



Starting the Program

- Select **OpenScape Desktop Client** in the **Start** menu.



Ending the Program

- Click on **X** on the right margin of the main window.



Logging on

How to log on the program:

- Keep the **shift key** pressed and select **OpenScape Desktop Client** in the **Start** menu.

The **Logon** dialog opens.

Keeping the shift key pressed displays the **Logon** dialog even if no LIN number can be configured.

- Select a **Profile**.
- Keep the **Language** or select one.
- Click on **OK**.

The program starts with the selected profile settings.



Changing a Profile

How to start the program under another profile:

- Start the program with the **shift key** kept pressed.
- Select a **Profile**.
- Click on **OK**.

The program starts with the selected profile settings.



Setting your own Ring Tone

How to customize a ring tone:

- Click on the Pearl menu .
- Select **Personal Settings > Ring tones**.

The **Settings** dialog opens. Depending on the provider used – **SIP Service** or **HiPath Provider** – the corresponding tab is displayed for the ring tone settings.

- Activate **Use individual ring tones**.
- Select the desired WAV or MP3 file via the browse button
- Click on **Open**.

The file selection dialog closes.

- Click on **OK**.

The **Settings** dialog closes.



Configuring an Audio Device

How to configure an audio device:

- Click on the Pearl menu .
- Click on **OpenScape Options**.
The **Settings** dialog opens.
- Click on **Add** on the **Audio Schemes** tab.
- Specify a name for the audio scheme under **Description**.
- Select the audio hardware for the **Voice recording**.
- Select the audio hardware for the **Audio Response**.
- Specify the hardware for playing ring tones under **Signal response**.
- Select the audio hardware for controlling special hardware features under **Controller**.
- Click on **OK**.

The new audio scheme appears in the list of configured audio schemes and is active. The desired audio device is thus configured and will be used.



How to Configure the Main Window

The main window opens after the program start. It contains the frames **Call Control**, **Contacts** and **Journal** by default. How to integrate further frames such as **Directory Search** in the main window:

- Select **Pearl** menu > **View** > **Directory Search**.
- Click on in the opened window and drag it into the main window with the left mouse button kept pressed.
- Click on on the right hand side of the frame's caption bar to remove the frame from the main window or to close it.



Creating a Contact

How to create a new contact:

- Click on in the **Contacts** frame.
- Enter the contact data.
- Click on **OK**.

The new contact is integrated in the contact list.



Calling a Contact

How to call a contact from the contact list:

- Click on in the row of the contact.
- If , select the desired phone number.

The connection to the contact is set up and displayed in the **Call Control**.

A click on closes the connection.



Sending an E-mail

How to send a contact an e-mail:

- Select the desired contact in the **Contacts** frame and click on .

The pre-set e-mail program starts.

- Enter the text and send the e-mail as usual.



Calling a Contact from a Directory

How to find a contact in a directory and call him/her from there:

- Click in the input field of the **Directory Search** frame.
- Enter the search criteria.
- Click on .
- Click on of the desired search result. If , select the phone number.

The connection to the contact is set up.



Calling from Microsoft Outlook

How to initiate a call from your Microsoft Outlook address book:

- Switch to the address book of the Microsoft Outlook client.
- Select the desired contact and click on **Dial** in the Microsoft Outlook toolbar.
- If the selected contact entry contains several phone numbers: Mark the desired one in the selection dialog and click on **Connect**.

The connection to the contact is set up.



Calling from IBM Lotus Notes

How to initiate a call from your IBM Lotus Notes address book:

- Switch to the address book of the IBM Lotus Notes client.
- Select a contact and click on **Dial** in the IBM Lotus Notes toolbar.
- If the selected contact entry contains several phone numbers: Mark the desired one in the selection dialog and click on **Connect**.

The connection to the contact is set up.



Dialing a Phone Number

How to dial any phone number:

- Enter in the **Call Control** frame under **<Name or Number>** the phone number to be dialed.
- Then click on .

The call is initiated and displayed in the **Call Control**.

A click on  closes the connection.



Transferring a Call

How to transfer an active call to another device or subscriber:

- Click in the **Call Control** with the right mousebutton.

A context menu opens.

-  Select **Transfer to**.

The **Transfer call** dialog opens.

- Enter the number of the desired subscriber or select it from the list of already dialed numbers.
- Click on **OK**.



Displaying missed Calls

The **Journal** lists all calls as long as the program is running.

- In the combo box of the **Journal** frame on the right hand side select the  option.

Only the missed calls are listed.



Adding a Call Forwarding

How to create a new call forwarding:

- Click in the **ribbon > SoftPhone tab > Device Feature** group on **Call forwardings**.
- Select **Add call forwarding**.
- Specify **Type**, **Destination** and **Optional text**.
- Click on **OK**.

The new call forwarding is created.



Activating a Call Forwarding

- Click in the **ribbon > SoftPhone tab > Device Feature** group on **Call forwardings**.
- Select the desired call forwarding from the list.

The call forwarding is active.



Deactivating a Call Forwarding

- Click in the **ribbon > SoftPhone tab > Device Feature** group on **Call forwardings**.
- Click on the desired active  call forwarding.

The selected call forwarding is disabled.



Consultation

How to consult a subscriber during an active call:

- In the **Call Control**, click with the right mousebutton on the active call.

A context menu opens.

- Select **Consultation to**.

The **Consultation to** dialog opens.

- Enter the phone number to be dialed.
- Click on **OK**.

The connection to the original conversational partner is automatically held. Parallel to this, the connection to the consultation call subscriber is set up. Both connections are listed in the **Call Control**.

A click on in the consultation call area ends the consultation call. The held call becomes automatically active again.



Starting a local Conference

How to initiate a local conference (three-party conference) from a held and consultation call:

- In the **Call Control**, click with the right mousebutton on the consultation call.

A context menu opens.

- Select **Initiate local conference**.

All participants are connected to each other. No more participants can be added to the conference.



Starting a server-based Conference*

How to initiate a server-based conference from a held and consultation call:

- In the **Call Control**, click with the right mousebutton on the consultation call.

A context menu opens.

- Select **Initiate server-based conference**.

All participants are connected to each other. You can add further participants to the conference.

* Only possible in case of an OpenScape Voice connection with configured **conference server URI** for the **SIP Service Provider**



Starting/Ending Video Streaming (SIP)

How to switch a video connection to an active call:

- Click in the **ribbon > SoftPhone tab > Video** group on **Camera image**.

The **Video** window with your own video image opens.

- Click on in the Softphone toolbar of the **Video** window.

Your own video image appears in a red frame. The video image of the connection partner is automatically received and displayed in the Video window.

- Another click on stops the transmission of your video image.
- Click on in the Softphone toolbar of the **Video** window to close the **Video** window.



Initiating a Video Call (SIP)

How to set up a video connection to a contact from the contact list:

- Click in the **ribbon > SoftPhone tab > Video** group on the **Enable Video Call** button.
- Click in the **Contacts** frame on  for the desired contact.
- Select **Video Phone 1**.

The video call is being initiated. If the conversational partner has activated the video call feature on his/her side also, the **Video** window opens automatically and displays the video view specified for the **Default video configuration**. You receive the video image of the partner automatically and your video image is sent automatically.