

Unify Phone v2 R1

Sales Information

VERSION:	2.4
STATUS:	Released
DATE:	24/08/2023

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Table of Contents

1	Product Description	5
1.1	Overview	5
1.1.1	Brief Product Overview	5
1.2	Unify Phone for Unify Video	8
1.3	Unify Phone for OpenScape.....	13
1.3.1	Configuration Overview Unify Phone for OpenScape.....	14
1.4	Unify Phone for Microsoft Teams.....	16
1.5	Connectivity and Compatible Products	20
1.5.1	Planned Languages.....	21
1.6	Countries.....	21
1.6.1	Country Release for Unify Phone for OpenScape and Unify Phone for MS Teams	21
1.6.2	Country Release for Unify Phone for Unify Video.....	22
1.7	Description of Features	24
1.7.1	Key Aspects of the Unify Phone Solution	25
1.7.2	Onboarding for Unify Phone for Unify Video	25
1.7.3	Onboarding for Unify Phone for OpenScape	26
1.7.4	Onboarding for Unify Phone for Microsoft Teams	28
1.8	Customer Benefits.....	30
1.8.1	Unique Selling Proposition (USP)	31
1.9	Implementation and Networking Scenarios.....	33
1.9.1	Configuration Overview.....	33
1.10	Licensing	38
1.10.1	Licensing Requirements	39
1.10.2	General Pricing of Unify Phone	41
1.10.3	Unify Phone Evaluation licenses	42
1.10.4	User Licenses Required in addition to Unify Phone Licenses	42
1.10.5	SBC Requirements	44
1.11	User Management	45
1.11.1	User Management Unify Phone for Unify Video	45
1.11.2	User Management Unify Phone for OpenScape / MS Teams	46
1.12	Migration	48

1.13	Services	50
1.13.1	Unify Phone Cloud Service	50
1.13.2	Services	51
1.13.3	Professional Services	52
1.14	Support Services	53
1.15	Positioning in Relation to Products in the Atos Unify Product Range	55
2	Sales Information	56
2.1	Area of Application, Commencement of Marketing and Delivery ..	56
2.1.1	Customer Information on Commencement of Marketing and Delivery	56
2.2	Sales Objectives and Target Groups	56
2.2.1	Target Group	56
2.3	Marketing Structure	57
2.4	Supporting Sales Information	57
2.4.1	Supporting Sales Information on the Internet	57
3	Prices and Contract Processing	58
3.1	Export regulations	58
4	Data Protection	58
4.1	Client Information on Data Protection and Information Security ..	58
5	Training Concept	58
5.1	Client Information on the Training Offer	58
6	Appendix	59

List of Changes

Version	Date	Description
V1	April 2022	Unify Phone v1, release of Unify Phone with Unify Video for OpenScape Business
V1.1	Sept 2022	Unify Phone v1.1, release of Unify Phone with Unify Video for OpenScape 4000/OpenScape Voice
V2.0	April 2023	Unify Phone v2, release of Unify Phone for OpenScape, and rename of previous Unify Phone with Unify Video to Unify Phone for Unify Video
V2.1	May 2023	Amended OS Business License requirements
V2.2	May 2023	Minor changes status Unify Video for OpenScape since initial release
V2.3	Aug 2023	Removal for PSR for OS 4000 and OS Voice Release of Unify Phone for Microsoft Teams, Changes to OS Business Unify Phone licensing.
V2.4	Aug 2023	Updated Links for links / Adding Client Data links for Unify Phone

1 Product Description

1.1 Overview

1.1.1 Brief Product Overview



Unify Phone is a cloud based WebRTC telephony connectivity solution for OpenScape platforms, OpenScape Voice, OpenScape 4000 and OpenScape Business.

Unify Phone allows end users to utilise cloud based mobile and web-based clients, to access telephony from their OpenScape platform.

Unify Phone can be easily deployed onto Unify's OpenScape platforms. Unify Phone is a cloud-based subscription service, users subscribe via their OpenScape platforms to the Unify Phone service on a price per month basis.

Unify Phone clients are telephony extensions from the OpenScape platform and provide many of the native OpenScape platform benefits and features and allow the retention of existing telephony numbering and the continued use desk phones as Unify Phone can be combined with existing telephony numbers and configurations.

Unify Phone is now released in three solution scenarios, Unify Phone for Unify Video a solution combining Unify Video (collaboration and messaging) with Unify Phone targeting customers who require a full collaboration solution combined with their OpenScape platform.

Unify Phone for OpenScape which combines Unify Phone with a customer's OpenScape platform to provide a cloud based telephony solution.

Unify Phone for Microsoft Teams combines Unify Phone with Microsoft Teams to provide an embedded Unify Phone client within Microsoft Team.

Solution Overview

Unify Phone is available in three user deployment scenarios.

- Unify Phone for Unify Video
- Unify Phone for OpenScape
- Unify Phone for MS Teams

Unify Phone – The Story so far

One solution – multiple deployment options

Unify Phone for Unify Video

Available Now

Unify Video
by RingCentral

Customers needing cloud-based messaging and meetings but appreciating the control OpenScape telephony brings blended with a great user experience.

Unify Phone for OpenScape

Available Now

Unify OpenScape

Customers looking for an easy to use, native telephony soft client connected to OpenScape for exceptional mobile and hybrid working.

Unify Phone for Microsoft Teams

Available August 2023

Microsoft Teams

Customers wanting continued benefit from their OpenScape telephony while adding a consistent Teams calling experience with a fully cloud based client.

6

Unify Phone User Solution Scenarios

Unify Phone- One Solution, three flavours

Multiple User Deployment Scenarios

Unify Phone

Single soft client that incorporates telephony integration across multiple deployment types with a unified experience.

- Great value solution
- Unified user experience
- Benefits of cloud
- Preserve numbering
- Keep provider relationships
- Re-use current investments
- No added complexity
- Single sign on

Unify Phone for Unify Video

Add calling to Unify Video messaging and meetings from your own voice platform with an elegant integration.

- One Number service
- Use existing devices
- Telephony presence
- Contact integration
- Click to dial
- Circuit alternative

Available Now

Unify Phone for OpenScape

Unites the telephony application experience whether mobile, web or handset multiple endpoints.

- Presence integration
- Call from alternate
- Ring & hunt groups
- Contact integration
- Pull & push active calls
- Exploit existing skills
- Familiar management apps

Available Now

Unify Phone for Microsoft Teams

Make and receive calls from your OpenScape platform within Microsoft Teams without substantial cost, complexity, porting numbers or providers.

- Embedded experience
- Better business mobility
- No additional Teams licenses
- Avoid purchasing SBCs
- Retain existing numbers
- Maintain service providers
- Reduced complexity

Released August 2023

7

Unify Phone User Deployment Scenarios Key Features

These deployment scenarios are supported on the following platforms:

- OpenScape Business v3 R2 (no SBC required)
- OpenScape Voice v10 R3 (together with OpenScape SBC v10 R3)
- OpenScape 4000 v10 R1 (together with OpenScape SBC v10 R3)

1.2 Unify Phone for Unify Video



Unify Phone for Unify Video

Unify Phone for Unify Video, combined with OpenScape Business, OpenScape 4000 or OpenScape Voice platforms.

This combines the messaging and video capabilities of Unify Office Video by RingCentral with telephony from OpenScape platforms to offer a complete set of collaboration and communications, using Unify Office Video in the cloud and OpenScape platforms.

Unify Video and Unify Phone are integrated, so there is a single login, click to call between Unify Video and Unify Phone, presence synchronization, and ability to launch each application from either client.

Unify Phone for Unify Video

Single Client for collaboration and telephonyone integrated solution



Unify Phone



Unify Video
by RingCentral



- Cloud-based WebRTC softphone Desktop/Mobile
- Headset Integration
- Presence synchronisation between Unify Phone and UnifyVideo
- Essential Call Features Alternative number (One Number Service)
- Access to Contacts(MS 365/Exchange, IOS, Android phone contact)
- Subscription based licensing per user per month
- Flexible Unify Phone licensing options

- Audio and Video Meetings
- Team Messaging
- Document Sharing
- Task Management
- PSTN Services not included
- Cloud Recording– 100 Hours
- Join meeting by telephone
- Analytics for video and messaging
- Unify Rooms Device Support
- **Unify Phone and Unify Video working as a single solution for user management, deployment, presence and telephony**

29



Features of Unify Video and Unify Phone

Unify Phone is provided as a desktop browser and mobile applications,

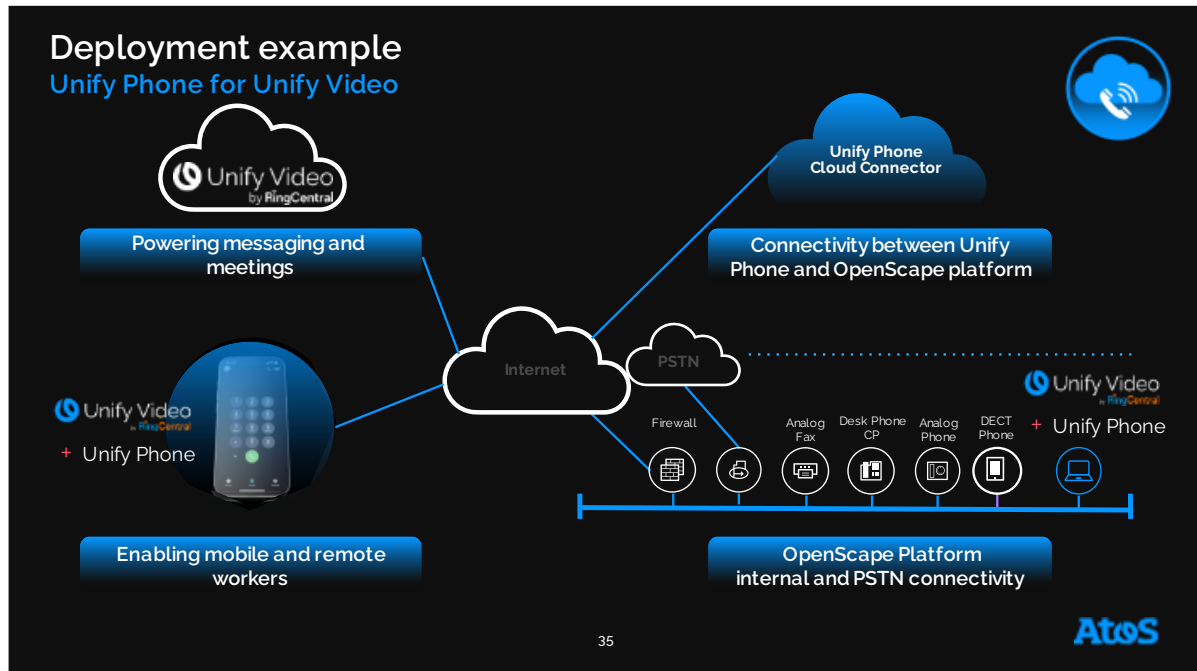
Browsers supported by Unify Phone

- Google Chrome (supported in the browser, also as a Progressive Web Application)
- Firefox (progressive web app is not natively supported in Firefox)
- Microsoft Edge (supported in the browser, also as a Progressive Web Application)

As a Mobile Client

- Apple IOS
- Google Android

Configuration Overview Unify Phone for Unify Video



Unify Phone Deployment with Unify Video

Unify Phone with Unify Video is ideal for the following customers:

- Customers who want to provide best in class collaboration to their employees in a cost effective and low risk approach, where a full move to would be risky and not cost effective.
- Customers who have significant investment and requirements for their existing OpenScape platforms, they may have complex connected integrations with other applications which they need to retain.
- Customers for whom their existing premise or hosted OpenScape telephony platform is key to their business operations, e.g. they may be in healthcare, public safety, emergency services, manufacturing where a highly resilient voice solution is key
- Customers who want to provide and support hybrid working practices , and deliver UC as-a-service to their employees for chat, messaging, video and meetings as an overlay solution to their existing OpenScape platforms.
- Existing customers using Circuit with the OpenScape telephony connector who want to continue the benefit of using their OpenScape platform connected to a cloud based UC as-a-service solution.

Unify Phone for Unify Video

Delivers combined value for customers




Unify Phone for Unify Video is the perfect solution for

- OpenScope customers that want to add market leading video and messaging to their existing technology landscape
- Customers with recent investments or those with long term provider or maintenance contracts
- OpenScope customers with a telephony connector who need to replace their solution and maintain existing workflows
- Unify Phone provides the best integrated mobile experience that needs no user on -boarding.




34

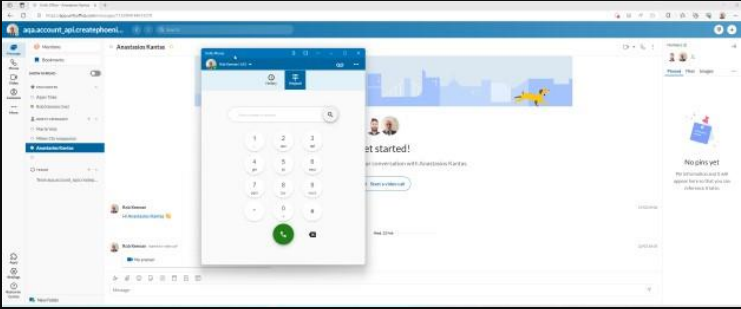


Unify Phone for Unify Video Customer Value


Unify Phone for Unify Video

Single integrated solution






Unify Video Web client with Unify Phone WebApp



Unify Phone Mobile App

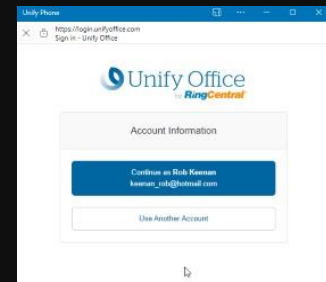
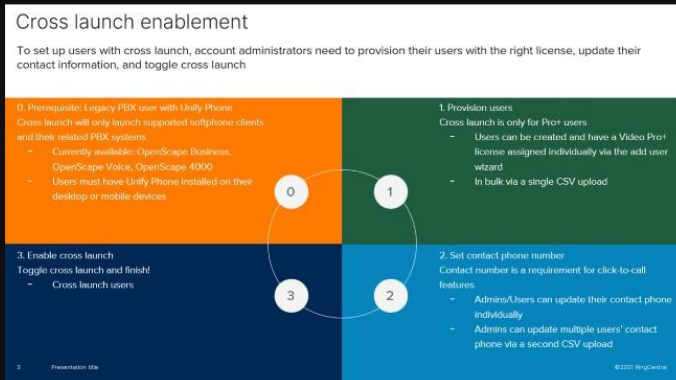
39



Unify Phone for Unify Video Clients

Linking Unify Video and Unify Phone

Cross Launch enables Unify Phone users in Unify Video



Login to Unify Phone for Unify Video via RingCentral credentials

Cross-Launch for user management deployment and integration between Unify Video and Unify Phone

32



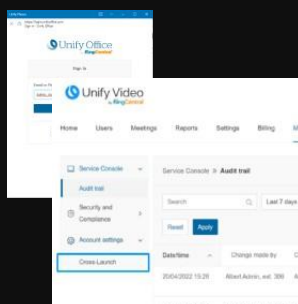
Cross-Launch Integration between Unify Video and Unify Phone

Deployment of Unify Phone

Setup and Administration

Unify Video

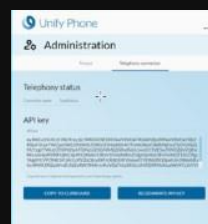
- Setup of Unify Video Tenant
- User Management
- User Credentials
- Cross Launch to activate UP



28

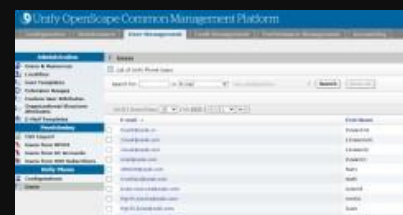
Unify Phone

- Setup of Unify Phone Tenant
- Accept t's and c's
- Activate API Code for OpenScape Platform
- Admin reporting of users
- FLIP tool for bulk load of users



OpenScape Platform

- Setup of telephony resources for each Unify Phone User
 - OS CMP, OS 4k Assist/Manager
 - OS Business Admin
- Setup of SIP trunk to Unify Phone



Overview of deployment of Unify Video with Unify Phone for Unify Phone for Unify Video

1.3 Unify Phone for OpenScape

Unify Phone for OpenScape

Your Softphone for Hybrid Working connected to your OpenScape platform

Simple value messaging

- Your cloud-based WebRTC softphone for hybrid and mobile working natively on your OpenScape platform
- One Number Service with parallel ringing and call swipe
- Contact integration with Exchange Online iOS and Android
- Works with existing OpenScape desk phones and applications

Easy Contracting and Billing

- Just requires a Unify Phone subscription(+ IP License on platform)
- Recurring OPEX pricing per month
- Partner/Reseller maintains Contract Ownership with the customer
- One invoice to the customer(from our partners)

Fast implementation and onboarding

- Easy Administration and Deployment
- Fast service enablement for existing OpenScape experts

11

AtoS

Unify Phone for OpenScape

Unify Phone for OpenScape is combined with OpenScape Voice, OpenScape 4000 and OpenScape Business to provide a cloud-based telephony solution using web and mobile clients deployed to the end users. Customers can provide their existing OpenScape telephony environment to home, mobile and hybrid workers.

Unify Phone is provided as a desktop browser and mobile application.

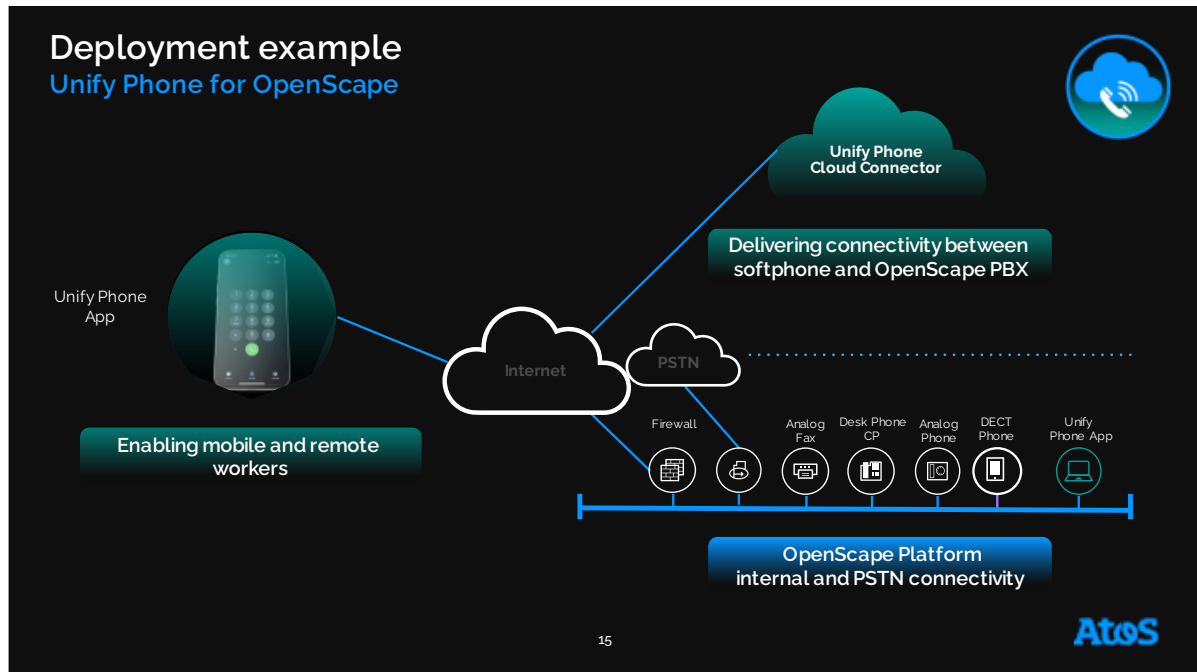
Browsers supported by Unify Phone

- Google Chrome (supported in the browser, also as a Progressive Web Application)
- Firefox (web client only, Progressive Web Application not supported by Firefox)
- Microsoft Edge (supported in the browser, also as a Progressive Web Application)

As a Mobile Client





- Apple IOS
- Google Android

1.3.1 Configuration Overview Unify Phone for OpenScape



Deployment of Unify Phone for OpenScape

Unify Phone for OpenScape
Example Value Propositions for Customers

 <p>With Unify Phone for OpenScape, we provide customer organisations a simple maintenance-free route to robust, reliable and secure business communications for (all their) mobile and hybrid workers through a flexible consumption based model.</p>	 <p>With Unify Phone for OpenScape, we enable customer organisations to safely realise the benefits of cloud and combine them with the transactional integrity, security and privacy of their on-premise systems through a simple native integration.</p>
 <p>With Unify Phone for OpenScape, we remove the complexity of hybrid working by providing a unified consumption based integration that blends the advantages of cloud with the reassurance and integrity provided by the customers' own platform.</p>	 <p>With Unify Phone for OpenScape, we provide our customers with a standardised user experience regardless of platform, device or location which is always up to date and supports greater organisational elasticity while reducing operational complexity.</p>

Proposition for Unify Phone for OpenScape

Unify Phone for OpenScape Delivers combined value for customers

Unify Phone is the perfect solution for

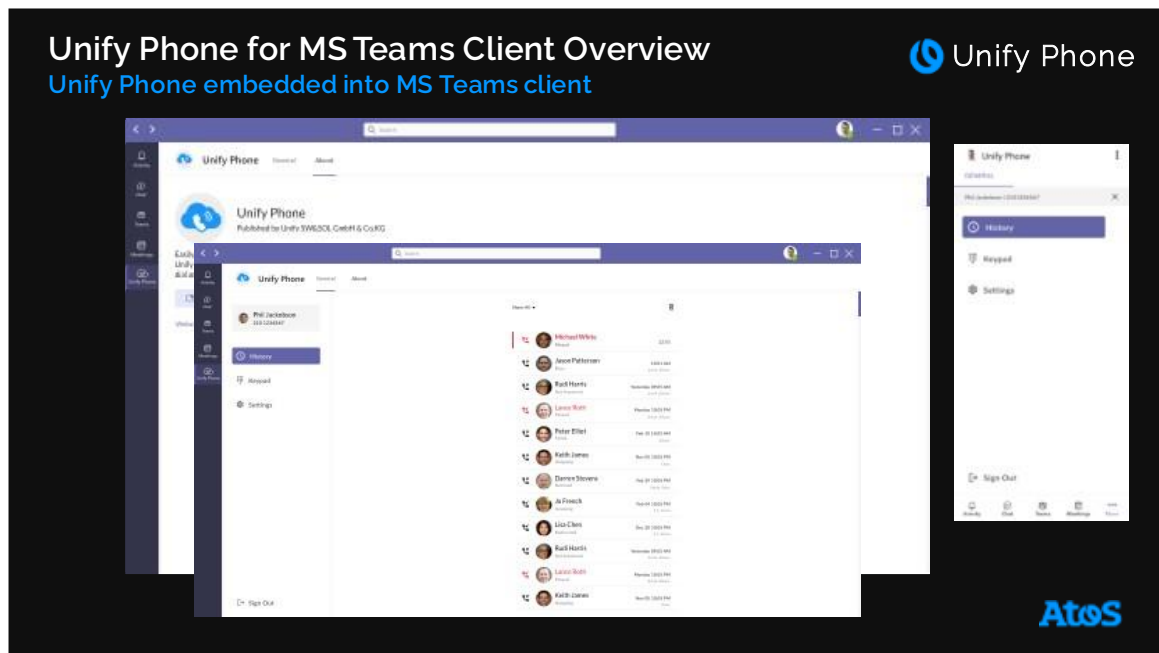
- Organisations that cannot complete their cloud journey today or have compliance or regulatory barriers
- Organisations with multi -vendor solutions that want to smoothly transition to cloud without changing the experience
- Customers with investments in custom voice workflows or who have complex helpdesk or contact center use cases.
- Unify Phone provides another powerful and flexible tool to allow our customers to continue their journey to the cloud in their own time.
- Unify Phone allows our customers to manage their journey to the cloud at their own pace...



15

Value of Unify Phone for OpenScape for customers

1.4 Unify Phone for Microsoft Teams



Unify Phone for Microsoft Teams clients

Unify Phone for Microsoft Teams

Unify Phone for Microsoft Teams provides a plug-in for Microsoft Teams which includes the Unify Phone client, this plug-in is installed in the customers Microsoft environment by this Microsoft Administrator.

The customers end users can then add Unify Phone to their Microsoft Teams client, this inserts the application into their desktop, web and mobile MS Teams clients. Unify Phone can then be used within these clients, to initiate calls, search contacts etc. The Unify Phone embedded application for MS Teams does not require the customer to have Microsoft Teams Phone system licenses or to have an additional SBC e.g. Audiocodes.

Included in the Unify Phone for Microsoft Teams solution is the presence integration between Microsoft Teams and Unify Phone which is a bi-directional synchronisation.

To deploy Unify Phone for Microsoft then Unify Phone for OpenScape is first deployed (note Unify Phone for Microsoft Teams is not released for Unify Phone for Unify Video). With Unify Phone for OpenScape deployed, then the Unify Phone plug-in for MS Teams is deployed to the Microsoft Teams tenant by the customers Microsoft administrator, who will also carry out the steps to enable the presence synchronisation. Presence synchronisation is enabled for the whole MS Teams tenant and for the whole Unify Phone tenant.

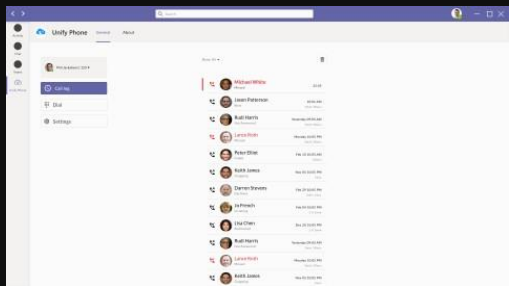
If an end user uninstalls the Unify Phone for MS Teams plug-in, then this presence synchronisation ceases and can be disabled in the Unify Phone client, once disabled then this option is removed from the Unify Phone client. If desired the Unify Phone for MS Teams plug-in can be re-installed which will restore presence synchronisation.

It is also possible to mix Unify Phone for OpenScape users (not using the Unify Phone for MS Teams plug-in) and Unify Phone for MS Teams users on the same Unify Phone tenant. Both users are using Unify Phone for OpenScape to provide their telephony. Both can call and be called as they share the same underlying OpenScape platform.

Unify Phone for Microsoft Teams

Combining your UC and Voice applications into one client

- Unify Phone for Microsoft Teams is a plug-in to Microsoft Teams including presence synchronisation between both applications
- The tenant administrator downloads the plug-in and provides to all their MS Teams users, and enables presence synchronisation (optional feature)
- The plug-in is accessed by each user adds it to their teams client (web, desktop), with this a tab is added also to the MS Teams mobile client automatically
- User logs into Unify Phone from MS Teams
- Unify Phone for MS Teams is a free add-on to Unify Phone for OpenScape, no additional charges
- Unify Phone for OpenScape runs in the background providing the soft-client with users access Unify Phone in MS Teams



Release August 2023

22

AtoS

Overview of Unify Phone for Microsoft Teams

Unify Phone for Microsoft Teams

With Presence Synchronisation

User Presence Synchronisation

- Presence is synchronised between Unify Phone and MS Teams for each user
- Presence synchronisation is enabled by the MS Teams administrator in MS Teams tenant once for all users
- For each user there is a presence mapping between Unify Phone and their MS Teams presence
- Unify Phone and MS Teams users can see the presence of someone on MS Teams and Unify Phone
 - If you're in a Unify Phone call, people see on MS Teams you're busy, if you're in a MS Teams call or conference people see you are busy
- Works on MS Teams Desktop, Web and Mobile client, presence is connected wherever you are
- Unify Phone acts as soft-phone to your MS Teams client

Single Presence in MS Teams




26

AtoS

Presence Synchronisation Microsoft Teams and Unify Phone

Presence synchronization

Your presence status lets people know if you are available for communication or not.

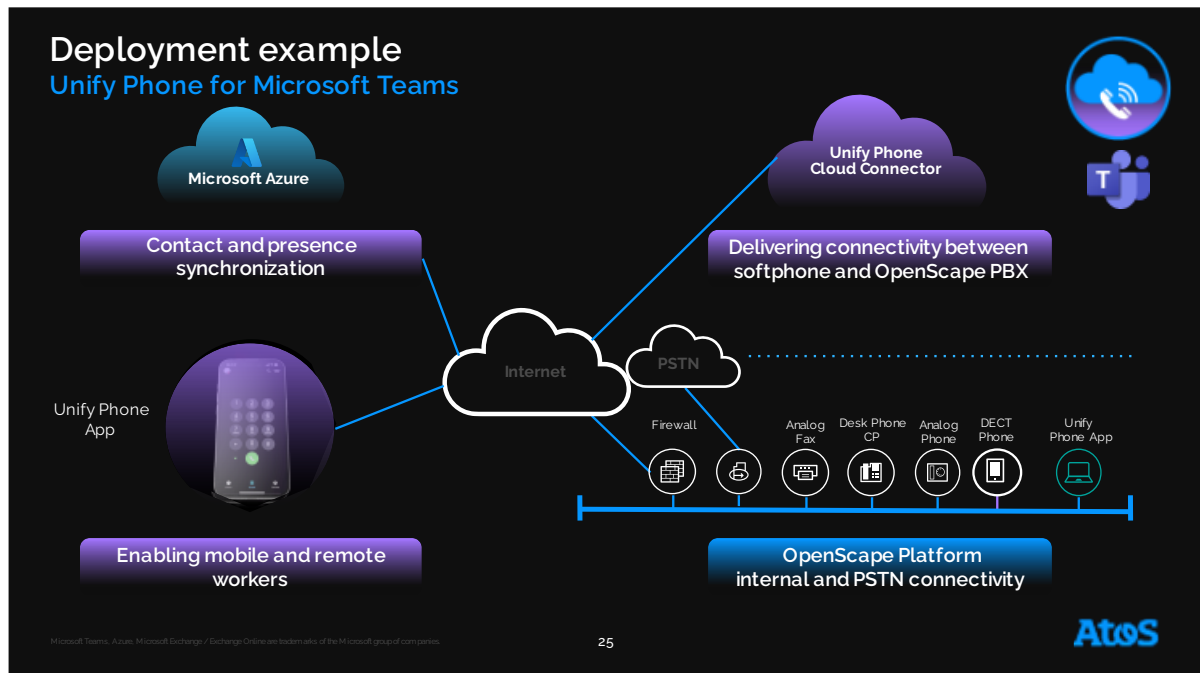


Your presence status in Microsoft Teams is synchronized with your presence status in Unify Phone for OpenScape. The presence synchronization is bidirectional and it starts upon logging in to Unify Phone for Microsoft Teams app.

The following tables shows the presence status mapping between Unify Phone and Microsoft Teams:

Microsoft Teams Presence >	Unify Phone Presence
✓ Available	✓ Available
● Busy (set by user)	● Busy
● In a call (Teams call or direct routing call)	● Busy (On a Teams call)
● In a meeting	● Busy
⊖ Do not disturb	⊖ Do not disturb
⊖ Presenting	⊖ Do not disturb
⊖ Focusing	⊖ Do not disturb
⚡ Away	⚡ Away
⚡ Be right back	⚡ Away
⊗ Appear offline	⊗ Appear offline
⊗ Offline	⊗ Offline

Unify Phone Presence >	Microsoft Teams Presence
✓ Available	✓ Available
● Busy (set by user)	● Busy
● On a call	● Busy
⊖ Do not disturb	⊖ Do not disturb
⚡ Away	⚡ Away
⊗ Appear offline	⊗ Appear offline



Unify Phone for Microsoft Teams Deployment Scenario

1.5 Connectivity and Compatible Products

This compatibility applies to both Unify Phone for Unify Video and Unify Phone for OpenScape (and also applies to use of the Unify Phone for MS Teams plug-in).

The supported platform versions of OpenScape are:

- OpenScape Voice V10 R3
- OpenScape 4000 V10 R1
- OpenScape Business V3 R2

For both OpenScape 4000 and OpenScape Voice OpenScape SBC must also be deployed.

For latest compability check Unify Phone release notes and the OpenScape Compatibility Matrix.

Currently Unify Phone is not released with OpenScape Contact Center, a further release is planned to use Unify Phone as an end point with OpenScape Contact Center in a further release of Unify Phone.

In addition, there are restrictions documented in the sales and technical information for each of the OpenScape platforms for Unify Phone which should be checked for latest information. Please ensure that these restrictions are checked when proposing Unify Phone as Unify Phone is a remote subscriber to the underlying OpenScape platform, and it's features and operation rely on that platform.

Note: a valid support contract for the OpenScape platform is required in order to use Unify Phone, so a valid SSP, SWA and maintenance contract is required.

1.5.1 Planned Languages

Unify Phone supports within the Unify Phone clients in the following languages

- English
- German
- Italian
- French
- Spanish
- Dutch
- Catalan

Unify Phone supports in the user documentation in the following languages

- English
- German
- Italian
- French
- Spanish
- Dutch

1.6 Countries

1.6.1 Country Release for Unify Phone for OpenScape and Unify Phone for MS Teams

Country	Release Status	
	Direct	Indirect
• Austria	Released	Released
• Belgium	Released	Released
• Bulgaria	N/A	Released
• Croatia	N/A	Released
• Cyprus (Greek)	N/A	Released
• Czech Republic	N/A	Released
• Denmark	N/A	Released
• Estonia	N/A	Released
• Finland	N/A	Released
• France	Released	Released
• Germany	Released	Released
• Greece	N/A	Released
• Hungary	N/A	Released
• Ireland	N/A	Released
• Italy	Released	Released
• Lithuania	N/A	Released
• Latvia	N/A	Released
• Luxembourg	N/A	Released
• Malta	N/A	Released
• Netherlands	Released	Released
• Norway	N/A	Released
• Poland	N/A	Released
• Portugal	Released	Released

Country	Direct	Indirect
• Romania	N/A	Released
• Slovakia	N/A	Released
• Slovenia	Released	Released
• Spain	N/A	Released
• Sweden	N/A	Released
• Switzerland	Released	Released
• United Kingdom	Released	Released

Further Releases planned in

North America, Latin America, New Zealand, Australia subject to ECC (Export Control) Approvals and technical approvals for Unify Phone in those countries.

This release of Unify Phone for OpenScape is in addition to the already released Unify Phone for Unify Video, which is subject to an earlier release. The availability of Unify Phone for Unify Video is released only in countries where Unify Office/Video from RingCentral is available.

Unify Phone for OpenScape does not rely on Unify Office/Video therefore is available in a wider number of countries.

1.6.2 Country Release for Unify Phone for Unify Video

Unify Phone for Unify Video is released in the following countries

- United Kingdom
- France
- Belgium
- Ireland
- Italy
- Spain
- Netherlands
- Austria
- Portugal
- Germany
- Switzerland

Australia, USA not released

With the following conditions

Country	Release Status	
	Direct	Indirect
United Kingdom	General Release (GA)	General Release (GA)
France	General Release (GA)	General Release (GA)
Belgium	General Release (GA)	General Release (GA)

Ireland	N/A (channel only country)	General Release (GA)
Italy	General Release (GA)	General Release (GA)
Spain	General Release (GA)	General Release (GA)
Netherlands	General Release (GA)	General Release (GA)
Austria	General Release (GA)	General Release (GA)
Portugal	General Release (GA)	General Release (GA)
Germany	General Release (GA)	General Release (GA)
Switzerland	General Release (GA)	General Release (GA)

Note: Unify Phone for MS Teams is not supported with Unify Phone for OpenScape

1.7 Description of Features

Features of Unify Phone

General Features which apply to both Unify Phone for Unify Video, Unify Phone for OpenScape and Unify Phone for Microsoft Teams

Unify Phone allows users via their Unify Phone web and mobile clients to access the features below:

- Make call, Answer, decline or drop a call
- Send DTMF commands in a call
- Hold and retrieve, Mute/ Unmute, Transfer call
- Pull call from other Unify Phone clients or desk phone, Push call to desk phone
- Push call to alternative number
- Make or answer a second call, Swap calls (alternate)
- Merge two calls into a conference
- Call forwarding, Alternative number (One Number Service)
- Call routing, Voicemail
- Remote call control of desk phone (Computer Telephony Integration - CTI): hold and retrieve, end call, swap calls, transfer, merge into conference
- Access to contacts via MS Office 365, Mobile Contacts on IOS and Android
- Presence Management (presence synchronised when using Unify Phone MS Teams plug-in)
- Headset integration

Note – specific features may vary in availability and operation depending on the OpenScape platform. More information is provided in the User Guides for Unify Phone for the relevant platforms which also detailed specific features of Unify Phone for Unify Video and Unify Phone for OpenScape.

For more details on the tenant administration features then please check the Tenant Administration Guide and for specific user features the user guides for Unify Phone for OpenScape Business and OpenScape 4000/Voice web and mobile versions.

For Unify Phone for Microsoft Teams, the plug-in in Teams does not contain a soft-client, to enable voice calls then Unify Phone for OpenScape is used in either web or Progressive Web App (PWA) format.

Calls started on Unify Phone for MS Teams plug-in will if the call is targeted to use Unify Phone for OpenScape initiate the call via the Unify Phone for OpenScape client, if they user targets the call at his OpenScape Desk Phone or an alternative device then this call can be controlled from the Unify Phone for MS Teams plug-in.

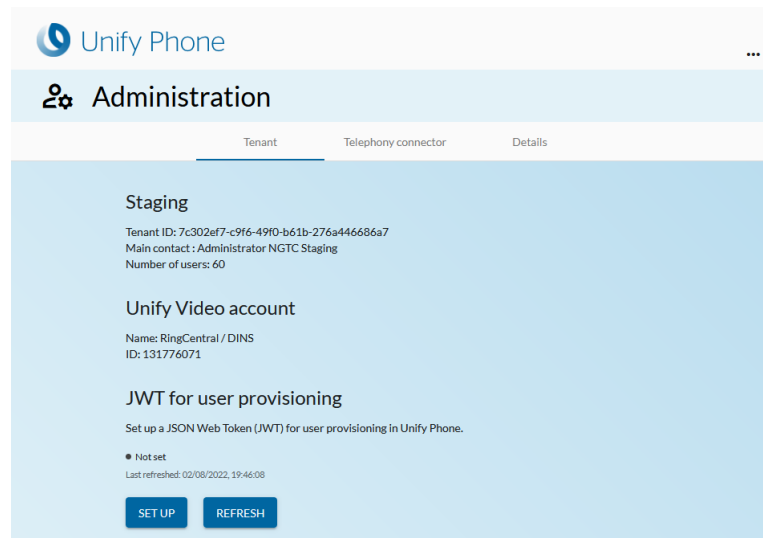
For full details see the user guides for Unify Phone for OpenScape which describes the detailed features relating to Unify Phone for MS Teams plug-in.

1.7.1 Key Aspects of the Unify Phone Solution

- Unify Phone for OpenScape and Unify Phone for Unify Video cannot be mixed on the same customer OpenScape platform, one deployment or the other must be used.
- You can combine multiple OpenScape different Platforms onto the same Unify Phone tenant.
- You cannot use the same OpenScape Platform on more than one Unify Phone tenant.
- Unify Phone checks on login if the user is using Unify Phone for Unify Video (uses Unify Video login credentials) or is using Unify Phone for OpenScape.
- A new tenant must be used for Unify Phone for OpenScape or Unify Phone for Unify Video an existing Unify Phone tenant cannot be used, or users migrated from Unify Phone for Unify Video to Unify Phone for OpenScape or visa versa.
- Please also check the information relevant to each platform for any restrictions to use of Unify Phone, this information in our standard Portfolio pages.
- To deploy Unify Phone for Microsoft Teams, the Unify Phone for OpenScape is deployed initially, Unify Phone for Microsoft Teams is a plug-in for Microsoft Teams but relies on the use of the Unify Phone for OpenScape browser or progressive web app.
- The login to Unify Phone for MS Teams is the user's login to Unify Phone for OpenScape.

1.7.2 Onboarding for Unify Phone for Unify Video

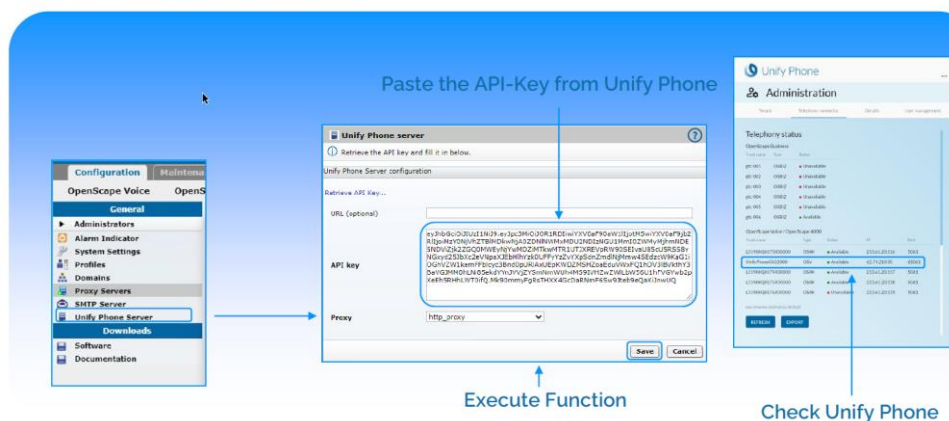
- Unify Phone for Unify Video tenant on-boarding is driven by the provision of the Unify Video tenant, which is provided by Ring Central.
- With the provision of the Unify Video tenant super admin account then a Unify Phone tenant can be activated and provisioned.
- The Super Admin is the then Tenant Administrator of the Unify Phone Tenant and can manage and provision users for Unify Phone in conjunction with creation of telephony users on the attached OpenScape Platform.
- The login credentials for Unify Phone for the users are provided and provisioned from the Unify Video tenant, and Unify Phone users activated using the Unify Video 'cross-launch' feature which activates Unify Phone for Unify Video users and uses an associated telephony number to associate the Unify Video user as a Unify Phone user
- Unify Phone for Unify Video uses the common clients and features of Unify Phone which are also used with Unify Phone for Unify Video.
- **For further information see the Unify Phone Tenant Administration Guide**



Administration Panel Unify Phone

OpenScope Voice
Activate Unify Phone Connector

Unify OpenScope



Activation of Unify Phone in the Unify Phone Tenant Administration Panel

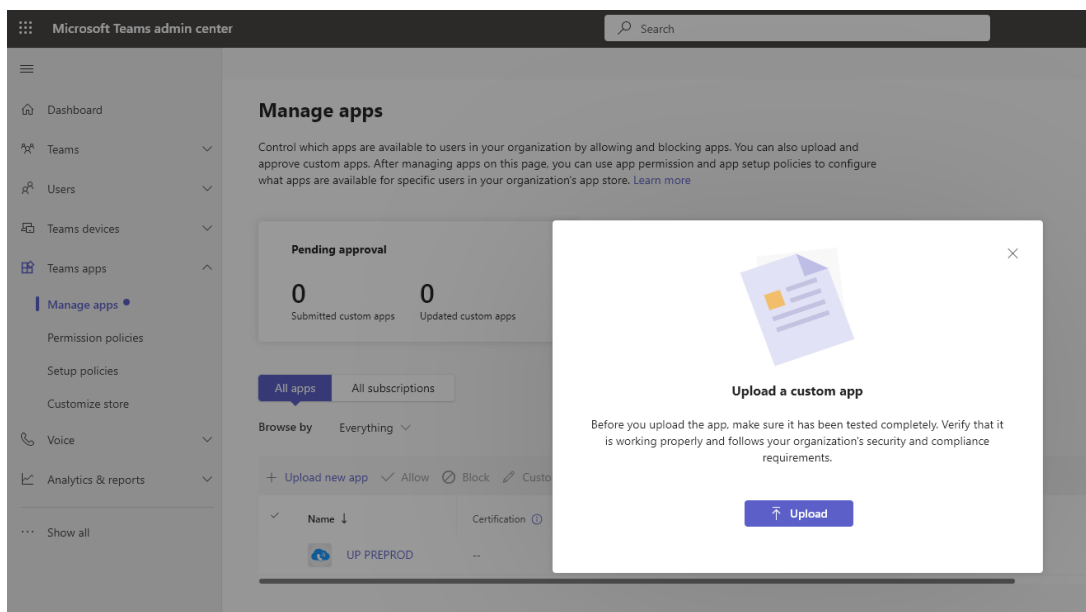
1.7.3 Onboarding for Unify Phone for OpenScope

- Unify Phone for OpenScope is wholly provided by Unify, there is no Unify Video or Unify Office component.
- All users are provisioned using Unify Phone and the associated OpenScope platform.
- A new tenant is onboarded using a tenant invite process, a customer or partner can request the invite to a new Unify Phone tenant (the tenant invite process is documented in a separate document in the Unify Phone portfolio pages).
- For direct customers this is a request from service or professional services to a provided email address for requesting new tenants using a standard form to our Cloud Operations Team using a standard form.

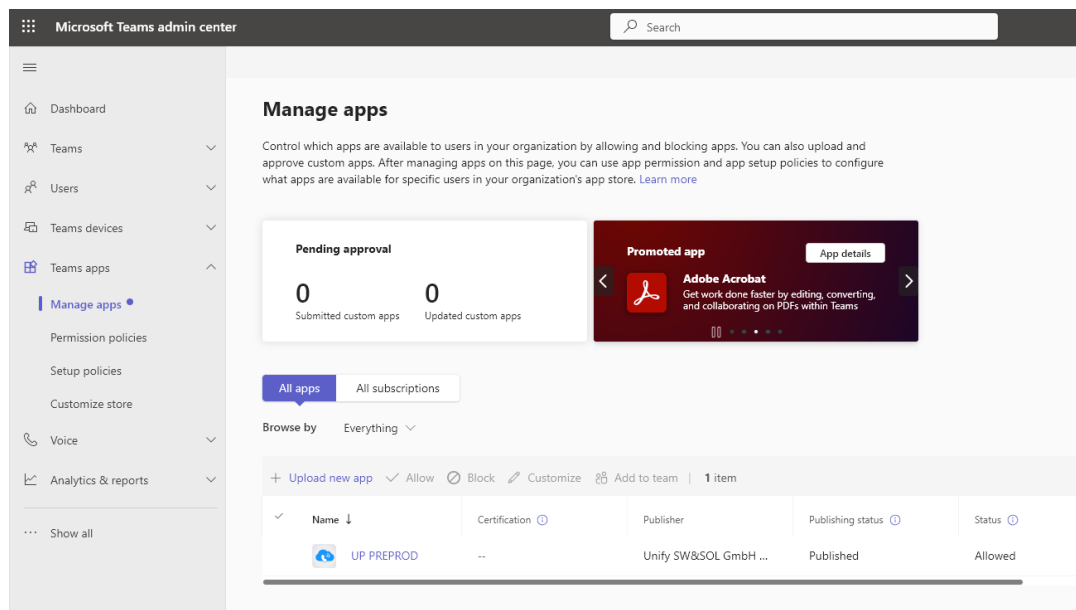
- For indirect customers and partners this is done by their nominated distributor who will request the tenant on their behalf using the same process
- The tenant invites will be sent within 48 business hours, to the nominated email address for the tenant admin, the nominated tenant admin then activates that tenant, signs and click the terms and conditions of use and is then provisioned as the tenant admin of that Unify Phone tenant.
- The initial tenant admin can add other tenant admins e.g. their supporting partner or distribution partner or others in their organisation.
- Users can then be added to Unify Phone as detailed in the Administration guide for Unify Phone which can be found in the Portfolio page for Unify Phone.
- **For further information see the Unify Phone Tenant Administration Guide**

1.7.4 Onboarding for Unify Phone for Microsoft Teams

- In general, the onboarding process for Unify Phone for OpenScape is followed initially.
- A Unify Phone for OpenScape Tenant is enabled, users are enabled with Unify Phone for OpenScape login credentials (username/password or SSO).
- To add Unify Phone for MS Teams plug-in then the customer's tenant administrator for Microsoft Teams will add the Unify Phone for MS Teams plug-in and also enable presence synchronisation for Unify Phone
- The customers' users will then add the Unify Phone for MS Teams plug-in to the Microsoft Teams account, simply by searching and adding the application
- Once customers' users start the plug-in they will login using their Unify Phone for OpenScape credentials to enable and start the Unify Phone plug-in, they should only need to do this once. This works on both MS Teams web and desktop client (also note we are working to fully support the new MS Teams v2 clients)
- Unify Phone will also work on the customers' users MS Teams mobile client, on the customers' mobile device they will also use the Unify Phone mobile application in conjunction with the MS Teams mobile application.
- **For further information see the Unify Phone Tenant Administration Guide.**



Uploading Unify Phone for MS Teams plug-in to Microsoft Tenant as a customer app.




Unify Phone for MS Teams now added as a customer app to the MS Teams tenant.

1.8 Customer Benefits


- Unify Phone provides a new way to deliver easy to use telephony from the cloud based on customers' existing OpenScape platforms.
- Unify Phone allows customers to retain control and security of their communications, keep their existing provider, numbering and dial plan in a friendly and familiar way.
- Unify Phone represents great value for money, requires no additional infrastructure, avoids added complexity or dependency on third-party professional services.
- Unify Phone supports every deployment model (On Premise, Hybrid, Cloud) and works seamlessly with the platforms, devices and tools that customers already own.

Unify Phone - Serious about communications

Vital communications demand dependable solutions




Reliability



When precision, clarity and time are critical for the best outcome - serious teams rely on proven platforms within their control.

Reputation



Ensure customers aren't confused with unwanted callers or unknown numbers - Unify Phone helps maintain a professional and consistent organisational image.

Readiness



Convenient application access choices - to the platforms you can count on, with system availability right-sized for your operations.

12

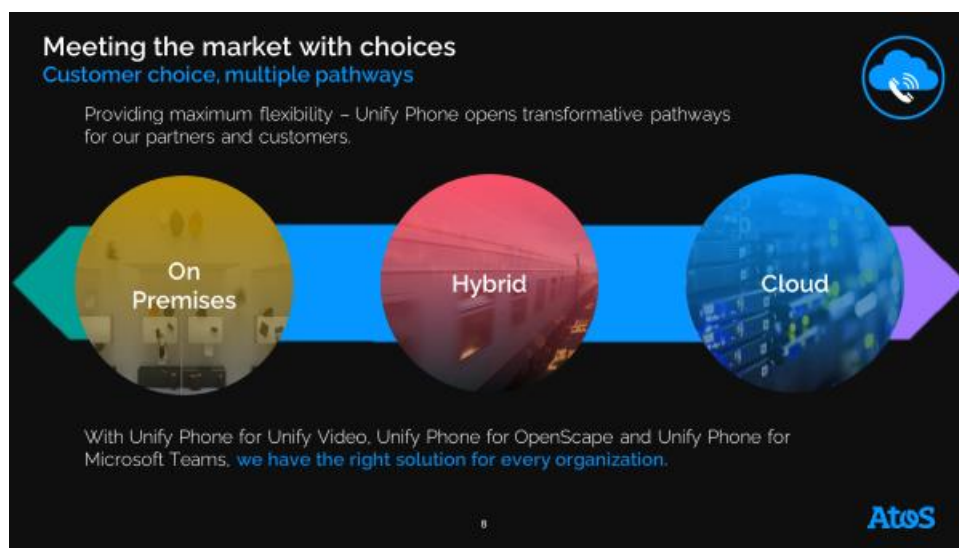


Why Unify Phone is important for customers

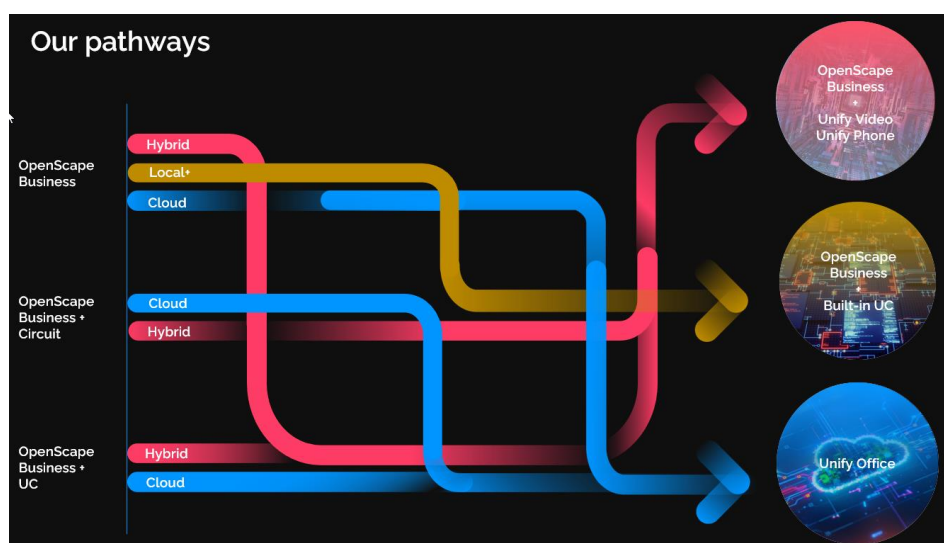
1.8.1 Unique Selling Proposition (USP)

We know the market for communications and collaboration is mixed, customers have requirements for different solutions, pure cloud to premise solutions. Many customers require hybrid solutions which are transitional to a migration to cloud or where customers require a mix of cloud, hosted and premise and look for hybrid solutions to cope with their requirements and where customers have a myriad of different business needs and types of workers.

We see this where there are frontline workers who require highly reliable and robust communications. With this in mind Unify has devised a range of solutions to meet these requirements.



Unify Offers customer choice of solutions



Unify has a range of pathways for customers to follow



ATOS Unify provides multiple migration paths depending on customer migration requirements. Unify Phone for Unify Video and Unify Phone for OpenScape provides a hybrid migration option for customers who want to combine their existing OpenScape solution with a cloud solution.

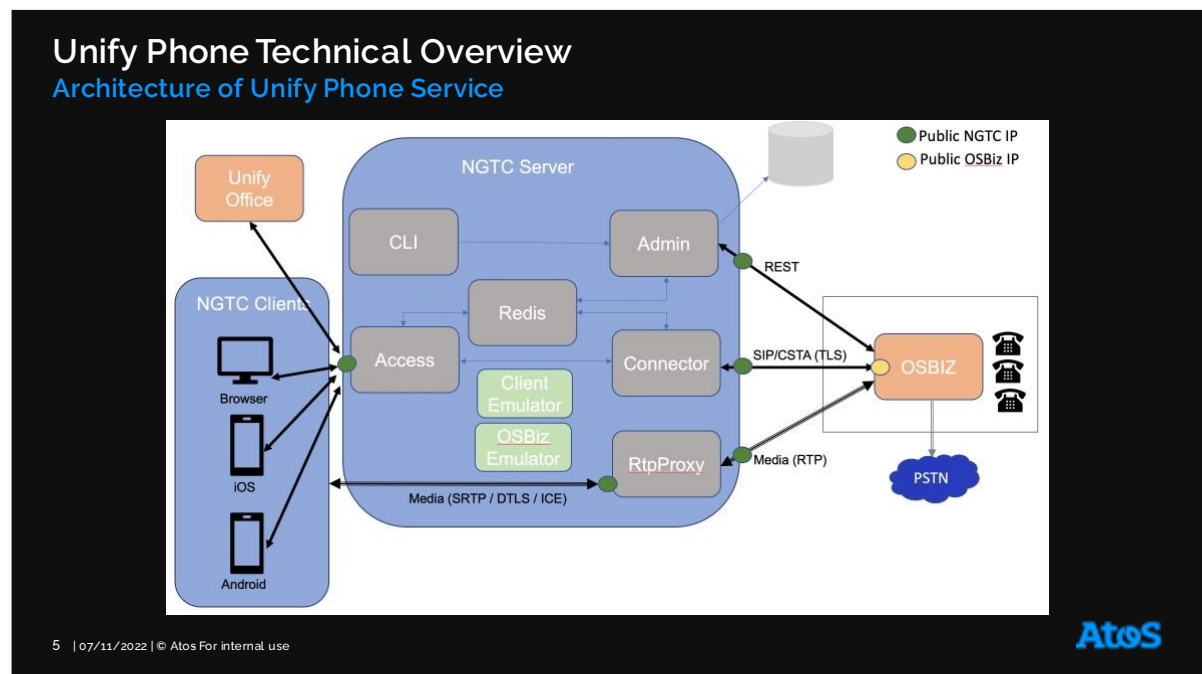
With Unify Phone we can offer customers a unique integration solution from Unify which combines cloud and premise into one end to end solution from Unify supporting hybrid working scenarios and the ease of a cloud based easy to use telephony client.

1.9 Implementation and Networking Scenarios

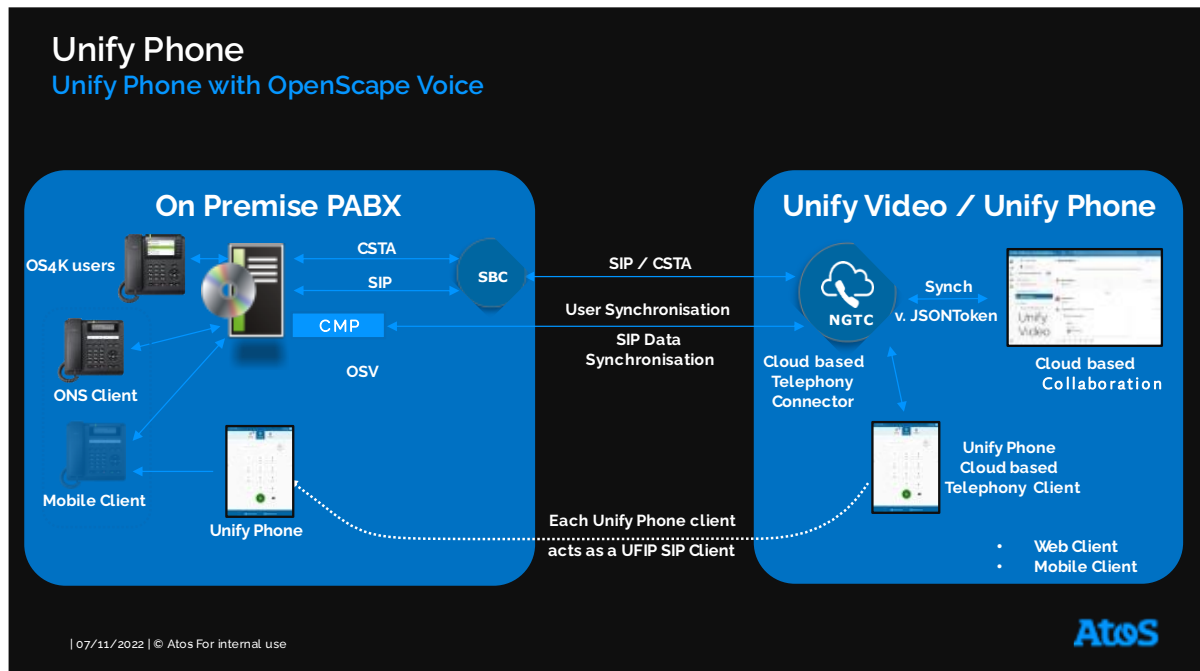
1.9.1 Configuration Overview

1.9.1.1 Unify Phone for Unify Video

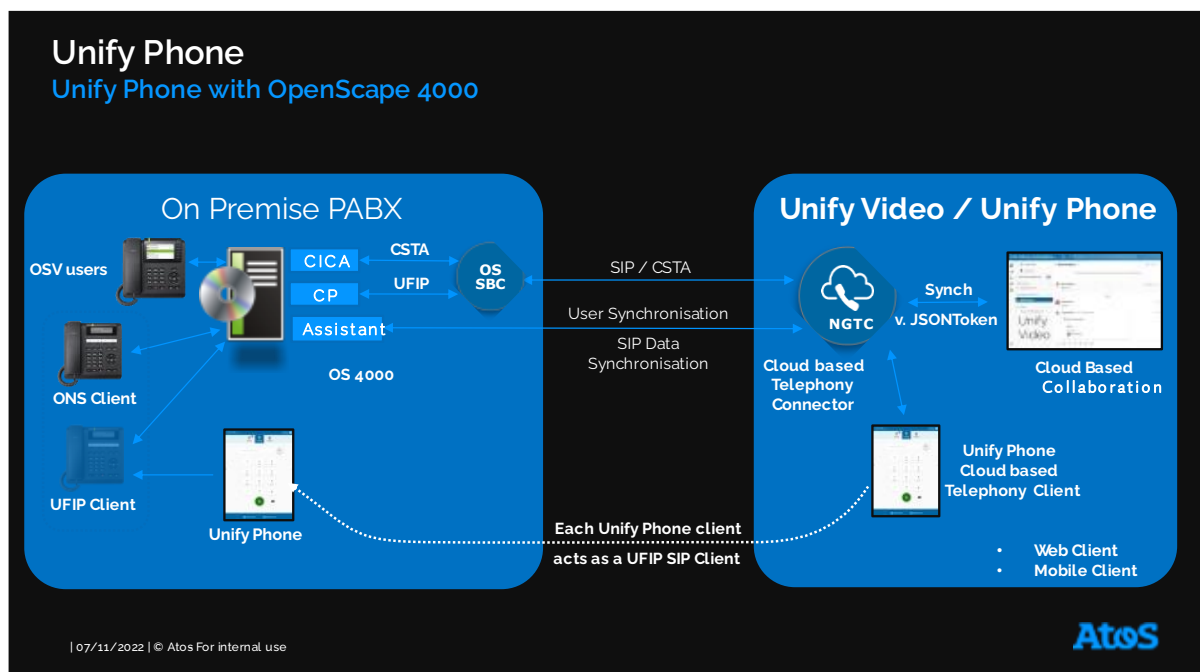
Here is an overview of the Unify Phone for Unify Video Technical Solution, with the major components of the Unify Phone Service and how services are provided to the NGTC (Unify Phone) Clients, in this diagram we also see Unify Office which provides the Unify Video capability and client to the Unify Phone user. In this case we show OpenScape Business connected to the Unify Phone cloud service which is providing the Unify Phone with a telephony service.



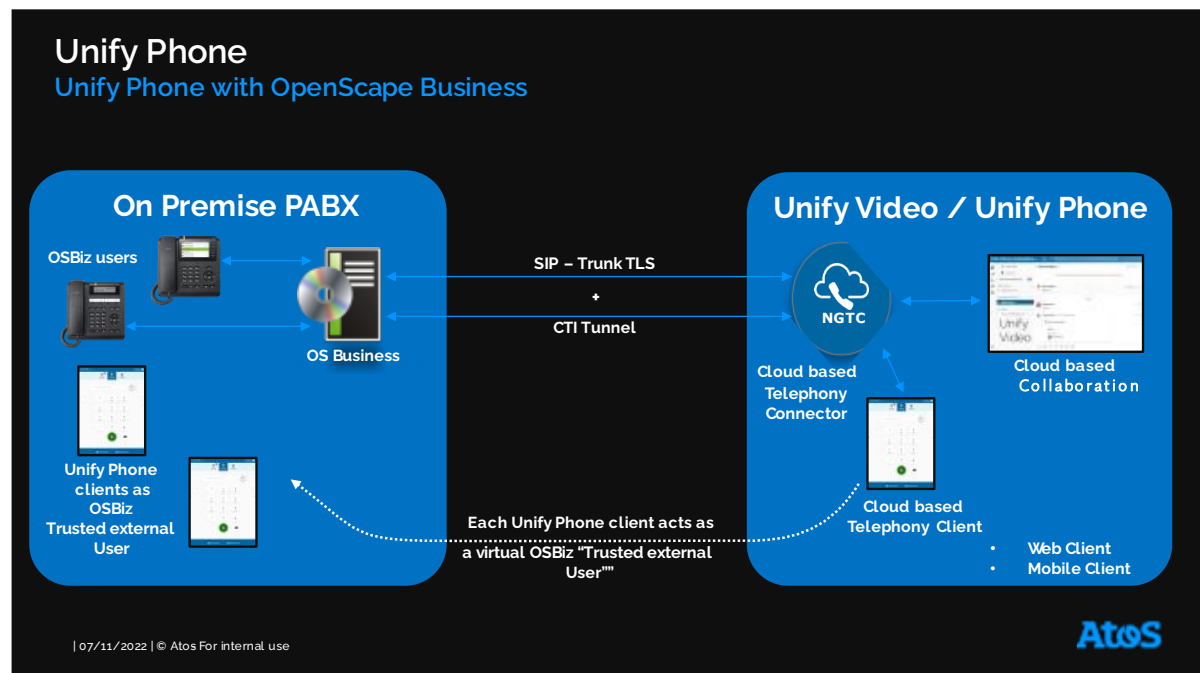
Overview of the Unify Phone for Unify Video Solution



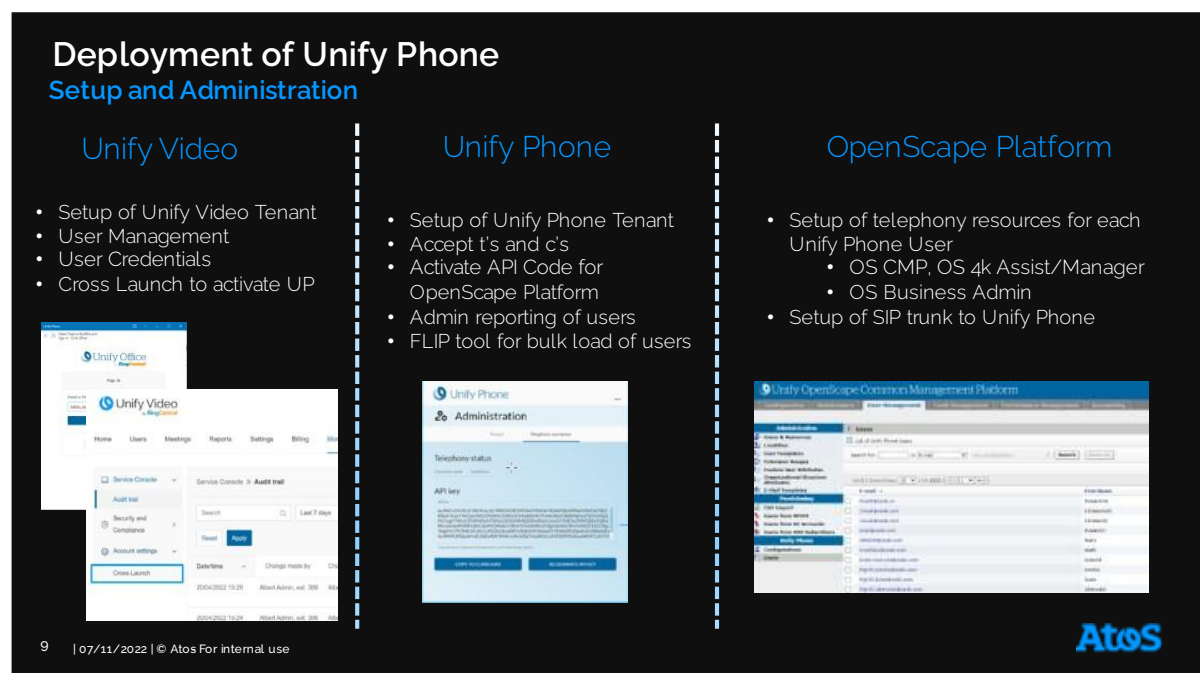
Overview of the technical model for Unify Phone with OpenScape Voice



Overview of the technical model for Unify Phone with OpenScape 4000



Overview of the technical model for Unify Phone with OpenScape Business



Overview of the Deployment and Management Applications Unify Pone for Unify Video

1.9.1.2 Unify Phone for OpenScape

Below we show the general overview of the components and clients of the Unify Phone for OpenScape Solution. The difference between Unify Phone for OpenScape and Unify Phone for Unify Video is there is no Unify Video component. The OpenScape Platform is connected to the

Unify Phone Service (as before) but the Unify Phone client is operating without the Unify Video client involved. The administrator of users is done using the Unify Phone Cloud service combined with the OpenScape platform. The users are authenticated using the Unify Phone cloud service.

NGTC is the former name, Next Generation Telephony Connector for Unify Phone.

Unify Phone
NGTC in the middle

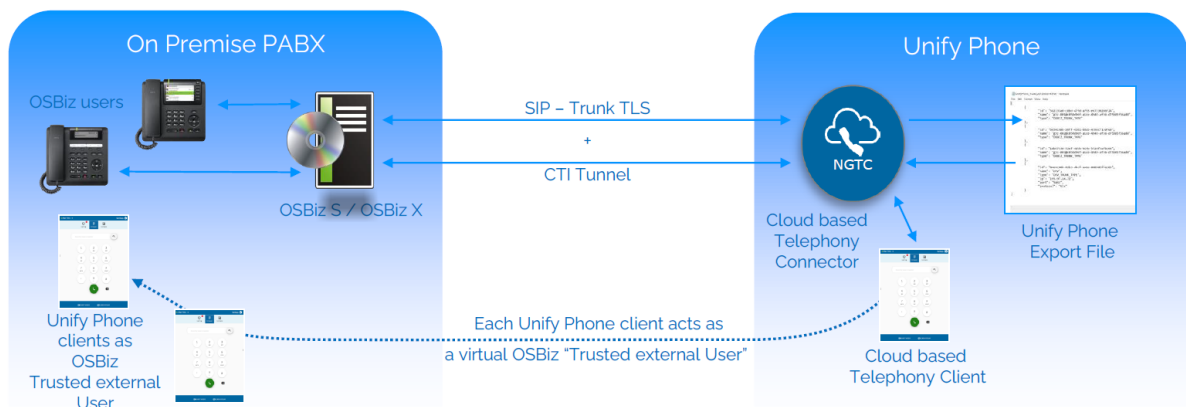
Unify OpenScape



Unify Phone for OpenScape General Overview

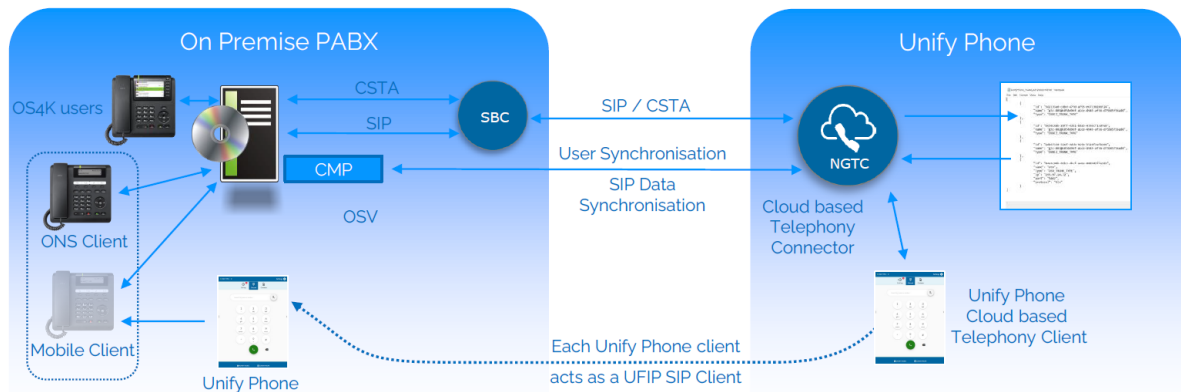
Unify Phone
Unify Phone with OpenScape Business

Unify OpenScape



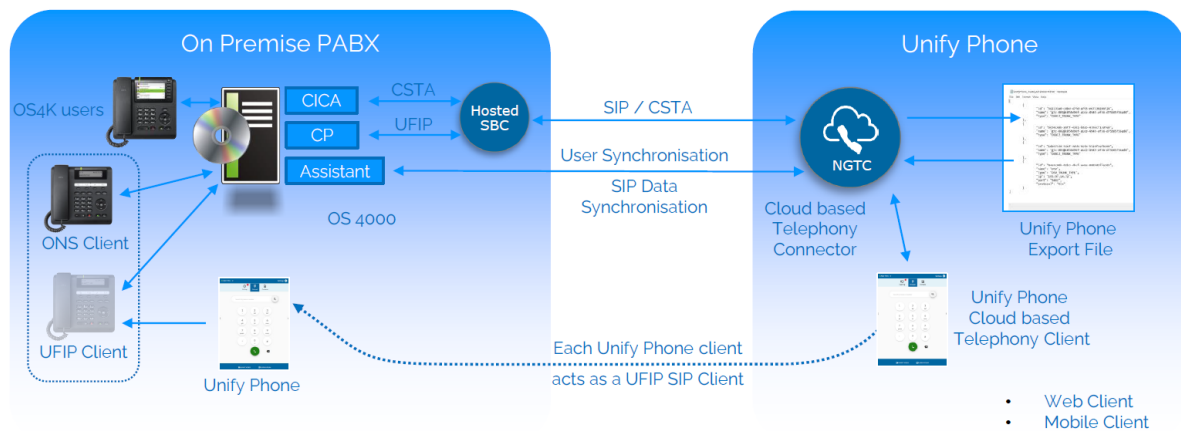
Unify Phone for OpenScape for OpenScape Business

Unify Phone Unify Phone with OpenScape PABX



Unify Phone for OpenScape for OpenScape Voice

Unify Phone Unify Phone with OpenScape 4000



Unify Phone for OpenScape for OpenScape 4000

1.10 Licensing

Unify Phone is a subscription service, which has licenses on a price per month per user basis.

There is no capex purchase of Unify Phone licenses possible, customers must always subscribe to the service on a per user basis.

Note for Unify Phone for Unify Video, a subscription to Unify Video (Video Pro+ license is required) in addition to the licenses required for Unify Phone.

Unify Phone is licensed based on the attached OpenScape Platform, the licenses are linked to the platform using the CLS (Central License Server), these licenses are subscriptions and require ongoing payment of the monthly subscription fee to remain activated.

The license options vary according to the specific OpenScape Platform Involved.

Note Remote Service Platform or remote access is required for deployment of Unify Phone to ensure consistent support model for a cloud service.

An active SSP or software support/maintenance contract on the associated OpenScape system is required for Unify Phone to be supported. In the case of OpenScape Business this is automatically mandated within the system.


1.10.1 Licensing Requirements

Unify Phone for Unify Video

What do you need?

Unify Phone is available as a monthly subscription on each OpenScape platform as price per user month

Unify Phone



OpenScape Platforms

Unify Video

Pricing

OpenScape System (Capex Licensing)

Order Codes

Order Per System

- L30250-U622-B756 Unify Phone for OpenScape Business

Order Per User

- L30220-D622-B44 OpenScape Voice V10 Unify Phone
- L30220-Y622-T490 OpenScape 4000 Unify Phone

Additional Licenses required

- OS Business IP User Licence (note below)
- OS 4000 Flex License
- OS Voice Dynamic User license

Requires

- Unify Video Pro+ subscription per user

OpenScape System (Opex Licensing)

Order Codes

- OS Biz PAYG, no ordering needed, license already in PAYG license, monthly high-watermark billing
- SSL - Unify Phone Product Instance for Subscription Licensing (SSL V2) - L30220-S622-L485

Additional Licenses required

- OS Business PAYGO Voice Subscription
- OpenScape Voice SSL Subscription Voice

Requires

- Unify Video Pro+ subscription per user

One Simple Price

- €2 Per User Per month GLP
- Standard Partner Discounts

€2

Note – Unify Phone for Microsoft Teams is not supported with Unify Phone for Unify Video


* NB – For OpenScape Business when using a desk phone an additional IP User License is Required

Unify Phone for OpenScape & Microsoft Teams

What do you need?

Unify Phone is available as a monthly subscription on each OpenScape platform as price per user month

Unify Phone



OpenScape Platforms

Pricing

OpenScape System (Capex Licensing)

Order Codes

Order Per System

- L30250-U622-B756 Unify Phone for OpenScape Business

Order Per User

- L30220-D622-B44 OpenScape Voice V10 Unify Phone
- L30220-Y622-T490 OpenScape 4000 Unify Phone

Additional Licenses required

- OS Business IP User Licence (note below)
- OS 4000 Flex License
- OS Voice Dynamic User license

OpenScape System (Opex Licensing)

Order Codes

- OS Biz PAYG, no ordering needed, license already in PAYG license, monthly high-watermark billing
- SSL - Unify Phone Product Instance for Subscription Licensing (SSL V2) - L30220-S622-L485

Additional Licenses required

- OS Business PAYGO Voice Subscription
- OpenScape Voice SSL Subscription Voice

One Simple Price

- €2 Per User Per month GLP
- Standard Partner Discounts

€2

All Unify Phone Subscriptions include use of Unify Phone for Microsoft Teams plug-in

* NB- For OpenScape Business when using a desk phone an additional User License is Required

Unify Phone is generally ordered via the normal CPQ ordering tool, Unify Phone licenses are ordered as subscriptions to be activated or in the case of PAYG (OS Business) and SSL (OS Voice) as licenses which enabled Unify Phone to be configured as required on the OpenScape system, as per existing PAYG or SSL licenses. The billing and invoicing is based on the number of active subscriptions of Unify Phone.

Unify Phone CPQ orders on CPQ-I or CPQ-D follow the normal CPQ process to order in the Unify Processes. Unify Phone is ordered as a configured product (not from the shopping list).

Unify Phone Licenses to be ordered (per user)

- L30220-D622-B44 OpenScape Voice V10 Unify Phone User License
- L30220-Y622-T490 OpenScape 4000 Unify Phone License

Unify Phone Licenses to be ordered (per system)

- L30250-U622-B756 Unify Phone license for OpenScape Business (as of V3R3) **NEW!**

Update on licensing for Unify Phone for OpenScape Business

As part of OpenScape Business Release v3R3 now released, a change is being introduced for the licensing of Unify Phone. To further improve the use of Unify Phone on OpenScape Business a new license code L30250-U622-B756 Unify Phone license for OpenScape Business is introduced. This new code as of v3R3 can be used to enable Unify Phone on a capex based OpenScape Business.

New Unify Phone users can just be added to the system without the need to order further licenses once this new license is enabled. This new licenses works as per the PAYG (Pay As You Go) model on OpenScape Business which tracks monthly usage and automatically bills for usage of Unify Phone. For some partners they may be using the PAYG system for the first time, more details of the PAYG processing and invoicing is in the OpenScape Business portfolio area.

An appropriate partner contract is required to utilise PAYG with Unify Phone as a cloud service, for more information contact your Unify representative.

For direct customers we have specific cloud contracts which has been agreed to be used with customers, contact your commercial support for more information. See this URL for more information <https://atos365.sharepoint.com/sites/100004209> .

The existing license L30250-U622-B715 Unify Phone license for OpenScape Business CAPEX can still be used, but it is recommended to switch to the new license which can be done on request to CLS User Support. More information can be found in the OpenScape Business Sales Information and the release information on OpenScape Business v3R3.

An active SSP or software support/maintenance contract on the associated OpenScape system is required for Unify Phone to be supported. In the case of OpenScape Business this is automatically mandated within the system.

1.10.2 General Pricing of Unify Phone

The Global List price of the Unify Phone subscription is €2 per user per month, one license per user. The price shown for the Licenses above when you initially order is €0. The charge is for the subscription which follows from the initial order which is billed per month at €2 per month.

There is no additional charge for the use of the Unify Phone for Microsoft Teams plug-in with Unify Phone for OpenScape.

Note Unify Phone for Microsoft Teams is not available with Unify Phone for Unify Video.

Note: For OpenScape Business then if the customer system is already under PAYG (Pay As You go) then no licenses is required to be ordered. Unify Phone can be activated on the customer system.

Note: In CPQ you need to create a new separate quote for Unify Phone orders you cannot combine Unify Phone orders with other product orders on CPQ.

Do not order any other license codes than the ones detailed here, such as base licenses, these are inserted by the relevant CPQ system if required. Any pricing you see on these other codes are there for processing in the system and should be ignored.

Unify Phone subscription Charging:

For OpenScape Voice and 4000 the invoicing is on a per monthly basis based on the number of ordered licenses, e.g. if 100 licenses of Unify Phone are ordered then the monthly charge is for 100 users regardless of usage or allocation of those licenses. The charging is based on the number of licenses on the CLS (Central License Server).

Unify Phone is also available under SSL (Software Subscription Licensing)

Note SSL is only available with OpenScape Voice currently.

You order the following product instance using CPQ-I / CPQ-D, this order code is used regardless of whether the SSL is to be used on a Hosted or Enterprise SSL system.

- L30220-S622-L485 Unify Phone Product Instance for Subscription Licensing (SSL V2)

The customer/partner will then be charged per user per month according to the SSL billing guidelines, based on high water mark usage. The use of SSL is subject to the appropriate contract being in place with the customer or partner for use of SSL licenses.

- L30220-S622-L140 Monthly Subscription License Hosted Unify Phone
- L30220-S622-L340 Monthly Subscription License Enterprise Unify Phone

Note: You can use the Product Instance for Unify Phone with Enterprise or Hosted SSL solutions.

1.10.3 Unify Phone Evaluation licenses

Unify Phone also is available for evaluation as follows:

- L30220-D622-B57 OpenScape Voice V10 Unify Phone User Evaluation License
This license provides 100 evaluation licenses for 90 days
- L30250-U622-B753 OpenScape Business Unify Phone Evaluation License
- For OpenScape Business there is also a Not For Re-Sale (NRF) license which contains 30 Unify Phone licenses
 - Unify offers via its accredited Partners an OpenScape Business Pay As You Go NFR (Not For Resale) Base license incl. all available PAYGO license components for up to 30 Users provided free of charge with no additional monthly fees. This offer will be provided once per Partner with an accreditation level in the Unify Partner Program of Authorized, Professional or Master Specialization Level in OpenScape Business. Contact your representative for more information.

For OpenScape 4000 Evaluations Licenses Contact the Unify Phone Product Manager with SIEL ID and quantity of licenses required.

1.10.4 User Licenses Required in addition to Unify Phone Licenses

Unify Phone subscriptions do not provide for any additional licenses which may be needed on the platform, it should be check sufficient licenses are provided on the relevant platforms and associated SBCs where required.

- OpenScape Voice requires a OpenScape Dynamic User License (DUL) per configured Unify Phone user, an existing license can also be used for Unify Phone. A DUL is only consumed or used when the Unify Phone client is registered to the OpenScape Voice system (so if off-line no license is consumed).
 - If a DUL is already in use (e.g. for a desk phone), no additional DUL is required when adding Unify phone.
 - Unify Phone, this soft client (new in V10R2) is connected via the Unify Phone Telephony Connector Cloud Service and registers as a SIP client on OSV. It requires a DUL and a Unify Phone User license on OpenScape Voice.
 - For more information on licenses on OpenScape Voice see the Sales Information for OpenScape Voice.
- OpenScape 4000 requires a OpenScape 4000 Flex License per configured Unify Phone user, an existing license can be also be re-used for Unify Phone.

- OpenScape Business required an OpenScape Business IP User License (note if using a desk phone in addition a further OpenScape Business IP user License is required).
- Additional SBC Channel Licenses may be required as active Unify Phone telephony calls consume SBC channel licenses.

For OpenScape Voice, OpenScape CMP can be used to manage users, individual users can be configured using OpenScape CMP User Manager without the need for UM licenses, but more bulk features are available if UM licenses are used.

Note: Please check Sales Information for the respective platforms and applications for more information on licensing required.

1.10.5 SBC Requirements

OpenScape Voice and OpenScape 4000 requires use of OpenScape SBC to provide the connection to the Unify Phone service with the required number of available SBC session licenses. **An SBC license is required for each active Unify Phone call.**

- An existing OpenScape SBC can be used, and licenses shared between Unify Phone users and other SBC use cases.
- For OpenScape Business no SBC is required.
- Currently there is no support for third party SBCs e.g. Audiocodes, Oracle with Unify Phone.

Some useful Frequently Asked Questions to help understand where use of OpenScape SBC licenses are required:

Note these licenses are only consumed when the Unify Phone user is on an active call, no licenses are consumed if the Unify Phone user is not on an active call.

When a Unify Phone user makes an external call do I consume two SBC licenses?

Answer: Two SBC licenses will be used. One for the Unify Phone part and one for the external call part of the call.

When I receive an external call?

Answer: Two SBC licenses will be consumed, one per each leg of the call, one for the inbound call and one for the call to the Unify Phone client.

What number of SBC licenses are used when a Unify Phone user calls another Unify Phone user?

Answer: Two SBC licenses are required because there will be two connections to the SBC, one for each Unify Phone device.

When an internal desk phone user calls a Unify Phone user?

Answer: If the internal desk phone is inside the customers network on the OSV, only 1 SBC license, for a call from the Unify Phone user to the internal desk phone again one SBC License is consumed.

If the desk phone is external to the customers OpenScape Voice network then two SBC licenses are consumed, one used by the desk phone and one used by Unify Phone.

Effectively UP users should to be considered as remote subscribers with traffic considerations for both Internal and external calls requiring OpenScape SBC licenses on the SBC for both types of Calls. So a UP user calling either an OSV user or PSTN or another UP user will consume Session licenses as detailed above.

Therefore when considering the number of UP user licenses you need to take into account the grade of service require for Internal, Interswitch and PSTN calls to size the number of session licenses required on the SBC.

The general rules for SBC as below, please consult the OpenScape SBC Admin Guide for more information.

An OpenScape SBC Session License is required for the following:

- OpenScape SBC - Internet connections
- OpenScape SBC - SIP Trunking and Remote Subscribers
- OpenScape Branch - SBC Proxy - SIP Trunking
- OpenScape Branch - Branch SBC - SIP Trunking

1.11 User Management

User Management is a key consideration to the Unify Phone solution, there is a user management solution for both Unify Phone for Unify Video and Unify Phone for OpenScape. See later section on Services to discuss the FLIP tool which can be used for bulk migrations of users to Unify Phone for Unify Video and Unify Phone for OpenScape.

For Unify Phone for OpenScape for OpenScape business a bulk import of users can be done using a MS Excel file.

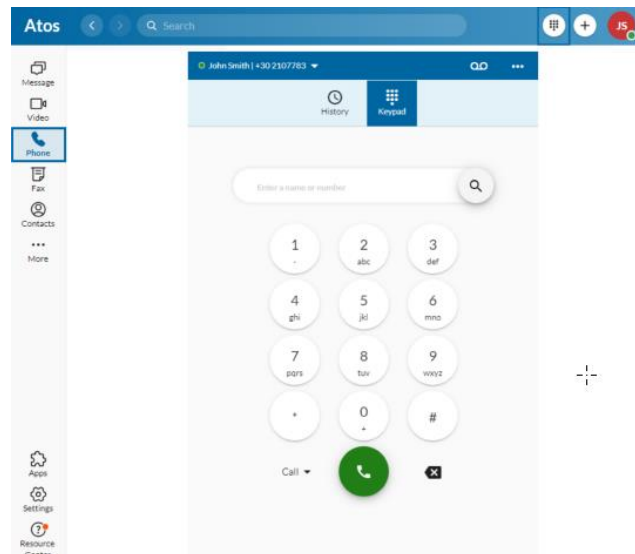
Please consult the Unify Phone tenant administration guide for more information, and in the administration of OpenScape Business, OpenScape 4000 and OpenScape Business.

1.11.1 User Management Unify Phone for Unify Video

For Unify Phone for Unify Video, the user identity and management is provided by the Unify Video by RingCentral Solution. Users are created and defined within the Unify Video system, and this identify contains a telephone number which is used to synchronise with Unify Phone. This happens automatically as users are added to Unify Video and enabled for Unify Phone. To be enabled for Unify Phone then Unify Video users must have the Unify Video Pro+ license, and the administrator of the Unify Video tenant must enable 'cross launch' for each Unify Phone user.

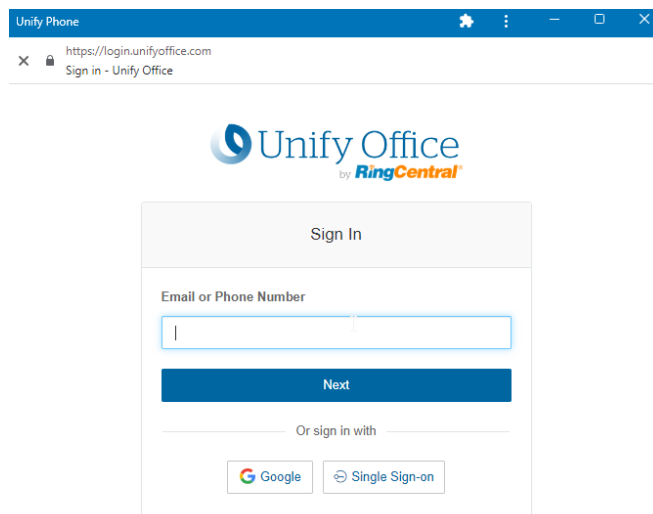
In addition to the administration on Unify Video to enable the Unify Phone users, there is some administration and setup on each of the OpenScape platforms, to enable and setup the telephony users with their associated phone numbers. Once the users are created on the platform they are created on the Unify Phone database as users which then match the users setup on Unify Phone by Unify Video. A Unify Phone license is needed and used on the respective OpenScape platform for each user (see section on licensing in this sales information document).

For more information on the setup of Unify Users on OpenScape platforms please consult the sales and administration information for the respective platform. This will show use of OpenScape 4000 Assistant, OpenScape Common Management Portal and the administration in OpenScape Business web based management.



User Setup with Unify Phone using Cross Launch from Unify Video

Unify Phone users login to Unify Phone using their Unify Video by RingCentral credentials.



Unify Phone login using Unify Video credentials

1.11.2 User Management Unify Phone for OpenScape / MS Teams

For Unify Phone for OpenScape, the user identity and management is provided by the Unify Phone. Users are created and defined within the Unify Phone system, and this identify contains a telephone number which is used to synchronise with Unify Phone telephony user created using the relevant OpenScape platform.

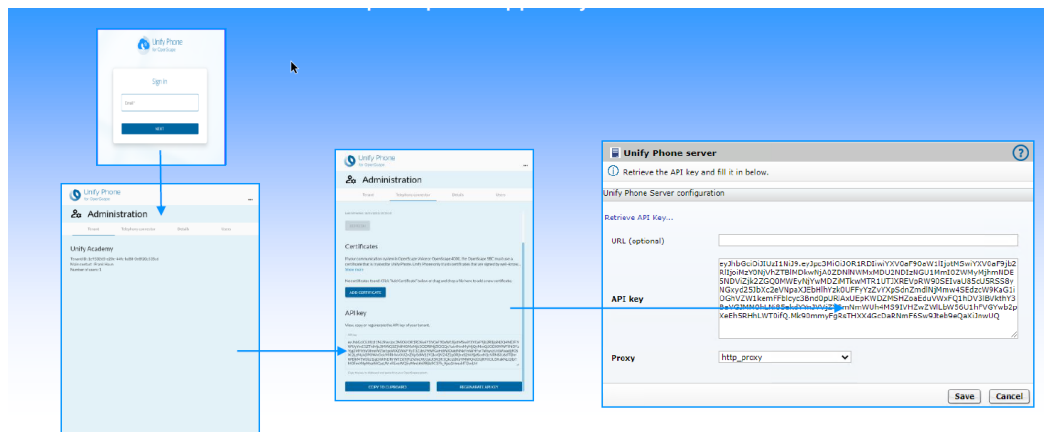
Once the users are created on the platform they are created on the Unify Phone database as users which then match the users setup on Unify Phone by the FLIP Tool or using the MS Excel CSV file imported using the Tenant Admin Panel of Unify Phone for OpenScape.

For more information on the setup of Unify Users on OpenScape platforms please consult the sales and administration information for the respective platform.

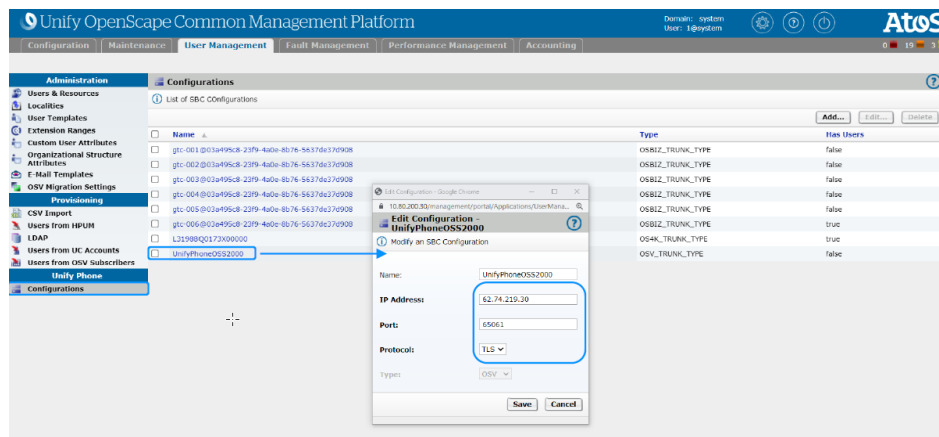
OpenScope Common Management Portal User Management (UM) can be used to add individual users to Unify Phone for OpenScope without the need for dedicated UM licenses. For more advanced UM features then UM licenses are required, see CMP UM product information for more details.

Unify Phone for OpenScope users use their Unify Phone login name/password or Unify Phone for OpenScope can be configured for Single Sign On (SSO).

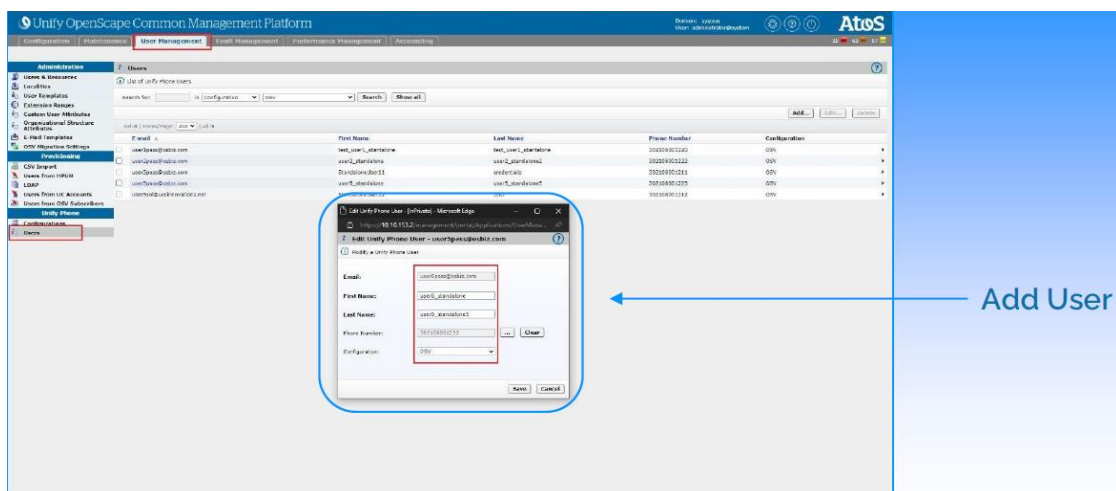
Unify Phone for OpenScope Login



Administration of Unify Phone for OpenScope in Unify Phone Tenant Administration



Administration of Unify Phone in OpenScope Common Management Portal (CMP)



Adding a user on Unify Phone for OpenScope from the OpenScope CMP

1.12 Migration

With the Release of Unify Phone V2R1, then previous customers of v1 and v1.1 and v2.0 are automatically updated to the latest release of Unify Phone, and it's clients.

There is only one supported version of Unify Phone which is the latest as provided by the Unify Phone Cloud Service.

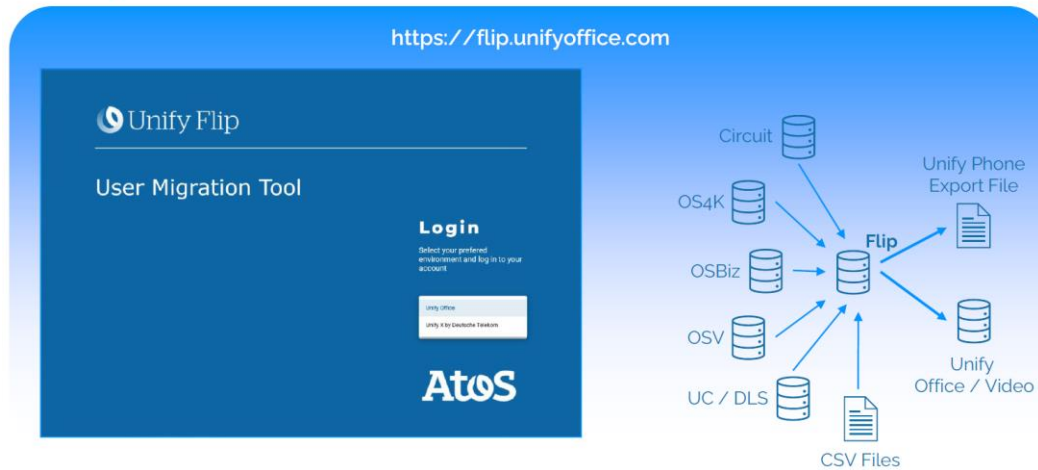
The other considered migration is from Circuit/ Circuit Telephony Connector to the Unify Phone for Unify Video solution to provide similar functionality, with messaging, video and telephony in one integrated solution.

Other possible migrations may be from using Unify applications such as Personal Edition, MyPortal-to-Go, OpenScope Mobile where customers are looking for a cloud based telephony client to use with their OpenScope platform.

A migration from Circuit/ Circuit Telephony Connector is also possible to Unify Phone for OpenScape if telephony capability is only required by the customer.

Unify Flip User Migration Tool

Unify OpenScape



Unify Developed the FLIP Tool to enable mass migration of users

1.13 Services

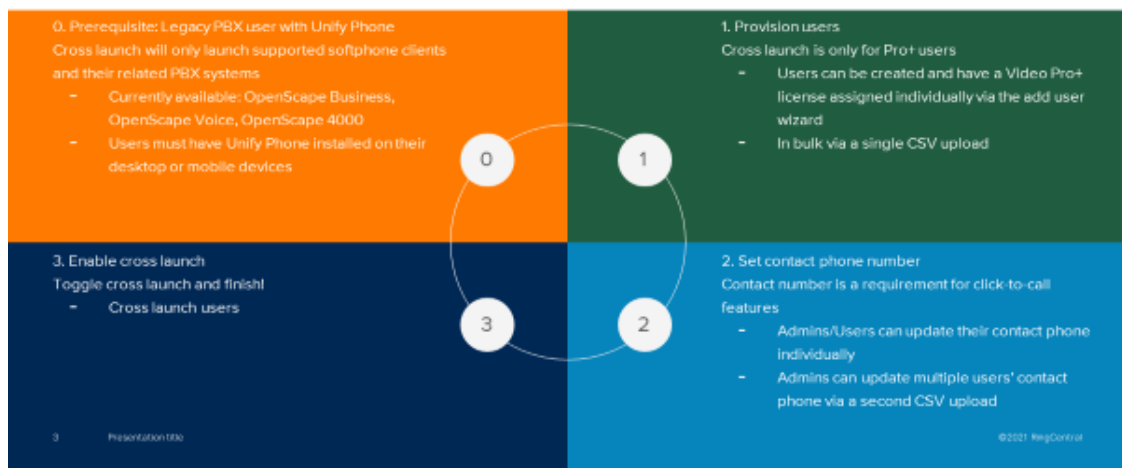
1.13.1 Unify Phone Cloud Service

To enable services between Unify Video and Unify Phone and to help manage migration of users using for example bulk upload the Unify Video Cross Launch capability is provided.

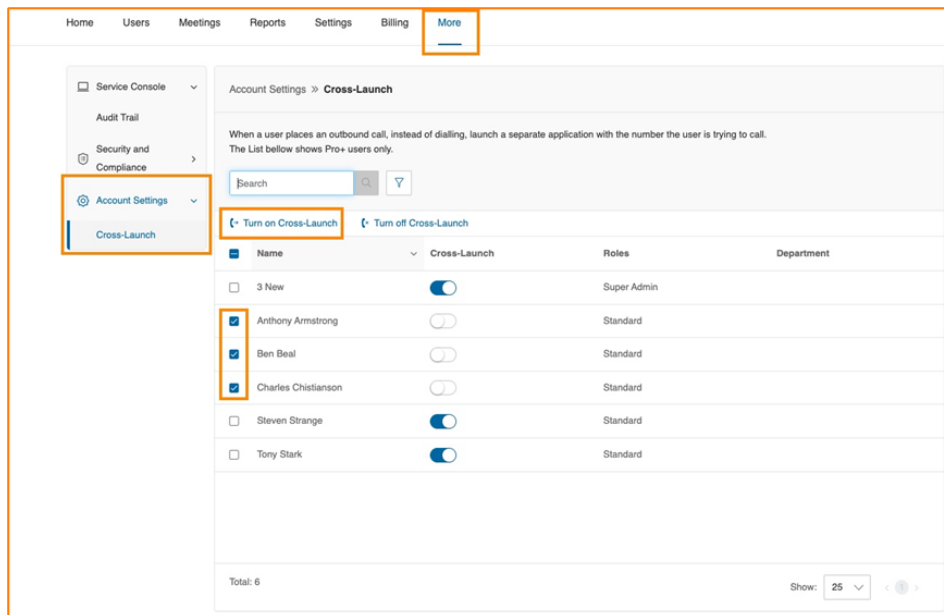
Cross Launch has been developed in conjunction with Ring Central to enable migration of users from other platforms such as OpenScape and allow the bulk upload of user data and is also used for the setup of Unify Phone users on Unify Video and enabling of features such as 'click to call'. Cross Launch is enabled per Unify Video tenant. This is used in conjunction with create of Unify Phone users on the relevant OpenScape Platform, deployment can be done manually or using automation with bulk imports.

Cross launch enablement

To set up users with cross launch, account administrators need to provision their users with the right license, update their contact information, and toggle cross launch



Cross Launch which provides integration between Unify Video and Unify Phone



Administration of Unify Video for Unify Phone deployment with Cross Launch

1.13.2 Services

Unify Phone is a cloud based service, the overall solution is a combination of the solution elements:

- OpenScape Business v3
- OpenScape Voice v10 with OpenScape SBC v10
- OpenScape 4000 v10 with OpenScape SBC v10
- Unify Video using Unify Video Pro+ license (for Unify Phone for Unify Video)
 - It is also possible for some project to use Unify Office with Unify Video Pro+ licenses for some projects, this is under PSR (Project Specific Release) so please contact the Unify Phone Product Manager
- Unify Phone Clients (web, progressive web application, mobile)
- Unify Phone Plug-in Unify Phone for Microsoft Teams
- Unify Phone Tenant Administration
- Unify Phone Back-End Service

See Product and Services Guide for services relating to Unify Phone Clients and Back End Services.

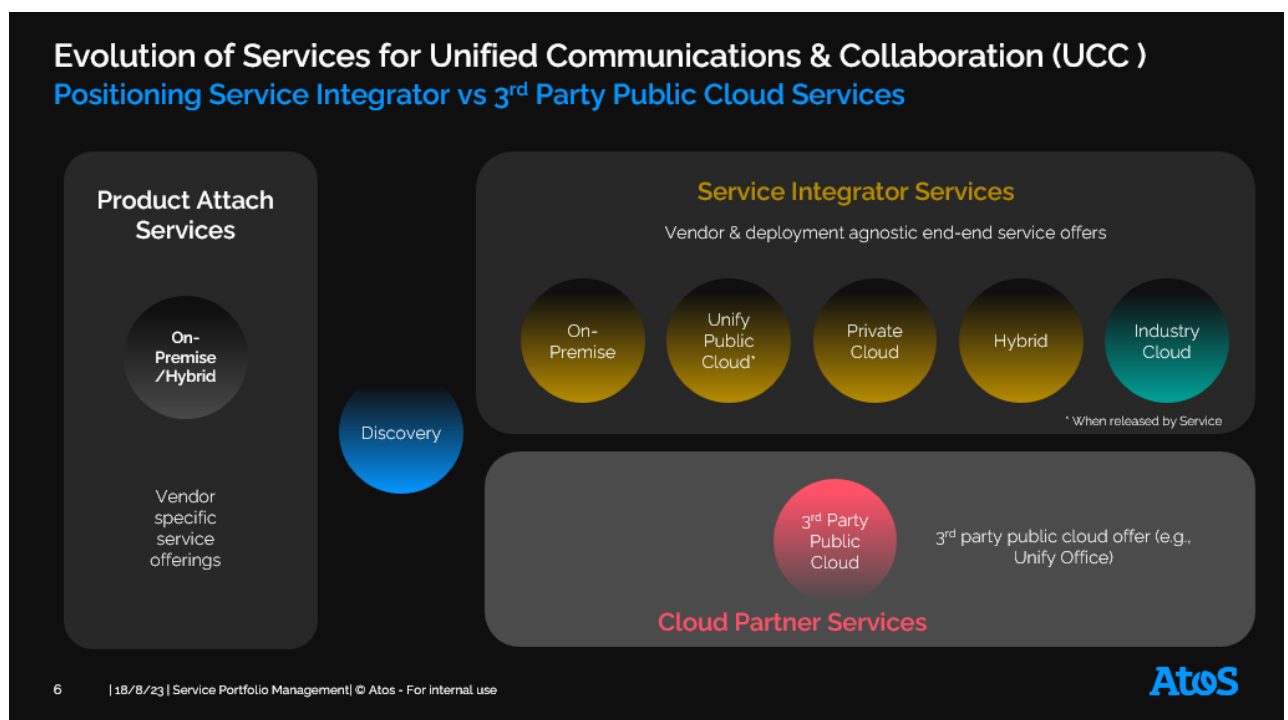
- Unify Phone Product and Service Description, User and Administration located [Unify Phone Portfolio Homepage](#)
- OpenScope Business Service information located [OpenScope Business Portfolio Page](#)
- Unify Video/Unify Office service and support information [Unify Office/Video Portfolio Homepage](#)

1.13.3 Professional Services

Professional Services from Unify can be specified for a customer project for Unify Phone. These Professional Services can be configured and priced using the USC (Universal Service Calculator) tool where available and appropriate for that country (i.e. where USC is released).

For countries/customers not supported by the USC tool then local Professional Services should be contracted for quotations.

For partners they expected to train and deploy Unify Phone but can request via the CAM/DAM support and quotations for Professional Services. These services should be specific and requested well before the project commences to ensure planning for availability of these Professional Services.



Unify Value-add in providing customers and partners with cloud transition services

Unify is working to release new PS offers for Cloud Transformation services in 2023, this will be to complement and provide new cloud services to our customers and partners.

1.14 Support Services

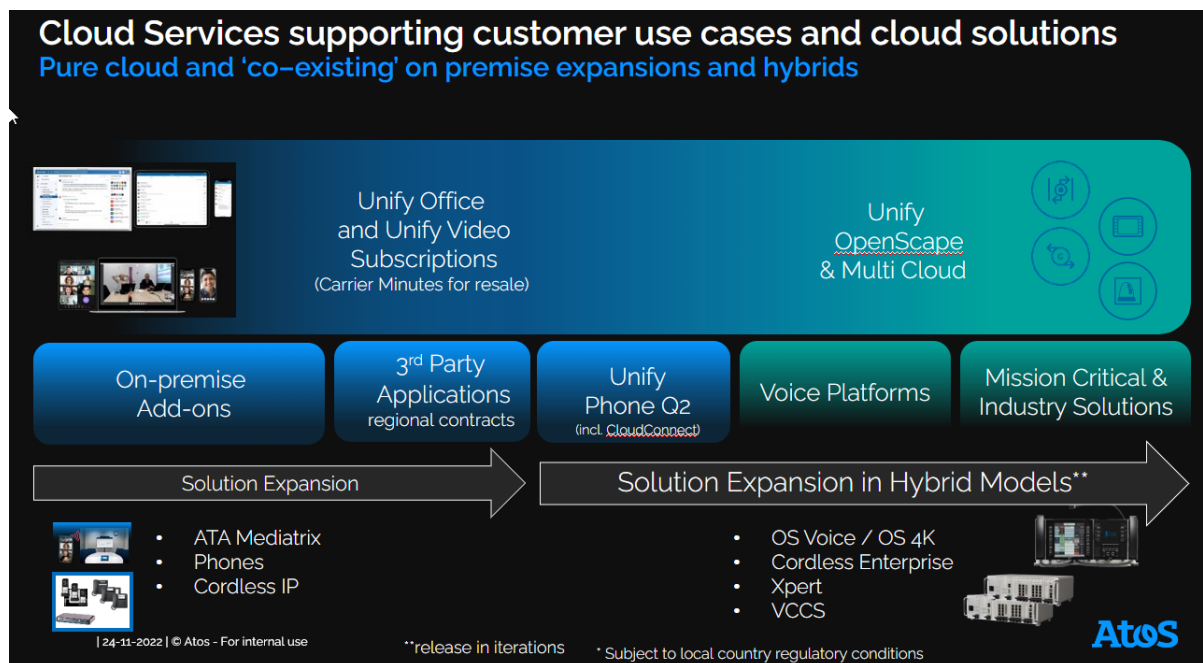
Unify Phone is supported by Unify as part of an overall set of cloud and hybrid cloud solutions. Unify Phone is a wholly developed and supported solution from Unify. Unify Video is provided by RingCentral but the support is via Unify Support in the first instance.

In terms of support models then Unify Phone is deployed and attached to the OpenScape platforms. It is however a cloud based subscription service. The costs of service and support for Unify Phone is included in the monthly price per user subscription.

From a support perspective we have the following elements

- 1 Unify Video (where deployed with Unify Phone as Unify Phone for Unify Video)
- 2 Unify Phone deploy with and without Unify Video consisting of
 - a. Unify Phone clients (web, progressive web app, mobile)
 - b. Unify Phone Cloud (the back end Unify Phone cloud service)
- 3 OpenScape Platform (OpenScape Business, OpenScape Voice, OpenScape 400)

As such we need to provide support services to direct customers and indirect partners across these solutions.



Overview of Unify's Cloud and Hybrid Solutions

To support the addition of Unify Phone to a direct customers existing contract (or to provide a new contract) a set of cloud contracts have been developed to support these proposals to cover the cloud and hybrid solutions.

It would be expected for a direct customer adding Unify Phone that this would be an extension of that existing contract and adding Unify Phone as an addendum to the existing contracts. Unify Phone operates a different service definition which is provided with these contractual documents reflecting the nature of the Unify Phone service.

For partners then they would utilise their existing SSP based contracts for OpenScape platforms, but would add Unify Phone to their end customer contract, to provision for this an amendment to the existing OpenScape SSL/PAYG contract has been made which partners would adopt, in addition to a new reseller contract addendum to provision for the case of Unify Phone.

For partners we have to ensure there is contractual coverage for a hybrid solution such as Unify Phone which is subscription based, and also to ensure a defined support model.

As regards this support model then we define demarcation of responsibility to ensure the most efficient support for partners supporting customers.

Mainly this concerns the need for a partner to 'triage' and offer 'incident' support to their customers, in taking responsibility for the OpenScape platform, Unify Phone client and connectivity.

Then to contact Unify once it has been determined there is an issue with the Unify Phone cloud service. This does not preclude a partner being able to raise problem tickets for the OpenScape Platform and Unify Phone Clients.

Support from Unify is using the expected L1, L2 and L3 processes, in the case of Unify Phone Unify maintains a DevOps (Development Operations) function which is responsible for the support of the Unify Phone cloud service including monitoring, pro-active management and communications around service problems and incidents.

More information on the Services provided with and for Unify Phone contained the relevant service documents provided for contracting and in the Unify Phone Portfolio pages.

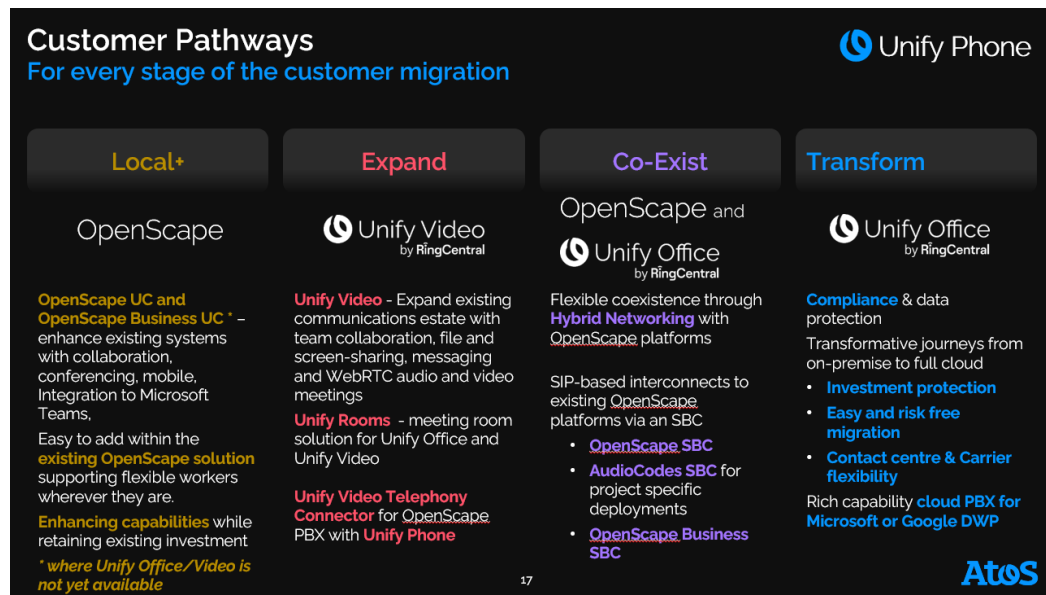
1.15 Positioning in Relation to Products in the AtoS Unify Product Range

Unify Phone forms part of an overall hybrid solution offering for Unify Customers. Unify Phone complements other Unify Portfolio Elements providing a hybrid solution between premise and cloud and is the 'Expand' option as shown below.

Unify Phone for Unify Video, Unify Phone for OpenScape and Unify Phone for Microsoft Teams are some of the hybrid migration paths for customers and complements our OpenScape Platforms and allows customers to retain their platform and associated devices to that platform.

We offer migration pathways for customers to move from premise, hybrid to full cloud deployments.

With the release of Unify Phone for OpenScape the further integration of Unify Phone with other Unify applications will be possible in the future. See our roadmap for further details.



2 Sales Information

2.1 Area of Application, Commencement of Marketing and Delivery

2.1.1 Customer Information on Commencement of Marketing and Delivery

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organisation

2.2 Sales Objectives and Target Groups

2.2.1 Target Group

Unify Phone is suitable for direct and indirect channel customers. The initial release of Unify Phone was as Unify Phone for Unify Video. This solution provided a hybrid cloud collaboration solution for OpenScape customers.





Unify Phone for OpenScape provides a cloud telephony solution for all OpenScape customers. We target existing and new OpenScape customers with both Unify Phone releases.

We also now release Unify Phone for Microsoft Teams, this provides even further integration of a cloud solution, in this case Microsoft Teams within our OpenScape platforms, further extending use of Unify OpenScape platforms for customers.

Below we show some typical customer scenarios where Unify Phone can provide a solution to those customers' requirements for a hybrid solution.

Unify Phone for OpenScape

Example Value Propositions for Customers

 <p>With Unify Phone for OpenScape, we provide customer organisations a simple maintenance-free route to robust, reliable and secure business communications for (all their) mobile and hybrid workers through a flexible consumption based model.</p>	 <p>With Unify Phone for OpenScape, we enable customer organisations to safely realise the benefits of cloud and combine them with the transactional integrity, security and privacy of their on-premise systems through a simple native integration.</p>
 <p>With Unify Phone for OpenScape, we remove the complexity of hybrid working by providing a unified consumption based integration that blends the advantages of cloud with the reassurance and integrity provided by the customers' own platform.</p>	 <p>With Unify Phone for OpenScape, we provide our customers with a standardised user experience regardless of platform, device or location which is always up to date and supports greater organisational elasticity while reducing operational complexity.</p>

Benefits of Unify Phone for OpenScape for customers

Introducing Unify Phone for Microsoft Teams

Bringing Unify Phone to Teams




What?

- A simple way to enable OpenScape Business telephony in MS Teams
- This allows MS Teams users to access telephony on their OpenScape Business from MS Team client
- Unify Phone for MS Teams is an extension of Unify Phone for OpenScape, an addition plug-in

Why?

- We know only 10-15% of MS Teams users are using telephony from MS Teams itself for voice communications
- Customers are looking for a low cost and low risk way to bring professional telephony to their MS Teams users
- With Unify Phone for MS Teams we have this simple solution

How?

- Using Unify Phone for OpenScape together with a new plug-in for Microsoft Teams
- Customers upload the Unify Phone for Microsoft Teams plug-in into their MS Teams tenant
- Users access the plug-in, add it to their tabs on MS Teams and login to Unify Phone

When?

- First trial version for demos July 2023
- Release Aug 2023, with MS Teams plug-in with Unify Phone features in MS Teams including presence synchronisation



Benefits of Unify Phone for Microsoft Teams for customers

Unify Phone for Unify Video

Delivers combined value for customers





Unify Phone for Unify Video is the perfect solution for

- OpenScape customers that want to add market leading video and messaging to their existing technology landscape
- Customers with recent investments or those with long term provider or maintenance contracts
- OpenScape customers with a telephony connector who need to replace their solution and maintain existing workflows
- Unify Phone provides the best integrated mobile experience that needs no user on-boarding.



37



Benefits of Unify Phone for Unify Video for customers

2.3 Marketing Structure

See section 1.7 Licensing for more information on the offer.

2.4 Supporting Sales Information

2.4.1 Supporting Sales Information on the Internet

The complete product documentation is available on the Atos Unify Partner Portal:

<http://www.unify.com/us/partners/partner-portal.aspx>

For other language versions, please contact your country-specific organization.

3 Prices and Contract Processing

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organisation.

3.1 Export regulations

Certain products in our sales program are subject to the regulations governing export permits required under EU / German / US law [in accordance with the Export List (in German 'AL') and Export Administration Regulations (EAR)].

At the time of an offer/bid or order confirmation you can't be sure that

- the required export license will be granted in every case
- the validation of existing export licenses covers delivery times that can arise out of unexpected delays.

If, therefore, you are aware, or if you may assume, that what you are supplying to your customer is intended for export or re-export – including indirect export and transactions with dealers – you must ensure that the following reservation is included in your quotation, order confirmation, or contract, as the case may be:

„This offer (contract, order-confirmation) and fulfilment of contract are subject to the provision that required export licenses have been granted and there are no other impediments arising from German or other export regulations “

4 Data Protection

4.1 Client Information on Data Protection and Information Security

The respective country-specific provisions regarding data protection must be complied with.

For Unify Phone standard TOSP (Terms of Service Product) and DPA can be found here (applies to all customers direct and indirect except by agreed exceptions. Within the TOSP, other key contractual elements are defined e.g. Acceptable Use Policy, EULA (End User License Agreement).

In EN:

<https://unify.com/en/legal-information/unify-phone/terms-of-service-production>

<https://unify.com/en/legal-information/unify-phone/dpa>

In DE:

<https://unify.com/de/impressum/unify-phone/allgemeine-nutzungsbedingungen>

<https://unify.com/de/impressum/unify-phone/datenschutzvereinbarung>

5 Training Concept

5.1 Client Information on the Training Offer

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organization.

Information on our training offerings can be found at the Unify Academy Portal:

<https://academy.unify.com/>

6 Appendix

Abbreviations / Terms	Explanation
Product	In this document, represents hardware/software services and solutions
Unify Phone	Unify Phone is Unify's hybrid cloud based telephony connector solution, allowing use of mobile and web clients with OpenScape platforms, users can also combine Unify Phone with other applications such as Unify Video (RingCentral) and Microsoft Teams
Progressive Web App	PWA is a way to deploy apps which are based on a browser such as Google Chrome which can be used like an app, they can be automatically started but do not need to be deployed and management as a normal windows application
Hybrid Cloud	A way of combining premise/hosted solutions with cloud solutions providing an integrated end user experience and capability
Subscription	Offerings which are bought and paid based on a regular payment for usage, the offering is never purchased or owned but only available for use once the ongoing payment for subscription is being made
Custom App (Microsoft)	This is a method to provide to Microsoft Teams users an application which is not native to MS Teams or MS Teams store. It is a manual method to provide applications which end users can then add to their Microsoft account
Cross-Launch (RingCentral)	This is a set of functions which allow the setup of Unify Phone with RingCentral applications, it allows users to be setup in Unify Video (RingCentral) and then also enabled for telephony via Unify Phone. It also allows click to call features between the two applications.
PAYG (Pay As You Go)	This in the context here is the Unify solution for flexible licensing on OpenScape Business, this model is used either for a full system or to support Unify Phone on a cap-ex system. PAYG has a specific contract attached to it, and the mechanism is automated based on monthly usage which is captured from the live customer system and the results used to generate invoices to the distributor/partner for license usage.
NGTC	Next Generation Telephony Connector, this is the former names of Unify Phone but also is used to discuss the back end services of Unify Phone where the concept of a telephony connector is relevant to the connection from Unify Phone (NGTC) to the OpenScape system connected to it.

Presence Synchronisation	In the context of Unify Phone for Microsoft Teams, this is the bi-directional presence synchronisation between Unify Phone and MS Teams where the different presence states possible are mapped to one another. The provides a more joined up customer experience when using both MS Teams and Unify Phone they can see one presence and know the status of other people in MS Teams/Unify Phone
Microsoft Azure	The Microsoft Cloud platform where customers access Office 365, MS Teams and other Microsoft applications and also provides interfaces e.g. the Graph API which allows third party applications such as Unify Phone to connect