

ilink

# TeamCall Meeting Gateway for HCL Sametime Premium

—— TMG ——

Product Factsheet



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# TeamCall Meeting Gateway for HCL Sametime Premium – TMG

Telephone dial-in and dial-out for flexible meetings / **NEW:** version 12 support



## Introduction

TMG offers seamless telephony integration for Sametime Premium 12 meetings. TMG is an ilink 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 a customers' private cloud. It works with any SIP provider or any SIP phone system of the customer's choice.



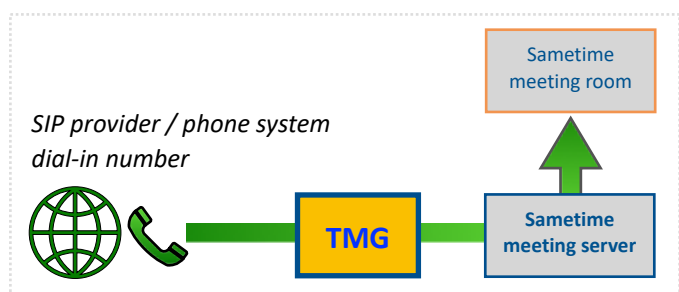
## Meeting challenges for organizations

Running efficient and flexible meetings can be quite a challenge these days. Some users can not or do not want to join a meeting through an online session. They are on the go, have restricted mobile internet access or a temporary internet disruption at their home office. Often meeting participants experience poor audio quality due to internet latency such as audio dropouts that interrupt meeting discussions. Sometimes users' built-in web cams only offer poor audio quality – i.e. muffled sound, ambient noise pickup, fluctuating sound levels – making meeting conversations difficult.

## Our solution

TMG extends Sametime meetings for telephone dial-in and dial-out. TMG empowers participants to join Sametime meetings from anywhere: at home, in hotels, in rural areas, on the road, with limited cell phone plans and even offline – telephone audio requires zero user data bandwidth.

Robust audio connections over telephone networks offer a very high quality of service which is crucial for good collaboration and smooth meetings in your daily teamwork to save time, nerves and money. TMG enables customers to use service providers of their choice as well as leverage their existing local phone systems for domestic and international dial-in/dial-out service numbers. With TMG for Sametime Premium 12, teams smoothly work together – it's a fast, modern collaboration solution that adapts to any circumstance.



## TMG features and benefits for your business

- ★ **Dial-In:** Participants join Sametime meetings flexibly by cell/home/office phone whenever they can not or do not want to attend a meeting via an online session. Direct meeting dial-in (DMD) ensures quick and easy meeting room access for mobile users. And online users are free to shift to telephone audio when they experience bad audio connections. For smooth team meetings, stable and clear voice connections without audio dropouts are crucial to maintain the context of conversations and focus on the topics at hand.
- ★ **Dial-Out:** Sametime moderators call other external participants on their phone directly from the meeting room to spontaneously bring them into the meeting.
- ★ **Moderator controls:** Phone participants are clearly displayed in the meeting room through a user icon and identified with a generic name. Moderators can mute, terminate or block telephone participants from entering the meeting room as needed to conduct structured, guided and efficient meetings.
- ★ **NEW: Sametime 12 meeting mode support.** Besides "Collaboration", TMG supports the new Sametime Premium v12 meeting modes "Confidential" and "Lecture".



## Dial-in user story

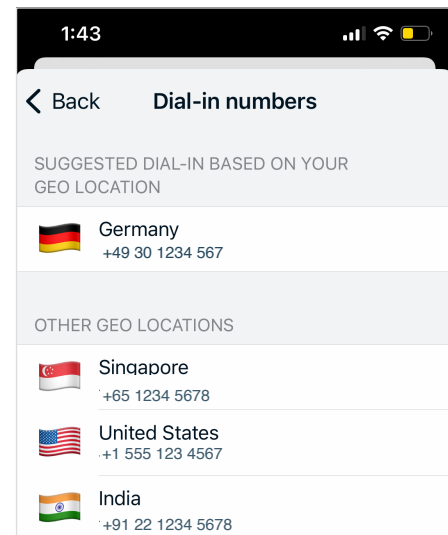
A Sametime moderator creates a meeting room with "Conference dial-in". With this option, the meeting room is also available to phone users through available geolocation dial-in numbers. A phone participant simply uses the Sametime app on his cell phone or directly calls the quick dial-in number (DMD) of his meeting invite. TMG service greets the phone user and prompts him by voice to enter the meeting room's conference number and then routes the user into the meeting room where he joins other participants audio-only.



## Enterprise turnkey setups

The ilink Professional Services team remotely installs TMG service on a customer provided host system (on-premises, private cloud) and connects it to the Sametime meeting server. Customers can use their available local SIP phone systems and their own SIP service provider to setup domestic and international dial-in numbers which are configured in TMG and in the customer's Sametime meeting server. TMG runs free of administration in the background and only uses transient data for call routing, i.e. no backup is required.

TMG was developed and tested together with HCL Software to ensure optimal integration. ilink is your worldwide partner for TMG consulting, sales, implementation and service – on-premises or in the customer's private cloud.



## Licensing

One TMG license per named HCL Sametime Premium user is required (no licensing for external/guest participants). TMG term licenses include 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 12 or 11.6
- A SIP phone system trunk and/or a SIP provider trunk with dial-in phone number call forward to TMG
- Debian 11 Linux host system/VMware with to run TMG service (on-premises/in private cloud)
  - CPU, RAM of TMG host: 25% each of the capacity of the Sametime Meeting Server host

## 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*.

### Contact

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Product web site: <https://www.ilink.de/tmg>



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