Documentation

OpenScape Office V3
myPortal for Mobile

User Guide

A31003-P1030-U103-13-7619

SIEMENS

Siemens Enterprise Communications
www.siemens-enterprise.com

Contents

Contents

1 Introduction

This document is intended for myPortal for Mobile users who are already familiar with myPortal for Desktop and describes its configuration and operation.

1.1 myPortal for Mobile

myPortal for Mobile is a web-based solution for unified communications with mobile telephones and tablet PCs. Besides convenient dialing aids via phone directories and favorites, and information on the presence status of other subscribers, it can, for example, also be used to access voicemails.

myPortal for Mobile offers the following features in addition to telephony:

- Directories
- Favorites List
- Journal
- Presence Status
- Status-based call forwarding
- Voicemail
- SMS (not on every Mobile Phone or tablet PC)

Other features you can use with myPortal for Desktop.

1.2 Types of Topics

The types of topics include concepts and operating instructions.

Type of topic	Contents	Title
Concept	Explains the "What".	Usually without a verb, e.g.: *Call Functions*.
Operating instructions	Describe task-oriented application cases – i.e., the "How" – and assumes familiarity with the associated concepts.	Starts with "How to" followed by a verb, for example: *How to Dial a Call Number*.

Related Topics

- Display Conventions

1.3 Display Conventions

This documentation uses a variety of methods to present different types of information.

Purpose	Appearance	Sample
User Interface Elements	Bold	Click **OK**.
Menu sequence	>	**File > Exit**
Special emphasis	Bold	**Do not delete** Name.
Cross-reference text	Italics	You will find more information in the topic*Network*.
Output	Monospace font, e.g., Courier	`Command not found.`
Input	Monospace font, e.g., Courier	Enter `LOCAL` as the file name.
Key combination	Monospace font, e.g., Courier	`<Ctrl>+<Alt>+<Esc>`

Work Steps and Substeps	Numbered and alphabetical lists	• Configure the DSL telephony stations with the associated DID phone numbers.
		  – Click **Add**.
		  – Enter the name of the Internet telephony station under **Internet Telephony Station**.

Alternative Work Steps	Enumeration	• If you want to output amounts, enable the check box **Display amounts instead of units**. • If you want to output units, clear the check box **Display amounts instead of units**.

Related Topics

- Types of Topics

1.4 User Interface Elements

The user interface of myPortal for Mobile consists of several areas.

Mobile Phone

The main window consists of the following elements:
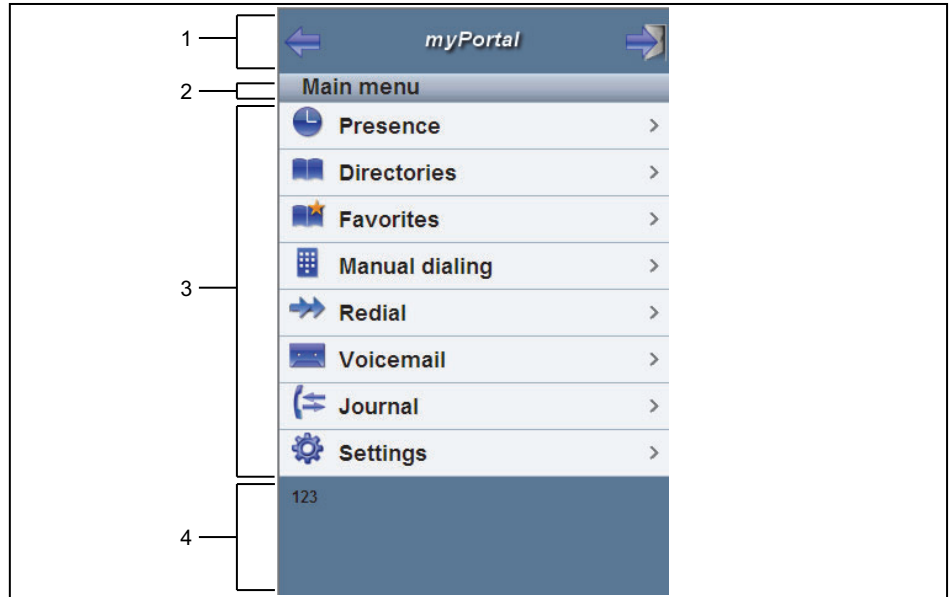
- Header area (1):

Symbol	Function
	Back to last page viewed
myPortal	To main menu
	To logout page

- Menu title (2):
  Shows the title of the current menu or **myPortal** in the main menu
- Workspace (3):
  For lists, the scrolling symbols for **continue** (down) and **back** (up) are shown if required.
- Status bar (4):
  Shows your phone number

Tablet PC

The main window consists of the following elements:
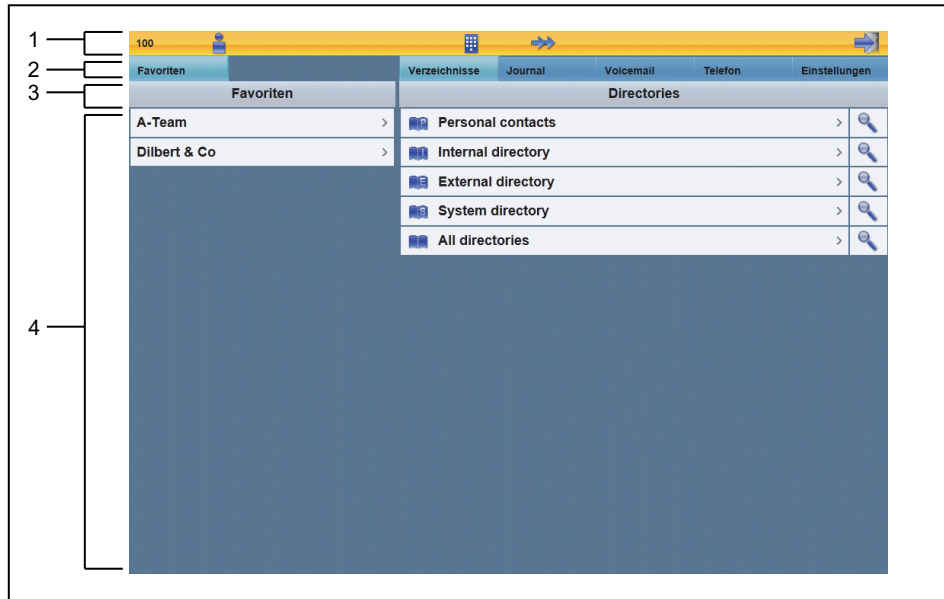
- Header area (1):
  Displays the own phone number on the left

Symbol	Function
	Presence status: • Displays your current presence status. • Provides access to change your presence status.
	Manual dialing
	Redialing
	To logout page

- **Favorites** and tabs for (2) :
    - **Directories**
    - **Journal**
    - **Voicemail**
    - **Phone**
    - **Settings**
- Tab title (3):
  Displays the title of the current tab
- Workspace (4):
  For lists, the scrolling symbols for **continue** (down) and **back** (up) are shown if required.

Related Topics

- Directories
- Favorites List

- Journal
- Calls
- Voicemail
- Configuration

2 Installing and Starting myPortal for Mobile

The use of myPortal for Mobile is subject to specific requirements.

2.1 Prerequisites for myPortal for Mobile

In order to use myPortal for Mobile, the mobile phone must be equipped with the appropriate hardware and software.

The following requirements apply:

Client	Technical Data
myPortal for Mobile	myPortal for Mobile is optimized for presentation on Apple's iPhone and can also be used with several other mobile phones. Depending on which device and operating system is used, the ease of use or function may be affected. The following requirements apply: • Touch screen (recommended for ease of use) • Display resolution of at least 240 * 320 pixels • Internet access • Web browser with JavaScript enabled • 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. • Flat rate data plan (recommended for cost reasons), since data volumes of several 100 MB per month may be involved, depending on usage.
myPortal for Mobile (for Tablet PC)	myPortal for Mobile/Tablet PC is optimized for presentation on Apple's iPad and can also be used with several other tablet PCs. Depending on which device and operating system is used, the ease of use or function may be affected. The following requirements apply: • Touch screen (recommended for ease of use) • Display resolution of at least 800 * 480 pixels Recommended resolution: at least 1024 * 600 pixels • Internet access • Web browser with JavaScript enabled • 3G data connection, for example, EDGE, UMTS, HSDPA (recommended for smooth service). GPRS can lead to slow page rendering. Alternatively: a pure WLAN connection with a SIP client for telephony. • Flat rate data plan (recommended for cost reasons), since data volumes of several 100 MB per month may be involved, depending on usage.

Depending on which device and operating system is used, the ease of use or function may be affected.

Operating systems and reference devices

myPortal for Mobile works with numerous mobile phones and tablet PCs and has been optimized for the following operating systems and reference devices:

Operating system	Reference device
Apple iOS	• Apple iPhone 3GS • Apple iPhone 4 • Apple iPad
Android	• HTC Desire • Motorola Xoom • HTP Flyer
Symbian	• Nokia N97 • Nokia C7-00
BlackBerry OS	• RIM Torch 9800

Support is only provided if a reported problem with a reference device can be reproduced.

For more information on other devices, browsers and operating systems, refer to the Experts wiki at `http://wiki.siemens-enterprise.com/wiki/ myPortal_for_Mobile`.

2.2 How to Create an Icon for myPortal for Mobile

Prerequisites

- You know the Internet address for accessing your communication system with myPortal for Mobile. If you have any questions, please contact the administrator of your communication system.

The icon to be created on the home page of your mobile phone or tablet PC is intended as a shortcut to easily start myPortal for Mobile.

Step by Step

› Create a bookmark on the home page of your mobile phone with the Internet address for accessing your communication system with myPortal for Mobile. Please also read the manufacturer's instructions carefully for the specific procedure to be followed on your mobile phone or tablet PC and web browser. Example for an iPhone or iPad:

a) Open the Internet address for accessing your communication system in Safari with myPortal for Mobile.

Access	Mobile Phone	Tablet PC
encrypted	https://www.example-for-a-domain.com:8802	https://www.example-for-a-domain.com:8802/tablet
unencrypted	http://www.example-for-a-domain.com:8801	http://www.example-for-a-domain.com:8801/tablet

b) Press **+**.

c) Select **Add to Home Screen**.

Related Topics

- How to Start myPortal for Mobile

2.3 How to Start myPortal for Mobile

Prerequisites

- The administrator of your communication system has configured access with myPortal for Mobile for you.

- You know the Internet address for accessing your communication system with myPortal for Mobile. If you have any questions, please contact the administrator of your communication system.

- You have created an entry for myPortal for Mobile in the Favorites list of your web browser or an icon on the home page on your mobile phone or tablet PC.

- You have changed your password in a UC PC client or at the phone menu of the voicemail box to at least 6 digits.

- Cookies are enabled in the web browser of your mobile phone or tablet PCs.

- You are currently not using myPortal for Mobile on another mobile phone.

Step by Step

1) Open myPortal for Mobile via your Favorites list or by using the icon on the home page of your mobile phone or tablet PC.

> **INFO:** The concurrent usage of myPortal for Mobile with myAgent under the same user name is not supported.
>
> Your user name and password are stored using a cookie in the web browser, provided the administrator of your communication system has not disabled cookies. Consequently, you should protect your mobile phone or tablet PC against access by other people. Otherwise, unauthorized users could, for example, potentially access your voicemails or redirect your station number to external toll-based destinations.

2) Enter your call number in the **User Name** field of the Login window.

> *INFO:* The user name is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

3) Enter your **Password**.

> *INFO:* The password is identical for myPortal for Desktop, myPortal for Outlook, myPortal for Mobile, myPortal for Zimbra, myAttendant and myAgent.

> *NOTICE:* If the wrong password is entered five times, your access will be locked temporarily. A login of this user will only be possible again after a period of 15 minutes.

4) Click **Login**.

> *INFO:* You are automatically logged off after an extended period of inactivity. You will need to restart myPortal for Mobile to continue using it.

Related Topics
- How to Create an Icon for myPortal for Mobile
- How to Change the User Interface

2.4 How to Exit myPortal for Mobile

Step by Step

1) Click in the header area on the **Logout** symbol.

2) Click **Logout**.

Related Topics
- How to Change the User Interface

3 First Steps

The First Steps describe the recommended actions to be taken right at the beginning.

3.1 How to Select the User Interface Language

Step by Step

1) Click **Settings**.

2) Select the desired language in the **Language** drop-down list.

3) Click **Set**.

3.2 How to Enable or Disable Touchscreen Support

Step by Step

1) Click **Settings**.

2) Select one of the following options in the **Touchpad** drop-down list:

   • If you want to enable Touchscreen support, select the option **Yes**.

   • If you want to disable Touchscreen support, select the option **No**.

3) Click **Set**.

4 Unified Communications

Unified Communications offers various features such as presence status and voicemails with the myPortal for Desktop, myPortal for Outlook, myPortal for Zimbra und myPortal for Mobile clients.

4.1 Presence Status

The Presence status indicates the availability of internal subscribers (including Mobility Entry subscribers) in the Favorites list, the internal directory and via voicemail announcements.

You can change your Presence status in myPortal for Mobile and also in the Phone menu of the voicemail box. For every change in the Presence status (except for **Office** and **CallMe**), you also define the scheduled time of your return to the **Office** or **CallMe** status.

The following symbols are available for the Presence status:

Symbol	Presence status	Availability
	Office	Available at the normal workplace
	CallMe	Available at an alternative workplace (only incoming calls are supported)
	Meeting	Absent
	Sick	Absent
	Break	Absent
	Out of the Office	Absent
	Vacation	Absent
	Lunch	Absent
	At home	Absent

The symbol of your current presence status is displayed at the following location, possibly with the scheduled time of your return or the CallMe destination:

- Mobile phone: main menu, next to **Presence**
- Tablet PC: header area, next to the own phone number

Call Forwarding to the Voicemail Box

If your Presence status is not **Office** or **CallMe**, the communication system redirects calls to you to your voicemail box by default and notifies the callers via status-based announcements about the nature of your absence and the scheduled time for your return.

Related Topics

- Directories
- Favorites List

4.1.1 How to Change the Presence Status to Absent

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on one of the following Presence statuses: **Meeting**, **Sick**, **Break**, **Out of the Office**, **Vacation**, **Lunch** or **At home**.

3) If you want to specify an info text for the Presence status, enter it in the text field.

4) Click on the + and - buttons for the scheduled **Return date and time**.

5) Click on **Set presence date/time**.

Related Topics
- How to Change the Presence Status to Office

4.1.2 How to Change the Presence Status to Office

INFO: You can also return to the **Office** presence status by deactivating the call forwarding at the telephone.

Step by Step

1) Click on **Presence** or on the icon for your presence status.

2) Click on **Office**.

3) Click on **Office**.

4) If you want to specify an info text for the Presence status, enter it in the text field.

5) Click **Set**.

Related Topics
- How to Change the Presence Status to Absent

4.2 Directories and Journal

Directories, the Favorites List and the Journal organize contacts and calls.

4.2.1 Directories

Directories organize your contacts.

myPortal for Mobile offers the following directories, which are independent of the contacts of your mobile phone or tablet PC:

Symbol	Directory
	Personal contacts These are contacts from the personal directory of myPortal for Desktop as well as Outlook contacts imported via the Web Services Assistant.
	Internal Directory: Contains internal subscribers in the same network node with their Presence and Connection statuses (only system telephones) and possibly their additional phone numbers, provided the subscriber has made these numbers visible to others.
	External Directory: Contains contacts from the external directory (corporate directory and possibly a public Exchange folder).
	System directory: Contains all speed-dial destinations of the communication system.
	All directories: Shows the entries from all directories.

> *INFO:* Phone numbers in directories should always be entered in canonical format, if possible.

Contact Details

The List view of contacts shows the following details:
- Presence status (only for **Internal Directory**), possibly with planned time of return and info text
- Name
- Phone number(s):

Symbol	Phone number
![business icon]	**Phone No. Business**
![mobile icon]	**Phone No. Mobile**
![home icon]	**Phone No. Home**

Text search

You can search the directory by name or by portions of names. The directories are searched in the order shown in the table above.

Index search

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

Related Topics

- User Interface Elements
- Presence Status
- Favorites List
- How to Make a Call from the Directory
- How to Make a Call from a Directory Search
- How to Import Outlook Contacts
- How to Delete Imported Outlook Contacts
- How to Redirect a Call
- How to Initiate a Consultation Hold
- How to Transfer a Call

4.2.1.1 How to Send an SMS from the Directory

Prerequisites

- The relevant contact contains a mobile phone number.

  INFO: This feature is not available on every mobile phone or tablet PC.

Step by Step

1) Click **Directories**.

2) Click on one of the directories, i.e., **Personal Contacts**, **Internal Directory**, **External Directory** or **System directory**.

3) Click on the desired contact.

4) Click **Send SMS**.

Next steps

The user interface of your mobile phone or tablet PC for sending an SMS is opened with the corresponding mobile phone number. Write and send the SMS as usual.

4.2.2 Favorites List

The Favorites List shows you all the contacts you have configured as favorites in myPortal for Desktop at a glance. These contacts can also be called very easily directly from the Favorites list. All internal subscribers with system telephones that are located in the same network node can be seen with their respective presence and connection statuses.

Outlook contacts

If you want your Favorites to include Outlook contacts, you will need to import them yourself.

Index search

You can search the Favorites list by name or by the initial letters in a name.

Related Topics

- User Interface Elements
- Presence Status
- Directories
- How to Make a Call from the Favorites List
- How to Redirect a Call
- How to Initiate a Consultation Hold
- How to Transfer a Call
- How to Import Outlook Contacts

4.2.3 Journal

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

Folder for Call Types

The calls are arranged on the following tabs:

Symbol	Folder
	All calls
	Missed
	Answered
	Inbound
	Outbound

Grouped by time period

The calls in all folders are grouped by time periods (e.g., **Today**, **Yesterday**, etc.). The number of Journal entries is displayed on the right of the group designation in parentheses.

Call Details

Every call is shown with the Date and Time and, if available, with the **Call Number**. If a directory contains further details on the call number such as the **Last Name** and **First Name**, then this information is also shown.

Related Topics
- User Interface Elements
- How to Make a Call from the Journal

4.2.3.1 How to Display Details of a Journal Entry

You can view the following details about a journal entry:
- Own phone number
- Phone number of the caller, if present)
- First Name (if present)
- Last Name (if present)
- Start of the call
- End of the call
- Duration
- Information on whether or not the call was answered

Step by Step

1) Click **Journal**.

2) Click on the desired folder.

3) Click on the entry for the desired time period.

4) Click on the desired journal entry.

5) Click on the **View Journal Entry Details** symbol.

4.3 Calls

A number of convenient features such as calling from a directory, favorites list or journal are available for making calls.

Related Topics
- User Interface Elements

4.3.1 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 phone, always with the trunk access code.	• 321 (internal) • 0700798765 (own local network) • 0089700798765 (external local network) • 0004989700798765 (international)

> **INFO:** If possible, you should always use the canonical call number format. This ensures that a phone number is always complete, unique and consistent in any situation, even in a network.

When dialing an external station (dialable format) manually, the CO access code must always be dialed as well. The CO access code must likewise also be specified when manually entering the destination number for the CallMe service in myPortal for Desktop and myPortal for Outlook.

When dialing an external phone number in dialable format from a directory and when using the Desktop Dialer and Clipboard Dialer, the communication system automatically adds the CO access code (route 1). The automatic addition of the

CO access code also occurs when you select a phone number of your own personal data (**Mobile number**, **Private Number**, **External Number 1**, **External Number 2**, etc.) as a destination number for the CallMe service.

> *INFO:* For calls within the USA via CSTA to a number in canonical format, phone numbers are converted to the dialable format.

Related Topics

• How to Dial a Number Manually

4.3.2 Dial mode

You can choose between different dialing methods for outbound calls.

Dial mode	Description
Call through	• The system sets up the connection to your mobile phone or tablet PC using call-through. • ONS (One Number Service) • Fast connection setup • CTI call functions available • Useful for mobile phone contracts with a flat rate into fixed networks
Callback preferred	• The system sets up the connection to your mobile phone or tablet PC using callback. • ONS (One Number Service) • CTI call functions available • The immediate acceptance of calls by the mobile carrier mailbox must be disabled. • Useful for mobile phone contracts without a flat rate into fixed networks

Dial mode	Description
SIP preferred	• A SIP soft client present on the phone or tablet PC sets up the connection. • CTI call functions available (controlled through SIP soft client) • Usage via a WLAN is possible, if supported by the mobile phone or tablet PC • Not supported by all SIP soft clients • Not supported by all operating systems • Please note that some restrictions for VoIP may have been set by your mobile carrier.
Associated Dialing	• for tablet PCs without GSM • The tablet PC controls the connection setup to the phone at your workplace. • CTI call functions available (when using OpenScape Office HX, only for HFA telephones and U_{p0} telephones)

GSM preferred	• Phone numbers of personal contacts must be in canonical format.
	
	• The mobile phone or the tablet PC sets up the connection directly via the mobile service.
	
	• Applies only to
	  – Manual dialing
	  – Personal contacts
	  – External directory
	
	• Connectivity, when ONS (One Number Service) is not desired.

Related Topics

• How to Configure the Dialing Method

4.3.3 Call handling

You can configure how myPortal for Mobile should respond to calls.

Call handling	Description
Only change icon	• The button for CTI call functions appears
Bring to foreground	• The menu for CTI call functions opens automatically
Disabled	• No action

Related Topics

• Call Functions

• How to Configure Call Handling

4.3.4 Call Functions

You can control call functions with myPortal for Mobile. You can also dial phone numbers directly from the Journal, the Favorites list or a directory.

How to Answer Calls

To do this, use your mobile phone or tablet PC as usual. Depending on which device you are using, you may subsequently have to switch to myPortal for Mobile in the web browser manually.

CTI Call Functions

Using CTI call functions, you can access the features of your communication system on your mobile phone or tablet PC. The following buttons for CTI call functions are available in the header line of all menus, provided **Only change icon** is configured in the call handling:

Symbol (mobile phone)	Symbol (tablet PC)	Description
		Call Functions Appears during • an incoming call • an ongoing call You can switch to the menu for CTI call functions by clicking on it.

The menu for CTI call functions shows the communication partners and, depending on the situation, some of the following buttons:

Symbol	Description
	Disconnect
	Consultation
	Alternate (Toggle/Connect)
	Redirect (during an incoming call) **Transfer** (during a call)
	Conference (phone-controlled)

Related Topics
• Call handling

4.3.4.1 How to Redirect a Call

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Redirect**.

3) Click **Dial**.

> *INFO:* As an alternative to dialing manually, you can select the desired destination via the **Favorites**Directories **or** Redial **list.**

4) Enter the phone number in dialable format on the displayed dial pad.

5) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Directories
- Favorites List

4.3.4.2 How to Dial a Number Manually

Step by Step

1) Click on **Manual dialing** or on the icon for manual dialing.

2) Enter the phone number in dialable format on the displayed dial pad.

3) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Call Number Formats

4.3.4.3 How to Redial

Step by Step

1) Click on **Redial** or on the icon for redialing.

2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.

3) Click **Dial**.

4.3.4.4 How to Delete a Phone Number from the Redialing List

Step by Step

1) Click on **Redial** or on the icon for redialing.

2) Select the desired phone number from the drop-down list of up to ten of the last dialed numbers.

3) Click on the **Delete** symbol.

4.3.4.5 How to Make a Call from the Directory

Step by Step

1) Click **Directories**.

2) Click on **Personal Contacts**, **Internal Directory**, **External Directory**, **System directory** or **All directories**.

3) Click on the desired contact.

4) Click on the desired phone number.

Related Topics
- Directories

4.3.4.6 How to Make a Call from a Directory Search

Step by Step

1) Click **Directories**.

2) If you want to search in only a specific directory, click on the appropriate directory. Otherwise, all directories are searched.

3) Select one of the following options:

- For a text search, enter the search term in the **Name or first letter** field and click **Search**.

- For an index search, click on the ABC button and then on the appropriate letter.

4) Click on the desired contact in the hit list.

5) Click on the desired phone number.

Related Topics
- Directories

4.3.4.7 How to Make a Call from the Favorites List

Step by Step

1) If you are using a mobile phone, first click on **Favorites**.

2) Click on the desired group in **Favorites**.

3) Click on the desired subscriber.

4) Click on the desired phone number.

Related Topics
- Favorites List

4.3.4.8 How to Make a Call from the Journal

Step by Step

1) Click **Journal**.

2) Click on the desired folder.

3) Click on the entry for the desired time period.

4) Click on the desired journal entry.

5) Click on the handset symbol.

Related Topics
- Journal

4.3.4.9 How to Initiate a Consultation Hold

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Consultation**.

3) Click **Dial**.

> *INFO:* As an alternative to dialing manually, you can select the desired destination via the **Favorites**Directories **or** Redial **list.**

4) Enter the phone number in dialable format on the displayed dial pad.

5) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Directories
- Favorites List

4.3.4.10 How to Alternate between two Parties

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

- You are talking to one party while holding another party.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Alternate (Toggle/Connect)**.

4.3.4.11 How to Transfer a Call

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

- You are talking to one party, while the other party is on hold.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Transfer**.

3) Click **Dial**.

> *INFO:* As an alternative to dialing manually, you can select the desired destination via the **Favorites**Directories **or** Redial **list.**

4) Enter the phone number in dialable format on the displayed dial pad.

5) Click on the green handset symbol in the displayed dial pad.

Related Topics
- Directories
- Favorites List

4.3.4.12 How to Initiate a Conference

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

- You are talking to one party, while the other party is on hold.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Conference**.

4.3.4.13 How to End a Call

Prerequisites

- Call handling has been activated.

- The dialing method **Call through**, **Callback preferred**, **SIP preferred** or **Associated dialing** has been configured.

Step by Step

1) Click on the **Call Functions** icon (if required) to go to the CTI Call Functions menu.

2) Click **Disconnect**.

> **INFO:** Alternatively, you can end a call as usual with your mobile phone or tablet PC.

4.4 Voicemail

You can listen to voicemails in the voicemail box of the communication system and call the respective senders.

New Voicemail Indicator

As soon as a new voicemail is received, this is indicated for **Voicemail** in the main menu with a red exclamation mark.

> **INFO:** In order to always use myPortal for Mobile with only the voicemail box of the communication system, you should disable the mailbox from your mobile carrier.

Folders for Voicemail

myPortal for Desktop organizes voice messages in the following folders:

Symbol	Folder
	Inbox
	Played
	Saved

The number of messages received is shown next to the folder name.

Voicemail functions

The following symbols identify voicemail functions:

Symbol	Function
	Show voicemail details
	How to Move a Voice Message
	Call sender
	Play back voicemail

Listening to Voicemail

When a new voice message is listened to for the first time, the communication system moves it automatically from the **Inbox** folder to the **Played** folder.

Related Topics

- User Interface Elements

4.4.1 How to Listen to a Voicemail

Prerequisites

- Your Presence status is **Office**.

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on the **Play Message** symbol.

Next steps

Accept the call from the voicemail box.

4.4.2 How to Call the Sender of a Voice Message

Prerequisites

- The caller's phone number has been transmitted.

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on the **Call sender** symbol.

4.4.3 How to Delete a Voicemail

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on das **Move Message** symbol.

5) Click **Delete voicemail**.

4.4.4 How to Move a Voice Message

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on das **Move Message** symbol.

5) Click on the folder to which you want to move the voice message.

4.4.5 How to Display Details of a Voicemail

You can view the following details about a voicemail:
- Date
- Time
- Length
- Priority
- Phone number of the sender (if available)

Step by Step

1) Click **Voicemail**.

2) Click on the desired folder.

3) Click on the desired voicemail.

4) Click on the **View Voicemail Details** symbol.

5 Configuration

You can configure myPortal for Mobile in accordance with your requirements.

> *INFO:* When you make multiple changes under **Settings**, it is sufficient to simply click **Set** just once at the end.

Related Topics
- User Interface Elements

5.1 How to Configure the Dialing Method

Step by Step

1) Click **Settings**.

2) In the **Dial mode** drop-down list, select either **Call through**, **Callback preferred**, **SIP preferred**, **Associated dialing** or **GSM preferred**.

3) Click **Set**.

Related Topics
- Dial mode

5.2 How to Configure Call Handling

> *NOTICE:* When call handling is enabled, high data volumes will be transmitted over the mobile network.

Step by Step

1) Click **Settings**.

2) Select one of the following options in the **Call handling** drop-down list:
   - If you want to enable call handling, select either **Only change icon** or **Bring to foreground**.
   - If you want to disable call handling, select Deactivate.

3) Click **Set**.

Related Topics
- Call handling

5.3 How to Configure the Display Resolution

Prerequisites

- You are using a mobile phone.

The presentation is optimized for a resolution of 320 x 480 (HVGA). Most web browsers automatically scale the display to the actually available resolution. If the presentation in your web browser is not satisfactory, you can adjust the resolution of the web pages of myPortal for Mobile. The following additional resolutions can be selected: 360 x 640 (nHD) and 240 x 320 (QVGA) pixels.

Step by Step

1) Click **Settings**.

2) Select the desired resolution in the **Display Resolution** drop-down list. If in doubt, note that the horizontal resolution is significant here.

3) Click **Set**.

Related Topics
- How to Restore the Display

5.4 How to Configure the Number of List Entries per Screen

Step by Step

1) Click **Settings**.

2) Select the desired number in the **List entries per screen** drop-down list.

3) Click **Set**.

5.5 How to Configure the Font Size

Step by Step

1) Click **Settings**.

2) Select the desired value in the **Font size** drop-down list.

3) Click **Set**.

Related Topics
- How to Restore the Display

5.6 How to Configure the Refresh Interval for the Screen

This option enables the dynamic content in specific menus to be automatically refreshed.

> *NOTICE:* This setting is only available when call handling is enabled.
>
> The auto refresh causes high data volumes to be transmitted over the mobile network.

Step by Step

1) Click **Settings**.

2) Select the desired value in the **Auto Refresh** drop-down list.

3) Click **Set**.

5.7 How to Change the User Interface

Step by Step

1) Click **Settings**.

2) Select the desired user interface from the **Skin** drop-down list.

3) Click **Set**.

4) Exit myPortal for Mobile.

5) Depending on which web browser you are using, select one of the following options for the change to take effect:

- Clear the browser cache and close the web browser.

- Close the web browser, open it again and then clear the cache of your web browser.

Next steps

Start myPortal for Mobile again.

Related Topics
- How to Exit myPortal for Mobile
- How to Start myPortal for Mobile

5.8 myPortal Web Services Assistant

myPortal Web Services Assistant is the web-based application for special configuration tasks of myPortal for Mobile by subscribers.

myPortal Web Services Assistant can be used in:
- the web browser of the PC
- the web browser of the mobile phone or tablet PC (with reduced ease of use)

myPortal Web Services Assistant is required for the following tasks:
- Importing Outlook contacts into myPortal for Mobile
- Deleting imported Outlook contacts
- Restoring the display on the mobile phone or tablet PC if it becomes unreadable due to a wrong configuration

myPortal Web Services Assistant offers further configuration options, but these also available directly in myPortal for Mobile.

5.8.1 How to Start the myPortal Web Services Assistant

Prerequisites

- You know the Internet address for accessing your communication system with myPortal Web Services Assistant. If you have any questions, please contact the administrator of your communication system.

Step by Step

1) Open the Internet address for accessing your communication system with myPortal Web Services Assistant in the web browser by entering `www.example-for-a-domain.com:8802/admin` (encrypted https) or `www.example-for-a-domain.com:8801/admin (unencrypted), for example.`

2) Enter your user name for myPortal for Mobile in the **Name** field. This is usually your station number. If you have any questions, please contact the administrator of your communication system.

3) Enter your password for myPortal for Mobile in the **Password** field.

4) Click **Login**.

5.8.2 How to Import Outlook Contacts

Prerequisites

- Your Outlook contacts contain phone numbers in canonical format.

- You have started myPortal Web Services Assistant in the web browser of the PC on which Outlook is running.

Step by Step

1) Click on **Administration > Import Contacts**.

2) If you do not want to import Outlook contacts that contain no phone numbers, select the check box **Do not import contacts without phone numbers**.

3) Click **Start Import**.

> *INFO:* Refer to the notes provided in myPortal Web Services Assistant about security warnings at this point and grant the appropriate access to perform the import.

Related Topics
• Directories
• Favorites List

5.8.3 How to Delete Imported Outlook Contacts

Prerequisites

• You have started myPortal Web Services Assistant.

Step by Step

1) Click on **Administration > Delete imported contacts**.

2) Click on **OK** twice.

Related Topics
• Directories

5.8.4 How to Restore the Display

Prerequisites

• You have started myPortal Web Services Assistant.

Proceed as follows to restore the display on the mobile phone or tablet PC if it is no longer readable due to a wrong configuration.

Step by Step

1) Click **Administration > User Management**.

2) Select a suitable setting in the **Display resolution** drop-down list.

3) Select a suitable setting in the **Font size** drop-down list.

4) Click **Save**.

Related Topics

- How to Configure the Display Resolution
- How to Configure the Font Size

Index

V
Vacation 16
voicemail 31
    delete 31
    listen to 31