



OpenScape Office V3

Description

Installation of OpenScape Office demo software

Version 1.3

2012-07-15

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History of Change

| | | |
|-------|------------------|---|
| V 1.0 | May 30, 2011 | Initial release |
| V 1.1 | August 5, 2011 | myAttendant and myAgent included Pre-configuration of subscribers (names, pictures, presence) and Contact Center |
| V1.2 | January 25, 2012 | Based on OpenScape Office V3R2 SW update possible Backup for French included Country setting Australia possible PC RAM requirement minimum 4 GB |
| V1.3 | June 15, 2012 | Update to OpenScape Office V3R3 New myPortal skins available |

1 Introduction

The leading, server-based Unified Communications solution **OpenScape Office V3 LX** is available as **Demo Software** for training, demonstration and customer presentations.

The complete IP communication platform can be run on a virtual machine, even on a notebook. OpenScape Office clients and system administration are available at the same machine. Together with OpenStage, real phone calls can be made. A free, unlimited license for 3 phones including myPortal for Outlook is included. In addition one myAttendant license, two myAgent licenses and one additional CSTA license are provided.

1.1 Terms of Use

1. The OpenScape Office LX Demo Software may be only used for training, test and demonstration. It must be not sold or given to third parties. This will violate rights of Siemens Enterprise Communications (SEN) and of its licensors.
2. The OpenScape Office LX Demo Software is provided 'as is'. SEN does not guarantee any functionality. Usage is on own risk and SEN takes no liability for any unwanted effects e.g. PC configuration damage or data loss. Suse Linux Enterprise Server is included in agreement with Novell. No Registration Key or upgrade support can be provided.
3. It is not allowed to use the OpenScape Office LX Demo Software or parts of it as part of other solutions without written confirmation from SEN. Company and product brand names must always be visible together with the solution.

1.2 Preconditions

- ***This demo software is intended for technically experienced users. SEN will not be able to deliver additional training and support.***
- ***It is strongly recommended to use a dedicated, stand-alone PC for the demo software to avoid unwanted interactions with other network devices and other versions of the OpenScape Office clients.***

Necessary components:

- **Windows PC** or Notebook (XP, Vista or Windows7)
user account with administration rights
minimum 2,4 GHz dual core CPU, 4 GB RAM, 100 GB free hard disk space
- **VMware player 3.1 or V4.0**
This SW can be downloaded for free after registration at
<http://www.vmware.com/products/player/>
- **DVD** with OpenScape Office LX virtual machine image
- Up to 3 **OpenStage** HFA phones with local power supply, LAN cable and administration rights, LAN switch optional

2 Installation

The OpenStage Office LX (OSO LX) is installed within a virtual machine (VM), which is provided by VMware Player on a Windows PC. Phones can be connected directly to the LAN interface of the PC.

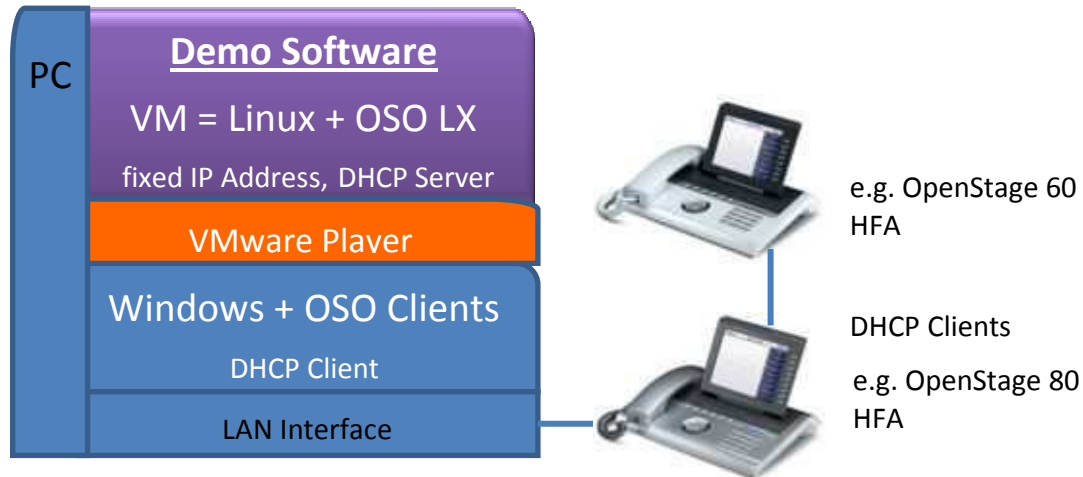
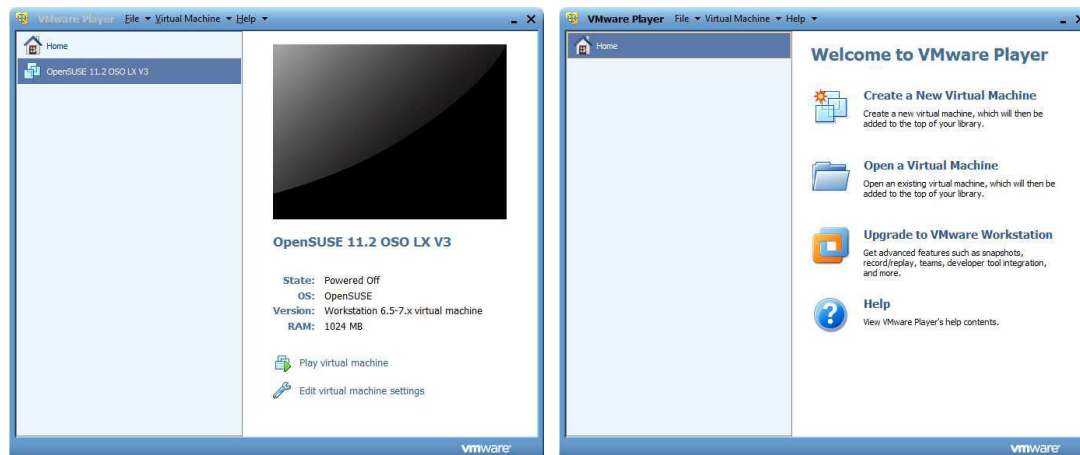


Figure 1: OpenStage Office LX Demo Configuration

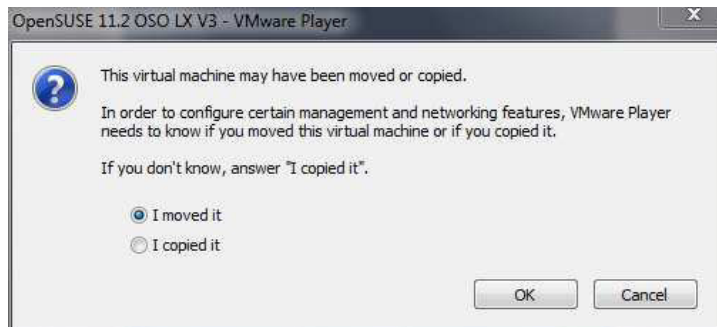
2.1 Set up OpenStage Office Server - Virtual Machine

Install the virtual machine with Linux and OpenStage Office LX at the Windows PC:

1. Make sure, that your PC has DHCP enabled and is not connected to any LAN or WLAN. The VM acts as a DHCP server!
2. Install the VMware Player on your PC, a restart is required.
3. Unpack the OpenStage Office Virtual Machine (ZIP file) from the DVD into a PC directory e.g. C:\OSO_V3
4. Start VMware Player
The update reminder regarding “VMware Tools for Linux” can be ignored. The reminder can be switched off at the menu item File > Player preferences.



5. Select at “Open a Virtual Machine” “LX.vmx” from the directory LX within the directory defined in step 3.
6. Select “Play virtual machine”. When a window pops up, check the box “I moved it”.

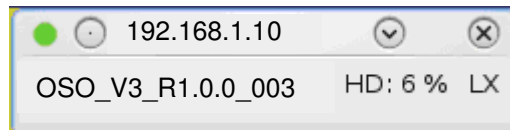


7. Linux is starting. Login with username “sen” and password “linux”

Important!

The demo will only work, if a device or phone is connected to the LAN port of the notebook. The interface has to be active.

8. Check, if OpenScape Office LX started properly.



After login as user „sen“ the status window above is displayed. As soon as the bullet is „green“ all OpenScape Office LX processes are running properly and product demonstration can start. Please note: Start-up of OpenScape Office LX may take up to 7 to 10 minutes.

Subscribers 100, 101 and 102 are preconfigured. Client password is “123098”.

2.2 Set up OpenStage Phones

The following steps are necessary for configuring OpenStage phones for OpenScape Office LX:

1. Connect the HFA OpenStage phones with normal LAN cables according to figure 1. Second phone can be connected to the PC LAN port of the first one. Please start that one always, when first phone is running. As an alternative a LAN switch may be used.
2. Make a factory reset
Settings > Admin > Password: 123456 (or phone individual password)
Maintenance > Factory reset > Password: 124816
3. Wait until „Missing configuration items“ is displayed, enter Terminal number 100, 101 or **102, select Save & exit and wait until login at OpenScape Office is completed.

Alternatively (or for OpenStage V1) the phones can be administrated manually with the settings:

Network > IP configuration: DHCP-Assign=On
System > Gateway > IP address: 192.168.1.10

System > Identity > Terminal number: 100, 101 or **102

Network > IP configuration: DLS IP-Address: 192.168.1.10

4. If the PC port of a phone is used to connect a second phone, activate PC port of the first one:
Settings > Admin > Network > Port configuration > Number
PC Port Status = Enabled
PC Port Auto MDIX = On
Save & exit

2.3 Set up OpenScape Office Clients

Please take care, that no OpenScape Office clients for another OpenScape Office system are configured at the PC. This may lead to continuous updates and incompatibilities.

The following steps are to be performed at the Windows User interface:

1. De-install any existing OpenScape Office clients via
Control Panel > Software > CommunicationsClients > remove
and restart the PC.
2. Go to the directory with the installation files
Windows" Start" Button > Run: enter "\\192.168.1.10"
(If the Run command is not configured e.g. for Windows 7 "\\192.168.1.10" can be entered directly in the search field.)
3. Select directory "applications" and enter user "hoome" password "hoomesw"
If a security warning appears, accept installation and enter login again.
4. Select directory "install-common" and run "CommunicationsClients.exe", confirm installation and select "complete" to install all clients.
5. Start myPortal (myAttendant included), myPortal for Outlook or myAgent and enter
user name e.g. "100"
password "123098"
server address "192.168.1.10"

2.4 OpenScape Office LX Administration

The administration of OpenScape Office LX is done via the browser installed at Windows (Internet Explorer or Firefox). The OpenScape Office LX configuration can be changed according to individual needs as usual.

1. Enter "https://192.168.1.10 " in the browser address line
2. Login with user "administrator@system" and password "osov3oso"

Pre-Configuration:

- OpenScape Office LX Demo is configured for Germany with 3 subscriber licenses. Additional configured subscribers are just for populating the user interface.
- Subscribers 100, 101 and 102 are preconfigured with names and pictures. Client password is "123098".
- Subscriber 100 can be used as attendant (myAttendant client)
- Subscribers 100 and 101 can be used as Contact Center agents (myAgent)

- A demo Contact Center is preconfigured with call number 300 and two agent groups “sales” and “service”. The agents 100 and 101 are members in both groups.
- Subscriber 102 is preconfigured as mobile subscriber
- An English or French user interface (Contact Center greeting, voice prompts and display texts) can be loaded by restoring the backup file “English” respectively “French” with OpenScape Office Assistant.
- Settings like names, voicemail and auto-attendant announcements can be adapted via administration for the demo scenario as required. Initial settings can be restored with the backup files.

3 OpenScape Office Live Demonstrations

3.1 Recommended Show Cases

Convince your customer by showing the OpenScape Office V3 UC highlights live:

- **myPortal for Outlook** (Outlook Plug In) and **myPortal for Desktop** (Java Client): organize all your communication in a single and familiar PC user interface. A “myPortal” ribbon menu tab and quick access is available for Outlook 2010.
- **Presence** allows to see if colleagues are available including unique voice supported presence management
- **Favourite Bar**: have your most important contacts available at a glance
- **Drag & Drop Conferencing**: just start an “ad hoc” or “scheduled” conference by a mouse click
- **Visible Voicemail and Fax**: listen to the most important message and look at the most important fax first
- **Live Call Recording**: record important calls by a mouse click
- **Click to dial** from any application or document: speed up dialling
- **Instant Messaging**: send short quick messages to your team members (faster than e-mail) – also as group chat
- **myAttendant**, the attendant console within OpenScape Office: see the availability of all your employees and change their presence status
- **myAgent**, the client user interface of the Multimedia Contact Center: see which experts are available, provide best service to customers by intelligent call routing
- **myPortal for Mobile / Tablet**: The browser based web client, brings UC features to your mobile phone. For demo just open your browser, enter “https://192.168.1.10:8802”, and use subscriber 102. Optimized user interface for tablet PC can be shown via <https://192.168.1.10:8802/tablet>.
Note: with this demo you can show the user interface, it is only possible to execute calls from the myPortal for Tablet with the dial mode “Associated dial”.
- **Many more cost saving and valuable feature highlights** can be shown like the different call pop ups, call forwarding targets per presence status, rule engine, caller list with open calls, schedule calls.

3.2 User Hints and Restrictions

- *Only German, English and French user interface is provided for this Demo. If that is not sufficient, the desired language has to be implemented locally by switching phone menu language and voice prompts for users, record voicemail personal greetings and Contact Center greeting.*
- *Switching of system country setting should not be necessary for demo purposes. If doing so, the predefined settings will be lost.*
- *Do not run other applications on the PC during your presentation. This can slow down reaction time of OpenScape Office LX.*
- *Stop the virtual machine at menu item "Virtual machine" > "Power" > "Suspend". This is the default when closing the VMware Player. If a fresh start seems appropriate, please use "Power Off".*
- *No Linux root access can be provided. You may use the command "sudo /sbin/oso_status.sh" at the Linux terminal window to see in detail, if all OSO LX components are active. (A terminal window can be opened in Linux by mouse click right "Open in Terminal").*
- *Important settings can be changed in Linux with YAST if necessary. Please use the following shell commands at a Linux terminal window:*
 - *Network: sudo /sbin/yast2 lan*
 - *DHCP Server: sudo /sbin/yast2 dhcp-server*
 - *Time and Date sudo /sbin/yast2 timezone*
- *Additional licenses are not possible for the Demo Software.*
- *OpenScape Web Collaboration can not be supported within this virtual Linux machine. A separate demo license is available (see sales information)*
- *Check the SMB Partner Forum at [SEBA](#) at 'Learn' for information exchange.*

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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