



OmniTouch™ 8400 Instant Communications Suite

My Instant Communicator for IBM Lotus Notes User guide

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Alcatel·Lucent 
Enterprise

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1 My Instant Communicator for IBM Lotus Notes

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

Messaging Services

- Listen to a voice message
- Message controls
- Send a voice message
- Reply to a message
- Call back the sender of a message
- Display information about the sender of a message

Telephony Services

- Basic telephony services (call by name/number, take call, hang up, etc.)
- Call history
- Display contact pop-up
- Call back the sender of a message

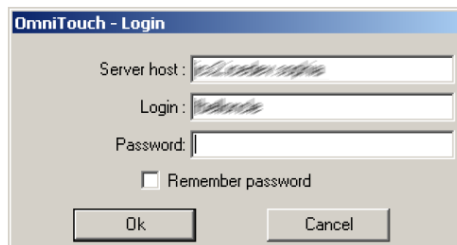
One Number Services

- Go to the personal routing services

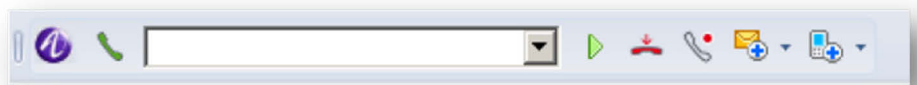
2 Start My Instant Communicator



Start My Instant Communicator



Enter the username and password. Check the **Remember password** box to automatically sign in every time you start My Instant Communicator

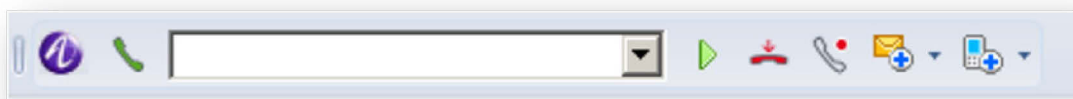


Add-in is started and is available in all Lotus Notes databases

3 Features

- Enter a name or number to call a party

- Play the selected voice message on your computer or any telephone
- Hang up
- Start recording a new message



Advanced messaging services:

- Pause
- Stop
- Fast rewind
- Fast forward
- Play back a voice message on the selected phone number
- Open sender information
- Open voice mail settings

Features are available in the Mail and Contact databases when a mail or contact is selected.

Advanced telephony services:

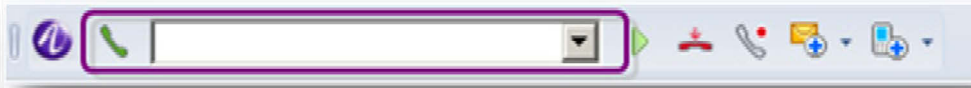
- Answer a call
- Transfer a call
- Start a three-party conference
- Open Call log
- Open the Web Softphone application
- Launch the personal call routing assistant (One number Services)
- Open a contact pop-up window

Features are available in the Mail and Contact databases when a mail or contact is selected.

4 Make a call

4.1 Call from toolbar

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



Search by name

1. Enter a name (the history is kept).
When a name is entered, it is searched in contacts database (as configured in preferences)
2. If several entries match the search criteria, a pop-up displays all contacts with one or more numbers
Select the desired number of the searched contact
3. If only one contact is found with several phone numbers, a pop-up displays all numbers of this contact.
Select the desired number.
4. If only one contact is found with only one phone number, this contact is automatically called



Enter a number

If a valid number is entered, this number is automatically called

4.2 Call from Mail and Contact databases, or other databases



Call feature is available in the Mail and Contact databases, and in other databases when user right-clicks an email, a contact name or a phone number.

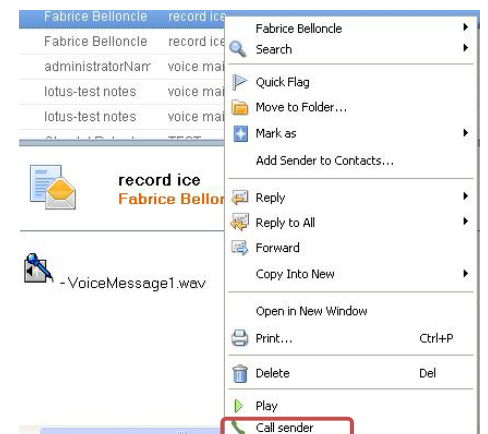
If several phone numbers are available, Phone numbers are displayed (5 at maximum) in this order of priority: “Business”, “Business 2”, “Home”, “Home 2”, “Mobile”, “Other” and “Assistant”.

From Mail and Contact databases:

1. Select the message
2. select the call button (select the phone number if several numbers are available)

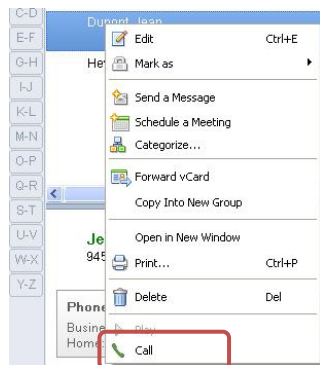
From an email (call back the sender of a message):

1. right-click the message
2. call (select the phone number if several numbers are available)



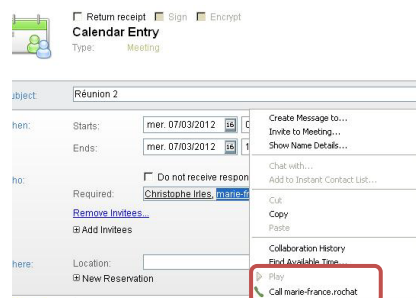
From a contact card:

1. Select the contact
2. right-click
3. call



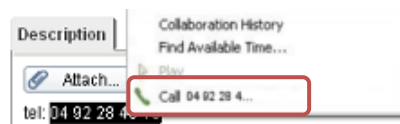
From the sender or any recipient of an email or an email address in a contact card:

1. right-click on the sender or recipient
2. call (select the phone number if several numbers are available)



From a number contained into the body of an email:







4. Select the number (text selection)
5. right-click
6. call

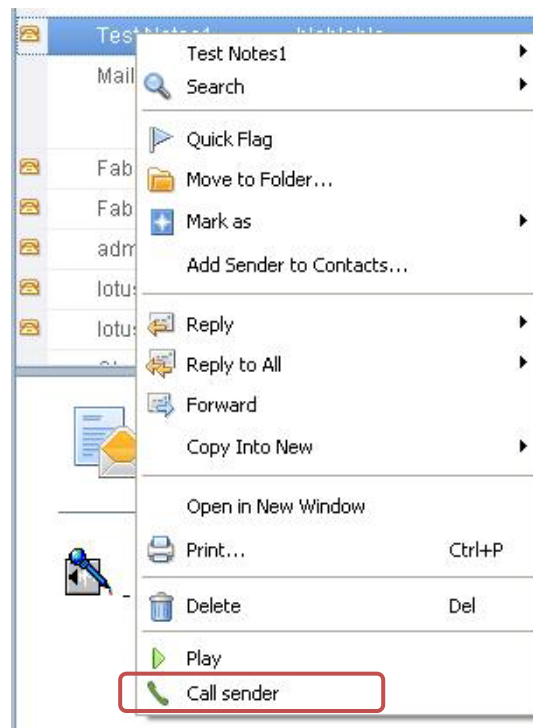


5 Listen to a voice message



Play function is enabled in the Mail database.

1. Select the voice message you want to play from the list of received messages (list view or mail view).
2. In the toolbar, or in the contextual menu (right-click), click on .
The phone set rings: pick it up to hear the message. If in automatic pick-up mode, the message is played without warning. Pause and restart playback at any time using the  and  buttons.
Jump forward or rewind 10 seconds in a message by clicking on  and .
3. When finished with listening, click on  to hang up.








6 Send a voice message





Record button is available in the Mail database, in the mail list view or in the composite mail view.





1. Click the **Record**  button, when creating a new mail, when replying or forwarding an email, to add a voice message to an email. Your current phone will ring and you will be able to record the message. Click on  to stop recording. You can listen to your message by clicking on . If you want to record your message again, click on . Doing this erases the previous message. When finished, click on  to hang up or click the “#” key.
2. You can attach the latest message recorded, record a new message (the previous one will be lost if not attached), play the recorded message or cancel the record operation.
3. Send the message.

7 Display information about the sender of a message

1. From the list of received messages, select a message.
2. In the toolbar, click on  -> .



Information about the sender is displayed: last name and first name, office phone number, e-mail address, etc.

8 Play or record a voice message from another phone set



1. In the toolbar, click on  -> .
2. Enter the number of the phone set of your choice.

You can then listen to and record your messages from this phone set.

9 Access the call history

Click on  -> . The call log is displayed.

10 Manually display the caller's directory pop-up


During a call, click on  -> . The contact's pop-up is displayed.

Automatically display the caller's directory popup

In the telephony services preferences, select the type of notification of your choice:

- Alert pop-up
- Outlook contact card
- Nothing

11 Display presence information

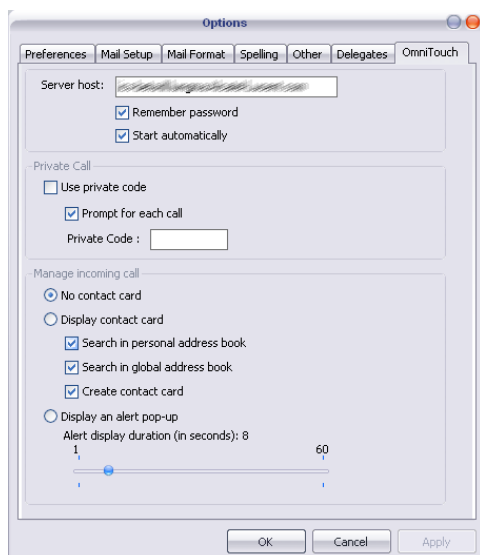
1. Search a party by name.
2. From the contact database, click on . A menu displays information on the selected party:
 - Telephony presence
 - Instant messaging presence
 - e-mail address
 - Details

If desired, select one of the following options from this menu:

- Call
- Send e-mail
- Send meeting request
- Send a voice message

12 Settings

User settings are available via the “File”/”Preferences” menu and select the “OmniTouch” tab.



- ▶ Whether My Instant Communicator is automatically launched and active when logging in to your PC
- ▶ Define private code which is asked for each call
- ▶ Manage display for incoming call
- ▶ Define search options
- ▶ The duration of popup alerts