



# OpenScape UC Application V7

Highly open and flexible unified communications solution that integrates with all your existing applications

OpenScape UC Application is a highly open unified communications solution for enterprises that need an extremely flexible solution that can integrate into diverse IT and telephony environments, and existing Microsoft, IBM, or Google applications. Additionally, for enterprises seeking the transformational process efficiencies of communications embedded business processes (CEBP), this is the application that integrates seamlessly with other business applications and social media tools.

OpenScape UC Application is comprised of two editions: Personal edition and Enterprise edition.

## Personal edition

This is an intuitive, entry-level soft client that does not require the OpenScape UC Application server, making it easy and cost-effective to deploy, and can be used on any SIP PBX. It gives users soft phone functionality and very basic unified communications features. For more information, read the Personal edition data sheet.

## Enterprise edition

The Enterprise edition offers an affordable, yet comprehensive and sophisticated set of unified communications and collaboration capabilities, with a flexible licensing structure that makes adding and changing functionality on a per-user basis, simple and cost effective.

## Features and capabilities

### Fast access to key people

Presence technology enables users to view the availability and status of key contacts. OpenScape UC Application offers a rich presence view across multiple channels such as voice, instant messaging (IM), and video. It provides users with "presence status" information about a contact's availability, before they communicate, enabling them to choose the best method and time to communicate effectively on the first attempt. Users manage their own presence status, and decide for whom they are available, at what times, under which circumstances, and over which media and device of choice.

For very large organizations, rich presence is also available between two or more OpenScape UC Application systems or domains, enabling users to view the user presence, device presence, and IM presence of all OpenScape users across the network.

With Federated Presence these capabilities are extended beyond your organization, to the community of people who work outside the walls of your office. In a federated network, OpenScape users can share their user and IM presence availability and exchange instant messages with people outside your organization who are using any XMPP-capable UC solution.

### Organizing and communicating with contacts

OpenScape Enterprise users can create a personal contact list, which provides quick click-to-call, IM, or email access to colleagues, and even people outside your organization who they communicate with frequently.

Contacts can also be called directly from search results or from the journal.

Once a telephone connection is established, additional features such as alternate, consultation, callback or conference are available.

### Being reached from your single published phone number

Regardless of where you are, you can always be reached via your single published phone number. Using One Number Service (ONS), OpenScape Enterprise routes all your calls to your preferred device. You decide which telephone you would like to use for your communications, such as your office phone, mobile phone, home phone, or even a conference room.

## Conferencing and teamwork

OpenScape Enterprise's audio, web and video conferencing enhance collaboration and team productivity while minimizing 3rd-party conferencing services and travel costs.

With just a few clicks, users can initiate planned or spontaneous voice, web, or video conferencing sessions. By using Presence information, employees can instantly see whether a colleague is available, allowing spontaneous, easily initiated conferencing sessions. This provides employees with a convenient way to instantly collaborate in real-time, reaching the most available people, to facilitate faster action and decision-making.

OpenScape Enterprise can also be integrated with Microsoft Outlook, IBM Lotus Notes, and Google mail, enabling you to schedule a meeting and conference call in one easy step.

Conferencing features include:

- Integrated voice, web and multi-party desktop video conferencing
- Configuring user-defined scheduled conferences
- Setting up scheduled, moderator-independent conferences

- Ad-hoc Conferencing
- "Meet-Me" conferences with dial-in access for guests using a PIN
- "Meet-You" conferences to have participants be called directly
- Scheduled conferences "Out call" feature calls out to moderators first before reaching out to participants
- Adding/removing conference participants with a mouse click
- Participants can remove themselves from the call and this sends a notification to the moderator
- Display of speaking participant
- Muting of individual participants or all participants in a conference
- Locking the conference for security and privacy
- Disconnecting individual participants from the conference or ending the conference call entirely

Team features include:

- Team views showing teams and members of the team
- Access of call control and journals between team members
- Call pick-up between members of the same team

## OpenScape Desktop Videoconferencing

OpenScape Desktop Videoconferencing allows you to schedule video conferences and easily launch the conference with a mouse click within the OpenScape Enterprise softphone window. OpenScape's videoconferencing provides Continuous Presence video views with Voice Activating Switching, so that all participants in the video call can be seen on screen at the same time and everyone can see who is speaking. Any user with a standard desktop video camera or webcam can easily initiate or join video conferences right from their OpenScape desktop client. OpenScape Desktop Videoconferencing also interoperates with room solutions and desktop video phones from leading manufacturers.

## OpenScape Web Collaboration

The web conferencing feature of OpenScape Enterprise provides scalable, reliable, and highly secure web conferencing capabilities. It provides a cost effective and efficient way to deliver meetings with up to 1000 session participants that can be both internal and also external participants. Key features include:

- Desktop sharing
- Desktop video support
- Whiteboard
- Locking the conference
- File board for documents
- Multi monitor support
- Selection of contents to be shared
- Secure data transmission (256-bit AES)
- Manipulation-proof recording function for the web conference
- Statistics data of conferences can be collected and provided as "raw statistics data" for further use.

For more information, read the OpenScape Web Collaboration data sheet.

## Rules and routing

All employees can customize their individual routing rules to organize their personal communications effectively. Routing rules can be defined and prioritized by a variety of factors such as caller priority levels, current presence status and time of day / weekday.

Routing rules can be activated from any OpenScape UC client as well as from the OpenScape voice portal.

## Call journal

Incoming and outgoing calls are logged in a personal call journal. Employees can immediately view an overview of missed calls and can respond accordingly.

Selectable filters help simplify sorting or finding individual journal entries.

## Directory search

OpenScape Enterprise can be connected to different enterprise directories, including an unlimited number of LDAP directories.

Via a directory search that could also include employees' personal contacts and their Microsoft Outlook or IBM Lotus contacts, employees have quick access to people.

## Mobile employees

The OpenScape Mobile Client provides additional convenience, flexibility and efficiency for highly mobile workers. The Mobile Client software is available in three modes. It can run in UC-only mode, VoIP-only mode, or combined UC and VoIP mode. The UC-only mode is included with every OpenScape UC user license. Mobile UC Client users can benefit from presence awareness of key contacts, quick access to conferences, setting their Presence status and preferred device, among many other OpenScape Enterprise features. The Mobile UC Client runs on the most popular operating systems including those from Blackberry, Symbian, Nokia, HP and Apple.

The DTMF and speech-enabled Voice Portal provides access to OpenScape Enterprise features from any phone, while away from the desk, and allows users to retrieve and process email and voice messages from a single unified voice mailbox. The speech portal supports Natural Language Understanding (NLU) which enables you to talk to the system as you would talk to another human being without having to follow or wait for prompts.

## Executive/Assistant communications

OpenScape's Executive/Assistant feature is an XML application that can be used to display OpenScape UC Presence status changes, device status, and telephone events on the OpenStage phone display. This feature is ideal in an executive/assistant environment where the assistant needs up-to-date status information from their phone, of the activity of the executive.

## OpenScape Interactive Voice Response (IVR) Applications

For simple IVR configurations, incoming calls can be forwarded and processed automatically, by using the intuitive, web-based OpenScape Auto Attendant. For more customized interactive voice and speech applications, the easy drag & drop graphical OpenScape Fusion Application Builder can be used.

## OpenScape Enterprise is open

OpenScape Enterprise implements powerful multimedia communication functions via the media-independent Session Initiation Protocol (SIP), offering stability, speed and high scalability.

### Client Access options

OpenScape users can choose between several different clients: the Microsoft Windows-based OpenScape Desktop Client, the Web Client for use with browsers, the OpenStage phone client, the Mobile Client, and the speech-enabled Voice Portal. When integrated with Microsoft Exchange, IBM Lotus Notes, or Google mail users can access communications from within their groupware client and listen to their emails from the Voice Portal.

The OpenScape Enterprise Desktop Client also includes Soft-phone functionality based on the SIP protocol.

OpenScape UC Application has been designed from the ground up based on an open architecture. The OpenScape Fusion Software Developers Toolkit (SDK) allows customers and developer partners to embed OpenScape UC capabilities within the business applications used by the enterprise such as Presence information or click to call/conference functions.

OpenScape Fusion clients are included with every OpenScape UC user license and offer easy to deploy pre-built integrations to Microsoft Outlook email and calendar, Microsoft Lync, IBM Lotus Notes e-mail and calendar, and Google mail and calendar applications.

### Interfaces

- Instant Messaging: Openfire V3.7 via XMPP
- Directory Access: via LDAP
- Groupware  
Microsoft Exchange 2003 via Web-DAV,  
Microsoft Exchange 2007 via Web-DAV or Web Services,  
Microsoft Exchange 2010 via Web Services,  
IBM Lotus Domino V7.0.2/V8 via Notes-RPC
- Microsoft Lync and OCS Server 2007 R2 via UCMA 2.0
- Microsoft Outlook 2003/2007/2010 via Microsoft Outlook SDK
- Video: via H.264 (AVC)
- XMPP for project specific implementations with 3rd party XMPP-based presence providers

### Languages

- German
- English (United Kingdom) - user interface international English, greetings English (UK)
- English (United States) - user interface international English, greetings English (U.S.)
- Chinese
- Italian
- Spanish
- French
- Portuguese
- Brazilian Portuguese
- Russian

Note: the OpenScape Fusion clients are supported in German, English and Russian; OpenScape Fusion for Google Apps is supported in German and English.

### System Capacity

#### Integrated Deployment

- OpenScape Voice and OpenScape UC Application on one server
- Up to 1.250 Users

#### Small Deployment

- Two OpenScape Voice Servers and one OpenScape UC Application Server
- Up to 2.500 Users

#### Large Deployment

- Two OpenScape Voice Servers and one OpenScape UC Application Server with up to 4 Media Servers and up to 4 Front-end Servers
- Up to 15.000 Users

#### Very Large Deployment

- Up to 40,000 users per cluster
- Maximum number of clusters: 5 (for more than 5 clusters a project specific release is required)
- Support for up to max. 40,000 users per cluster with mobile devices
- MySQL DBMS is used for very large deployments

#### Virtualization

In a virtualized server environment, where more than one OpenScape application resides on the same server, the maximum number of users in a Small Deployment is 1,000 users, in a Large Deployment is 15,000 users and in a Very Large Deployment is 35,000 users.

## Supported communication platforms

- OpenScape Voice V6
- OpenScape Voice V7
- HiPath 4000 V6

(Note: Not all features are supported equally on all platforms.)

Platforms by third-party vendors such as Avaya or Ericsson are also supported with OpenScape Voice as B2BUA. A project-specific release and support from our Professional Services team is required.

## Software platforms

### **OpenScape Web Client**

- Microsoft Internet Explorer V7, V8 and V9
- Mozilla Firefox 3.0 up to V10
- Apple Safari 5.0/5.1

### **OpenScape Desktop Client**

- Windows XP (SP 2 or later)
- Windows Vista
- Windows 7

### **OpenScape Mobile Client**

- Blackberry: RIM OS 4 or later
- Symbian: S60 3rd Edition
- iPhone: iOS V3.x, V4.x, V5.x
- Android: Version 2.1 to 2.x / 3.0.1 to 3.2

### **OpenStage Client**

- OpenStage Phone 60/80

### **Executive/Assistant Client**

- OpenStage Phone 60/80

### **Servers**

- SUSE Linux Enterprise Server V11 64 Bit

## Hardware Platforms

### OpenScape Desktop Client Enterprise Web Embedded Edition PC

- 2GHz CPU clock rate
- 1 GB RAM

If you wish to use video with the client, the following further requirements apply:

- 2-core CPU with 1.6 GHz
- Graphics board with 128 MB RAM
- Recommended cameras:  
Logitech WebCam Pro 9000,  
Microsoft LifeCam

### OpenScape Mobile Client

The following devices are supported:

- Blackberry 8100 (4.2.1)
- Blackberry 8800 (4.2.1)
- Blackberry 8820 (4.2.1)
- BlackBerry Pearl 8120 (4.3.0)
- BlackBerry Bold 9000 (4.6.0 / 5.0.0)
- BlackBerry Curve 8900 (4.6.1)
- BlackBerry Curve 9300 (5.0.0 / 6.0.0)
- Blackberry Storm2 9520 (5.0.0)
- BlackBerry Bold 9700 (5.0.0)
- BlackBerry Bold 9780 (6.0.0)
- BlackBerry Torch 9800 (6.0.0)
- BlackBerry Bold 9900/9930 (7.0.0)
- Nokia E61i (Symbian S60 3<sup>rd</sup> Edition)
- Nokia E65 (Symbian S60 3<sup>rd</sup> Edition)
- Nokia E51 (Symbian S60 3<sup>rd</sup> Edition)
- Nokia E52 (Symbian S60 3<sup>rd</sup> Edition)
- Nokia E72 (Symbian S60 3<sup>rd</sup> Edition)
- Nokia 6720 (Symbian S60 3<sup>rd</sup> Edition)
- iPhone Devices
- Android Devices

### Servers

- Integrated Simplex Deployment: Server specifications as per OpenScape Voice requirements.
- Standard Duplex Deployment (small) minimum requirements - example:  
Two 6-core CPUs (e. g. Intel Xeon 5650 / 2.66 GHz 12 MB or better configuration),  
24 GB RAM 6 × 4 DDR3 1 333 MHz,  
Two 300 GB 10 k RPM HD-SAS hard disk drives in RAID-1 configuration,  
One DVD-ROM drive,  
Two Gigabit-Ethernet network boards,  
Certified for SUSE Linux Enterprise Server 11 (64-bit version),  
Activated hyper threading,  
Option of BIOS-based booting of the computer system, as OpenScape UC Application does not support UEFI
- Standard Duplex Deployment (large) minimum requirements - example:  
Two 6-core CPUs (e. g. Intel Xeon 5650 / 2.66 GHz 12 MB or better configuration),  
(CINT2006-Rate 6 >= 340),  
12 GB RAM 6 × 2 DDR3 1 333 MHz,  
Two 300 GB 10 k RPM HD-SAS hard disk drives in RAID-1 configuration,  
One DVD-ROM drive,  
Two identical Gigabit-Ethernet network board,  
Certified for SUSE Linux Enterprise Server 11 (64-bit version),  
Option of BIOS-based booting of the computer system, as OpenScape UC Application does not support UEFI,  
For video support: Processor with CINT2006-Speed 7 >= 20 required - Processor must support SSE 2.x or later

- Very Large Deployment minimum requirements - example:  
Two 6-core CPUs (e. g. Intel Xeon 5650 / 2.66 GHz 12 MB or better configuration),  
24 GB RAM 6 × 4 DDR3 1 333 MHz,  
Two 300 GB 10 k RPM HD-SAS hard disk drives in RAID-1 configuration  
One DVD-ROM drive,  
Two identical Gigabit-Ethernet network board,  
Certified for SUSE Linux Enterprise Server 11 (64-bit version),  
Activated hyper threading,  
Option of BIOS-based booting of the computer system, as OpenScape UC Application does not support UEFI,  
For video support: Processor with CINT2006-Speed 7 >= 20 required - Processor must support SSE 2.x or later



