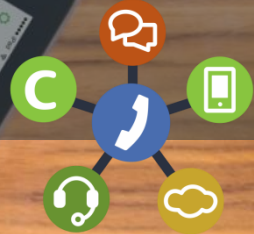
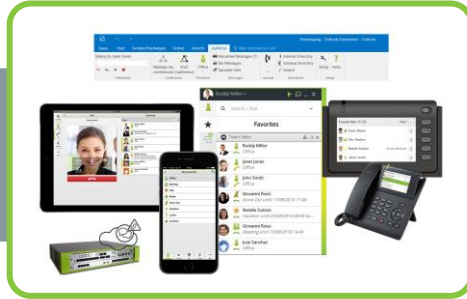


# Circuit - OpenScape Business Connector Use Cases and Hints, July 2019



# OpenScape Business + Circuit

## A strong hybrid cloud approach



### OpenScape Business

Powerful Voice & UC	All-In-One
Mobility / Contact Center	
Communication Platform on-premise / hosted / Private Cloud	



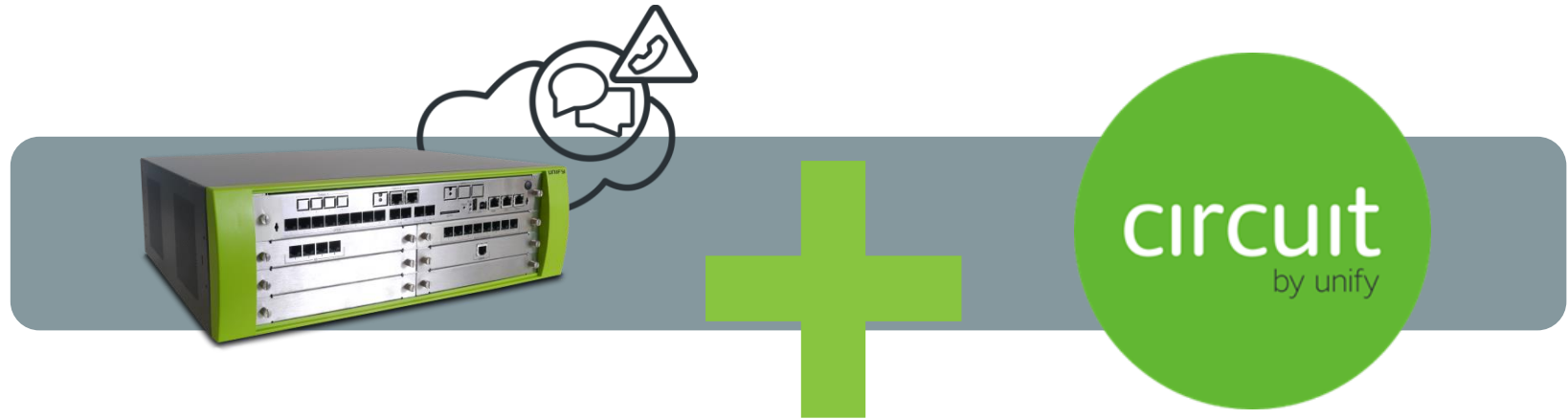
### Circuit

Voice / Conferencing / Mobile supporting all mobile networks	Teamwork Collaboration
Video / Screen Share / Chat	
Cloud / SaaS	

OpenScape Business Telephony Connector **combines** the **best of both worlds**  
**Powerful Voice and UC** capabilities combined with **Cloud collaboration** services

# OpenScape Business + Circuit

## A strong hybrid cloud approach



OpenScape Business Telephony Connector **combines** the **best of both worlds**  
**Powerful Voice and UC** capabilities **+** **CIRCUIT Team Collaboration** from Cloud

# Follow Us - @UnifyCo Social Media

Making 5.555.555 users more productive with Circuit

## Learn, Share & Like



### UNIFY Blog Posts:

Making 5.555.555 users more productive with Circuit

link: <https://unify.com/en/blog/circuit-sprint-114>

OpenScope Business telephony integrates with Circuit ...

link: [bit.ly/2UYkV7J](http://bit.ly/2UYkV7J)

### Social Media:



<https://twitter.com/UnifyCo/status/1093872592514150400>



<https://www.linkedin.com/feed/update/urn:li:activity:6499610104655069184>



<https://www.facebook.com/UnifyCo/posts/10156818695088280>



OpenScope Business  
integrates with **Circuit**

# Visit Circuit Marketing [www.circuit.com](http://www.circuit.com)

Not sure? Enjoy our free package  
100 users, 3 users per conference call, 1GB

[Get Free](#)

Team	Professional	Enterprise
<p><b>3,95€</b> per user per month billed monthly</p>	<p><b>6,95€</b> per user per month billed monthly</p>	<p><b>14,95€</b> per user per month billed monthly</p>
<p>For small teams who need an easy-to-use app for efficient collaboration</p>	<p>For business teams who need an immersive collaboration experience</p>	<p>For companies who view communications and process flow as a strategic imperative</p>
<ul style="list-style-type: none"><li>• Advanced and Universal Telephony Connector, OpenScape Business Connector (additional charges apply for on premise setup)</li><li>• Circuit Meeting Room integration (room-based video system, additional charges apply)</li><li>• Unlimited users</li><li>• 6 users per conference call</li><li>• 5 GB storage</li><li>• SLA support</li></ul>	<ul style="list-style-type: none"><li>• Everything in Team</li><li>• Moderation</li><li>• Recording</li><li>• Telephony connector</li><li>• Identify management through SAML 2.0 support</li><li>• Provisioning Agent for automated User Provisioning (LDAP, CSV)</li><li>• Unlimited users</li><li>• 10 GB storage</li><li>• SLA and help desk support</li></ul>	<ul style="list-style-type: none"><li>• Everything in Professional</li><li>• Identify management through SAML 2.0 support</li><li>• Provisioning Agent for automated User Provisioning (LDAP, CSV)</li><li>• Virtualization support (VMware, Citrix)</li><li>• Mobile breakout capability</li><li>• Unlimited users</li><li>• 20 GB storage</li><li>• SLA and help desk support</li></ul>
<p><a href="#">Buy Team</a></p>	<p><a href="#">Buy Professional</a></p>	<p><a href="#">Buy Enterprise</a></p>

For the usage of the OpenScape Business Telephony Connector at least Team, Professional or Enterprise License is required

# OpenScape Business Telephony Connector

- OpenScape Business Telephony Connector provides secured interworking between Circuit and OpenScape Business (Single - /networked Systems)
- **Secured Interworking** (TLS / HTTPS), Authentication via OSBiz SBC
- When Circuit & OSBiz are connected each User of the Circuit Tenant get his own internal Circuit Extension number from OpenScape Business (E.164)
- Simplified Configuration via the Circuit Wizard (WBM)
- Technical description and configuration can be found here: [Unify Experts Wiki](#)

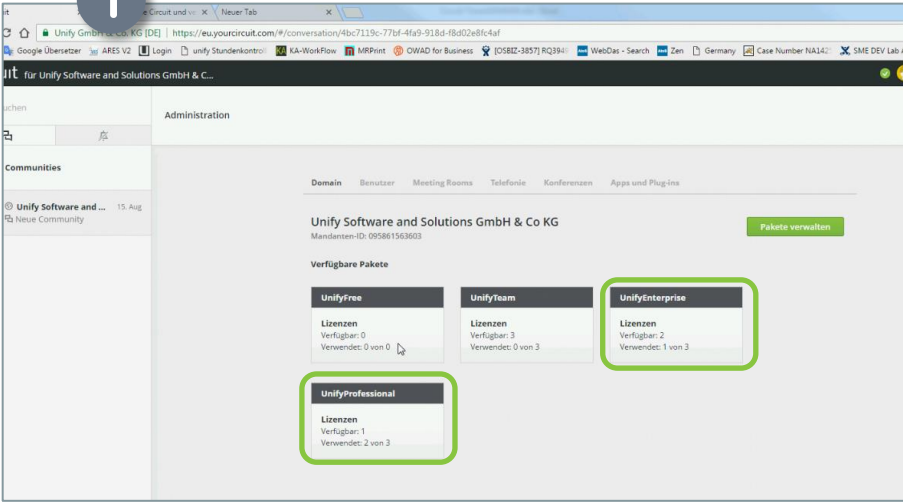


Telephony Connector based on hUTC - *no additional hardware needed*

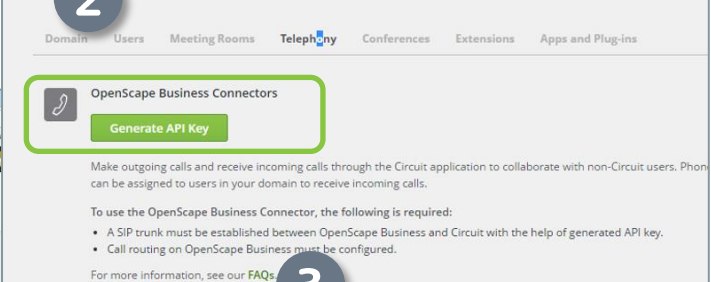
# OpenScape Business Connector

## How to Proceed ?

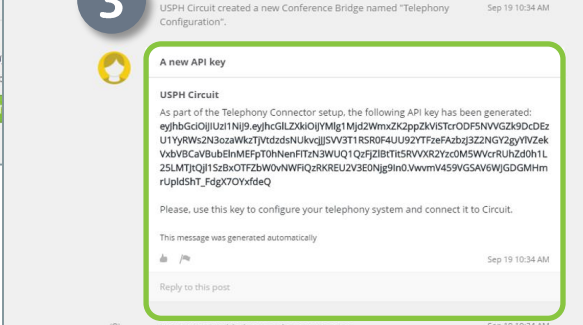
**1**



**2**



**3**



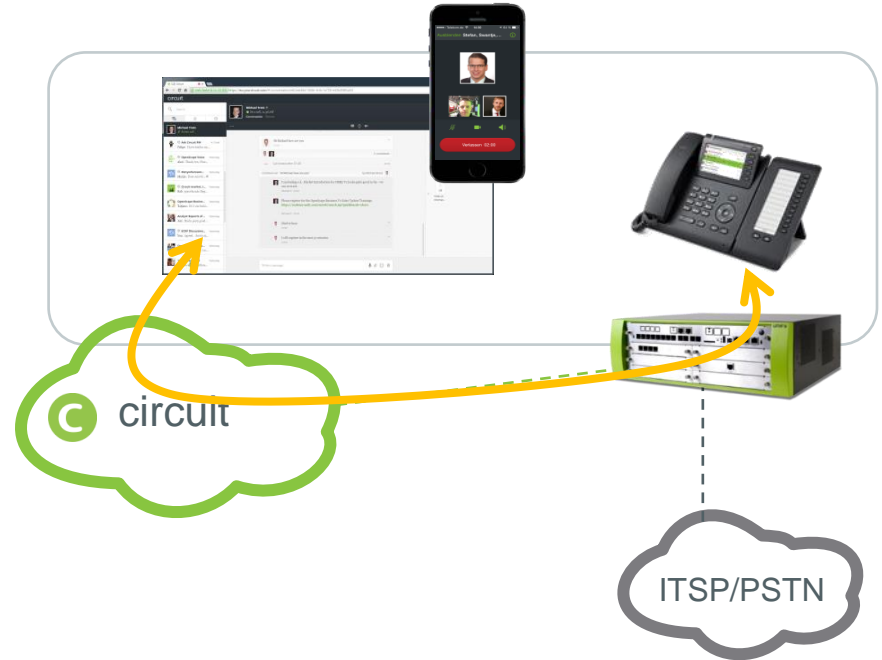
**4**

Copy & paste of the generated API Key within OpenScape Business WBM / Circuit Wizard

Detailed Technical Information of how to setup Circuit to OpenScape Business Connector please visit Unify Experts Wiki – OpenScape Business / Circuit Section

# Calls between OpenScape Business & Circuit

- Circuit User calls OSBiz User
- OSBiz calls Circuit User
- Circuit User is reachable via his assigned OpenScape Business extension number
- Choice of different Circuit Devices to take the Call
- Guarantees Flexibility & Mobility





# Incoming call to a Circuit User

- External (incoming) Call via OpenScape Business to Circuit, ITSP / ISDN / BRI / PRI
- Circuit User configured as a regular OpenScape Business User
- Perfect for those Customer need to be mobile @ anytime!



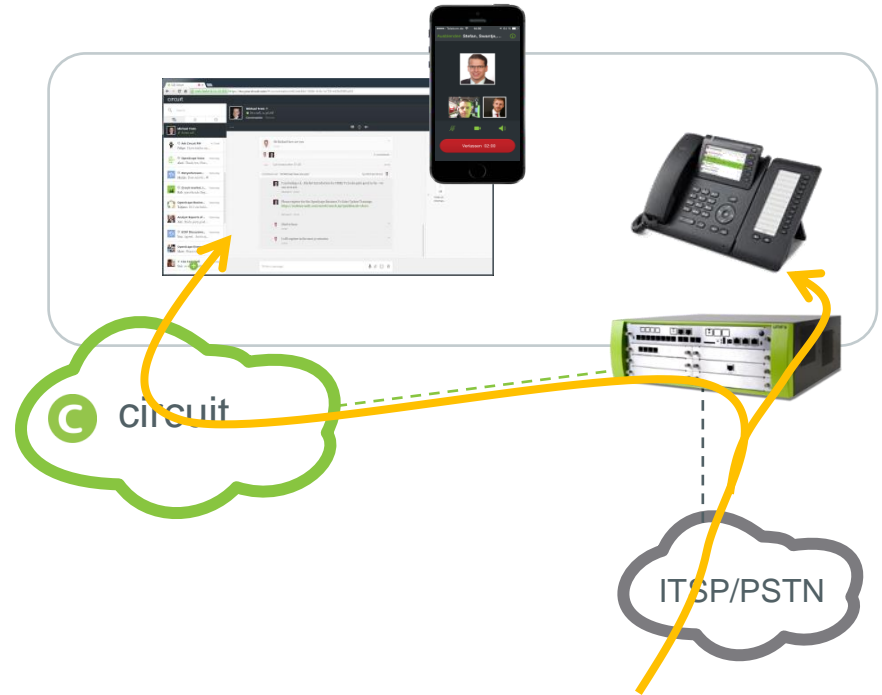
# Outgoing Call from Circuit via OSBiz

- Outgoing Circuit Call via OpenScape Business „Gateway“ to an external party
- OpenScape Business Extension Number will be shown as CLIP information
- A single number shown up at the external called party



# Incoming Call „Twinning“ (ONS)

- **Twinning** between Circuit + OpenScape Business User (ONS)
- Answer Call via Circuit or OpenScape Business Device
- Customer is reachable via One Number Service on his/her preferred device
- IP/TDM User license needed for the fixed Desktop Phone as usual



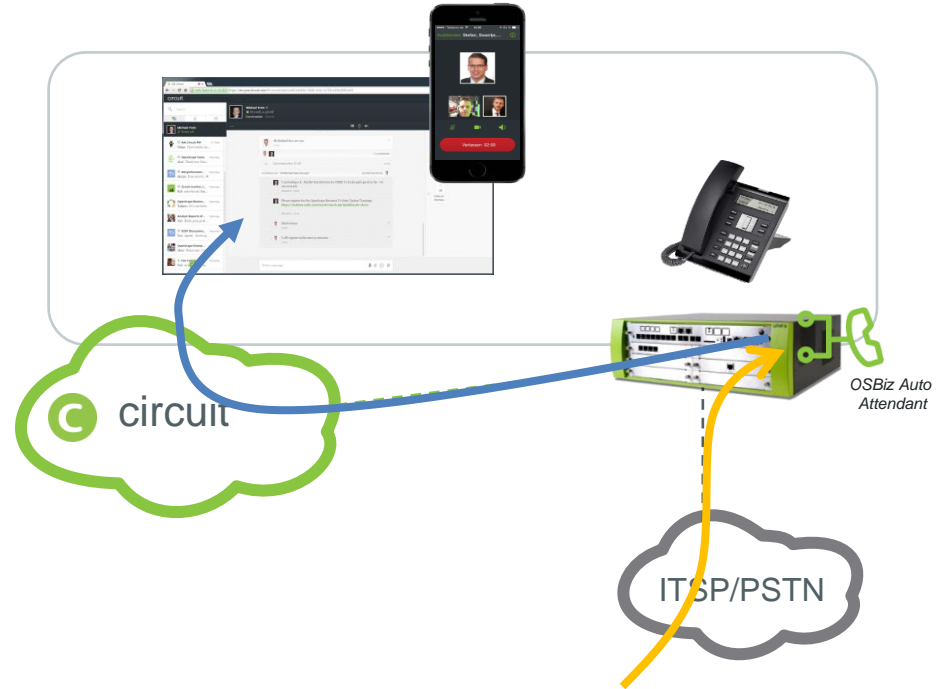
# Outgoing Call via Circuit Client (ONS)

- Circuit User (MULAP with OSBiz User) calls an external extension
- Circuit User shown up MULAP Number (ONS)
- Just a single phone number to remember for the Customer – independent of device and system, either Circuit or OSBiz User



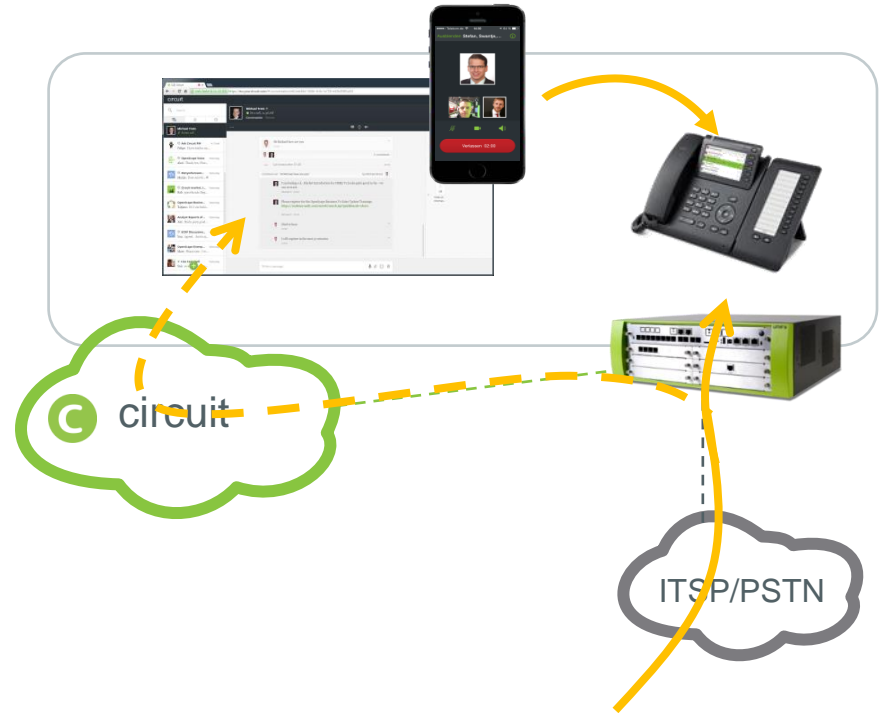
# Incoming Call to OSBiz Auto Attendant – Call Forwarding Target is a Circuit Client (User)

- Incoming Call to OpenScape Business Auto Attendant
- Target Destination could be a Circuit Client (User)
- Customer can be easily „transferred“ to the right contact person, Circuit or OSBiz User
- Always reach the right Contact Person by clicking 1,2,3 .....



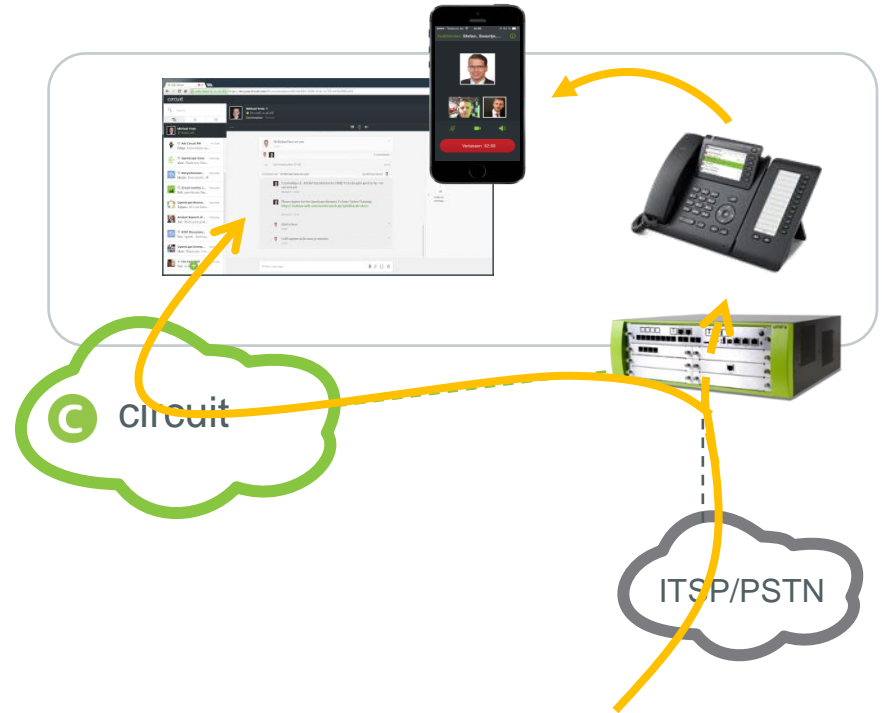
# Pull Call from Circuit Client to OSBiz User(via OSBiz System Device)

- Incoming Call via OSBiz to a Circuit User -> Pull Call via OSBiz system device
- Pull the Call seamlessly by just clicking the Feature Key on the OSBiz System Device
- Use Case: Customer has an active Circuit Call via his mobile, coming back to his office and want to proceed the Call via his „fixed“ OSBiz Device



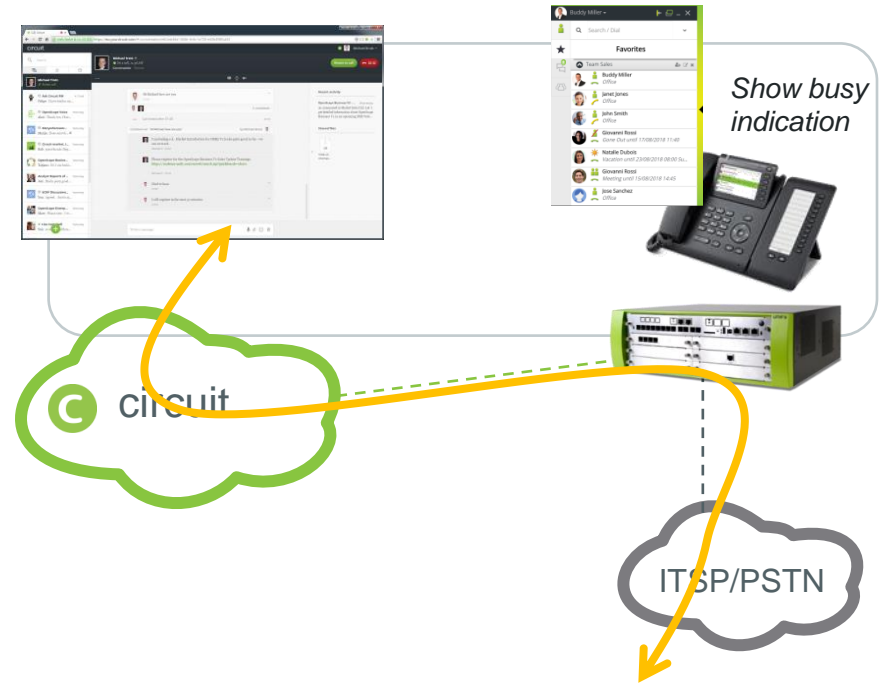
# Call „transfer“ from OSBiz User to Circuit Client

- Active OpenScape Business call
- Call can be easily transferred by pressing the right feature key on the OSBiz System Device
- Perfect for those Customers want to switch or change locations while on the phone




# Busy Indication for Circuit Calls

- Busy Indication during an active Circuit Call (via OpenScope Business „Gateway“)
  - On a system device
  - In UC Smart
  - In UC Suite
- Perfect for teams and Attendant Consoles







Following slides are showing enhanced OSBiz to Circuit telephony and call control features. With each new OpenScape Business + Circuit release we do provide further capabilities

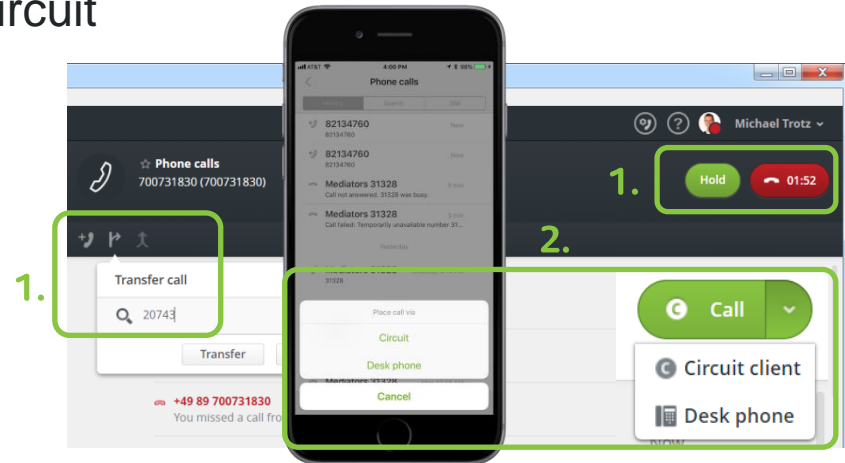


# OpenScape Business + Circuit

Enhanced Call Control capabilities through an empowered Connector

OpenScape Business Telephony Connector provides secure interworking between OpenScape Business and Circuit

- Connector (based on hUTC) now **enhanced with additional call control** features (1)
- Enhanced feature set **available across all Circuit Clients**: Desktop App, Web Client, mobile App with different dialing options:
  - **Circuit Client**: Call Control capabilities for Circuit Calls (via OpenScape Business) (2)
  - **Desk Phone**: CTI Control of the connected Deskphone device(within the Circuit GUI) (2)



Positions Circuit as a **Collaboration Client** for OpenScape Business with enhanced call control capabilities. For pure Circuit Users **no further OSBiz User licenses needed**. Connector available **up from Circuit Team** license

# OpenScape Business Telephony Connector

## Extended Supported feature set in detail

Feature
Make call
Answer call
Clear call / Reject call
DTMF support
Hold / Retrieve call
Unattended call transfer
OSBiz Voicemail Handling
Call Forwarding
Consultation call
Attended call transfer
Swap call (= alternate)
Conference Call / Merge Call <i>(new V2R7)</i>
Call Swipe Push/Pull Call <i>(new V2R7)</i>
Busy in a conversation <i>(&gt;Sprint 120, V2R6.2)</i>
Circuit Wizard Improvement <i>(new V2R7)</i>



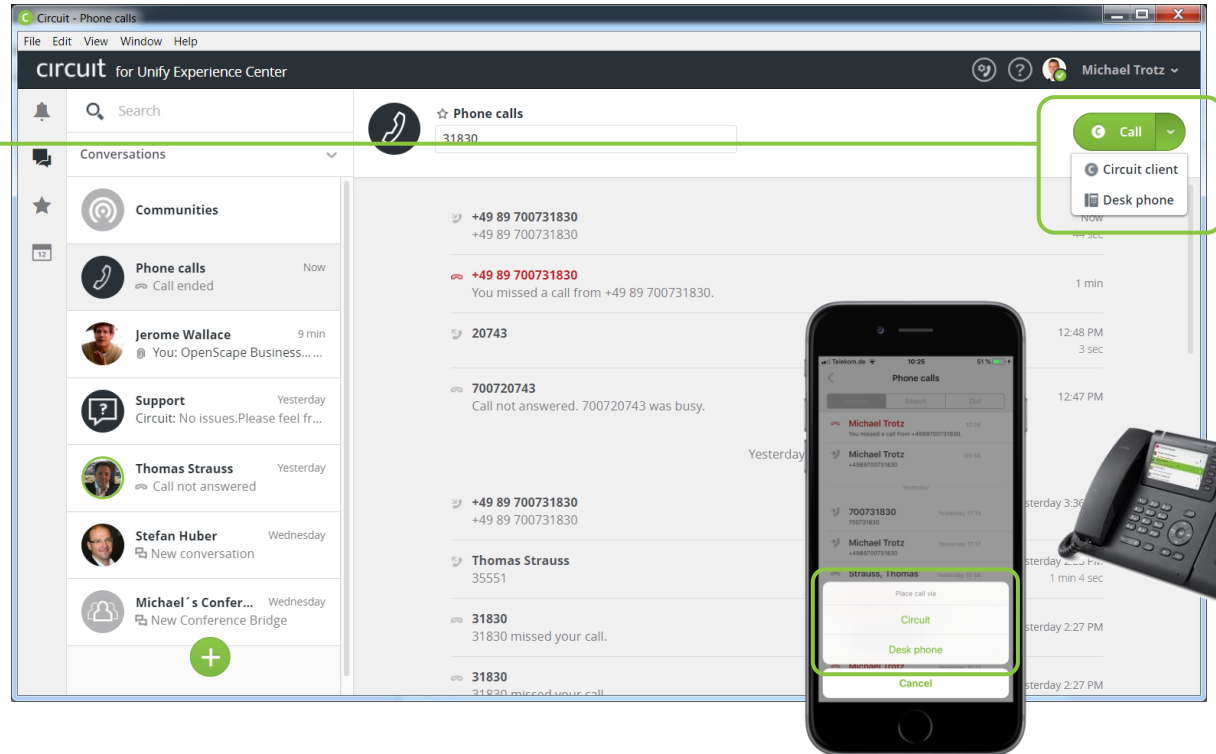
Enhanced OpenScape Business to Circuit connectivity up from  
Circuit Sprint  $\geq 124$  and OSBiz V2R6.2 / V2R7

# Dialing Option: Circuit Client or DeskPhone

Easily select your dialing option, either via Circuit Client or Desktop Phone

Last used „dialing option“ is set as default

CTI Control of your connected device as part of Mobility MULAP (HFA, TDM)



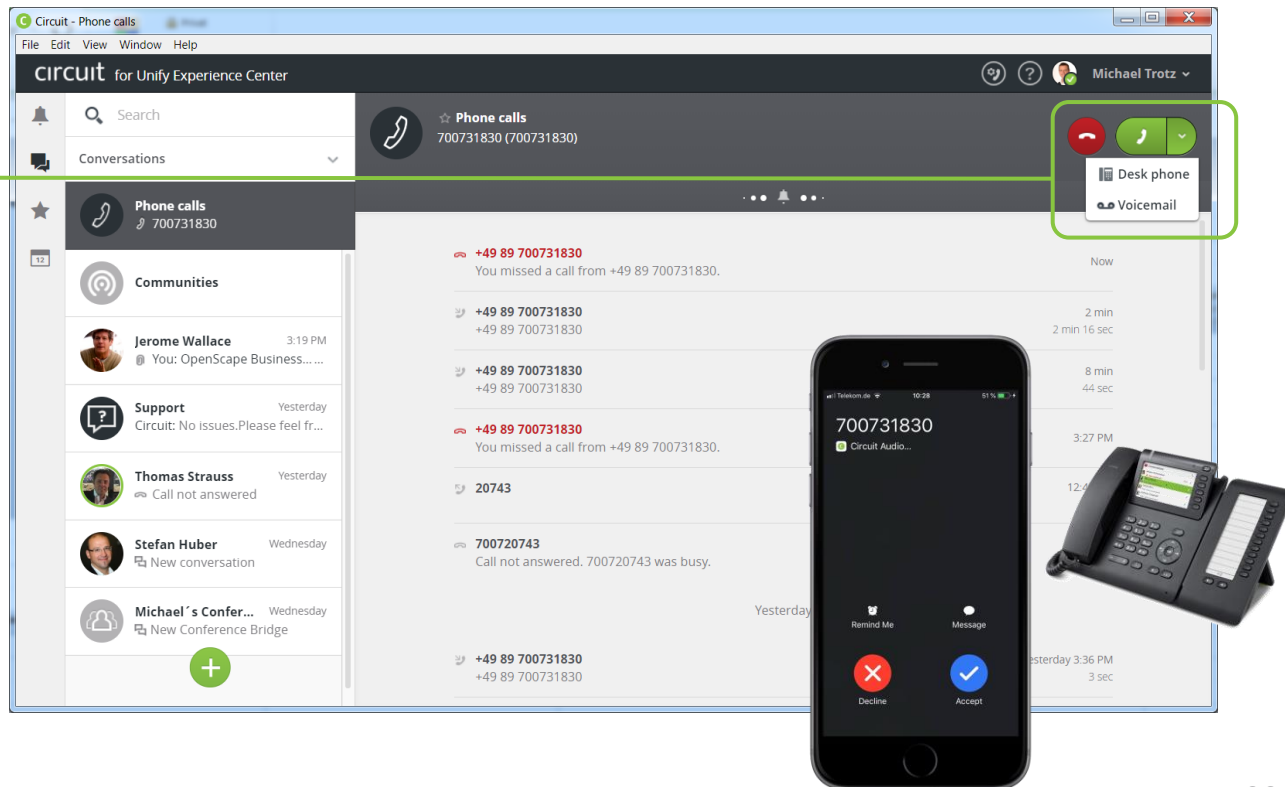
# Incoming Call via OSBiz Connector

Select your device where to accept an incoming call, either via:

- Circuit Client
- Deskphone

Decline a call or forward to Voicemail directly

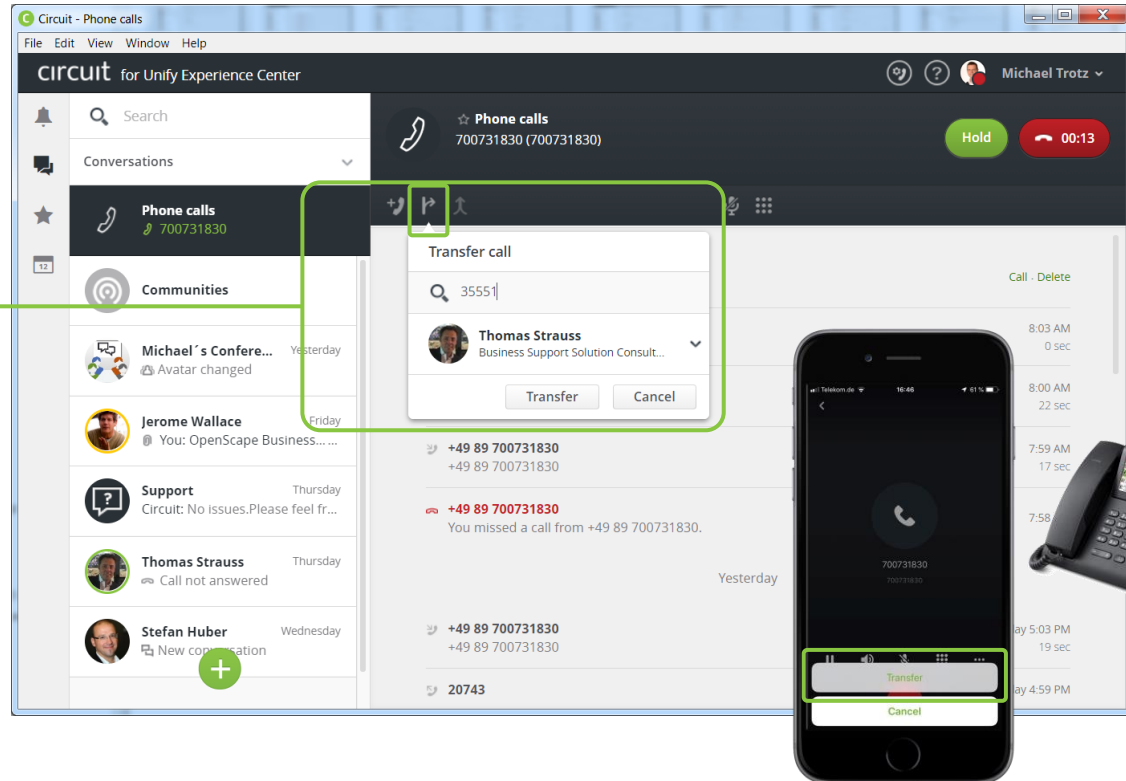
Name Resolution for internal OpenScape Business User



# Call Transfer (blind/unattended)

Simply type in a target number to transfer a call,

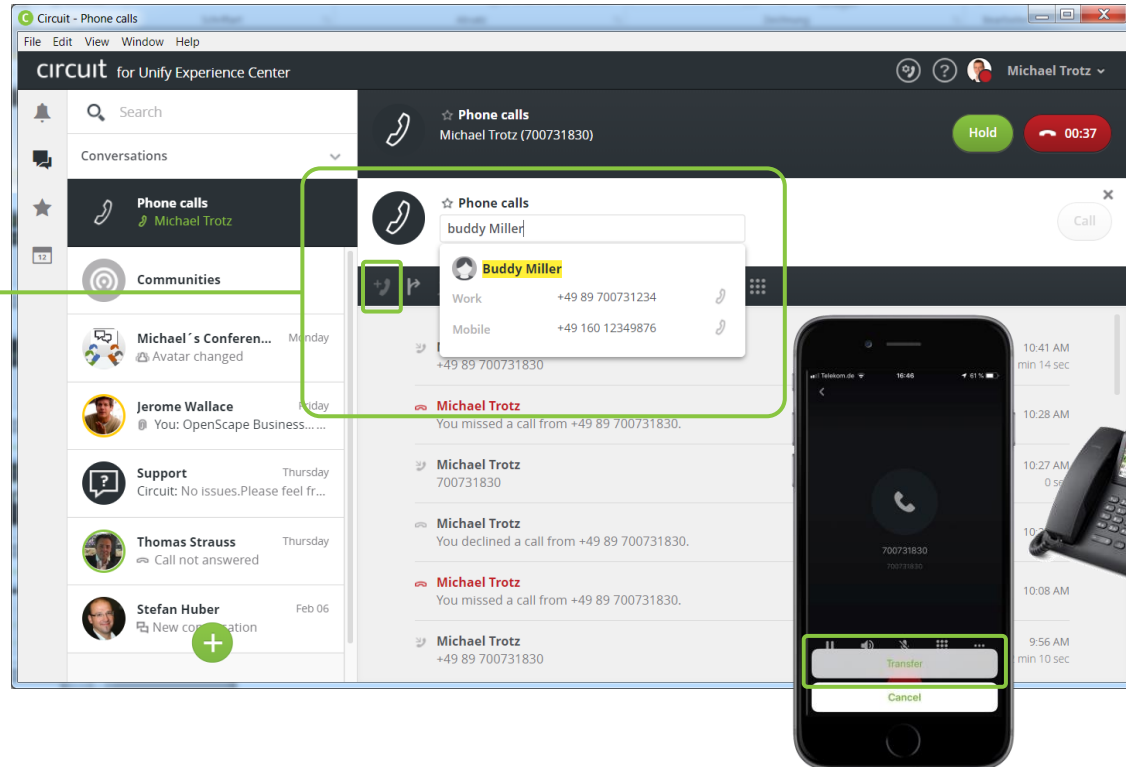
Search in Outlook Contacts (Circuit Feature) to select transfer targets



# Call Transfer (Attendant Transfer)

Simply type in a target number during an active call and talk to a second person or complete the call transfer.

Search in Outlook Contacts (Circuit Feature) to select the right transfer target



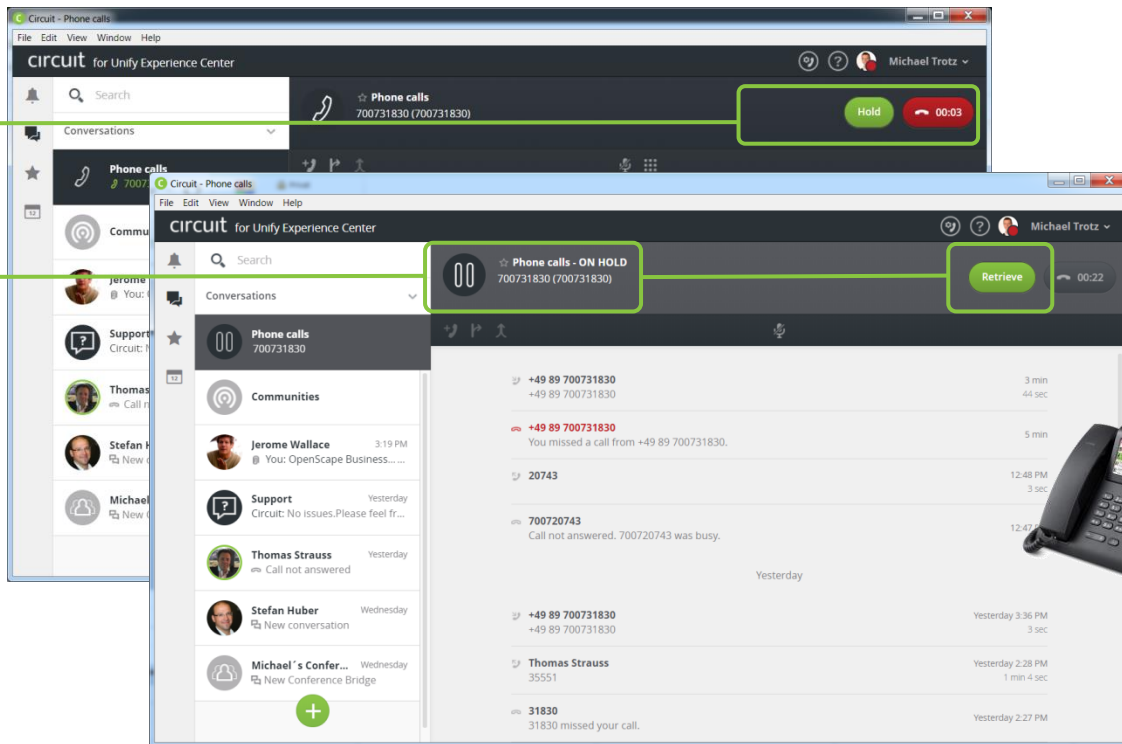
# Hold and Retrieve a Call

Put a call on hold

Display Message for phone calls on hold

Single click to retrieve a call again

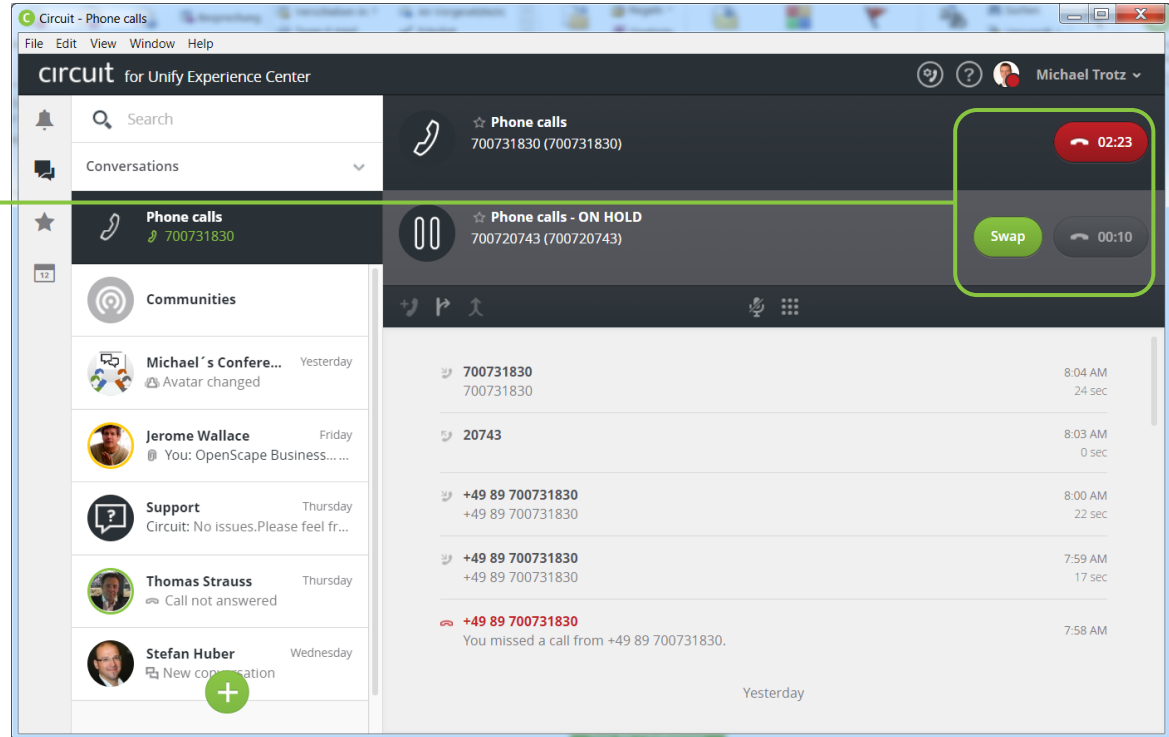
MoH played to the „on hold“ caller





# Call Swap (Alternate)

Toggle between calls, either Circuit calls or „remote“ controlled DeskPhone Calls

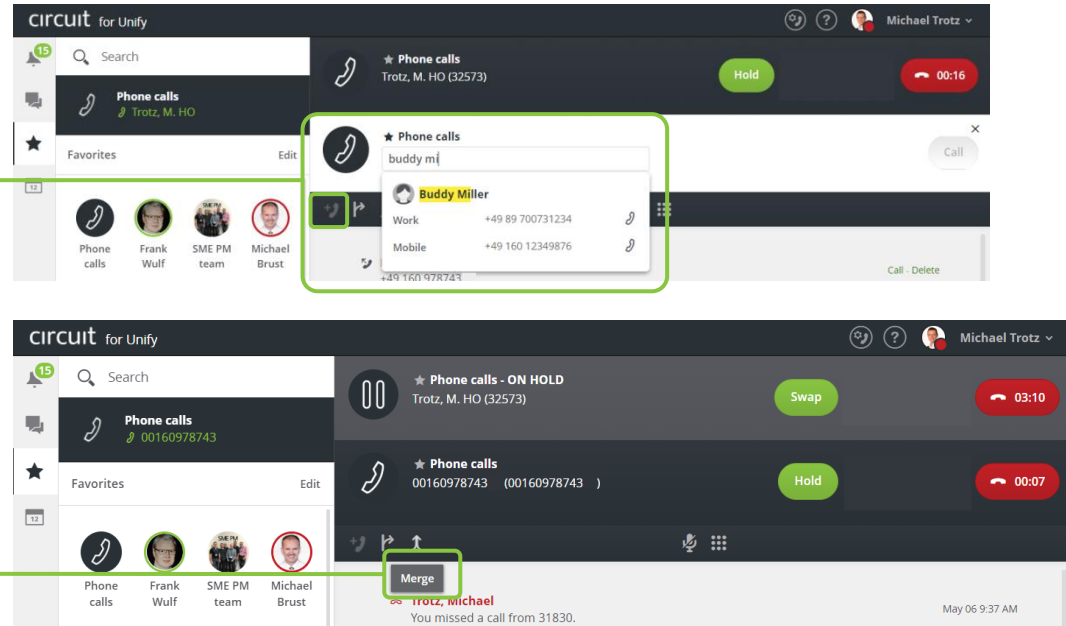


# Conference / Merge Calls

Circuit User (Initiator) can add additional users, for e.g. via the search function

Conference can be enhanced with further participants (based on OSBiz system conference capacities)

Activate conference by pressing the „merge“ call button within Circuit



# Local Dial In numbers for Circuit Conference

OpenScape Business can be used as a **local dial in gateway** for Circuit Conferences

Save telephony costs (local dial in) and increase conference capabilities by using Circuit Cloud Conference Services

Additional Users can be added for e.g. internal OSBiz Users (via OSBiz to Circuit Connector)

The screenshot displays the 'local conference' interface with tabs for 'Conversation' and 'Details'. The 'Details' tab is active, showing 'Participants', 'Conference details', and 'Files'. The 'Conference details' section includes the creator 'LABDus Frank 100', the URL 'https://beta.circuit.com/guest?token=9999b910-041d-417f-9a9d-c3cf0f107319', and the PIN '3175 860 829 #'. A 'Schedule a conference' dialog box is open, providing instructions and options to copy email addresses or details. The dialog lists several dial-in numbers, with 'Germany (English): +492302660, 3175860829#' highlighted by a green box. A green line connects the 'Add people' button in the bottom left to the 'Local dial-in numbers' table.

Local dial-in numbers		
TEST-OSBIZ-1	Italian	+1 7000
TEST-OSBIZ-2	English	+1 7001
TEST-OSBIZ-3	Spanish	+1 7002
TEST-OSBIZ-4	English	+1 8000
TEST-OSBIZ-DUS132	English	+49 2302 660

Dial-in numbers		
Germany	German	+49 89 700731903
United States	English	+1 561-923-1555

*Setup via Circuit Admin and OSBiz WBM (LCR)*

# Seamless Call Swipe: Push / Pull Call



**Seamless Call  
PUSH** from Circuit  
Client to Deskphone  
by just pressing the  
PUSH key

**Seamless Call  
PULL** from Desktop  
to Circuit

**Push/Pull** can be  
done for connected  
DeskPhone (part of  
MULAP)

The image displays two screenshots of the 'circuit' interface for 'mediators2 tc'. The top screenshot shows a call in progress with a 'Push' button highlighted in a green box. The call log below shows two entries for 'Bochum, Claus' with durations of 2 min 3 min 54 sec and 6:49 AM 14 sec. The bottom screenshot shows a call in progress with a 'Pull' button highlighted in a green box. The call log below shows two entries for 'Bochum, Claus' with durations of 9 min 14 sec and 6:48 AM 8 sec. Both screenshots include a sidebar with navigation options like 'Conversations', 'Phone calls', 'Communities', and 'LABDus Michael 351'. A deskphone icon is visible in the bottom right corner of each screenshot.

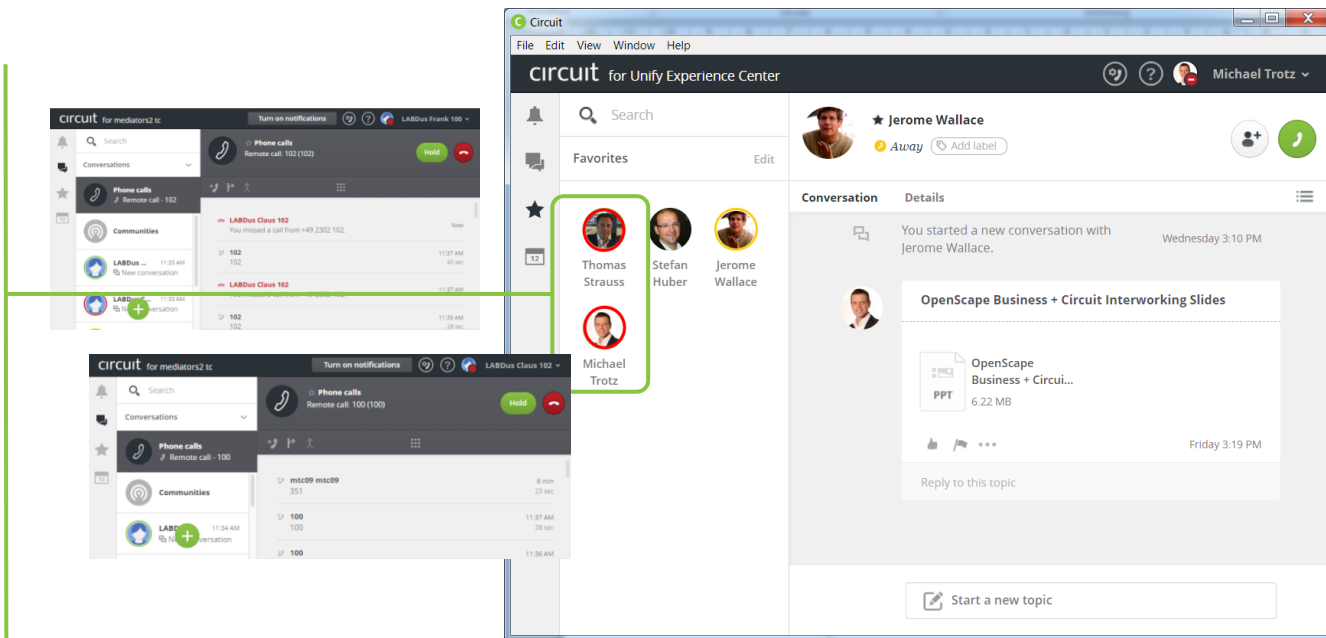
# Seamless Call Swipe from here to....



# „Busy in a conversation“ Information

Busy call indication for Circuit Users (User status set to DND – do not disturb mode)

Busy indication / federation for e.g. on Phones (DSS key) and UC applications



*User Thomas and Michael are „busy in a call/conversation“ (Calls via Telephony Connector or between Circuit to Circuit Calls)*

# Activate Call Forwarding / OSBiz Voicemail

Call Forwarding notification

Enable Call Forwarding to any individual target

Simply type in the destination number

Forward to OpenScape Business Voicemail\*

The image shows a screenshot of the 'Circuit - Settings' application window. The window title is 'Circuit - Settings' and it has a menu bar with 'File', 'Edit', 'View', 'Window', and 'Help'. The main content area is titled 'CIRCUIT for Unify Experience Center' and shows a 'Settings' page with tabs for 'General', 'Notifications', 'Audio/Video', 'Labels', 'Voicemail', 'Telephony', 'Security', 'Extensions', and 'Circuit Labs'. The 'Telephony' tab is selected. Under 'Telephony connector', it says 'You are configured for the OpenScape Business Connector. For more information, see our FAQs.' and 'Service is running normally.' Under 'Phone calls', the 'Work number' is '+49 89 700735558'. A 'Call forwarding' section is highlighted with a green box, showing a toggle switch for 'Call forwarding' which is turned on. Below it, there are two options: 'Number/Name' with the value '20743' and 'Voicemail'. To the right of the settings, a smartphone is shown displaying the 'Telephony' settings on its screen, with the 'Call forwarding' toggle and the '20743' number also highlighted with a green box. The smartphone screen shows 'CALL FORWARDING' with a toggle switch turned on, and '20743' under 'Number/Name' and 'Voicemail' under 'Voicemail'.

# Circuit Voicemail

Activate Circuit Voicemail

Can be used for pure Circuit to Circuit calls or via OSBiz Connector

Listen to Voicemails via Circuit „Phone Calls“ history

The image displays two screenshots of the Circuit interface. The top screenshot shows the 'Settings' page for 'circuit for Unify Experience Center'. The 'Voicemail' tab is selected, and a green box highlights the 'Voicemail' toggle switch, which is currently turned off. The bottom screenshot shows the 'Phone calls' history for 'circuit for mediators2 tc'. A green box highlights a voicemail entry from 'LABDus Claus 102' with a play button and a progress bar.



# New Circuit GUI for Phone Calls View

Make telephony interface more user friendly and visible in Circuit UI

Call Journal list is now splitted into different categories

New dial Pad for convenient dialing incl. search options

Even easier to sell Circuit as telephony and meeting client

The screenshot displays the 'circuit for Unify' interface. The top navigation bar includes a search icon, a user profile for 'Michael Trotz', and a notification bell. The main content area is divided into two sections. On the left, a sidebar contains 'Call history' and 'Voicemails' options. On the right, the 'Call history' view is active, showing a list of calls with columns for status (Outgoing, Not answered, Missed), duration, and time. The calls are grouped by date: May 13 and May 06. A new dial pad is overlaid on the bottom left, featuring a search bar 'Type a name or phone number' and a numeric keypad with letters for each number. The dial pad also includes a 'Call' button and a volume icon.

Date	Contact	Status	Duration	Time
May 13	325 325	Outgoing	1 min 33 s...	5:12 PM
	Michael Trotz +49 160 978743	Outgoing	1 min 29 s...	5:08 PM
	+49 89 7007325	Outgoing	1 min 47 s...	5:08 PM
	Trotz, M. HO 325	Not answered		5:06 PM
	Michael Trotz +49 160 978743	Outgoing	3 min 29 s...	5:05 PM
	+49 89 7007325	Outgoing	6 min 31 s...	5:05 PM
May 06	Trotz, Michael 31830	Missed		9:37 AM
May 02				

# Further Circuit Enhancements

Connect to a Microsoft Exchange Account and access contact data (Circuit Feature)

Use **Circuit for Outlook** to integrate into your MS Outlook Client

New Click-to-dial options

The screenshot displays the settings for the Circuit Desktop App. It features three main sections:

- Circuit Desktop App:** Includes a 'Download' button and the instruction: 'Run Circuit as a native application in your desktop environment.'
- Microsoft Exchange:** Includes a 'Disconnect' button, the Exchange icon, and the text: 'Access contacts and meetings from your Microsoft Exchange account.' Below this, it shows a status of 'Connected' with an information icon.
- Circuit for Outlook:** Includes a 'Download' button, the Outlook icon, and the text: 'Integrate your Microsoft Outlook with Circuit. Link your Outlook meetings to a Circuit conversation and add the conference details directly into the meeting. Convert email threads easily into Circuit conversations. Start conversations and make phone calls and video calls using Contact Card.' Below this, it notes 'Only available for Windows.' with an information icon.

A callout box titled 'Hotkey Dialling' is positioned in the foreground, showing a keyboard icon with a speech bubble. Below the icon, it provides instructions: 'Select a phone number from anywhere on your computer and click Ctrl+F2 (Windows) or Option+Cmd+K (macOS) to be redirected in phone calls conversation in Circuit Desktop App.'

# Boost **YOUR** business: #OSBiz + CIRCUIT

Setup Connectivity: 3 simple steps and you're done

1

Create **YOUR**  
Circuit Tenant

Your Information

Country

First Name Last Name

Company Name

Email Address

Telephone Number

Account Password all fields are required

Create Password

I agree to the Cloud Services Agreement...

I agree to the Terms of Service, Production, the Data Privacy Statement, the Acceptable Use Policy, the Data Processing Agreement, the End User License Agreement, and the Support Forum Rules...

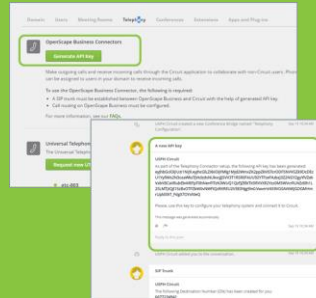
Create Account

[Click here](#)  
To create **YOUR** Circuit Tenant

2

Setup Connector  
in CIRCUIT

Assign Circuit license and generate API Key

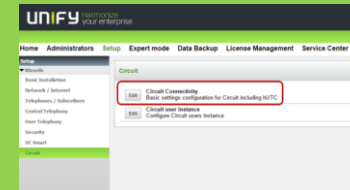


[Click here](#)  
and learn how to setup Connector

3

Setup Connector in  
OSBiz WBM

Via Circuit Connectivity Wizard



[Click here](#)  
and learn how to setup Connector

# OpenScape Business + Circuit provides the following benefits for **Customers** and **Partners**:

- 1 OpenScape Business provides **very powerful voice and UC** to fulfill many different and various communication needs from SMB Customers
- 2 ... by adding Circuit, Customers will get **powerful Cloud Collaboration Services & mobile communication services** – better together
- 3 Customize the solution to individual needs of any single user - **pure voice, UC, up to full collaboration & mobile communication or a combination**
- 4 Provides **great Upsell and additional business opportunities** for Partner's installed OpenScape Business base and for their new customers
- 5 Create a Circuit Tenant to **easily add collaboration, virtual meeting, video & unlimited mobile communication** to your OpenScape Business
- 6 **Great advantage at an attractive pricing:** Telephony Connector is available up from Circuit Team license, no HW needed (no OSBiz licenses for pure Circuit Client use)



# OpenScape Business + Circuit

## Well perceived by our Partners



"The rich set of telephony features is unrivaled for Unify's hybrid cloud collaboration approach with **OpenScape Business and Circuit**. Customers can protect their existing investment and add new collaboration and mobile services whenever they are ready".

**Dennis Lohmann**,  
Technical Director of B.I.S.  
Telefonysteme GmbH, Germany



"As a Unify partner, we are extremely positive about this new release of **OpenScape Business with Circuit**. Adding strong cloud collaboration services to the well-established OpenScape Business telephony platform is very relevant for our customers and their current and future needs."

**Joris Geussens**  
Consultant at BusinessCom,  
Netherlands



# Success Story from a typical SMB customer: OpenScape Business + Circuit

## Success factors:

- combine telephony (DECT) and collaboration services
- CRM Integration via Circuit APIs (done by partner)
- Value Added Chain:  
Distribution – Partner -  
Customer

Read the whole story under  
<https://okt.to/FiJryM>



<https://twitter.com/UnifyCo/status/1128634137479405568>

# OpenScape Business Connector Prerequisites

- Please use always latest OpenScape Business Software in combination with Circuit
- Supported Scenarios: OpenScape Business single system or networked (up from V2R3) per Circuit Tenant (only one Circuit tenant supported in an OpenScape Business Network)
- Circuit - OpenScape Business Connector requires always valid SSP (Software Support) with at least one licensed OpenScape Business TDM/IP User in pure Circuit User scenarios in order to activate SSP (Software Support and Renewal)
- For OpenScape Business X3-X8 systems the maximum capacity of Circuit User is 150 (X1 up to 30), for OSBiz S it is 250 (capacity limited based on the amount of possible OSBiz Mobility Users).
- For the OSBiz to Circuit Interworking (concurrent calls) up to 60 trunks (shared) for OSBiz X1-X8 and up to 180 trunks (shared) for OpenScape Business S (shared medium with SIP/ITSP trunking)
- Please consider the following when calculating OpenScape Business to Circuit Connectivity: For an internal call between Circuit and OpenScape Business one DSP Channel is needed. Further DSP Channel is needed for an external call via ITSP/SIP Provider. DSP resources are available on OSBiz mainboard and via Voice Channel Booster card
- Further technical informations and Troubleshooting can be found here:  
[https://wiki.unify.com/images/0/01/How\\_To\\_Configure\\_Circuit\\_OpenScape\\_Business\\_Connector.pdf](https://wiki.unify.com/images/0/01/How_To_Configure_Circuit_OpenScape_Business_Connector.pdf)

# OpenScape Business Connector Prerequisites Licensing

- For pure Circuit Users no further OpenScape Business User licenses are required. Combination with 3rd Party Solutions (for e.g. TAPI may requires additional OSBiz IP Users and OSBiz TAPI licenses)
  - **Example:** Customer want to use a pure Circuit User Scenario: OpenScape Business Base license and trunk licenses are required but no further OSBiz User licenses for the Circuit User (just Circuit license up from Team). For a mixed scenario with pure Circuit Users and seperate OSBiz Users (w/o Circuit Usage) regular OSBiz User licenses are required
  - **Example:** Customer want to use Circuit Desk Phone mode with a fixed phone: In this scenario 1 x OSBiz IP/TDM user license is required to use OSBiz DeskPhone and a Circuit License (up from Team) for the User. A MULAP needs to be configured in OpenScape Busines in order to control OSBiz DeskPhone from Circuit GUI (as described in enhanced Circuit Connectivity)
  - **Example:** Customer want to use Circuit as the preferred client and OSBiz Voicemail. In this case an OpenScape Business IP User + Voicemail is required on top of an regular Circuit license (up from CircuitTeam License). Please note: Circuit Voicemail can also be used without the need of an OSBiz User and Voicemail license