



# OmniTouch™ 8400 Instant Communications Suite

## My Instant Communicator for IBM Lotus Sametime User guide

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Enterprise

## Table of contents

<b>1</b>	<b>MY INSTANT COMMUNICATOR FOR IBM LOTUS SAMETIMES .....</b>	<b>3</b>
<b>2</b>	<b>START/EXIT MY INSTANT COMMUNICATOR .....</b>	<b>3</b>
<b>3</b>	<b>MAKING A CALL.....</b>	<b>4</b>
3.1	CALL FROM TOOLBAR.....	4
<b>4</b>	<b>SETTING THE CURRENT AUDIO DEVICE .....</b>	<b>5</b>
<b>5</b>	<b>PHONE PRESENCE .....</b>	<b>5</b>
<b>6</b>	<b>RECEIVING A CALL.....</b>	<b>5</b>
<b>7</b>	<b>MY INSTANT COMMUNICATOR DASHBOARD WINDOW.....</b>	<b>6</b>
7.1	SESSION VIEW.....	6
7.2	NOTIFICATIONS .....	6
7.3	CALL HISTORY.....	7
<b>8</b>	<b>CALL FORWARDING .....</b>	<b>8</b>
<b>9</b>	<b>SETTINGS/ABOUT.....</b>	<b>8</b>

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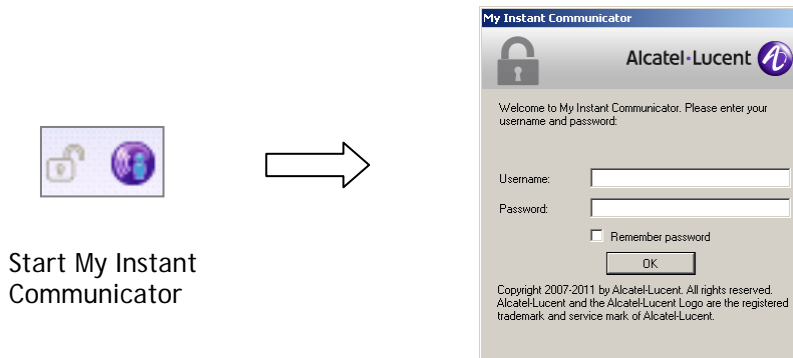
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## 1 My Instant Communicator for IBM Lotus Sametimes

The Alcatel-Lucent OmniTouch 8400 Instant Communications Suite delivers a high level of services when associated to IBM Lotus Sametime. Integration is performed through an "add-in" client, providing telephony, messaging and one number services.

- ▶ Integrated Softphone, Single sign in
- ▶ Deskphone control (Remote Call Control), Primary device management ("current phone" for the audio media)
- ▶ Phone presence
- ▶ Click and Call, Direct dial, Call session management, Call control, Call forwarding
- ▶ Notifications, Visual voicemail, Call history
- ▶ Quickly set your personal options

## 2 Start/Exit My Instant Communicator



My Instant Communicator authentication window appears when the user first connects to Sametime or if the password is not stored ("Remember password" option).


My Instant Communicator is closed when you exit from IBM Lotus Sametime.

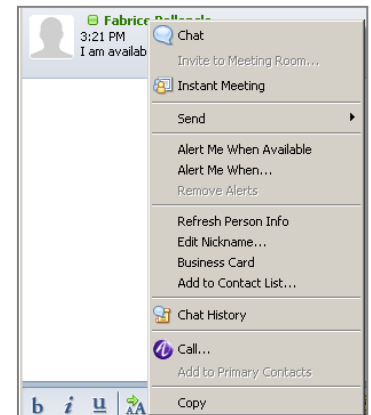
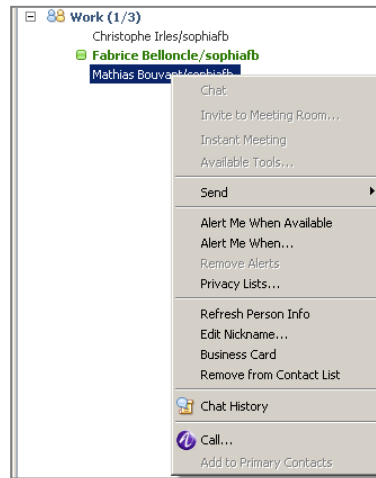
My Instant Communicator is automatically started with IBM Lotus Sametime if you enable this option in My Instant Communicator settings (Sametime Tab)

If the user logs out from the Sametime community, the My Instant Communicator will be disabled.

## 3 Making a call

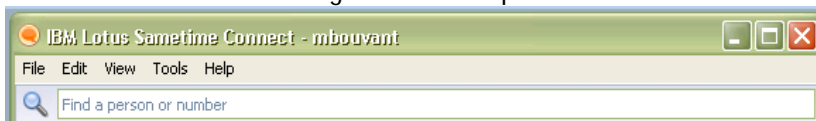
### 3.1 Call a contact from the contact list or a chat window

- Select the contact to call
- Open the context menu (right-click)
-  : Call the contact  
If the contact owns several numbers, a card is displayed to select the number to dial




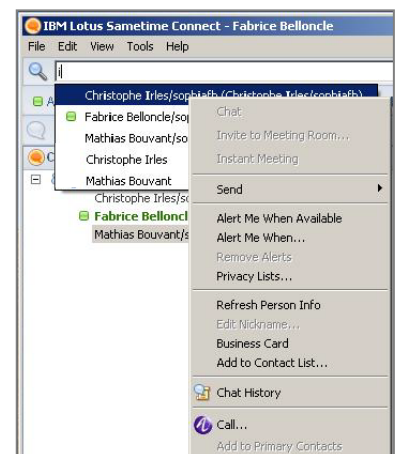
### 3.2 Call from toolbar

The call box allows entering a name or a phone number.



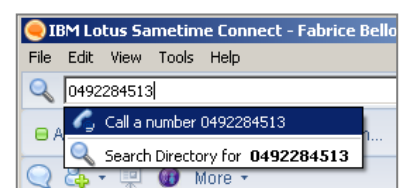
#### Search by name

- Enter a name (the history is kept).  
If the user begins to type a name in the Sametime search field, the name is searched in Sametime directory.
- Select the contact to call
- Open the context menu (right-click)
-  : Call the contact  
If the contact owns several numbers, a card is displayed to select the number to dial

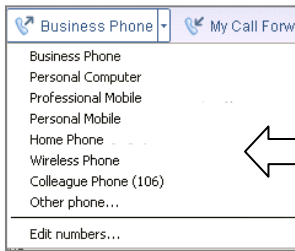


#### Enter a number

A valid number can be called directly from the Sametime search field. When the user types or pastes a phone number in the Sametime search field, one result is returned. Clicking the results calls the number.



## 4 Setting the current phone



Use any phone or your Personal Computer to be your current phone for placing and receiving calls





## 5 Phone presence

When the user makes or receives phone calls from My Instant Communicator, Alcatel-Lucent phone presence is communicated to the Lotus Sametime Server, so that anyone else looking at the user's status will see that this user is on the phone.

## 6 Receiving a call



My Instant Communicator displays the caller's identity.  
You can:

-  : take the call
-  : divert the call to voicemail
-  : divert the call to any pre-defined phone number
-  : answer with an instant message (using the Lotus Sametime Instant Messaging window)

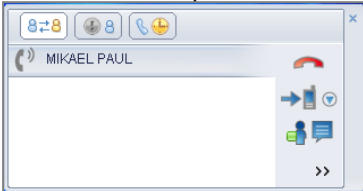
## 7 My Instant Communicator dashboard window



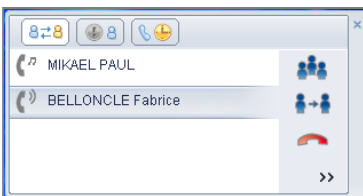
Open the My Instant Communicator dashboard window to see the call session view, the call history view or the notification view.  
The dashboard is also open when you are in communication.

### 7.1 Session view

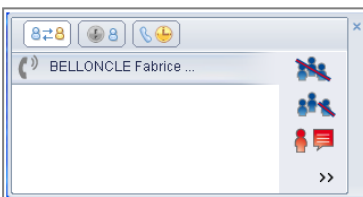
- o With one correspondent















- o With 2 correspondents



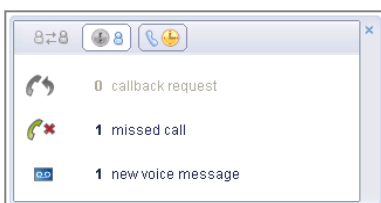
- o In 3-party conference






Click the session icon  to display the current conversation.

	End an active call
	Ask for a callback
	Start/Send an instant message and use collaboration services
	Leave a voice message
	Transfer an active call to a pre-defined number
	Make a 3-party conference call
	<ul style="list-style-type: none"> <li>• Display the list of participants of the conference</li> <li>• Make a 3-party conference call by selecting the participants (when there are more than 2 simultaneous voice communications)</li> </ul>
	End a 3-party conference call
	Remove the latest party to join a conference call
	Leave a conference and connect the other participants of a 3-party conference call
	Place a call on hold (double-click an active call)
	Retrieve a held call (double-click a call placed on hold)
	Switch between active and held calls (select the new active call)
	<p>Use this icon to (depends on your call and configuration):</p> <ul style="list-style-type: none"> <li>• Mute (Unmute) a call (when using voice over IP on the Personal Computer)</li> <li>• Use DTMF when reaching a voicemail or an IVR system</li> <li>• Send an email</li> <li>• Add a correspondent to your Contacts: the contact's email is searched in the Sametime directory. If it is found, the contact is added to the contact list. If the contact is not a Sametime contact, it is not added to the contact list.</li> </ul>

### 7.2 Notifications

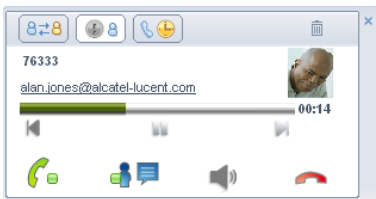
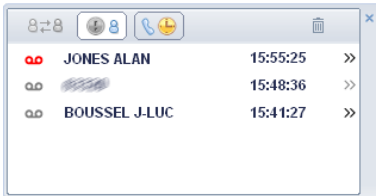
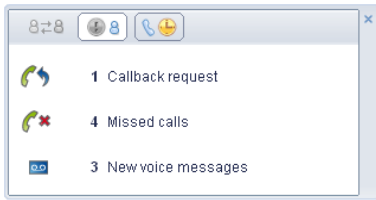


Click the notification icon  to display the number of:

-  Callback requests
-  Missed calls
-  New voice messages

Click an item to display the corresponding list of events.

### 7.3 Visual voicemail



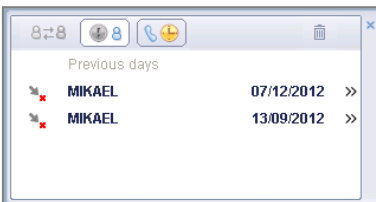
Click the number of new voice messages to instantly see the list of your corporate messages and select which ones to listen to or delete, without having to listen to prior messages or voice instructions.

Select an entry to listen to the message (and more) or click on >> to display the contact information card for rich presence information and more services.

Right-click an entry allows you to suppress the message or accessing to the contact information card.

- Urgent messages have a red icon
- Suppress all items
- Playback bar to move forward or backward into the message
- Previous message, Next message
- Pause the message, Play/Resume the message
- Call the sender (use the presence indicator to check if the contact is on the phone or not)
- Start/Send an instant message and use collaboration services
- Send an email
- Activate/deactivate the speakerphone when using voice over IP on the PC
- Hang up the voice session
- Suppress the message

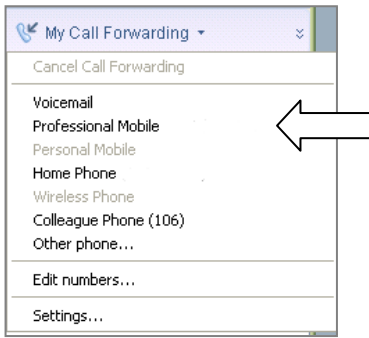
### 7.4 Call history



Click the call history button to display all of your incoming and outgoing calls.

- Missed incoming calls
- Unanswered outgoing calls
- Answered Outgoing calls
- Answered incoming calls
- Voicemail
- Delete all entries
- Display the contact's information card
- Filter to display : Voice calls and voice messages (both items are selected), Voice calls only, Voice messages only
- Select an entry to call the contact back

## 8 Call forwarding

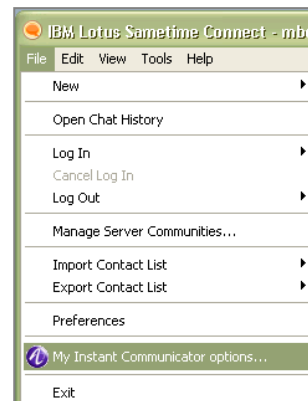
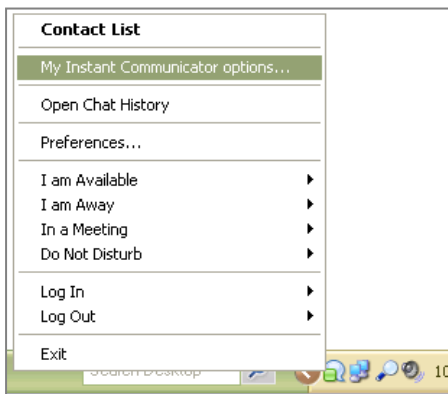


Manage how your business calls are handled when you are away: all incoming calls are forwarded to voicemail, professional mobile, pre-defined number, etc.

## 9 Settings/About

### Access My Instant Communicator options

- From the System Tray Saletime icon (right-click)
- From the menu File



### My Instant Communicator options window



- ▶ Whether My Instant Communicator is automatically launched and active when logging in to your PC
- ▶ Your languages and passwords (GUI and TUI)
- ▶ Your work and personal phone numbers
- ▶ Your voicemail settings
- ▶ The duration of popup alerts (incoming communications and IM contact logging in) and notification display
- ▶ Application update options