



# OpenScape Business V2

How To  
Desktop Dialing

Version 1.4

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## Table of History

Date	Version	Changes
2015-04-23	1.0	Initial Creation
2015-04-24	1.1	Minor enhancements and corrections
2015-04-27	1.2	Enhancement for OpenScape Office and Application Launcher
2015-05-07	1.3	Minor corrections
2017-01-17	1.4	Add restriction for UC Suite clipboard dialing

# 1. Preface

UC Suite, UC Smart and Application Launcher support the so called “Desktop Dialing” function.

In general Desktop Dialing allows to tag / select a number by using the mouse and to dial the selected number by pressing a configurable key or key combination.

The implementation of the Desktop Dialing functionality differs between the UC Suite and UC Smart / Application Launcher applications. In addition it depends on the used operating system and also on the application which presents the phone number.

In general the function is limited to “character-based” numbers. Numbers in graphical format cannot be selected and dialed.

Within the following the different functionality and the dependencies are described.

## 2. UC Suite

Desktop Dialing function is available within myPortal for Desktop and myPortal for Outlook clients (applies for OpenScape Office and for OpenScape Business).

Two different implementation methods are available which are labeled within the myPortal clients as.

- Desktop Dialing
- Clipboard Dialing

At the end both methods dial the number, which is selected, by use of the clipboard but the handling regarding the tagging of the number is different.

Desktop Dialing has been the initial method, which has been enhanced by the Clipboard Dialing as the dependencies on operating systems and applications have become confusing.

Within new installations Clipboard Dialing should be used from beginning. This is the preferred dialing method.

Within existing installations the Desktop Dialing method can be used as long as the applications are compatible. If the Desktop Dialing method does not work any longer e.g. after an update of the operating system and/or application the Clipboard Dialing method has to be used instead.

The dialing method, the key combination and the delay before number is dialed can be set user individually within the setup of myPortal.

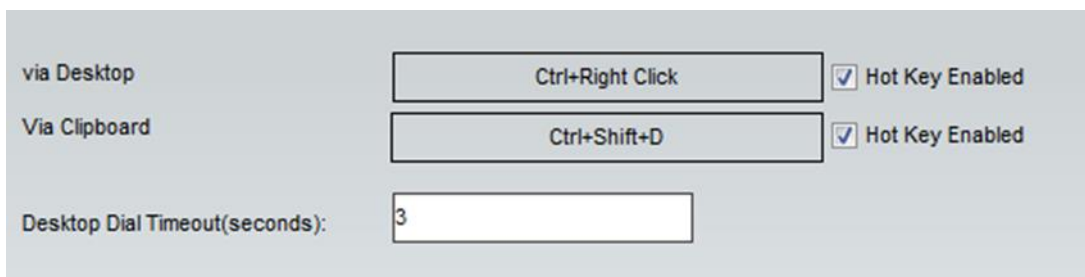


Figure 1 myPortal → Setup --Hotkeys

## 2.1. Desktop Dialing

The user tags the number to be dialed by pressing the right mouse button and dragging the mouse pointer over it while pressing the Ctrl key. A green line appears which indicates the tagged range. After releasing the right mouse button the tagged number is dialed. The timeout time which can be configured within the myPortal settings allows to abort the procedure before it is dialed. The key combination for Desktop Dialing can be modified within the myPortal settings.

### 2.1.1. Dependencies

Desktop dialing bases on the Microsoft Graphics Device Interface (GDI). Over the time Microsoft introduced other mechanisms (e.g. Direct 2D), which replaced the GDI. This leads to the situation, that Desktop Dialing, does not work with latest Microsoft Operation Systems and / or with such applications, which do not support the GDI. In general Desktop Dialing is not supported by Apple MAC OS based systems.

If the Desktop Dialing is not or in case of an update no longer supported by the operation system or by the application the Clipboard Dialing method can be used instead.

## 2.2. Clipboard Dialing

The user tags the number to be dialed by pressing the left mouse key and dragging the mouse pointer over it. The tagged number is highlighted in the display. Afterwards the user presses the configured key combination (e.g. Ctrl + Shift + D) at the keyboard. The tagged number is dialed. The timeout time which can be configured within the myPortal settings allows aborting the procedure before it is dialed. The key combination for Clipboard Dialing can be modified within the myPortal settings.

### 2.2.1. Dependencies

Clipboard Dialing works on MS Windows and Apple Mac OS based systems.

Following dependencies and restrictions regarding used applications are known until today.

- The clipboard dialing function utilize Microsoft Windows copy function (CTRL+C) and might not work if this function is used by another application in parallel.

## 3. UC Smart

Desktop Dialing function is available within the UC Smart client (applies only for OpenScape Business). As a prerequisite the "Desktop Dialing" program, which can be downloaded from service center of the OpenScape Business, has to be installed at the same computer.

### 3.1. Handling

The user tags the number to be dialed by pressing the left mouse button and dragging the mouse pointer over it. The tagged number is highlighted at the display. Afterwards the user presses the configured key combination (e.g. F8) at the keyboard. The tagged number is dialed. The key combination for Desktop Dialing can be modified within the UC Smart client settings.

### 3.2. Dependencies

The Desktop Dialing program used by the UC Smart client works only on MS Windows operating systems.

Dependencies and restrictions regarding used applications are not known until today.

As a prerequisite the Microsoft .net framework has to be installed at the PC.

### 3.3. Configuration

The program is able to resolve key programming conflicts in case that other application uses the same key for its functions. In order to do so, the program works like a proxy, which collects and forwards the key combinations to the applications.

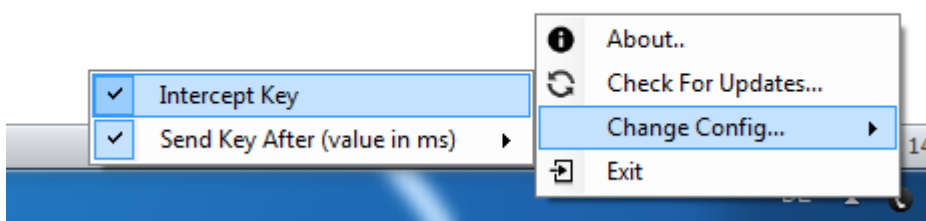


Figure 2 Desktop Dialing Program → Change Configuration Dialog

#### 3.3.1. Intercept key

If the option 'Intercept Key' is marked the Desktop Dialing program uses the key combination to execute Desktop Dialing. The key combination is not forwarded to the active (foreground) application.

#### 3.3.2. Send Key After

If the option 'Send Key After' is marked the Desktop Dialing program uses the key combination to execute Desktop Dialing and forwarded the key after a configurable time to the active (foreground) application.

## 4. Application Launcher

Desktop Dialing function is also available within the Application Launcher (OpenScape Office and OpenScape Business). As a prerequisite the "Desktop Dialing" program, which can be downloaded from service center of the OpenScape Business, has to be installed at the same computer. Therefore the same issues apply for handling and dependencies as described within the chapter "UC Smart".

