



# OpenScape Business V2 myPortal to go

Whitepaper

Version 1.0

## Table of History

Date	Version	Changes
2015-08-17	1.0	Initial creation

## Disclaimer

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

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# 1. myPortal to go Overview

**myPortal to go** is an application for mobile devices. It is available in two variants:

- **Mobile App** for Smartphones and Tablet PCs with Android or iOS operating systems
- **Web Edition** for Smartphones, Tablet PCs and Desktop PCs using web browsers which support HTML5

**myPortal to go** supports two operating modes in general:

- **Mobility Mode**, which offers unrestricted access to the telephony and UC features, regardless of location, including One Number Service.
- **Desk Phone Mode**, which uses the UC features and offers a convenient dialing aid for the office phone (without One Number Service).

**myPortal to go** replaces all previous web based mobile clients for OpenScape Business like:

- myPortal for mobile
- myPortal for tablet

**myPortal to go** provides access to the UC Suite / UC Smart features of OpenScape Business. The UC feature set of both variants mentioned above is quite the same except some issues caused by technical dependencies on the mobile device or on the underlying UC Suite / UC Smart application. In addition to the UC features the Mobile App variant supports access to contact details in the mobile device

**VoIP Option:** As an option, the **myPortal to go** mobile App offers a Voice over IP (HFA) telephony client. If this option is activated all telephone features of the myPortal to go app use this client provided, that the VoIP client is connected via WiFi (WLAN) to the company LAN.

Apart from the exceptions mentioned before, the scope of features is identical in both variants.

**myPortal to go** supports the following features in general:

- Presence Status
- Status-based call forwarding
- CallMe service (only with UC Suite)
- Search function within directories
- Favorites List
- Journal
- Voicemail control
- Text messaging via SMS
- Support of One Number Service with Call through, Callback
- Call control functions :
  - Make Call
  - Answer Call
  - Deflect Call
  - Consultation, Hold / Retrieve Call
  - Transfer Call
  - Toggle/Connect
  - Conferencing
  - Clear Connection

Deviations may occur depending on the used variant. Details are described in chapter 3

## 1.1. User Interface

### 1.1.1. myPortal to go Screenshots



### 1.1.2. Supported Languages

German	English	Czech	Danish	Spanish	Finnish	French
Croatian	Hungarian	Italian	Dutch	Norwegian	Polish	Portuese
Russian	Swedish	Turkish				

## 2. Mobility Scenarios with myPortal to go

OpenScape Business provides integrated mobility solutions for any business. This typically includes the integration of smartphones / mobile devices with myPortal to go.

The following general scenarios are possible to realize mobility with UC features::

- Desk phone in the office in combination with a mobile device / smartphone and myPortal to go (Twinning).
- Smartphone only with myPortal to go (Nomadic Mode)
- Desk Phone control via the myPortal to go app or the myPortal to go web edition in the office

The optional VoIP HFA client of the myPortal to go mobile App integrates the OpenScape Business system telephone features directly into the smartphone if the user is connected to company WLAN.

### 2.1. Desk Phone and Smartphone (Twinning)

This mode combines the desk phone with the mobile phone with myPortal to go.

The scenario offers:

- One Number Service
  - Incoming calls are signaled in parallel at both devices. Caller will get only the office number even if the call is answered on the mobile device.
  - Outgoing calls are signaled to the called destination always with the office number. Call through and Callback dialing via OpenScape Business is available for calls initiated by the mobile device.
- Callback or Call through dialing mode
- Seamless call hand over from the mobile device to the desk phone and vice versa.
- UC features are available at the mobile device and / or at the user's desktop
- Optional VoIP (HFA) client within the myPortal to go App

Note: A mobility license is required within OpenScape Business for the mobile user

### 2.2. Smartphone only (Nomadic Mode)

Within this scenario a mobile phone user is configured within OpenScape Business in combination with virtual user without a physical device.

The scenario offers:

- One Number Service
  - Incoming calls under the office (land line) number are signaled at mobile phone. Caller will get only the office number even if the call is accepted at the mobile device.
  - Outgoing calls are signaled to the called destination always with the office (land line) number. Call through and Callback dialing via OpenScape Business is available for calls initiated by the mobile device.
- Callback or Call through dialing mode
- UC features are available at the mobile device
- VoIP (HFA) client as an option within the myPortal to go App

Note: A mobility license is required within OpenScape Business for the mobile user

### 2.3. Desk Phone only:

This scenario is characterized by:

- User is in the office and has a mobile device (Tablet or Smartphone) with myPortal to go installed
- User wants utilize a desk phone for telephony
- UC features are available at his mobile device
- Desk phone can be controlled by myPortal to go at the mobile device
- No support of One Number Service
- VoIP (HFA) client as an option within the myPortal to go App .

Note:

A UC user license and is required for the desk phone which is controlled by MyPortal to go

If a SIP phone / soft client should be controlled via myPortal to go, some telephony features such as consultation holds and conferencing are not available.

No mobility license is required.



# 3. Features in Detail

**myPortal to go** integrates mobile phones into the OpenScape Business communication system. This gives the users access to unified communications features analogous to myPortal Smart or myPortal for Desktop / Outlook. via the mobile phone.

**myPortal to go** controls the UC client of OpenScape UC Business directly from the mobile phone and provides access to Unified Communications Features such as presence status, directories and journals.

**myPortal to go** can be used both on pure GSM mobile phones as well as dual-mode phones. For the use of myPortal to go on GSM devices, a mobile phone contract with data option (flat rate recommended) is required. It can be used in combination with smartphone / fixed desk phone or just with smartphone.

The mobility solution **myPortal to go** is available as a web based variant, additionally to the mobile UC apps for Android and IOS. The web variant provides myPortal to go functionality for HTML5 capable smartphones with operating systems like Windows 8, Blackberry 10 or Firefox for which no apps are available. The web based variant does not have to be installed and updates are carried out automatically.

The **myPortal to go** mobile App can be downloaded from an app store and installed on the appropriate mobile device. When the **myPortal to go** mobile App is started on the device, it recreates all the user interfaces locally on the mobile device. For details see chapter 8.

The functionality of the web based solution is almost identical to those of the apps with the exception of access to the local phone directory, which is only possible with the myPortal to go apps. (For the web based solution, local phone contacts have to be imported before they can be accessed).

myPortal to go supports the following operating modes:

- Without Voice over IP(VoIP) option
  - Mobile usage, including One Number Service
  - Controlling a system telephone  
Many users manage their contacts centrally on the smartphone and make calls to the office via the office telephone. Using the smartphone contacts, a call destination can be selected via the myPortal Smart user interface, and the connection is then initiated by the communication system via the office telephone. In addition, other UC features such as setting the presence status can be used via the mobile device.
- Expanded operating mode with the Voice over IP option
  - Usage of the Smartphone as universal communication device within office or on the road.  
The user calls in the office or on the road via smartphone only and use the UC features of OpenScape Business. The call destination is selected within the myPortal to go user interface and the connection is initiated by the smartphone via the OpenScape Business communication system, provided the subscriber is in the Wi-Fi range of his company.

If no data connection to OpenScape Business exists, the myPortal to go user can also access locally stored UC data such as journal information via the myPortal to go app and make calls using GSM connections. However, no One Number Service is available in this case.

For the connectivity and functions of myPortal to go licenses are required within OpenScape Business. Details are described within chapter 7.

### 3.1. One Number Service

The One Number Service (ONS) effectively makes mobile phones operate as fixed network extensions. This means that subscribers can be reached under one phone number world-wide and can identify themselves only by their respective fixed network numbers. Additional advantage of the One Number Service is the busy indicator for the mobile subscriber.

### 3.2. Presence Status

The Presence status indicates the availability of internal subscribers and mobile users in the Favorites list, the internal directory and through voicemail announcements.

Presence status can be changed in myPortal to go, in the phone menu of the voicemail box (Voicemail), with myPortal for OpenStage and in other UC clients.

A return time to the office can be scheduled for every change in the presence status (except for Office).

In addition, a destination to which the calls are to be forwarded can be defined.

The following statuses are available:

- Office
- Meeting
- Sick
- Break
- Gone Out
- Vacation
- Lunch
- Gone Home
- Do not Disturb

Within the Favorites and the internal directory list the connection status of internal subscribers is presented:

- Subscriber receives an internal call
- Subscriber receives an external call
- Subscriber is calling
- Subscriber is on the phone (internal call)
- Subscriber is on the phone (external call)

#### 3.2.1. Presence Status-based call forwarding

Status-based call forwarding enables the user to forward calls to voicemail box or a special phone number based on his presence status, for example, to his mobile phone if you he is out of the office or to his delegated representative during his vacation.

Call forwarding can be configured for every presence status except Do Not Disturb.

For each presence status, the type or number of the forwarding destination is displayed under **My status**.

In combination with the UC solution UC Suite, myPortal to go takes over the respective status-based call forwarding for each presence status in accordance with what was configured with the UC Suite client (myPortal for Desktop or myPortal for Outlook). Changes to the call forwarding destinations can only be made in the UC Suite client.

#### 3.2.2. Visibility of Presence Status

A user can specify who is to be notified about his presence status other than **Office** (as well as the scheduled time of his return and any info text he has entered) via a display in the UC client (e.g., UC Smart) or via automatic voicemail announcements:

- Internal  
Visible only to internal subscribers (display in UC client and voicemail announcements)
- not visible  
Not visible to all others

After the scheduled time for your return has passed, the announcement of this time is dropped. Your presence status remains unchanged.

### 3.3. CallMe Service (only with UC Suite)

The CallMe service can be used to define any phone at an alternative workplace as the CallMe destination at which a user can be reached through his internal phone number. A user can make use it to also outgoing calls from the CallMe destination.

- Inbound Calls  
Inbound calls to the user's internal phone number are forwarded to his CallMe destination. User's internal phone number is displayed to the caller. Unanswered calls are forwarded to the voicemail box after 60 seconds.
- Outbound Calls  
For outbound calls, the communication system sets up two connections. It first calls the user at his CallMe destination. If the user answers the call, the communication system then calls the desired destination and connects the user with it. User's internal phone number is displayed at the destination (One Number Service).

If the intended use is set to Desk phone, no dialing can be performed with myPortal to go with CallMe enabled. If the intended use is set to Mobility, calls will be conducted with the set dialing mode on the mobile phone, regardless of the CallMe service.

The CallMe service remains active until your Presence status changes.

### 3.4. Directories

Directories contain user's contacts. A user can search the directory by phone number or by name. Contacts can be added to Favorites List (only with the UC solution UC Smart).

myPortal for go offers the following directories:

- **Personal contacts**  
The personal contacts directory shows the personal contacts of the UC client myPortal Smart. The personal contacts can be maintained with myPortal Smart or by using an Outlook Import via the Web Service Assistant.
- **Internal directory**  
Contains internal subscribers and groups with their presence status and their possible additional phone numbers. The "Display in Directory" feature must be enabled in the communication system for this purpose.
- **External directory (UC Suite)**  
Contains the contacts from the external directory of UC Suite.
- **System directory**  
Contains all speed-dial destinations of the communication system.
- **Mobile directory (not for myPortal to go Web Edition)**  
Contains all the contacts entered at your smartphone.

The contents of the directories can only be accessed via a search.

INFO:

Phone numbers in directories should always be entered in canonical format (e.g., +4989700798765) wherever possible.

#### 3.4.1. Contact Details

The List view of contacts shows the following details in the search results:

- Picture (if present)
- Presence status (only for internal subscribers), possibly with the scheduled time of return and info text
- Name

Clicking on a contact or a hit in the quick search may show the following details:

- Internal call number, Office number
- Mobile number
- External phone number (e.g., Home Office phone number)
- E-mail address
- Mobile phone number for SMS

Info:

Only the name and number are available in the system directory.

#### 3.4.2. Quick Search

User can search directories by name or by the initial letters in a name.

#### 3.4.3. Directories in Offline Mode

Only the local contacts of the smartphone (mobile contacts directory) are available in offline mode

### 3.5. Favorites List

The Favorites List shows all the contacts a user has configured as favorites at a glance. These contacts can also be called very easily directly from the Favorites list.

The Favorites List manages contacts in groups.

In combination with the UC-Smart application, the user can edit his Favorites List within myPortal to go. User can delete contacts from the Favorites List and also delete and rename groups. In addition, you can add contacts from the directories to your Favorites List.

In combination with the UC-Suite application, you cannot edit the Favorites list; this is done via the UC Suite clients (e.g., myPortal for Desktop).

All internal subscribers, that were copied over from the internal directory into the Favorites List can be seen with their respective presence status and connection status (in online mode).

### 3.6. Journal

The Journal is the list of all your inbound and outbound calls and all incoming voice messages. You can use it to quickly and easily call your contacts again or to respond to missed calls.

#### 3.6.1. Filter within Journal

The following filters can be applied through the filter function in the header:

- **Open calls (only with the UC solution UC Smart)**  
List of all incoming and outgoing calls that were not completed. The entry is deleted from this list if the call was successfully completed. Calls that have not yet been completed can be marked as completed and thus deleted from this list.
- **New entries**  
List of all new incoming calls not completed as well as a list of all unheard voice messages.
- After this list has been called up once, the entries are deleted the next time. Exception: voice messages remain in the list until they have been retrieved and played.

- **All entries**  
List of all incoming and outgoing calls and all incoming voice messages.
- **Missed calls**  
List of all incoming and outgoing calls that were not completed.
- **Answered calls**  
List of all incoming and outgoing calls that were completed.
- **Voicemail (see Voicemail)**  
List of all incoming voice messages.

### 3.6.2. Identification of Journal Entries

The entries are identified as follows:

- Inbound call - Answered
- Inbound call - No answer
- Inbound call to a group - Answered
- Inbound call to a group - not accepted
- Inbound call, forwarded or transferred
- Outbound call - Answered
- Outgoing call - No answer
- Outgoing call to a group - Answered
- Outgoing call to a group - No answer

### 3.6.3. Journal Details

The journal details include the date, time and duration of each call, as well as the phone number, if detected. If a journal entry contains more information than the phone number such as the last name and first name, for example, these are also displayed.

If a call was redirected to another subscriber (e.g., because of call pick up), this will be shown to the user via a message text (e.g., Picked up by ...).

A pencil symbol on the right indicates a note.

#### Notes

You can add a note to a journal entry, e.g., "discuss plan B".

#### Journal in Offline Mode

In offline mode, new entries cannot be displayed. All entries since the last connection to the UC Server will no longer be updated. Journal entries can be called back only if a mobile phone number is stored.

## 3.7. Call Number Formats

Call numbers can be specified in different formats

Format	Description	Example
Canonical	Begins with + and always includes the country code, area code and the full remaining station number. Blanks and the special characters + ( ) / - : ; are allowed.	+49 (89) 7007-98765
Dialable	Exactly as you would dial the call number on the	• 321 (internal)

	system telephone in your office, always with the trunk access code.	<ul style="list-style-type: none"> <li>• 0700798765 (own local network)</li> <li>• 0089700798765 (external local network)</li> <li>• 0004989700798765 (international)</li> </ul>
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**INFO:**

If possible, canonical call number format should be used. This ensures that a phone number is always complete, unique and consistent in any situation, even in a network.

### 3.8. Dial Mode

Smartphone users can choose between different dialing modes for outbound calls, depending on which operating mode is set as the intended use.

- **Call through (only in the Mobility mode)**  
If call through is used the mobile phone signals firstly the intention to carry out a call and notifies the destination number to the communication system. Then the phone calls the DISA port of the communication system. After checking the caller ID (CLIP) and the authorization, the communication system connects the dialed destination number to the mobile phone. This call is charged to the mobile phone and to the communication system.(depending on the number dialed). The call through mode is recommended for mobile phone contracts with telephony flat rate.
- **Preferred callback (only in the Mobility mode)**  
In case of callback mode the mobile device signals to the communication system that it intends to call a specific destination number. After authorization check, the communication system first calls to the mobile phone. After call is established to the mobile phone it calls the destination number. Thus, no costs are charged for the mobile phone, but for the system.
- **Associated dialing (only in the Desk Phone mode)**  
myPortal to go controls the connection setup for the desk phone at the workplace.  
If a SIP phone or a SIP soft client is controlled via associated dialing, some CTI features such as consultation holds and conferencing are not available.

#### 3.8.1. Dialing Mode with Intended Use set to Mobility

Dial mode	Description
Call through preferred	<p>The system sets up the connection to your smartphone using Call Through.</p> <p>If call through is used the mobile phone signals firstly the intention to carry out a call and notifies the destination number to the communication system. Then the phone calls the DISA port of the communication system. After checking the caller ID (CLIP) and the authorization, the communication system connects the dialed destination number to the mobile phone. This call is charged to the mobile phone and to the communication system.(depending on the number dialed). The call through mode is recommended for mobile phone contracts with telephony flat rate.</p> <p>Call Through is characterized by:</p> <ul style="list-style-type: none"> <li>• One Number Service</li> <li>• Fast connection setup</li> <li>• CTI call functions available</li> <li>• Useful for mobile phone contracts with a flat rate into fixed networks</li> </ul>

<p>Callback preferred</p>	<p>The system sets up the connection to your Smartphone using callback.</p> <p>In case of callback mode the mobile device signals to the communication system that it intends to call a specific destination number. After authorization check, the communication system first calls to the mobile phone. After call is established to the mobile phone it calls the destination number. Thus, no costs are charged for the mobile phone, but for the system.</p> <p>Callback is characterized by:</p> <ul style="list-style-type: none"> <li>• One Number Service</li> <li>• CTI call functions available</li> <li>• The immediate acceptance of calls by the mobile carrier mailbox must be disabled.</li> <li>• Useful for mobile phone contracts without a flat rate into fixed networks</li> </ul>
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In offline mode (only for Mobility), dialing always occurs via GSM.

### 3.8.2. Dialing Mode with Intended Use set to Desk Phone

Dial mode	Description
<p>Desk Phone dialing</p>	<p>myPortal to go controls the connection setup for the desk phone at the workplace</p> <p>Associated Dialing is characterized by:</p> <ul style="list-style-type: none"> <li>• CTI call functions available</li> <li>• If a SIP phone or a SIP softclient is controlled via associated dialing, some CTI call functions such as consultation holds and conferencing are not available.</li> </ul>

## 3.9. Call Functions

A user can control call functions with myPortal to go. He can also dial phone numbers directly from the Journal, the Favorites list or a directory. Each phone number can be transferred to the phone dialer (Dialpad) with a long tap. Using call functions, the user can access the features of the OpenScape Business communication system.

During a call, buttons for call functions will be displayed. Information and possibly a picture of the caller are displayed together with some of the following functions, depending on the situation:

- Answer call
- Disconnect
- Consultation (Hold / Retrieve call)
- Alternate (Toggle/Connect)
- Redirect (during an incoming call)
- Transfer (during a call)
- Conference (phone-controlled)
- Activate Callback
- MF dialling within connection status

### 3.9.1. Controlling a SIP phone

The following call functions are not available when a controlling a SIP phone:

- Consultation
- Toggle/Connect
- Transfer
- Conference

### 3.10. VoIP client features (optional)

For operation of the VoIP HFA client within myPortal to go a HFA telephony device has to be configured within OpenScape Business. Only an IP User license is required for this user (no Mobility license required).

The VoIP (HFA) client is embedded within the myPortal to go App. It is not available as “stand alone app”. It provides the telephony features of a system Phone with HFA protocol in general, but display, LED indicators and direct station keys are not supported.

The VoIP function can be activated via the User Interface of myPortal to go it provides.

- Answer Call
- Disconnect
- Deflect Call
- Hold Call
- Make Call
- Retrieve Call
- Transfer Call
- Attended Transfer

Note.

The VoIP (HFA) client is a mobile device app, which is operated in parallel to the native telephony application of a smartphone. At the moment no means exist within the smartphone settings to switch off or block the native telephony application in case of use of another telephony client.

This can lead to the effect, that the native telephony application indicates an incoming call while the VoIP client is used for another call.

### 3.11. Voicemail

A user can control the voicemail box of the communication system via the graphical interface of myPortal to go.

- Play Voicemail
- Call back the Sender of a Voicemail
- Move a Voicemail to the read folder
- Move Voicemail to the trash folder
- Mark a Voicemail as new or read

As soon as there is at least one new voicemail, the number of voicemails is displayed within the Voicemail menu button. (UC Smart only, not UC Suite)

myPortal go organizes voicemails under the Journals menu button. The user can set the Voicemail filter via the filter function in the header row.

The number of messages contained in the folder is shown next to the Voice Messages filter (UC Smart only) . On reaching the maximum number of voicemails, user can only receive further messages after deleting a voicemail. The maximum number of voicemails can be configured by the administrator. Played voice messages are deleted after 30 days by default.

Additional Voicemail functions:



- Display Details of a Voicemail
- Identification of Voicemails
  - New voice message
  - Played (read) voice message

### 3.11.1. Voicemails in Offline Mode

In offline mode, only the voice messages that were synchronized at the last connection to the communication system can be displayed. Current voice messages can be retrieved via a GSM call directly to the voicemail box of the communication system (via the Telephone User Interface).

## 3.12. Text messages (SMS, E-mail)

A user can send an SMS or an e-mail to the contacts in the favorites list and the directories.

To send an SMS, a mobile phone number must be stored in the contact and an application for sending SMS must be installed on user's smartphone.

To send an e-mail, an e-mail address must be stored in the contact, an application for sending e-mail must be installed on the smartphone, and an e-mail account must be set up.

## 3.13. Dependencies on UC Application

The myPortal feature set depends on the UC application running on the OpenScape Business. Within the following an overview of the supported features is given.

UC Application		UC Smart		UC Suite	
Feature	netwide	myPortal Smart	myPortal to go	myPortal Desk / Outlook	myPortal to go
<b>Presence status</b>					
User Presence management	■	■	■	■	■
User Presence status presentation	■	■	■	■	■
Telephone Call Status Presentation	■	■	■	■	■
Calendar Integration	■	□	□	■	□
<b>Favorites</b>					
Compact view	■	■	□	■	□
Groups	■	■	■	■	■
<b>Directories</b>					
Personal directory	□	■	■	■	■
Internal directory	■	■	■	■	■
External directory	■	□	□	■	■
System Speed Dials	□	■	■	□	■
Contact within mobile device	□	□	■1	□	■1
Import personal contacts (Windows OS)	■	■	□	■	□
import personal contacts (Mac OS)	■	□	□	■	□
access to Outlook contacts	■	■	□	■	□

UC Application		UC Smart		UC Suite	
Feature	netwide	myPortal Smart	myPortal to go	myPortal Desk / Outlook	myPortal to go
access to LDAP directories	■	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
<b>Journal</b>					
Voice Call Journal	■	■	■	■	■
Voice Mail Journal	■	■	■	■	■
Fax Journal	■	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
<b>Search function</b>					
Within directories	■	■	■	■	■
<b>Voicemail</b>					
Voicemail control	■	■	■	■	■
<b>Fax</b>					
Sending Fax (MS Windows driver)	■	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
<b>Instant Messaging</b>					
Text messages	■	■	<input type="checkbox"/>	■	<input type="checkbox"/>
<b>Telephony Functions</b>					
via OpenScape Business	■	■	■	■	■
<b>Conference Server</b>					
Conference server control	■	■	<input type="checkbox"/>	■	<input type="checkbox"/>
<b>WebCollaboration</b>					
Collaboration with WebCollaboration Server	■	■	■ <sup>2</sup>	■	<input type="checkbox"/>
<b>Other functions</b>					
Key programming	■	■	<input type="checkbox"/>	■	<input type="checkbox"/>

1 only supported by myPortal to App not available within Web Edition

2 Only participation, no creation of web collaboration sessions

# 4. Operation Landscapes

myPortal to go can be operated in two different modes, regardless to the product variant (App or Web-Edition).

- Mobility Mode
- Desk Phone (Office) Mode

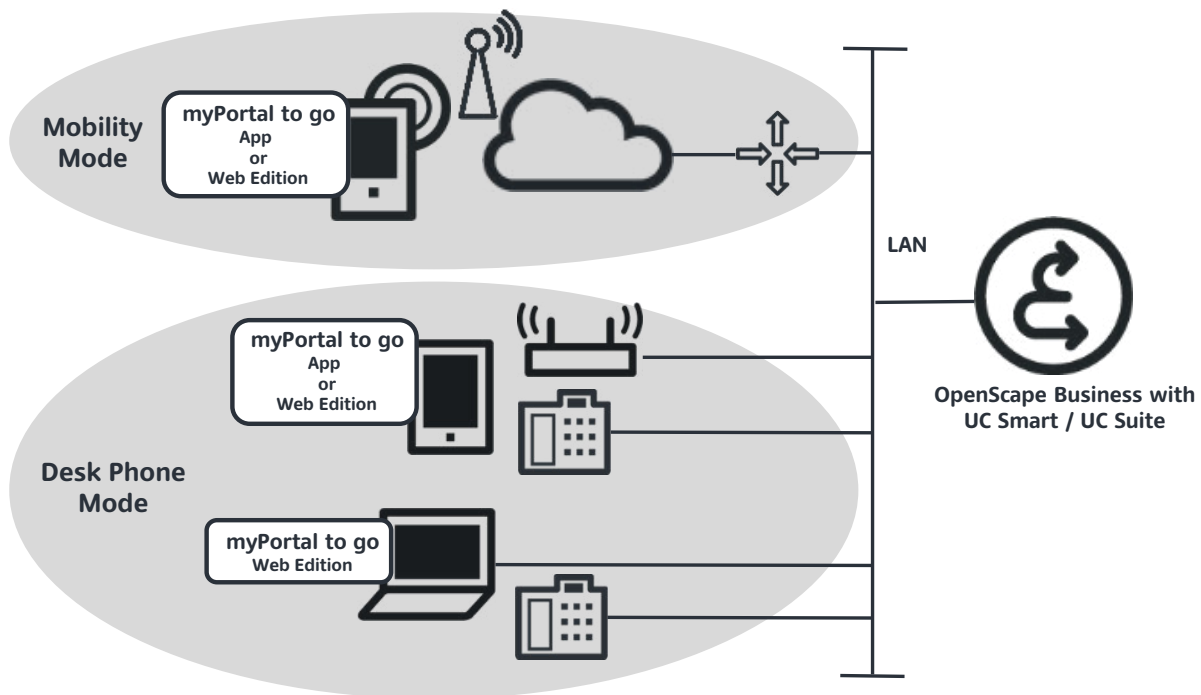


Figure 1 myPortal to go Overview Operation Modes

Depending on the operation mode the network prerequisites and the scope of services of myPortal to go and the OpenScape Business configuration are different.

## 4.1. Mobility Mode

myPortal to go in **Mobility Mode** offers unrestricted access to the telephony and UC features, including One Number Service, regardless of location. A mobility license is required within OpenScape Business for use of the Mobility Mode.

### 4.1.1. Connection to OpenScape Business

Within the Mobility Mode myPortal to go uses a voice and a data connection to OpenScape Business via the mobile public network (GSM/UMTS).

The voice (payload and connection control) data of the mobile phone and the myPortal to go application data are transferred via different gateways and routes to OpenScape Business.:

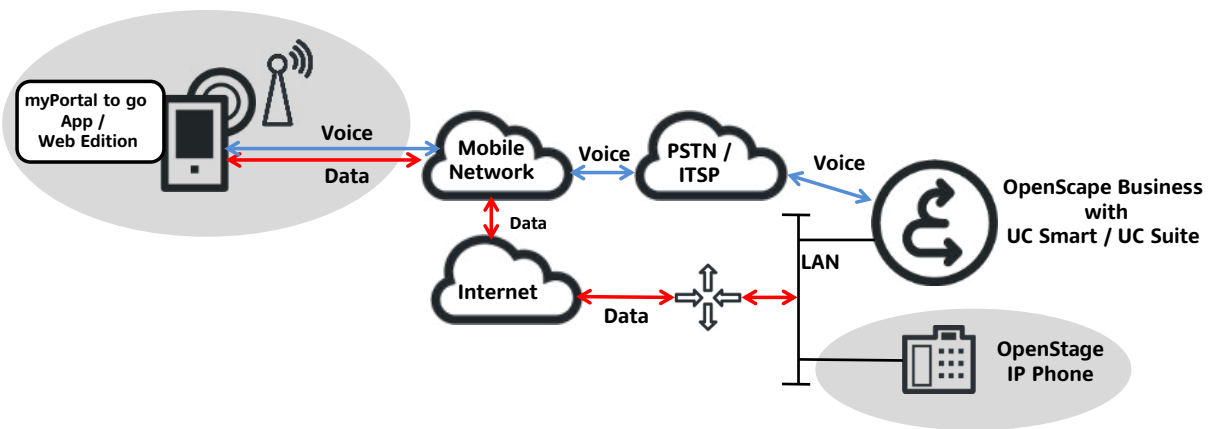


Figure 2 Connection of myPortal to go in Mobility Mode

#### Transfer of voice data

The voice data are transferred by a GSM/UMTS gateway via the public switched network (PSTN) either to an ISDN trunk or to an ITSP trunk. Depending on the kind of trunk the connection is terminated by OpenScape Business either by a Basis Rate- / Primary Rate interface or by a LAN / WAN interface

#### Transfer of application data

The myPortal to go application data are transferred by an GSM/UMTS gateway to the Internet. The connection is terminated by the WAN interface of OpenScape Business or by the LAN interface in combination with an external Internet router.

## 4.2. Desk Phone Mode

myPortal to go in **Desk Phone Mode** uses the UC features and offers a convenient dialing aid for the office phone. Desk Phone Mode does not support One Number Service features (Callback, Call through dialing method). A mobility license is not required for the Desk Phone Mode.

Within the Desk Phone Mode myPortal to go uses only a data connection to OpenScape Business via LAN / WLAN. The telephony features of the mobile phone are independent from myPortal to go. Voice data are transferred via public network (GSM/UMTS). In the following three main connection scenarios are shown.

### 4.2.1. Transfer of application data in office environment

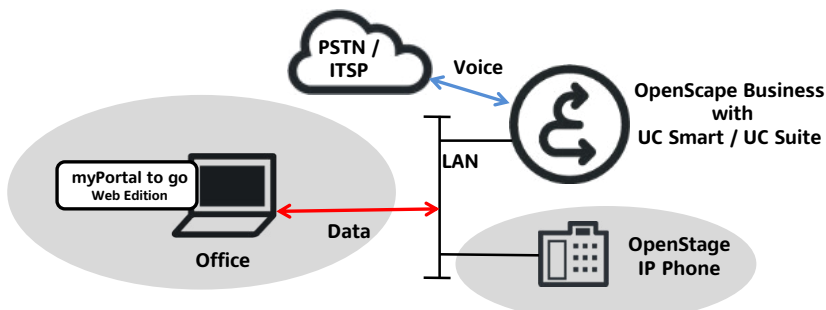


Figure 3 Connection of myPortal to go to OpenScape Business in Desk Phone Mode via LAN

The myPortal to go application (Web Edition) data are transferred via LAN (WLAN). The connection is terminated by the LAN interface of OpenScape Business.

#### 4.2.2. Transfer of application data via private WLAN access point (office environment)

The myPortal to go application data are transferred via private WLAN access point to the LAN. The connection is terminated by the LAN interface of OpenScape Business.

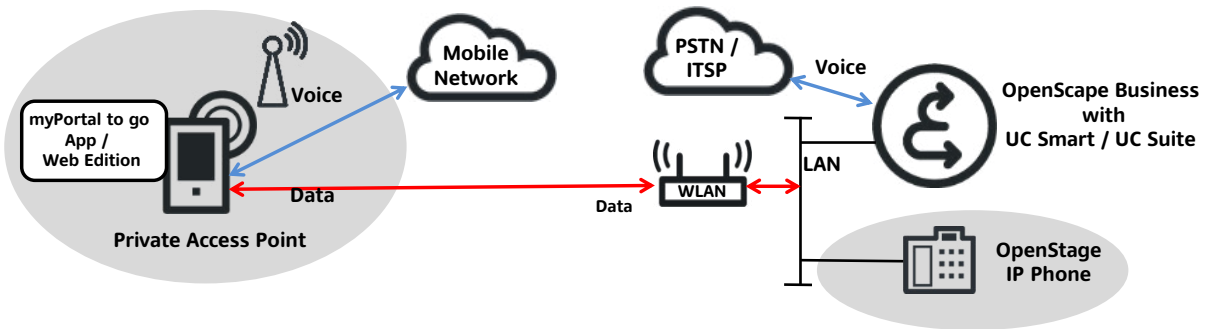


Figure 4 Connection of myPortal to go to OpenScape Business in Desk Phone Mode via Private Access Point

#### 4.2.3. Transfer of application data via public WLAN access point

The myPortal to go application data are transferred via public WLAN hotspot and the Internet to internal LAN. The connection is terminated by the LAN interface in combination with an external Internet router.

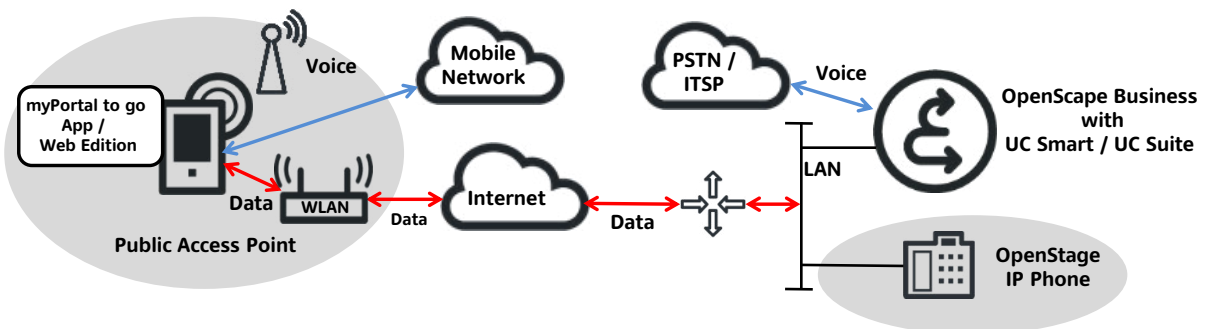


Figure 5 Connection of myPortal to go to OpenScape Business in Desk Phone Mode via Public Access Point

### 4.3. VoIP (HFA) Client Option in Mobile and Desk Phone Mode

The VoIP (HFA) telephony client option of myPortal to go is available in Mobile Mode and Desk Phone Mode. The VoIP telephony client can be used in company Wi-Fi environment. Operation via public Hotspot is planned for a next step.

The VoIP (HFA) client is only available within the mobile App but not within the Web Edition of myPortal to go

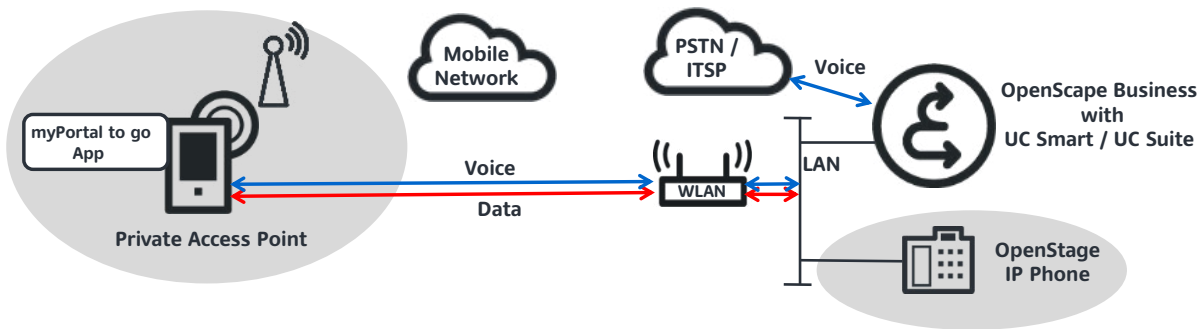


Figure 6 Connection in Mobility Mode with VoIP via Wi-Fi Access Point in the office

Within the VoIP Mode Call through and Callback dial modes are switched off.

In case that VoIP client option is selected and company Wi-Fi network is not available the telephony connection is done by myPortal to go via the mobile network.

For operation a HFA telephony device has to be configured within OpenScape Business the VoIP client can be configured either as a single device or as part of a MULAP group in order to use the Mobility features. For use of the VoIP Client no specific Desk Phone is required.

# 5. Network Infrastructure and Access Scenarios

Depending on LAN/WAN infrastructure (Internet access), on the OpenScape Business model and on the kind of UC application, different access scenarios have to be considered for myPortal to go.

## 5.1. Protocols and Ports

**myPortal to go** connects to the internal web server of OpenScape Business via TCP/IP with the Hypertext Transport Protocol (HTTP / HTTPS). Unencrypted connections to the web server may allow unauthorized access to sensitive data! For security reasons, it is strongly recommended that only an encrypted connection (HTTPS) be used when working with myPortal to go over the Internet.

myPortal to go uses the following ports for communication with the OpenScape Business system:

Protocol	TCP	UDP	Port Number
HTTPS	Yes	No	8802
HTTP	Yes	No	8801
RTP	No	Yes	50xx

Table 1 myPortal to go Used Ports

## 5.2. General Access to OpenScape Business

In general access from the Internet to OpenScape Business can either be done via the LAN or WAN interface. Use of both interfaces in parallel is not possible, as only one default gateway can be configured for the OpenScape Business mainboard. This restriction applies for OpenScape Business X system family only. OpenScape Business S does not provide a WAN interface at the mainboard.

The Internet connection via LAN interface in combination with an external Internet router is the preferred access method from the Internet for myPortal to go:

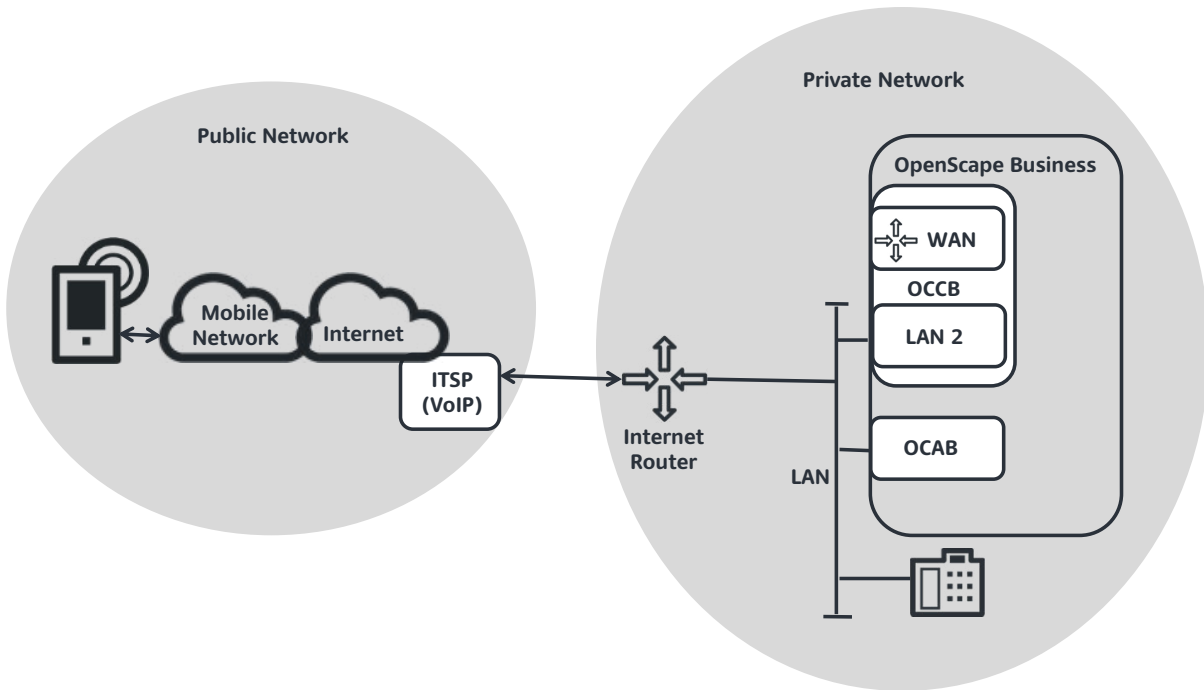


Figure 7 myPortal to go - preferred access scenario

This scenario is characterized by the external Internet router, which manages ISP account data, network address translation and port forwarding. Voice data can be transmitted by ITSP trunks also via the LAN interface



# 6. Prerequisites and Functional Requirements

## 6.1. Prerequisites

### 6.1.1. Mobile Device

In order to use myPortal to go, the smartphone must be equipped with the appropriate hardware and software. The following requirements apply:

- Operating System of mobile device
  - For myPortal to go as Mobile UC App:
    - Android operating system (version 4.0 or higher)
    - Apple iOS (version 6 or higher)
  - For myPortal to go as Web Edition:
    - Mobile web browser with HTML5 support
      - Windows Phone (version 8.0 or higher)
      - BlackBerry (version 10 or higher)
- Display of Mobile Device
  - Touch screen (recommended for ease of use)
  - Display resolution for smartphones:
    - at least 240 pixels \* 320 pixels or higher (recommended: 320 pixels \* 480 pixels)
  - Display resolution for tablet PCs:
    - at least 800 pixels \* 480 pixels or higher (recommended: 1024 pixels \* 600 pixels)

### 6.1.2. OpenScape Business

- DISA phone number  
For the Mobile Callback dialing mode, the DISA phone number must be configured.
- Licenses  
Depending on the operation mode and used features set several licenses are required for a “mobile” user. Details are described within chapter 7 .

### 6.1.3. Infrastructure and Network

- PSTN Network  
Connection of OpenScape Business to PSTN is done by ISDN or IP trunks
  - CLIP No Screening  
You cannot display a caller's number on the mobile station unless it was supplied unverified by the network provider.
  - B channels for external connections  
Every connection of a mobile phone using callback or call through seizes two B-channels.
- Mobile network  
Operation of myPortal to go uses the data and voice channel of the mobile network in parallel.
  - Support for the simultaneous transmission of voice and data through mobile phones and the mobile network
  - 3G data connection, for example, EDGE, UMTS, HSDPA (recommended for smooth service). GPRS can lead to slow page rendering.

- Mobile subscriber CLIP  
The CLIP of the mobile subscriber must be transmitted to the communication system. This must be made available by the network provider.
- Flat rate data plan (recommended for cost reasons), since data volumes of several 100 MB per month may be involved, depending on usage.
- WLAN Network
  - Alternatively to the telephony via mobile network a pure Wi-Fi (WLAN) connection with a SIP client for telephony can be used.
- LAN / Internet Router
  - Network Address Translation (NAT),
  - Port Forwarding (e.g. TCP/443 to internal TCP/8802).
  - DynDNS, for DSL connections without a static IP address,
- Firewall
  - Port8801 (http) and port 8802 (https) must be configured in the firewall. However, it is recommended not to configure any port forwarding for port 8803 (https) in order to access UC Smart Assistant.

## 6.2. Functional Requirements

- Emergency Numbers  
When a mobile user dials an emergency number via the communication system, the location of his or her mobile phone cannot be identified. It is therefore advisable to dial an emergency number directly.
- Dialing internal station numbers  
When dialing internal phone numbers in international format (e.g., 0004989100) at the mobile station, the location number of the communication system must be configured. Otherwise, internal destinations are routed via the exchange, which can result in costs.
- Directory maintenance  
To ensure that the called party can be reached when dialing from directories in all dialing modes, all external phone numbers should be entered in canonical format (e.g., +49 89 100).

# 7. Licensing

For the connectivity of myPortal to go a corresponding licenses are required within OpenScape Business. The kind of license depends on the myPortal to go Operation mode, on the UC application UC Suite or UC Smart and on the user license in general

- IP / TDM user license  
This license is required in order to operate a user within OpenScape Business
- UC Suite / UC Smart license  
Depending on the used UC application one of the following licenses are required per user
  - UC Smart license
  - UC Suite license
  - Groupware license
- Voicemail License (optional)  
The voicemail license is optional per user
- Mobility License  
For utilization of the one number service .a mobility license is required.  
No Mobility User license is required in the Desk phone (control of the Office telephone) mode

## 8. SW Deployment

The myPortal to go app is currently available for Android-based and iOS (Apple) based devices. It can be downloaded free of charge from the appropriate app stores:

Android: <https://play.google.com/store>

iOS: <http://store.apple.com>

# 9. Configuration Example

The configuration of mobile subscribers within OpenScape Business is described within the Administration Manual of OpenScape Business in detail. Within this chapter only the basic configuration steps within OpenScape Business are explained to setup the "Twinning" Mode consisting out of desk phone and smartphone.

## Step 1 - Configure a mobility user using the Wizard

Enter:

- DISA Number in order to enable the One Number Service with call through or callback dialing option.
- GSM Mode for use of the Mobility Mode of myPortal to go
- Trunk access code and Mobile Call number
- Internal call number of Mobility User
- Internal name

leave field "DID" and "User name for myPortal for Mobile" empty

finish this wizard by OK etc.

## Step 2 - Configure a team consisting out of desk phone and mobile using the wizard

- First Telephone: select existing station within the drop down menu to which the mobility user should be added. After pressing OK Name and DID data of the station have been transferred to the Team Number, the original station number has got the prefix \*\*.

All licenses of station 33388 stay at station \*\*33388

- configure the previously configured mobility user as second telephone

Finish this wizard by OK etc.

Step 3 Assign UC login to the new mobility user

- Open Mobility Wizard again and choose the new created mobility user  
choose edit and click into the field "User name for myPortal for Mobile".

Choose the new created group with the number, which was assigned previously to the station, from the drop down menu.

Finish the wizard.

## Step 4 Assign licenses

Open License Management dialog.

Choose Local user Licenses --> Mobility user

- Select new created mobility user and assign the mobility license. (no more licenses are require in this scenario)

- Check the license assignment for the user with prefix \*\* within IP or TDM users, depending on the device. This user requires the IP / TDM user license and additional UC licenses. Check if the original assigned licenses are assigned correctly.

Finish license dialog.

Mobility user should now work in combination with the desk station and UC client. (Correct network and router settings assumed)

## **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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