

Documentation

OpenScape Office V3 myPortal for Mobile

User Guide

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Communication for the open minded

Siemens Enterprise Communications
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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.

myPortal for Mobile can be used with the following communication systems:

- OpenScope Office V3

1.1 myPortal for Mobile

myPortal for Mobile is a web-based solution for unified communications that is optimized for mobile telephones and tablets. 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 and fax messages.

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

- Directories
- Favorites List
- Journal
- ONS (One Number Service)
- Presence status
- CallMe service
- Status-based call forwarding
- Voicemails
- SMS (not on every Mobile Phone or tablet)

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.: <i>Call Functions</i> .
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: <i>How to Dial a Call Number</i> .

Related Topics

- [Display Conventions](#)

1.3 Display Conventions

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

Purpose	Presentation	Example
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 <i>Network</i> .
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	<ul style="list-style-type: none">• Configure the DSL telephony stations with the associated DID phone numbers.<ul style="list-style-type: none">– Click Add.– Enter the name of the Internet telephony station under Internet Telephony Station.
Alternative Work Steps	Enumeration	<ul style="list-style-type: none">• 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.

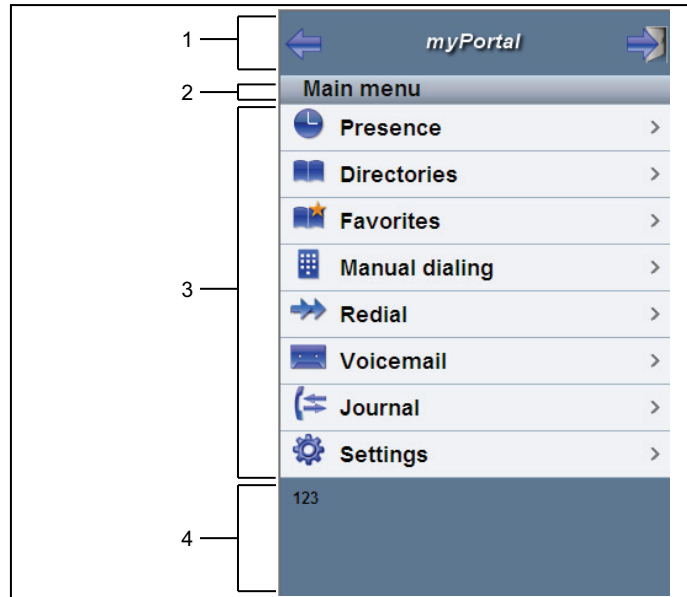
Related Topics

- [Types of Topics](#)



1.4 User Interface Elements

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

The 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

Related Topics

- [Directories](#)

Introduction

User Interface Elements

- [Favorites List](#)
- [Journal](#)
- [Calls](#)
- [Voicemails](#)
- [Configuration](#)

2 Installing and Starting myPortal for Mobile

The use of myPortal for Desktop is subject to specific hardware and software requirements.

2.1 Prerequisites for myPortal for Mobile

In order to use myPortal for Mobile, the mobile phone must have a suitable hardware and software configuration.

The following requirements apply:

Installing and Starting myPortal for Mobile
 Prerequisites for myPortal for Mobile

Client	Technical Data
myPortal for Mobile	<p>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:</p> <ul style="list-style-type: none"> • 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)	<p>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:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Apple iPhone 3GS • Apple iPhone 4 • Apple iPad
Android	<ul style="list-style-type: none"> • HTC Desire • Motorola Xoom • HTP Flyer
Symbian	<ul style="list-style-type: none"> • Nokia N97 • Nokia C7-00
BlackBerry OS	<ul style="list-style-type: none"> • 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/index.php/myPortal_entry_Web_Services_FAQ.

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 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 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
encrypted (https)	www.example-for-a-domain.com:8802	www.example-for-a-domain.com:8802/tablet
unencrypted (https)	www.example-for-a-domain.com:8801	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.
- 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.
- You are currently not using myPortal for Mobile on another mobile phone or tablet.

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.

INFO: The concurrent usage of myPortal for Mobile with myAgent under the same user name can lead to restrictions (see *OpenScape Office V3, myAgent, Bedienungsanleitung Notes on Using OpenScape Office Clients Concurrently*).

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 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 **User Name** in the Login window. This is usually your call number. If you have any questions, please contact the administrator of your communication system.

INFO: The user name is the same as for myPortal for Desktop, myPortal for Outlook, myAttendant and myAgent.

3) Enter your **Password**.

INFO: The password is the same as for myPortal for Desktop, myPortal for Outlook, myAttendant and myAgent.

NOTICE: If the wrong password is entered five times, your access to all OpenScape Office clients will be locked. Unlocking is only possible by the administrator of your communication system.

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](#)

2.4 How to Exit myPortal for Mobile

Step by Step

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

First Steps

How to Select the User Interface Language

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









OpenScope Office offers numerous unified communications features with the myPortal for Desktop and myPortal for Outlook clients, including, for example, presence status, CallMe, conferencing, voicemails and fax.

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 or CallMe	Available at the normal workplace or Available at an alternative workplace
	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: 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:




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

INFO: Phone numbers in directories should always be entered in canonical format.

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
	Phone No. Business
	Phone No. Mobile
	Phone No. Home

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](#)

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.

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 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 can be seen with their respective presence status.

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

Related Topics






- [User Interface Elements](#)
- [Presence Status](#)
- [Directories](#)
- [How to Make a Call from the Favorites List](#)

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 in the following folders:

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.	<ul style="list-style-type: none"> • 321 (internal) • 0700798765 (own local network) • 0089700798765 (external local network) • 0004989700798765 (international)

INFO: You should preferably use the canonical call number format. This ensures that a phone number is complete and unique in any situation.

Even the phone numbers in directories should be created in canonical format to avoid any potential inconsistencies in the network, for example.

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.

When dialing an external phone number in dialable format from a directory and when using the Desktop 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.

Related Topics

- [How to Dial a Number](#)

4.3.2 Dialing method

You can choose between different dialing methods for outbound calls.

Dialing method	Description
Call through	<ul style="list-style-type: none">• The communication system sets up the connection to your mobile phone or tablet using call-through.• ONS (One Number Service)• Fast connection setup• Useful for mobile phone contracts with a flat rate into fixed networks
Callback preferred	<ul style="list-style-type: none">• The communication system sets up the connection to your mobile phone or tablet using callback.• ONS (One Number Service)• 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
GSM preferred	<ul style="list-style-type: none">• Phone numbers of personal contacts must be in canonical format.• The mobile phone or tablet sets up the connection directly via the mobile service.• Applies only to<ul style="list-style-type: none">– Manual dialing– Personal contacts– External directory• Connectivity, when ONS (One Number Service) is not desired.
Associated Dialing	<ul style="list-style-type: none">• for tablets without GSM• The tablet controls to connection setup to the phone at your workplace.

Related Topics

- [How to Configure the Dialing Method](#)

4.3.3 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.

Answering and Ending Calls

To do this, use your mobile phone as usual.

4.3.3.1 How to Dial a Number

Step by Step

- 1) Click on **Dial manually** or on the icon for manual dialing.
- 2) Enter the phone number in dialable format on the displayed the dial pad.
- 3) Click on the green handset symbol in the displayed dial pad.

Related Topics

- [Call Number Formats](#)

4.3.3.2 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**.

4.3.3.3 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 **Delete**.

4.3.3.4 How to Make a Call from the Directory

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 on the desired phone number.
- 5) Click **OK**.

Related Topics

- [Directories](#)

4.3.3.5 How to Make a Call from a Directory Search

Step by Step

- 1) Click **Directories**.
- 2) Select one of the following options:
 - To search in a specific directory, click the corresponding Search icon.
 - To search across directories, click on the Search icon of **All directories**.
- 3) Enter a search term in the **Name or first letter** field.
- 4) Click **Search**.
- 5) Click on the desired contact in the hit list.
- 6) Click on the desired phone number.
- 7) Click **OK**.

Related Topics

- [Directories](#)

4.3.3.6 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.
- 5) Click **OK**.

Related Topics

- [Favorites List](#)

4.3.3.7 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.
- 6) Click **OK**.

Related Topics

- [Journal](#)

4.4 Voicemails

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** or **CallMe**.

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 the **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 the **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 **Dialing method** drop-down list, select either **Callback preferred**, **GSM preferred**, **Call through** or **Associated dialing**.
- 3) Click **Set**.

Related Topics

- [Dialing method](#)

5.2 How to Configure the Display Resolution

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](#)

5.3 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**.

5.4 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](#)

5.5 How to Configure the Refresh Interval for the Screen

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

NOTICE: 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**.

5.6 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 (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 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.

5.6.1 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**.

5.6.2 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](#)

5.6.3 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](#)

5.6.4 How to Restore the Display

Prerequisites

- You have started myPortal Web Services Assistant.

Here you can find out how to restore the display on the mobile phone or tablet 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](#)

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