

ilink

# TeamCall Meeting Gateway for HCL Sametime Premium

— TMG —

Product Factsheet

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# ilink TeamCall Meeting Gateway for HCL Sametime Premium – TMG

**NEW:** Telephone dial-in and dial-out for flexible meetings.

## Introduction

TMG offers seamless telephony integration for Sametime Premium 11.6 meetings. TMG is a software solution which connects Sametime meeting servers with telephone networks. Just a phone is required to participate in meetings. TMG is an enterprise server software which runs on-premises or in customers' private cloud. It works with any service provider or SIP phone system of the customer's choice.

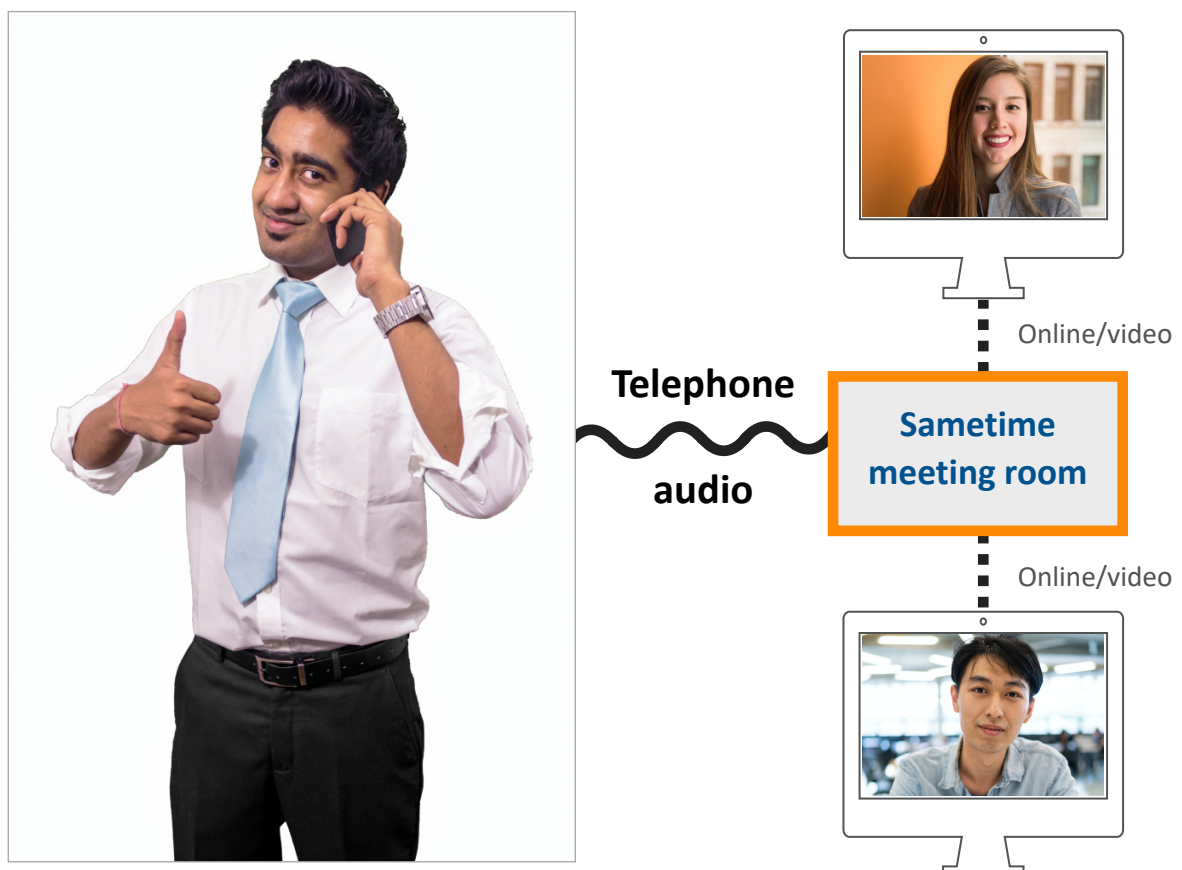
## Meeting challenges for organizations

Running efficient and flexible meetings can be quite a challenge these days. Some users cannot or do not want to join a meeting through an online session. Users are on the go, they have restricted internet access or a temporary home office internet disruption. Often meeting room participants experience poor audio quality due to internet latencies, e.g. audio dropouts, which interrupt meeting conversations. Sometimes the built-in user webcams only offer a poor audio quality – e.g. muffled sound, ambient sound pickup – which complicates meeting discussions.

## Our solution

Sametime Premium and TMG offer telephone dial-in and dial-out for flexible Sametime meetings. Mobile participants can join Sametime meetings from anywhere using their preferred device: at home, in hotels, in rural areas, on the road, with a limited mobile data plan and even offline. Telephone audio requires zero user data bandwidth. Resilient audio connections over telephone networks offer a very high quality of service. Robust audio connections enable flexible team collaboration and smooth meetings for daily teamwork to save time, nerves and money. Customers can use service providers of their choice and leverage existing local phone systems in order to provide phone numbers for domestic and international dial-in/dial-out.

With Sametime Premium and TMG, teams smoothly work together – it's a fast, modern collaboration solution that adapts to any circumstance.



## Features and benefits

**Dial-In:** Users access a Sametime meeting room by telephone. Phone users simply call customer's service number and enter the conference number to meet other participants via audio. TMG provides audio waiting rooms for moderated meetings. Phone users have clear voice connections through their phone headset without audio dropouts. Phone users don't have to fuss with devices, cameras and microphones, they focus on collaboration. And phone audio connections consume much less mobile device battery than browser-based video streams.

**DMD:** Invitation/meeting room landing page also lists a full service number sequence: dial-in phone number plus conference number. Phone users do not have to enter digits at the voice prompt. One-touch smartphone dial-in for quick and easy meeting room access.

**Dial-Out:** The moderator calls from the meeting room other external participants on their phone to spontaneously bring them into the meeting. TMG extends Sametime dial-out for non-standard, complex service provider SIP setups.

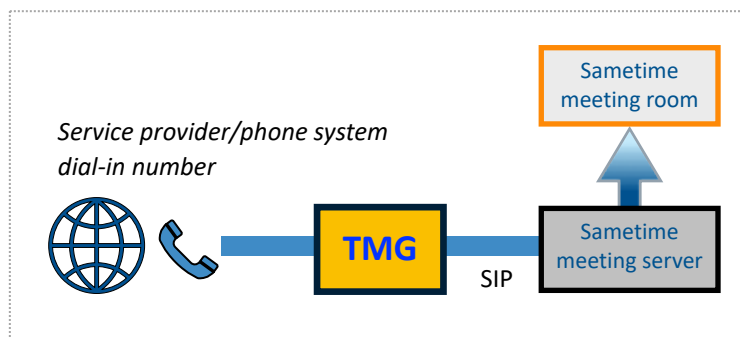
**Moderator controls:** Phone participants are displayed in the meeting room through a user icon and identified with a generic name. The moderator can mute, terminate or block telephone participants from entering the meeting room as needed to conduct structured, guided and efficient meetings.

## Dial-in user story

A Sametime moderator creates a meeting room with „telephony“ flag. This enables meeting room for dial-in and lists geo location dial-in numbers and conference number in the room details as well as on its landing page. A participant visits the meeting room landing page or directly calls the dial-in service number (DMD) with his telephone. TMG greets the phone user and prompts him by voice to enter the conference number. TMG routes the phone user to the meeting room where he joins other participants audio-only.

## Enterprise turnkey setups

Customers can use their own telephone service provider or their local phone systems to provide domestic/international dial-in numbers. Dial-in numbers are configured in TMG service in order to provide dial-in infos for Sametime meetings. After initial remote installation by ilink Professional Services team, TMG runs free of administration in the background. TMG only uses transient data for call routing, i.e. no backup is required.



TMG has been jointly developed and tested with HCL software to ensure option integration. ilink is your worldwide partner for TMG consulting, sales, implementation and service – in the customer's data center/ on-premises or in private cloud.

## Licensing

One TMG license per named HCL Sametime Premium user, no license for external/guest participants required. TMG term license includes ilink standard software support (8x5 Europe timezone). Please contact the ilink sales team for an individual offering (see next page).

## Technical requirements

- HCL Sametime Premium, version 11.6 or higher
- Service provider dial-in phone number or SIP capable phone system with connection to PSTN
- Host system/VMware with Linux (Debian/CentOS) to run TMG service (on-premises/in private cloud)

## About ilink

Since 1990, ilink has been developing software solutions and providing products and services for Unified Communications (UC) to its partners and customers.

With over 15 years of experience in telephony solutions for Sametime, ilink delivers outstanding solutions and expertise through its strong Professional Services team.

ilink is HCL's preferred development and software partner for Sametime telephony solutions. You are welcome to contact our smart Professional Services team for further information about *TeamCall Meeting Gateway for HCL Sametime Premium – TMG*.

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