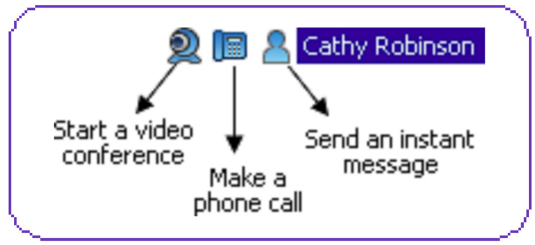
What is OmniTouch™ 8660 My Teamwork?

OmniTouch 8660 My Teamwork Unified Conferencing and Collaboration 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 who are My Teamwork users, and with My Teamwork version 6.1, you can also add contacts who are Microsoft® Office Communicator users. 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...

- See who is online or on the phone
- Click to call contacts
- Click to see contacts
- Conduct virtual meetings and Webinars using a telephone or your computer (VoIP)
- Share an application or your entire desktop
- Launch Web presentations
- Conduct polls and Q&A sessions
- Schedule full-featured audio conference calls



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.

Requirements

- Audio conferencing: telephone, SIP softphone
- Data conferencing: Internet Explorer 6, 7, 8 with ability to download and run ActiveX controls; JRE for participation only
- Instant messaging: Firefox, Internet Explorer, Safari
- Video conferencing: Internet Explorer 6, 7, 8 with ability to download and run ActiveX controls
- Web presentations: Firefox, Internet Explorer, Safari

  Refer to the *OmniTouch™ 8660 My Teamwork Conferencing and Collaboration Site Preparation Guide* (p/n 8AL90212USAE ed. 01) for details.

  Note: Your system administrator may have pre-installed the necessary software components.

What's new in this release?

New toolbar

Access features such as adding a contact, scheduling a conference, making a phone call, and making a video call using icons located at the bottom of the main window. View missed IMs through a text indicator.

Video profiles

Configure as many as three video profiles to simplify setup as you move from place to place using My Teamwork. For example, create a profile for your home office specifying the available camera, microphone, speakers, and bandwidth.

HD video for anonymous (non-My Teamwork) users

Include in your HD video meetings external, non-provisioned users such as prospects, customers, vendors, and suppliers. Pre-install the video software from the meeting invitation or join page.

Recording notifications

When a recorded conference or meeting ends, My Teamwork automatically sends you an email message with the conference recording URL. Follow the URL to replay your recording or presentation.

Offline Recordings Access

Save synchronized presentations for offline access from portals or social networking applications. Save the audio conversation, the Web presentation, or both

RSS Feed support

Make public conferences accessible as an RSS feed to your favorite reader. Files attached to your conference room become available from the RSS reader.

Public conference and chat sessions

Mark a conference as “public” and the IM chat and attachments remain live for asynchronous messaging between participants.

IM and presence federation with Microsoft® Office Communicator 2007 R2

Add Microsoft Office Communicator contacts to a My Teamwork contact list and vice versa enabling the exchange of presence information and the ability to engage in IM chat sessions.

Offline chat

Send IMs to offline contacts, who then receive the message when they next connect to My Teamwork. A missed message text alert is displayed in the lower tool bar when a new message is waiting.

Getting started

Sign in to My Teamwork

1 Open a browser window or tab.

2 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.

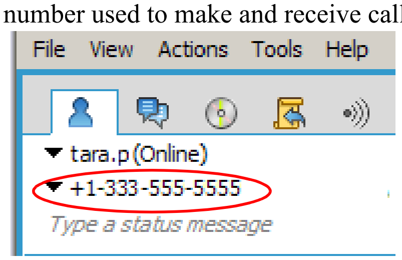
3 Type the user ID and password that your system administrator gave you and click **Sign In**.

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

END OF STEPS

Use a telephone to make and receive calls

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 dial-back number to your cell phone, a conference room, or any place where you want to make and receive calls.

Change your phone number

1 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

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, 7.0, or 8.0, running on Windows® XP or Windows Vista or Windows 7. 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.

Select your computer as the place where you make and receive calls:

1. Click your phone number at the top of the main contact window.
2. Select **Use my computer for phone calls when I am 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. Select **Schedule a Conference** from the **Actions** menu, or click the **Schedule a Conference** icon at the bottom of the window.
2. Type a name for the conference, select either a scheduled or reservationless conference, and the times when you want the conference to begin and end.
3. Click **Next>**.
4. Type the number of people you expect to join the audio conference and click **Submit**.
5. You can:
   - Invite others to the conference using Lotus Notes or Outlook email or Microsoft Outlook calendar invitations. Click any of the buttons (**Leaders...**, **Participants...**, **Both...**) under **Invitations** in the middle of the **Date Time and Invitations** screen.
   - Select conference options on either the **Audio Conference** tab or the **Web Conference** tab.

END OF STEPS

Join a scheduled conference call

If you scheduled the conference:

1. Double-click the conference.in the **Scheduled Conferences** tab ,
2. Select **Joining the Conference** and select whether you want to join both the web conference and the audio conference call, or just the web conference (**Audio conference alert** or **Web conference alert** or both).
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.

Adding contacts and groups

Add a contact

1. Click the **Add a contact** icon at the bottom of the contacts window.
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 (for example, an external contact), you can add outside contacts to your list by phone number.
3. Type 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, type the first few letters of a user ID and click **Search**.

Set up a group

1. Select **Add a Group** from the **Tools** menu in the main Contacts window.
2. Type a name for the group and click **OK**.

END OF STEPS

Add contacts to a group

1. Right-click the name of a contact and select **Copy to Group** in the main Contacts window.
2. Select the group you want, or type the name of a new group and click **OK**.

END OF STEPS

Making phone calls and conference calls

Call a contact

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

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.

Your phone rings.

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

END OF STEPS

Call several people at once

1 Hold down the CTRL key while clicking on the names of the people in your contact list.

2 Right-click and select **Call** from the menu.

Your phone rings.

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

END OF STEPS

Call all contacts in a group

1 Click the name of a group in your contact list to select all contacts in the group.

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

Your phone rings.

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

END OF STEPS

Call someone who is not on your contact list

1 Click the **Make a call** icon at the bottom of the contact list and enter a phone number or user ID in the **Call this number** box.

2 Click the call icon next to the box, or press **Enter**.

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

END OF STEPS

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.

The new person is added to the existing call.

END OF STEPS

Sending instant messages

Send an instant message

1 Double-click the icon next to the name of the person in either the main Contacts window or in a Conversation window.

Important! If the icon is red, the contact is offline and cannot immediately receive messages. However, the messages can be stored and delivered when the user signs in.

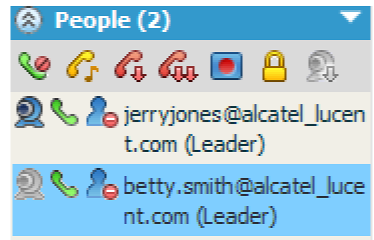
2 Type your message in the bottom of the Conversation window.

3 Press **Enter**, or click **Send**.

END OF STEPS

Turn an instant message into a phone call

1 Double-click the phone icon next to the person's name in the Conversation window.



Your phone rings.

2 Answer your phone to place the call.

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.

View video in your browser:

- You must have Microsoft® Internet Explorer 6.0, 7.0, or 8.0, running on Windows® XP or Windows® Vista or Windows® 7.
- You must be able to download and run ActiveX controls.

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.

Set up an external device or video software for video conferencing:

1 Select **Tools > Options...**, then **Video and Audio** on the main My Teamwork screen.

2 Select **External software or video device** in **Video > Where do you want to view video?**

3 Enter a video endpoint in the **Video phone number** box. If you are not sure what to enter, check with your system administrator.

4 Select whether you want to use your computer or your phone for audio during video conferences in the **Audio** section. You may have to enter additional settings in your external software or device.

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 7.0 or 8.0, running on Windows® XP or Windows® Vista or Windows® 7.

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. Select **Browser** under **Video > Where do you want to view video?**
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. Select whether you want to use your computer or your phone for audio in the **Audio** section.
5. Click **OK**.

   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

Steps 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 save 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.

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. Click **New...** under **Polls**.
3. Complete the form that opens and click **OK**.
   - To allow participants to see the results of the poll as responses are gathered, select **Automatically Share Results with Participants.**

   When you join the conference, the poll will appear on the right side of the screen, under **Documents**.
4. Double-click the Poll name in the **Documents** panel to view the contents of the poll.
5. Double-click the Poll name in the **Documents** panel and click **Launch Poll**.

END OF STEPS

Create a poll during a conference

1 Click **Start a Poll** in the conversation window, under **I Want To...**

2 Complete the form that opens.
- To allow participants to see the results of the poll as responses are gathered, select **Automatically Share Results with Participants**.
- 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

Control when the results of a poll are shared with participants:

After you have created and launched a poll, others in the conference may respond 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.

1 Click **Share Results** above the bar chart to share the results with participants.

2 Click **Stop Sharing** to stop sharing the results with participants.

Share results of the poll automatically:

- Select **Automatically Share Results with Participants** on the form you use to create the poll.

  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.

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, 7, or 8.

1 Start a conversation with the person or people with whom you want to collaborate.

2 Select **Share an Application** in the conversation window, under **I want to...**

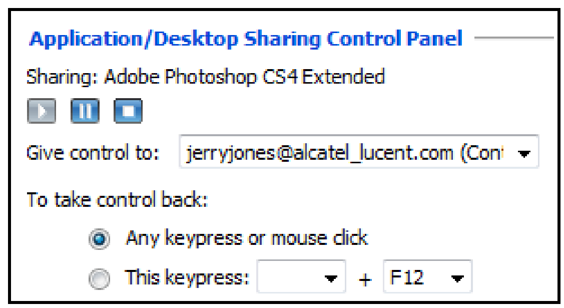
If you have not used application sharing before on your computer, you will see a window that asks you to accept the Application Sharing Components.

3 Click **Yes**.

4 Select the application that you want to share and click **OK**.

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

5 Use the application sharing toolbar to pause or stop sharing:



END OF STEPS

View someone else's shared application

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

1 Click the **Show Shared Application** link in the IM panel of the conversation window.

You will have to wait a few minutes for the shared application to appear.

2 Select **Yes** if you are asked to accept a Java applet.

3 Click the **View Shared Application** link again if the person sharing an application stops sharing and then restarts the sharing.

END OF STEPS

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 Select **View**, then **Show Presentation** if you do not see the **Shared Applications** tab.

3 Select the person whose application you want to view from the dropdown menu in the upper right corner.

END OF STEPS

Working with presentations

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

Make a presentation

1 Click **Make a Presentation** under **I want to...** in the conversation window.

2 Use the **Browse** button to select a file from your computer, and click **OK**.

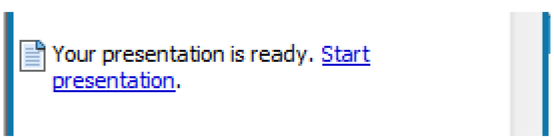
Note: You may only present Microsoft Word, PowerPoint, or Excel files.

The file takes a few minutes to be ready for presentation.

END OF STEPS

Show your presentation to others in the conversation

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



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

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.

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

END OF STEPS

Uploading attachments

To attach a file to a conversation

1 Click **Upload an Attachment** under **I want to...** or click the Attach file icon under **Documents**.

Note: Any application file type may be shared.

2 Use the **Browse** button to select a file from your computer.

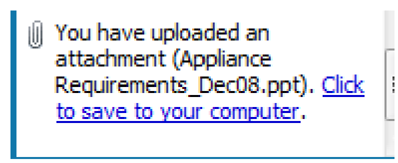
3 Click **OK**.

After the file is uploaded, all participants see the resultant file in the **Documents** panel.

END OF STEPS

Save an attachment to your computer

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



1 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