




OpenScape UC V10

Overview – What's new
November 2019

An overhead view of three business professionals in a modern office setting. They are seated in green armchairs around a small, round, light-colored table. The man at the top is looking at a laptop. The man on the right is holding a tablet. The woman at the bottom is looking towards the others. The floor is made of large, light-colored square tiles.

Enhanced power for your communications

Regardless of where you work, meet, or what device you're using, OpenScape helps bring everything and everyone together, seamlessly, securely, and at the lowest cost.

Let us show you how ...

OpenScape UC – Highlights

Comprehensive unified communications – enables virtual teams to collaborate seamlessly from anywhere

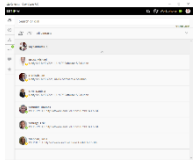
- **Digital Workplace** – supporting virtual teams, enhanced collaboration making teams more productive, BYOD for the mobile workforce
- **Reduce team meeting and travel costs** with built-in audio, web, and multi-party desktop video conferencing
- **Intuitive mobile access** to all your communications
- **Be reached via your single published phone number** on the device of choice
- **Save time** and accelerate responsiveness with Rich Presence awareness of key people
- **Unifies all your communications** within your preferred email application

Communicating should be intuitive and efficient

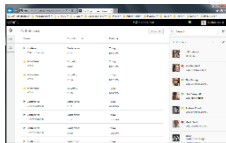
Multi-media and multi-modal client access choices

- Easy to use GUI and voice interface
- Rich, intuitive user experience

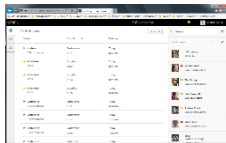
Desktop Client



Web Client



WebRTC Client



UC client incl.
VoIP support
for macOS
and Linux

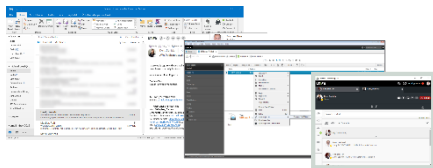
Mobile Clients



Personal edition
Desktop Client



Microsoft and IBM
Groupware Plug-ins



Web Collaboration
Client



E/A Cockpit &
UC Integration



Voice Portal Client



Video Clients



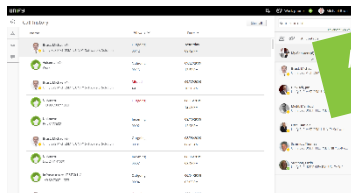
UC Clients suitable for any workplace

Web Clients

■ OpenScape UC WebRTC Client

A powerful UC solution for **macOS and Linux** available at your preferred web browser

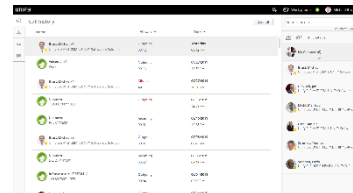
Combined VoIP and UC Client



Available
Q1/2020

■ OpenScape UC Web Client

A powerful UC solution available at your preferred web browser



Desktop & Groupware Integration

■ OpenScape Fusion

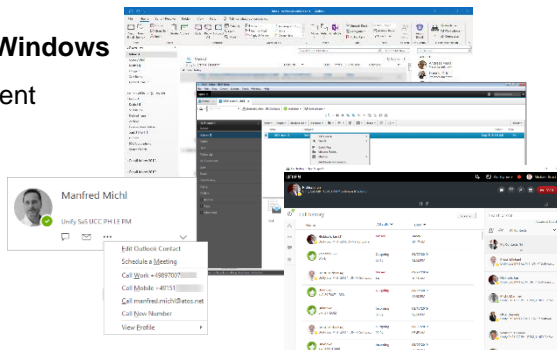
A powerful UC solution for **Windows**

Combined VoIP and UC Client

Available at the Desktop

Integration into

- Microsoft Office
- Skype for Business
- IBM Notes



Mobility Client

■ OpenScape Mobile Pro

For mobile users – combined VoIP and UC Client on Android and Apple iOS smartphones and tablets

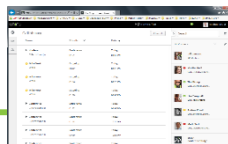


What's new in OpenScape UC?

Available
Q1/2020

Addressing a broader customers space

- UC Client support for **macOS and Linux**
- Integrated WebRTC functionality (via built-in softphone)
- Zero touch installation



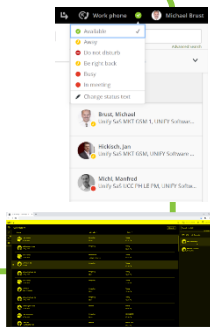
Enhanced user experience

- Improved Chat – support of attachments
- Enhanced favorites panel
- Backup call routing
- UI improvements for OpenScape Mobile Pro



Improved accessibility

- Keyboard navigation and hotkeys
- High contrast mode
- Support of screen readers
- Name announcements and notifications



Focus on ecosystem

- New WebClient API
- IP V6 support for softphone
- VDI support with VMware Horizon
- Multitenancy light

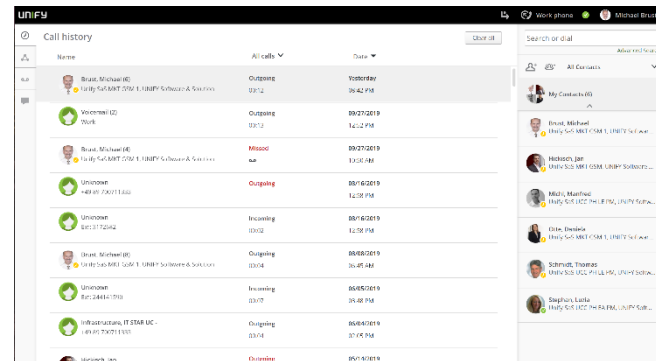
IPv6
vmware®

Communicate in new ways (V10)

OpenScape UC WebRTC Client

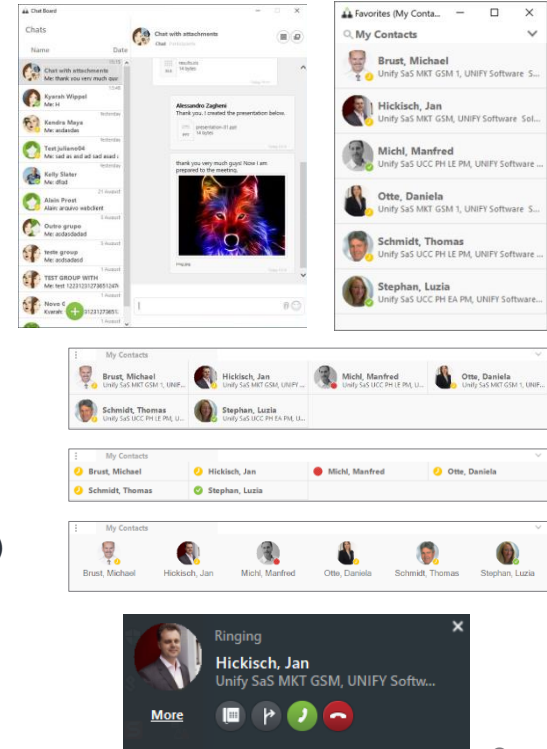
Available
Q1/2020

- UC client support for macOS and Linux
(addressing a broader customers space, enhanced OS support)
- Integrated WebRTC functionality
(via built-in softphone)
- Full UC feature set
(feature set based on already existing Web Client)
- Integrated call control functionality
(e.g. toggle, consultation, 3 party conference)



Communicate in new ways (V10)

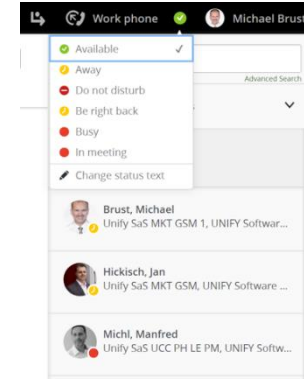
- **Improved Chat – support of attachments**
(Support of attachments and file exchange via chat within OpenScape UC clients)
- **Enhanced favorites panel (OpenScape Fusion)**
(favorites panel can be docked and customized by user – choice of 3 different layouts)
- **Name announcements and notifications**
(Incoming and team calls, chat messages announced by beep or originators name)
- **Backup call routing**
(Backup of preferred device setting stored within OSV in case of maintenance scenarios)
- **Improvements for OpenScape Mobile Pro**
(UI improvements within contacts, Chat and call journal – Push Notifications for Android)



Focus on accessibility (V10)

Improved accessibility support

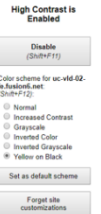
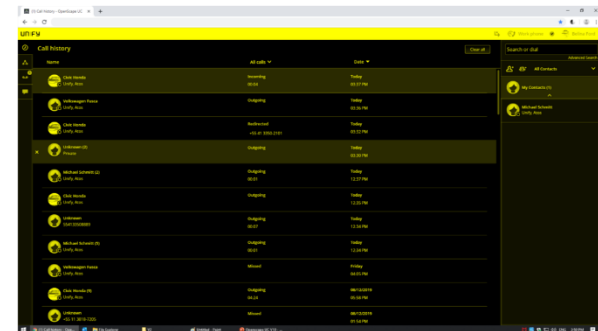
- **Keyboard Navigation**
(enabling a better user experience)
- **Hotkeys for main functionalities**
(Keyboard shortcuts for global, navigation and call functions)
- **High contrast support**
(high contrast mode enables better visibility)
- **Support of screen readers**
(basic functionality with screen readers such as Jaws)



Keyboard Shortcuts

Global

| | |
|--|---------|
| Show keyboard shortcuts | Alt + K |
| Make call to selected item | Alt + C |
| Chat with selected item | Alt + O |
| Email the selected item | Alt + G |
| Start web collaboration with the selected item | Alt + W |
| New conference | Alt + P |
| Search or Dial | Alt + U |
| Open settings | Alt + I |
| Navigate through the main areas | Alt + T |
| Close dialog | Esc |



Focus on ecosystem (V10)

- **New WebClient API**

(New WebClient API for integration with Web services)

- **IP V6 support for softphone**

(IP V6 Support for the integrated softphone within OpenScape Fusion for Microsoft Office)

- **Support of VMware Horizon (VDI)**

(Support of VMware Horizon as an additional Virtual Desktop Infrastructure (VDI) including OpenScape Fusion softphone)

- **Multitenancy light**

(more flexible configuration and possibility to separate departments e.g. to restrict access to different LDAP's, with the Common Management Platform and User Management)

Be mobile in new ways

OpenScape Mobile Enhancements

- Additional call control services (e.g. toggle, consultation, 3 party conference)
- Integrated IM / Chat functionality
- VoIP calls via 4G/LTE data networks
- Automatic handover cellular <-> WiFi
- OpenScape Mobile Pro for iOS and Android
- Support of Android V7, V8 and **iOS 13**
- Support of MTLS
- Mixed Mode with OpenScape 4000 V8R2
- MDM support with market leaders



OpenScape Mobile Pro – iOS and Android

Comprehensive UC functions - enabling enhanced mobility

- Support of Apple CallKit / PushKit (starting with iOS 10)
- **Enhanced UI for Contacts, Chat and Call Journal**
- **Support of Android Push Notifications**
- Battery consumption is reduced considerably
- Enables call acceptance on the lock screen
- Prevents incoming GSM calls from interrupting a running OSMO call
- Prevents incoming OSMO calls from interrupting an ongoing GSM call
- Possibility of joining ongoing conference by a simple "one click"



Summary of UC V10

User experience

Enhanced client UI improves user experience, minimizes training, and increases user adoption (improved chat / favorite panels)

Mobile worker productivity

- OpenScape Mobile Pro – iOS and Android
- Enhanced UI – Contacts, Chat, Call Journal
- Support of Android Push Notifications
- MDM Support by Market Leaders

Team collaboration and Integration

- Improved usability when collaborating
- OpenScape Fusion / for Microsoft Office and IBM Notes
- Client support for macOS, Linux, Windows

Reasons to upgrade



Reasons to upgrade (1/2)

OpenScape UC V10

| Key Capability | V9R3 (GA December 2017) | V9R4 (GA December 2018) | V10 (GA December 2019) | Reason to buy V10 |
|-----------------|--|--|--|--|
| User experience | <ul style="list-style-type: none"> • Usability enhancements • Chat: Offline support – To send messages also to offline users | <ul style="list-style-type: none"> • Access to voicemail settings (including recording of greetings via UC client) • Enhanced rules and routing functions with UC client | <ul style="list-style-type: none"> • UC Web Client support with integrated VoIP for macOS and Linux via WebRTC • Improved Chat – support of attachments • Enhanced favorites panel • Better Accessibility support – keyboard navigation, hotkeys and screen reader support | <ul style="list-style-type: none"> • Customer wants a more intuitive, visual, joyful user experience • Customer wants an easy-to-use tool that requires minimal training, increases user adoption • Customer wants complete OS support (Windows, macOS and Linux) |
| Mobility | <ul style="list-style-type: none"> • Apple CallKit support (starting with iOS 10) • MDM support with market leaders (ongoing enhancements) • Redesigned OpenScape Web Collaboration Mobile Client | <ul style="list-style-type: none"> • New OpenScape Mobile Pro for iOS and Android • Lower battery consumpt. • Click-to-Call access to ongoing conferences • Conference User Interface Update • MTLS Support • Mixed Mode OS4k V8R2 | <ul style="list-style-type: none"> • Enhanced UI within OpenScape Mobile Pro for Contacts, Chat and Call Journal • Support of Android V7, V8 and iOS 13 • Support of Android Push Notifications | <ul style="list-style-type: none"> • Customer has highly mobile employees who want to BYOD to work • Customers who want to interact with IM/Chat • Customer using MDM tools and want to provision and deploy OpenScape Mobile Pro |

Reasons to upgrade (2/2)

OpenScape UC V10

| Key Capability | V9R3 (GA December 2017) | V9R4 (GA December 2018) | V10 (GA December 2019) | Reason to buy V10 |
|-------------------------------------|--|--|--|--|
| Fusion clients | <ul style="list-style-type: none">• OpenScape Fusion usability enhancements• Team Toaster: delay pop up notification• Change Name of preferred device• Visibility of call control buttons• Aligned notification toasters | <ul style="list-style-type: none">• OpenScape Fusion usability enhancements• New Fusion Menu Bar• Hunt Group support with integrated softclient• Enhanced rules and routing functions• Access to voicemail settings including recording of greetings | <ul style="list-style-type: none">• OpenScape Fusion usability enhancements• Improved Chat – support attachments• Enhanced favorites panel• Backup call routing of preferred device settings• Improved contact name search with “Umlaute” (e.g. ä,ö,ü) | <ul style="list-style-type: none">• Customers demanding UC features within Microsoft Outlook, Office 365, Skype for Business / Lync• Customers demanding UC features within IBM Notes |
| Conferencing usability Teams | <ul style="list-style-type: none">• OpenScape Conference plugin alignment with OpenScape Web Collaboration | <ul style="list-style-type: none">• Click-to-Call to join conferences including PIN | | <ul style="list-style-type: none">• Customer adoption to the Digital Workplace with virtual teams who meet regularly |