Information

myPortal entry Web Services
The Unified Communications entry solution for small and medium-sized enterprises.

myPortal entry Web Services provide full mobility, presence status functions, CTI, call journals, directory access and voicemail requests, regardless of whether at the office workstation or while traveling on the user's cell phone.

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The ideal Unified Communications entry solution

Maximum flexibility

myPortal entry Web Services offer the optimal Unified Communications entry solution for the HiPath communications system. This solution comes in three different user interfaces that are perfectly suited for different working environments. Mobile employees access Unified Communications services via myPortal web, a mobile client which offers an optimized display for smartphones. Employees in the office principally use the myPortal entry Desktop Client on the PC or the myPortal for OpenStage Client based on the latest Widget technology on their phone.

Presence status display

myPortal entry Web Services end the uncertainty of if and how to reach employees. See their availability at a glance, no matter where the employees happen to be at that moment and when they can be reached again.

With myPortal entry Web Services, users can specify their own presence status (e.g. "Office", "Meeting", "Gone Out", etc.) as well as when they expect to be back, and in this way inform employees and colleagues of their availability. Not only does this work on the user's PC and OpenStage telephone in the enterprise, but also while traveling from the user's cell phone. The current presence status setting of other employees is updated on the user's PC or cell phone. This lets them determine immediately whether or not a particular employee is reachable.

Optimally reachable through status-dependent call forwarding

Each employee can set up specific call forwarding numbers for each presence status. When employees then change their presence status, myPortal entry Web Services automatically forwards calls and thus ensures reachability. Lost calls are a thing of the past.

Single voicemail

Back from a meeting or from "Gone Out", it is no longer necessary to request the voice messages from a variety of mailboxes. The voicemail function of the communications system can be used as the sole voicemail box instead.

Control these comfortably via the graphical user guidance on the smartphone or on the PC workstation. Of course, voicemails can also be requested over the telephone by conventional means.

All incoming calls can be directed to users' voicemail boxes based on their current presence status and have the myPortal entry Web Services inform them of any voice messages. The voicemail journal can be used to obtain additional information on the call.

Call journal with call re-scheduling

The call journal clearly records all incoming and outgoing calls, even if the PC or smartphone is switched off. This gives an instant overview of missed calls so they can be called back. Callbacks can be made directly from the journal with a simple click of the mouse. If the contact needs to be called back later, the automatic call re-scheduling feature is ideal. Employees can also make notes to refresh their memories when the re-scheduled call is placed.

Directories

The myPortal entry Web Services provide access to the centrally stored phone numbers and enable personal Outlook contacts to be imported. The multi-directory search function can be used to quickly find the particular contact.

Call control

Using myPortal entry, users can operate their telephones from their office PC and accept incoming calls by mouse click. Select the call or voicemail journal directly from the directories to avoid misdialing. Alternatively, the phone numbers can also be entered directly or using the redial feature.

Users can dial from their cell phones using the myPortal entry Web Services directories or they can enter the numbers manually. The callback or call-through function of the user's communications system can be applied to lower costs.

Incoming calls are always presented on the cell phone in the usual way, regardless of whether they were received directly or via the callback function of the communications system.

Make optimal use of existing telephone rates

With myPortal entry Web Services, mobile employees can place every call at the best rate via the communications system using the One Number Service.

One Number Service

From now on, contacts only need a single phone number to reach a specific employee. The One Number Service ensures that they are always available under the same number and that the number stored for them in the system is displayed to the called party for outgoing calls. This function is active, regardless of whether they are using the office or cell phone.

myPortal web

myPortal web is the user interface for mobile employees who use a smartphone with a graphic user interface such as the Apple iPhone. No additional software needs to be installed on the smartphone to use this feature. The user interface, which is optimized for mobile use, offers the user the following functions:

Presence functionality

The following presence status settings can be displayed:

- Office
- Meeting
- Sick
- Break
- Gone Out
- Vacation
- Lunch
- Gone home

The currently selected presence status, together with the time the user expects to return, is displayed in the main menu by the appropriate symbol and is visible to all other myPortal web/myPortal entry services users. The call forwarding associated with each presence status is retained even after myPortal web is closed or the smartphone is switched off.

Call Control

Outgoing dialing

myPortal web enables users to establish a connection and dial phone numbers directly from the user interface. Calls can be dialed via a dial-up keypad directly from the directories or from the voicemail journal.

Manually dialing phone numbers works the same as dialing from an office phone (e.g. pressing "0" to dial out). In addition, the canonical format is supported.

Redial function

If it was not possible to reach a contact, the redial function can be used to conveniently dial the phone number again.

Incoming calls

Incoming calls are indicated according to the setting on the smartphone and are accepted using the normal smartphone operating procedures.

Ending a call

Existing calls can be ended using the normal smartphone operating procedures.

Optimal rate utilization

The callback or call-through procedure offered by the communications system guarantees optimal utilization of existing communication rates.

Callback procedure

The callback procedure is primarily used for special rates or flat rates that apply when connecting calls from the communications system to the wireless network.

Call-through procedure

The call-through procedure, in contrast, uses the special rates of existing wireless contracts for dialing into the fixed network.

On the myPortal web user interface, the user can individually set the dialing procedure that should be given preference.

One Number Service

If the outgoing calls are established via the communications system using the callback or call-through procedure, the called party sees the user phone number stored in the communications system rather than the smartphone number.

Telephone directories

Independent of the smartphone contact directory, myPortal web offers the user three telephone directories with a search and dial function.

Internal phone book with presence status

The internal phone book contains all internal users of the communications system, including their current presence status.

Personal contacts

The personal contacts contain contact data entered via myPortal entry or imported from Microsoft Outlook. The personal contact data can store three different phone numbers in addition to the first and last name.

System phone book

All contacts entered as a speed dialing destination in the communications system are available in the system phone book.

The dialing procedure set for using the One Number Service is used when dialing from the phone books.

Call journal

myPortal web records data on all incoming and outgoing calls in the call journal, even when the smartphone is switched off. The call journal offers various filter functions for incoming, outgoing and rejected calls.

Voicemail query and control

myPortal web displays voicemails received for the user in the communications system. In the special voicemail menu, the number of voicemail messages is grouped by the number of new voice messages during the user's absence, the number of new voice messages and the number of messages that have already been listened to.

In addition to the playback function through a call of the voicemail on the smartphone, myPortal web provides additional control functions:

- Skip to the next message
- Skip to the previous message
- Delete
- Playback on a freely configurable (mobile) phone

During the voicemail playback, the phone number and name of the sender are displayed for each message, provided that this information is available.

myPortal entry

myPortal entry is a PC desktop client. Widget technology permits the user to position myPortal entry anywhere on the screen and to determine whether the application should appear on the screen automatically when a call arrives.

Modern, flexible and space-saving user interface

When idle, myPortal entry shows a clock. Clicking on the OK button in the middle of the clock opens a task bar for executing various features.

Variable user interface

Various selectable user interfaces (skins) are available to optimize the use of space on the desktop screen.

Multi-language support

myPortal entry and myPortal web are available in the following languages:

- German
- English
- French
- Dutch
- Spanish
- Italian
- Swedish

These can be directly selected by the user as needed.

Call control

Incoming and outgoing calls to and from the workstation telephone can be accepted or placed using the simple call control function of myPortal entry. In addition, comfort functions such as Consultation hold, Transfer, Call hold, Alternate and Conference are supported.

Incoming calls

For incoming calls, myPortal entry displays the phone number and name of the caller, provided that this information is available.

Outgoing calls

Outgoing calls can be dialed from the phone books, the journal, or the redial function, or directly by entering the phone number. Manually dialing phone numbers works the same as dialing from an office phone (e.g. pressing "0" to dial out). In addition, the canonical format is supported.

Comfort functions

- During a call, "Consultation hold" lets a second call be set up from the same telephone. The first call is put on hold in the meantime.
- "Transfer" lets a call be transferred to another destination.
- "Hold" puts a call in the waiting state. The caller hears 'Music on hold' or an announcement while waiting.
- The comfort functions "Alternate" and "Conference" make it possible to communicate with several parties either alternately or at the same time.

Presence status with status based call forwarding

By clicking with the mouse, users can define their current status as well as the time they will return and have the option of improving their reachability using call forwarding. The entered presence status, time of return and call forwarding is retained even after myPortal entry is closed or the PC is switched off.

Phone books/Contacts

As in myPortal web, three phone books are available in myPortal entry:

- Internal phone book with presence status and time of return
- Personal phone book
- System phone book

In the personal myPortal entry phone book, contacts can either be entered manually or imported from Microsoft Outlook or CSV files. These are then available to users on their myPortal web client.

Team functions

The myPortal entry team functions are used to send text messages to multiple selectable internal subscribers and to enter call forwarding for the selected subscribers. The team function can be hidden by the user in the individual settings if not needed.

Programmable function keys

myPortal entry offers programmable function keys that can be freely assigned phone numbers or system functions such as:

- Calling line identification restriction
- Microphone on/off

If the function keys are assigned with internal subscribers, their current presence status is shown in front of the corresponding button.

Call journal with re-scheduling and notes function

myPortal entry records data on all incoming and outgoing calls in the call journal, even when the PC is switched off. The call journal offers various filter functions for incoming, outgoing and rejected calls. The user can use the re-scheduling and notes function of the call journal to be reminded of a necessary call.

Voicemail request and control

myPortal entry, like myPortal web, can directly control the integrated voicemail function of the communications system. In the associated journal, myPortal entry shows all received voicemails sorted by the number of new voice messages during an absence, the number of new voice messages and the number of messages that have already been listened to.

The control elements are used to listen to the recorded voicemails either on the internal telephone or via a freely configurable mobile phone. The remaining voicemail control functions are identical with those of myPortal web.

Application control

myPortal entry makes it possible to transfer the information on the source number of an incoming call to other applications running on the client PC, provided that this information is available. Two different transfer mechanisms are available for selection:

- Transfer in the form of a URL for web-based applications
- Transfer in the form of variables in a batch file and subsequent execution

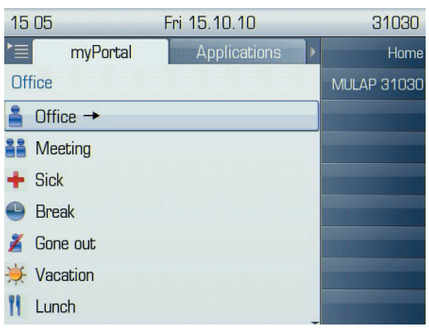
myPortal entry can execute up to four different URL/batch files, regardless of the source phone number. The entered source phone number may contain phone number fragments and wild cards.

Integration of external phone directories

By entering a URL/hyperlink, an external phone book on the Internet can be accessed from myPortal entry.

myPortal for OpenStage

The myPortal for OpenStage application allows users to conveniently view and change their presence status via their OpenStage 60/80 HFA telephone. To do this, they call up the application on the OpenStage and enters their current presence status and the time of return. Just like myPortal web or myPortal entry, any call forwarding that are connected to the presence status are automatically configured in the HiPath communications system. All settings are retained after exiting the myPortal for OpenStage application.



Installation and administration

Pre-installed software

myPortal entry Web Services are delivered pre-installed on a plug PC.

After connecting the plug PC to a power socket and connecting to the LAN, the myPortal entry Web Services are operational after a short period and individual configurations can be made.

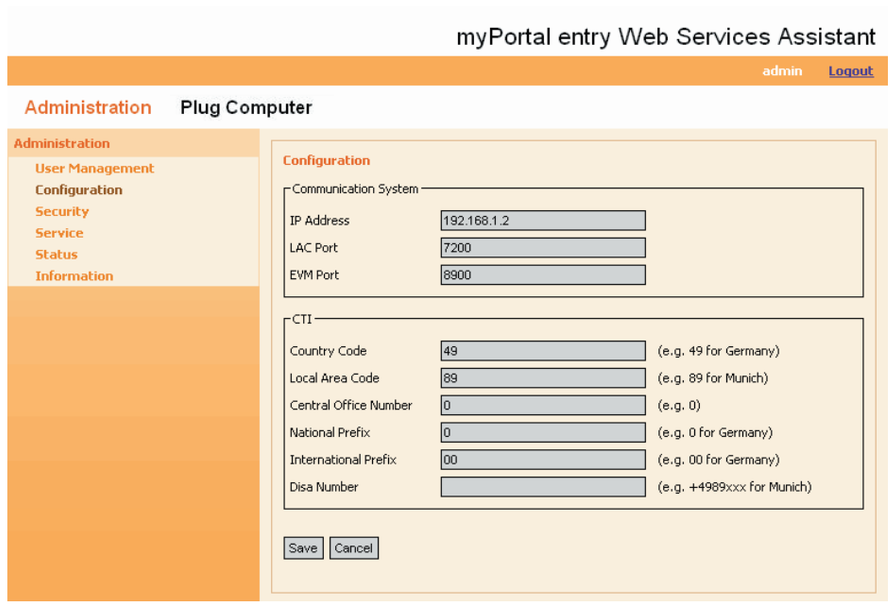
Plug PC for myPortal entry Web Services

Web-based administration tools

User-friendly web-based tools are available for administration. After connecting to the communications system, subscriber data and phone book entries can be accepted by mouse click and expanded to match the existing requirements.

Automatic data comparison

An automatic synchronization function ensures that all changes to the communications system configuration that are relevant to myPortal entry Web Services and that occurred during operation are automatically accepted.



Technical data

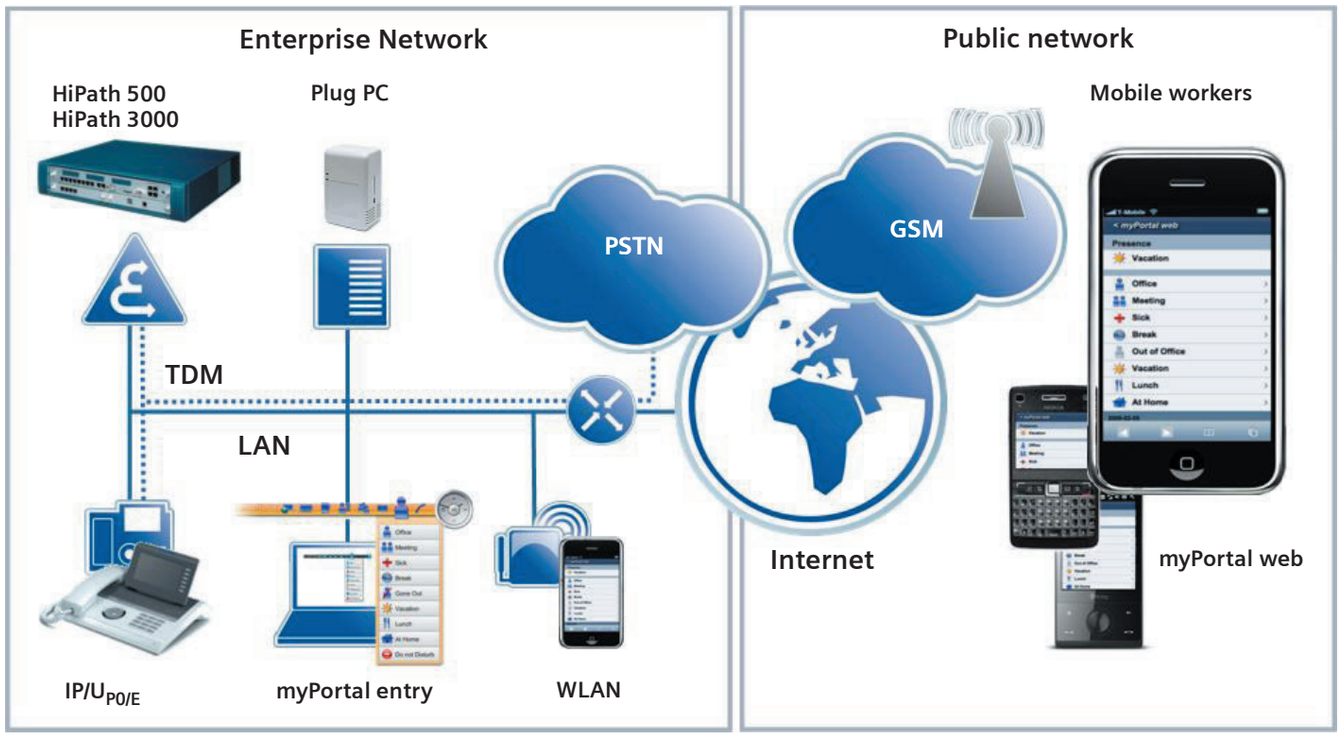
Number of stations	Max. no. of configured stations	100*
	Max. no. of stations with voice mailbox	24**
	Max. no. of simultaneously active myPortal web stations	30**
	Max. no. of websites per second	5
Plug PC used	CPU	1.2 GHz L1 cache: 16 kB control commands + 16 kB data L2 cache: 256 kB
	Memory	512 MB DDR2
	Peripheral connections	Gigabyte Ethernet USB 2.0 Host
	Power supply	Input: 100-240 V AC / 50-60 Hz / 19 W DC consumption: 5 V / 3.0 A
	Dimensions (L x W x H)	110 x 69.5 x 48.5 mm (4.3 x 2.7 x 1.9 inches)
Permitted communications systems	HiPath 500	from V8R4 with LAN access
	HiPath 33x0	from V8R5 with LAN access via LIM or HG 1500
	HiPath 35x0	from V8R5 with LAN access via LIM or HG 1500
Supported smartphones* **	Apple iPhone 3	from V3.0.1
	Apple iPhone 3	from V3.0.1
	Apple iPhone 4	from V4.0.1
	HTC Desire	from V2.2
	Nokia N97	V21.0.045
	Nokia C7-00	
	RIM Blackberry 9800 Torch	
Clients	myPortal web	Web browser application
	myPortal entry	Microsoft Windows PC Client application
	myPortal for OpenStage	OpenStage 60/80 HFA

* The maximum number of stations is basically limited by the communication system used.

** The maximum number of stations is limited to 24 when using Entry Voice Mail (EVM). More stations can be operated if they do not use the EVM voice-mail function.

*** Though the web browser-based approach, the myPortal entry Web Services are also capable of running on other smartphones. However, no support can be provided here in case of problems.

Integration in a customer environment



Prerequisites

myPortal entry – PC requirements

Hardware	Standard PC	Ethernet LAN interface required
Software	Microsoft Windows operating system	Windows XP (32-bit) Windows Vista (32-bit) Windows 7 (32-bit)
	Yahoo Widget Engine	V4.5.2

Network connection – wireless network

Use of myPortal web requires the parallel operation of data and voice communication. The various networks offer the following options:

	GPRS	EGPRS/EDGE	UMTS	HSPDA
Data rate (downstream)	50 kbit/s	150-220 kbit/s	384 kbit/s	> 1 Mbit/s
myPortal websites loading time	2 - 7 sec.	1 - 2 sec.	< 1	< 1
Language/Parallel data	only with GPRS Class A Handy	Yes	Yes	Yes

For the operation of myPortal web, the combination of EDGE, UMTS and HSPDA can be used without restrictions. GPRS can only be recommended if the mobile device supports GPRS class A. The GSM/CSD network cannot be used.

Network connection – Internet

The Internet router should support Network Address Translation (NAT), Port Forwarding and – for DSL connections without fixed IP address – DynDNS.

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Hofmannstr. 51, D-80200 München

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