



OpenScape UC Application Executive/Assistant Cockpit

Installation Guide

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History of Changes

Date	Changes	Reason
2016-12-08	1 - initialization	UCBE-7454
2017-02-03	2 - small correction in chapter Configuring E/A on OpenScape Desk Phone IP CP600	review UCBE-7454
2017-02-08	3 - adpating the pictures to a better quality	UCBE-7454 review

History of Changes

1 Working with this Manual

Here you will find information on the structure and use of this manual.

1.1 This Manual's Target Group

This manual addresses the following persons:

- Service personnel who configure an E/A Cockpit solution.
- Administrators who configure and manage an E/A Cockpit solution.

Readers should have the following knowledge to use the information provided in this documentation:

- Knowledge of the general working method of information technology and voice communication systems.
- Knowledge of terms used in the information technology and voice communication environment.
- Practical knowledge of how to configure and manage information technology and voice communication systems.
- Knowledge of how to operate the OpenScape Desk Phone CP600.

1.2 This Manual's Content

This manual describes how to configure an Executive/Assistant Cockpit (in the following named E/A Cockpit) solution after you have installed all required system components.

Furthermore, this manual provides general information on the E/A Cockpit functionalities.

This manual does **not** consider the following topics:

- How to install the described system components on the computer systems. Information about this topic can be found in the *OpenScape UC Application Installation and Upgrade* manual.
- How to use the E/A Cockpit. User information can be found in the *OpenScape UC Application Executive/Assistant Cockpit User Guide* (see Unify WIKI).

1.3 Representation Conventions

In the manual on hand the following representation conventions apply:

1.3.1 Formats and Display Forms

Purpose	Representation	Example
Special emphasis	Bold	Name must not be deleted.
User interface elements	Bold	Click on OK .
Menu sequence	>	File > Exit
Textual cross reference	<i>Italic</i>	You find further information in the <i>Configuration and Administration</i> manual.
Path and file names	Font with fix character spacing, e. g. Courier	c:\Program Files\... of Example.txt
Specifications that may have individual content, e.g. variables.	<i>Italic</i> in angle brackets	Enter your <i><user name></i> and the <i><password></i> to log on to the system.
Output	Font with fix character spacing, e. g. Courier	Command not found.
Entry	Font with fix character spacing, e. g. Courier	Enter LOCAL as file name
Key combination	Bold	[Ctrl]+[Alt]+[Esc]

1.3.2 Notes

Types of notes

Critical notes and additional information are indicated in this manual in the following manner:

NOTICE: Notes indicated in this way point to information worth knowing or useful tips.

IMPORTANT: This indicates notes that carry information of **high priority**. Please definitely read and heed such notes to avoid malfunctions, loss of data or damages to devices.

1.4 Acronyms Used

In the manual on hand the following acronyms are used:

Acronym	Meaning
CF	Call Forwarding
CMP	Common Management Platform
CSTA	Computer Supported Telecommunications Applications
DLS	Deployment Service
DSS	Direct Station Selection
E/A Cockpit	Executive/Assistant Cockpit
E/A group	Executive/Assistant group
ID	Identification description
IP	Internet Protocol
NAT	Network Address Translation
ONS	One Number Service
UI	User interface
WBM	Web-based Management Interface
XML	Extensible Markup Language

1.5 Continuative Documentation

For further information about the E/A Cockpit refer to the following documentation:

- *OpenScape Desk Phone CP600 Admin Guide*
- *OpenScape Desk Phone CP600 User Guide*
- *OpenScape Voice Administration Manual*
- *OpenScape UC Application Planning Guide*
- *OpenScape UC Application Installation and Upgrade*
- *OpenScape UC Application Configuration and Administration*
- *OpenScape UC Application System Description*

1.6 Data Protection and Data Security

This communication system also processes and uses personal data for purposes such as call detail recording, displays, and customer data acquisition.

In Germany, processing and usage of such personal data are subject to various regulations, including the regulations of the Federal Data Protection Law (Bundesdatenschutzgesetz = BDSG). For other countries, please follow the appropriate national laws.

The aim of data protection is to protect the rights of individuals being affected by use of their personal data.

In addition, the aim of data protection is to prevent the misuse of data when it is processed and to ensure that one's own interests and the interests of other parties which need to be protected are not affected.

NOTICE: The customer is responsible for ensuring that the communication system is installed, operated and maintained in accordance with all applicable labor laws and regulations and all laws and regulations relating to data protection, privacy and safe labor environment.

Members of the Unify GmbH & Co. KG are required to observe business and data secrecy as a result of the company's work rules.

In order to ensure that the statutory requirements during service – whether during “on-site service” or during “remote service” – are consistently met, you should always observe the following rules. You will not only maintain the interests of your and our customers, you will also avoid personal consequences.

A conscientious and responsible approach helps protect data and ensure privacy:

- Ensure that only authorized persons have access to customer data.
- Take full advantage of password assignment options; never give passwords to an unauthorized person orally or in writing.
- Ensure that no unauthorized person is able to process (store, modify, transmit, disable, delete) or use customer data in any way.
- Prevent unauthorized persons from gaining access to storage media, such as backup CDs or log printouts. This applies to service calls as well as to storage and transport.
- Ensure that storage media which are no longer required are completely destroyed. Ensure that no sensitive documents are left unprotected.
- Work closely with your customer contact; this promotes trust and reduces your workload.

2 E/A Cockpit Overview

The E/A Cockpit installation is a function key driven solution for Executive/Assistant groups. It is based on the well known "Executive/Assistant" of the OpenScape 4000. The E/A Cockpit is implemented as an application hosted at the OpenScape UC Application Server using the "Send URL" Function of the OpenScape Desk Phone CP600. Together with OpenScape Voice DSS function keys a rich user interface is created for any Executive/Assistant combination.

Feature set of the application

The application comprises the following functions:

- Optimizing the call processes of an executive with support by one or more assistants
- Executive calls are controlled and managed by the assistants
- All incoming calls for the executive are answered by one or more assistants as desired by the executive
- Incoming calls for the executive are forwarded directly to the assistant or signaled simultaneously at both the executive and the assistant
- The assistant can always monitor incoming calls for the executive and respond accordingly

Status management and dynamic call forwarding

The E/A Cockpit introduces a dynamic call forwarding logic that is based on the status of the E/A group's members.

An executive can easily

- deactivate call forwarding
- activate static (unconditional) forwarding to his/her mobile phone, to his/her voice mail, or to a preconfigured destination that can be set from the administrator.
- activate dynamic call-forwarding "to assistant", that chooses the forwarding target according to the states of his/her assistants.

An assistant can signal

- being "at desk" (available to the E/A group, unconditional call forwarding deactivated) or
- being "off desk" with call-forwarding optionally activated to his/her mobile phone, to his/her voice mail, or to a variable destination that can be preconfigured by the administrator.

In addition he/she can enable/disable a preconfigured deputy that shall serve the executive in case he/she and no other assistant is "at desk".

Both executives and assistants are able to use all features above by using function keys.

The E/A Cockpit server synchronizes the members' E/A Cockpit states with the OpenScape UC Application presence, preferred device and rules states and propagates status changes to the client UIs.

Arrangements

The supported arrangements are the same as for E/A groups without the E/A Cockpit:

- The maximum size is limited to four executives and two assistants.
- Each assistant serves every executive.
- Each executive has a primary assistant.

If the E/A Cockpit is to be used for groups of more than four executives and two assistants, a project-specific release is required.

The configuration is done with OpenScape Voice Assistant's E/A Wizard and manual configuration of the "SendURL" function keys..

Larger E/A Cockpit groups are technically feasible but unsupported by the E/A Wizard. They require manual configuration at OpenScape Voice, the DLS, the E/A Cockpit server and the related phones. They can be provided on a project-specific basis.

NOTICE: The E/A Cockpit does not support NAT. Therefore, remote users are not supported either.

NOTICE: Interworking between OpenScape Desk Phone CP600 and OpenStage 60/80 or OpenScape Desk Phone IP 55G phones is supported. The XML application is available on OpenStage 60/80 or OpenScape Desk Phone IP 55G only.

NOTICE: The E/A Cockpit authenticates neither E/A Cockpit users nor the OpenScape Desk Phone CP600 phones used. A correctly configured terminal and the assignment of the terminal to the corresponding OpenScape UC Application user are sufficient to use the E/A Cockpit functions.

3 Call Forwarding Logic

With the E/A Cockpit it is possible to configure either static or dynamic call forwarding. Depending on how the executive is configured and what his/her preferences are, the system will try to route external calls for the executive (coming from outside the group) to an available assistant or deputy.

When an executive chooses any of the **To Assistant...** states, the E/A Cockpit will first try to forward calls to an available assistant or deputy. Assistants are chosen in the preferred order previously configured by the administrator.

Deputy status: If an assistant has an active deputy, calls for an executive that would be forwarded to that assistant will be forwarded to the deputy only if this deputy is available.

NOTICE: Both assistants and deputies are considered to be **available** for the E/A Cockpit group if their current status is **At Desk** and their call status is **out of call** (not in the middle of a call at the moment). For any other status, the E/A Cockpit will try to avoid routing **external calls** to that particular member.

NOTICE: If the assistant has **Call Waiting** enabled, this member will be able to receive a second call while busy. The E/A Cockpit, however, will not be aware of this availability and will still try to avoid routing calls to this assistant.

NOTICE: When a DSS key is pressed, the call is always routed to the device configured for that key. All forwardings will be ignored.

3.1 Call Forwarding Logic According to the Executive Status

Table: Executive CF stati

Status	Option	Resulting call forwarding
Immediate Ring	-	No call forwarding: the call is alerted immediately at the executive's phone .
To Voice-mail	[Admin-defined voice mail DN]	All calls to the executive's phone will be forwarded to the executive's voice mail .
To Mobile	[Admin-defined mobile DN]	All calls to the executive's phone will be forwarded to the executive's mobile .

Call Forwarding Logic

Group Availability and Call Forwarding at the Assistants

Status	Option	Resulting call forwarding
To <Nr>	[User-defined, variable DN]	All calls to the executive's phone will be forwarded to a number chosen by the executive . There is no need for any changes by the administrator. The destination number can be chosen by pressing the dedicated Send-URL key. The To <Nr> status (also known as To Number) is only available on E/A Cockpit menus if the executive has configured the destination number using the application menus.
To Assistant	Soft	Calls to an executive which do not come from an assistant or deputy will only ring at the executive's phone if no assistants or active deputies are available. Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Regular	If no assistant or active deputy is available, calls to the executive will be forwarded to the executive's voice mail . Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Regular Mobile	If no assistant or active deputy is available, calls to the executive will be forwarded to the executive's mobile . Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Regular to Number	If no assistant or active deputy is available, calls to the executive will be forwarded to a number chosen by the executive . Otherwise, the E/A Cockpit will choose an available assistant or deputy as the executive's forwarding destination.
	Strict	Calls to the executive coming from assistants or deputies will ring directly at the executive's device. All other calls will ring at the next available assistant or deputy (not Off Desk and Out-Of-Call). If no assistant is available, calls will be routed to the first assistant, or his/her deputy, regardless of their call status. The E/A Cockpit will continue to avoid routing calls to assistants or deputies who are Off Desk. Only when all assistants and deputies are Off Desk, calls will be routed back to the executive.

NOTICE: The **To Mobile, To Voicemail, To Assistant (Regular)** and **To Assistant (Regular Mobile)** stati are only available on E/A Cockpit menus if related numbers were correctly configured by the administrator.

The **"To Assistant"** option has to be set by the administrator. **"Strict"** option should be the default operation.

3.2 Group Availability and Call Forwarding at the Assistants

Assistants are able to change their E/A Cockpit stati to make sure external calls for their executives always get routed correctly to an available assistant or deputy.

Depending on the current status of the assistant, the E/A Cockpit can consider this member to be available or unavailable for the group. If an assistant or deputy is not available, the E/A Cockpit will try to avoid routing external calls to this particular member.

The following table describes in detail how the E/A Cockpit status of an assistant affects his/her own CF status.

Table: Assistant CF stati and E/A group availability

Status	Option	Resulting call forwarding	Group availability
At Desk	-	No call forwarding: private calls and calls forwarded from an executive will immediately ring at the assistant's phone .	Available only if not making or receiving any calls at the moment.
Off Desk	-	No call forwarding: private calls to the assistant will ring at the assistant's phone .	Not available
To Mobile	[Admin-defined mobile DN]	Private calls to the assistant, including private calls from the executive, will be forwarded to the assistant's mobile . Calls to an executive may be forwarded to the assistant's mobile if the executive has call forwarding status "To assistant (Strict)" (see table above).	Not available, except for To Assistant (Strict)
To Voicemail	[Admin-defined voice mail DN]	Private calls to the assistant, including private calls from the executive, will be forwarded to the assistant's voice mail . Calls to an executive may be forwarded to the assistant's voice mail if the executive has call forwarding status "To assistant (Strict)" (see table above).	Not available, except for To Assistant (Strict)
To <Nr>	[User-defined, variable DN]	Private calls, including calls from the executive, will be forwarded to a number configured by the administrator . Calls to an executive may be forwarded to this number if the executive has call forwarding status "To assistant" (see table above).	Not available, except for To Assistant (Strict)

NOTICE: Voice mail, mobile and "To ..." numbers must be correctly configured by the administrator in order for these options to be available on E/A Cockpit menus.

3.3 "To Deputy" Feature

Each assistant in the group can have a preconfigured deputy number while using the application. This deputy does not need to be a member of an E/A Cockpit group. However, please note the restrictions when using such external phone numbers below.

Once the deputy is configured by the administrator, the deputy status can be **enabled** or **disabled** by the assistant or the executive using dedicated "Send-URL" keys. When enabling a deputy, the user can choose whether to forward only incoming calls for an executive or all calls, including incoming calls for the assistant, to the deputy.

When the assistant has deputy status enabled, at least all calls for an executive that would be forwarded to this assistant will be forwarded to the deputy. The assistants' order is still effective and available assistants from the group will take precedence over deputies. Assistants are chosen in the preferred order as configured by the administrator. The E/A Cockpit's "Send-URL" options will be available to the chosen deputies. and they will be able to verify and change the status of members in the delegated group.

NOTICE: The E/A Cockpit will not allow circular deputy references, the deputy chain cannot be a closed circle. This means that any two assistants cannot choose to be deputies of each other.

Restrictions when using external phone numbers as deputies

- If the chosen deputy is an external phone number, i. e. a phone number not belonging to any E/A Cockpit group, the E/A Cockpit's "Send-URL" options will not be available on the deputy's phone.
- The E/A Cockpit is unable to monitor external numbers. If a call is forwarded to an external deputy and this deputy accepts the call, subsequent calls will continue to be forwarded to the chosen deputy until an assistant becomes available again. In such cases, subsequent callers will receive a busy tone unless the Call Waiting feature is active on the deputy device.

"To Deputy" feature with executive CF status To Assistant (Soft)

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's office number**.

"To Deputy" feature with executive CF status To Assistant (Regular)

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's configured voice mail**.

"To Deputy" feature with executive CF status To Assistant (Regular Mobile)

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's configured mobile**.

"To Deputy" feature with executive CF status To Assistant (Regular to Number)

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **a number configured by the executive**.

"To Deputy" feature with executive CF status To Assistant (Strict)

When no assistants are available to receive calls, the E/A Cockpit will look for an active deputy. If no active deputies are available, calls will be routed back to **the executive's office number**.

3.4 OpenScape UC Application Integration

By default, E/A Cockpit licenses allow integration with OpenScape UC Application services, namely:

- Preferred devices
- Presence
- Rules

The E/A Cockpit will communicate with the OpenScape UC Application server and integrate with these services. It will listen for events coming from preferred devices, presence changes and rule changes, and reflect these changes on E/A Cockpit keys accordingly. Likewise, changes on E/A Cockpit states will also result in changes on these services.

The following tables describe how changes on the E/A Cockpit affect OpenScape UC Application services and vice-versa.

How the executive status affects OpenScape preferred devices and OpenScape rules			
Executive status		Preferred devices	Rules
IMM_RING	->	Office_Phone	OFF
TO_ASNT_SOFT	->	Office_Phone	TO_ASSISTANT
TO_ASNT_REG	->	Office_Phone	TO_ASSISTANT
TO_ASNT_REG_MOB	->	Office_Phone	TO_ASSISTANT
TO_ASNT_REG_NUM	->	Office_Phone	TO_ASSISTANT
TO_ASNT_STRICT	->	Office_Phone	TO_ASSISTANT
TO_EXEC_MOB	->	EACockpit_Mobile	OFF
TO_EXEC_VMAIL	->	EACockpit_Voicemail	OFF
TO_NUMBER	->	EACockpit_Number	OFF

How the executive preferred device affects E/A Cockpit status and OpenScope rules			
Preferred devices		Executive status	Rules
Office_Phone	->	IMM_RING	OFF
EACockpit_Mobile	->	TO_EXEC_MOB	OFF
EACockpit_Voicemail	->	TO_EXEC_VMAIL	OFF
EACockpit_Number	->	TO_NUMBER	OFF

How the executive OpenScope rules affect the E/A Cockpit status and OpenScope preferred devices			
Rules		Executive status	Preferred devices
OFF	->	IMM_RING	Office_Phone
TO_ASSISTANT	->	TO_ASNT_SOFT TO_ASNT_REG TO_ASNT_REG_MOB TO_ASNT_REG_NUM TO_ASNT_STRICT	Office_Phone

How the assistant status affects OpenScope preferred devices and presence status			
Assistant status		Preferred devices	Presence status
AT_DESK	->	Office_Phone	AVAILABLE
OFF_DESK	->	Office_Phone	AWAY
TO_ASNT_MOB	->	EACockpit_Mobile	BRB
TO_ASNT_VMAIL	->	EACockpit_Voicemail	AWAY
TO_NUMBER	->	EACockpit_Number	BRB

How the assistant presence status affects the E/A Cockpit status and preferred devices			
Presence status		Assistant status	Preferred devices
BUSY	->	AT_DESK	Office_Phone
DND	->	AT_DESK	Office_Phone
BRB	->	OFF_DESK	unchanged
AWAY	->	OFF_DESK ¹	unchanged
AVAILABLE	->	AT_DESK	Office_Phone
IN_MEET	->	OFF_DESK	unchanged

1 Unchanged if previous E/A Cockpit status is "To Mobile".

How the assistant preferred device affects the E/A Cockpit status		
Preferred devices		Assistant status
Office_Phone	->	AT_DESK
EACockpit_Mobile	->	TO_ASNT_MOB
EACockpit_Voicemail	->	TO_ASNT_VMAIL
EACockpit_Number	->	TO_NUMBER

NOTICE: An Executive is not able to create custom rules from WebClient (new) besides EACockpit-ToAssistant.

However, using WebClient 1.0 custom rules can be created.

4 Licensing and Feature Sets

The E/A Cockpit is subject to licensing. It is available with two default feature sets: Standard and Premium.

The following features are restricted to Premium users:

- Dynamic call forwarding "To Assistant (Regular)", "To Assistant (Regular Mobile)", "To Assistant (Regular to Number)", and "To Assistant (Strict)"
- Menu option: Call Mobile
- Notify Assistants
- Set Deputy
- Notify on call forwarding or non-forwarding

4.1 How to Activate E/A Cockpit Licenses

In order to put the E/A Cockpit into service you will need to import licenses via CMP. Different licenses are required for the Standard and Premium feature sets.

Prerequisites

- Adequate administrative permissions

Step by Step

- 1) Log in to the CMP and select **Maintenance > Licenses > Management > Information**.
- 2) Click the **Offline Activation...** button.
- 3) In the **License Activation** dialog box, click the **Browse...** button and select the adequate license file.
- 4) Click the **Activate** button to start the license activation.
- 5) After a few seconds a **Confirmation** dialog will appear. Click the **Close** button to exit this dialog.
- 6) In the **License Information** window, check the **Number of used licenses** column to verify that an adequate number of licenses for the features **E/A-Cockpit Standard** and **E/A-Cockpit Premium** have been added.

4.2 How to Create a New Feature Set

In order to change the permissions within a user profile, a new feature set has to be created based on one of the default feature sets (Standard and Premium). You do this in the CMP.

Prerequisites

- Adequate administrative permissions

Step by Step

- 1) Log in to CMP and select **Configuration > CMP > General > Profiles**.
- 2) Check whether there is any **E/A-Cockpit** entry in the **Application** column.
- 3) Check whether the profiles you want to assign (**Standard** or **Premium**) are available in the **Profile** column.
 - If not, execute steps 4 to 7.
 - Otherwise continue with section 6, "Preparing an E/A Cockpit User".
- 4) Choose the default profile (**Standard** or **Premium**) you would like to use as a model to create the new profile by activating the corresponding check box.
- 5) Click the **Copy** button.
- 6) In the **Add Profile** dialog box, go to the **Permissions** section and choose the permissions, i.e. features, for your new profile by activating the corresponding check boxes.
- 7) Click on the **Save** button to save your changes and close the **Add Profile** dialog box.

The new profile/feature set has been created successfully.

Next steps

Assign the new profile to users.

5 Preparing an E/A Cockpit User

Before creating the E/A groups, E/A Cockpit users must be created. You do this in the CMP.

5.1 How to Create E/A Cockpit Users

Create an OpenScape UC Application user and assign the adequate E/A Cockpit profile in the CMP.

Prerequisites

- Adequate administrative permissions

Step by Step

- 1) Add a new OpenScape UC Application user.
 - a) To do so, open **Configuration > Unified Communications > Accounts > List**.
 - b) Click the **Add...** button.

NOTICE: Do NOT open **User Management > Administration > Users & Resources** and click the **Add...** button since then no Profiles tab is available. For details refer to the *OpenScape Voice Administration Manual*.

- 2) In the **Add user** dialog box, activate the **Profiles** tab.
- 3) Choose the appropriate default profile (Standard or Premium) or customized profile by activating the corresponding check box.

NOTICE: Never assign the E/A Cockpit licenses Standard and Premium at the same time. Always use just one at a time. However, when the **Show bound licenses** button is clicked (see below) for a user having the E/A Cockpit Premium license, both features are shown, the E/A Cockpit Premium feature and the E/A Cockpit Standard feature.

NOTICE: Customized profiles have to be created before assigning them to a user.

- 4) Save your changes by clicking the **Save** button of the **Add user** dialog box.
- 5) Click the **Show bound licenses** button to check the licenses in the **Show user bound licenses** dialog box.
- 6) Close the **Show user bound licenses** dialog box by clicking the **Close** button.

6 Preparing the OpenScape Voice

In order to allow E/A Cockpit to work properly, the OpenScape Voice needs to be prepared in CMP.

6.1 How to Prepare a Subscriber for E/A Group Participation

Before assigning subscribers to an E/A group, the subscribers must be prepared in CMP. For all members of an E/A group, CSTA over SIP and ONS (Inbound and outbound) have to be subscribed.

Prerequisites

NOTICE: The E/A Cockpit can only be used on the OpenScape Desk Phone CP600 phones.

- Adequate administrative permissions
- All phones are set as keyset phones with their primary lines
- The OSV subscriber should also subscribe for the CFU and RACF OSV features. These two features should be assigned but not enabled.

Step by Step

- 1) Log on to the CMP and activate the **OpenScape Voice** tab.
- 2) Select the adequate switch in the combo box.
- 3) Activate the **Business Group** icon.
- 4) Select the adequate BG from the **Business Group List** combo-box.
- 5) Select the adequate Branch Office from the **Branch Office List** combo-box
- 6) Navigate to **Members > Subscribers**.
The list of **Subscribers** of the selected Branch Office is displayed in the work area.
- 7) Click the **Add** button or activate the check box of the corresponding phone number and click the **Edit** button.
The **Add Subscriber** or **Edit Subscriber** dialog opens.
- 8) Activate the **Features** tab.
- 9) Subscribe to the **CSTA Access** feature:
 - a) In the **Select Feature** area click the **Feature Name** combo box to expand a grouped list of available features; in this list, scroll down to the **CSTA Features** group and click the **CSTA Access** item.
 - b) Click the **Add** button to add **CSTA Access** to the list of subscribed **Features**.

- 10) Click this **CSTA Access** entry.
- 11) In the **CSTA Type** combo-box, choose **CSTA over SIP**.
- 12) Click on **OK**.
- 13) Subscribe to the **One Number Service**:
 - a) In the **Select Feature** area click the **Feature Name** combo box to expand a grouped list of available features; in this list, scroll down to the **CSTA Features** group and click the **One Number Service** item.
 - b) Click the **Add** button to add **One Number Service** to the list of subscribed **Features**.
- 14) Click **Save** to apply your settings.

6.2 How to Create Packet Filter Rules for SOAP

In order to prepare for the creation of E/A Cockpit groups, packet filter rules for SOAP for the communication between the OpenScape Desk Phone CP600 phones and the front-end (Large Deployment) or application server (Small Deployment) must be created.

Prerequisites

- Adequate administrative permissions

Step by Step

- 1) Open a command shell.
- 2) Log on to one of the OpenScape Voice nodes as user srx.
- 3) Specify the data required. This is an example of what your command shell could look like:

```
startCli -->6-->8-->3-->1 create packetfilter rule
Packet Filter Rule Name: SoapFrontend_172.20.43.225_8767
Description: Soap to/from frontend
Remote FQDN:
Remote IP Address: 172.20.43.225
Remote NetMask: 255.255.255.255
Remote Port Begin: 0
Remote Port End: 0
Direction: BiDirectional
Local Host: bond_node_alias
Local Port Begin: 8767
Local Port End: 0
Transport Protocol: TCP
Action: Allow
```

```
Packet Filter Rule Name: SoapFrontend2_172.20.43.225_8767
Description: Soap to/from frontend
Remote FQDN:
Remote IP Address: 172.20.43.225
```

```
Remote NetMask: 255.255.255.255
Remote Port Begin: 0
Remote Port End: 0
Direction: BiDirectional
Local Host: bond_partner_alias
Local Port Begin: 8767
Local Port End: 0
Transport Protocol: TCP
Action: Allow
```

```
exit
```

NOTICE: Refer to the *OpenScape Voice Administration Manual* for details.

The packet filter rules for SOAP have been created.

6.3 How to Prepare for the Use of the SOAP/XML Client menu from the OpenScape Voice Assistant

The use of the SOAP/XML Client menu from the OpenScape Voice Assistant for specific applications together with the RTP parameter **Srx/Subp/Authorization** set to **true** may prohibit the E/A Cockpit to work. In order to prepare for the use of the SOAP/XML Client menu with the parameter in question enabled, the following configuration needs to be done.

Prerequisites

- Adequate administrative permissions

Step by Step

- 1) Log in to CMP.
- 2) Select **Configuration > OpenScape Voice**.
- 3) Activate the **Administration** icon.
- 4) Navigate to **General Settings > SOAP/XML Client**.

The **List Clients** view opens, displaying all Client Profiles available in the system.

- 5) Click **Add** to create a new Client Profile.

The **Add SOAP/XML Client** dialog opens.

- 6) On the **General** tab, enter the required configuration data:
 - a) In the **IP Address** entry field, enter the IP address of the E/A Cockpit application server.

Preparing the OpenScape Voice

How to Prepare for the Use of the SOAP/XML Client menu from the OpenScape Voice Assistant

NOTICE: In case of a Large or Very Large Deployment, the E/A Cockpit application server IP address is the IP address of the front-end server.

b) In the **Role** area, enable the **Super Administrator** check box.

The SOAP/XML Client menu from the OpenScape Voice Assistant can now be used together with E/A Cockpit.

7 Preparing OpenScape Desk Phone CP600 Phones for E/A Group Participation

The OpenScape Desk Phone CP600 phone has to be configured for E/A group participation. This can be done either via WBM or via DLS or on the OpenScape Desk Phone CP600 phone itself by using the configuration menu. Only the WBM and DLS options are described here. If DLS is used, the DLS server must be configured previously. Information on the configuration on the corresponding devices can be found in the *OpenScape Desk Phone CP200/400/600 SIP, Administrator Documentation*.

7.1 How to Configure the DLS Server

DLS Server needs to be configured on the OpenScape Voice so as all the correspondent DSS-keys on the phones will be created automatically after using the E/A wizard on CMP.

NOTICE: If DLS server is not configured then all DSS lines have to be created manually on all the E/A group members.

NOTICE: API interface needs to be created on DLS Server prior.

Step by Step

- 1) Log in to CMP and select **Configuration > OpenScape Voice**.
- 2) Click the **General** icon.
- 3) Select **Deployment Servers**.
- 4) Click the **Add** button in order to add a Deployment Server.
- 5) On the **General** tab, enter the name and the IP address of the Deployment Server.
- 6) On the **Advanced Settings** tab, enter the port of the User Interface Access and the Application interface.
- 7) Click the **Save** button in order to apply the changes.
- 8) Go to **OpenScape Voice**.
- 9) Select the adequate switch in the combo box.
- 10) Activate the **Business Group** icon.
- 11) Select **Business Group List**.
The **List Business Groups** list appears.
- 12) Select the BG where E/A Cockpit users belong.
- 13) Select the DLS server under **Default DLS Server**.

14) Click the **Save** button in order to apply the changes.

NOTICE: After having successfully configured the DLS server, you need to perform a scan / read of the phones on DLS.

7.2 How to Prepare an OpenScape Desk Phone CP600 for E/A Group Participation via DLS

Every member of an E/A group must be an OpenScape Desk Phone CP600 user and has to be provisioned for the standard OpenScape Desk Phone CP600 feature access. For E/A Cockpit members, in addition the access data for SendURL keys have to be provided to the phone. This can be accomplished via DLS. The usage of KM600 Key module together with the CP600 is highly recommended.

Prerequisites

- Adequate administrative permissions
- The phone is prepared for OpenScape Desk Phone CP600 feature access, i.e. it is configured to use uaCSTA and Server features

Step by Step

- 1) Navigate to **Development Service > IP Devices > IP Phone Configuration > Keysets / Keylayout > Keysets**.
 - a) **Deactivate Allow pickup to be refused.**
 - b) **Activate Forwarding indicated.**
- 2) Navigate to **Development Service > IP Devices > IP Phone Configuration > Keysets / Keylayout > Destinations** and set the DSS line type to Direct.
- 3) Navigate to **Development Service > IP Devices > IP Phone Configuration > Features > Server Based Features** and activate **Server features**.
- 4) Navigate to **Development Service > IP Devices > IP Phone Configuration > Features > Feature Settings 2**. The following parameters have to be specified:
 - a) **Activate Allow uaCSTA**
 - b) **Activate Transfer on hangup.**
- 5) Navigate to **Development Service > IP Devices > IP Phone Configuration > Gateway Server > SIP Registering 2** activate **Outbound proxy**.

7.3 How to configure E/A Cockpit Features on OpenScape Desk Phone CP600 on Programmable Keys via DLS

Use WBM to configure various E/A Cockpit features for the OpenScape Desk Phone CP600 programmable keys. Each key can be assigned with two features, one in **Normal** and one in **Shifted** mode. Depending on the feature you wish to make available, you need to configure the key with the relevant **Parameter** and **Symbolic name**. All keys have to be placed in **Normal** mode. The proposed layout layout can be found in Chapter [Preparing an E/A Cockpit User](#).

Prerequisites

- Adequate administrative permissions
- The phone is prepared for OpenScape Desk Phone CP600 feature access, i.e. it is configured to use uaCSTA and Server features.

Step by Step

- 1) Navigate to **Deployment Service > IP Devices > IP Phone Configuration > Keysets / Keylayout > Destinations**.
- 2) In the "**Destinations**" **Tab** dialog box, enter the configuration parameters for each key.
- 3) Select the CP600 **Device** to assign the key function to
- 4) Select the **Normal Level**
- 5) Enter the **Key number**
- 6) In the **Key function** drop down list, select the **Send URL** option.
- 7) Use always free programmable **keys**
- 8) **Key label**, enter an informative name related to E/A Cockpit status. This key will be used to enable/disable. For Example, To Number

NOTICE: Restrictions of the OpenScape Desk Phone CP600 firmware do not allow the **Key label** field to have a long name. Be aware that long strings will be truncated on the user display. Therefore, you need to wisely choose a short informative name for the feature you are using on this key.

- 9) **Protocol**, select **HTTP** or **HTTPS** (have a look on HTTPS security options).
- 10) **Web server address**, enter the IP address of the Web Client server where the E/A Cockpit has been installed.
- 11) **Port**, enter the port number where the Web Client server responds.
- 12) **Path**, enter eacockpit-osc/main.
- 13) **Parameters**, enter the feature code related to the E/A Cockpit feature that will be used on this key:

Preparing OpenScape Desk Phone CP600 Phones for E/A Group Participation

How to configure E/A Cockpit Features on OpenScape Desk Phone CP600 on Programmable Keys via DLS

Executive feature (suggested key label)	Parameter
Immediate Ring (executive status)	fpkEImmRing=true
To Assistant (executive status)	fpkEToAsnt=true
To Voicemail (executive status)	fpkEToVMail=true
To Mobile (executive status)	fpkEToMob=true
To Number (executive status)	fpkEToNum=true

Assistant feature (suggested key label)	Parameter
At Desk (assistant status)	fpkAAtDesk=true
Off Desk (assistant status)	fpkAOffDesk=true
To Voicemail (assistant status)	fpkAToVMail=true
To Mobile (assistant status)	fpkAToMob=true
To Number (assistant status)	fpkAToNum=true
Deputy On/Off All (all calls)	fpkADpt=true&dptType=AllCalls
Deputy On/Off Exe(executive calls only)	fpkADpt=true&dptType=ExeCalls
Immediate Ring (executive status)	fpkAImmRing=true&p=<executive's phone number>
To Assistant (executive status)	fpkAToAsnt=true&p=<executive's phone number>

NOTICE: The maximum number of programmable keys depends on the phone model used.

NOTICE: To handle the Deputy feature, only one key can be programmed per phone (either for all calls or for executive calls only).

14) http Method, enter GET.

15) In the Push support section, activate the **Push support** check box

16) Symbolic name:

- For the fpkAToAsnt key, enter the phone number of the corresponding executive. This allows you to define more than one key per phone
- For the rest of keys, enter the same name as in **Parameters** field above, leaving out=true.

17) Apply your settings.

The programmable keys have been configured.

NOTICE: With programmable keys configured, executives have the option to enable and disable the **To Assistant** status. However, the preference of this status cannot be changed using the keys. This means that the user cannot use keys to choose from the various **To Assistant** states, such as **To Assistant (Soft)**, **To Assistant (Strict)** etc. This preference must be preconfigured by the administrator. No matter which option is chosen, the key can only be enable / disable the current preference of the **To Assistant** status.

7.4 How to Prepare an OpenScape Desk Phone CP600 for E/A Group Participation via WBM

Every member of an E/A group must be an OpenScape Desk Phone CP600, OpenStage 60/80 or OpenScape Desk Phone IP 55G user and has to be provisioned for the standard OpenScape Desk Phone CP600, OpenStage 60/80 or OpenScape Desk Phone IP 55G feature access. For E/A Cockpit members, in addition the access data for the E/A Cockpit XML application have to be provided to the phone. This can be accomplished via WBM.

Prerequisites

- Adequate administrative permissions
- The phone is prepared for OpenScape Desk Phone CP600, OpenStage 60/80 or OpenScape Desk Phone IP 55G feature access, i.e. it is configured to use uaCSTA and Server features

Step by Step

- 1) Log in to the WBM. You can log in to the WBM (phone page) by typing the phone's IP address in your Web browser preceded by `https://`.
- 2) Navigate to **Administrator pages > System > Features > DSS Settings**. In the **DSS Settings** dialog box, specify the following parameters:
 - a) Deactivate **Allow pickup to be refused** by deactivating the check box.
 - b) Click **Submit** to apply your changes.
- 3) Navigate to **Administrator pages > System > Features > Keypad Operation**. In the **Keypad operation** dialog box, specify the following parameter:
 - a) Activate **Forwarding indicated** by activating the check box.
 - b) Click **Submit** to apply your changes.
- 4) Navigate to **Administrator pages > System > Features > Configuration**. In the **Configuration** dialog box, go to the **General** section and specify the following parameters:
 - a) Activate **Allow uaCSTA** by activating the check box.

Preparing OpenScape Desk Phone CP600 Phones for E/A Group Participation

How to Configure E/A Cockpit Features on OpenScape Desk Phone CP600 on Programmable Keys via WBM

- b) Activate **Server features** by activating the check box.

NOTICE: In E/A Cockpit configuration, always use system based features.

- c) Activate **Transfer on hangup** by activating the check box.
- d) Click **Submit** to apply your changes.
- 5) Navigate to **Administrator pages > System > SIP interface**. In the **SIP interface** dialog box, specify the following parameters:
 - a) Activate **Outbound proxy** by activating the check box.
 - b) Click **Submit** to apply your changes.

7.5 How to Configure E/A Cockpit Features on OpenScape Desk Phone CP600 on Programmable Keys via WBM

Use WBM to configure various E/A Cockpit features for the OpenScape Desk Phone CP600 programmable keys. Each key can be assigned with two features, one in **Normal** and one in **Shifted** mode. Depending on the feature you wish to make available, you need to configure the key with the relevant **Parameter** and **Symbolic name**. All keys have to be placed in **Normal** mode. The proposed layout layout can be found in Chapter [Preparing an E/A Cockpit User](#).

Prerequisites

- Adequate administrative permissions
- The phone is prepared for OpenScape Desk Phone CP600 feature access, i.e. it is configured to use uaCSTA and Server features.

Step by Step

- 1) Log in to WBM. You can log in to the WBM (phone page) by typing the phone's IP address in your Web browser preceded by `https://`.
- 2) Navigate to **Administrator pages > System > Features > Program keys**.
The **Program keys** dialog opens.
- 3) In the **Program keys** dialog box, select the key you would like to assign to an E/A Cockpit feature to.
- 4) In the corresponding drop down list, select the **Send URL** option.
- 5) Click on **Edit**.
The **Send URL** dialog box opens.
- 6) Proceed with the **Send URL** dialog box and configure the **Send URL** function with the following information:
- 7) **Key label <key number>**, enter an informative name related to E/A Cockpit status. This key will be used to enable/disable. For example, To Number

NOTICE: Restrictions of the OpenScape Desk Phone CP600 firmware do not allow the **Key label** field to have a long name. Be aware that long strings will be truncated on the user display. Therefore, you need to wisely choose a short informative name for the feature you are using on this key.

- 8) In the **Message details** section: **Protocol**, enter **HTTP**.
- 9) **Web server address**, enter the IP address of the Web Client server where the E/A Cockpit has been installed.
- 10) **Port**, enter the port number where the Web Client server responds.
- 11) **Path**, enter eacockpit-osc/main.
- 12) **Parameters**, enter the feature code related to the E/A Cockpit feature that will be used on this key:

Executive feature (suggested key label)	Parameter
Immediate Ring (executive status)	fpkEImmRing=true
To Assistant (executive status)	fpkEToAsnt=true
To Voicemail (executive status)	fpkEToVMail=true
To Mobile (executive status)	fpkEToMob=true
To Number (executive status)	fpkEToNum=true

Assistant feature (suggested key label)	Parameter
At Desk (assistant status)	fpkAAtDesk=true
Off Desk (assistant status)	fpkAOffDesk=true
To Voicemail (assistant status)	fpkAToVMail=true
To Mobile (assistant status)	fpkAToMob=true
To Number (assistant status)	fpkAToNum=true
Deputy On/Off All (all calls)	fpkADpt=true&dptType=AllCalls
Deputy On/Off Exe(executive calls only)	fpkADpt=true&dptType=ExeCalls
Immediate Ring (executive status)	fpkAImmRing=true&p=<executive's phone number>
To Assistant (executive status)	fpkAToAsnt=true&p=<executive's phone number>

NOTICE: The maximum number of programmable keys depends on the phone model used.

Preparing OpenScape Desk Phone CP600 Phones for E/A Group Participation

How to Configure E/A Cockpit Features on OpenScape Desk Phone CP600 on Programmable Keys via WBM

NOTICE: To handle the Deputy feature, only one key can be programmed per phone (either for all calls or for executive calls only).

13) Method, enter GET.

14) In the **Push support** section, activate the **Push support** checkbox.

15) Symbolic name:

- For the fpkAToAsnt key, enter the phone number of the corresponding executive. This allows you to define more than one key per phone
- For the rest of keys, enter the same name as in **Parameters** field above, leaving out=true.

16) Apply your settings.

The programmable keys have been configured.

NOTICE: With programmable keys configured, executives have the option to enable and disable the **To Assistant** status. However, the preference of this status cannot be changed using the keys. This means that the user cannot use keys to choose from the various **To Assistant** states, such as **To Assistant (Soft)**, **To Assistant (Strict)** etc. This preference must be preconfigured by the administrator. No matter which option is chosen, the key can only be enable / disable the current preference of the **To Assistant** status.

8 Configuring E/A Groups

The configuration of E/A groups is accomplished through the E/A Cockpit wizard.

8.1 How to Configure E/A Groups Using the E/A Cockpit Wizard

The configuration of E/A groups is accomplished through the E/A Cockpit Wizard in CMP.

Prerequisites

- Adequate administrative permissions
- The prerequisites for creating an E/A group (without the E/A Cockpit) are fulfilled
- DLS has been configured
- The related Primary Keypad Lines and phones have been prepared for OpenScape Desk Phone CP600 feature access (CSTA over SIP at the lines, uaCSTA, and Server Side Features at the phones)
- OpenScape UC Application Server is available and properly configured
- E/A Cockpit licenses have been activated and for every designated E/A Cockpit Group member a spare license of the adequate type (Standard/ Premium) is available
- The designated E/A Cockpit Group members were provisioned as OpenScape UC Application users at the CMP. This includes provisioning the related subscribers with CSTA and ONS services at the OpenScape Voice Assistant, creating an OpenScape UC Application user with this subscriber as ONS resource and assigning an OpenScape UC App: Team profile to this user.
- For each of the designated E/A Cockpit group members, the adequate E/A Cockpit profile (either E/A Cockpit Standard or Premium) has been assigned to the corresponding UC Application users

NOTICE: The E/A Wizard silently overwrites existing function key assignments at the E/A group members' phones. In order to preserve their functionality, existing function keys should be moved to a position that the E/A group will not use.

IMPORTANT: if it is needed to delete an UC account which is used for an E/A Cockpit number, or if it is needed to just unassign or change the ONS device, the E/A Cockpit member (or the entire E/A Cockpit group) must be deleted first.

Step by Step

- 1) Log in to CMP and select **Configuration > OpenScope Voice**.
- 2) Select the adequate switch in the combo box.
- 3) Activate the **Business Group** icon.
- 4) Select the adequate BG from the **Business Group List** combo-box.
- 5) Navigate to **Teams > Executive Assistant Groups**.

NOTICE: When using the SendURL button on the OpenScope Desk Phone CP600 devices, the DN of the devices must be found in one of the groups.

The list of **Executive Assistant Groups** of the selected BG is displayed in the work area.

- 6) Click the **Add...** button.

The **Add Executive Assistant Group** dialog box opens.

- 7) Go to the **General** section and specify the following parameters:
 - a) **Executive Assistant Group Name**, enter a name for the group.
 - b) **Executive Assistant Configuration**, choose either Basic (the basic E/A configuration) or Enhanced (the enhanced E/A configuration with additional Private Lines for Executives and Query Lines). The Rollover configuration is currently not supported with the E/A Cockpit.
 - c) **With Cockpit Application**, activate the check box.
 - d) **EA Cockpit Application Server IP Address**, enter the IP address of the server.

NOTICE: In case of a Small or Large Deployment, the E/A Cockpit application server IP address is the IP address of the front-end server.

- e) **EA Cockpit Application Server IP Port**, enter the corresponding port; the standard port is 7789.
- 8) Go to the **Assistants** section whose appearance depends on the E/A configuration selected and specify the following parameters:
 - a) **Assistant 1 Primary Line**, click on the list button ... and select a keyset device (which at the same time is an OpenScope UC Application user, as configured previously) as assistant of the group.

NOTICE: In the **Select Subscriber** dialog box, only Primary Keyset Subscribers of the Business Group are listed.

- b) If **Enhanced** has been selected, use the ... buttons next to the **Query Line** fields to select the Subscriber DNs for the Query Line of Assistant 1.

NOTICE: In the **Select Subscriber** dialog box, only Phantom Lines of the Business Group are listed.

- 9) Do the same for **Assistant 2 Primary Line** if you would like to add another assistant to the group.
- 10) Go to the **Executives** section whose appearance depends on the E/A configuration selected and specify the following parameters:
 - a) **Executive 1 Primary Line**, click on the list button ... and select a keyset device (which at the same time is an OpenScape UC Application user, as configured previously) as executive of the group.

NOTICE: In the **Select Subscriber** dialog box, only Primary Keyset Subscribers of the Business Group are listed.

- b) If **Enhanced** has been selected, use the ... buttons next to the **Private Line** fields to select the Subscriber DNs for the Private Line of Executive 1.

NOTICE: In the **Select Subscriber** dialog box, only Phantom Lines of the Business Group are listed.

- c) If **Enhanced** has been selected, use the ... buttons next to the **Query Line** fields to select the Subscriber DNs for the Query Line of Executive 1.

NOTICE: In the **Select Subscriber** dialog box, only Phantom Lines of the Business Group are listed.

- 11) Do the same for **Executive 2 Primary Line**, **Executive 3 Primary Line**, and **Executive 4 Primary Line** if you would like to add executives to the group.

NOTICE: Each group can have up to 4 executives, 1 executive is mandatory.

- 12) For each configured Executive, select either Assistant 1 or Assistant 2 (if applicable) as the **Primary Assistant** in the drop down lists to the right.
- 13) For informational purposes, click the **Show Internal Display Name / Show Service ID** toggle button to switch between displaying either the Internal Display Name or the Service ID of the selected subscribers in all available Line fields.
- 14) Click on the **View** button to the right of any group member.

The **Configure Executive/Configure Assistant** dialog box opens. It displays the following data: the DNs selected as Primary / Private / Query / Rollover Line of the respective member (if applicable); the Phone Type of the respective member (retrieved from DLS); the Key Layout assignments of the

Configuring E/A Groups

How to Configure E/A Groups Using the E/A Cockpit Wizard

respective member's phone that will be written to the phone (via DLS) after closing the E/A Wizard with the **OK** action.

- 15) In the **Configure Cockpit Application** section of the **Configure Executive/Configure Assistant** dialog box, complete the names or numbers for the members of the E/A group. You can assign a mobile and a voice mail number for any member of the group. These values will serve as default values for the E/A Cockpit application and will be displayed at the phone's user interface.
- 16) Click **OK** to close the **Configure Executive/Configure Assistant** dialog box.
- 17) Click **Save** to exit the wizard.
- 18) In order to verify that the connection to the DLS has been established correctly, click the **View** button of any group member and check if the Phone Keys have been assigned automatically in the **Setup Key Layout** section as follows:

	Function Type	Label
1	Line	OTE isdn 8
2	DSS	ExI OTE isd
3	DSS	ExII Com SBC
4	DSS	AsII OTE isd
5		
6		
7		
8	Shift	Shift

	Shift Function Type	Label
1		
2		
3		
4		
5		
6		
7		
8	Shift	Shift

The primary line is assigned to the first key and all the other lines are assigned as DSS keys.

The new E/A group is created in the OpenScape Voice database, the required Business Group and Line settings are performed and the phone configurations are propagated to the DLS and subsequently synchronized with the phones. Further E/A groups can be created.

9 Configuring E/A on OpenScape Desk Phone IP CP600

For OpenScape Desk Phone CP600 phones, E/A Cockpit features are available by using free programmable keys only. The new phones are still compatible with the existing OpenStage 60/80 or OpenScape Desk Phone IP 55G installations. But no XML application is used on the CP 600. This chapter explains the configuration of the OpenScape Desk Phone CP600 for different role and expansion stages.

It is highly recommended to disable the XML Application in a CP600 configuration.

In principle any n x m Executive x Assistant configuration with n Executives and m Assistants can be setup with E/A Cockpit.

9.1 Executive Configuration for OpenScape Desk Phone CP600

The executive phone needs a lean key setup with a clear arrangement of access keys. Any executive needs access to his / her own line and needs to see the status of all associated assistants. Furthermore the executive must (M) be able to manage the destination for all incoming calls to his / her own phone number. Most on the destinations are Optional (O) and available only, if the administrator has configured a valid destination number as target.

List of keys to be setup by the administrator

Name	Key Type	M/O	Remark
My Line	Line	M	Line key of the executive line
Assistant [1..m]	DSS	M	OnD DSS key for every configured Assistant
Executive immediate ring	SendURL	M	Set Executive incoming calls to immediate ring
To Assistant	SendURL	M	Set Executive incoming calls to default assistant set by administrator
To Voicemail	SendURL	O	Set Executive incoming calls to voicemail
To Mobile	SendURL	O	Set Executive incoming calls to mobile number
To Number	SendURL	O	Set Executive incoming calls to external number

9.2 Assistant Configuration for OpenScape Desk Phone CP600

The assistant phone needs an extended setup with a clear arrangement of access keys. Any assistant must have access to his / her own line and needs to the line status of all executives and other assistants. Any assistant must be able to manage smoothly the assigned executives as well as his / her own presence being on/off desk or optionally forwarding his / her own number to another station.

Configuring E/A on OpenScape Desk Phone IP CP600
 Example 1x1 and 2x2 configuration

Additionally the assistant might have a dedicated deputy during his / her absence. The deputy destination must be configured by the administrator. The assistant must be able to forward all calls or the executive calls only to deputy.

List of keys to be setup by the administrator

Name	Key Type	M/O	Remark
My line	Line	M	Line key of the assistant line
Executive [1..n]	DSS	M	One DSS key for every configured executive
Assistant [1..(m-1)]	DSS	M	One DSS key for any other assistant
At Desk	SendURL	M	Set assistant status to 'at desk'
Off Desk	SendURL	M	Set assistant status to 'off desk'
To Voicemail	SendURL	O	Forward all calls to voicemail destination
To Mobile	SendURL	O	Forward all calls to mobile destination
Executive [1..n] immediate ring	SendURL	M	Set Execution status to 'immediate ring'
Executive [1..n] to Assistant	SendURL	M	Set Executive status to 'assistant'
Deputy on/off executive calls only	SendURL	O	Forward executive calls to deputy
Deputy on/off all calls	SendURL	O	Forward all calls to deputy

9.3 Example 1x1 and 2x2 configuration

1x1 Configuration

The example shows a maximum number of configured keys including all optional features.

1x1 Executive 1

1x1: Executive 1



The led at "**To Assistant**" is highlighted.

Configuring E/A on OpenScope Desk Phone IP CP600

Example 1x1 and 2x2 configuration

1x1 Assistant 1

1x1: Assistant 1



The leds at "Ex1: To Ass" and "At Desk" are highlighted.

2x2 Configuration

This example configuration shows a maximum number of configured keys including all optional features.

2x2 Executive 1

2x2: Executive 1



The led **"To Assistant"** is highlighted.

Configuring E/A on OpenScope Desk Phone IP CP600

Example 1x1 and 2x2 configuration

2x2 Assistant 1

2x2: Assistant 1



The leds "Ex1: To Ass", "Ex2: To Ass" and "At Desk" are highlighted.

2x2 Executive 2

2x2: Executive 2



The led "**To Assistant**" is highlighted.

Configuring E/A on OpenScope Desk Phone IP CP600 Example 1x1 and 2x2 configuration

2x2 Assistant 2

2x2: Assistant 2



The leds "Ex2: To Ass", "Ex1: To Ass" and "At Desk" are highlighted.

10 Setting the OpenScape Desk Phone CP600 User Language

When you set the user language of the OpenScape Desk Phone CP600 devices, the E/A Cockpit application detects your setting and displays its GUI texts accordingly. You can set the user language of the OpenScape Desk Phone CP600 either by using the phone keypad or via WBM. Only the configuration via WBM will be described here.

10.1 How to Set the OpenScape Desk Phone CP600 User Language via WBM

This section describes how to set the user language of the OpenScape Desk Phone CP600 devices via WBM.

Prerequisites

- Adequate administrative permissions
- The phone is prepared for OpenScape Desk Phone CP600 feature access, i.e. it is configured to use uaCSTA and Server features

Step by Step

- 1) Log in to the WBM. You can log in to the WBM (phone page) by typing the phone's IP address in your Web browser preceded by `https://`.
- 2) Navigate to **User pages**.
- 3) Enter the user password.
- 4) Click the **Locality** entry.
- 5) Select a value in the **Language** field.
- 6) Click the **Submit** button.
- 7) Click the refresh button of the browser.

11 Upgrade Procedure

The configuration of E/A groups is accomplished through the E/A Cockpit Wizard. Consequently, the upgrade procedure should ensure that E/A Cockpit data that have been entered through the E/A Cockpit Wizard are retained in the target release.

NOTICE: Refer to the *OpenScape UC Application Installation and Upgrade* manual for details.
