

**TeamCall® Audio Conferencing
for
IBM Lotus Sametime
User Guide
1.4**

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This manual describes *TeamCall® Audio Conferencing* Version 1.3

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1 About this Document

1.1 Intended Audience

This document is for users who access *TeamCall® Audio Conferencing* services through various Sametime clients.

1.2 Status

Released

1.3 Contributors

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1.4 Approval authorities

One authority from each row in the table below shall have approved each version of the document.

Person	Approval date
Ralf Brauwert (Development)	02. November 2006

1.5 Version History

Person	Date	Comment
Andreas Schulz	01 July 06	Initial version
Elke Frommann	08 September 06	7.5 client examples added
Andreas Schulz	14 September 06	Introduction improved Chapter 3 added
Andreas Schulz Stefan Nozinski Ralf Brauwert	14 September 06	Review
Andreas Schulz	01. November 06	Version number updated to 1.3 Section 4.1 (click-to call preconditions) added FAQ updated
Ralf Brauwert	02. November 06	Review
Stefan Senf	22.09.2008	Consolidate the whole document to Sametime 8.0

2 Introduction

The *TeamCall® Audio Conferencing* adds telephony capabilities to existing Sametime collaboration features.

These capabilities may be used through various IBM Sametime clients e.g.

- Sametime Connect Client 8.0 and later Click-to-Call with default IBM Client Telephony SP
- Sametime 8.0 and later Meeting Room Applet

Generally, *TeamCall® Audio Conferencing* provides the following features:

Feature	Restrictions
Joining a conference via callback	all users
Inviting other participants via callback	moderator only
Dialling into a conference manually	all users
Disconnecting manually from the audio conference (going on hook)	all users
Disconnecting himself from the audio conference	all users
Disconnecting other participants from the audio conference	moderator only
Muting/Unmuting himself	all users
Muting/Unmuting other participants (silencing)	moderator only
Renaming users	moderator only
Associate himself with a audio conference participant	all users
Associate other web conference users with an audio conference participant	moderator only
Lock/Unlock the conference	moderator only
Speaking indication	all users
End the conference	moderator only

Which specific features of *TeamCall® Audio Conferencing* are exposed in which way to the user depends on the specific client that is used and is subject of the particular client's documentation. Exemplary, in chapter 4 and 5 common scenarios for the Sametime Connect Client Click-To-Call and for the Sametime Meeting Room Applet are described.

However, there is some behaviour and there are some values independent from the user's specific client. These are described in chapter 3 of this document.

3 TeamCall® Audio Conferencing specific behavior

3.1 Start of a conference

If a web conference starts, participants already occupying the related conference room at the bridge (e.g. participants who have manually dialed into the room, knowing or guessing the room's password) will be determined and are shown as audio-conference-only users in the web conference.

3.2 End of a conference

If a web conference ends all still participating audio users will be kicked out of the conference room.

3.3 Dial in

If a participant dials into the conference manually by dialing the conference bridge number, he is supposed to provide the conference room id and the password. The participant is voice-prompted to do so after he successfully called the conference bridge number. Room number and password must be provided via DTMF by the participant. Therefore, the participant's phone must support and maybe switched to DTMF tone generation.

3.4 Locking

A conference with no participating audio users can't be locked. If the last audio user leaves an audio conference the conference becomes unlocked again.

4 Click to Call of the Sametime Connect Client

4.1 Preconditions

In order to use *TeamCall® Audio Conferencing for Lotus Sametime* together with the IBM Sametime Connect Client click-to-call feature, you must have the default Sametime click-to-call plugin that uses Sametime TCSPI installed in your client. (Fig. 1a)

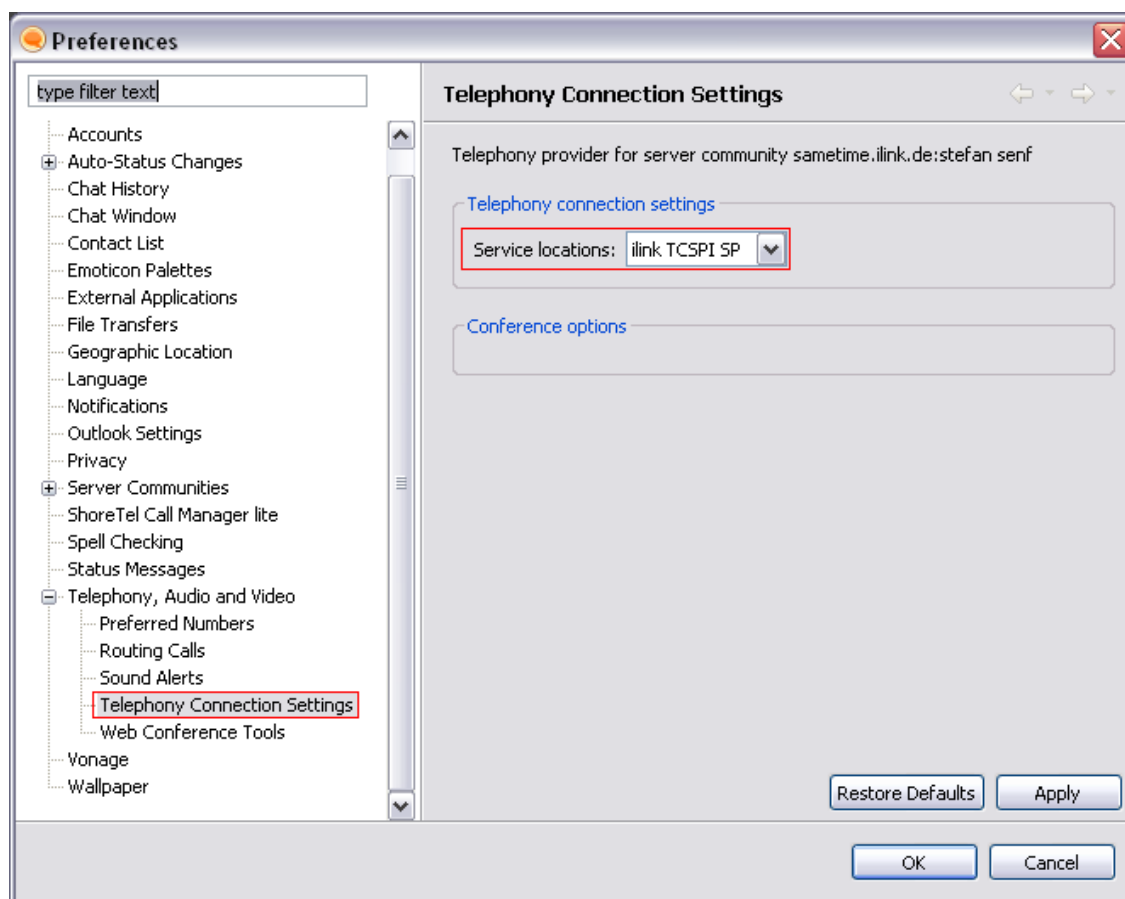


Fig. 1a

4.2 Telephone settings

In the Preferences / Geographic Location you set your primary phone number (Fig 1b).

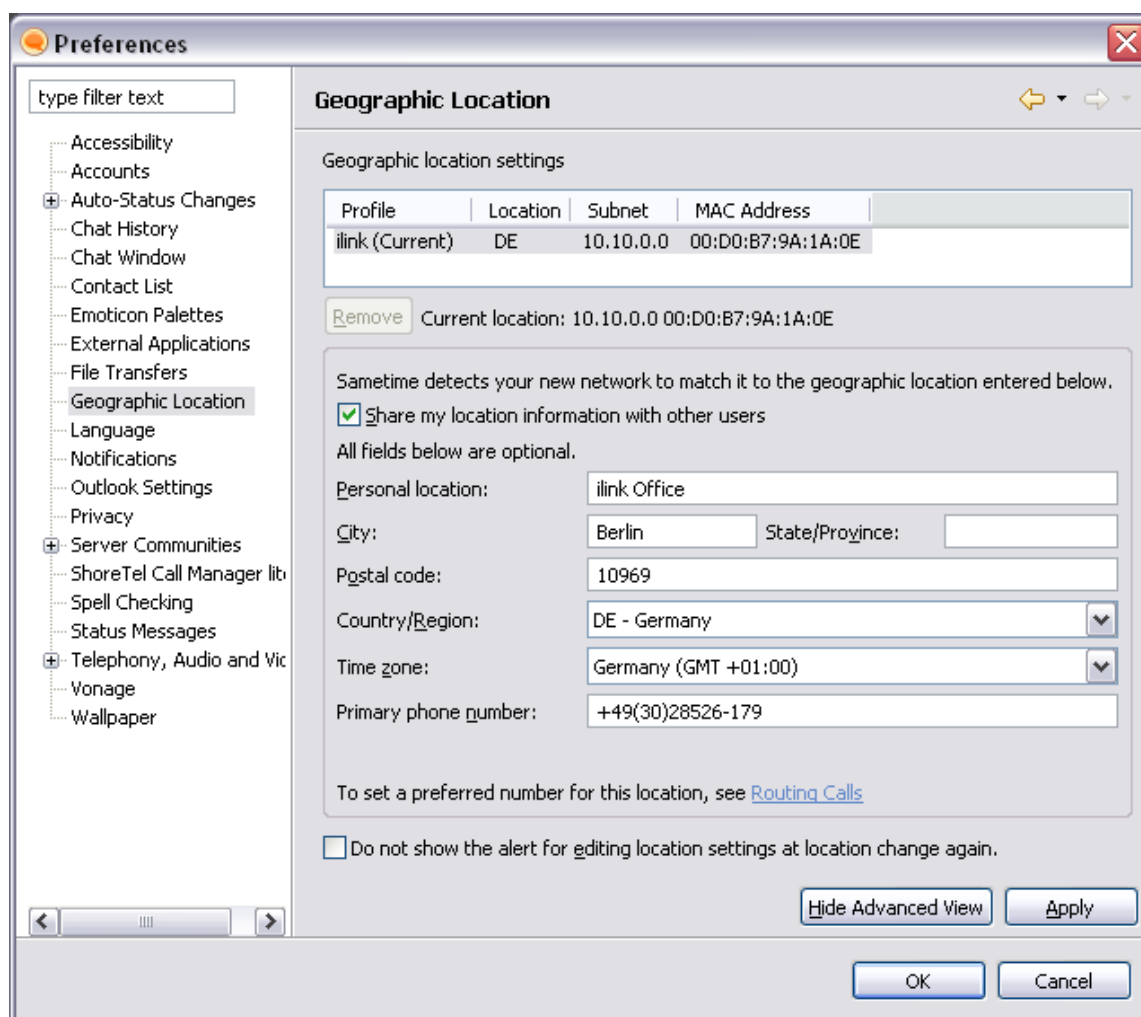


Fig. 1b

4.3 Start a call out of the Sametime Connect Client

To start a call out of the Sametime Connect Client you may click on the telephone icon (Fig.2a). Select the participants you would like to invite to your call in your Sametime Connect buddy list. Choose "Call Selected Contact" at the green phone icon. If you want to use an individual telephone number, please choose "Call Phone Number" at the green phone icon. (Fig. 2b)

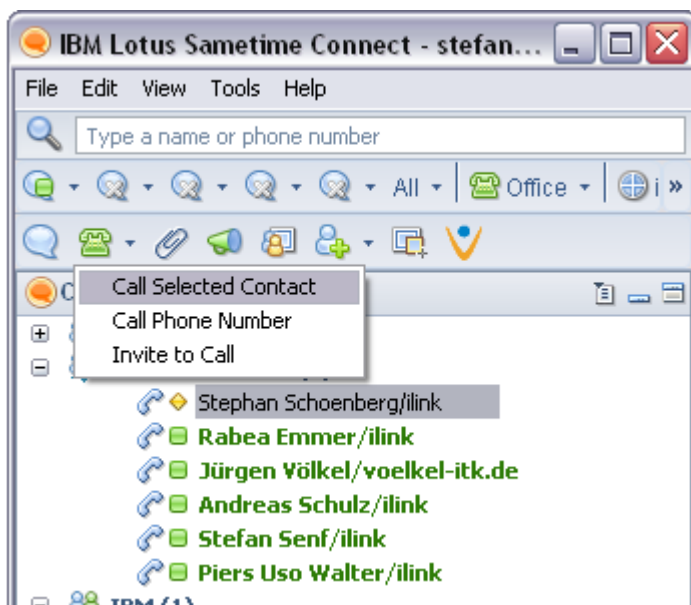


Fig. 2a

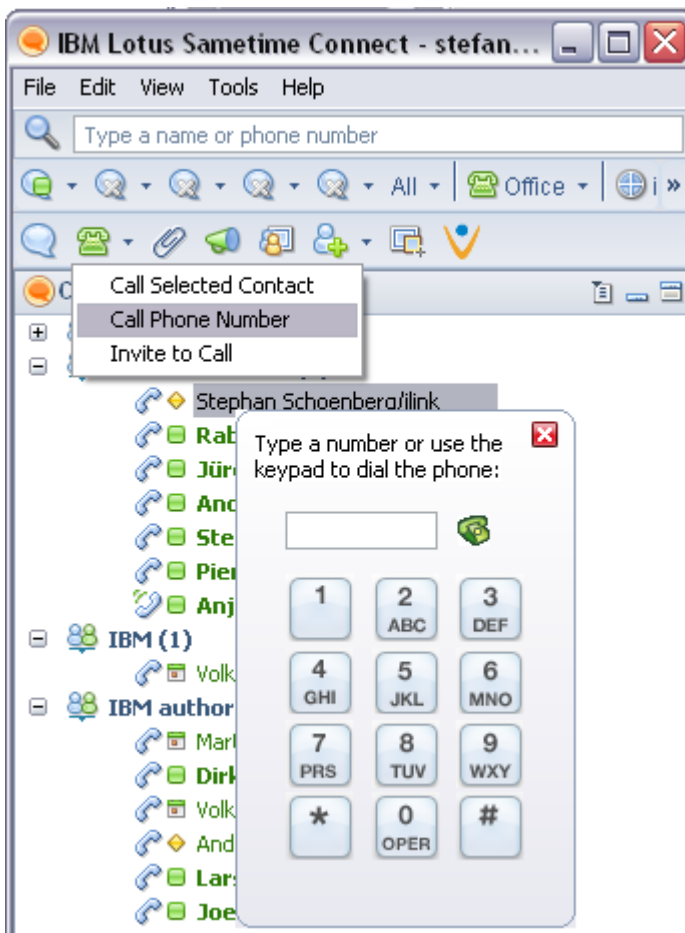


Fig. 2b

4.4 Invite people into the call

The “Start a Call” popup appears. Before you start a call you may check your list of invited people and add or delete invitees here (Fig. 3). After you press the “Send”-button an invitation will be send to all the people you want to meet in your call.

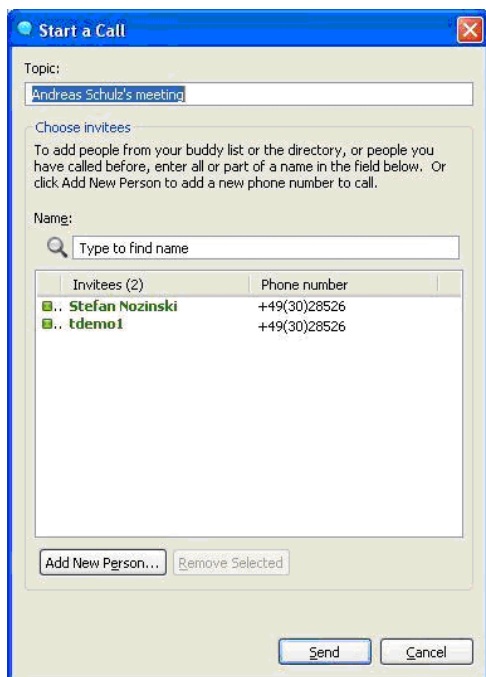


Fig. 3

If one or more persons accept your invitation the conference bridge initiates a conference calling you and all invitees. A new window opens (Fig. 4), showing all participants of the call.

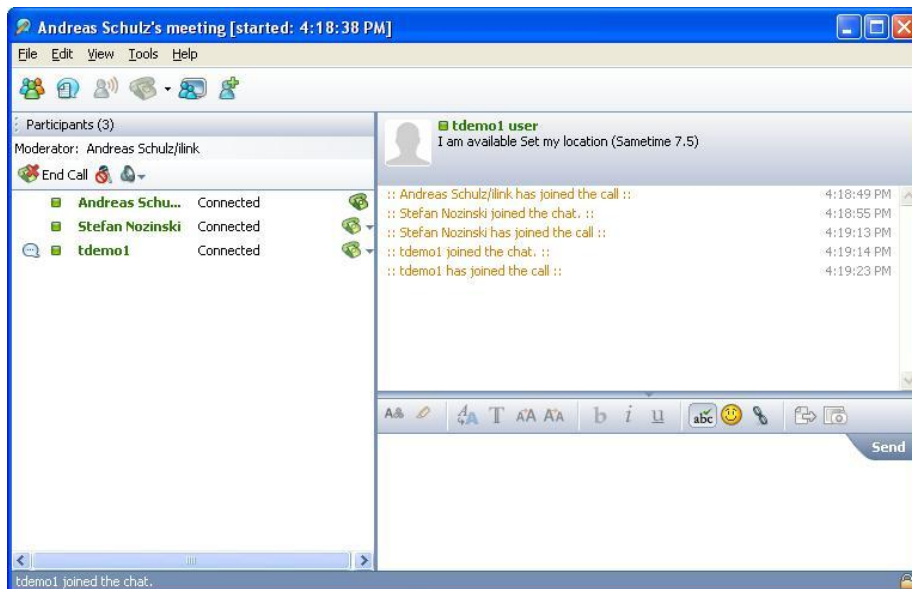


Fig. 4

5 Join a call out of the Sametime Web Conference

You may start a Sametime Web Conference from the Sametime Connect Client (Fig. 5) by choosing “Schedule Meeting ...” or from the Lotus Sametime Meeting Center (Fig.6).

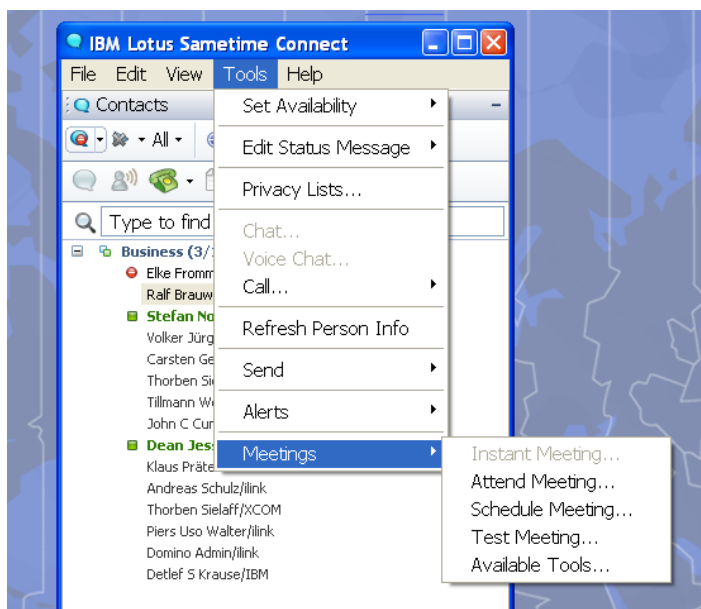


Fig. 5

5.1 Choosing/Configuring the Audio Service Provider

In the course of identifying the service provider and having the user authenticated and authorized for the service, the client may request the parameter “Service Location” from the user: *TeamCall® Audio Conferencing* provides one service location only. So please choose *ilink TCSPi SP* as service location.

E.g. if you start a meeting from the *Sametime Meeting Center* you have to choose your service location in the following form:

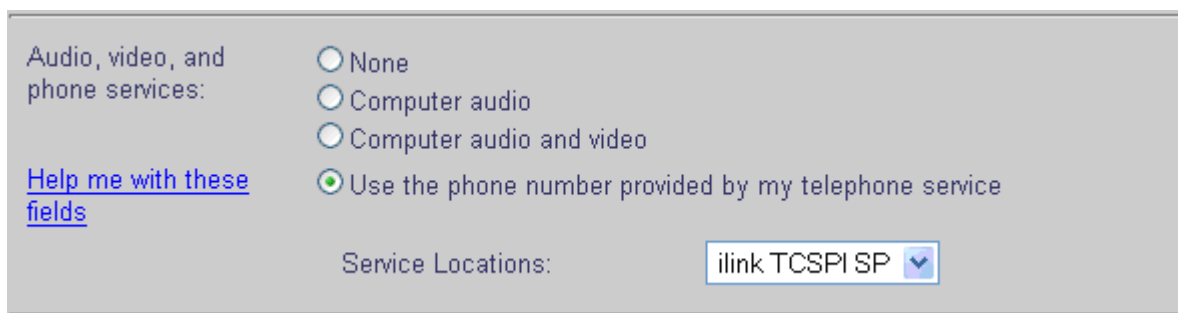
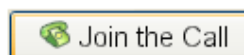


Fig. 6

5.2 Join the Call

To participate in the audio conference click the button Set in your phone number you want to be called.



Press the call button. Now the conference-bridge will call you and bring you into the conference call (Fig. 7).

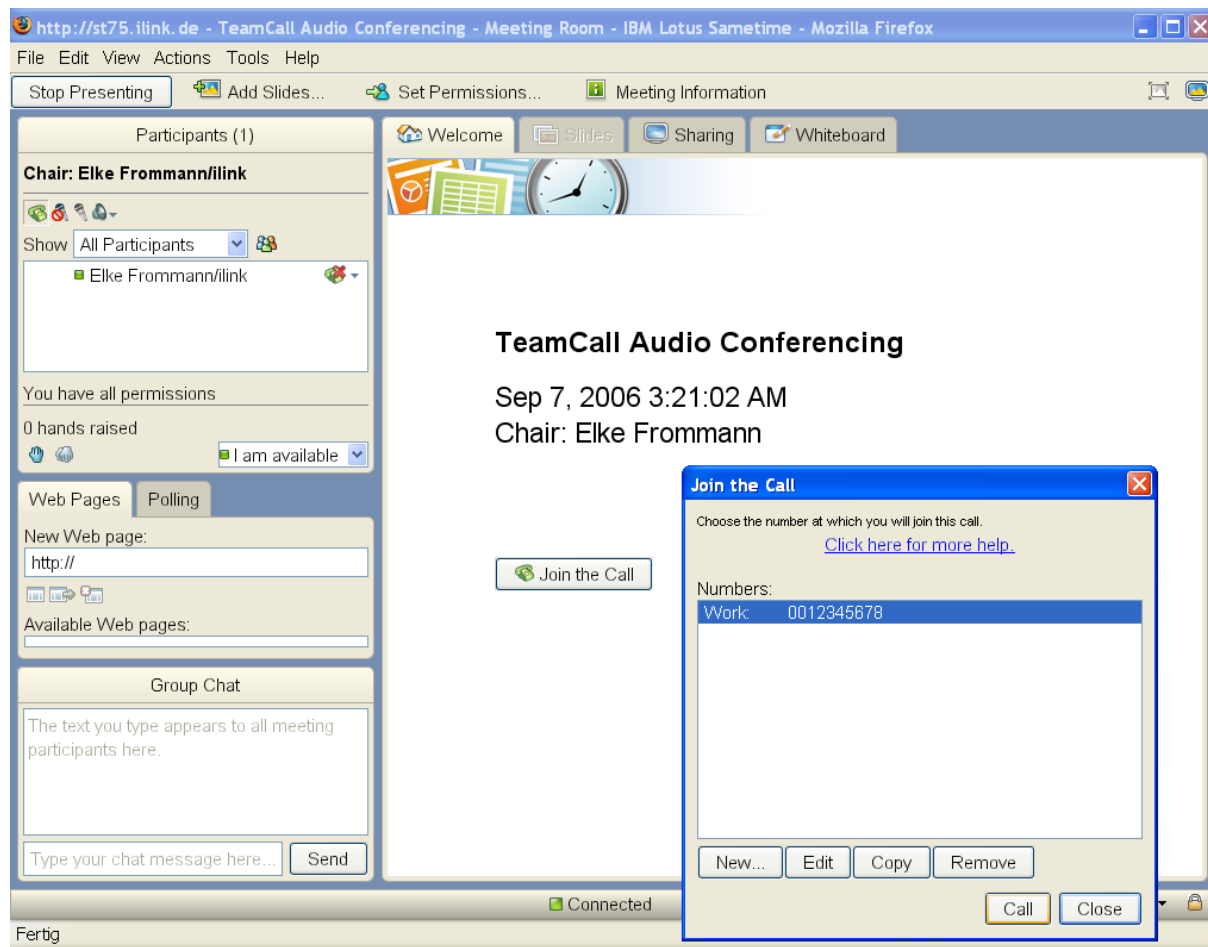


Fig. 1

This is one comfortable way to get into the audio conference.

5.3 Dial Out

Dial Out is the feature to bring people, who are not in the web conference, into an audio conference. You call them e.g. on their mobile phone. Select Dial Out in the menu of the speaker button (Fig. 8).

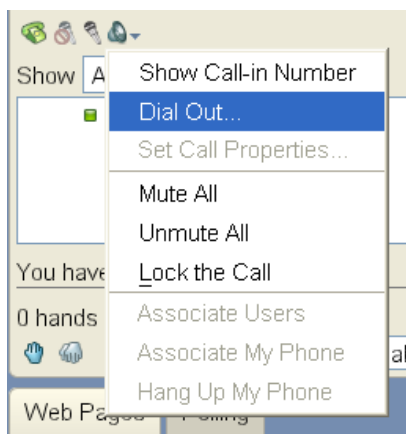


Fig. 2

5.4 Call in by yourself

Calling in by yourself is another way to get in to the audio conference. The Call-in Information provides you the phone number and other information you need (Fig. 9).

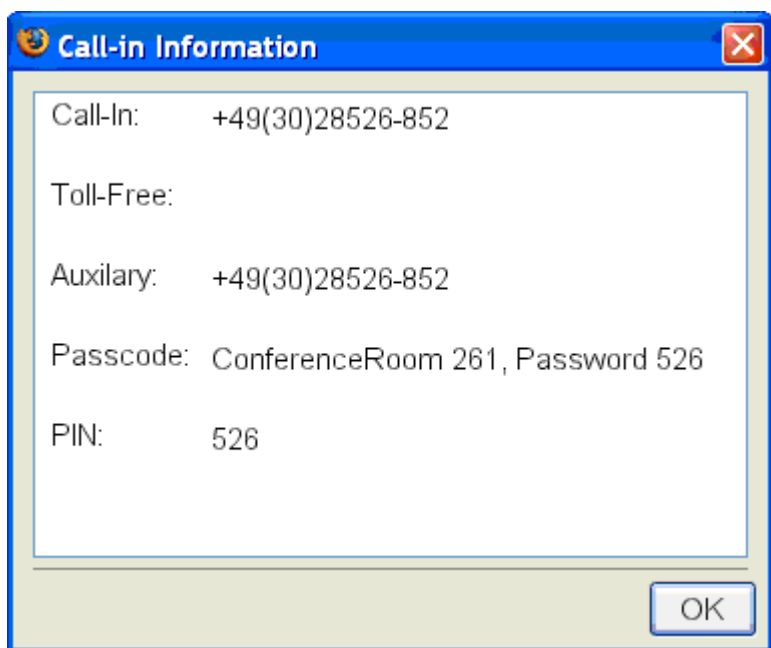


Fig. 3

5.5 Participant-list and speaker icon

The overview of participants and the telephone icon let you know who participates in the audio conference. The speaker icon shows the person who is actually speaking (Fig. 10).

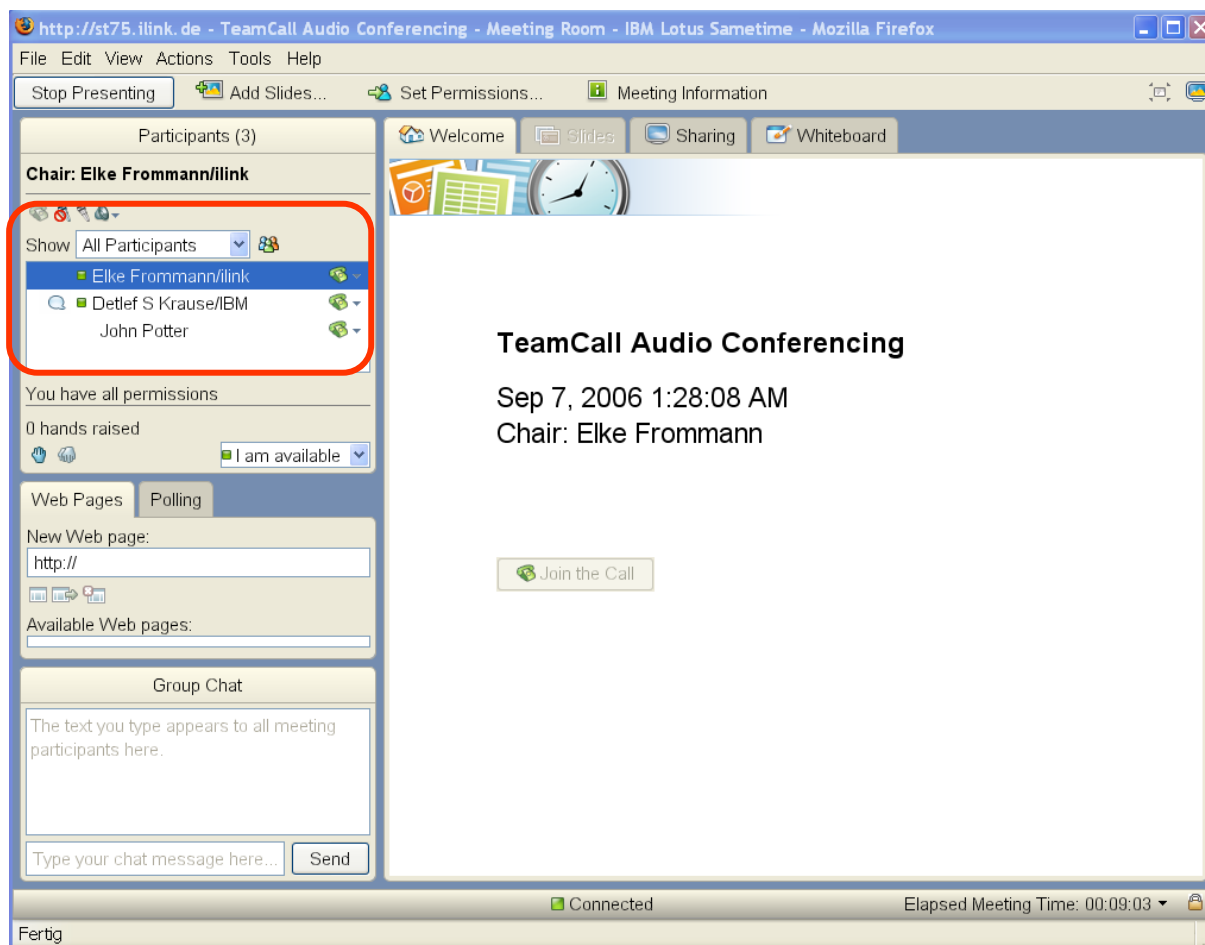


Fig. 4

5.6 Participant's audio control

Participants join the call via click on the button "Join the Call" (cap. 5.3). All features are:

- Join the Call (Fig. 7)
- Mute/unmute himself (Fig. 12)
- Disconnect himself (Fig. 12)
- Associate himself

5.7 Moderator's full audio control

The Moderator has the full control of the audio conference (Fig. 11 + 12):
 Additionally to the participant's features a moderator may:

- Dial out
- Disconnect participants
- Rename users
- Mute individual participants
- Mute all participants
- Associate the selected user
- Lock conference
- Start and stop conference

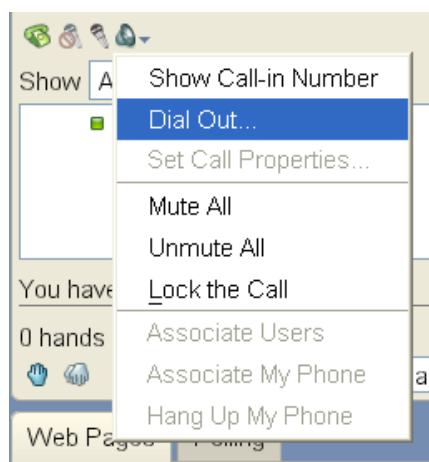


Fig. 5

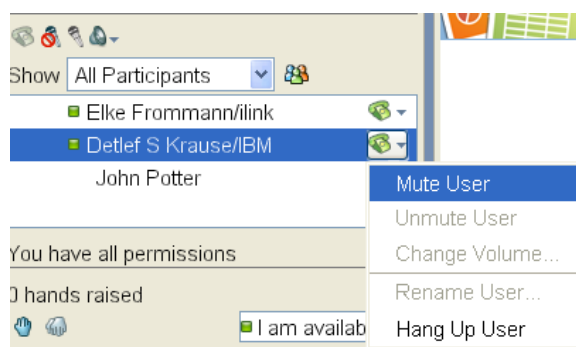


Fig. 6

6 FAQ

6.1 Dial out

Q: Am I supposed to provide the numbers used for call back in a certain format?

A: Up to version 1.2, numbers were recognized in dialable format only. Starting with version 1.3 canonical numbers are supported. Therefore you may enter your number canonical (e.g. +49(30)12345-678).

6.2 Muting

Q: If I mute myself by pressing the mute button at my phone I am still shown as “not muted” in the web conference GUI.

A: The GUI reflects that clients are muted or not muted from the conference bridge's point of view. If you mute your phone, you are still not muted on the conference level, because the conference still mixes any audio input it gets from you into the resulting audio stream. If your device is muted you simply don't produce any audio. This is reflected at the GUI by not showing a speaking indication icon for your user.

6.3 Scheduled Conferences

Q: The conference room, I have been given when I scheduled a conference was taken by another conference when my conference started.

A: Up to version 1.2, all scheduled conference rooms have become invalid the Sametime server was restarting meanwhile. This has been corrected in version 1.3. of the *TeamCall® Audio Conferencing for Lotus Sametime*. Please make sure you have installed version 1.3 or newer.

6.4 Meeting room loading time

Q: Why does it take so long to load the meeting room applet?

A: There had been a bug in Sametime 7.5 causing the client to load the meeting room applet several times for each starting meeting. This bug has been fixed in the cumulative fix 1 (CF1) for Sametime 7.5. Please make sure, you have installed this fix.

