

**iOffice Communicator
for
IBM Lotus Sametime
User Guide
1.0**

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This manual describes *iOffice Communicator for Lotus Sametime* Version 1.1.0.2

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1 About this Document

1.1 Intended Audience

This document is for users who access iOffice Communicator through the Sametime connect client.

1.2 Status

Draft

1.3 Contributors

Person	Company
Stefan Senf	ilink
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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

1.5 Version History

Person	Date	Comment
Stefan Senf	22.09.2008	Consolidate the old documents into a new version

2 Introduction

The *iOffice Communicator for IBM Lotus Sametime* adds telephony capabilities to existing IBM Lotus Sametime collaboration features.

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

- IBM Lotus Sametime Connect Client 8.0 and later.
- IBM Lotus Notes 8.0.1 and later with embedded IBM Lotus Sametime Client 8.0.

3 Call control features

3.1 Make a call

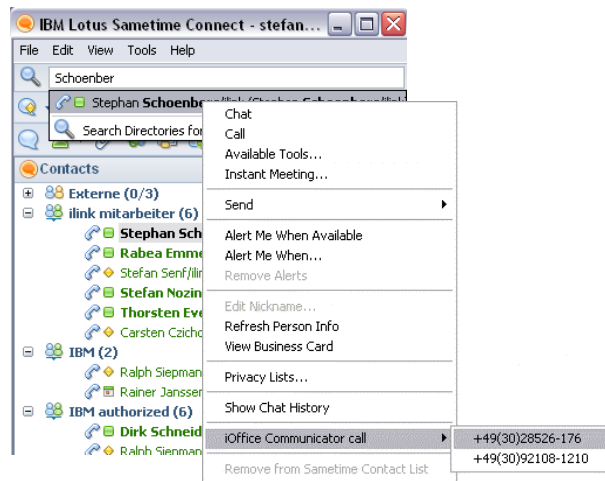
There are three methods to trigger a call from the phone of a user.

Call a person from search bar or from Sametime buddy list and call a person by typing the number into the text input field of the iOffice Communicator Plug-in. Using any of these three methods, the phone will go hands free when available (or ring when not) & dial the chosen number out automatically.

The Telephony Presence icon in any buddy list will be updated to indicate that the person is now engaged in a call.

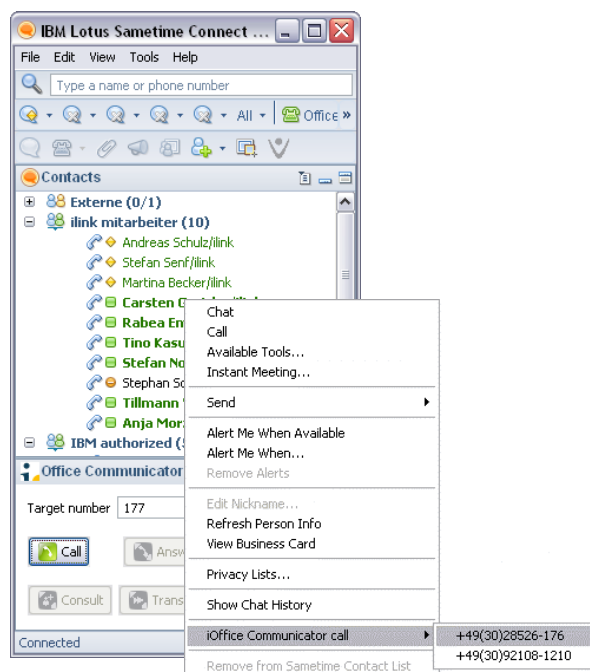
3.1.1 Call from search bar

When a name is typed in the contact entry section of Sametime connect, the system will give the user the choice to call this person, if the number is available in his contact entry. With a single click open the context menu and clicking iOffice Communicator Call.



3.1.2 Call from Sametime buddy list

If a person is already in the Sametime contact list, then the user could decide to contact him via phone by highlighting the contact, calling the context menu and clicking on iOffice Communicator Call.



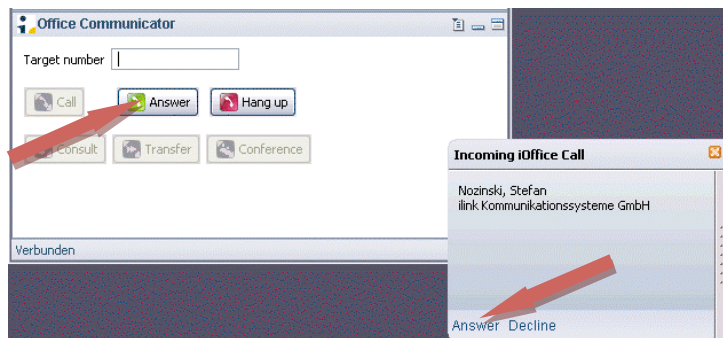
3.1.3 Dial from plugin window

In the plugin window, you can enter your target number and press the Call Button. The call will be initiated.



3.2 Answer an incoming call

The user will be able to answer an incoming call by simply clicking the Answer button in the slide-in or the Answer button in the iOffice Communicator GUI.



3.3 Hang up a call

The hang up option is proposed on any already answered call. This means that the user can hang up a call which is currently on hold. A call can also be rejected upon presentation or if no answer on other side.



Hanging up a conference would establish a transfer between the remaining parties. Any control over this call/conference would be relinquished to the other parties involved in the call.

3.4 Consultation

The consultation call is the additional call (after an already initiated call) to make a transfer or a conference call. This means that you will need to make a consultation call if you want to make a transfer or a conference call.

The Consultation Call Button will be enabled if the user is in a call.

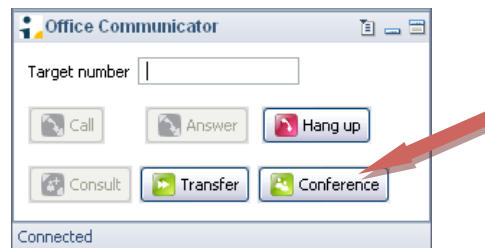


3.5 Hold

Any additional answered call will put automatically the other call on hold.

3.6 Conference

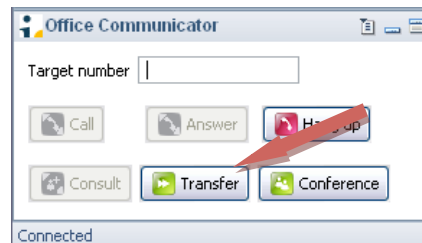
The conference option is proposed as soon as you have one answered call and one call on hold. If there is one call connected and a call on hold, conference button is enabled and could be pressed to establish the conference call, see example:



To add a person to a three party conference the person must be dialed as described in 3.0 Make a Call.

3.7 Transfer

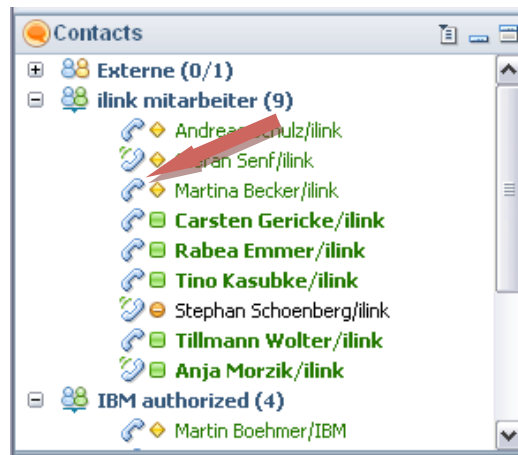
In order to transfer an active call, click on the transfer icon. This will transfer the call to the number which is entered in text input field of the iOffice Communicator. Transfer button is only available if there is a connected or alerting call and a call on hold.



3.8 Telephony presence

A telephony icon will be representing the phone presence status next to the IM presence in the Sametime Connect Client – the icon will change depending on the phone status.

The On-hook and in-a-call (ringing, number dialed, established) icon will be shown:



The in-a-call icon will be shown when the phone is ringing, a number is being dialed or a conversation has been established.

