Information

myPortal entry Web Services
The Unified Communications entry solution for small enterprises

myPortal entry Web Services is a user-friendly Unified Communications entry solution that offers full mobility, presence status functionality, CTI, call journals, directory access and voicemail query, both at your office workplace and on your cell phone at any location.

Open to new approaches.

Communication for the open minded

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The optimal Unified Communications entry solution

Maximum flexibility

myPortal entry Web Services offer you the optimal Unified Communications entry solution for your HiPath communications system. The services available with this solution come with two different user interfaces that are perfectly tuned to the working environment in which they are applied.Mobile employees access the Unified Communications services via **myPortal web**, which offers a display that is optimized for smartphone use. Office employees, on the other hand, benefit from the **myPortal entry** desktop client based on the latest Widget technology.

Presence status display

The myPortal entry Web Services put an end to the uncertainty of if and how your employees can be reached. A single glance gives you information on employee reachability, regardless of whether employees are in the company office, in the home office or on the road.
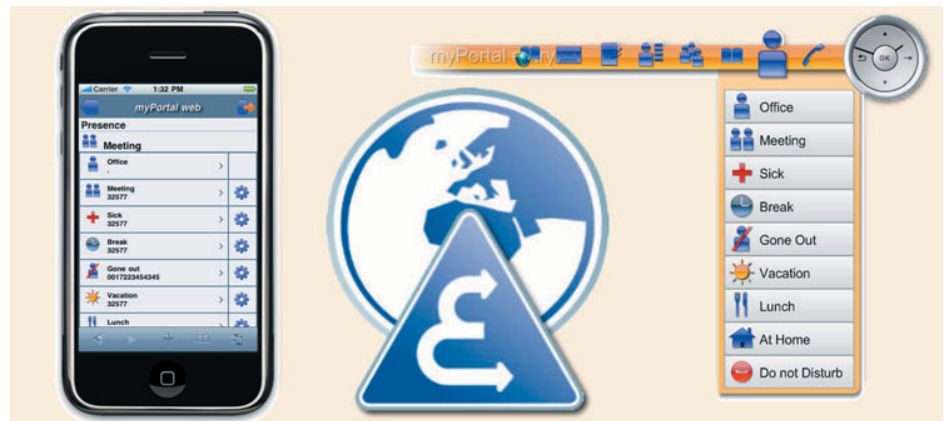
In myPortal entry Web Services, you can specify your own presence status (e.g. "Office", "Meeting", "Gone out", etc.) and in this way inform your employees and colleagues of your availability. This can be performed not only on your office PC, but also on your cell phone while traveling. The current presence status setting of employees is displayed on your PC or cell phone. This lets you immediately determine whether or not a particular employee is reachable.

Optimum reachability through status-based call forwarding

Each employee can set up specific call forwarding numbers for every presence status. When the employee changes his or her presence status, myPortal entry Web Services automatically sets up the stored call diversion and thus ensure reachability. Lost calls are a thing of the past.

Single voicemail

After returning from a meeting or a trip, you no longer need to check a number of different mailboxes for voice messages. Use the integrated voicemail function of your HiPath communications system as your sole voicemail box. This mailbox can be conveniently operated on the graphical user interface of the myPortal entry Web Services on your smartphone or PC workstation. Of course, you can also query voicemails from your telephone by conventional means.

You can simply direct all incoming calls to your voicemail box based on your presence status and have the myPortal entry Web Services inform you of any messages. Use the displayed voicemail journal to obtain additional information on the call.

Call journal with call re-scheduling

Data on all incoming and outgoing calls is recorded in your call journal on the office PC. This gives you a clear overview of all missed calls, making it possible for you to respond efficiently. Start the callbacks directly from the journal by clicking with the mouse. If you should need to call the contact back at a later time, you can use the automatic call re-scheduling feature. You can also make notes to refresh your memory when the re-scheduled call is placed.

Directories

The myPortal entry Web Services let you quickly access the phone numbers stored centrally in your HiPath communications platform and import your personal Outlook contacts. The multi-directory search function can be used to rapidly find the required contact.

Call control

Using the myPortal entry Web Services on your office PC, you can operate your office telephone directly and accept incoming calls by mouse click. Avoid dialing incorrect numbers. Dial by clicking on numbers in the directories or in the call or voicemail journal.

Alternatively, the phone numbers can be entered directly or using the redial feature.

On your cell phone, you can dial using the directories of the myPortal entry Web Services or enter the numbers manually. The callback or call-through function of your HiPath communications system can be applied to lower costs.

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

## Make optimal use of your existing telephone rates

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

One Number Service

From now on, your contacts only need a single phone number to reach you. The One Number Service ensures that you are always available under the same number and that the number stored for you in the system is displayed to the called party for outgoing calls. This function is active, regardless of whether you 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:
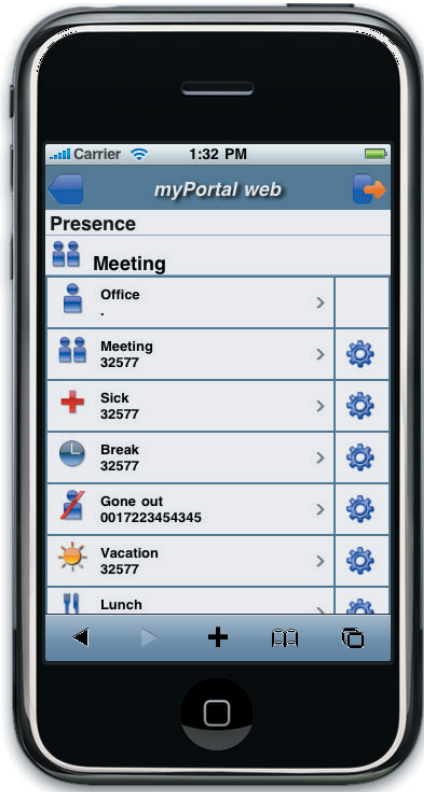
Presence functionality

The following presence statuses can be displayed:
- Office
- Meeting
- Sick
- Break
- Gone out
- Vacation
- Lunch
- Gone home

The currently set presence status is displayed in the main menu by the appropriate symbol and is visible to all other myPortal web/myPortal entry users. The call diversions associated with the presence status remain in place even after myPortal web is closed or the smartphone is switched off.

Connection control

Outgoing dialing

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

Phone numbers are entered in the same way as for outgoing calls from an internal telephone, namely with a prefix for dialing out. In addition, the canonical format is supported.

Redial function

If you were not able to establish a connection, the redial function can be used to comfortably 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 steps.

Ending a call

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

Optimal rate utilization

The callback or call-through procedure offered by the HiPath 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 the telecommunications 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 HiPath 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.

Voicemail query and control

myPortal web displays the voicemails that arrived for the user in the communications platform. 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 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

These can be directly selected by the user as needed.

Call control

Incoming and outgoing calls of the workstation telephone can be accepted or placed using the simple call control function of myPortal entry.

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. Phone numbers are entered in the same way as for outgoing calls from an internal telephone, namely with a prefix for dialing out. In addition, the canonical format is supported.
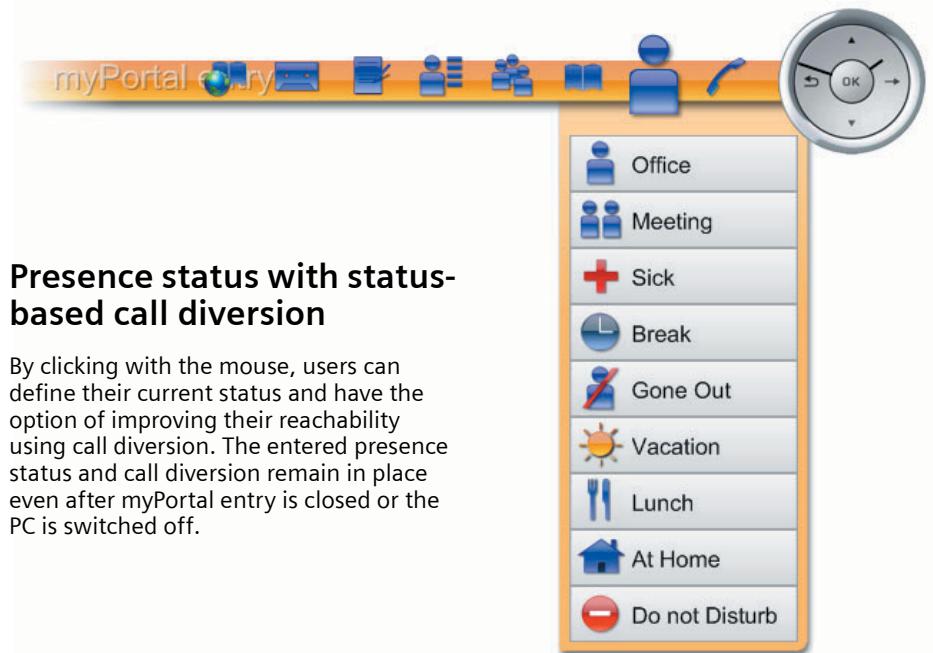
Presence status with status-based call diversion

By clicking with the mouse, users can define their current status and have the option of improving their reachability using call diversion. The entered presence status and call diversion remain in place 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

• Personal contacts

• System phone book

In the internal myPortal entry phone book, contacts can either be entered manually or imported from Microsoft Outlook or CSV files. These are then available to users in 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 internal subscribers, their current presence status is shown in front of the corresponding button.

Call journal with re-scheduling and notes function

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

Voicemail query and control

myPortal entry, like myPortal web, can directly control the integrated voicemail 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 cell phone. The remaining voicemail control functions are identical with those of myPortal web.

Integration of applications

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 in the Internet can be addressed from myPortal entry.

Installation and administration

Preinstalled software

The myPortal entry Web Services are delivered preinstalled on a plug PC.

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

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 synchronization

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

Technical data

Subscribers	Max. 100	Independent of the communications platform
Plug PC	CPU	1.2 GHz L1 cache: 16 KB control commands + 16 KB data L2 cache: 256 KB
	Memory	512 MB DDR2
	I/Os	Gigabyte Ethernet USB 2.0 Host
	Power supply	Input: 100-240 V AC/50-60 Hz 19 W DC current consumption: 5 V/3.0 A
	Dimensions (L x W x H)	110 x 69.5 x 48.5 mm
Supported communications system	HiPath 500	From V8R4 With LAN access
Supported smartphones	Apple iPhone 3G	From V3.0.1
	Apple iPhone 3Gs	From V3.0.1
	Nokia N97	
Clients	myPortal web	Web browser application
	myPortal entry	Microsoft Windows PC client application

Integration in customer environment
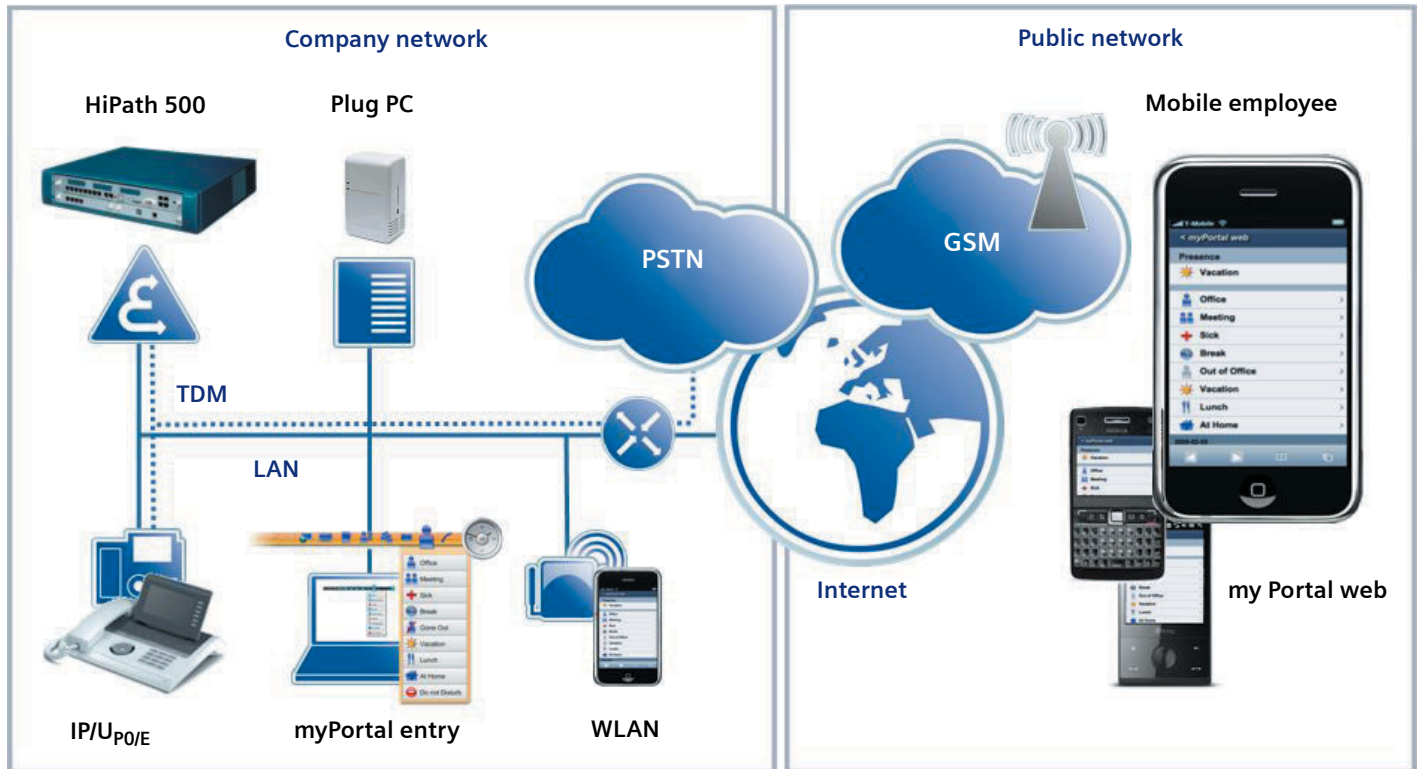
Requirements

myPortal entry – PC requirements

Hardware	Standard PC	Ethernet LAN interface required
Software	Microsoft Windows operating system	Windows XP 32 bit Windows Vista 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 offers the following options:

	GPRS	EGPRS/EDGE	UMTS	HSPDA
Data rate (downstream)	50 kBit/s	150-220 kBit/s	384 kBit/s	> 1 MBit/s
Page load time, myPortal web	2-7 s	1-2 s	< 1 s	< 1 s
Parallel voice/data	Only with GPRS class A cell phone	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 a fixed IP address, DynDNS.