

FAU Soft Client

Quick Reference Guide

OpenScape Personal Edition

- View and download complete OpenScape User Guides and Quick Reference Guides at http://www.fau.edu/oit/phone/phone_features.php
- Support Services at 7.6235 is avail. Monday – Friday from 8 am to 5 pm for assistance.
- **ALWAYS** exit by **PEARL MENU** then **Exit Openscape** button

STARTING THE PROGRAM:

Double-click on the *OpenScape Desktop Client* on desktop

At initial Logon – if the **Logon** dialog box opens.

>Select or Add a **Profile**.






>Keep the **Language** or select one


> **LIN** number can be blank

>click OK

MAIN Screen display:



FEATURE	Navigation Keys
<p>ANSWERING A CALL</p> <p><i>Note: Unanswered calls will go to your existing voicemail box if you have voicemail.</i></p>	<p>The computer speaker and headset will audibly announce an incoming call AND the bottom right screen will display INCOMING Call box.</p> <p>While soft phone is ringing – click on GREEN </p>
<p>DIALING The PHONE</p>	<p>Enter the phone number you wish to dial. FAU 5 digit dialing is available. Remember to dial 99 then number for outside calls</p>
<p>HOLD <i>Place a caller on hold</i></p>	<p>During a call, click on the hold icon: </p> <p>To release the Call on HOLD:</p> <ul style="list-style-type: none"> • Click the hold icon again:
<p>TRANSFER <i>BLIND Transfer a call to another party</i></p>	<p>To BLIND transfer an active call to another device or subscriber:</p> <p>Right mouse-click in the Call Control area. A context menu opens.</p> <p>Select Transfer to </p> <p>The Transfer call dialog opens. Enter the number of the desired subscriber or select it from the list of numbers already dialed. Click on OK.</p>
<p>CONSULTATION / CONSULT = announce a call, then transfer or conference.</p>	<p>To consult a subscriber during an active call:</p> <p>Right mouse-click in the Call Control area. A context menu opens.</p> <p>Select  Consultation to. The Consultation to dialog opens. Enter the phone number to be dialed. Click on OK.</p> <p>The connection to the original caller is automatically held. Parallel to this, the connection to the consultation call subscriber is set up. Both connections are listed in the Call Control.</p> <p>A click on RED  handset in the consultation call area ends the consultation call. The held call becomes automatically active again.</p> <p>You can toggle back and forth between the 2 calls or transfer the parties as necessary</p>
<p>CONFERENCE Call</p>	<p>When on a consultation call between 2 parties,</p> <p>Right mouse-click and a context menu opens. Select  initiate local conference. All 3 parties are connected to each other. No more participants can be added to the conference.</p>

FEATURE	Navigation Keys
<p>JOURNAL</p>	<p>In the Journal frame, the <i>OpenScape Desktop Client</i> logs all in- and outgoing calls locally on the computer.</p> <p>Furthermore, you can initiate connections to logged calls from the Journal.</p>
<p>CONTACTS</p>	<p>To create a new contact:</p> <p>Click on  in the Contacts frame. Enter the contact data. Click on OK. The new contact is integrated in the contact list.</p> <p>To call a contact from the contact list: Click on the desired contact and double click to start call.</p>
<p>CALL FORWARDING Create first, then can select</p>	<p>To create a new call forwarding destination:</p> <p>Click in the Ribbon > SoftPhone tab >Device Feature group on Call forwardings. Select Add call forwarding. Specify Type, Destination and Optional text. Click on OK. The new call forwarding is created.</p> <p>TO SELECT a CALL FORWARDING Click in the Ribbon > SoftPhone tab >Device Feature group on Call forwardings. Select the desired call forwarding from the list. The call forwarding is active.</p> <p>REMEMBER to REMOVE CALL FORWARDING when you are ready to accept calls again.</p>

- **ALWAYS** exit by PEARL MENU then Exit Openscape button.