



myPortal for OpenStage

User Guide

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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 <i>Network</i> .
Output	Monospace font, e.g., Courier	Command not found.
Input	Monospace font, e.g., Courier	Enter LOCAL as the file name.
Key combination	Monospace font, e.g., Courier	<Ctrl>+<Alt>+<Esc>

Related Topics

- [Types of Topics](#)

2 Introduction

This document is intended for myPortal for OpenStage users who are already familiar with the functions of a UC client (e.g., myPortal for Outlook) and describes its configuration and operation.

2.1 myPortal for OpenStage

myPortal for OpenStage is a web-based unified communications application for OpenStage phones with a display.

myPortal for OpenStage provides the following features:

- Change presence status
- Enable or disable CallMe service
- Manage voicemail

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

2.2 User Interface Elements

The user interface of myPortal for OpenStage consists of the main menu and submenus.

The main menu includes the following elements:

- **Presence**
- **Voicemail**

3 Installing and Starting myPortal for OpenStage

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

myPortal for OpenStage remains active during a call or when using other functions, but is placed in the background. You can bring myPortal for OpenStage manually to the foreground.

It is not possible to use myPortal for OpenStage and the TUI menu of the voicemail box simultaneously.

3.1 How to Install myPortal for OpenStage

Prerequisites

- You know the IP address of your OpenStage telephone. If you have any questions, please contact the administrator of your communication system.
- You know the administrator password of your OpenStage telephone. If you have any questions, please contact the administrator of your communication system.
- The IP address of the communication system is known to you. If you have any questions, please contact the administrator of your communication system.

Step by Step

- 1) Enter the following address in the web browser to open OpenStage Manager for your OpenStage telephone: `https://<IP address of your OpenStage telephone>`.
- 2) If you are prompted to select a password, perform the following steps:
 - a) Enter the password in the **New Password** field. You will need this password in the future to open the OpenStage Manager of your OpenStage telephone.
 - b) Enter the same password in the **Password** field.
 - c) Click on **Save**.
- 3) Click on the **Administrator Pages (Admin)** tab.
- 4) Enter the administrator password of your OpenStage telephone in the **Enter Admin password** field.
- 5) Click on **Applications > XML applications > Add application**.
- 6) Enter `myPortal` in the **Display Name** field.
- 7) Enter `WS` in the **Application Name** field.
- 8) Enter the IP address of the communication system in the **HTTP Server Address** field.
- 9) Enter `8801` in the **HTTP Server Port** field.

- 10) Select the value **http** in the **Protocol** drop-down list.
- 11) In the **Program Name on Server** field, enter `HiWebSP/os6080`.
- 12) Select one of the following options in the **Use Proxy** drop-down list:
 - If a proxy is used, select **Yes**.
 - If no proxy is used, select **No**.
- 13) In the **ML Trace enabled** drop-down list, select the value **No**.
- 14) Select the **Restart after change** check box.
- 15) Click on **Submit**.
- 16) Click on **Log off**.
- 17) Keep pressing the **Settings/Applications** sensor key on your OpenStage telephone until the **Applications** tab appears.
- 18) Use the Up/Down scrolling symbols on the TouchGuide to select the **myPortal** application and click **OK**.

Related Topics

- [How to Start myPortal for OpenStage](#)

3.2 How to Start myPortal for OpenStage

Prerequisites

- myPortal for Desktop is installed on your 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.

Step by Step

- 1) Keep pressing the **Settings/Applications** sensor key until the **Applications** tab appears.
- 2) Scroll on the TouchGuide to **myPortal**.
- 3) Press **OK** and wait until, among other things, **Log In** appears.
- 4) Scroll to the **Password** line.
- 5) Press **OK**.
- 6) Enter your password.

INFO: If you are using UC Smart, the password is the same as for myPortal Smart. If you are using UC Suite, the password is the same as for myPortal for Desktop, myPortal for Outlook, myAttendant and myAgent.

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

- 7) Press **OK**.
- 8) Scroll to the line **Options**.
- 9) Press **OK**.

If the password is valid, the main menu is displayed.

Related Topics

- [How to Install myPortal for OpenStage](#)
- [How to Place myPortal for OpenStage in the Foreground](#)
- [How to Exit OpenStage](#)

3.3 How to Place myPortal for OpenStage in the Foreground

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

If myPortal for OpenStage has been placed in the background by a phone call or the use of other functions, you can manually bring it back to the foreground.

Step by Step

- › Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.

Related Topics

- [How to Start myPortal for OpenStage](#)

3.4 How to Exit OpenStage

Step by Step

- 1) Keep pressing the **Settings/Applications** sensor key until the **Applications** tab appears.
- 2) Scroll on the TouchGuide to **myPortal**.
- 3) Press the arrow key.
- 4) Scroll to the **Stop** line.
- 5) Press **OK**.

Related Topics

- [How to Start myPortal for OpenStage](#)

4 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).

4.1 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.

4.1.1 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 OpenStage and 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.

Call Forwarding to the Voicemail Box

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

4.1.1.1 How to Change the Presence Status to Absent

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.

- 3) Press **OK**.
- 4) Scroll on the TouchGuide to the desired presence status.
- 5) Press **OK**.
- 6) If you want to change the proposed time of your return, proceed as follows:
 - a) Scroll to the line with the proposed time of your return.
 - b) Press the arrow key.
 - c) Press the appropriate digits to enter the time of your return.
 - d) Press **OK**.
 - e) Scroll to the line **Options**.
- 7) Press **OK**.

Related Topics

- [How to Change the Presence Status to Office](#)
- [How to Enable the CallMe Service](#)

4.1.1.2 How to Change the Presence Status to Office

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.
- 3) Press **OK**.
- 4) Scroll to the presence status **Office**.
- 5) Press **OK**.
- 6) Press **OK**.

Related Topics

- [How to Change the Presence Status to Absent](#)
- [How to Enable the CallMe Service](#)

4.1.2 CallMe Service

The Call-Me service can be used to define any phone at an alternative workplace as the Call-Me destination at which you can be reached through your own internal

phone number. You can use the UC client (e.g., myPortal for Outlook) at your alternative workplace exactly as in the office and thus also make outgoing calls from the Call-Me destination.

Inbound Calls

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

Outbound Calls

When you dial a number in the UC client (e.g., myPortal for Outlook), the communication system first calls you at the 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).

Presence Status

When the Call-Me service is enabled, the message "Call-Me active" appears in the display of your phone (not for analog and DECT phones). Other subscribers will see your presence status as **Office**.

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.

4.1.2.1 How to Enable the CallMe Service

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Presence**.
- 3) Press **OK**.
- 4) Scroll on the TouchGuide to the presence status **Office**.

- 5) Press **OK**.
- 6) Scroll to the line **CallMe**.
- 7) Press **OK**.
- 8) Scroll to the line **CallMe destination**.
- 9) Press the arrow key.
- 10) Enter the phone number of the CallMe destination.
- 11) Press **OK**.
- 12) Scroll to the line **Options**.
- 13) Press **OK**.

Related Topics

- [How to Change the Presence Status to Absent](#)
- [How to Change the Presence Status to Office](#)

4.2 Voicemail (UC Suite)

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.

Folders for Voicemail

myPortal for OpenStage organizes voice messages in the following folders:

- **Inbox**
- **Played**
- **Saved**

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

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.

4.2.1 How to Listen to a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Call**.
- 9) Press **OK**.

INFO: myPortal for OpenStage plays back voicemails only on the OpenStage telephone.

Next steps

Accept the call from the voicemail box.

Related Topics

- [How to Delete a Voicemail](#)
- [How to Move a Voice Message](#)
- [How to Display Details of a Voicemail](#)

4.2.2 How to Delete a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.

- 8) Scroll to the line **Move**.
- 9) Press **OK**.
- 10) Scroll to the line **Delete voicemail**.
- 11) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Move a Voice Message](#)
- [How to Display Details of a Voicemail](#)

4.2.3 How to Move a Voice Message

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Move**.
- 9) Press **OK**.
- 10) Scroll to the line **To folder Read** or **To folder Saved**.
- 11) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Delete a Voicemail](#)
- [How to Display Details of a Voicemail](#)

4.2.4 How to Display Details of a Voicemail

Prerequisites

- myPortal for OpenStage has been started on your OpenStage telephone.

You can view the following details about a voicemail:

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

Step by Step

- 1) Press the **Settings/Applications** sensor key as often as needed until the **myPortal** tab in the **Main Menu** appears.
- 2) Scroll on the TouchGuide to **Voicemail**.
- 3) Press **OK**.
- 4) Scroll to the desired folder.
- 5) Press **OK**.
- 6) Scroll to the desired message.
- 7) Press the arrow key.
- 8) Scroll to the line **Info**.
- 9) Press **OK**.

Related Topics

- [How to Listen to a Voicemail](#)
- [How to Delete a Voicemail](#)
- [How to Move a Voice Message](#)

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