

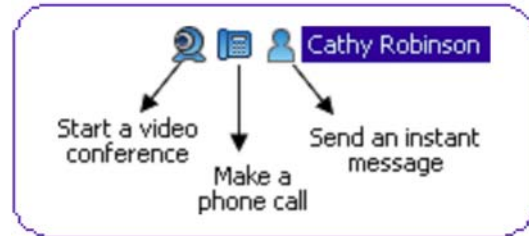
## What is OmniTouch 8660 My Teamwork?

OmniTouch 8660 My Teamwork combines presence-aware instant messaging with the ability to make phone calls, schedule and host conference calls, share applications or desktop, and view presentations. My Teamwork runs in a standard Web browser and does not require any specialized software.

To use My Teamwork, you create a list of contacts, that is, other people who use My Teamwork. You can then send an instant message or place a phone call to each contact by double-clicking one of the icons that appear next to each contact's name.

### With My Teamwork you can...

- Make phone calls and conference calls.
- Escalate an IM to a phone call.
- See who is online and who is on the phone.
- Participate in video conferences.
- Access conversation archive with IM logs, participant list and media used.
- Share your desktop or applications with others.
- Make presentations and upload attachments.
- Conduct polls.
- Control who can see when you are online and who can send you messages.



This Quick Start Guide helps you start with some of the most basic My Teamwork tasks, including adding contacts, making phone calls and conference calls, participating in video conferences, sending instant messages, and sharing documents and presentations. Use the online help for comprehensive information.

## What's new in this release?

### Improved video conferencing

Enjoy improved video quality with larger pictures. Increased flexibility in how to view people in multi-person video conferences. Depending on your system's capabilities, you can view whoever is speaking, or select a single person whose video to display. You may also be able to view several people at once in a tiled arrangement.

### Improved audio conferencing

Use your browser to make and receive calls using your computer's speaker and microphone for audio.

**Note:** If you are in an environment with background noise, it is recommended that you use a headset for audio.


### Polls

Create multiple choice polls and gather responses during a conference.

### Increased control over whether called parties receive participant or leader privileges

When you make calls from your contact list, you can now choose whether you want the person that you call to have leader or participant privileges. You can also set defaults for the privileges that called parties receive in either scheduled or ad-hoc conferences. Right-click on one or more contacts and select **More Call Options...**

### Request the conference leader's attention by "raising your hand"

If you are in a large conference call and you want to ask the leader a question, you may use your touchtone keypad to "raise your hand" in order to request the leader's attention. A hand icon (  ) will appear next to your name in the list of conference attendees. To raise your hand, press ##3 during a conference call.

### Conference passwords

As an extra level of security, you may assign passwords to a conference in addition to access codes. You may assign different passwords to the web conference and the audio conference. Recordings made during the conference will automatically have passwords as well. To set passwords for a conference, open the conference details page, select **Passwords** and complete the fields for the passwords you want.

### Have the system call or notify you when someone joins your conference

If you are the owner of a conference, you can make it easier for people to join the audio conference by having My Teamwork automatically call people when the first person joins the audio conference. When each person answers the phone, they will automatically be connected to the audio conference. You can also have My Teamwork call you, or send email or text messages when the first person joins a conference. From the conference details page, select **Joining the Conference**, then under **Notify me when the conference starts**, make your selections.

## What's new in this release? (continued)

### More features available through touchone

All conference participants can now adjust their volume using their touchtone keypads. Conference leaders may now use their touchtone keypads to mute or unmute all participants, lock or unlock the audio conference, or end the conference.

### Let contacts see whether you are in a meeting

If you use the calendar in Microsoft Outlook, you can choose to share details of your calendar with any contact on your list. If you are running Windows XP or Vista, you will be prompted to download and install software when you sign in. After you have installed the software, right-click on any contact and select **Edit Visibility Settings...** to allow that contact to see details of your calendar.

## Getting started

### Sign in to My Teamwork

- 1 Open a browser window.
- 2 In the Address field, type the URL for My Teamwork as provided by your system administrator.  
**Important!** If you have installed a pop-up blocker in your browser, you must set it to allow pop-ups for the My Teamwork site.
- 3 Enter the user ID and password that your system administrator gave you and click **Sign In**.

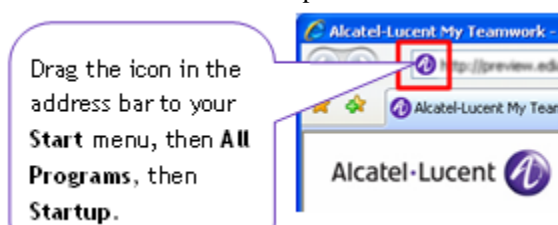
**Important!** If you close your contact window, you will no longer receive instant messages.

END OF STEPS

### Start My Teamwork automatically when you start Windows (Internet Explorer only)

If you use Microsoft Internet Explorer on Windows, you can add My Teamwork to your **Start** menu so that My Teamwork automatically starts when you start Windows:

- 1 Start My Teamwork as described above.
- 2 On the first window that opens, hold your mouse down on the icon in the Address bar, then drag the window to your **Start** menu. The **Start** menu will open.



### Post your status

You can post a short status message, such as “Out of the office this week”. The message will be displayed next to your name on your contacts’ lists. You may also select which contacts may see your status.

### More control over which information is shared with your contacts

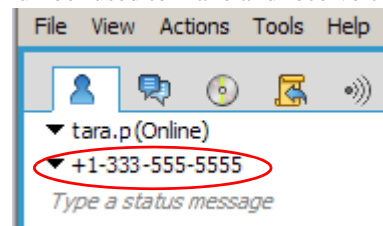
With the improved visibility settings, you can decide which contacts may see when you are online or on the phone, as well as your status message and details of your calendar. Right-click on any contact and select **Edit Visibility Settings...**

- 3 Drag the icon to **All Programs**, then **Startup**. Release the window into the **Startup** folder.

END OF STEPS

### Learning about your current phone number

The phone number that appears at the top of the main Contacts window is the number used to make and receive calls.



When you use My Teamwork to make calls, this phone number will ring first. When you answer your phone, your outgoing call is placed.

When someone else calls you using My Teamwork (for example, by double-clicking the phone icon next to your name), this number rings. It is important to keep this number up to date so other people can connect with you.

You can change your number to your cell phone, a conference room, or any place where you want to make and receive calls.

### Changing your phone number

- 1 On the main contacts window, click your phone number at the top of the screen.
- 2 Select the number that you want, or select **Add a New Number** from the menu that appears.

END OF STEPS

## Getting started (continued)

### Use your computer to make and receive calls

- If your account includes this capability, you will be prompted to download audio and video software when you sign in.
- To install the software, you must have Microsoft® Internet Explorer 6.0 or 7.0, running on Windows® XP or Windows Vista. You must also be able to download and run ActiveX controls.

See page 5 for instructions on how to configure the audio and video software.

**Note:** Contact your system administrator if you need help with setting up your computer to make and receive calls.

### To select your computer as the place where you make and receive calls:

1. At the top of the main contact window, click on your phone number at the top of the screen.
2. In the drop-down menu that appears, select **Use my computer for phone calls when I am signed in**.
3. While you are signed in, your phone calls will go to your computer. When you sign out, your calls will go to the number that appears at the top of the main window, next to **My Computer**.

END OF STEPS

## Scheduling conference calls


### Schedule a conference call

- 1 From the **Actions** menu, select **Schedule a Conference**.
- 2 Enter a name for the conference, and the times when you want the conference to begin and end. You must also enter the number of people you expect to join the audio conference.
- 3 Click **Next>**.
- 4 After your conference has been scheduled, you can:
  - Invite others to the conference using Lotus Notes or Outlook email or Microsoft Outlook calendar invitations. Click any of the buttons under **Invitations** at the bottom of the screen.
  - Select conference options on the **Conference Features** tab.

END OF STEPS

### Join a scheduled conference call

If you scheduled the conference:

- 1 From the **Scheduled Conferences** tab , double-click the conference.
- 2 Under **Join the Conference**, select whether you want to join both the web conference and the audio conference call, or just the web conference.
- 3 Click **Join...**

END OF STEPS

If someone else scheduled the conference:

You will not see the conference on your Scheduled Conference tab. You will have to join the conference from an email invitation or a Microsoft Outlook calendar appointment. Click the conference link and follow the instructions.

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## Adding contacts and groups

### To add a contact

- 1 At the bottom of the contacts window, under **I Want to...**, click **Add a Contact**.
- 2 Select how you want to add the contact:
  - **By user ID:** If another person has a My Teamwork account, you should search the contacts directory by their user ID.
  - **By phone number (speed dial):** If you want to make calls to someone who is not a provisioned My Teamwork user (i.e., an external contact), you can add outside contacts to your list by phone number.
- 3 Enter the User ID or phone number of the person you would like to add and specify the group that you want to add the contact to, then click **OK**.
  - To search for a contact, enter the first few letters of a user ID and click **Search**.

### To set up a group

- 1 In the main Contacts window, from the **Tools** menu, select **Add a Group**.
- 2 In the dialog box that appears, enter a name for the group and click **OK**.

END OF STEPS

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### To add contacts to a group

- 1 In the main Contacts window, right-click the name of a contact and select **Copy to Group**.
- 2 In the dialog box that appears, select the group you want, or enter the name of a new group and click **OK**.


END OF STEPS


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## Making phone calls and conference calls

### To call a contact

- 1 In either the contact list or from an active conversation window, double-click the telephone icon  next to the contact's name.

**Important!** If the phone icon next to a contact's name is red , the contact is on another call. If you call them, you may reach your contact's voicemail.

- 2 Your phone rings.

**Result:** When you answer, the system places a call to the contact's current phone number.

END OF STEPS

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### To call several people at once

- 1 From the main contact list, hold down the CTRL key while clicking on the names of the people you'd like to call.
- 2 Right-click and select **Call** from the menu.
- 3 Your phone rings.

**Result:** When you answer, the system places calls, one by one, to all of the contacts that you selected.

END OF STEPS

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### To call all contacts in a group

- 1 From the main contact list, click the name of a group to select all contacts in the group.

- 2 Right-click the group name and select **Call**.

- 3 Your phone rings.

**Result:** When you answer, the system places calls, one by one, to all of the contacts in the group.

END OF STEPS

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### To call someone who is not on your contact list

- 1 At the bottom of the main contacts window, under **I want to...**, enter a phone number or user ID next to **Call this number**.

- 2 Click **Call**, or press **Enter**.

**Result:** When you answer the phone, a call is placed to the phone number or user ID you entered.

END OF STEPS

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### To add someone to an existing call

There are two ways to add someone to an existing call from the conversation window. It depends upon whether you want to add an internal or external contact.

- For a provisioned user, select **Invite a contact** and then select the contact from the list, and then double-click the contact's phone icon.
- For external contacts, enter the telephone number of the contact into the dial out call field.

**Result:** The new person is added to the existing call.

END OF STEPS

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## Sending instant messages

### To send an instant message

- 1 In either the main Contacts window or in a Conversation window, double-click the icon next to the name of the person you want.

**Important!** If the icon is red , the contact is offline and cannot receive messages.

- 2 In the Conversation window that opens, type your message in the bottom of the window.
- 3 Press **Enter**, or click **Send**.

END OF STEPS .....

### Turning an instant message into a phone call

- 1 To call a contact who is in an instant message conversation with you, double-click the phone icon next to his or her name in the Conversation window.






- 2 Your phone rings.
- 3 When you answer the phone, a call will be placed to the contact.

END OF STEPS .....

## Setting up your video and audio software

### Do you have video capabilities?

To see if your account has video conferencing enabled, look at your main contact list. If your contacts have video camera icons, either  or , next to their names, then the video feature is enabled for your account. You can only use the video feature with contacts who have a blue video icon  next to their names.

### What you need:

You must have a web camera connected to your computer. If you do not want to use your phone for audio, you will also need a microphone and speakers connected to your computer.

### To view video in your browser:

- You must have Microsoft® Internet Explorer 6.0 or greater, running on Windows® XP or Windows® Vista.
- You must be able to download and run ActiveX controls.

### To use external software or a video device such as a videophone or a room system:

- Any of the supported browsers can be used with external software or devices.
- Check your system to see which software and devices are supported.

### To set up an external device or video software for video conferencing:

- 1 On the main My Teamwork screen, select **Tools > Options...**, then **Video and Audio**.
- 2 Under **Video > Where would you like to view video during a video conference?**, select **External software or video device**.

- 3 Enter a video endpoint. If you are not sure what to enter, check with your system administrator.
- 4 Under **Audio**, select whether you want to use your computer or your phone for audio during video conferences. You may have to enter additional settings in your external software or device.

### To set up Microsoft® Internet Explorer for video calls or audio calls

**Note:** If you want to use your browser as a phone, you must complete these settings even if you use external video software or an external video device for video calls.

**Important!** You must have Microsoft® Internet Explorer 6.0 or greater, running on Windows® XP or Windows® Vista.

### Download video and audio software

If you are using Internet Explorer for video and audio calls, you will have to set your browser security settings so that you can accept an ActiveX download. Check with your system administrator, or see your browser's online help for instructions on how to do this.

The first time you sign in to My Teamwork, you are prompted to download the video and audio software:




- If you are using Internet Explorer Service Pack 2, you click a menu at the top of your browser window and select **Install ActiveX...**
- If you see a box that asks whether you want to install Audio and Video Components, you must respond **Yes**.

## Setting up your video and audio software (continued)

### Configure your video and audio settings:

- 1 Select **Tools > Options**, then select **Video and Audio**.
- 2 Under **Video > Where would you like to view video during a video conference?**, select **Browser**.
- 3 Select whether you want the system to automatically configure your settings.
  - **If the system configures your settings for you**, then you can make video calls to other people only if they are in the same network. If you choose this setting, you do not have to enter any other settings.
  - **If you configure your own settings**, you can make video calls to people outside of your network. If you choose this setting, you must enter a video phone number. Check with your system administrator whether you have to complete more settings.
- 4 Under **Audio**, select whether you want to use your computer or your phone for audio.
- 5 Click **OK**.



**Result:** An icon in the upper right corner of your main contact list will tell you whether you are correctly configured:

Icon	Description
	You are ready to make and receive video calls. If you have had the system configure your settings for you, you will only be able to make video calls with people who are in the same network.
	You are not connected to the video server. If you see this icon and you have had the system try to configure your settings for you, you may be in a different network from the video conference server.
	You may need to install the video conference software. For more information, hold your mouse cursor over the icon and read the tool tip that appears.

END OF STEPS

## Starting a video conference

### To start a video conference:

- 1 You can only video conference with people on your contact list who have a blue video icon  next to their names.
- 2 If you are using external video software, start your software and make sure that it is ready to send and receive video.
- 3 In either the contact list or a conversation window, double-click the video icon  next to the contact you want to call.
- 4 Depending on how you have set your audio preferences, either your phone will ring, or an audio connection will be set up on your computer.
- 5 The other person will have to accept your invitation to join the video conference.
- 6 When both you and the other person have accepted both audio and video connections, the video conference will begin.
- 7 If you are using Microsoft Internet Explorer, the Video panel will appear in the upper right corner of your conversation window:

END OF STEPS

## Conducting polls

You can create multiple choice polls and gather responses during a conference.

### To create a poll before a conference

- 1 After you have scheduled a conference, select **Presentations, Attachments and Polls** on the left side of the screen.
- 2 Under **Polls**, click **New...**
- 3 Complete the form that opens and click **OK**.
  - To allow participants to see the results of the poll as responses are gathered, select **Share Results Automatically**.
- 4 When you join the conference, the poll will appear on the right side of the screen, under **Documents**.
- 5 To view the contents of the poll, double-click on its name in the **Documents** panel.
- 6 To launch the poll, double-click on its name in the **Documents** panel. In the upper-right corner of the poll, click **Launch Poll**.

END OF STEPS

## To create a poll during a conference

- 1 In the conversation window, under **I Want To...**, click **Start a Poll**.
- 2 Complete the form that opens.
  - To allow participants to see the results of the poll as responses are gathered, select **Share Results Automatically**.
  - To immediately launch the poll so that others may respond, click **Save and Launch Poll**.
  - To save the poll to launch later, click **OK**.

## Share the results of a poll

To control when the results of a poll are shared with participants:

- 1 After you have created and launched a poll, others in the conference may responded to the poll. The results of the poll will be visible to leaders on the Poll tab. The results will be updated every few seconds.

- 2 When you are ready to share the results with participants, click **Share Results** above the bar chart.
- 3 To make it so that participants can no longer see the results, click **Stop Sharing**.

To share results of the poll automatically:

- 1 When you create the poll, select **Share Results Automatically** on the form.
- 2 Participants will see the results of the poll as responses are gathered. Results will be updated every few seconds.

END OF STEPS .....

## Sharing an application on your desktop

### Use Application/Desktop Sharing to:

- Enable others to edit an application file that is running on your computer, such as a spreadsheet, a word processing file, or a diagram.
- Show others a file for consultation and discussion.
- Share your entire desktop.

When another person is viewing your shared application or desktop, you can pass the application control to them and allow them to edit files that are on your computer.

### To share an application or your desktop

**Note:** To share applications or your desktop, you must use a browser that allows ActiveX controls, such as Microsoft Internet Explorer 6.0.

- 1 Start a conversation with the person or people with whom you want to collaborate.
- 2 In the conversation window, under **I want to...**, select **Share an Application**.
- 3 If you have not used application sharing before on your computer, you will see a window that asks you to accept the Application Sharing Components. Click **Yes**.
- 4 In the dialog box that appears, select the application that you want to share and click **OK**.

- 5 The application that you selected is outlined in red while it is being shared.

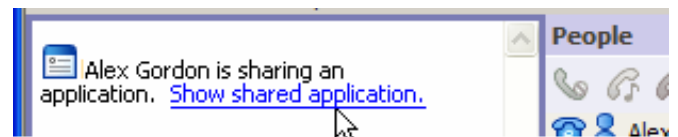
- 6 Use the application sharing toolbar to pause or stop sharing:

END OF STEPS .....

### To view someone else's shared application

**Note:** You must use a browser that supports either ActiveX (preferred) or Java to view shared applications.

- 1 When someone in a conversation shares an application, a link that says **Show Shared Application** appears in the IM panel of the conversation window. Click this link.



- 2 You will have to wait a few minutes for the shared application to appear. If you see a dialog box that asks if you want to accept a Java applet, you must respond **Yes**.
- 3 If the person sharing an application stops sharing and then starts it again, you may have to click the **View Shared Application** link again.

END OF STEPS .....

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## Sharing an application on your desktop (continued)

To select the person whose application you want to view when two people are sharing applications at the same time:

- 1 Click the **Shared Applications** tab.
- 2 If you do not see the **Shared Applications** tab, select **View**, then **Show Presentation**.

- 3 From the dropdown menu in the upper right corner, select the person whose application you want to view.

END OF STEPS

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## Working with presentations

**Note:** Presentations and attachments may be uploaded when scheduling a conference or during a live event.

### To make a presentation

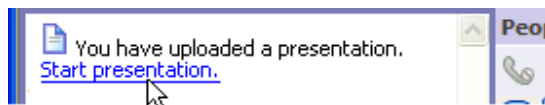
- 1 In the conversation window, under **I want to...** click **Make a Presentation**.
  - 2 In the window that opens, use the **Browse** button to select a file from your computer, and click **OK**.
- Note:** You may only present Microsoft Word, PowerPoint, or Excel files.
- 3 The file takes a few minutes to be ready for presentation.

END OF STEPS

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### To show your presentation to others in the conversation

- 1 Click **Start Presentation** in the IM panel.



- 2 Your conversation window expands so that you can see your presentation.

**Result:** If you do not see your presentation, your file may not have finished converting into the My Teamwork presentation format. This takes a few minutes.


- 3 If others do not see your presentation, ask them to click the **View Presentation** link in the IM panel.


END OF STEPS

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## Uploading attachments

### To attach a file to a conversation

- 1 In the conversation window, under **I want to...** open the **Slides & Attachments** panel on the right side of the screen.
  - 2 Click **Upload** .
- Note:** Any application file type may be shared.
- 3 Use the **Browse** button to select a file from your computer.
  - 4 Select the **Attachment** option button, and click **OK**.

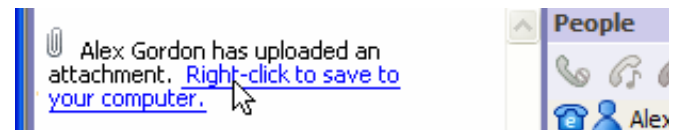
**Result:** After the file is uploaded, all participants see the resultant file in the **Slides & Attachments** panel. If the file does not appear, try clicking the **Refresh**  icon.

END OF STEPS

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### To save an attachment to your computer

- 1 After someone uploads an attachment, a link (**Right-click to save to your computer**) appears in the instant message panel of the conversation window.



Right-click the link and select **Save Target As...**, or **Save Link Target As...** (depending on your browser). On a Macintosh, hold down the Control key while you click the file name, and then select **Save Link Target As...**

- 2 Select the location where you would like to save the file, and click **OK**.

END OF STEPS

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