



OpenScape Business S Demo

Installation Guide

Version: 1.0 - 04/2014

Product House - Product Management OpenScape Business

Unify GmbH & Co. KG

Contents

- 1 Introduction 3
- 1.1 Terms of Use 3
- 1.2 Preconditions 3
- 2 Installation 4
- 2.1 OpenScape Business Server - Virtual Machine 4
- 2.2 Setup OpenStage Phones 6
- 2.3 OpenScape Business Clients 6
- 2.4 OpenScape Business S Administration 7
- 3 OpenScape Business Live-Demonstrations 7
- 3.1 Recommended Show Cases 7
- 3.2 User Hints and Restrictions 9

History of Change

V 1.0	April 2014	Release

1 Introduction

The leading, server-based Unified Communications solution OpenScape Business S is available as Demo Software for training, demonstration and customer presentations.

The complete IP communication platform can be run on a virtual machine, even on a note-book. OpenScape Business clients and system administration are available at the same machine. Together with OpenStage, real phone calls can be made and the whole advanced UC Suite can be shown to the customer. A free, unlimited license for 3 users and the following features licenses are available:

- 3 x IP User
- 1 x Mobility User
- 3 x VoiceMail User
- 3 x myPortal for Desktop
- 1 x myPortal for Outlook
- 2 x UC Fax
- 1 x UC Conference
- 1 x myAttendant
- 2 x myAgent
- 1 x Company AutoAtt
- 1 x Contact Center Fax
- 1 x Contact Center eMail
- 1 x Application Launcher
- 1 x Web Collaboration Connector

1.1 Terms of Use

1. The OpenScape Business S Demo Software may be only used for training, test and demonstration. It must be not sold or given to third parties. This will violate rights of Unify and of its licensors.
2. The OpenScape Business S Demo Software is provided 'as is'. Unify does not guarantee any functionality. Usage is on own risk and Unify takes no liability for any unwanted effects e.g. PC configuration damage or data loss. Suse Linux Enterprise Server is included in agreement with Novell. No Registration Key or upgrade support can be provided. Together with the use of OpenScape Business S Demo please read also Novell SuSe Linux Enterprise Server terms of use and EULA: www.novell.com/licensing/eula
3. It is not allowed to use the OpenScape Business S Demo Software or parts of it as part of other solutions without written confirmation from Unify. Company and product brand names must always be visible together with the solution.

1.2 Preconditions

- ***This demo software is intended for technically experienced users. Unify will not be able to deliver additional training and support.***
- ***It is strongly recommended to use a dedicated, stand-alone PC for the demo software to avoid unwanted interactions with other network devices and other versions of the OpenScape Business Clients.***

- There will only be one OpenScape Business S demo Image available in English (GUI and Voicemail). This can easily be changed to any other available language in UC Client under Setup -> My preferences -> Appearance -> Language and VoiceMail under Setup -> Communications -> Voicemail settings
- The default language of Linux OS is English. There is no need to change the language as the Demo is running without any changes or modification of Linux
- If there is a need to change the Linux OS language there is an Icon located on Linux Desktop to change the language. After the change the Linux OS needs to reboot again
- Licenses can be shifted to different Users within the demo. This can be done via WBM -> Licenses Tab

Necessary components::

- **Windows PC** or Notebook (Windows7, Windows 8)
User access with administration rights
Hardware: min. 2,4 GHz dual core CPU, 4 GB RAM, 100 GB Harddisc space
- **VMware Player recommend 5.0.0 or above** This SW can be downloaded for free after registration at <http://www.vmware.com/products/player/>. Please take care of VMWare Player terms of use as wellö.
- **DVD** with the ‚Image‘ of OpenScape Business S Virtual Machine. DVD Demo Image can also be downloaded from Unify Supply Server Partner Portal
- Up to 3 **OpenStage HFA** phones with local power supply, LAN cable and administration rights, LAN switch optional

2 Installation

The OpenScape Business S Demo is installed within a virtual machine (VM), which is provided by VMware Player on a Windows PC. Phones can be connected directly to the LAN interface of the PC.

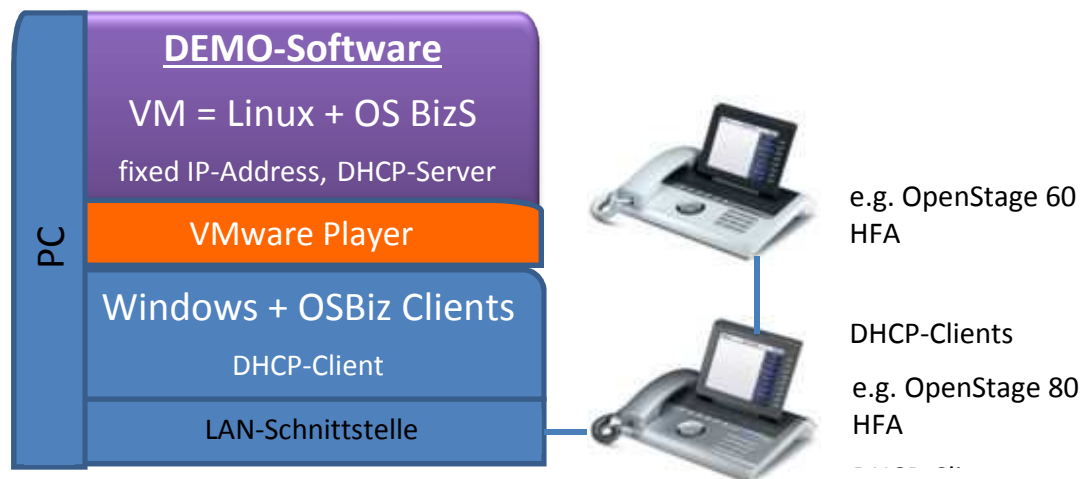


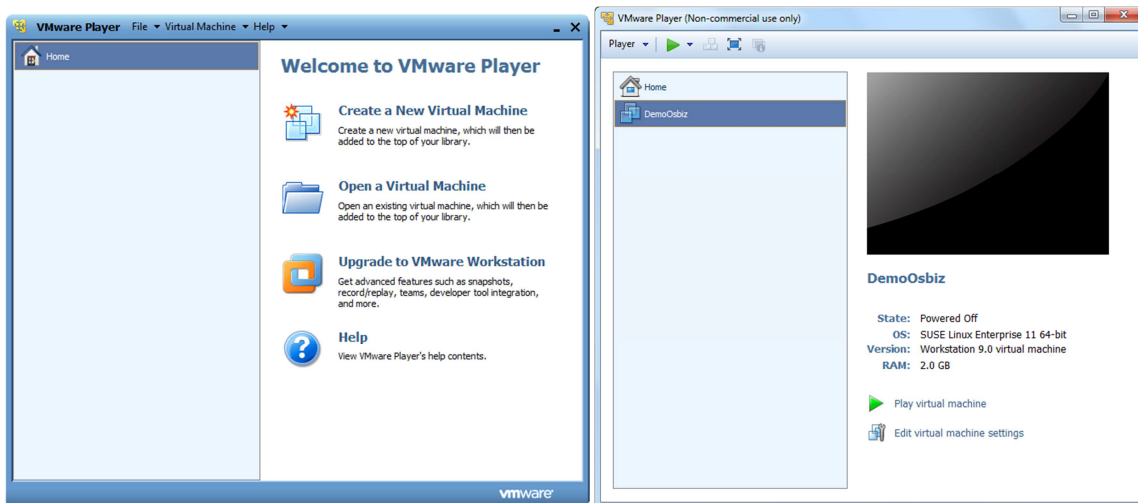
Abbildung 1: OpenScape Business S Demo Configuration

2.1 OpenScape Business Server – Virtual Machine

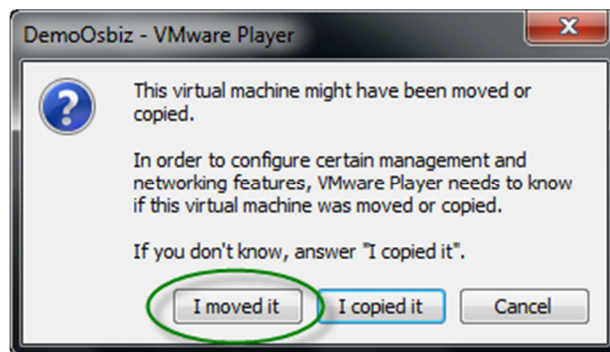
Install the virtual machine with Linux and OpenScape Business S at the Windows PC:

1. Please ensure that DHCP on PC/Laptop is active. OpenScape Business S Virtual Machine is set to DHCP-Server! In some cases it could happen that you need to configure a fixed IP address to the PC/Laptop, for instance 192.168.1.30 with the Subnet Mask 255.255.255.0

- Please note, before you start the Business S Demo DVD image via VMWare Player please ensure that LAN connection is active and either OpenStage Phone or a network switch is connected to the PC/Laptop. Please deactivate WLAN interface on PC/Laptop.
- Install VMware Player on Windows PC, a restart of PC/Laptop may be required.
- Unzip OpenScape Business S Virtual Machine (ZIP-file) from Demo DVD to a proper folder on PC, for e.g. C:\OSBiz Demo
- Start VMware Player. The update reminder regarding "VMware Tools for Linux" can be ignored. The reminder can be switched off at the menu item File > Player preferences.



- Select "Open a Virtual Machine", choose "osdosbiz.vmx" out of the generated folder, for e.g. C:\OSBiz Demo, as under topic 4 described.
- Select "Play virtual machine". Select "I moved it" in the following window pop up..



- Linux is starting now. Please log-in: Username "Unify" and Password "Linux".

Please note, before you start the Business S Demo DVD image via VMWare Player please ensure that LAN connection is active and either OpenStage Phone or a network switch is connected to the PC/Laptop. Please deactivate WLAN interface on PC/Laptop.

- Please check if the Demo is starting in the right way.. Please see screenshot and info window in the right corner, red marked.



After login as user „Unify“ the status window above is displayed. As soon as the bullet is „green“ all OpenScape Business processes are running properly and product demonstration can start. Please note: Start-up of OpenScape Business S Demo may take up to 7 to 10 minutes.

Subscribers 100, 101 and 102 are preconfigured. Client password is “123098”

2.2 Setup OpenStage Phones

The following steps are necessary for configuring OpenStage phones for OpenScape Business S Demo DVD:

1. Connect the HFA OpenStage phones with normal LAN cables according to figure 1. Second phone can be connected to the PC LAN port of the first one. Please start that one always, when first phone is running. As an alternative a LAN switch may be used.
2. Make a factory reset
Settings > Admin > Password: 123456 (or phone individual password)
Maintenance > Factory reset > Password: 124816
3. Wait until „Missing configuration items“ is displayed, enter Terminal number 100, 101 or **102, select Save & exit and wait until login at OpenScape Business is completed.

Alternatively (or for OpenStage V1) the phones can be administrated manually with the settings:

Network > IP configuration: DHCP-Assign=On
System > Gateway > IP address: 192.168.1.10
System > Identity > Terminal number: 100, 101 or **102
Network > IP configuration: DLS IP-Address: 192.168.1.10

4. If the PC port of a phone is used to connect a second phone, activate PC port of the first one:
Settings > Admin > Network > Port configuration > Number
PC Port Status = Enabled
PC Port Auto MDIX = On
Save & exit

2.3 OpenScape Business Clients

Please take care, that no other OpenScape Office/Business clients are configured or installed at the PC. This may lead to continuous updates and incompatibilities.

The following steps are to be performed at the Windows User interface:

1. De-install any existing OpenScape Office/Business clients via
Control Panel > Software > CommunicationsClients > remove
and restart the PC.
2. Go to the directory with the installation files
Windows“ Start“ Button > Run: enter “\\192.168.1.10”

(If the Run command is not configured e.g. for Windows 7 "\\192.168.1.10" can be entered directly in the search field.)

3. Select directory "applications" and enter user "hoome" password "hoomesw"
If a security warning appears, accept installation and enter login again.
4. Select directory "install-common" and run "CommunicationsClients.exe", confirm installation and select "complete" to install all clients.
5. Start myPortal (myAttendant included), myPortal for Outlook or myAgent and enter
user name e.g. "100"
password "123098"
server address "192.168.1.10"
6. **Please note:** In case the following message appears during the start up of myPortal for Outlook / myAgent: "...the OpenScape Business Server appears to be offline" please change network settings on windows PC to a fixed address under IPV4 settings for Ethernet adapter , for e.g. 192.168.1.20, Subnetmask: 255.255.255.0, Gateway: 192.168.1.10

2.4 OpenScape Business S Administration

The administration of OpenScape Business S is done via the browser installed at Windows (Internet Explorer or Firefox). The OpenScape Business S configuration can be changed according to individual needs as usual.

1. Enter "https://192.168.1.10 " in the browser address line
2. Login with user "administrator@system" and password "Unify-01"

Pre-Configuration:

- OpenScape Business S Demo is configured with 3 subscriber licenses.
- Subscribers 100, 101 and 102 are preconfigured with names and pictures. Client password is "123098".
- Subscriber 100 can be used as myPortal for Outlook/Desktop or Attendant (myAttendant client). Licenses can also be shifted to other users within the demo
- Subscribers 100 and 101 can be used as Contact Center agents (myAgent)
- A demo Contact Center is preconfigured with call number 120 and two agent groups "sales" and "service". The agents 100 and 101 are members in both groups.
- Subscriber 102 is preconfigured as mobile subscriber

3 OpenScape Business Live-Demonstrations

3.1 Recommended Show Cases

Convince your customer by showing the OpenScape Business UC highlights live:

- **myPortal for Outlook (Outlook Plug In)** and myPortal for Desktop (Java Client): organize all your communication in a single and familiar PC user interface.
- A “myPortal” ribbon menu tab and quick access is available for Outlook 2010.
- **Presence** allows to see if colleagues are available including unique voice supported presence management
- **Favourite Bar:** have your most important contacts available at a glance
- **Drag & Drop Conferencing:** just start an “ad hoc” or “scheduled” conference by a mouse click
- **Visible Voicemail and Fax:** listen to the most important message and look at the most important fax first
- **Live Call Recording:** record important calls by a mouse click
- **Click to dial from any application** or document: speed up dialling
- **Instant Messaging:** send short quick messages to your team members (faster than e-mail) – also as group chat
- **myAttendant**, the attendant console within OpenScape Business: see the availability of all your employees and change their presence status
- **myAgent**, the client user interface of the Multimedia Contact Center: see which experts are available, provide best service to customers by intelligent call routing
- **myPortal for Mobile / Tablet:** The browser based web client, brings UC features to your mobile phone. For demo just open your browser, enter “https://192.168.1.10:8802”, and use subscriber 102. Optimized user interface for tablet PC can be shown via https://192.168.1.10:8802/tablet. Note: with this demo you can show the user interface, it is only possible to execute calls from the myPortal for Tablet with the dial mode “Associated dial”.
- Many more cost saving and valuable feature highlights can be shown like the different call pop ups, call forwarding targets per presence status, rule engine, caller list with open calls, schedule calls.
- **Company Auto Attendant** providing IVR functionality and professional announcement and company greetings. Please note, this needs to be configured in advance
- **Application Launcher** to start 3rd party CRM Applikations, for e.g. Sugar CRM, Google Maps or „online“ Phone Directory. Please note, this needs to be configured and installed in advance. Application Launcher can be found in WBM / Service Center / Application Launcher and needs to be installed on Client PC. To connect to the internal system directory please change to settings of Application Launcher on the Client PC. The following credentials need to be filled in. User 100, Password: 123098, System: 192.168.1.10, Port: 8802.

OpenScape Business Application Launcher											
Settings Connection Settings PopUp Settings User Actions General Settings	Connection Settings <table border="1"> <thead> <tr> <th>User</th> <th>System</th> </tr> </thead> <tbody> <tr> <td>Login: <input type="text" value="100"/></td> <td>IP/Host: <input type="text" value="192.168.1.10"/></td> </tr> <tr> <td>Password: <input type="password" value="*****"/></td> <td>Port: <input type="text" value="8802"/></td> </tr> <tr> <td>Language: <input type="text" value="English"/></td> <td>SSL: <input checked="" type="checkbox"/></td> </tr> <tr> <td>Skin: <input type="text" value="Light Green"/></td> <td></td> </tr> </tbody> </table>	User	System	Login: <input type="text" value="100"/>	IP/Host: <input type="text" value="192.168.1.10"/>	Password: <input type="password" value="*****"/>	Port: <input type="text" value="8802"/>	Language: <input type="text" value="English"/>	SSL: <input checked="" type="checkbox"/>	Skin: <input type="text" value="Light Green"/>	
User	System										
Login: <input type="text" value="100"/>	IP/Host: <input type="text" value="192.168.1.10"/>										
Password: <input type="password" value="*****"/>	Port: <input type="text" value="8802"/>										
Language: <input type="text" value="English"/>	SSL: <input checked="" type="checkbox"/>										
Skin: <input type="text" value="Light Green"/>											

To connect to 3rd party applications further configurations are required

- **Web Collaboration Integration** to start a Web Collab out of the myPortal Pop Up or during a Drag & Drop Conference. Please note a Web Collab Server, either hosted or on-premise needs to be installed separately. With OpenScape Business MR3 (planned for May 2014) a hosted Web Collaboration (via fastViewer) can be linked.

3.2 User Hints and Restrictions

- *OpenScape Business S Demo is only provided in English language settings for UC Clients GUI and Voicemail. If that is not sufficient, the desired language can be easily switched to any other available language in OpenScape Business via myPortal UC Clients. In the current demo the Contact Center greeting is in English and German language within one voice announcement.*
- *Switching of system country setting should not be necessary for demo purposes. If doing so, the predefined settings will be lost.*
- *OpenScape Business S Demo can be upgraded to further available software versions of OpenScape Business via known regular upgrade procedure*
- *Do not run other applications on the PC during your presentation. This can slow down reaction time of OpenScape Business S Demo*
- *UC Smart is not part of this demo. UC Smart Videos which are showing UC Smart GUI can be found on Portfolio Homepage OpenScape Business in Unify Partner Portal*
- *Connecting the OpenScape Business to SIP Provider or another gateway is not possible. The main purpose of this Demo is to show OpenScape Business UC Clients GUI live to the Customers*
- *Stop the virtual machine at menu item "Virtual machine" > "Power" > "Suspend". This is the default when closing the VMware Player. If a fresh start seems appropriate, please use "Power Off".*
- *No Linux root access can be provided. You may use the command "sudo /sbin/oso_status.sh" at the Linux terminal window to see in detail, if all OSBiz S components are active. (A terminal window can be opened in Linux by mouse click right "Open in Terminal").*
- *Important settings can be changed in Linux with YAST if necessary. Please use the following shell commands at a Linux terminal window:*
 - *Network:* `sudo /sbin/yast2 lan`
 - *DHCP Server:* `sudo /sbin/yast2 dhcp-server`
 - *Time and Date* `sudo /sbin/yast2 timezone`
- *To ease up changing network settings and Linux Operating system language you can find Icons on Linux Desktop*
- *Additional licenses can not be activated for the Demo Software. Licenses can be shifted to different users within the demo.*
- *Please visit also SMB Partner Forum on Unify Partner Portal to exchange knowledge and informations with other Partners or Unify Experts.*

About Unify

Unify—formerly known as Siemens Enterprise Communications—is one of the world’s largest communications software and services firms. 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 dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for 75% of the Global 500. Unify is a joint venture of The Gores Group and Siemens AG.

unify.com



Copyright © Unify GmbH & Co. KG, 2013
Hofmannstr. 51, D-81379 Munich, Germany
All rights reserved.
Reference No.: A31002-P3010-D101-2-7629

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.

UNIFY Harmonize
your enterprise

Formerly Siemens Enterprise Communications

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.