Click on the entry for the desired time period.

4) Click on the desired journal entry.

5) Click on the handset symbol.

Related Topics
- Journal

5.3.4.9 How to Initiate a Consultation Hold

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Consultation**.

3) Click **Dial**.

> *INFO:* As an alternative to dialing manually, you can select the desired destination via the **Favorites**Directories **or** Redial **list.**

4) Enter the phone number in dialable format on the displayed dial pad.

5) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Directories

- [Favorites List](#)

5.3.4.10 How to Alternate between two Parties

Prerequisites

- Call handling has been activated.
- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.
- You are talking to one party while holding another party.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Alternate (Toggle/Connect)**.

5.3.4.11 How to Transfer a Call

Prerequisites

- Call handling has been activated.
- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.
- You are talking to one party, while the other party is on hold.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Transfer**.

Related Topics
- [Directories](#)
- [Favorites List](#)

5.3.4.12 How to Initiate a Conference

Prerequisites

- Call handling has been activated.
- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.
- You are talking to one party, while the other party is on hold.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Conference**.

5.3.4.13 How to End a Call

Prerequisites

- Call handling has been activated.
- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Disconnect**.

> **INFO:** Alternatively, you can end a call as usual with your mobile phone or tablet PC.

5.4 Voicemails

You can listen to voicemails in the voicemail box of the communication system and call the respective senders.

New Voicemail Indicator

As soon as a new voicemail is received, this is indicated for **Voicemail** in the main menu with a red exclamation mark.

> *INFO:* In order to always use myPortal for Mobile with only the voicemail box of the communication system, you should disable the mailbox from your mobile carrier.

Folders for Voicemail

myPortal for Desktop organizes voice messages in the following folders:

Symbol	Folder
	Inbox
	Played
	Saved (myPortal for Mobile (UC Smart))

The number of messages received is shown next to the folder name.

Voicemail functions

The following symbols identify voicemail functions:

Symbol	Function
	Show voicemail details
	How to Move a Voice Message
	Call sender
	Play back voicemail

Listening to Voicemail

When a new voice message is listened to for the first time, the communication system moves it automatically from the **Inbox** folder to the **Played** folder.

Related Topics

• User Interface Elements

5.4.1 How to Listen to a Voicemail

Prerequisites

• Your presence status is **Office**.

Step by Step

1) Click **Voicemail**.
2) Click on the desired folder.
3) Click on the desired voicemail.
4) Click on the **Play Message** symbol.

Next steps

Accept the call from the voicemail box.

5.4.2 How to Call back the Sender of a Voice Message

Prerequisites

- The caller's phone number has been transmitted.

Step by Step

1) Click **Voicemail**.
2) Click on the desired folder.
3) Click on the desired voicemail.
4) Click on the **Call sender** symbol.

5.4.3 How to Delete a Voicemail

Step by Step

1) Click **Voicemail**.
2) Click on the desired folder.
3) Click on the desired voicemail.
4) Click on das **Move Message** symbol.
5) Click **Delete voicemail**.

5.4.4 How to Move a Voice Message

Step by Step

1) Click **Voicemail**.
2) Click on the desired folder.
3) Click on the desired voicemail.
4) Click on das **Move Message** symbol.

5) Click on the folder to which you want to move the voice message.

5.4.5 How to Display Details of a Voicemail

You can view the following details about a voicemail:

- Date
- Time
- Length
- Priority
- Phone number of the sender (if available)

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on the **View Voicemail Details** symbol.

6 Configuration

You can configure myPortal for Mobile in accordance with your requirements.

> *INFO:* When you make multiple changes under **Settings**, it is sufficient to simply click **Set** just once at the end.

Related Topics
- User Interface Elements

6.1 How to Configure the Dialing Method

Step by Step

1) Click **Settings**.

2) In the **Dial mode** drop-down list, select either **Call through**, **Callback preferred**, **SIP preferred**, **Associated dialing** or **GSM preferred**.

3) Click **Set**.

Related Topics
- Dial mode

6.2 How to Configure Call Handling

> *NOTICE:* When call handling is enabled, high data volumes will be transmitted over the mobile network.

Step by Step

1) Click **Settings**.

2) Select one of the following options in the **Call handling** drop-down list:
   - If you want to enable call handling, select either **Only change icon** or **Bring to foreground**.
   - If you want to disable call handling, select Deactivate.

3) Click **Set**.

Related Topics

- Call handling

6.3 How to Configure the Display Resolution

Prerequisites

- You are using a mobile phone.

The presentation is optimized for a resolution of 320 x 480 (HVGA). Most web browsers automatically scale the display to the actually available resolution. If the presentation in your web browser is not satisfactory, you can adjust the resolution of the web pages of myPortal for Mobile. The following additional resolutions can be selected: 360 x 640 (nHD) and 240 x 320 (QVGA) pixels.

Step by Step

1) Click **Settings**.

2) Select the desired resolution in the **Display Resolution** drop-down list. If in doubt, note that the horizontal resolution is significant here.

3) Click **Set**.

Related Topics

- How to Restore the Display

6.4 How to Configure the Number of List Entries per Screen

Step by Step

1) Click **Settings**.

2) Select the desired number in the **List entries per screen** drop-down list.

3) Click **Set**.

6.5 How to Configure the Font Size

Step by Step

1) Click **Settings**.

2) Select the desired value in the **Font size** drop-down list.

3) Click **Set**.

Related Topics

- How to Restore the Display

6.6 How to Configure the Refresh Interval for the Screen

This option enables the dynamic content in specific menus to be automatically refreshed.

> *NOTICE:* This setting is only available when call handling is enabled.
>
> The auto refresh causes high data volumes to be transmitted over the mobile network.

Step by Step

1) Click on **Settings**.

2) Select the desired value in the **Auto Refresh** drop-down list.

> *INFO:* Do not use the **Automatic** option under iOS 6.

3) Click on **Set**.

6.7 How to Change the User Interface

Step by Step

1) Click **Settings**.

2) Select the desired user interface from the **Skin** drop-down list.

3) Click **Set**.

4) Exit myPortal for Mobile.

5) Depending on which web browser you are using, select one of the following options for the change to take effect:

- Clear the browser cache and close the web browser.

- Close the web browser, open it again and then clear the cache of your web browser.

Next steps

Start myPortal for Mobile again.

Related Topics

- How to Exit myPortal for Mobile
- How to Start myPortal for Mobile

6.8 Personal Assistant

The Personal Assistant is the web-based application for special configuration tasks of myPortal for Mobile by subscribers.

The following applications are used as personal assistants:

- UC Smart Assistant (myPortal for Mobile (UC Smart))
- myPortal Web Services Assistant (myPortal for Mobile (UC Suite))

The Personal Assistant can be used in:

- the web browser of the PC
- the web browser of the mobile phone or tablet PC (with reduced ease of use)

The Personal Assistant is required for the following tasks:

- Importing Outlook contacts into myPortal for Mobile
- Deleting imported Outlook contacts
- Restoring the display on the mobile phone or tablet PC if it becomes unreadable due to a wrong configuration

The Personal Assistant offers further configuration options, but these also available directly in myPortal for Mobile.

6.8.1 How to Start the Personal Assistant

Prerequisites

- You know the Internet address for accessing your communication system with the Personal Assistant. If you have any questions, please contact the administrator of your communication system.

Step by Step

1) Open the Internet address for accessing your communication system with the Personal Assistant in the web browser by entering `https://www.example-for-a-domain.com:8803/admin` for example.

2) Enter your user name for myPortal for Mobile in the **Name** field. This is usually your call number. If you have any questions, please contact the administrator of your communication system.

3) Enter your password for myPortal for Mobile in the **Password** field.

4) Click **Login**.

6.8.2 How to Import the Outlook Contacts

Prerequisites

- Your Outlook contacts contain phone numbers in canonical format.

- You have started the Personal Assistant in the web browser of the PC on which Outlook is running.

Step by Step

1) Click on **Administration > Import Contacts**.

2) If you do not want to import Outlook contacts that contain no phone numbers, select the check box **Do not import contacts without phone numbers**.

3) If you also want to import the images for the Outlook contacts, enable the **Import pictures** check box.

4) Click on **Start Import**.

> *INFO:* Refer to the notes provided in the Personal Assistant about security warnings at this point and grant the appropriate access to perform the import.

Related Topics
- Directories
- Favorites List

6.8.3 How to Delete Imported Outlook Contacts

Prerequisites

- You have started the Personal Assistant.

Step by Step

1) Click on **Administration > Delete imported contacts**.

2) Click on **OK** twice.

Related Topics
- Directories

6.8.4 How to Restore the Display

Prerequisites

- You have started the Personal Assistant.

Proceed as follows to restore the display on the mobile phone or tablet PC if it is no longer readable due to a wrong configuration.

Step by Step

1) Click **Administration > User Management**.

2) Select a suitable setting in the **Display resolution** drop-down list.

3) Select a suitable setting in the **Font size** drop-down list.

4) Click **Save**.

Related Topics

- How to Configure the Display Resolution
- How to Configure the Font Size

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