



# OpenScape Business V2

How To

myPortal Smart: Accessibility for Desktop Dialling App in Apple  
MAC OS Mojave 10.14 environments

Version 1.0

# Definitions

## HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Business administration. It addresses primarily trained administrators of OpenScape Business.

## Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which are connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

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## Table of History

Date	Version	Changes
11-04-2019	1.0	Initial Creation / Release on Unify Experts Wiki

# 1. Introduction

OpenScape Business provides Desktop Dialling / Hotkey functionality for Customers using myPortal Smart. Within UC Smart environments a dedicated Desktop Dialling Application needs to be installed separately in order to proceed with the Desktop Dialling feature.

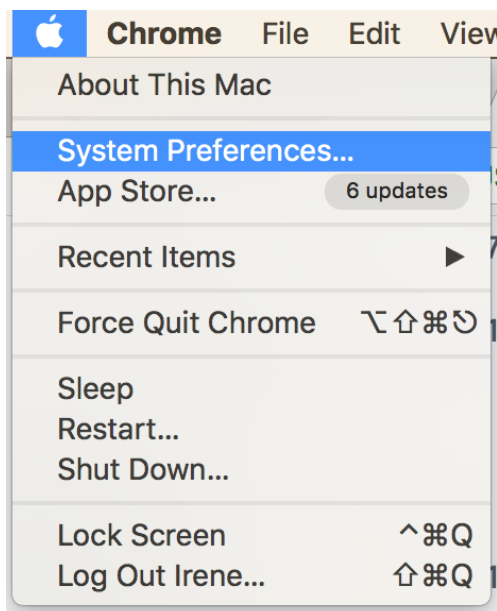
Starting with Apple MAC OS Mojave (10.14), Apple has introduced a new policy that requires user permission for our Desktop Dialling software for the following feature: Desktop Dialling / Hotkey for myPortal Smart

No change is required for Desktop Dialling Application in MS Windows environments.

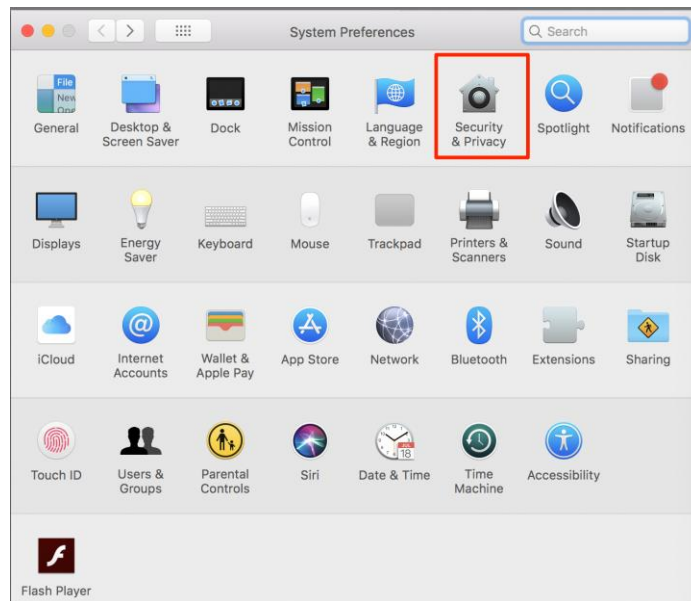
# 2. Configuration

How to set the right permission for the OpenScape Business Desktop Dialling Application within Apple MAC OS settings ?

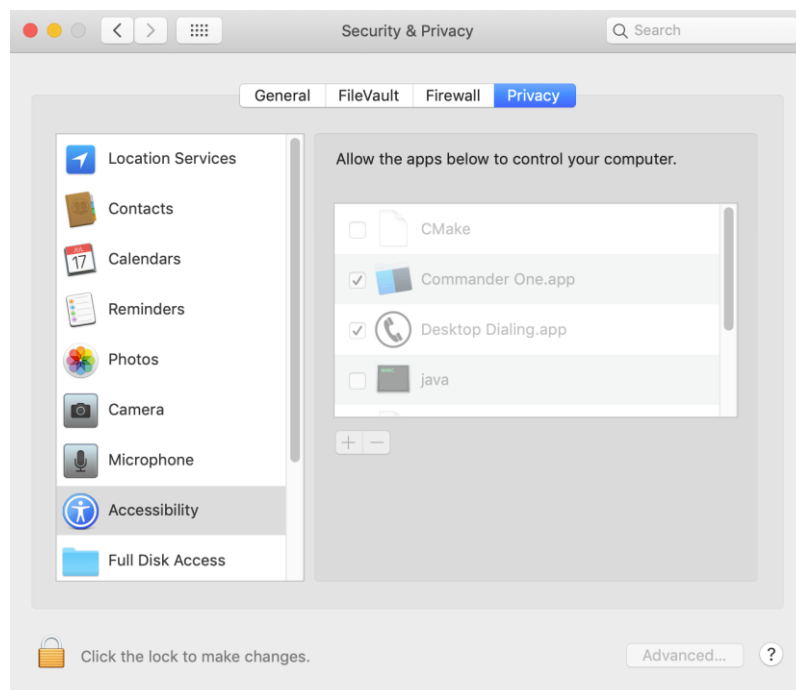
1. To allow accessibility access, click the Apple Symbol on your OS X menu bar and open System Preferences.



2. Choose Security and Privacy.



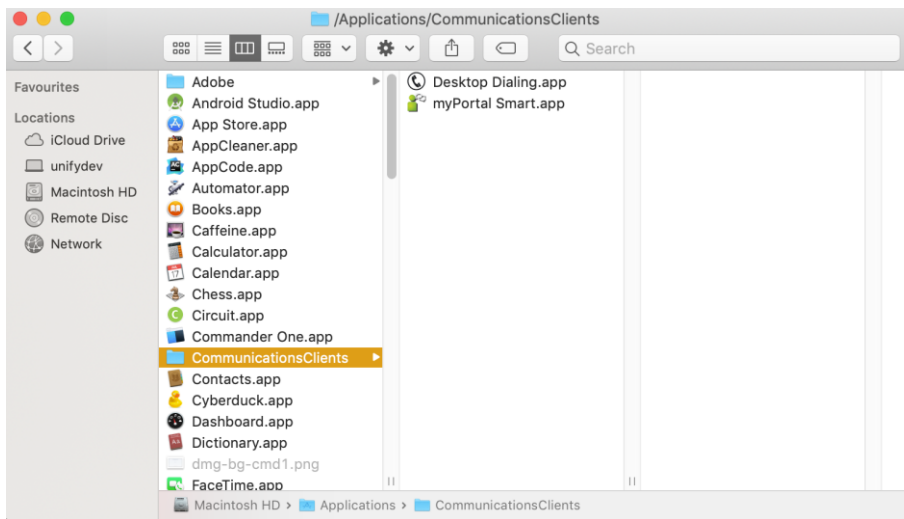
3. From the Security & Privacy panel open the Privacy tab and select Accessibility.



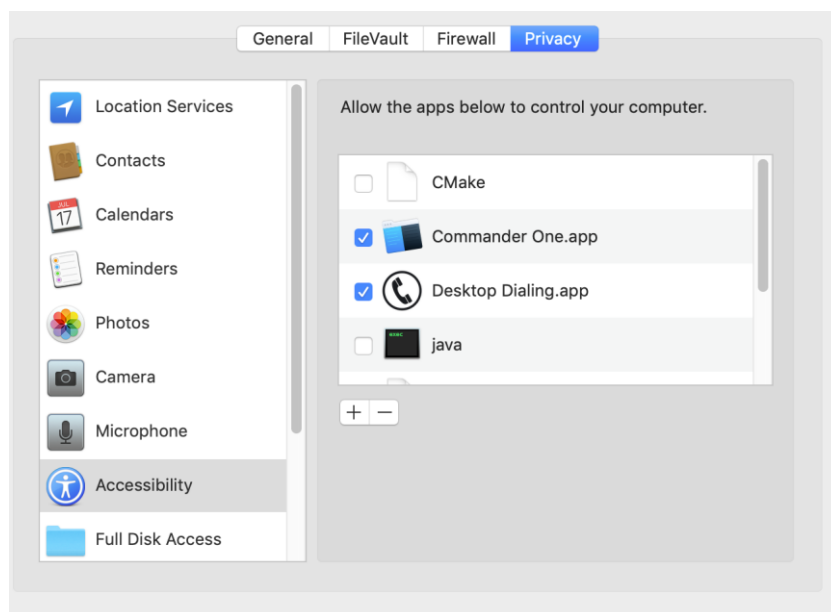
Look at the list labeled "Allow the apps below to control your computer" and see if Desktop Dialing is both listed and checked. If it is present and checked, no further action is needed.

If Desktop Dialling is not on the list, click the lock at the bottom of the modal window to make changes.

You'll be prompted to enter your password. Click the + sign and find Desktop Dialling in your Applications folder.



Once you double-click the application will automatically be added to the "Allow the apps below to control your computer" list. Make sure to check the box next to it before clicking the lock again.



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