



iOffice Communicator for IBM Lotus Sametime

Enhance **Lotus®** Sametime® Instant Messaging With Telephony Integration

- **Call**
your contacts from the contact list with a simple mouse click
- **Call history**
review from call history and call back with just a double click on an entry
- **Telephone features**
redial, call transfer, conferences can be arranged with a single mouse click
- **Slide-in**
user will be able to see caller's name and calls can be answered with one mouse click
- **Busy lamp field**
see telephone status of the colleagues
- **Lotus Notes Live Text support**
Phone numbers are recognized automatically
- **Telephone conferencing supplement**
Integrates with TeamCall Audio Conferencing to access audio conferences directly from the Sametime client
- **Connecting PBX systems**
iLink CTI server middleware establishes the connection between PBX and iOffice Communicator

The screenshots illustrate the integration of telephony into the iOffice Communicator interface. The top screenshot shows the 'iOffice Communicator' window with a 'Target number' field containing '1002' and buttons for 'Call', 'Answer', 'Hang up', 'Consult', 'Transfer', and 'Conference'. A box labeled 'Telephone features' points to these buttons. The middle screenshot shows the 'IBM Lotus Sametime Connect' window with a contact list. A context menu is open over the contact 'Lisa Vogel/iLink', showing options like 'Call', 'Instant Meeting', and 'iOffice Communicator call'. A box labeled 'Slide-in' points to the 'iOffice Communicator call' option. The bottom screenshot shows the 'iOffice Call History' window with a table of call records:

All	Missed	Inbound	Outbound
Steve Matthews		02.03 12:19	
Steve Matthews		02.03 12:19	
Lisa Vogel		02.03 12:17	
Steve Matthews		02.03 12:17	

The bottom screenshot also shows an 'Incoming iOffice Call' slide-in window with the caller's name 'Stephan Schönberg', company 'iLink Kommunikationssysteme GmbH', and phone number '+49302826177'. A box labeled 'Call with a simple mouse click out of the buddy list' points to the 'iOffice Communicator call' option in the contact list.





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Technical Requirements

PBXs supported by ilink TeamCall CTI middleware:

Please see www.ilink.de

Sametime Connect clients connect to CTI server via TCP/IP

Most phone systems of major vendors require CTI licenses and hardware

Sametime releases 8.02, 8.5, or 8.5.1 with necessary server, Sametime Standard client licenses

CTI-server or VMware to host iOffice Communicator server applications:

- 1 dual core CPU 2 GHz or higher, 2 GB RAM, 25 GB harddisk space, FE-/GBE network interface
- OS: 32 bit Linux (SLES10/11, Red Hat Enterprise), Windows 2003/2008 Server
- LAN connection with routing to PBX and Sametime server
- Host example: IBM xSeries 3250. Sizing: up to 500 concurrent users and 3 PBX connections

